

REPORT OF THE CORPORATE DIRECTOR OF NEIGHBOURHOOD SERVICES

AREA PERFORMANCE REPORT

1 SUMMARY

This report presents performance information for the 3rd quarter of 2005/06.

2 RECOMMENDATIONS

IT IS RECOMMENDED that:

- 2.1 The Committee considers the performance information contained in the Appendices to this report.
- 2.2 The Committee considers whether it wishes to receive any further information at its next meeting from any 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 areaand if so the type of information it would wish to receive and in what format.
- 2.3 The Committee considers whether it would wish to refer this report to a Working Group for more detailed consideration of the performance information it contains to –
 - help identify problem 'hot-spots', and
 - to consider recommendations to the service providers regarding possible management action to improve services.

3 BACKGROUND

- 3.1 This is the third 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 3rd quarter, where data was available in all quarters
 - gives a commentary by the responsible Directorates on those comparisons and trendsAppendix D contains a map showing the Areas in the City.
- 3.3 This report includes performance information on –
 - the average waiting time for bulky waste collection;
 - customer satisfaction with weekly refuse collection;
 - missed bins per 100,000 collections; and

- additional performance information in relation to the removal of graffiti
- 3.4 Members will note that it has not been possible to include additional performance information in relation to
- the average time taken to repair a street light fault
 - 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
 - % households with children eligible for free school meals
 - pupil absence

due to unforeseen problems in the collation and analysis of the data. It is hoped that these will be resolved to enable reporting of data in the next quarterly report.

- 3.5 Members will also note that it was originally proposed that there would be a separate, headline measure relating to the fear of crime, which would be an overall 'yardstick' of progress in tackling crime and anti-social behaviour issues.

This headline measure was originally proposed to be developed by the end of March 2006 for the Safer Stronger Communities Plan, but following the incorporation of this into the Local Area Agreement, it was agreed that an existing measure in the Anti-Social Behaviour Survey of residents considering anti-social behaviour impacting on individuals to be a problem (already included in this report) will be used instead.

This report will therefore not include a separate headline measure of the fear of crime.

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 are identifying 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.

5 FINANCIAL IMPLICATIONS

None.

6 LEGAL IMPLICATIONS

None.

7 EQUAL OPPORTUNITIES IMPLICATIONS

- 7.1 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.
- 7.2 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.

8 STRATEGIC AIMS

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

9 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.

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

Area Performance Monitoring files

11 Published documents referred to in compiling this report

None.

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18th April 2006

AREA PERFORMANCE – CRIME AND ANTI-SOCIAL BEHAVIOUR

What this is about

Performance indicators in this section include:

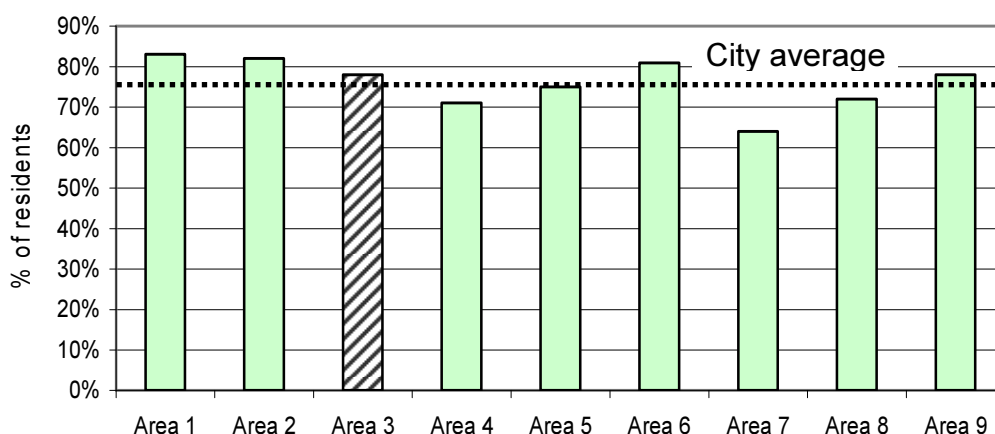
- residents' perception of anti-social behaviour
- the level of anti-social behaviour incidents recorded by the Police
- the incidence of crime

Why this matters

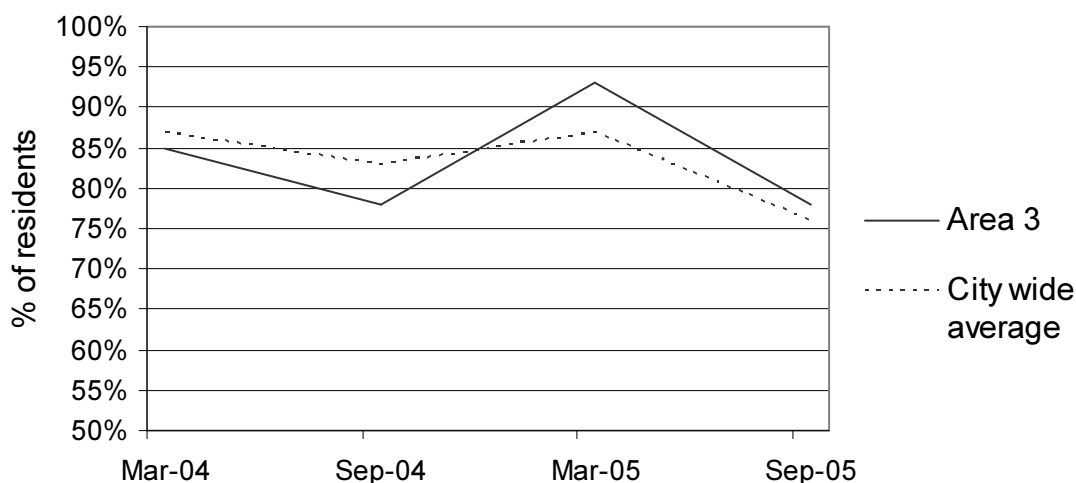
Crime and antisocial behaviour is seen as the number one priority by the people of Nottingham as is evidenced through various surveys about the Council's priorities. Nottingham's crime levels are amongst the worst in the country.

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

% 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.

