

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 area
- and 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 trends

Appendix 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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AREA PERFORMANCE – CRIME AND ANTI-SOCIAL BEHAVIOUR

What this is about

Performance indicators in this section include:

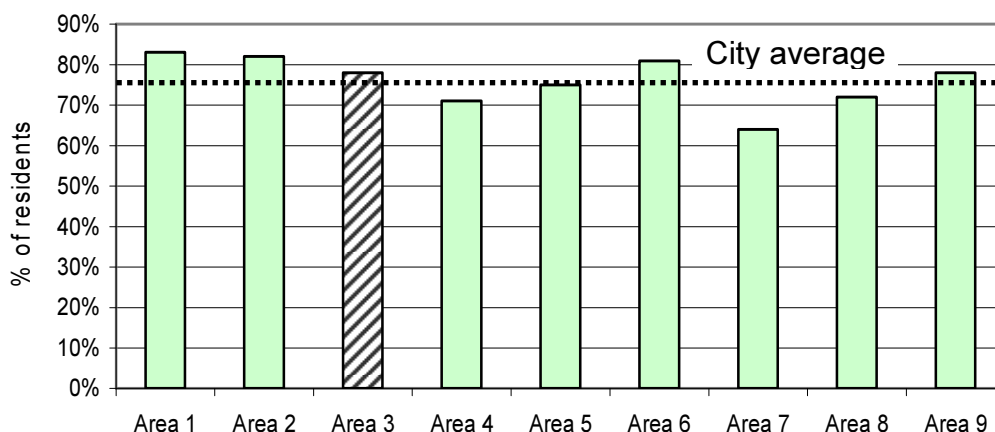
- residents' perception of anti-social behaviour
- the level of anti-social behaviour incidents recorded by the Police
- the incidence of crime

Why this matters

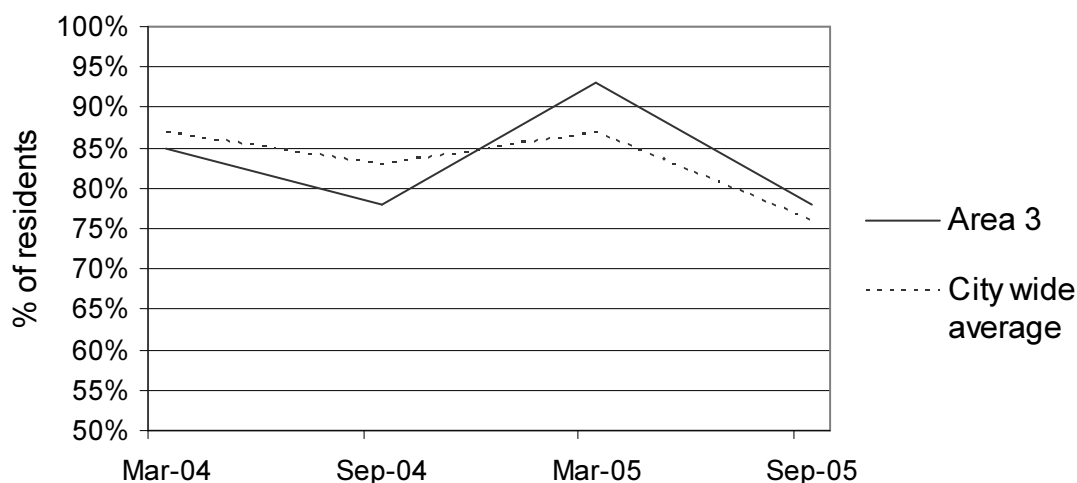
Crime and antisocial behaviour is seen as the number one priority by the people of Nottingham as is evidenced through various surveys about the Council's priorities. Nottingham's crime levels are amongst the worst in the country.

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

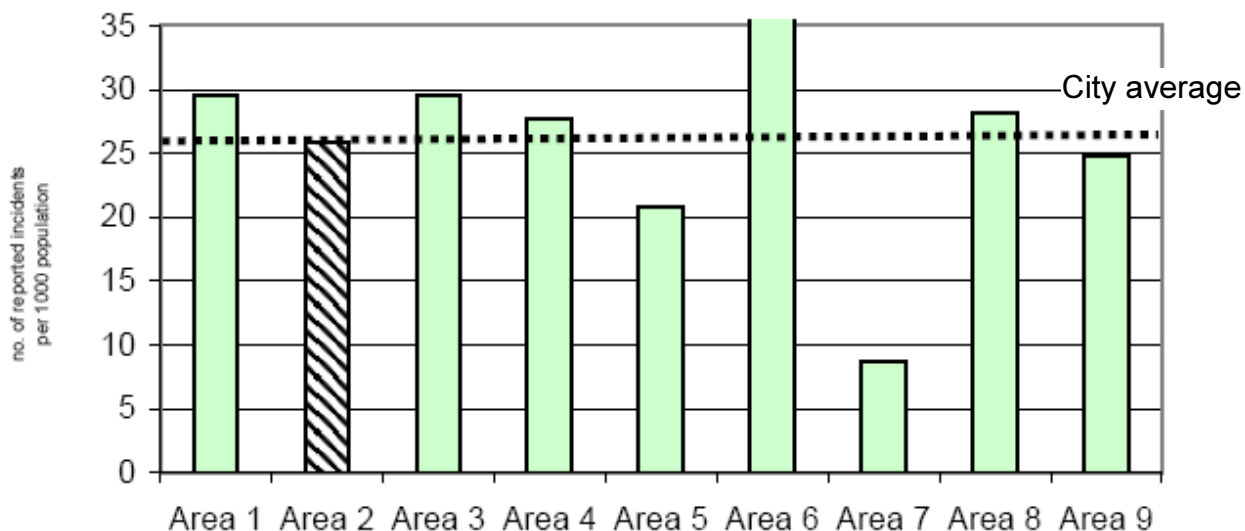
The percentage of residents who considered anti-social behaviour impacting on individuals to be a problem in their neighbourhood.

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.

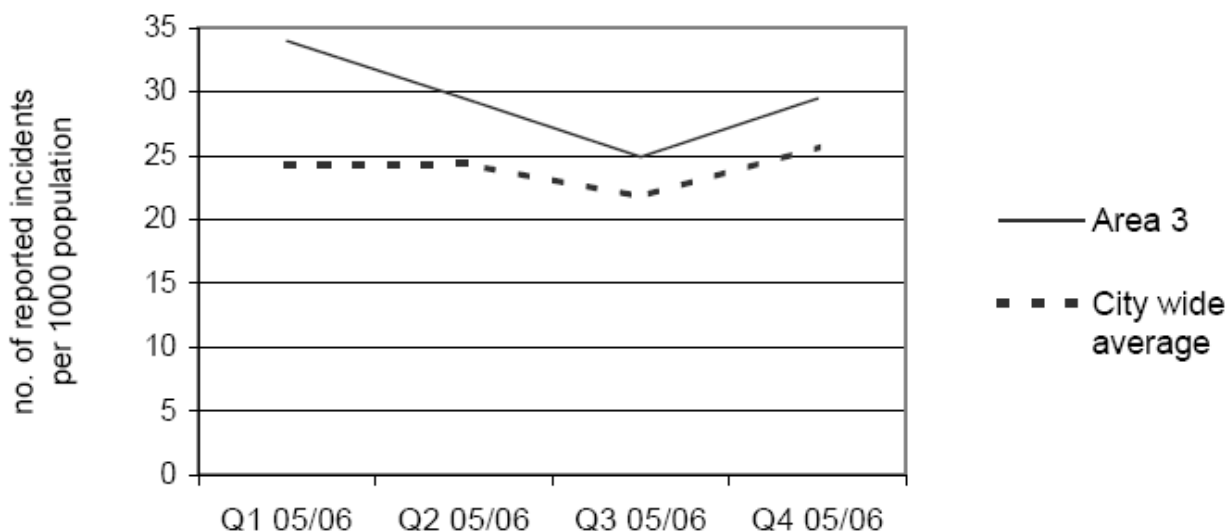
Commentary on the out-turn

The next ASB Survey is due to be conducted during September 2006, consequently there are no figures available for the 4th quarter.

