
**Meeting of the Community Safety Overview
and Scrutiny Committee**

2nd March 2010

Report of the Director of Neighbourhood Services

2009/10 THIRD MONITORING REPORT – FINANCE & PERFORMANCE

Summary

- 1 This report presents two sets of data:
 - a) The latest projections for revenue expenditure for the Neighbourhood Services portfolio to end of November 2009.
 - b) Progress against the directorate plan priorities and key performance indicators to end of December 2009.

Background

- 2 Service provision and financial performance are strongly linked. This paper provides a progress update on the financial and performance position of the directorate.

Management Summary: Financial Overview

- 3 The Neighbourhood Services portfolio is forecasting an overspend of £359k after identification of in year savings of £200k. This is a variation of 1.14% of the net expenditure budget.
- 4 Further savings have been identified which are shown in the 'recovery plan' at annex A.
- 5 The current general fund revenue budget for the Neighbourhood Services Portfolio is £31.622m, including the budget contribution to Safer York Partnership.
- 6 Current projections for the general fund portfolio show expenditure of £31.981m compared to budget, an overspend of £359k which represents a variation of 1.14% on the net expenditure budget.
- 7 The financial position for each General Fund service area is dealt with separately in the following sections. The overall position can be summarised as follows:

	Exp Budget	Income Budget	Net Budget	Forecast	Var'n	Var'n
	£000	£000	£000	£000	£000	%
Env Health & Trading Standards	3,177	(980)	2,197	2,201	4	0.18
Bereavement Services	468	(1,347)	(879)	-828	51	(5.80)
Registrars Service	401	(375)	26	11	(15)	(57.69)
Licensing & Regulation	713	(721)	(8)	(24)	(16)	200
Neighbourhood Management	1,308	(379)	929	871	(58)	(6.24)
Ward Committees	1,145	0	1,145	1,145	0	0
Building Maintenance	7,719	(7,510)	209	209	0	0
Highways Maintenance	18,819	(7,393)	11,426	11,426	0	0
Waste Services	14,266	(5,041)	9,225	9,661	436	4.73
Cleaning	3,477	(3,269)	208	266	58	27.88
Neighbourhood Pride Service	6,197	(3,567)	2,630	2,758	128	4.87
Parking Services	3,566	(642)	2,924	3,029	105	3.59
Enforcement and Environment	684	(5)	679	679	0	0
Contribution to Safer York Partnership	583	0	583	583	0	0
Transport & Overheads	4,238	(3,910)	328	(6)	(334)	(101.83)
General Fund Total	66,761	(35,139)	31,622	31,981	359	1.14

8 Details of the variances are covered later in the report but the significant variances as reported previously, and which have not changed in the month, are as follows:

- Unbudgeted legal costs due to the loss of the Elvington Airfield case are expected of £28k.
- An overspend on Bereavement services of £51k due to reduced income and additional costs for maintenance.
- Higher levels of income in Registrars of £15k
- There is an overspend on Landfill Tax of £200k
- Unbudgeted security costs at Towthorpe HWRC are forecast at £75k.
- A delay on the construction of the Silver Street Toilets new facility means that £31k of the income target for the year will not be achieved.

- A one-off underspend in Transport of £200k on vehicle leases.
 - An underspend on utilities of £26k.
 - An overspend on the Cleaning account from funding the purchase of swine flu materials of £65k offset by spending controls on other materials of £7k
 - Additional one-off vacancies and underspends on overhead budgets have been identified of £108k.
- 9 Additional variances have been identified in the month in the following areas:
- There is a forecast overspend on Commercial Waste of £161k as income is not projected to achieve target.
 - Income from penalty charge notices (PCN's) is forecasting to overspend by £105k.
 - An overspend on the Neighbourhood Pride Service of £121k offset by an underspend on Abandoned cars of £24k.
 - Underspends on staffing costs due to vacancy management across the directorate of £98k.
- 10 Other pressures identified within the directorate budget are being met, wherever possible, by underspends.
- The corporate cost of swine flu materials is being met within the current bottom line.
 - The directorate is preparing to take out MoreForYork in-year savings and maximising these wherever possible to aid the corporate overspend.
 - Progress on the recovery plan target of £460k is identified at annex A.
- 11 Further pressures identified since the work on the November accounts are:
- Winter gritting and basic highways maintenance is currently overspending due to higher than expected volumes of work due to the recent harsh weather conditions.