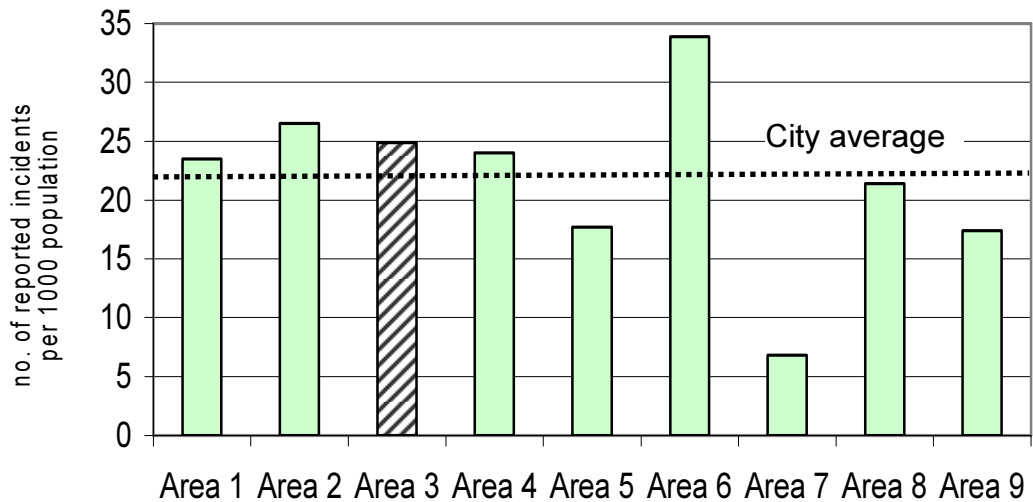
This information is taken from the 6 monthly Anti-Social Behaviour Survey. This indicator covers anti-social behaviour such as vandalism, criminal behaviour, intimidation by gangs and noise. It does not measure concern with anti-social behaviour impacting on the environment (e.g. fly-tipping) or with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

Commentary on the out-turn

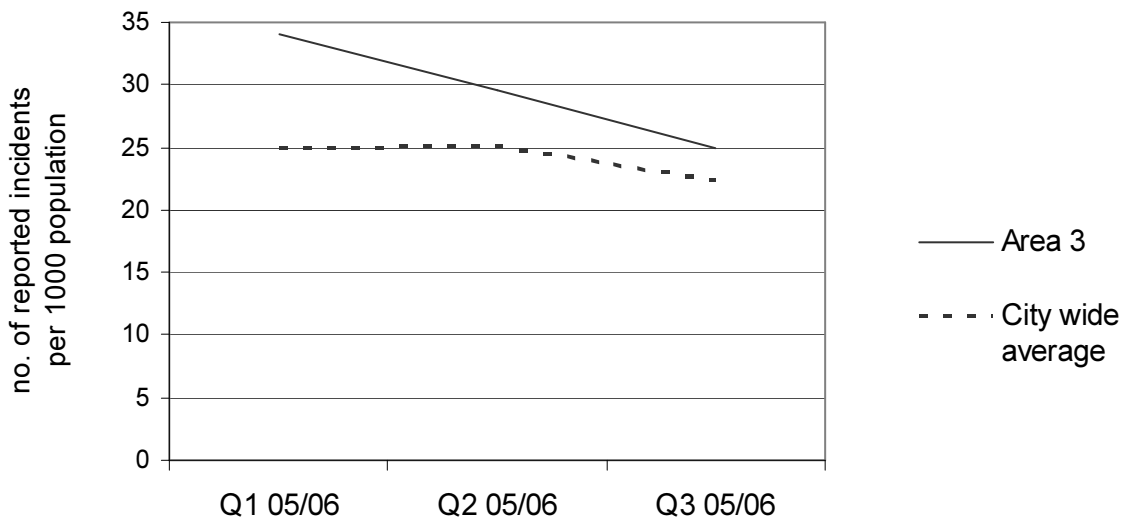
This performance information is unchanged from the 2nd quarter report. It is anticipated that the outturns in the next survey will be reported in the 4th quarter report.

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 remained above the City average.

Incidence of ASB (Police data) Q3 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.

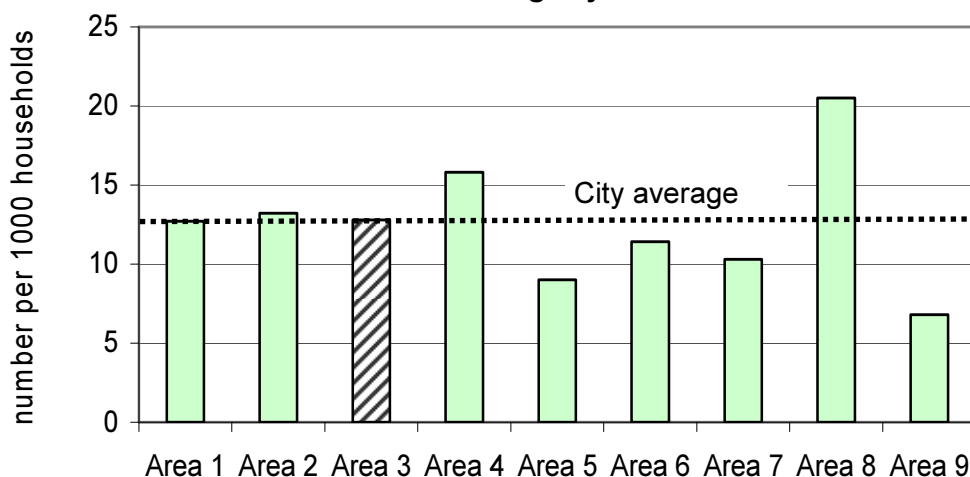
Data is taken from the Quarterly Anti-Social Behaviour Report. The out-turns shown for Areas 6 and 8 exclude incidents taking place in the core City Centre area.

Commentary on the out-turn

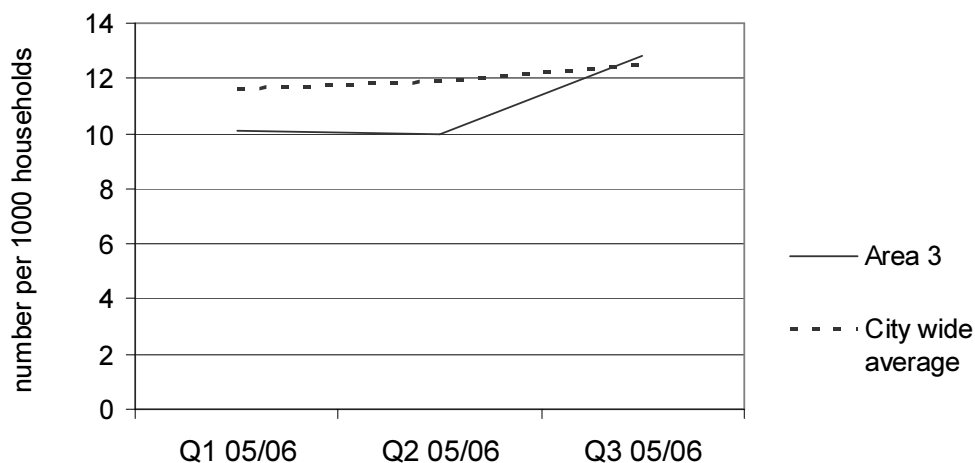
The number of anti-social behaviour incidents recorded by the Police declined significantly from the 2nd quarter to the 3rd quarter, from 1208 to 1017. This was in line with the change in the city-wide average.

The most prominent hotspot was the area around Jubilee Court, but a lot of ASB is spread around much of the Broxtowe and Aspley estates, and in the area around Oakmead Ave.

Incidence of burglary Q3 2005/06



Incidence of burglary Area 3



Definition of the indicator

The number of burglaries per 1000 households.