Incidence of ASB (Police data) Q4 2005/06



Incidence of ASB (Police data) West Area



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.

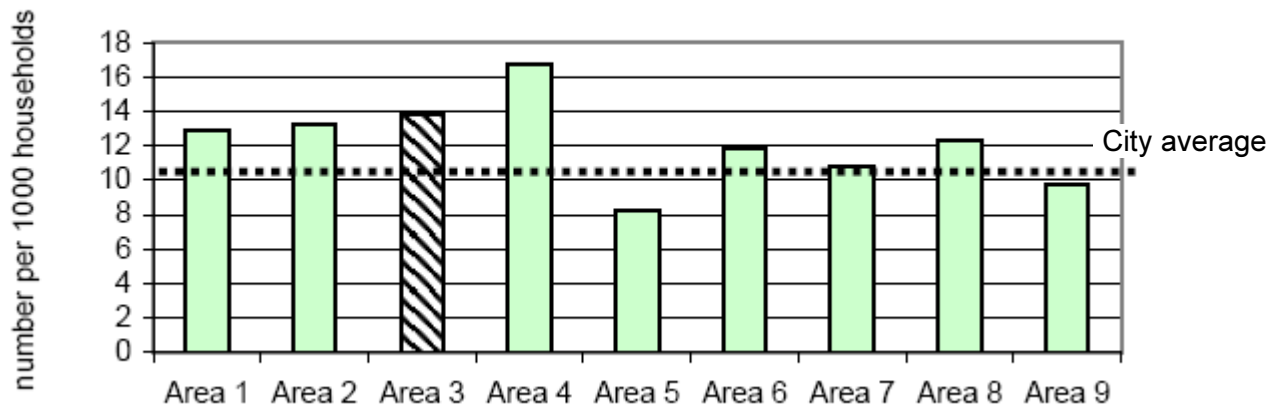
Data is taken from the Quarterly Anti-Social Behaviour Report. The out-turns shown for Areas 6 and 8 exclude incidents taking place in the core City Centre area.

Commentary on the out-turn

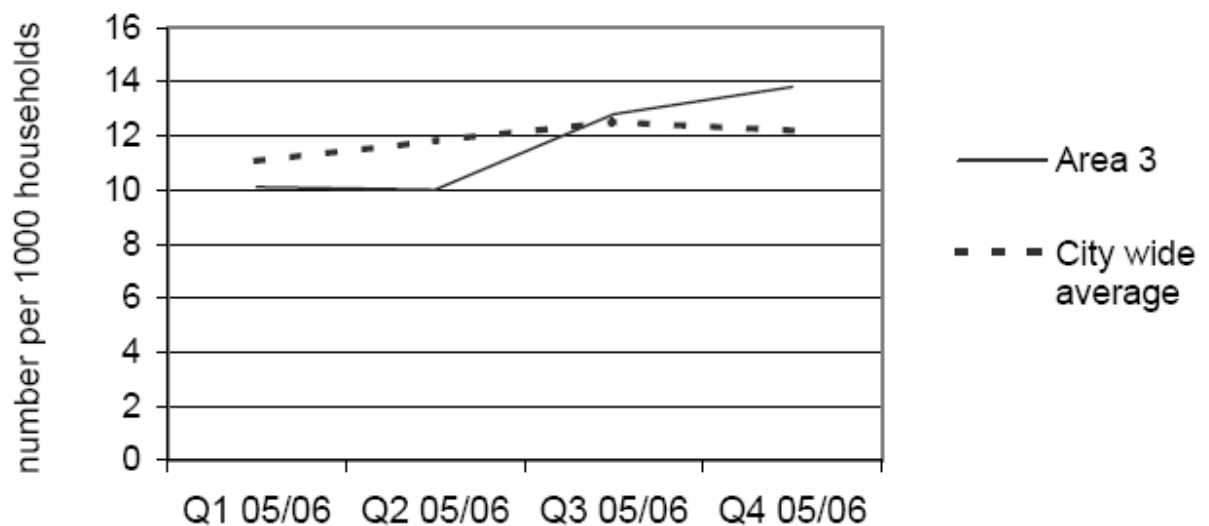
Quarter 4 has seen a significant drop in the number of reported incidents of ASB from 1015 during the 3rd quarter to 866 this quarter. This represents a 15% decrease.

In Q4 the ASB issue was worst at Broxtowe Country Park, while other concentrations of incidents occurred around Fenwick Close/Broxtowe Lane and in the Fulwood Crescent/Allendale Avenue area of Aspley.

Incidence of burglary Q4 2005/06



Incidence of burglary West Area



Definition of the indicator

The number of burglaries per 1000 households.

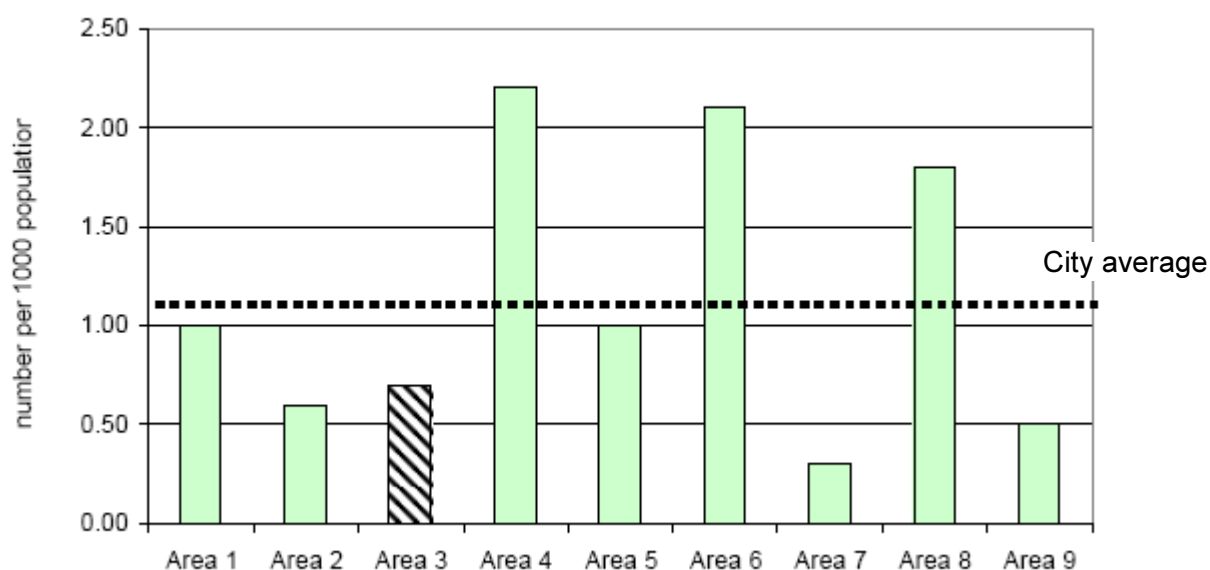
Performance against this indicator is calculated using a different number of households to that used in calculating the associated BVPI because the same data is not available on an area basis. Consequently, the City-wide average shown here will not correspond exactly with that shown elsewhere for the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

Commentary on the out-turn

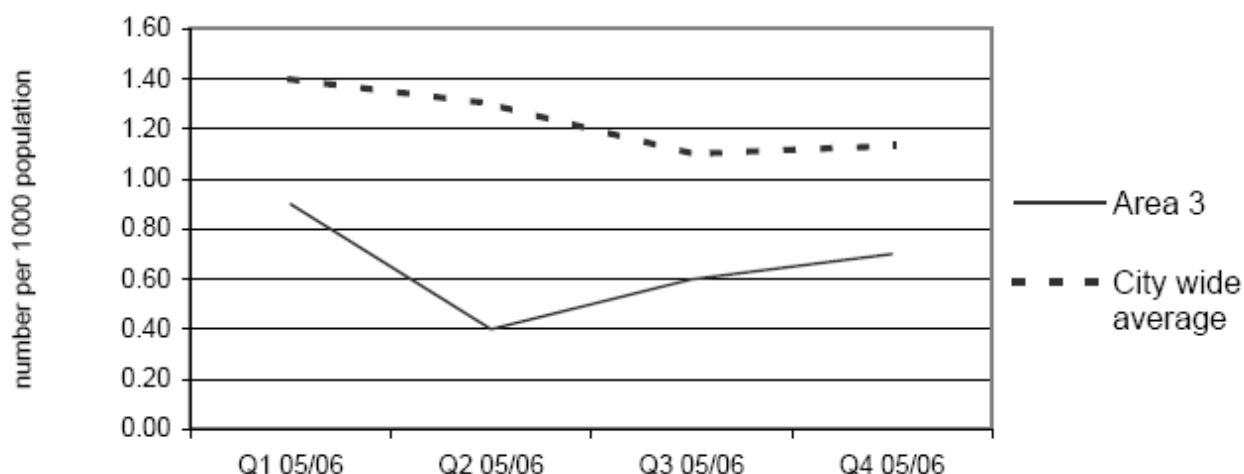
There was a 5% increase in the number of burglaries in dwellings from 222 during Q3 to 234 during Q4.

