

REPORT OF THE CORPORATE DIRECTOR OF NEIGHBOURHOOD SERVICES

AREA PERFORMANCE REPORT

1 SUMMARY

This report presents performance information for the 2nd quarter of 2005/06.

2 RECOMMENDATIONS

IT IS RECOMMENDED that the Committee considers:

2.1 The performance information contained in the Appendices to this report.

2.2 Whether it wishes to receive any further information at its next meeting from either of the Directorates responsible for the performance outturns including:-

- further explanation or commentary about the performance shown;
- details of action proposed or being taken to improve service performance in this area

and, if so, the type of information it would wish to receive and in what format.

2.3 Whether it would wish to refer this report to a Working Group for more detailed consideration of the performance information it contains in order to –

- help identify problem 'hot-spots', and
- consider recommendations to service providers regarding possible management action to improve services.

3 BACKGROUND

3.1 This is the second quarterly area-based performance report.

3.2 This report:-

- shows the outturns for this area in comparison with those of other areas and the City-wide averages
- shows the trend in the outturn from the 1st to the 2nd quarter, where data was available in both quarters
- gives a commentary by the responsible Directorates on those comparisons and trends

Appendix D contains a map showing the areas of the City.

3.3 Future reports will contain additional performance information in relation to the removal of graffiti for the period October 2005 onwards.

- 3.4 Additional performance information will be included in the 3rd quarter report for:
- the average time taken to repair a street light fault (faults within local authority control);
 - the percentage of street lights not working as planned;
 - the percentage of highway customer reports attended to within three working days
 - the percentage of instances of dangerous damage to roads and pavements which are made safe within 24 hours
 - the average waiting time for bulky waste collection
 - customer satisfaction with weekly refuse collection
 - missed bins per 100,000 collections

4 PROPOSALS

- 4.1 Reporting of performance information on an area basis forms a key element of the developing area performance management arrangements which will enable Area Committees to –
- review performance
 - help identify local problem ‘hotspots’ and possible solutions to local problems, and
 - make recommendations to service providers regarding desired improvements and review their progress in implementing improvement actions to address issues of concern.
- 4.2 As data becomes available for further quarters, a clearer picture will emerge of whether there are continuous disparities in outturns between areas, and of the trends in performance. This will enable future reports to include more detailed information on the perceived reasons for differences in performance between areas and on current or proposed management actions to make improvements.
- 4.3 The reporting of performance will be complemented by
- the development of new Area Plans for 2006/07 which will identify key issues of concern to local people, and in particular issues which will most effectively be addressed by joint working by the agencies in the local partnerships
 - the development of mechanisms to further involve local people in the management of local performance – e.g. ‘reality checking’ of reported performance – with the support of consultants who have been working with the Area Committee.

5 FINANCIAL IMPLICATIONS

None.

6 EQUAL OPPORTUNITIES IMPLICATIONS

- 6.1 The proposals in this report are intended to lead to improvements in services, particularly where the existing service level in an area falls short of the standard

achieved in others, and to services which are better targeted to meet the needs of the residents of each area.

- 6.2 The achievement of these objectives will contribute to the delivery of more equal service outcomes for members of communities which are more highly represented in the population of particular areas.

7 STRATEGIC AIMS

The implementation of area performance management will contribute to the achievement of the Council's Strategic Aim of **improved neighbourhood focus**.

8 BEST VALUE

The proposals in this report are intended to lead services being better targeted to meet the needs of the residents of each area, which will result in better value for money in qualitative terms.

9 List of background papers other than published works or those disclosing confidential or exempt information

Area Performance Monitoring file.

10 Published documents referred to in compiling this report

None.

MANJEET GILL CORPORATE DIRECTOR OF NEIGHBOURHOOD SERVICES

Eastcroft
London Road
Nottingham NG2 3AH

Contact Officers:

Chris Cutland, Service Manager,
Neighbourhood Focus. 0115 9154996
chris.cutland@nottinghamcity.gov.uk

Peter Hives. 0115 9154587
peter.hives@nottinghamcity.gov.uk

29th November 2005

AREA PERFORMANCE – CRIME AND ANTI-SOCIAL BEHAVIOUR

What this is about

Performance indicators in this section include:

- residents' perception of anti-social behaviour
- the level of anti-social behaviour incidents recorded by the Police
- the incidence of crime

Why this matters

Crime and antisocial behaviour is seen as the number one priority by the people of Nottingham as is evidenced through various surveys about the Council's priorities. Nottingham's crime levels are amongst the worst in the country.

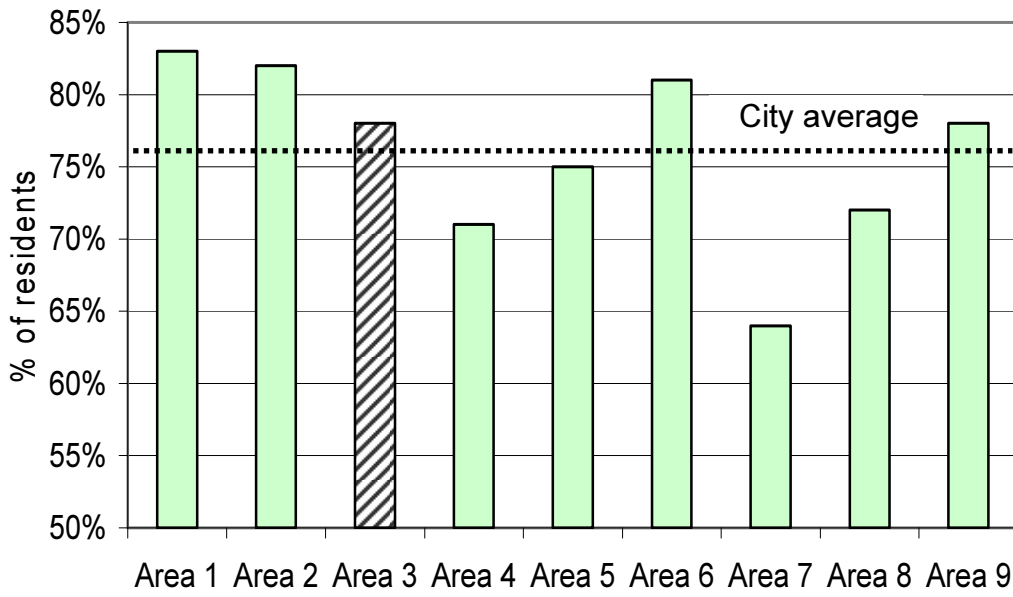
Crime and antisocial behaviour can have detrimental effects on neighbourhoods, the environment, health and the economy.

Our success measure

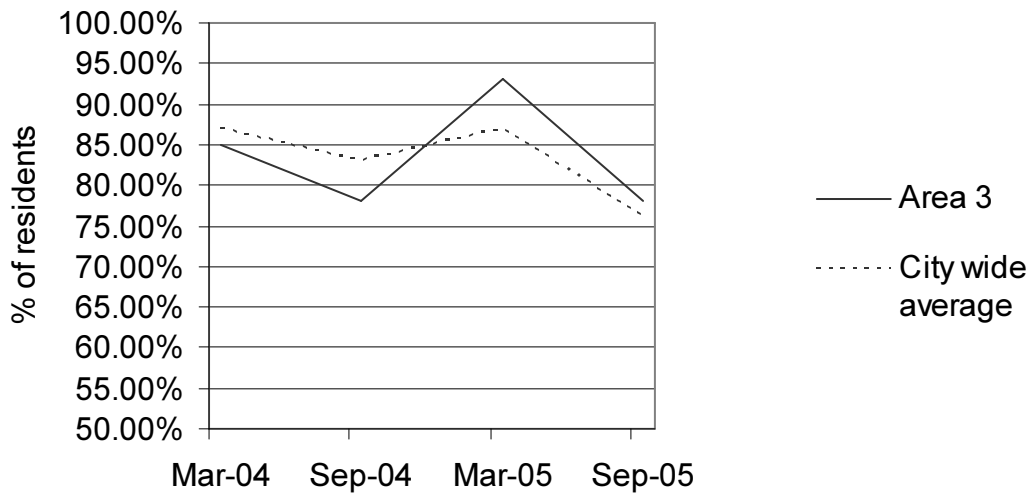
Reduced fear of crime in local neighbourhoods.