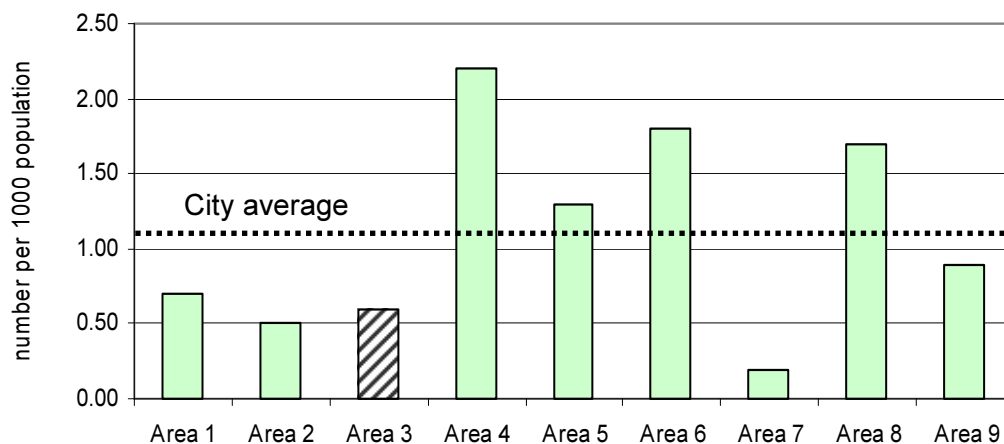
Performance against this indicator is calculated using a different number of households to that used in calculating the associated BVPI because the same data is not available on an area basis. Consequently, the City-wide average shown here will not correspond exactly with that shown elsewhere for the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

Commentary on the out-turn

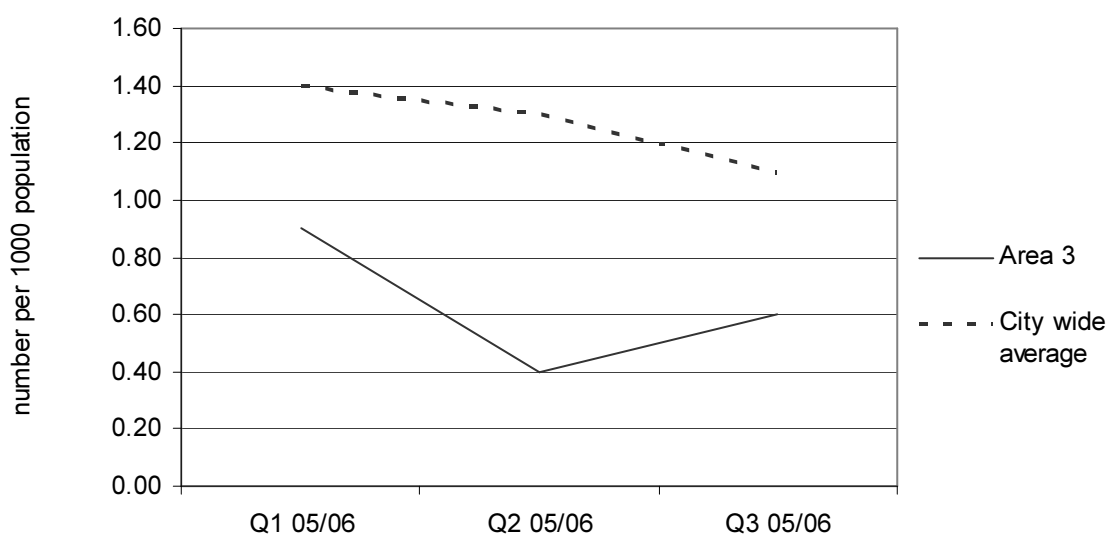
The incidence of burglary in West Area rose sharply from the 2nd quarter to the 3rd quarter from 175 to 224, and is now slightly above the city-wide average.

There was some movement in the location of hotspots between the quarters, with Broxtowe between Bradfield Rd and Broxtowe Lane, and around Fenwick Rd and Beckley Rd, being key hotspots in the 3rd quarter. However, the Committee will note that the problem in the Broxtowe area is understood to have reduced in February 2006 with the arrest of specific offenders.

Incidence of robbery Q3 2005/06



Incidence of robbery Area 3



Definition of the indicator

The number of robberies per 1000 population.

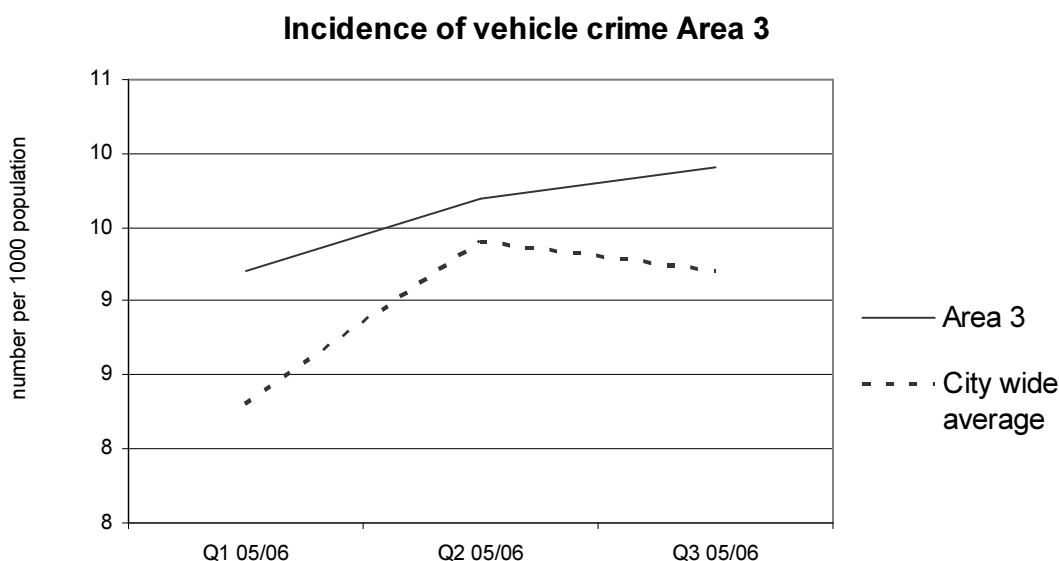
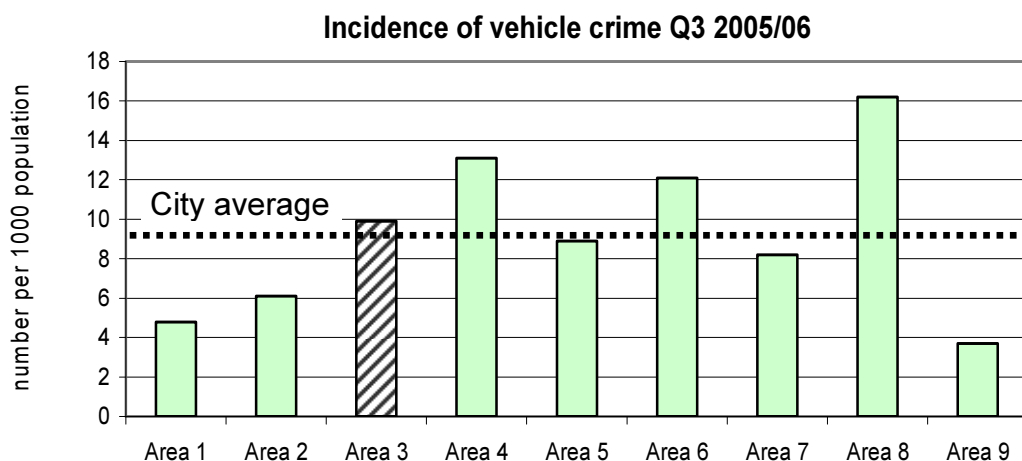
Performance against this indicator is calculated using a different population count to that used in calculating the associated BVPI because the same data is not available on an area basis. Consequently, the City-wide average shown here will not correspond exactly with that shown elsewhere for the BVPI.