The main areas for Q4 in Broxtowe were between Bradfield Road, Broxtowe Lane and Coleby Road. In Aspley the problem was Harwill Crescent, Welstead Avenue and Wendover Drive.

Incidence of robbery Q4 2005/06



Incidence of robbery West Area



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.

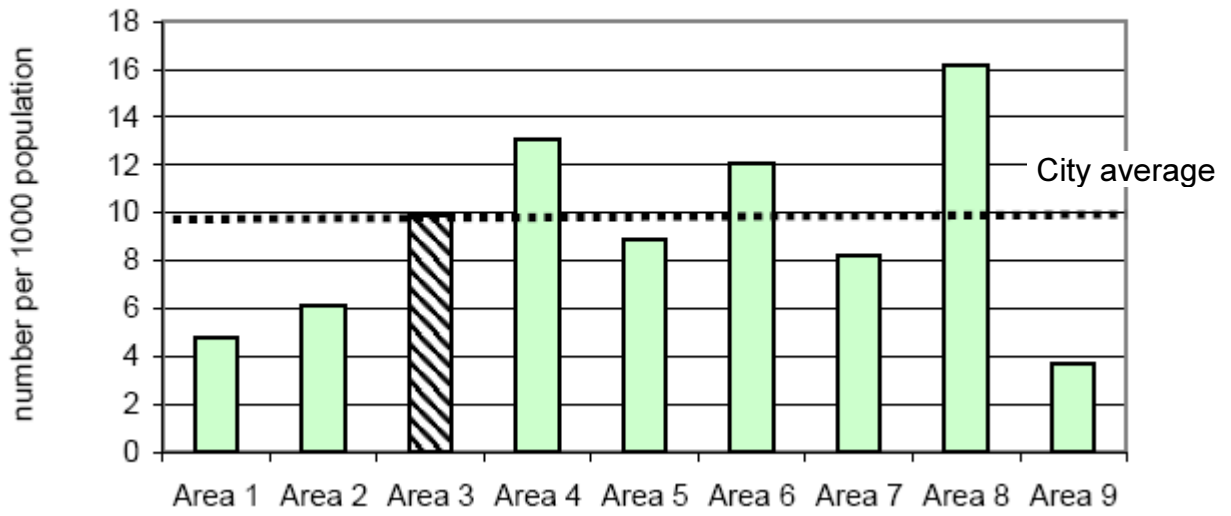
The out-turns shown for Areas 6 and 8 exclude incidents taking place in the core City Centre area.

Commentary on the out-turn

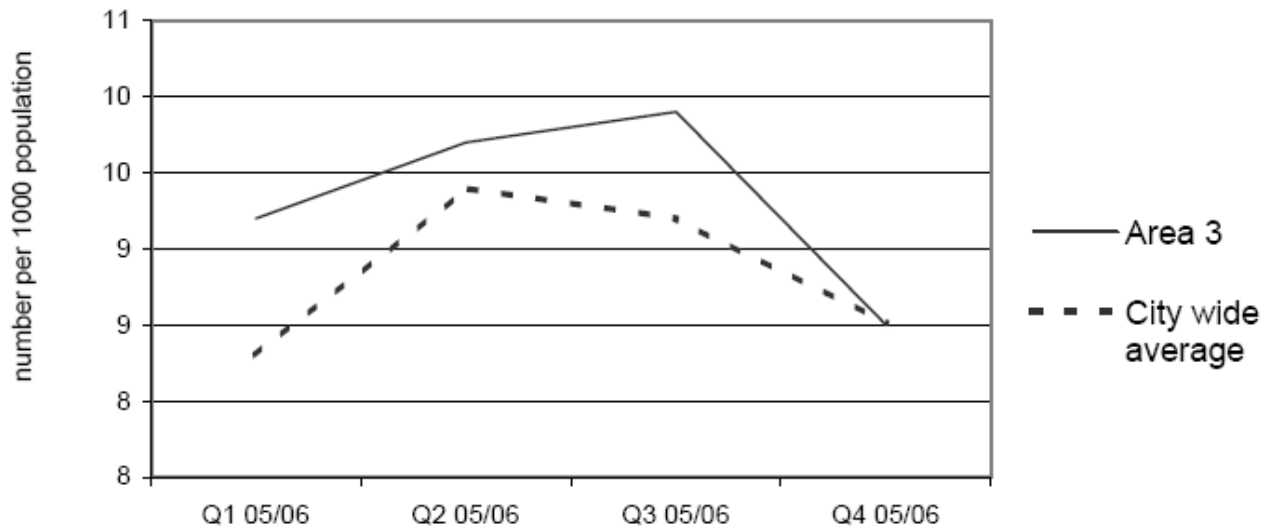
Incidents of robbery increased from 26 during Q3 to 30 during the 4th quarter.

There were 4 robberies along Bells Lane and Broxtowe Lane and a further 5 near Glaisdale/Glenbrook Schools.

Incidence of vehicle crime Q4 2005/06



Incidence of vehicle crime West Area



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

Quarter 4 has seen a sharp down turn in the number of incidents of vehicle crime to 342 from 407 during Q3.

There was a fair amount of activity in Broxtowe but this was mainly spread throughout the estate rather than at one or two focal points (the area around Alwyn Road showed the most activity).

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.

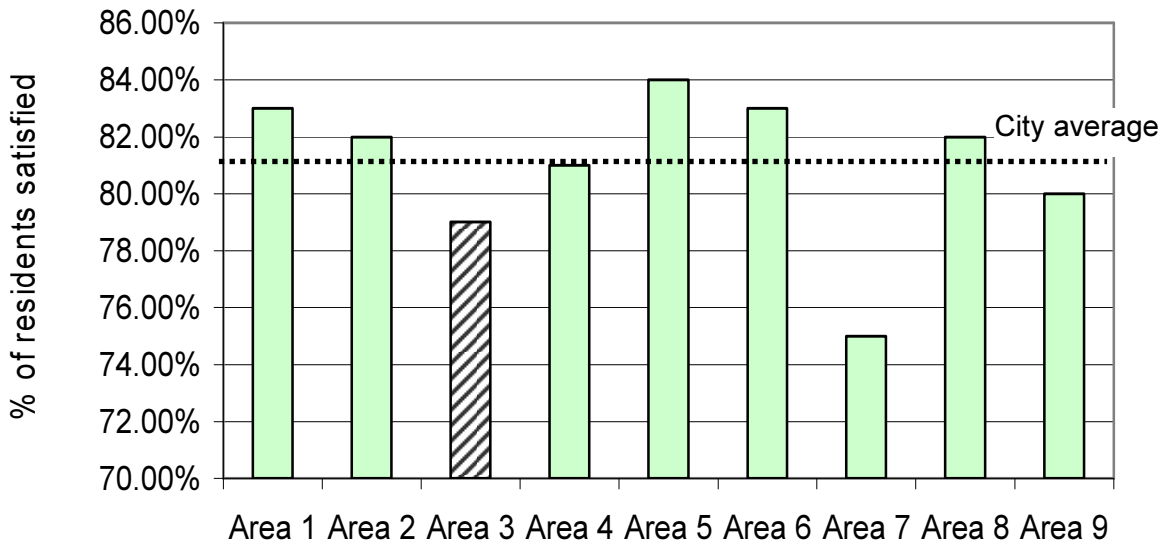
This is taken from the 6 monthly Anti-Social Behaviour Survey. It measures the level of concern with litter, dog fouling, fly posting, graffiti, fly tipping and abandoned cars.