Management Summary: Performance Overview

- 12 Of 11 NS actions within the corporate strategy, 5 have been completed, 3 are on track and 3 are late but will be completed during the financial year.
- 13 All 4 LAA indicators that can be measured are on target. Three are improving, while the fourth is stable.
- 14 71% of the National PIs that are measurable at this point are on target, while 73% are improving on last year.
- 15 Overall progress on directorate plan at 71% at end December 2009 - with 16 of 89 actions/targets at red and 54 at green. This is a slight improvement compared with the position at end of Q2.

Financial Performance: Revenue

Environmental Health and Trading Standards

- 16 The current projection forecasts that this account will overspend by £4k. The variance is as follows:
- Legal fees are forecasting to overspend by £28k in respect of the Elvington Airfield appeal. Costs of losing the High Court appeal are expected to be £10k plus reimbursement of costs of £18k.
 - This is offset by vacancies in the Environmental Health and Trading Standards establishment which is expecting to underspend on salaries by £24k.

Bereavement Services

- 17 This account is expected to overspend by £51k. The variances are as follows:
- The number of cremations are currently down compared to the same time last year and if the profile continues this may give an overspend of £31k for the full year.
 - A major repair has been required to one of the cremators giving an overspend of £10k
 - Medical referee fee charges have increased and the consequential impact is a forecast of £10k overspend.

Registrars Service

- 18 Registrars are currently experiencing higher levels of income on outside marriages and baby naming packs giving higher levels of income of £15k. It is expected that this trend will continue.

Licensing and Regulation

- 19 The current projection forecasts that there will be an underspend of £16k due to staff vacancies.

Neighbourhood Management

- 20 Vacancies in the Neighbourhood Management Unit are expected to give a one-off underspend for the year of £58k. This is due to the Head of Service post being vacant during the recruitment process plus other vacancies in the team.

Ward Committees

- 21 The current projection forecasts that there will be no overspend.

Building Maintenance

- 22 The current projection forecasts that there will be no overspend.

Highways Maintenance

- 23 The current projection forecasts that there will be no overspend with the exception of the winter gritting and basic maintenance budget.

- 24 Winter gritting and basic highways maintenance is currently overspending due to higher than expected volumes of work due to the recent harsh weather conditions. Up to the end of December the budget of 50 grits for the year had been spent. Work to the middle of January has been calculated at approximately £300k for gritting alone therefore additional costs above this will be incurred on repairing pot holes.

Waste Services

- 25 The current projection forecasts that this account will overspend by £436k. The variances are as follows:

- Landfill Tax is currently forecasting to overspend by £200k. During the 2009/10 budget process it was recognised that there was insufficient budget to cover costs and £400k was included in contingency. Tonnages have reduced due to the credit crunch as fewer consumables are purchased and therefore disposal of packaging has reduced. The forecast overspend of £200k is based on the current position therefore if there is an upturn in the economy these forecasts may increase. The contingency has now been set aside to assist with the overall corporate overspend therefore no further requests from contingency can be made.
- Unbudgeted spend on security at Towthorpe Household Waste Recycling Centre (HWRC) gives a forecasted overspend of £75k. A growth bid was submitted and approved at the 2009/10 budget process to improve security fencing at the site. £83k was included in contingency for additional security whilst the works were undertaken. These works have now been completed however this has not resolved the issue and security patrols are still required. As explained above, this item cannot be requested from contingency.
- The Commercial Waste account is forecasting to overspend by £161k. This is due to reduced income which is in part due to price increases but also a number of national contracts have been lost and a greater number of small businesses are closing during the recession. This is the net position after taking into account the reduced tonnages from collecting less waste.

Cleaning

- 26 There is an overspend of £65k on the Cleaning account from funding the purchase of swine flu materials. This is offset by spending controls on other materials of £7k to give a total overspend on this account of £58k.

Neighbourhood Pride Service

- 27 The current projection forecasts that this account will overspend by £128k. The variance is as follows:

- There has been a delay on the construction of the new Silver Street Toilets facility which will replace Parliament Street Toilets. The delay means that the income target will not now be achieved. It is forecasted that this will overspend by £31k.
- The main Neighbourhood Pride account is currently forecasting an overspend of £121k. The grounds maintenance element of this service has recently been restructured with the removal of the client/contractor split and the move to SLA's with departments.
- The Abandoned Cars account is forecast at a £24k underspend.