The out-turns shown for Areas 6 and 8 exclude incidents taking place in the core City Centre area.

Commentary on the out-turn

There was a proportionately substantial increase in the incidence of robbery in West Area from the 2nd quarter to the 3rd quarter, whereas almost every other area recorded a reduction. However, the actual number of robberies increased by 9 from 17 to 26.

A third of the total number of robberies took place between Denton Green in Broxtowe and Rosslyn Drive in Aspley..



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-turns shown for Areas 6 and 8 exclude incidents taking place in the core City Centre area.

Commentary on the out-turn

There was a small increase in the incidence of vehicle crime in West Area from the 2nd quarter to the 3rd quarter (from 398 to 407 offences). Although this was contrary to the change in the city-wide average, the picture across the city was mixed, with some other areas showing increases.

A new key hotspot emerged in the 3rd quarter at the Harvey Hadden stadium and sports centre (18 offences). As in the 2nd quarter, there was also a significant amount of activity in Broxtowe, but mostly spread throughout the estate rather than at one or two focal points.

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

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.

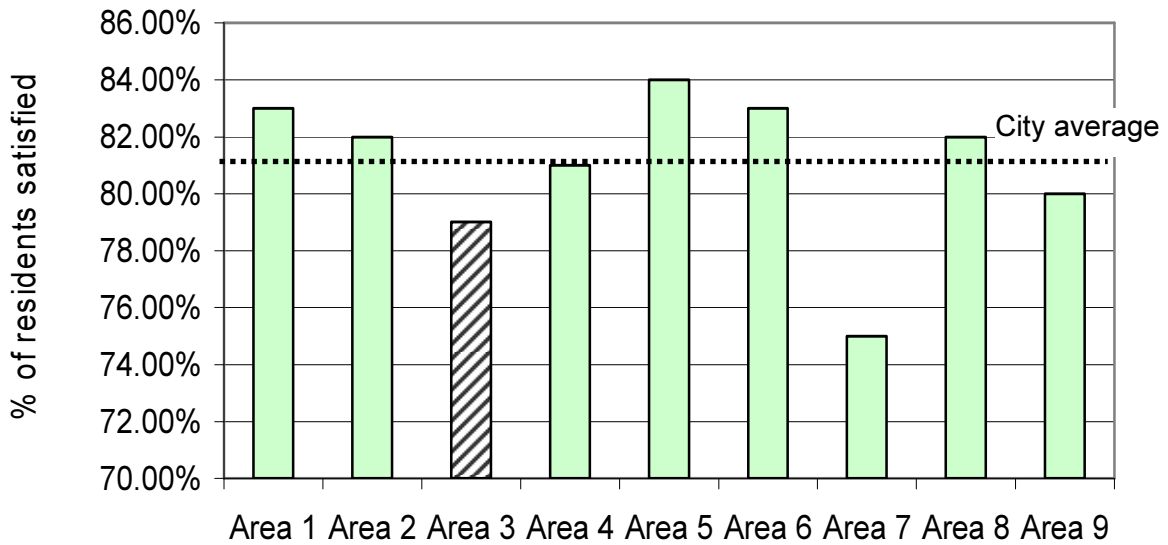
March 2004	September 2004	March 2005	September 2005
87%	73%	81%	65%

Commentary on the out-turn

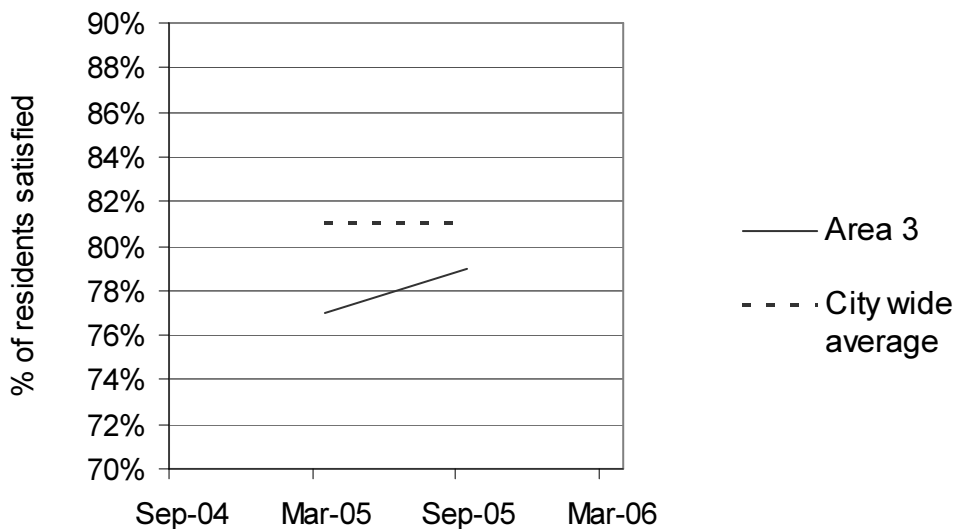
This performance information is unchanged from the 2nd quarter report. It is anticipated that the outturns in the next survey will be reported in the 4th quarter report.

The percentage of residents in the West Area who consider anti-social behaviour impacting on the environment is a problem in their local neighbourhood declined significantly from March 2005 to September 2005, and in September 2005 it was 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.