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

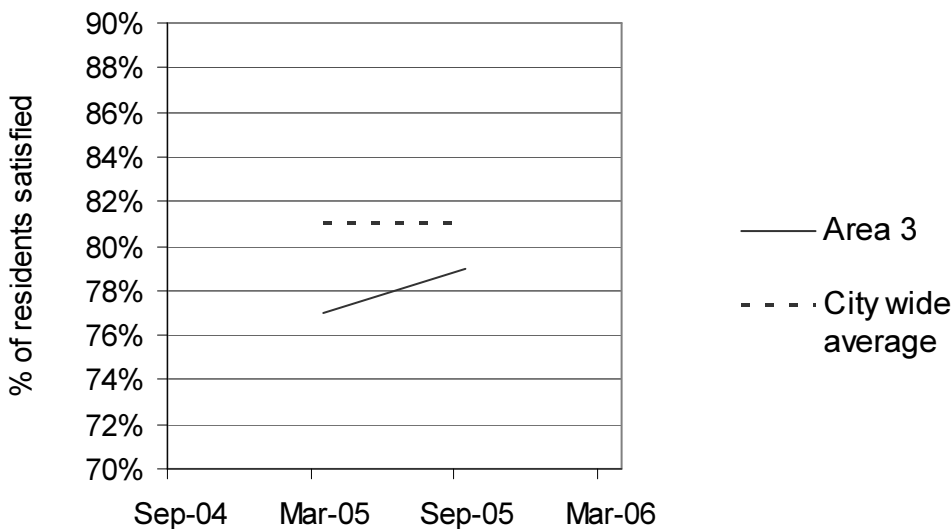
Commentary on the out-turn

The next ASB Survey is due to be conducted during September 2006, consequently there are no figures available for the 4th quarter.

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

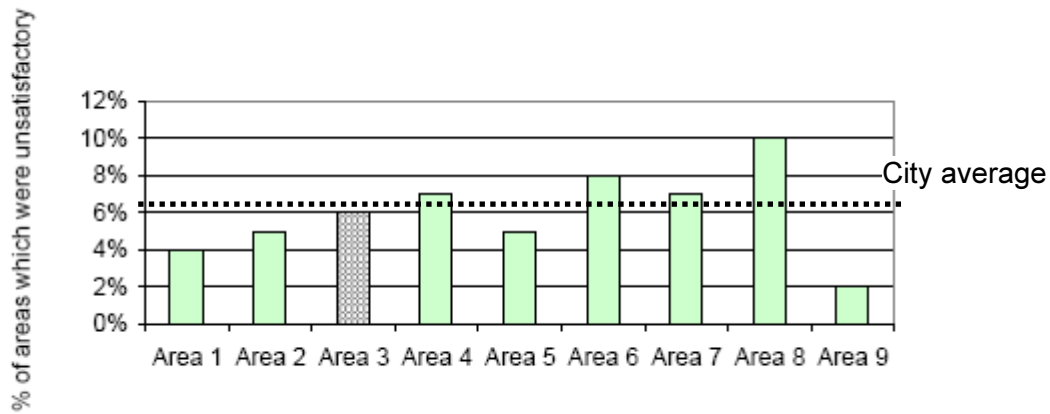
The percentage of residents who are satisfied with Council's efforts to keep the local neighbourhood clean and tidy.

Taken from the 6 monthly Anti-Social Behaviour Survey.

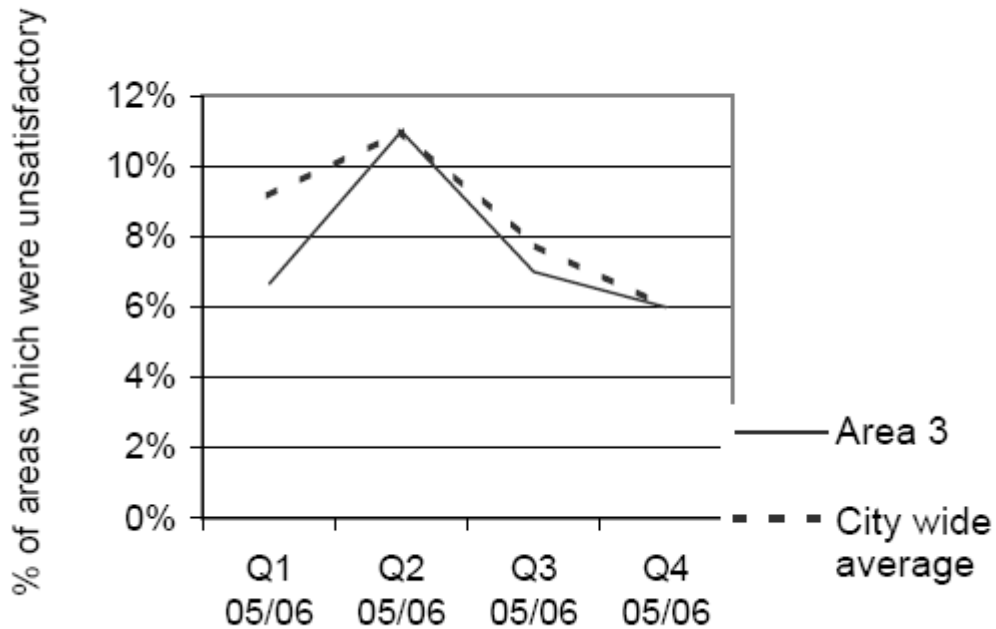
Commentary on the out-turn

The next ASB Survey is due to be conducted during September 2006, consequently there are no figures available for the 4th quarter.

Street cleanliness technical assessment Q4 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.

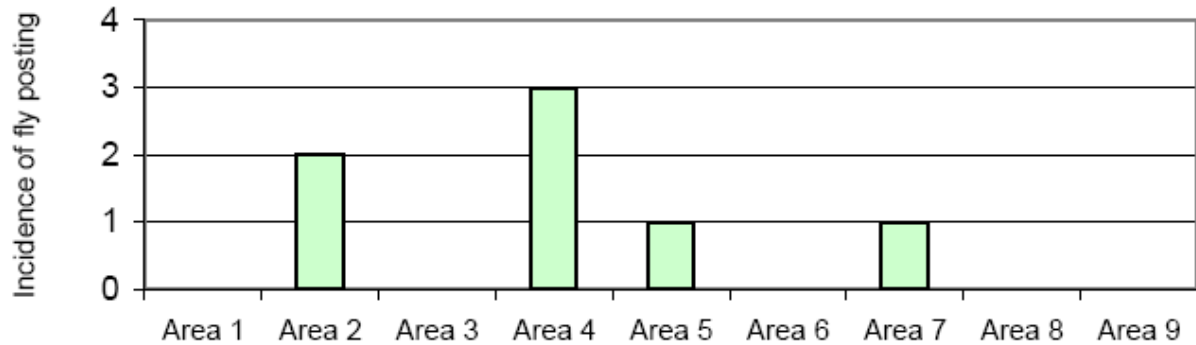
¹ The outturn against this indicator is assessed in a similar way to that for BV199, but as a result of differences in the scale of sampling, the overall outturn may not match that of BV199

Commentary on performance of technical street cleanliness

The cleanliness average performance in Area 3 for quarter four was 6%.

As can be seen from the above graphs, Area 3 is performing at the city-wide average for street cleanliness, although over the three months of the quarter, performance has fluctuated from 7% in January, to 8% in February, ending in March with a score of 2%. The Area is on target to achieve the standard required for the year 05/06.