Parking Services

- 28 The current projection forecasts that this account will overspend by £105k which is due to reduced income from Penalty Charge Notices (PCN's). This is in line with the trend of last year.

Enforcement and Environment

- 29 The current projection forecasts that there will be no overspend.

Transport

- 30 The current projection forecasts that there will be an underspend of £200k on vehicle leases. This is after identifying in-year savings to assist with reducing the Neighbourhood Services overspend. By delaying the purchase of vehicles by a few months into the next financial year, a saving on the lease can be made. This would be offset by the additional repair costs but should still give a one-off non-recurring saving of £200k which would not place a financial burden on future years.

Overheads

- 31 The overhead account is forecasting an underspend of £134k This is due to:
- An underspend on the Depot utilities of £26k
 - Underspends on vacancies and office budgets of £108k.

Directorate Performance: Corporate Strategy

- 32 Of the 11 actions led by Neighbourhood Services, 5 are complete (Groves trial, Cold Calling Control Zones, ALTN8 initiative, create target hardening fund, under age alcohol sales testing), 3 are on track, and 3 are late (complete [Easy@York](#) review of environmental services by Summer 09, introduce technological devices for NPS and waste by Sept 09, implement 3 Capable Guardian schemes by Oct. 2010).
- 33 Of the 3 actions not on track – all have made significant progress, but implementation will be delayed against the timescales set out in the strategy document. The tables below gives more detail.

Assessment of Corporate Strategy Actions – at end December 2009.

Priority vision	CYC commitments	Improvement by 2012	2009/10 action / milestones	Progress	Comments
We want York to be a safer city with low crime rates and high opinions of the city's safety record	We will reduce the number of burglary and thefts within the city, utilising all available funds, such as target hardening	Reduce serious acquisitive crime by at least 18% (LAA)	A number of alleygates to be completed in South Bank and Leeman Road. If the LAA bid is successful, the total will be 60 gates will be in place by March 2010	On track	The LAA bid for Gates was not successful. However alternative funding has been found - SYP allocated £16k from SSCF and negotiated with Neighbourhood Services for a further £50k from the Highways Maintenance budget. Alleyways have been identified and site visits and consultation have taken place and the legal notices have been served. Procurement is completed, with the installation of 38 gates in South Bank and Leeman Road by end of March 2010.
As above	As above	As above	Create 40 new Cold Calling Control Zones by March 2010	Complete	Exceeded the target of 40 - now over 100 zones in place across York. A satisfaction survey has been sent out to 500 residents within zones to gauge the effectiveness of the zones and consumer satisfaction. Of 166 respondents, 66% felt less concerned about doorstep crime, and just 2% felt more concerned. 82% felt that they could call with cold callers, and 8% did not feel able to. The 8% have provided a range of further comments which will inform the future development of the initiative.
As above	As above	As above	Create a target hardening pot for CYC tenants who are burglary victims – to replicate and compliment the existing Home Security Grant.	Complete	Housing Services have extended the type of equipment they offer to include PIR lights, door and window locks, shed locks, door viewers and have also agreed to fund on basis of need rather than restricting the scheme to tenants in painting and repairs programme areas only. SYP have allocated £10k to this project. A handyperson scheme, managed by the Yorkshire Housing foundation started in September 2009 – funding was realised from a bid to the Home Office Safer Homes Fund by SYP, CYC, Yorkshire Housing, the Home Improvement Agency and Community Watch. The