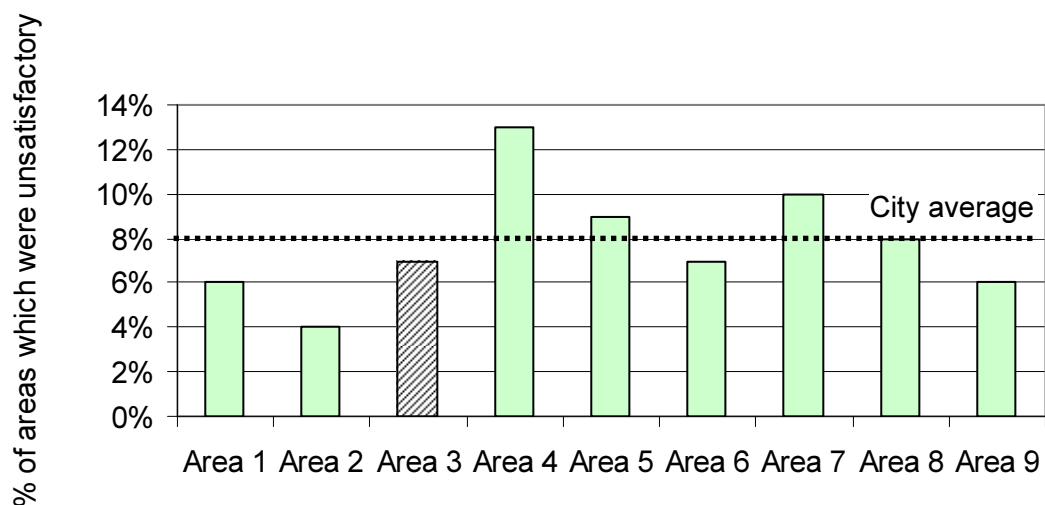
Taken from the 6 monthly Anti-Social Behaviour Survey.

Commentary on the out-turn

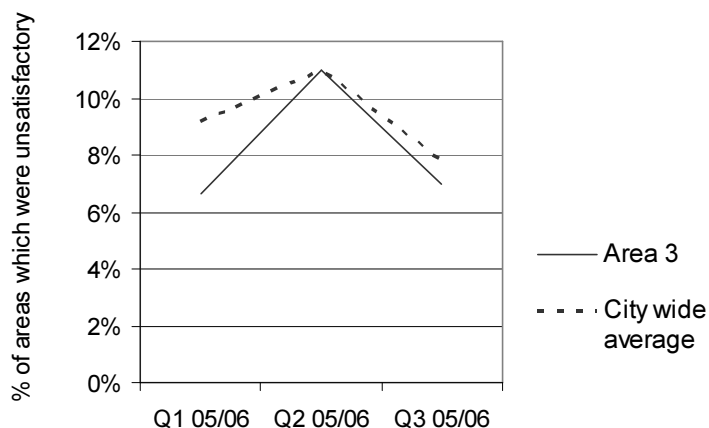
This performance information is unchanged from the 2nd quarter report. It is anticipated that the outturns in the next survey will be reported in the 4th quarter report.

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 remained below the average for the city.

Street cleaning technical assessment Q3 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.

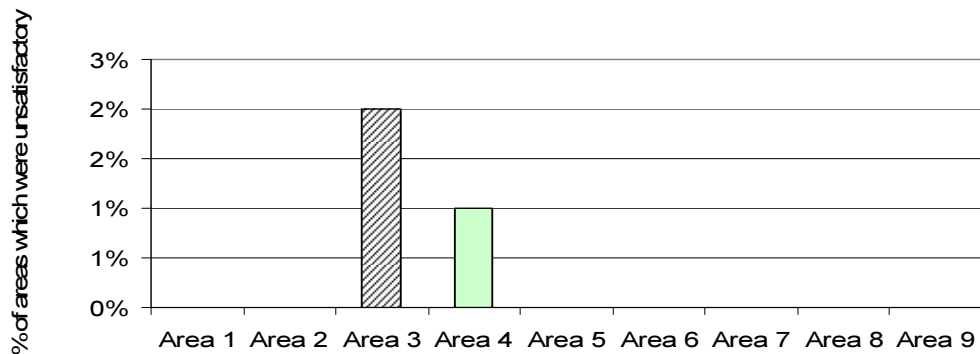
Commentary on performance of technical street cleanliness

The technical survey score for street cleansing improved in the 3rd quarter. The Area is on target to meet the target of 15% for the year 05/06 overall.

The Area team is constantly monitoring the cleansing operational routes on a daily basis. Consideration is being given to introducing changes which would improve services such as using new machines, introducing online reporting and widening the range of services by using plant and machinery more diversely seven days a week.

¹ 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 posting Q3 2005/06

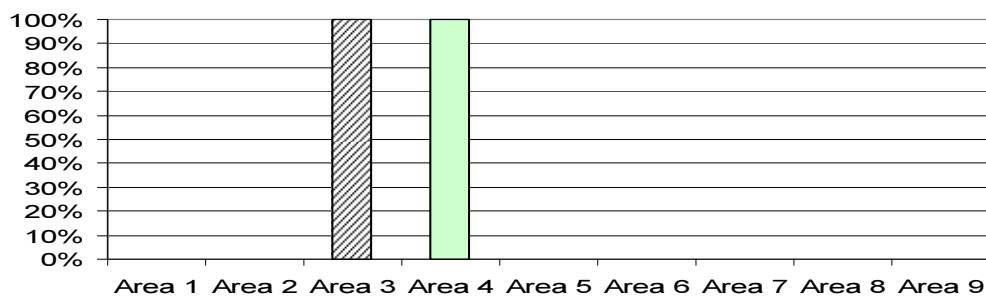


Definition of the indicator

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 Q3 2005/06



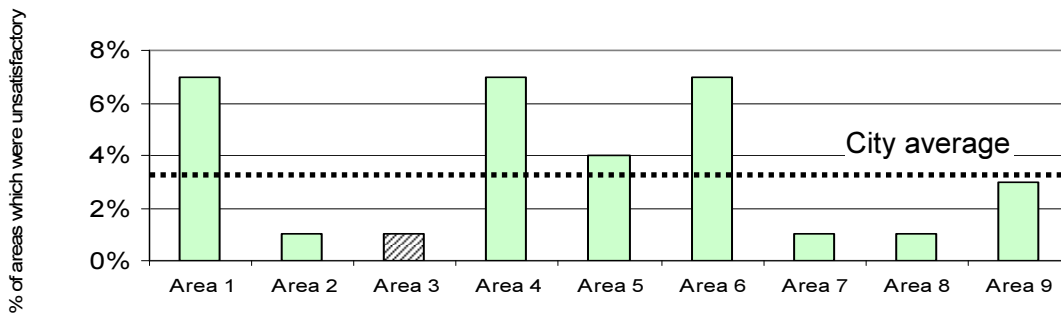
Commentary on performance

There were two fly posting reports from members of the public in the Area in the 3rd quarter, the highest number of fly posting reports for any Area.

