

YTD Colour Coding:

Green = Target Met

Amber = Within Tolerance

Red = Outside Tolerance

Trend is against last year's outturn unless PI accumulates (marked *) then comparison is with this time last year

Transport, Environment and Residents Services Select Committee Performance Report Mid Year 2013/14

Cleaner Streets

No & Description	2012/13 Outturn	Frequency / Latest Data	2013/14 Mid Year Outturn	Target	Trend	Comments
NI195a Relevant land and highways assessed as having unacceptable levels of litter (%)	4.55%	April 2013 to Sep 2013	2.14%	4%	Improving	Quarter two target exceeded.
NI195b Relevant land and highways assessed as having unacceptable levels of detritus (%)	2.36%	April 2013 to Sep 2013	3.31%	2%	Not Improving	Quarter two performance is just outside the target, but is still excellent performance.
NI195c Relevant land and highways assessed as having unacceptable levels of graffiti (%)	8.28%	April 2013 to Sep 2013	6.41%	6%	Improving	The graffiti figure has improved compared to last year by just under 2%. This has been achieved by the Graffiti Action Team working efficiently to remove graffiti quickly. Street Scene Enforcement (SSE) officers have also been working with private property owners to clean up areas of land or vulnerable properties blighted by graffiti.

YTD Colour Coding:

Green = Target Met

Amber = Within Tolerance

Red = Outside Tolerance

Trend is against last year's outturn unless PI accumulates (marked *) then comparison is with this time last year

No & Description	2012/13 Outturn	Frequency / Latest Data	2013/14 Mid Year Outturn	Target	Trend	Comments
NI195d Relevant land and highways assessed as having unacceptable levels of fly-posting (%)	6.63%	April 2013 to Sep 2013	1.64%	4%	Improving	The level of fly posting at mid-year has improved compared to last year by 5 percentage points. This was achieved by the Graffiti Action Team working efficiently to remove fly posting quickly. SSE officers have also been working with private property owners, especially vacant shop fronts, to remove fly posting and keep it clear. SSE has also taken action against organised fly posting issuing more than 12 FPNs to companies for offences. There also appears to have been a seasonal drop in fly posting in the late summer months.
Number of Fly-Tipping investigations	1674	April 2013 to Sep 2013	906	No Target	Improving*	The number of fly-tips investigated is decreasing, as is the number of incidents. The number of incidents reported from April to September is 1799. Resulting in a 50% investigation rate.
Percentage of fly-posting complaints cleared in 5 working days	96.86%	April 2013 to Sep 2013	97%	95%	Improving	The level of fly posting has remained similar to Q1 but the graffiti Action Team has again removed these quicker than in Q1. This was possible owing to the slight drop in graffiti incidents in Q2, enabling the team to redeploy resources in this area.
Percentage of graffiti complaints cleared in 5 working days	92%	April 2013 to Sep 2013	98%	95%	Improving	There has been a slight drop in the amount of graffiti reported, which has enabled the Graffiti Action Team to engage and remove incidents quicker than in Q1. This has led to an improvement in the level of graffiti visible in the Borough.

YTD Colour Coding:

Green = Target Met

Amber = Within Tolerance

Red = Outside Tolerance

Trend is against last year's outturn unless PI accumulates (marked *) then comparison is with this time last year

Waste Management

No & Description	2012/13 Outturn	Frequency / Latest Data	2013/14 Mid Year Outturn	Target	Trend	Comments
NI192 Percentage of household waste sent for reuse, recycling or composting.	25.00%	April 2013 to Sep 2013	21.46%	23.40%	Not Improving	Forecast on target accounting for seasonal variation, however, down on previous year's outturn due to contamination and tonnage collected
Contamination rate.	20.75%	April 2013 to Sep 2013	18.40%	19.20%	Improving	The rate for August was particularly high but the nature of the sampling methodology means a rate of that magnitude was inevitable at some point. Although the rates for July and September were far lower, a potential volatility in results is anticipated, despite the work currently being undertaken to reduce contamination.

Parks Services

No & Description	2012/13 Outturn	Frequency / Latest Data	2013/14 Mid Year Outturn	Target	Trend	Comments
Resident satisfaction with parks & open spaces. From 'Resident' surveys	80%	Annual	n/a	79%	-	Results of this year's survey are yet to be released.