Incidence of fly posting Q4 2005/06

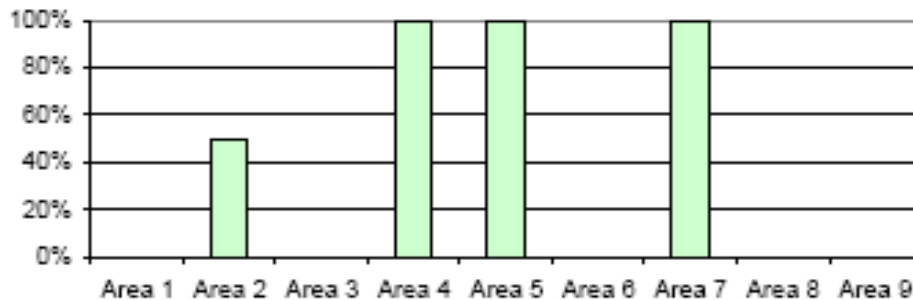


Definition of the indicator

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 Q4 2005/06

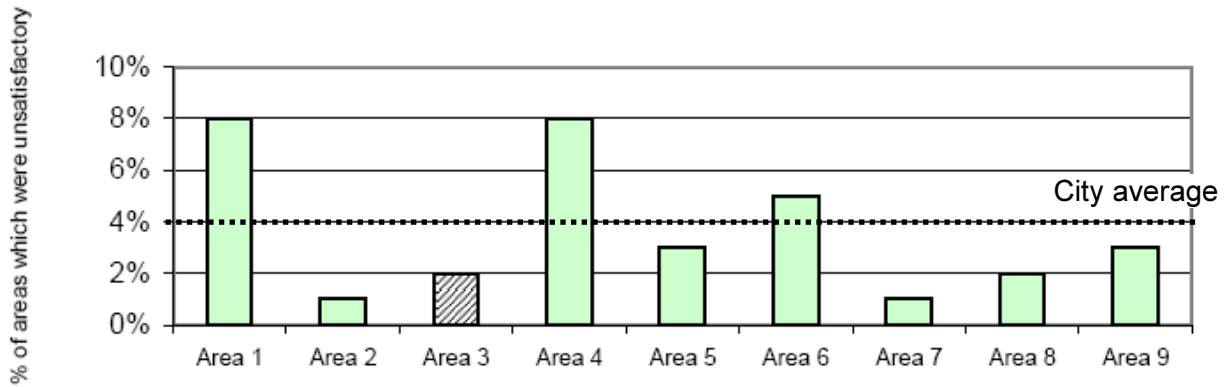


Commentary on performance

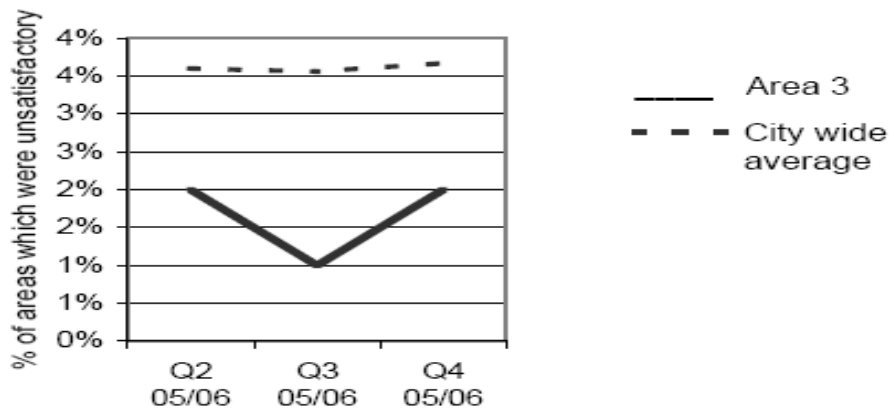
There were no reported incidents of fly posting for this quarter in Area 3.

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 Q4 2005/06



Incidence of graffiti Area 3



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

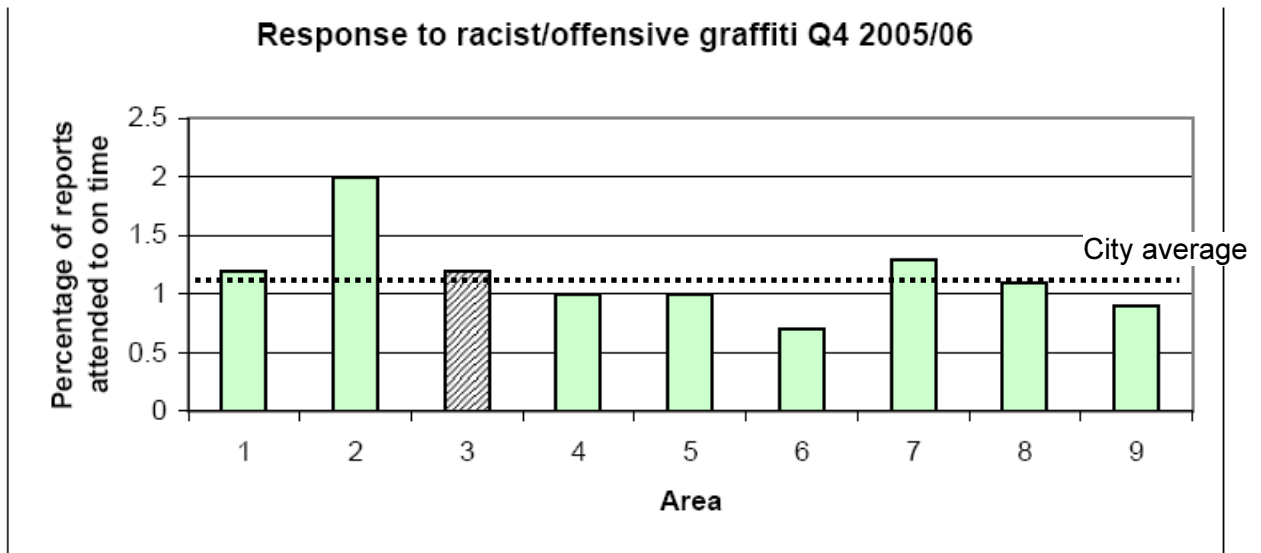
A lower score against this indicator indicates better performance.

Commentary on performance

The graffiti BVPI 199b figure in Area 3 for quarter four was 2%.

Graffiti in Area 3 scored very well in terms of the technical survey and produced a technical score of 2%, which is below the city wide average, and generated 9 customer reports over the three month period. A technical score of 2% indicates that only a small amount of an unacceptable level of graffiti is present within the area. The main source of graffiti in the area being small tags and pen marks rather than large pieces of work.