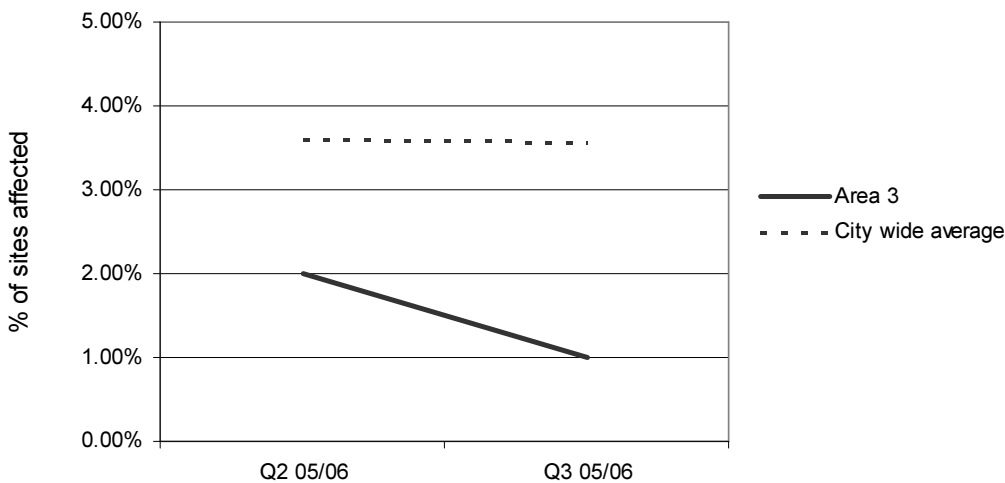
There are relatively few reports of fly posting from members of the public across the city as a whole. The Area is monitored for fly posting by the Area team and also by the Neighbourhood Wardens, in addition to responding to reports by other parties and the public.

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

Incidence of graffiti Q3 2005/06



Incidence of graffiti



Definition of the indicator

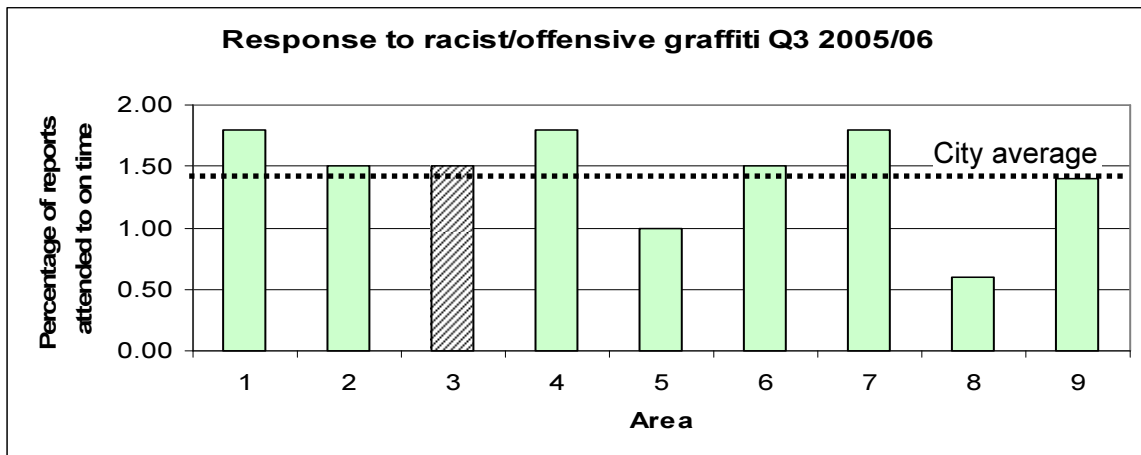
This indicator is based on a monthly survey to establish the levels of graffiti. It shows the percentage of the surveyed land and highway from which unacceptable levels of graffiti were visible.³

A lower score against this indicator indicates better performance.

Commentary on performance

The technical survey found a very low level of graffiti in the Area. The main types of graffiti in the area were small tags and pen marks rather than large pieces of work. A city-wide graffiti removal reporting system and a service charter were introduced in December 2005. Each area is included in an ongoing graffiti removal programme. A graffiti crew is in the area at least once every eight weeks, when many instances of graffiti are removed pro-actively 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



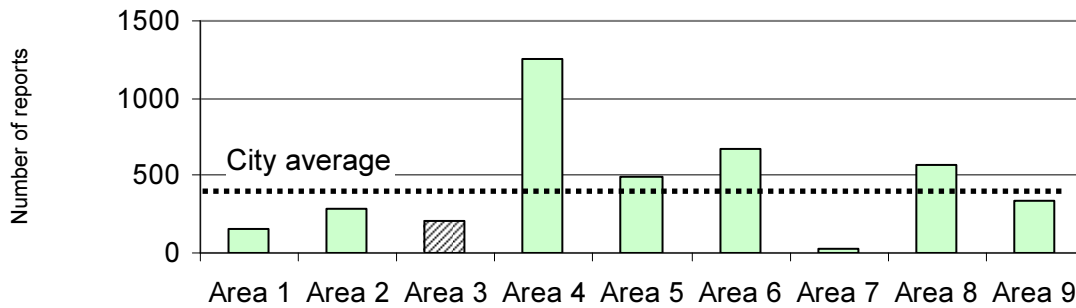
Definition of the indicator

The percentage of racist/offensive graffiti reports attended within time target.

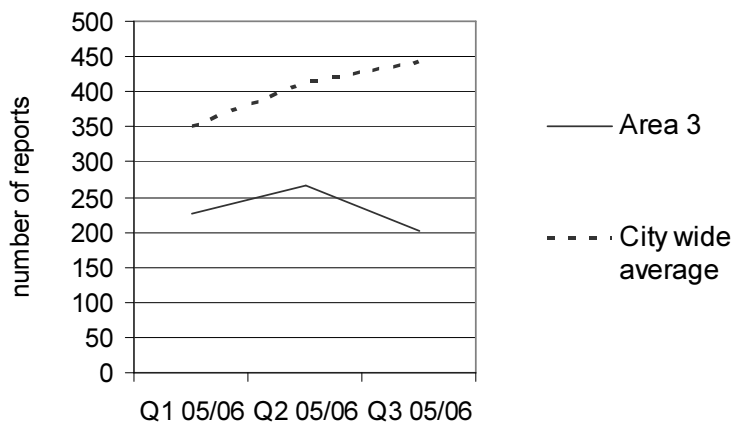
Commentary on performance

Racist and offensive graffiti was removed in slightly more than the average number of days for the city as a whole.

Incidence of fly-tipping Q3 2005/06



Incidence of fly tipping Area 3

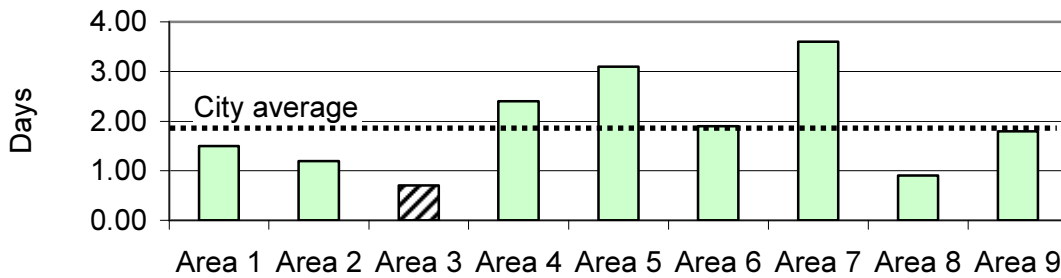


Definition of the indicator

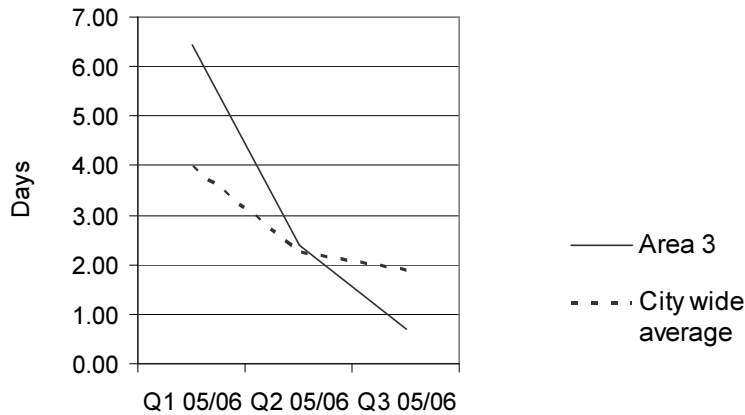
The number of instances of 'fly-tipping' dealt with by Neighbourhood Services.