					<p>scheme will fund the fitting of security equipment for the elderly and vulnerable groups. This is an extension to the existing successful scheme run by Yorkshire Housing and the Home Improvement Agency, which presently undertakes small repairs for the same client group. Work has also been developed with the Energy Trust to distribute timer switches and low energy lightbulbs through Community Watch events and Ward Committees.</p>
As above	We will reduce the number of first time entrants into the criminal justice system and tackle public perception of ASB.	Reduce the proportion of the public concerned with anti-social behaviour (LAA Place Survey)	Develop 3 additional capable guardian schemes in wards with high crime rates, to reduce anti social behaviour by Oct 2009.	Not on track (late)	A new post (funded out of SYP's budget) to implement this scheme has now been filled and the officer started work in August. Three areas have now been selected, and a model for deployment of the scheme is almost completed. Direction of travel remains positive and it is hoped that these schemes will be operational by end February 2010.
As above	We will reduce alcohol related crime in York	Limit hospital admissions caused by alcohol related illnesses to 1,675 per 100,000 population (LAA)	Continue a targeted underage alcohol sales test purchasing programme to February 2010.	Complete	Of the 9 test purchases undertaken in 2009/10 (in response to complaints) none have resulted in illegal sales. A small proactive targeted alcohol sales exercise was undertaken in December, using 14 and 15 year old volunteers. No illegal sales were recorded. Trading Standards Officers have now received the training to issue police fixed penalty notices for illegal sales of alcohol. Officer's have also visited and checked the retailers belonging to the responsible retailer scheme to ensure compliance (i.e. checked staff training records, records of refusals, shop signs etc.)
As above	As above	As above	Implement the ALTN8 targeted initiative to reduce alcohol related night time violence by February 2010.	Complete	ALTN8 was launched on 5th June and ran every Friday and Saturday until the 29th August. Fire Service, Youth Service, MOD Police, Licensing and BTP were all involved. The initiative has been evaluated and has shown a 55% reduction in violent crime since the baseline year 2007.

<p>We aim to be clean and green, reducing our impact on the environment while maintaining York's special qualities and enabling the city and its communities to grow and thrive</p>	<p>We will reduce the environmental impacts of Council activities by making it as easy as possible for residents to recycle, investing in new ways to avoid landfill methods and through the Carbon Management Programme (CMP)</p>	<ul style="list-style-type: none"> * Recycle, reuse or compost 50% of household waste * Reduced CO2 emissions in the LA area per capita by at least 0.8 tonnes (12% reduction) (LAA) * Reduce Council's energy consumption in offices by 5% each year 	<p>Complete the Groves recycling pilot by Sept 2009.</p>	<p>Complete</p>	<p>The Groves recycling project is now complete. The results of the trial have been published and have been helpful to us in deciding the methods to be used for the wider city roll out.</p>
<p>As above</p>	<p>As above</p>	<p>As above</p>	<p>Implement a wider rollout of kerbside recycling to 92% of properties by Mar 2010.</p>	<p>On track</p>	<p>The first phase of the city wide roll out is now well underway with the remaining Groves properties now receiving recycling and alternate week collections(AWC). This area of the Groves was not part of the original trial area. Work has started on introducing recycling and AWC to flats and communal areas across the city. The first recycling collections from flats took place in late July 2009 and all flats/communal areas will receive the new service by the end of December 2009. We will then begin to introduce recycling and AWC to terraced properties across the city between January and July 2010. Some properties have been brought forward in the project from October 2010 to December 2009 hence the reason for the extension to the current phase of the roll out</p>

As above	We will improve the quality of the local environment and the condition of York's streets and public spaces	Reduce by 40% the level of service requests reported about litter in the street	Complete an easy@york review of waste, neighbourhood pride and street environment services by Summer 09.	Not on track	This will be delayed as the easy@york programme has been widened and is now part of the MoreforYork programme. The blueprints have been agreed and work has resumed on the business process re-engineering. Technology implementation is now underway with the first tests expected during the second half of January 2010.
As above	As above	As above	Introduce new technological devices to improve the identification and removal of street litter by Sept 09.	Not on track	The mobile devices, and other technological solutions, were an integral part of the Easy @ York Phase 2 project. The easy@york programme has been widened and is now part of the MoreforYork programme. Technology implementation is now underway with the first tests expected during the second half of January 2010.
As above	As above	As above	Improve the working arrangements across neighbourhood services by Sept 09 to reduce the occurrence of litter left in the street as a result of refuse collections.	On track	NVQ training completed. New approaches to how we clean in 'high obstruction areas' such as terraced streets has been developed and is proving effective. The 2nd NPI195 survey showed a marked improvement in levels of litter and cleanliness overall. Level of cleanliness, customer complaints and missed bins are at an all time low – customer perception on (1) cleanliness, and on (2) the council working to make the area cleaner and greener, is highest of any Unitary. As part of the More For York process, a joint Waste / Neighbourhood Pride / MFY group is working to review all aspects of refuse collection and cleansing.