Initial survey to be carried out by 31st March 2006

**% of residents considering anti-social behaviour
to be a problem September 2005**



**% of residents considering ASB a problem
Area 3**



Definition of the indicator

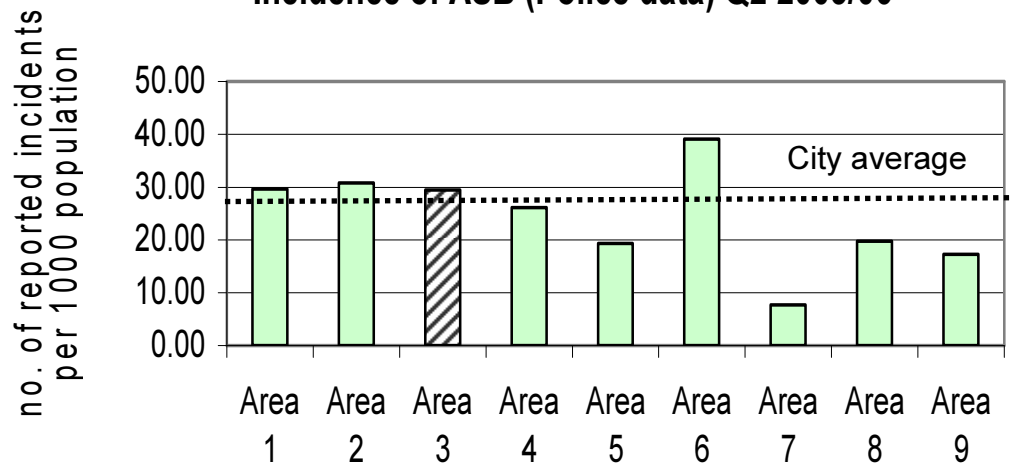
The percentage of residents who considered anti-social behaviour impacting on individuals to be a problem in their neighbourhood.

This information is taken from the 6 monthly Anti-Social Behaviour Survey. This indicator covers anti-social behaviour such as vandalism, criminal behaviour, intimidation by gangs and noise. It does not measure concern with anti-social behaviour impacting on the environment (e.g. fly-tipping) or with drug and alcohol related ASB.

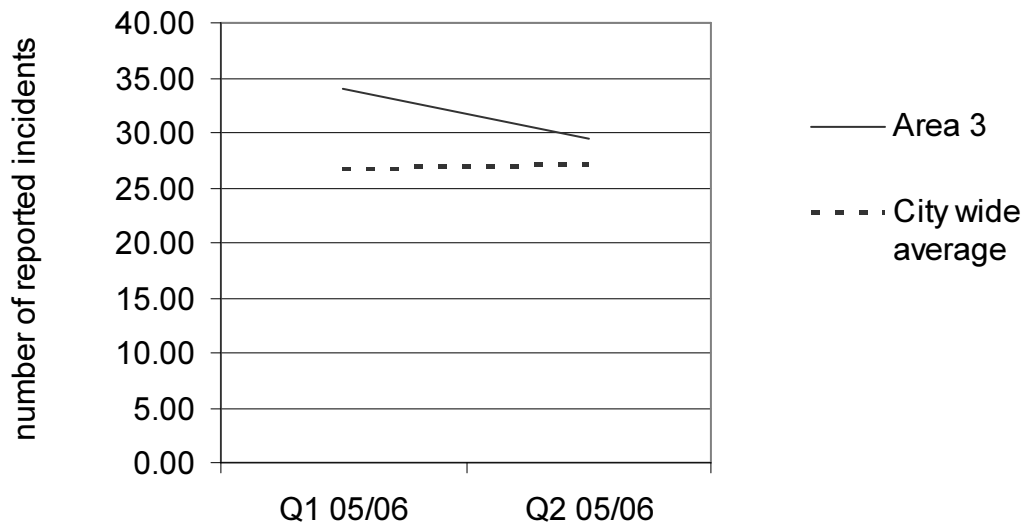
Commentary on the out-turn

The percentage of residents who considered anti-social behaviour impacting on individuals to be a problem in their neighbourhood declined substantially from March 2005 to September 2005, though a little less sharply than the City-wide average. However, it remains above the City average.

Incidence of ASB (Police data) Q2 2005/06



Incidence of ASB (Police data) Area 3



Definition of the indicator

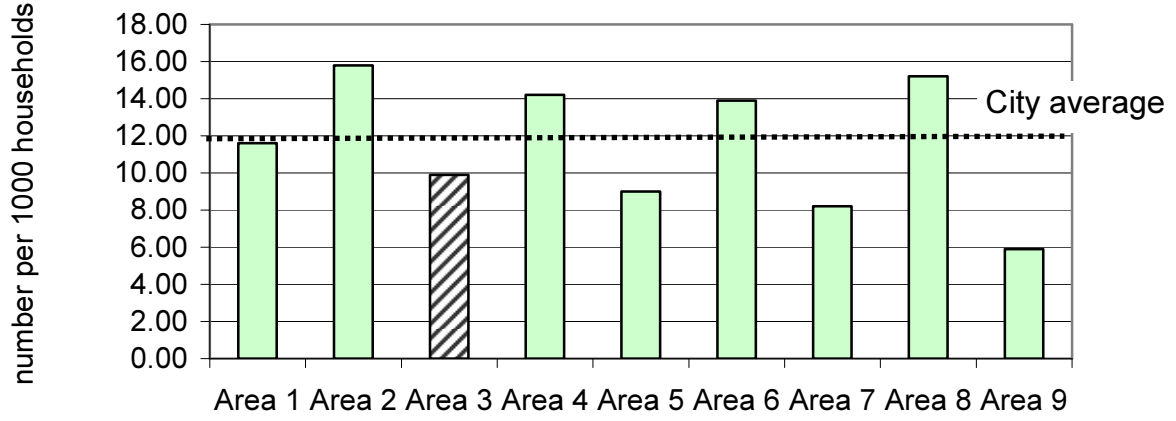
The number of anti-social behaviour incidents recorded by the Police – calls received from the public which do not result in recorded ‘crimes’ – per 1000 population.

Data is taken from the Quarterly Anti-Social Behaviour Report. The out-turn shown for Area 8 excludes incidents taking place in the City Centre.

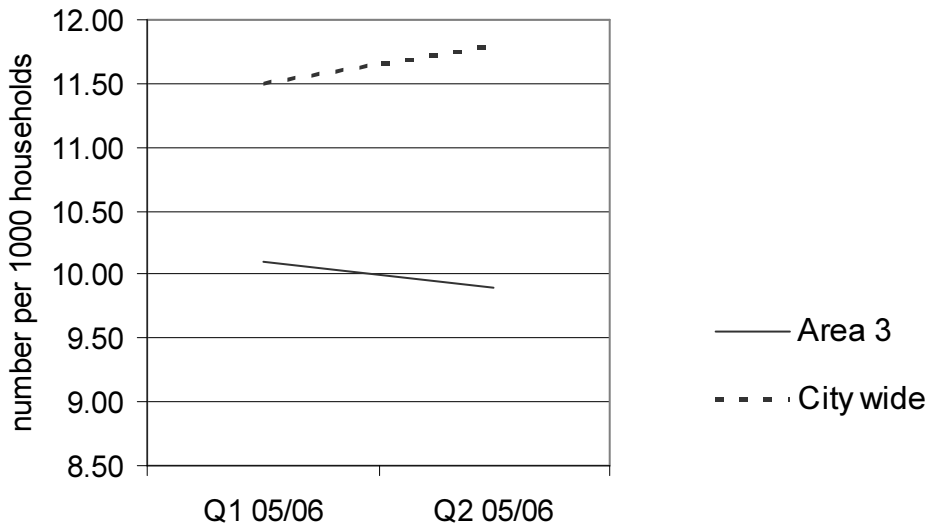
Commentary on the out-turn

The number of anti-social behaviour incidents recorded by the Police declined significantly from quarter 1 to quarter 2, though it remains just above the city-wide average.