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



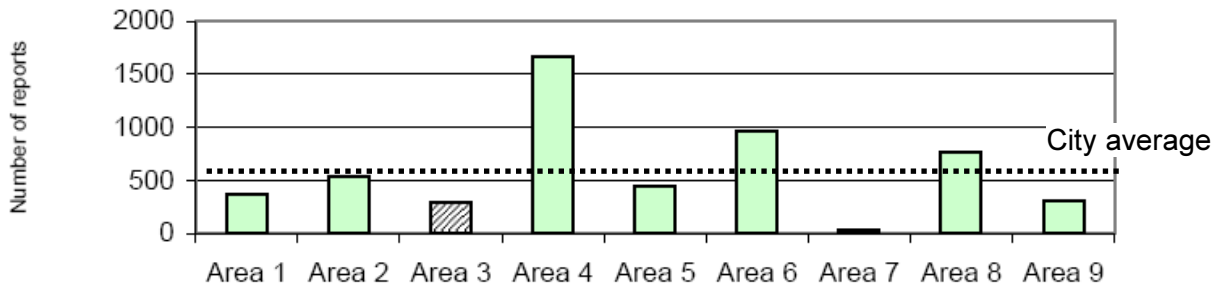
Definition of the indicator

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

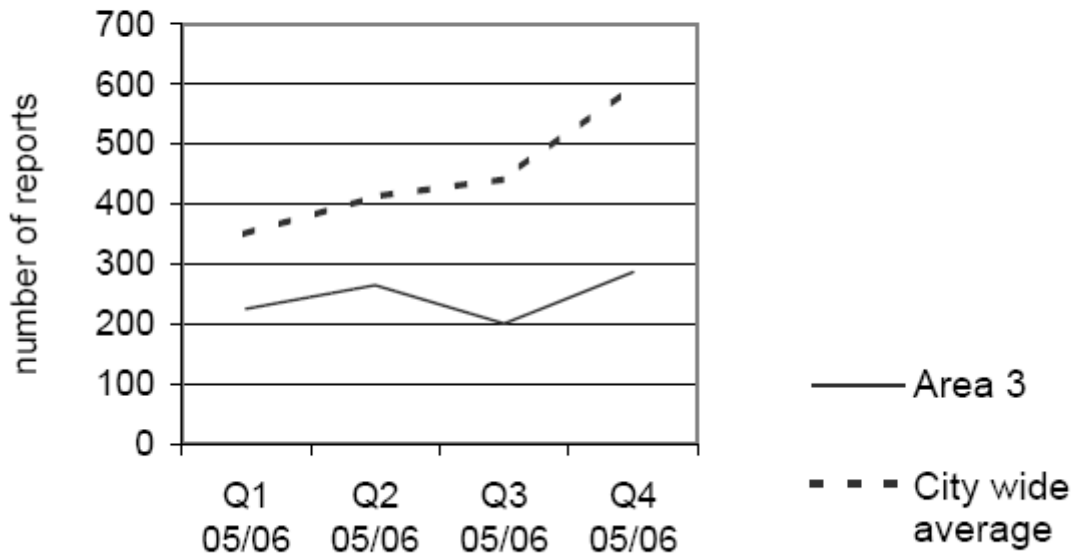
Commentary on performance

Area 3 was above the city wide average for the response time to racist/offensive graffiti. There was a small increase in the number of customer reports in Area 3 received for graffiti. The number increased from quarter two to quarter three from 7 to 8 and from 8 to 9 in quarter four.

Incidence of fly-tipping Q4 2005/06



Incidence of fly tipping Area 3



Definition of the indicator

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

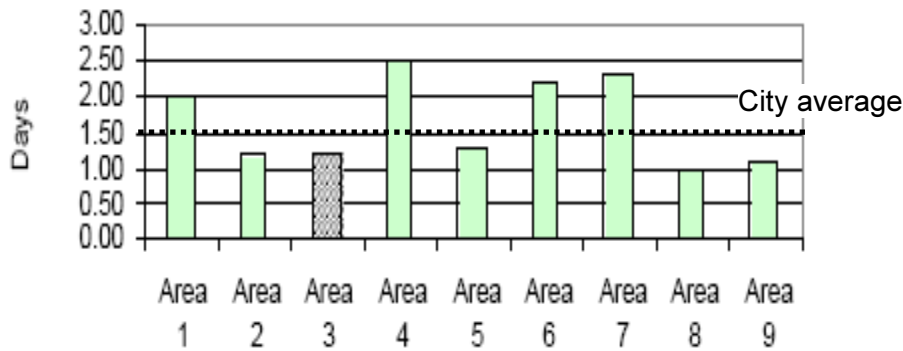
This indicator uses a much broader definition of rubbish dumping than the definition used in the Anti-Social behaviour Report and the number of recorded instances is consequently higher than that reported there. The measure includes all instances of fly tipping whether reported by members of the public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

Commentary on performance

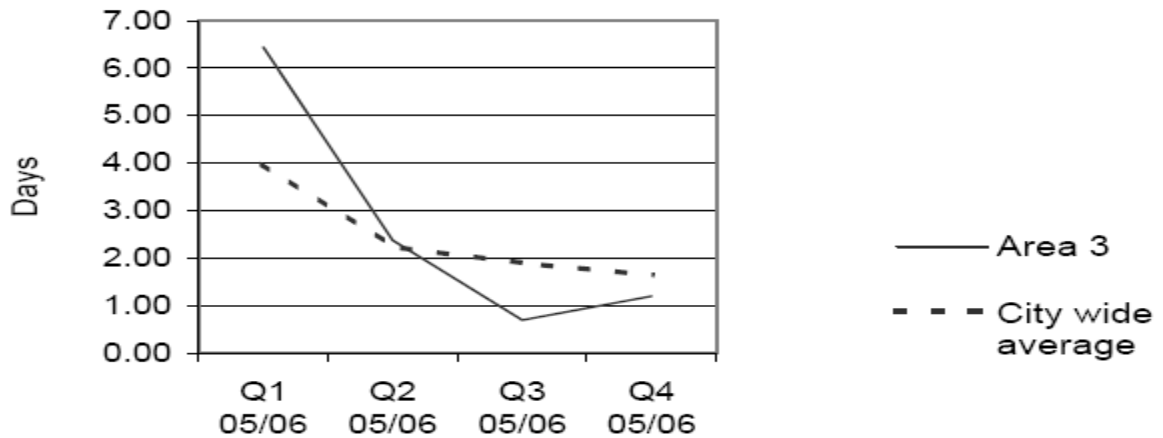
The number of fly tipping reports and pro active removals in Area 3 for quarter four was 287.

Area 3 had a total of 154 fly tip reports from customers in the quarter, which was above the city wide average for the number of reported fly tips. The number of reports stayed constant during January and February before falling back in March.

**Average time taken to remove flytipping
Q4 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.

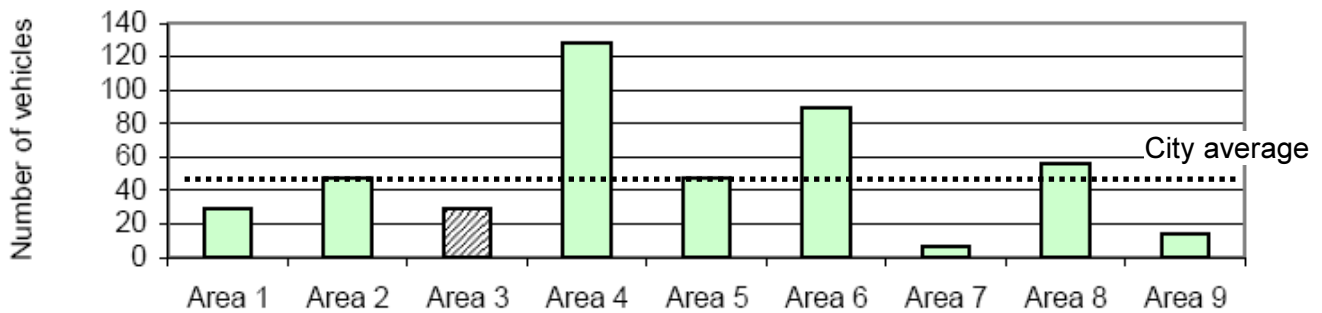
Fly-tipping refers to the broader definition of rubbish dumping as noted above. This measure only includes fly tipping reported by members of the public.

A lower score against this indicator indicates better performance.

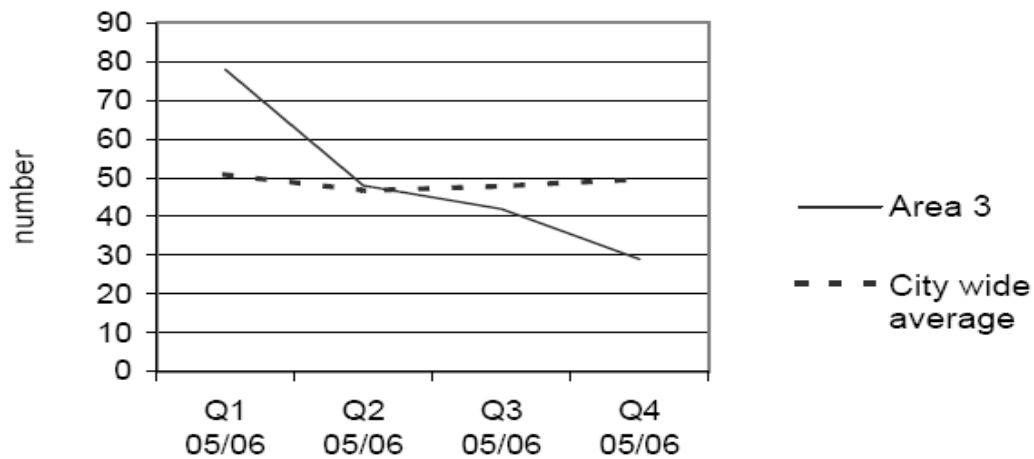
Commentary on performance

The average time taken to respond to customer reports has risen during the quarter from 0.5 days in January, to 1.7 days in March. The average time taken to remove reported fly tips still meets the Neighbourhood Contract commitment of two days in Area 3.