Directorate Performance: Local Area Agreement

34 Neighbourhood Services has six LAA indicators:

Indicator	Improving?	On Target?
NPI 4: Community Engagement: Percentage of people who feel they can influence decisions in their locality. This is a Place Survey measure and in 2008/09 the overall figure was 31.7%, which is a top quartile outturn and seventh highest among Unitary councils. Talkabout 33 asked an identical question – 36% of respondents agreed. Care must be taken in comparing the Talkabout survey result with the Place Survey result as the survey methods are different, so we are treating this as stable. On basis of ongoing work to engage with young people and tenants, and to develop neighbourhood planning– we are treating this as on target.	Stable	Yes
NPI 16: Community Safety - Serious Acquisitive Crime. The significant reduction in the level of acquisitive crime has continued throughout the year. Data to end December suggests that York will have a 39% reduction in 2009/10 compared with 2008/09.	Yes	Yes
NPI 17: Community Safety: Concern with Anti-Social Behaviour. This is a measure of the proportion of respondents who have 'significant concern' about a range of seven types of anti-social behaviour. The 2008/09 outturn figure was 11.3%, top quartile, and third among all unitary councils. The 2009/10 figure will be calculated from responses to the 33 rd Talkabout survey (Oct 2009).	Can't say	Can't say
NPI 30: Community Safety: Reoffending of prolific and priority offenders (PPOs). This is a Probation Service indicator. The latest available data is the year end 2008/09, which shows a reduction of 40% offending from the 2008/09 cohort of 27 PPOs. This exceeds the 20% target. The target for 2009/10 is a 21% reduction, based on a different cohort and thus baseline figure.	Can't say	Can't say
NPI 38: Community Safety: Drug-related (Class-A) offending rate. This is a DAAT indicator, whose introduction was deferred until 2009/10. The performance during 2008/9 was 1.33. Translated, this means that York's very small cohort of 18 individuals (Leeds has a cohort of 544 individuals) committed 83 offences against a predicted level of 62.5 offences – based on home office formula. The target for 2009/10 is a ratio of 1.05. Latest available data for the first quarter of 2009/10 is 0.44. Translated this means that the 2009/10 cohort of 37 individuals committed 16 crimes against a predicted level of 36.1 offences.	Yes	Yes
NPI 191: Waste Management: Kilograms of residual (i.e. landfilled) household waste collected, per household. The latest available forecast (Q3) is 600kg which is on target. This is a forecast 5% reduction on last year, and continues the improvement seen over the last five years.	Yes	Yes

Directorate Performance: National Performance Indicators

35 The table below shows headline figures on the number of NPIs on target, improving and declining. The sustainable city NPIs are going well, but a number of the safer city NPIs are not on track. We can report 21 of the 43 NPIs:

- 71% of the NPIs that had a target set are forecast to hit that target, (62% at end November)
- 73% of the indicators are improving, where we can measure improvement. (76% at end November)

By LSP theme	Total reported	On target?	Improving?	Declining?	Stable
Inclusive City NPIs	1 of 2 (50%)	1 of 1 (100%)	0 of 1 (0%)	0 of 1 (0%)	1 of 1 (100%)
Sustainable City NPIs	9 of 12 (75%)	7 of 9 (78%)	7 of 9 (78%)	2 of 9 (22%)	0 of 9 (0%)
Safer City NPIs	11 of 29 (38%)	7 of 11 (64%)	9 of 12 (75%)	1 of 12 (8%)	2 of 12 (17%)
Overall	Total reported	On target?	Improving?	Declining?	Stable
National Indicators set	21 of 43 (49%)	15 of 21 (71%)	16 of 22 (73%)	3 of 22 (14%)	3 of 22 (14%)
Off target			Declining		
NPI20: Assault with injury crime rate NPI29: Gun crime rate NPI35: Prevent strategy level NPI42: Perception of drug or drug dealing as a problem NPI192: % of household waste recycled and composted NPI193: % of municipal waste landfilled			NPI29: Gun crime rate NPI192: % of household waste recycled and composted NPI193: % of municipal waste landfilled		