Incidence of burglary Q2 2005/06



Incidence of burglary Area 3



Definition of the indicator

The number of burglaries per 1000 households.

Performance against this indicator is calculated using a different number of households to that used in calculating the associated BVPI because the same data is not available on an area basis. Consequently, the City-wide average shown here will not correspond exactly with that shown elsewhere for the BVPI.

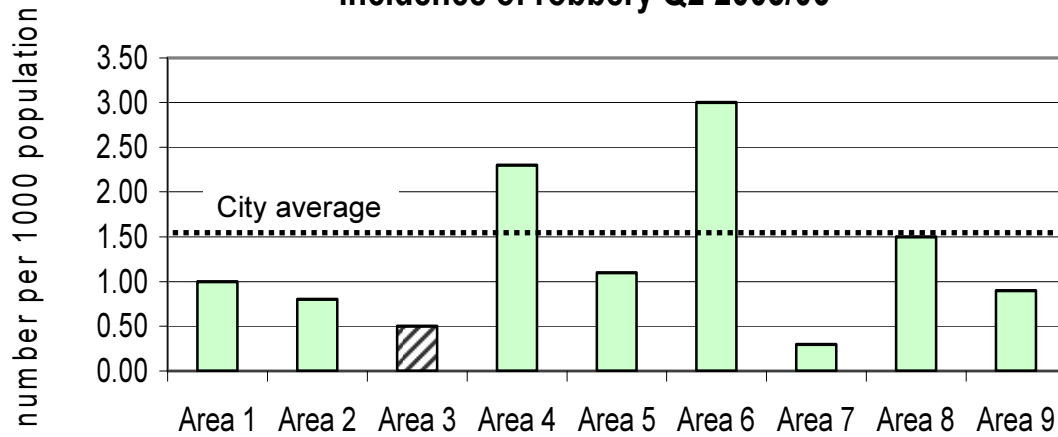
The out-turn shown for Area 8 excludes incidents taking place in the City Centre.

Commentary on the out-turn

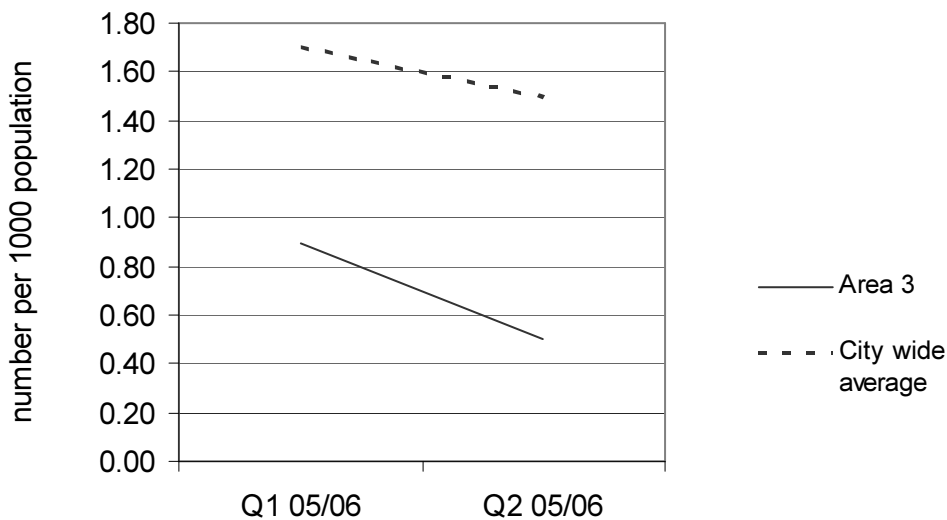
The incidence of burglary in West Area declined from quarter 1 to quarter 2.

The main 'hotspot' in quarter 2 was between Denton Green and Broxtowe Lane. There were also clusters of incidents around Fulwood Crescent in Aspley, around Stagsden Crescent near Trowell Road, between Falmstead Road and Strelley Road, and around Harwill Crescent and Welstead Avenue.

Incidence of robbery Q2 2005/06



Incidence of robbery Area 3



Definition of the indicator

The number of robberies per 1000 population.

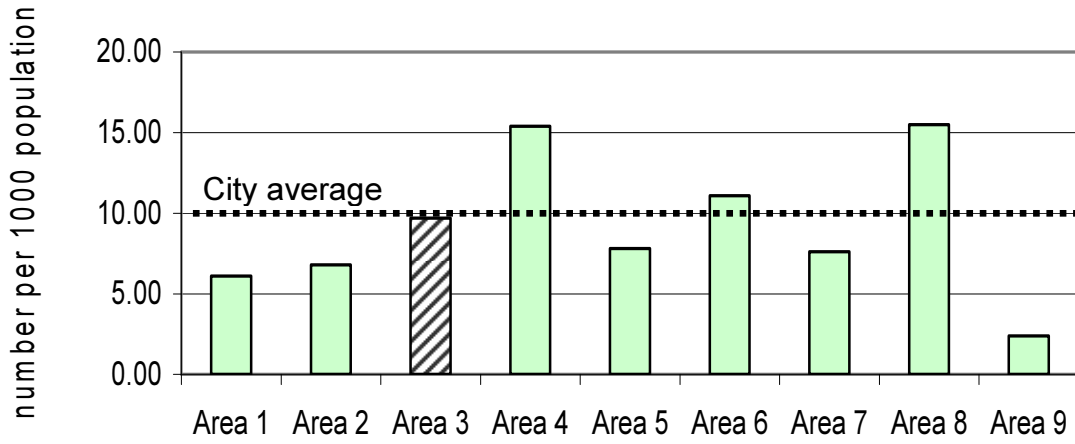
Performance against this indicator is calculated using a different population count to that used in calculating the associated BVPI because the same data is not available on an area basis. Consequently, the City-wide average shown here will not correspond exactly with that shown elsewhere for the BVPI.

The out-turn shown for Area 8 excludes incidents taking place in the City Centre.

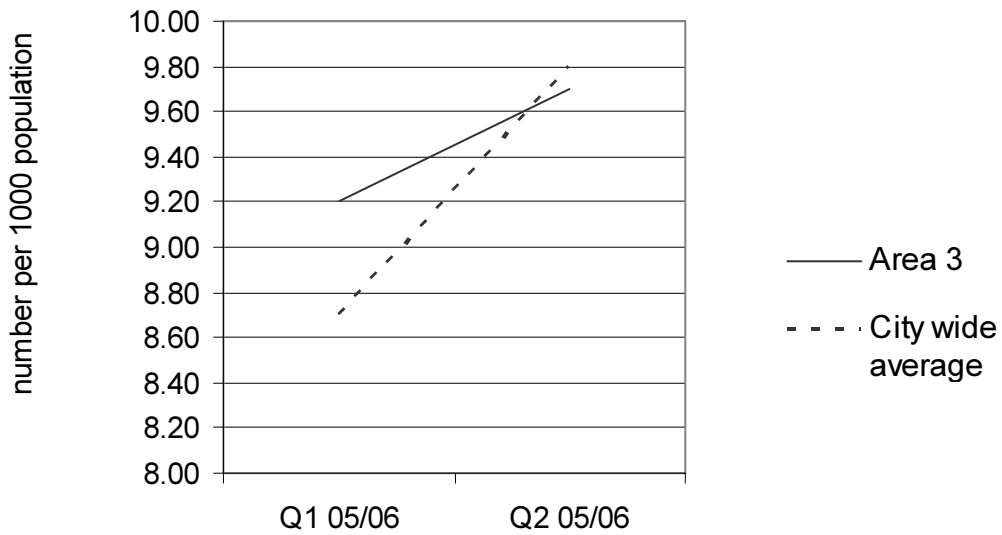
Commentary on the out-turn

The incidence of robbery in West Area declined from quarter 1 to quarter 2. There were no notable 'hotspots' in this quarter.