YTD Colour Coding:

Green = Target Met

Amber = Within Tolerance

Red = Outside Tolerance

Trend is against last year's outturn

unless PI accumulates (marked *)

then comparison is with this time last year

Highway Maintenance

No & Description	2012/13 Outturn	Frequency / Latest Data	2013/14 Mid Year Outturn	Target	Trend	Comments
NI 168 Principal classified roads where maintenance should be considered.	11%	Annual	n/a	10%	-	Results of this year's survey are yet to be released.
NI 169 Non-principal classified roads where maintenance should be considered.	11%	Annual	n/a	10%	-	

Planning

No & Description	2012/13 Outturn	Frequency / Latest Data	2013/14 Mid Year Outturn	Target	Trend	Comments
NI 157a - Processing of planning applications. Major within 13 weeks.	n/a	April 2013 to Sep 2013	n/a	60%	-	No longer reported.
NI 157b - Processing of planning applications. Minor within 8 weeks.	85.00%	April 2013 to Sep 2013	90.00%	65%	Improving	
NI 157c - Processing of planning applications. Other within 8 weeks.	94.00%	April 2013 to Sep 2013	95.50%	80%	Improving	
Percentage of enforcement cases resolved within 2 months.	86.00%	April 2013 to Sep 2013	85.00%	55%	Not Improving	
Percentage of enforcement cases resolved within 6 months.	97.00%	April 2013 to Sep 2013	97.00%	90%	Static	

YTD Colour Coding:

Green = Target Met

Amber = Within Tolerance

Red = Outside Tolerance

Trend is against last year's outturn unless PI accumulates (marked *) then comparison is with this time last year

Noise Nuisance

No & Description	2012/13 Outturn	Frequency / Latest Data	2013/14 Mid Year Outturn	Target	Trend	Comments
Percentage responses to resolve noise nuisance within 2 hours during office hours.	95.40%	April 2013 to Sep 2013	97.00%	93%	Improving	
Percentage responses to resolve noise nuisance within 60 minutes outside office hours.	95.40%	April 2013 to Sep 2013	96.00%	95%	Improving	

Safer Neighbourhoods

No & Description	2012/13 Outturn	Frequency / Latest Data	2013/14 Mid Year Outturn	Target	Trend	Comment
Violence against the person crime rate per 1,000 population (LIS 15)	23.38	April 2013 to Sep 2013	10.7	No target	Improving *	Replaces measure LIS1 (NI 15) Serious violent crime rate per 1,000 population which is no longer centrally collected.
Robbery, dwelling burglary, and theft of/from a motor vehicle crime rate per 1,000 population (LIS 16)	24.96	April 2013 to Sep 2013	10.87	No target	Improving *	Replaces previous measure (LIS 16) Serious acquisitive crime rate per 1,000 population which is no longer centrally collected.

YTD Colour Coding:

Green = Target Met

Amber = Within Tolerance

Red = Outside Tolerance

Trend is against last year's outturn unless PI accumulates (marked *) then comparison is with this time last year

No & Description	2012/13 Outturn	Frequency / Latest Data	2013/14 Mid Year Outturn	Target	Trend	Comment
Total notifiable crime rate per 1,000 population (LIS 3)	119.16	April 2013 to Sep 2013	52.24	No target	Improving *	The number of Total Notifiable Offences for the period April to September 2013 is the lowest number on record (9479 offences in period compared to 15,053 between April – September 2003; 11,264 between April – September 2008; and 11,471 between April – September 2012).
No of Controlled Drinking Area interventions by Parks Police	304	April 2013 to Sep 2013	214	No target	Not Improving *	Slight increase in numbers for the same period last year
No of Controlled Drinking Area engagements by Neighbourhood Wardens	93	April 2013 to Sep 2013	98	No target	Improving *	Measure reflects engagement by neighbourhood wardens, 2012/13 outturn has been amended to 93 and performance has already exceeded last years outturn
No of street scene fixed penalty enforcement notice actions by Streetscene Enforcement	1368	April 2013 to Sep 2013	667	No target	Static *	
% of complainants satisfied with outcome of their ASB complaint	82%	April 2013 to Sep 2013	63%	68%	Not Improving	Q1&Q2 show that 20 out of 32 respondents were satisfied. All cases have been reviewed where complainants were not satisfied. Negative responses are given even when we have evicted perpetrators. One of the complaints was judged to be vexatious after investigation.
CCTV operator initiated incidents resulting in arrests	214	April 2013 to Sep 2013	70	150	No trend available	Newly introduced dataset and no previous mid year performance not available. Expected to exceed year end targets.

YTD Colour Coding:

Green = Target Met

Amber = Within Tolerance

Red = Outside Tolerance

Trend is against last year's outturn
unless PI accumulates (marked *)
then comparison is with this time last year

Contact Centre

No & Description	2012/13 Outturn	Frequency / Latest Data	2013/14 Mid Year Outturn	Target	Trend	Comments
Cleaner Greener contacts by email as percentage of contacts by phone, email & eform.	22%	April 2013 to Sep 2013	19%	N/A	Not Improving	
Cleaner Greener contacts by eform as percentage of contacts by phone, email & eform.	12%	April 2013 to Sep 2013	12%	N/A	Static	