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
Q3 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 or identified.

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.

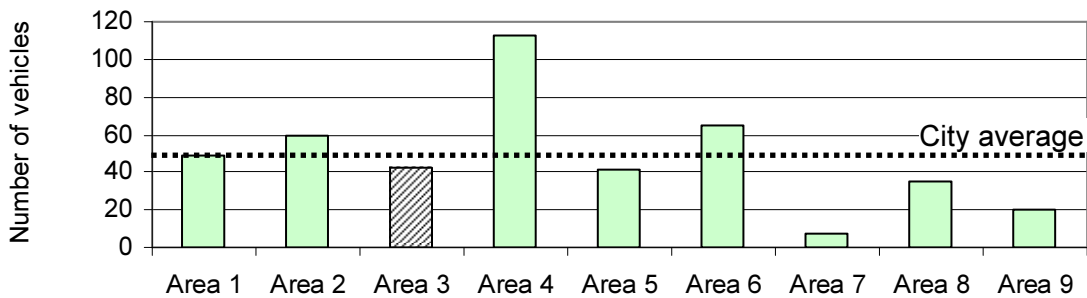
A lower score against this indicator indicates better performance.

Commentary on performance

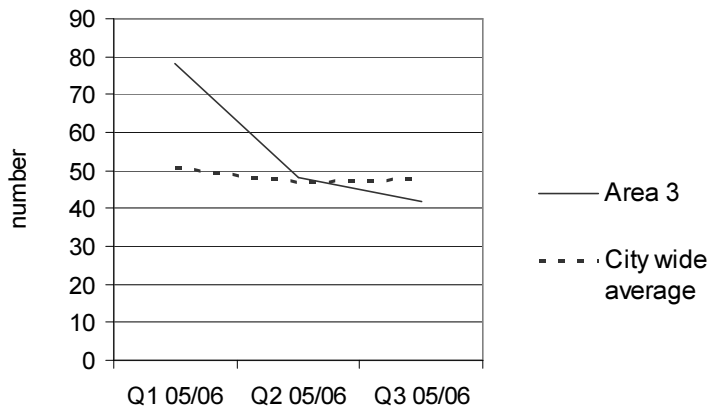
There were 201 fly tips removed in the Area in the 3rd quarter, of which 180 were reported by customers. The average time taken to respond to customer reports has continued to fall and now meets the Neighbourhood Contract commitment of two days.

Area teams are now considering how they can carry out more pro-active fly tip clearance in the future and are seeking to improve the serviced through better reporting through the 'Confirm' system. .

Number of vehicles reported as abandoned Q3 2005/06



Number of vehicles reported as abandoned Area 3



Definition of the indicator

The number of vehicles reported as abandoned in the area

Commentary on number of vehicles removed

There was a slight decrease in the number of vehicles reported as abandoned in the Area in the 3rd quarter.

The Committee will note that a number of issues have been identified in connection with the collection of performance data for the removal of abandoned vehicles, as a result of which Neighbourhood Services cannot say with confidence what performance was in the 3rd quarter. The Committee will also note that performance in the 2nd quarter may not have been as high as was shown in the previous report.

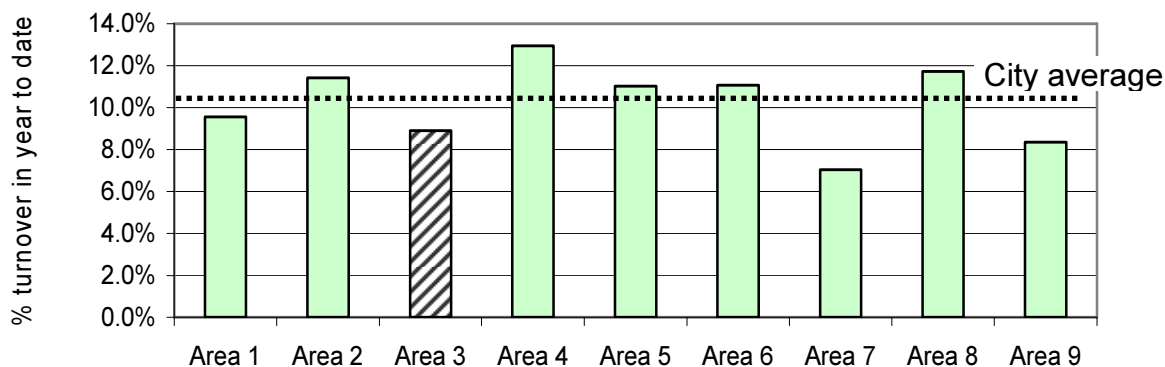
AREA PERFORMANCE – OTHER SERVICES

What this is about

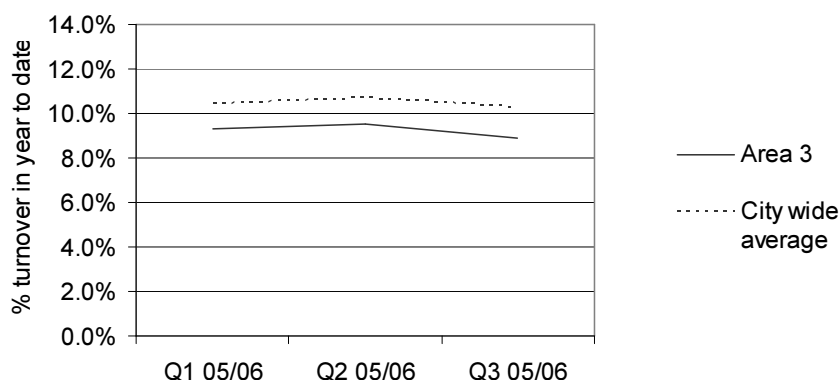
Performance indicators in this section include:

- the level of council housing voids
- the turnover of council tenancies
- the number of missed bins
- satisfaction rating with the refuse collection service
- waiting time for special collections

Turnover of LA tenancies Q3 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 31.12.04 and 31.12.05) fell during the 3rd quarter in comparison to the 2nd quarter by 43, from 657 properties to 614.