Incidence of vehicle crime Q2 2005/06



Incidence of vehicle crime Area 3



Definition of the indicator

The number of vehicle crimes per 1000 population.

Performance against this indicator is calculated using a different population count to that used in calculating the associated BVPI because the same data is not available on an area basis. Consequently, the City-wide average shown here will not correspond exactly with that shown elsewhere for the BVPI.

The out-turn shown for Area 8 excludes incidents taking place in the City Centre.

Commentary on the out-turn

The incidence of vehicle crime in West Area increased from quarter 1 to quarter 2, from 375 incidents to 395.

The main 'hotspot' was in Broxtowe, namely northern Denewood Crescent, up to Woodfield Road / Lindfield Road and across to Minver Crescent (around 130 offences). There was also a small cluster around Nuthall Road / Western Boulevard (Speedo and the Wheatsheaf pub).

AREA PERFORMANCE - THE STREET SCENE

What this is about

Performance indicators in this section include:

- the quality of the street cleaning service
- our response to enviro-crime

Reports from March 2006 will also include performance on

- the quality of the refuse collection service
- highways maintenance and street lighting

Why this matters

Having a clean, attractive and well-maintained environment is a top issue for local people. It helps to develop a sense of pride in local neighbourhoods and contributes to the regeneration of the City, drawing in new businesses and ensuring that existing ones stay.

The public's perception of the cleanliness of their neighbourhood will also reflect other environmental issues such as the standard of maintenance of the footpaths and street lighting, and how promptly we empty the bins.

Our success measure

The percentage of residents in the West Area who consider anti-social behaviour impacting on the environment is a problem in their local neighbourhood.

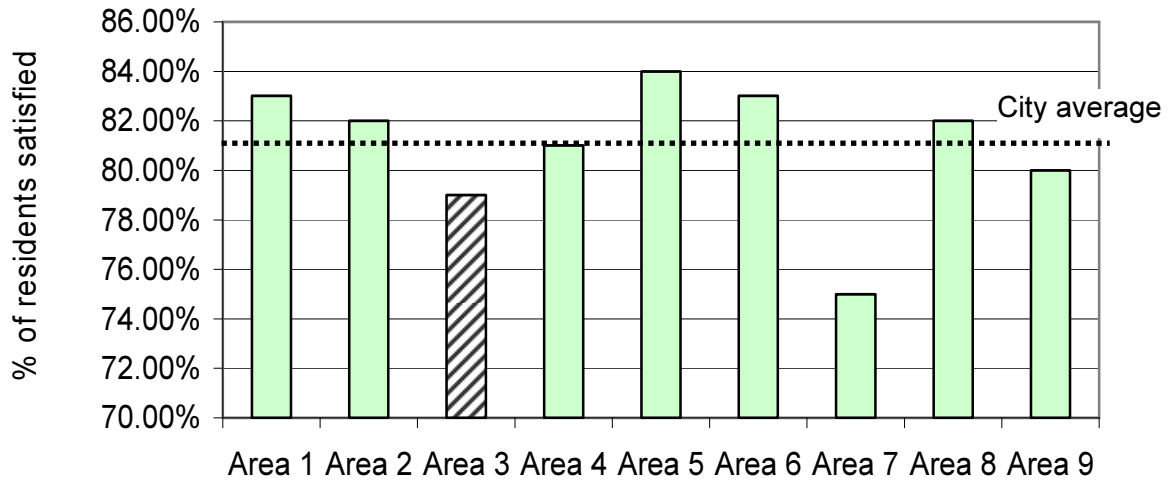
This is taken from the 6 monthly Anti-Social Behaviour Survey. It measures the level of concern with litter, dog fouling, fly posting, graffiti, fly tipping and abandoned cars.

March 2004	September 2004	March 2005	September 2005
87%	73%	81%	65%

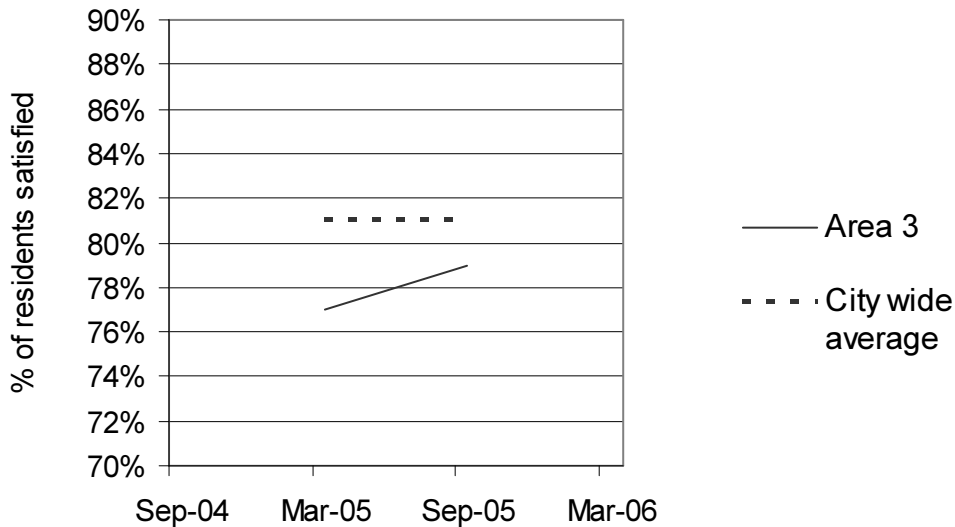
Commentary on the out-turn

The percentage of residents in the West Area who consider anti-social behaviour impacting on the environment is a problem in their local neighbourhood has declined significantly since the March 2005 survey, and is now at its lowest level since the survey began.

Street cleanliness – customer satisfaction with the Council's efforts September 2005



Street cleanliness – customer satisfaction with the Council's efforts Area 3



Definition of the indicator

The percentage of residents who are satisfied with Council's efforts to keep the local neighbourhood clean and tidy.

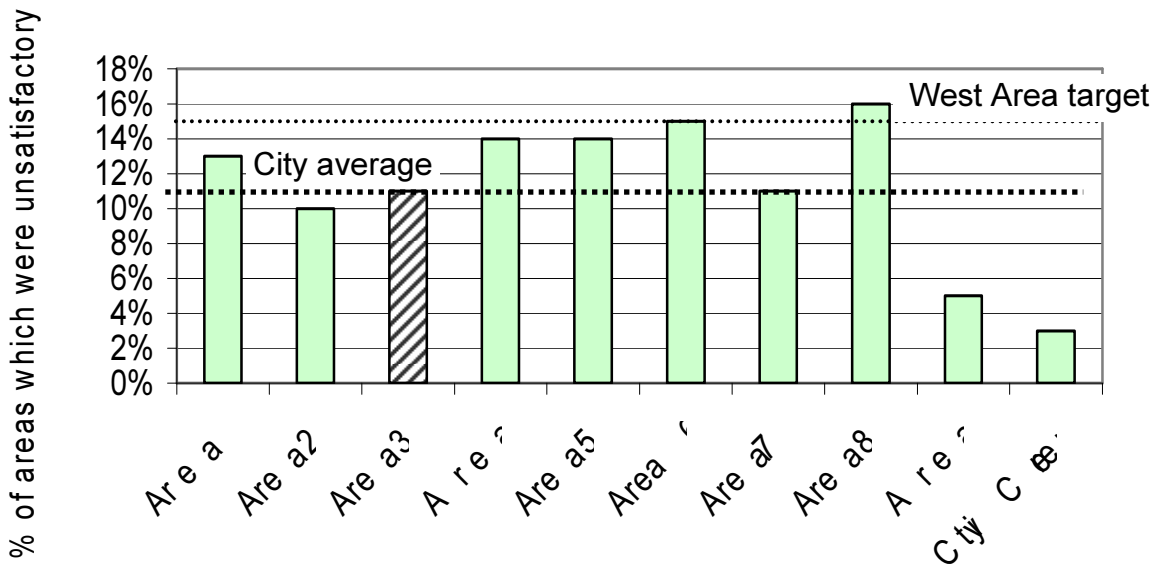
Taken from the 6 monthly Anti-Social Behaviour Survey.