Number of vehicles reported as abandoned Q4 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

Area 3 had a total of 29 reported abandoned vehicles from the public during the fourth quarter. Upon investigation, only 1 was actually issued a 7day notice, but the vehicle was removed prior to the expiry of the seven day notice.

With the change in the information reported in the fourth quarter, a comparison with the number of vehicles removed within 24 hrs of a 7 day notice expiring cannot be made for this quarter.

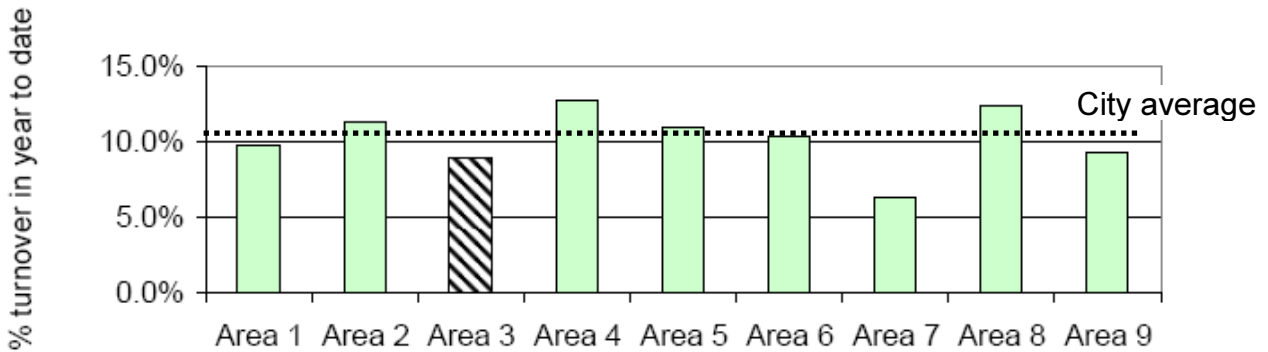
AREA PERFORMANCE – OTHER SERVICES

What this is about

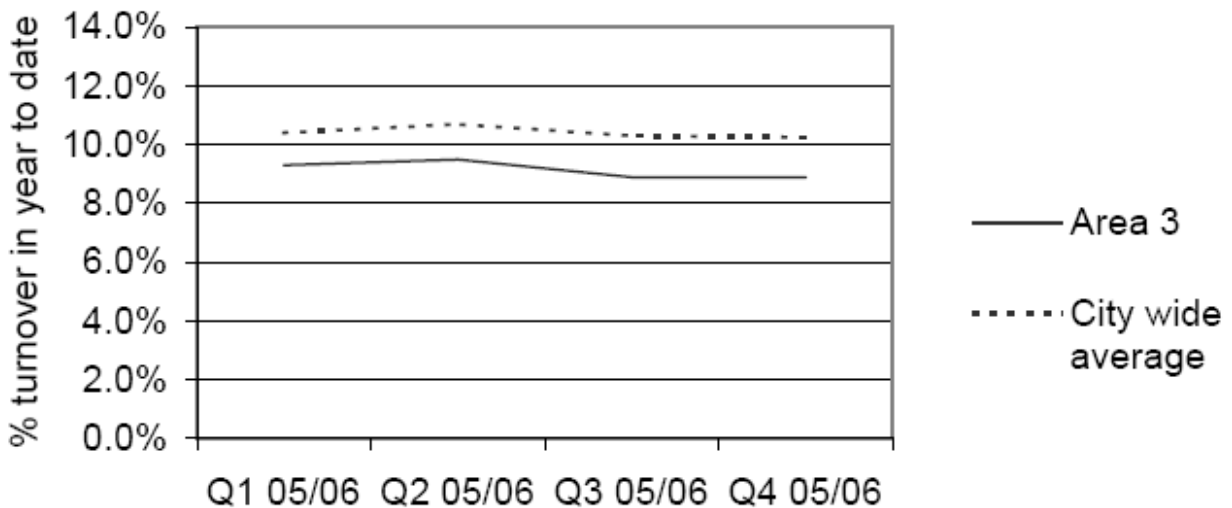
Performance indicators in this section include:

- 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 Q4 2005/06
year-to-date figures