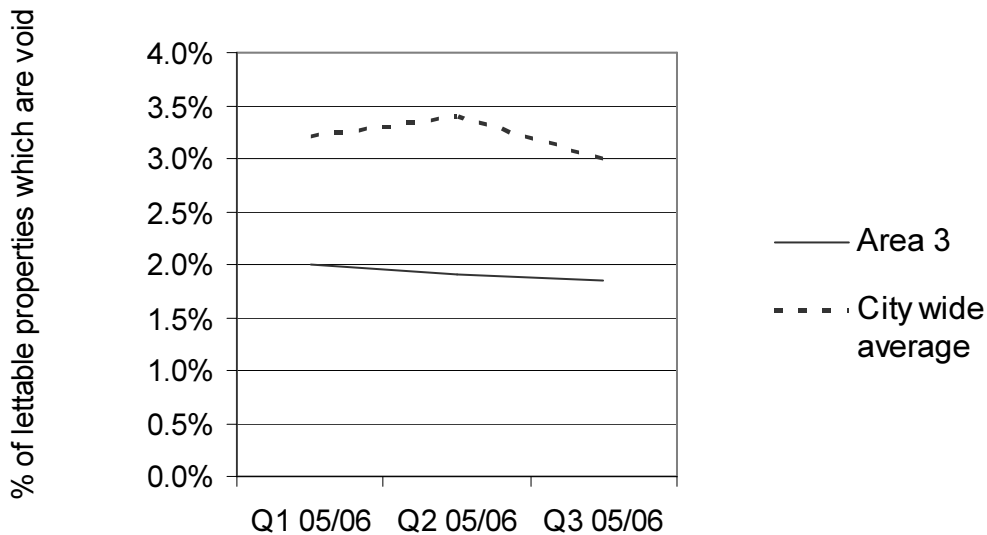
The turnover of council tenancies and the level of voids in council properties both reflect a range of issues which include local factors such as the level of crime, fear of crime and the appearance of the neighbourhood. Performance within an Area overall can also be disproportionately affected by individual streets/properties, for example those areas with an above average percentage of lettable voids and a higher than average relet time, generally have a number of sheltered housing schemes for which there is a major over supply and little demand.

Nottingham City Homes plan to undertake EXIT surveys of all outgoing tenants in 2006/07 to determine their reasons for leaving and to introduce a Choice Based Lettings scheme that will identify more clearly areas of real demand based on choice. A Nottingham City Homes Manager will attend the Committee meeting to address any specific queries regarding this Area.

Void rate of council housing Q3 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

The number of properties actually vacant at the end of the second quarter fell slightly from the 2nd quarter, from 129 to 128.

During the same period the average time taken to relet properties in the area increased from 40.2 days to 44.7 days.

See the previous page for further commentary on the turnover of council tenancies and the level of voids in council properties.



Definition of the indicator

This number of bins that were missed in every 100 000 due to be collected.
A lower score against this indicator indicates better performance

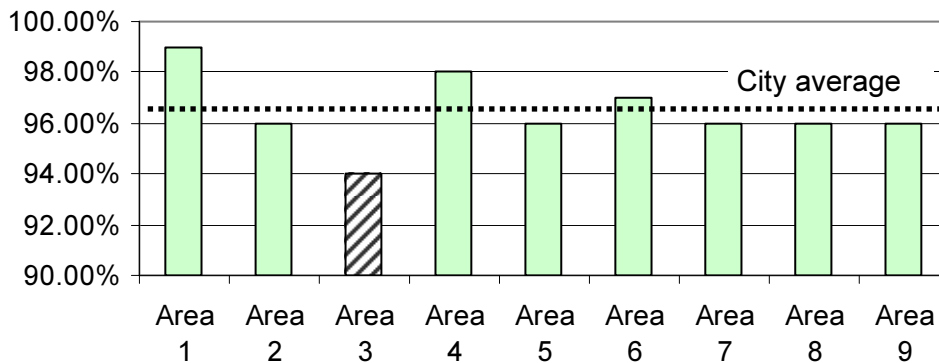
Commentary on performance

There are relatively few bins missed across the city in relation to the number due to be collected.

All areas receive the same waste collection service. Refuse collection vehicle drivers are given 'refuse round' books which show route and collections required in areas. All books are updated weekly to ensure the most up-to date information is available for the crews to reduce the number of bins missed. Crews are monitored individually and where issues arise extra training and support can be offered from a manager.

Within the West Area there is a particular issue of 'contaminated bins' which are put out for collection containing articles that can not be taken. The Waste Management service visit properties when a missed bin reported and offer help and advice where a bin is 'contaminated'.

**Percentage of residents satisfied with
the refuse collection service Q3 2005/06**



Definition of the indicator

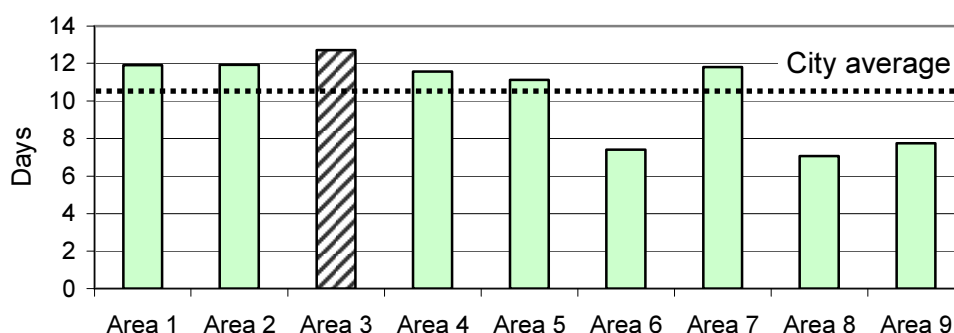
The percentage of residents who are satisfied with the Council's waste service.
Results taken from returned survey cards delivered to properties in area

Commentary on performance

The level of satisfaction with the service in the Area in the 3rd quarter is considered to be good, though it is below the city average.

As noted in the previous measure, 'contaminated bins' is a particular issue within West Area and this may be affecting the level of satisfaction with the service. The Waste Management service has set targets over the next 3 years to improve service delivery particularly in relation to returning bins to stance, cleaning spillage and missed bins. Refuse collection crews' performance is monitored and feedback and supervision is provided to tackle any area issues as they arise.

Special collections - waiting time Q3



Definition of the indicator

The number of days residents wait to have 'special collection' items removed.

A lower score against this indicates better performance

Commentary on performance

An appointments service was introduced in April 2005 for special collections. Customers are able to book a time and date for bulky items of waste to be removed. The service is now more customer led and the changes have improved security (e.g. customers do not need to leave gates open).

Waiting times for collections may vary slightly between areas dependent on when people request the service (higher waiting times in summer than winter), which service is required (e.g. 'white goods' are collected a minimum of twice a week), and when the customer would prefer collections to take place (e.g. if only available at weekends).

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



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