Commentary on the out-turn

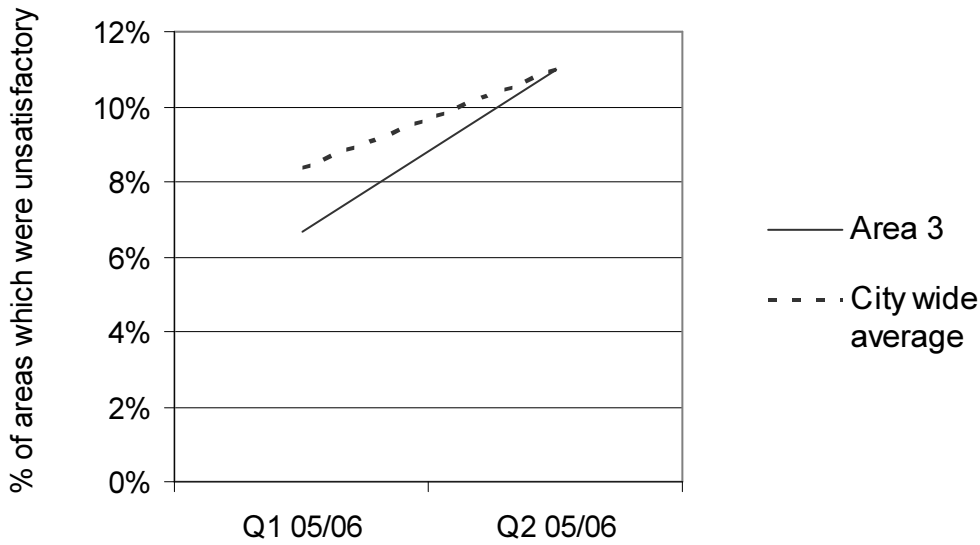
The last survey was carried out in September 2005.

The percentage of residents who said that they were satisfied with Council's efforts to keep the local neighbourhood clean and tidy increased from the previous survey, but remains below the average for the city.

Street cleaning technical assessment Q2 2005/06



Street cleanliness technical assessment Area 3



Definition of the indicator

This indicator is based on a monthly survey to establish the levels of litter and detritus. It shows the percentage of the surveyed land and highway that had unacceptable levels.¹

A lower score against this indicator indicates better performance.

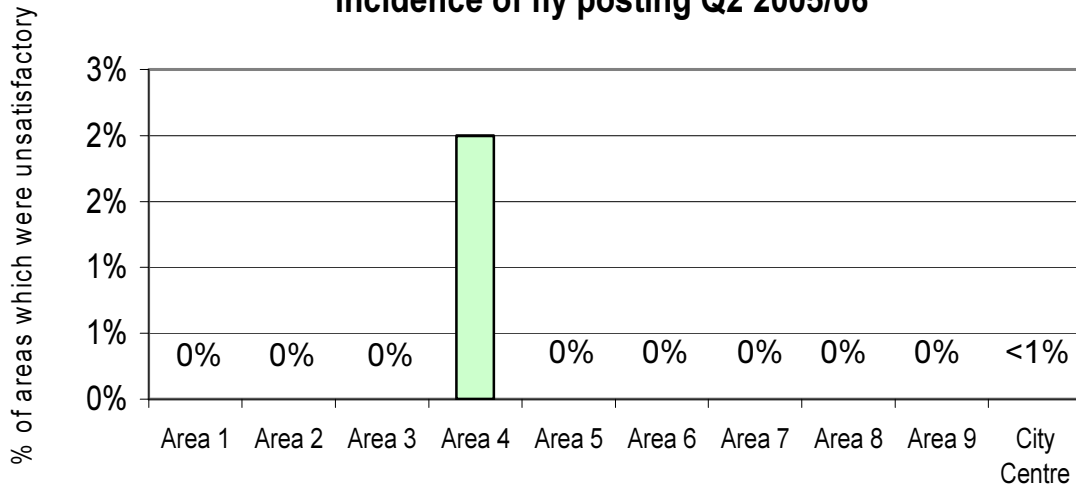
Commentary on performance

The outturn against this indicator for West Area was significantly higher in the second quarter than in the first quarter, but was well within the operational target. Performance matched the average for the city as a whole.

The outturn against this indicator is partly seasonal and a higher score is to be expected across the city as a whole in July and August, when there are more people out and about. The outturn was significantly better in September than in July and August due to focused cleansing using mechanical sweepers, and the operational target for the year for the area is considered to be achievable.

¹ The outturn against this indicator is assessed in a similar way to that for BV199a, but as a result of differences in the scale of sampling, the overall outturn may not match that of BV199a

Incidence of fly posting Q2 2005/06

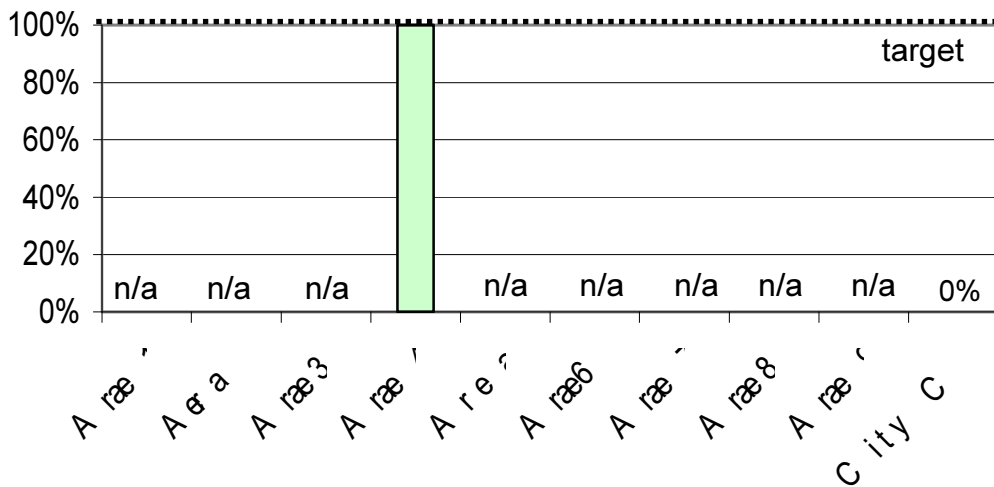


Definition of the indicator

This indicator is based on a monthly survey to establish the levels of fly posting. It shows the percentage of the surveyed land and highway from which unacceptable levels of fly posting were visible.²

A lower score against this indicator indicates better performance.

% of flyposting attended to within 48 hours Q2 2005/06



Definition of the indicator

The percentage of fly posting which was removed or painted over within 48 hours of being reported.