Directorate Performance: Directorate Plan

36 The Directorate Plan sets out 11 priorities (6 service priorities and 5 organisational development priorities). Under these headings, we agreed 89 actions and measures. At end December:

- 71% of the Development priority actions and measures are on track. (75% at Q2, 71% at Q1, 74% last year)
- 72% of the Service priority actions and measures are on track. (66% at Q2, 58% at Q1, 66% last year)
- 71% of the Directorate Plan actions and measures are on track. (70% at Q2, 63% at Q1, 70% last year)

37 The table below provides an overall assessment.

Overall Assessment of 2009/10 Neighbourhood Services Directorate Plan – at end December

The 2009/10 Directorate Service Plan sets out 11 priorities. This table summarises performance against the actions and measures set out in that plan, and attempts to provide an overall rating of progress, and an overall assessment.

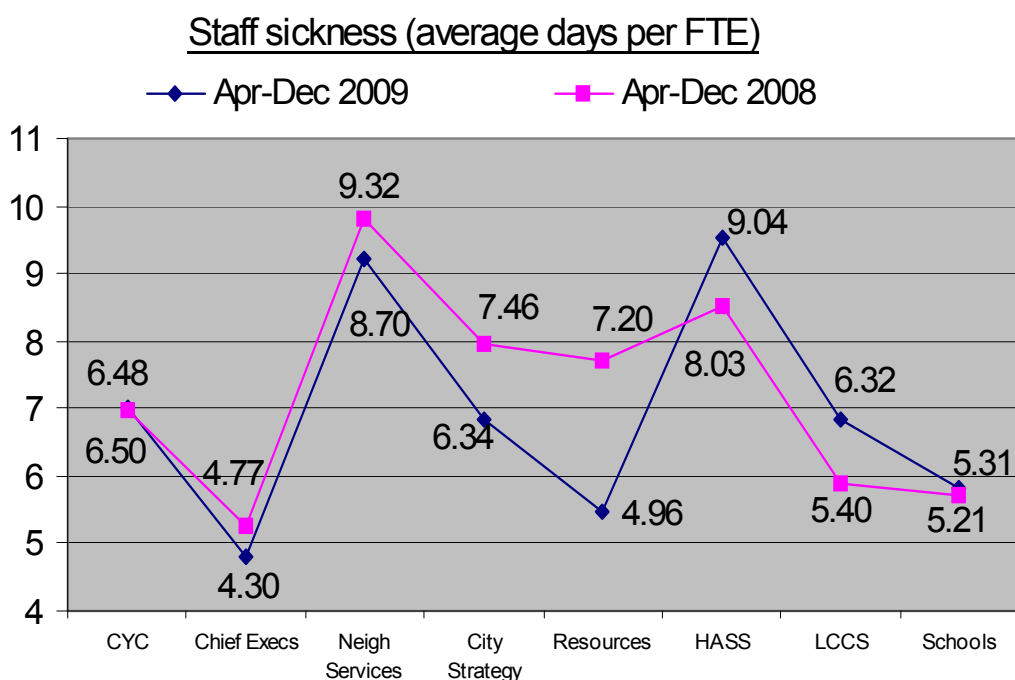
Priority	Traffic Light Actions	Traffic Light Measures	Overall rating ¹	Overall Assessment
Inclusive City 1 Support effective community engagement	1 green	1 green	100% (2/2)	NMU restructure completed. In the longer term the structure of the NMU remains an issue for the More for York programme to consider in light of area working. The measure NPI4 (LAA) was measured through Talkabout 33, and was stable rather than improving. However additional engagement work with young people and tenants and work on developing the ward committee cycle process should improve public perception by time of next Place Survey.
Safer City 2 Make York safe	5 green, 1 amber	4 green, 2 amber, 1 red	81% (10.5/13)	All key actions within the corporate strategy will complete by end of March 2010. Acquisitive crime and total crime trends positive,. 2 perception measures at amber – waiting for NPI17 to be calculated, 1 (NPI21) will not be measured this year.
Sustainable City 3 Waste management 4 Keep traffic moving 5 Improve local environmental quality 6 Improve our roads and pavements	9 green, 6 amber	13 green, 1 amber, 9 red	67% (25.5/38)	Easy@York delayed by More for York causing a number of actions at amber. Waste management figures NPI192 and 193 not improving. Missed bins and refuse complaints are off target. LEQ looking positive. 4 Parking targets currently at red.
Effective Organisation: Staffing 7 Organisational Culture 8 Health, safety and well-being 9 Fair pay structure	12 green	2 green, 6 amber, 5 red	68% (17/25)	Excellence in Everything programme has now delivered a set of action plans which will be embedded into existing systems to ensure ownership. 3 of 4 Accident figures are at red, although RIDDOR is at green. Sickness figure slightly worse than target although difficult to forecast.