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



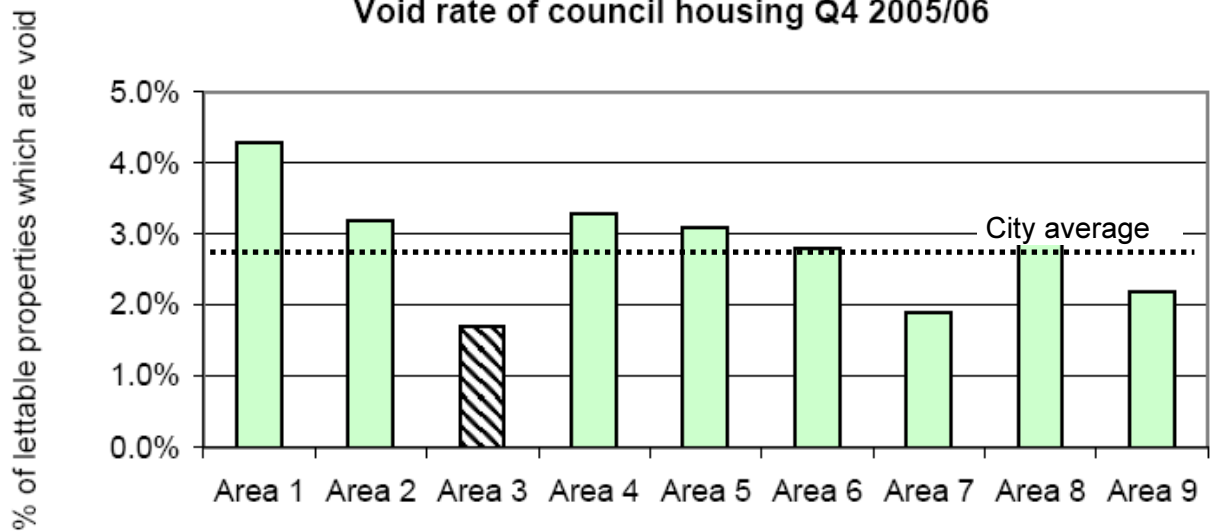
Definition of the indicator

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.*

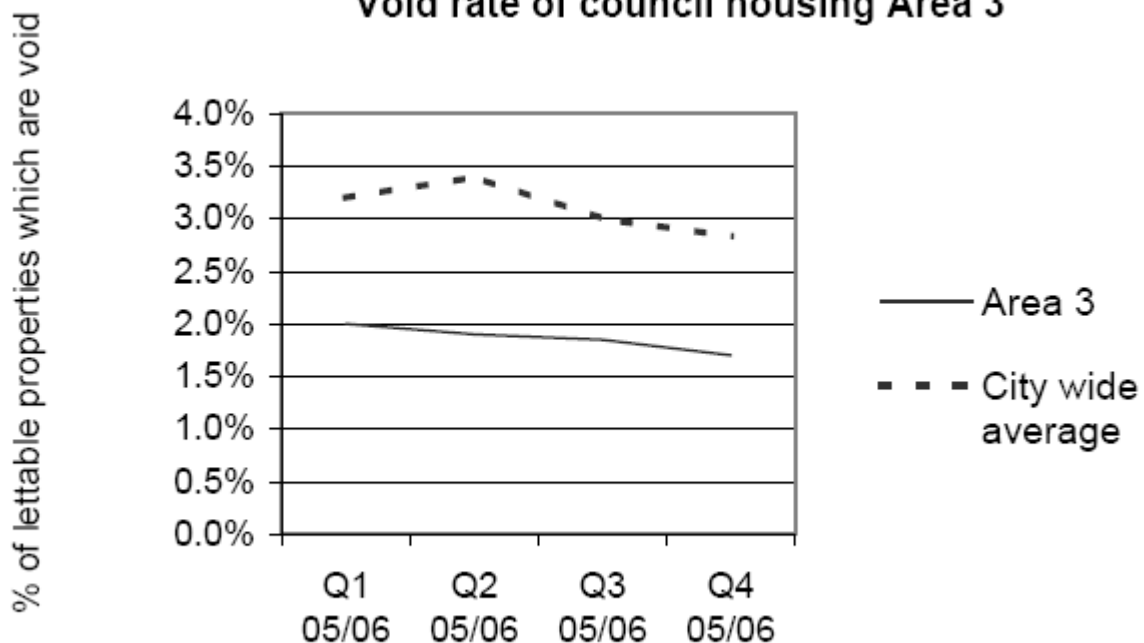
Commentary on performance

The number of council owned properties that became vacant in the area during the year 2005-06 was 601, compared to an equivalent turnover of 644 at the start of the financial year.

Void rate of council housing Q4 2005/06



Void rate of council housing Area 3



Definition of the indicator

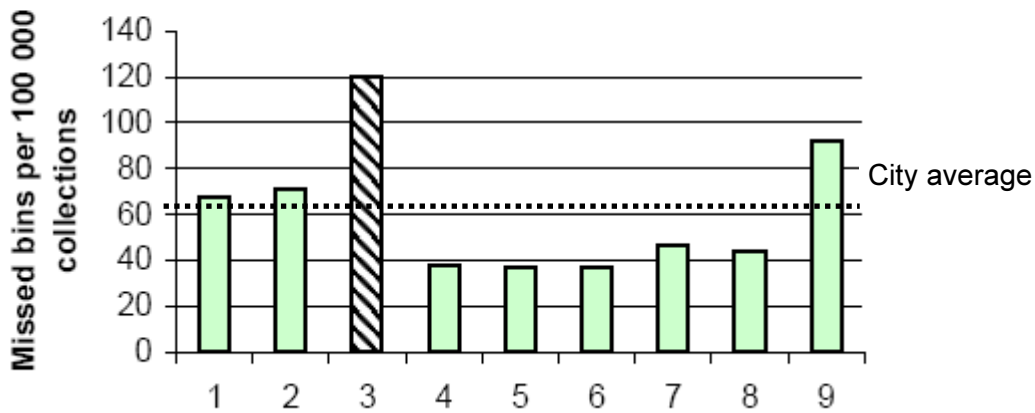
The percentage of Council properties which were lettable voids at the end of the quarter.

Commentary on performance

The total number of lettable properties actually vacant as at 31st March 2006 was 117 compared to 139 at the end of the first quarter.

During the same period the average time taken to relet properties in the area has increased from 39.2 days at the end of the first quarter to 49.3 days at the end of the final quarter.

Missed bins per 100,000 collections Q4 2005/06

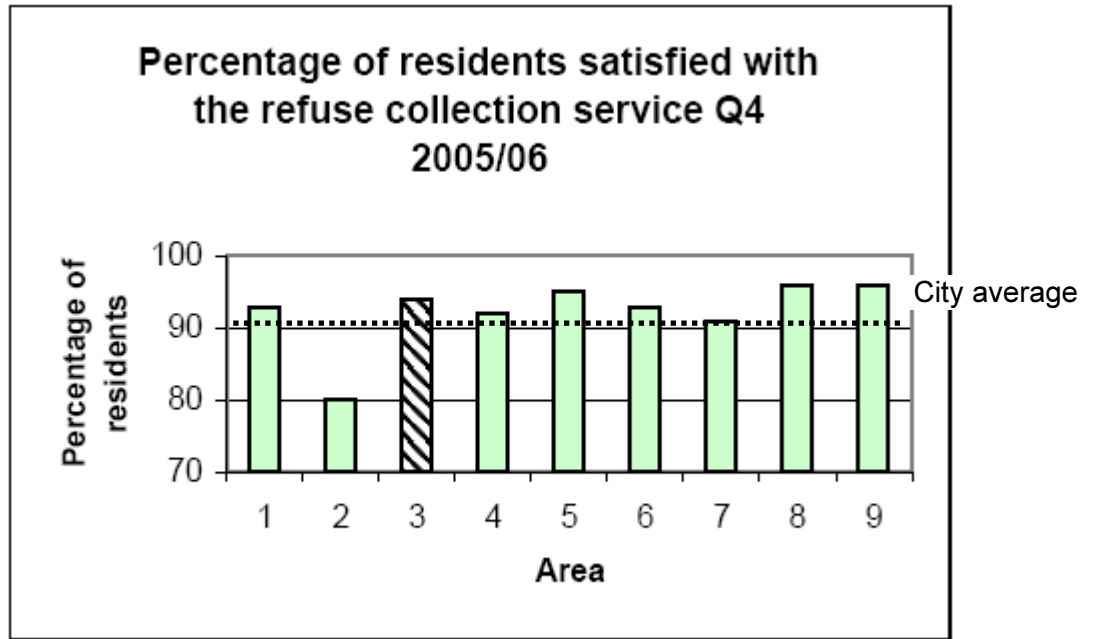


Definition of the indicator

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

Area 3 is above the target figure for the city and a survey will be carried out over the next quarter.

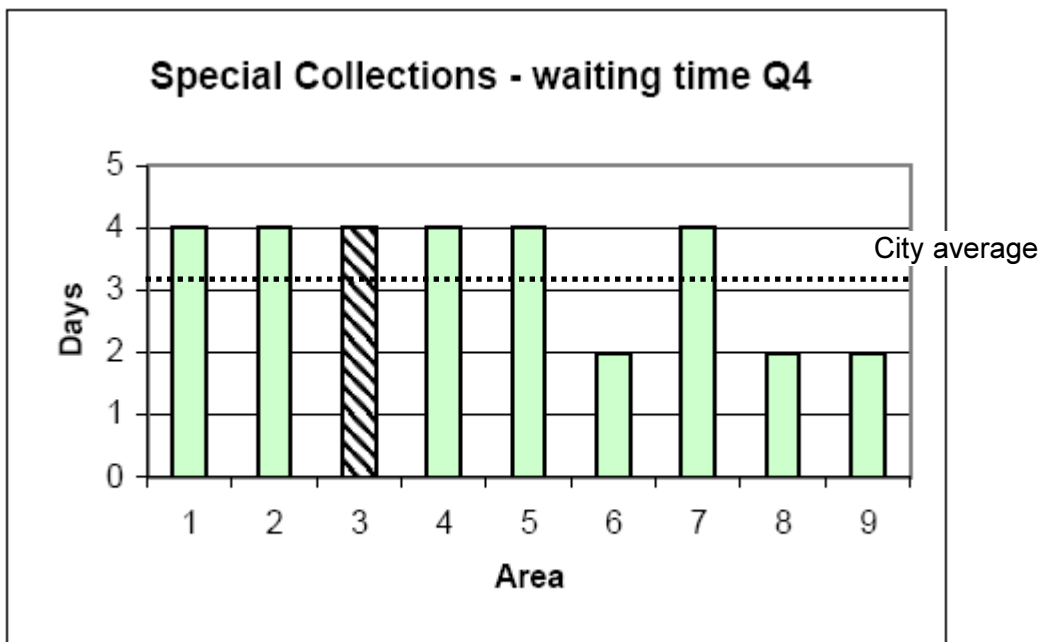


Definition of the indicator

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

Through the survey cards issued by waste management this area has a 94% satisfaction rating which is above the target set for 2006/07.



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


All appointments were completed within the minimum waiting time, however this may increase in the next quarter due to the start of the gardening season.

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



Area Committee Boundaries

Ward Boundaries



 NOTTINGHAM

City Council

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