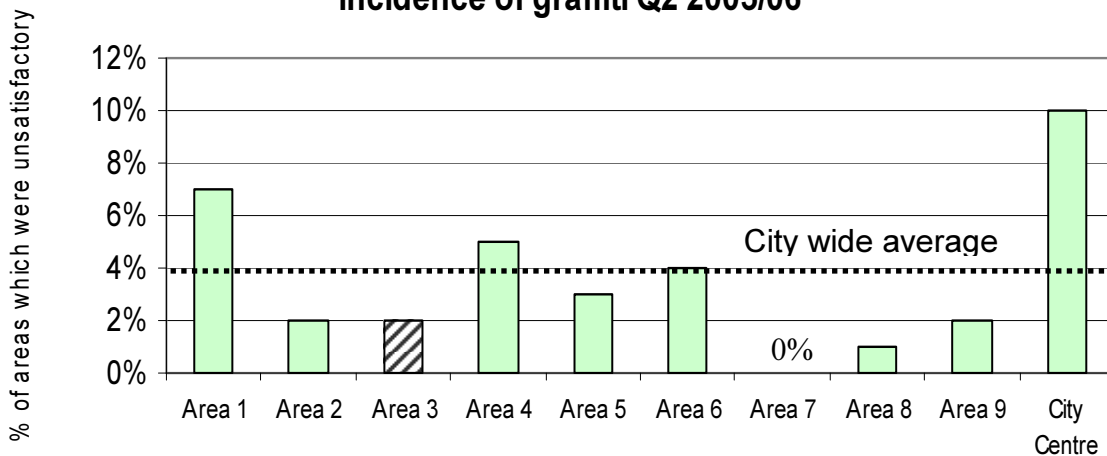
² The outturn against this indicator is assessed in a similar way to that for BV199, but as a result of differences in the scale of sampling, the overall outturn may not match that of BV199

Commentary on level of fly posting and performance on removal or painting over

There were no fly posting reports from members of the public in West Area for this quarter.

Customer fly posting reports across the city are relatively few, and the survey found a relatively consistent level of incidence across the city, with all areas except two having no fly posting.

Incidence of graffiti Q2 2005/06



Definition of the indicator

This indicator is based on a monthly survey to establish the levels of graffiti. It shows the percentage of the surveyed land and highway from which unacceptable levels of graffiti were visible.³

A lower score against this indicator indicates better performance.

Commentary on the out-turn

The survey outturn is consistent with the relatively low number of customer reports of graffiti in West Area (7 in total), which was just below the average for the city.

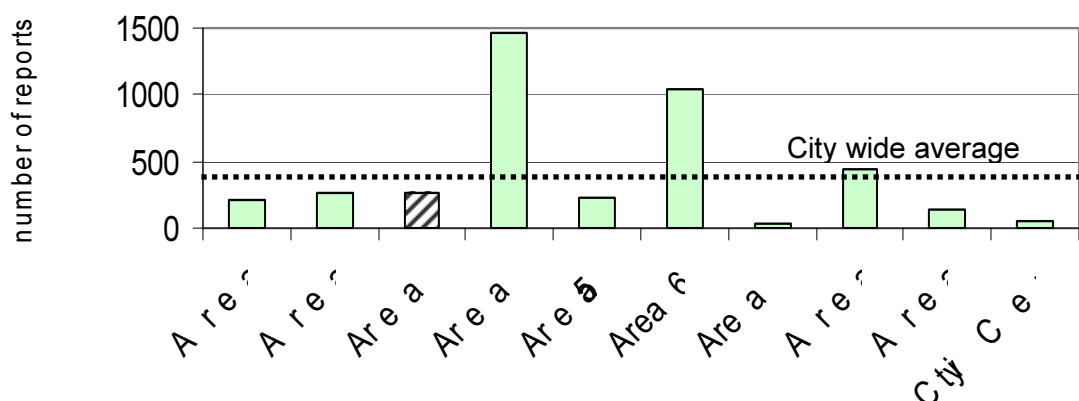
The level of graffiti found in the survey is not considered unacceptable. The main source of graffiti in the area is small tags and pen marks rather than large pieces of work.

No comparison with the 1st quarter is available as the presence of graffiti was not surveyed in the first quarter. However, the number of customer reports of graffiti in West Area decreased significantly from quarter one to quarter two, falling from 48 to 7.

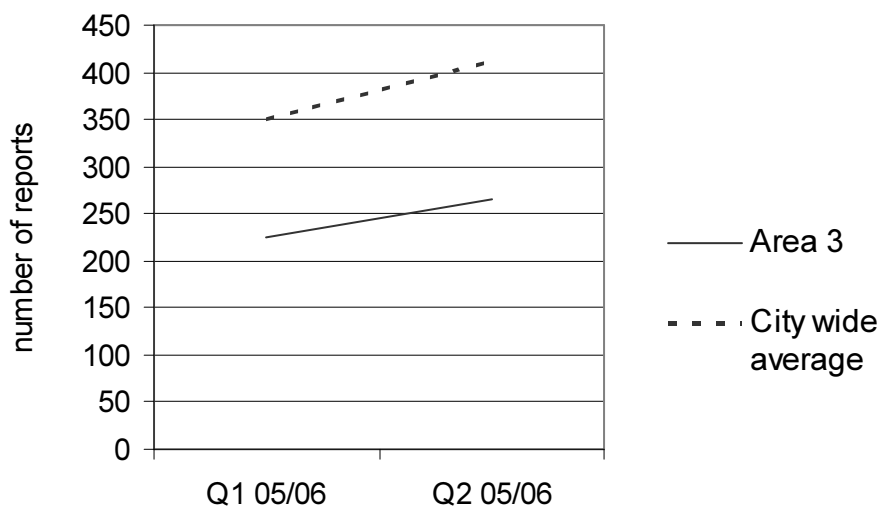
In common with other areas, West Area is included in an ongoing graffiti removal programme under which a graffiti crew visit the area at least once every eight weeks and many graffiti jobs are removed proactively before being reported by members of the public.

³ The outturn against this indicator is assessed in a similar way to that for BV199, but as a result of differences in the scale of sampling, the overall outturn may not match that of BV199

Incidence of fly-tipping Q2 2005/06



Incidence of fly tipping Area 3

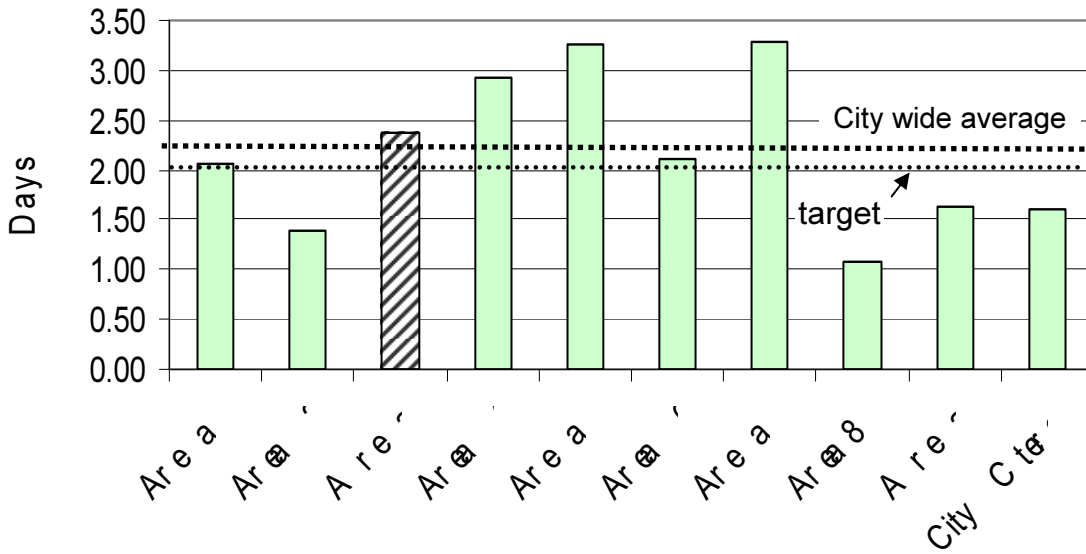


Definition of the indicator

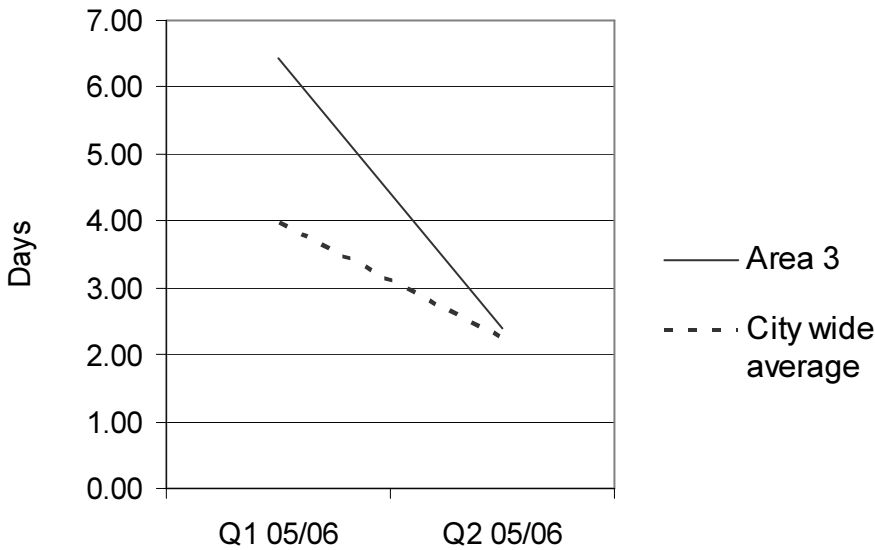
The number of instances of 'fly-tipping' dealt with by Neighbourhood Services.

This indicator uses a much broader definition of rubbish dumping than the definition used in the Anti-Social behaviour Report and the number of recorded instances is consequently higher than that reported there. The measure includes all instances of fly tipping whether reported by members of the public or identified by staff.

**Average time taken to remove flytipping
Q2 2005/06**



Average time taken to remove flytipping Area 3



Definition of the indicator

The average number of days taken to remove fly-tipping from the time of it being reported.

Fly-tipping refers to the broader definition of rubbish dumping as noted above. This measure only includes fly tipping reported by members of the public.

A lower score against this indicator indicates better performance.

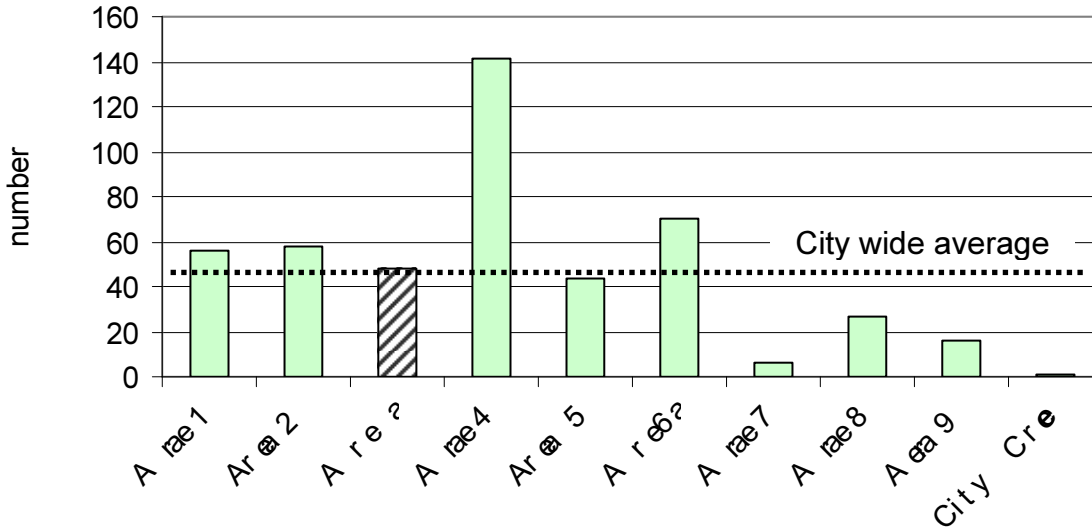
Commentary on levels of fly tipping and performance on its removal

The level of fly tipping in West Area increased from Quarter 1 but it remained below the city-wide average.

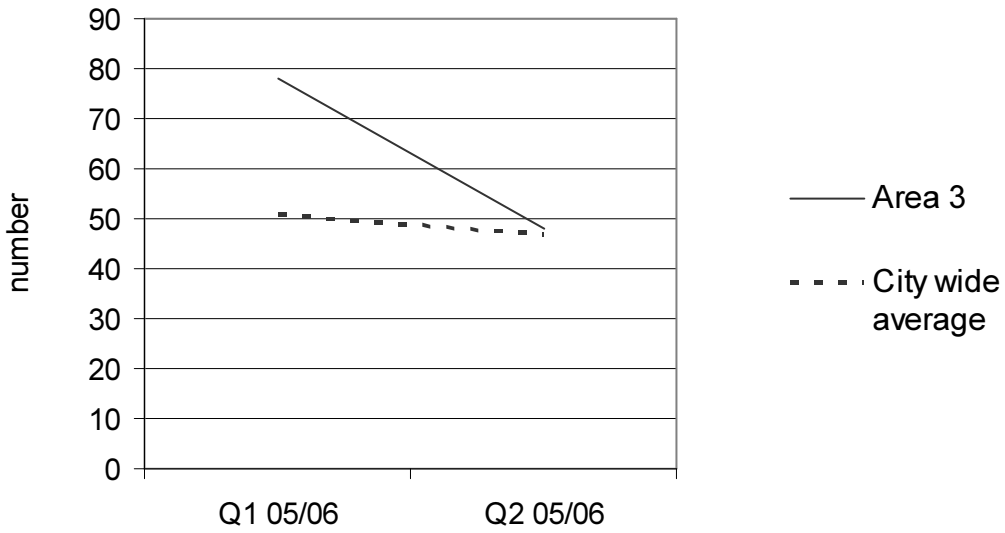
The average time taken to respond to customer reports decreased significantly from quarter 1 to quarter 2 and during the latter quarter came close to meeting the Neighbourhood Contract commitment to respond within two days, despite the increase in the level of fly tipping.

Improved communications and increased proactive removal of fly tipping should lead to a continued reduction in the time taken to respond to reports of fly tipping from members of the public.

**Number of vehicles reported as abandoned
Q2 2005/06**



Number of vehicles reported as abandoned Area 3



Commentary on the out-turn

There was a substantial fall in the number of abandoned vehicle reports in West Area from quarter 1 to quarter 2, from 78 reports to 48, and a similarly substantial fall in the number of vehicles actually found on site on inspection. Only 2 vehicles actually remained on site after expiry of the 7 day notice, both of which were scrapped within 24 hours.

There were significantly fewer vehicles found on site than were reported in most areas, and the number of vehicles scrapped is generally low.

AREA PERFORMANCE – OTHER SERVICES

What this is about

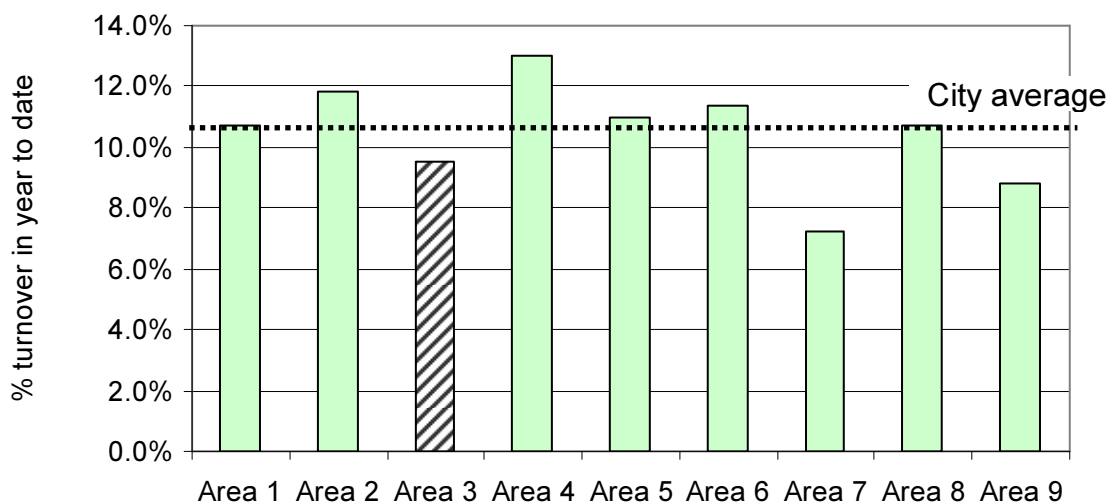
Performance indicators in this section include:

- the level of council housing voids
- the turnover of council tenancies

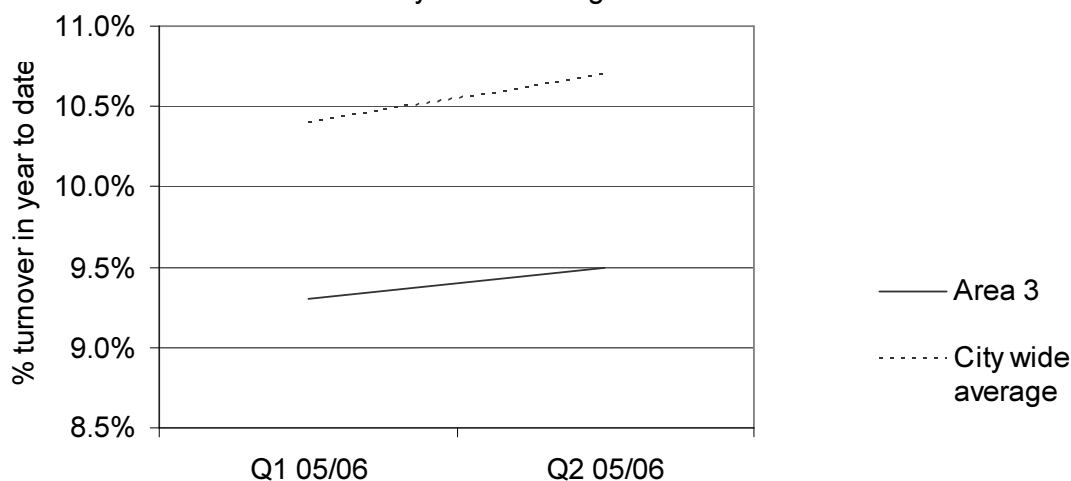
The 4th quarter report will also include performance on

- % households with children eligible for free school meals
- pupil absence, highways maintenance and street lighting

Turnover of LA tenancies Q2 2005/06
year-to-date figures



Turnover of LA tenancies Area 3
year-to-date figures



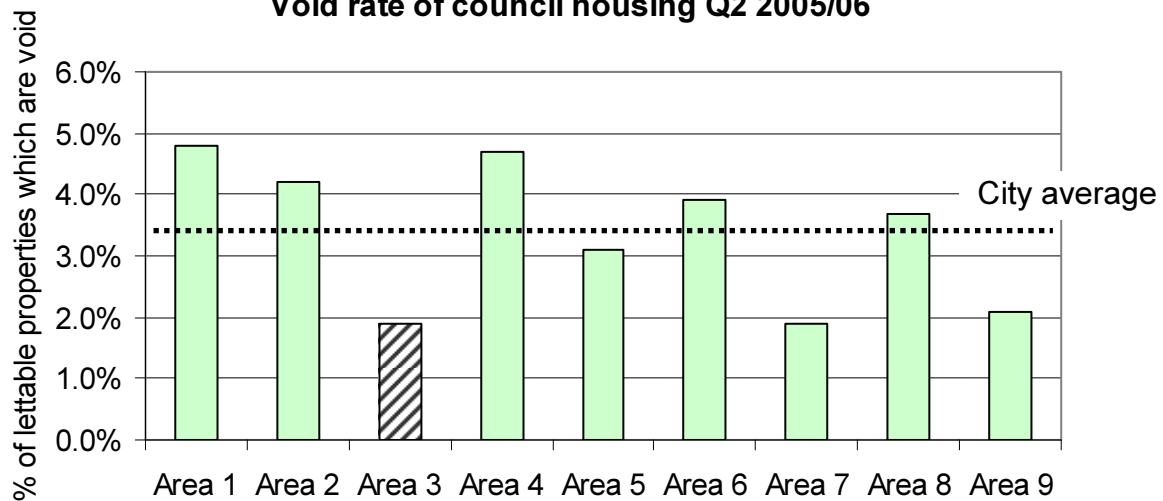
Definition of the indicator

The percentage of Council properties which were terminated during the preceding year. *This indicator shows turnover on a 'rolling year' basis which gives a more accurate picture of the longer-term trend.*

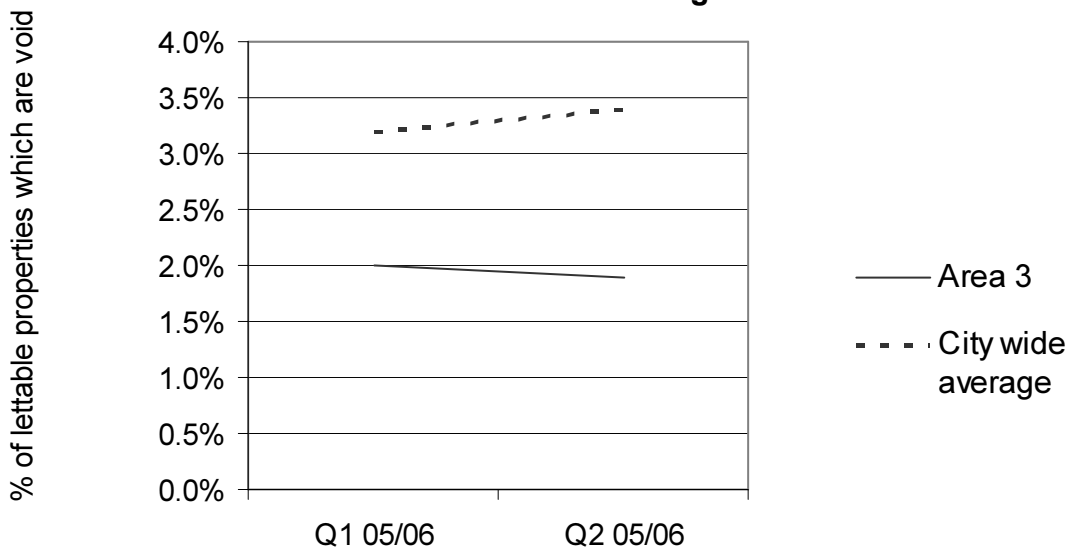
Commentary on performance

The number of properties becoming vacant in the area during the previous 12 month period (between 30.09.04 and 30.09.05) increased during the second quarter in comparison to the first quarter by 13, from 644 properties to 657.

Void rate of council housing Q2 2005/06



Void rate of council housing Area 3



Definition of the indicator

The percentage of Council properties which were lettable voids at the end of the quarter.

Commentary on performance

Although the number of areas becoming vacant during the previous 12 months had risen, the number of properties actually vacant at the end of the second quarter had reduced from the first quarter, from 139 to 129.

During the same period the average time taken to relet properties in the area increased marginally from 39.2 to 40.2 days.

Map Showing New Wards and Area Committees (for May 2003)



Area Committee Boundaries

Ward Boundaries

NOTTINGHAM
 City Council

This map is reproduced from Ordnance Survey maps with the permission of Ordnance Survey on behalf of the Controller of Her Majesty's Stationery Office. It is published under the Ordnance Survey Act 1947 and other legislation and copyright. For more information, visit www.ordnancesurvey.co.uk