¹ On basis of simple calculation – 1 mark for green, 0.5 mark for amber, totalled, and then divided by the total number of actions/measures.

Effective Organisation: Staffing 10 Fairness and Inclusion	1 green, 3 amber	1 red	50% (2.5/5)	Progress on EIA programme, but need to push on with the remainder of the programme. This area will need to accelerate in 2010/11 and shift focus from process to outcome.
Effective Organisation: Staffing 11 Financial Management	5 green	1 red	83% (5/6)	Actions within plan going well. Forecast overspend at 1.1% of budget.
Overall Development Priorities	18 green 3 amber	3 green 6 amber 6 red	21 green 9 amber 6 red	71% (25.5/36) [75% at Q2]
Overall Service Priorities	15 green 7 amber	18 green 3 amber 10 red	33 green 10 amber 10 red	72% (38/53) [66% at Q2]
Overall All Priorities	33 green 10 amber	21 green 9 amber 16 red	54 green 19 amber 16 red	71% (63.5/89) [70% at Q2]

Directorate Plan Performance: Organisational Development

- 38 The five OD priorities in the Directorate Plan are:
- Build a healthy organisational culture around staff and customers
 - Safeguard the health, safety and wellbeing of staff
 - Implement a fair pay structure
 - Build a strong culture of fairness and inclusion
 - Improve financial management and value for money
- 39 Key issues / progress to date includes:
- Excellence in Everything programme groups reported to DMT on 26th November. Staff showcase events were held on 15th and 16th December to provide further opportunities for staff to find out about the programme and feed in their comments and suggestions. We are now embedding the actions into plans for 2010/11. We are also looking for innovative ways to ensure that staff who have been engaged in the project to this point can maintain their involvement into the delivery phase. We will also look to recruit more members of staff to help deliver the programme during 2010/11.
 - Sickness absence is at 8.7 days per fte in the first three quarters. Forecasting is difficult but for the last few years the final quarter of the year has seen low level of sickness. So we can forecast a figure between 11 and 12 days per fte, against a target of 11 days. The outturn figure for last year was 11.25. The graph below compares NS with other directorates to end December.



- The number of days lost to stress related illness is forecast at 1.2 to 1.6 days per FTE against a target of 1.6 days. This is a slight improvement on last year's level.
- Staff PDR / Appraisals. Up to end December, 32% (275 of 870) PDRs had been completed. Heads of service have suggested that 93% (810 of 870) are likely to be completed by the end of the year. A detailed review of PDRs and the training matrix has been started.
- Accident figures up to end December suggest that RIDDOR accident figures are slightly better than in previous years (17 in first 9 months). We had no RIDDOR accidents during December. This is likely to hit target. The overall number of accidents reported has risen, and is likely to come in around 110-130 (93 last year). We have had 2 dangerous occurrences, and 3 major injuries so these targets will be missed.
- Equality Impact Assessments (EIAs). We can forecast a 75% figure on the EIA programme set out in the directorate equality scheme. 14 of the 16 EIAs in the scheme have been started but three that have started are unlikely to be completed before the end of the year. A small number of additional EIAs have been undertaken during the year.
- 1.1% overspend forecast to end November (£359k) just misses the target of +/-1% variance against budget. In response managers have been asked to freeze all unnecessary spending up to end March, and to continue to manage their budgets very closely to ensure that the forecasts being presented are as accurate as possible. In addition the exceptional winter maintenance costs incurred during the long cold spell in December and January have been set aside and are being accounted for outside the forecast figure.

Directorate Plan Performance: Service Priorities

40 The six service priorities in the 2009/10 Directorate plan are:

- Effective community engagement
- Making York safe
- Waste management
- Keeping traffic moving
- Improve local environmental quality
- Improve roads and pavements.

Directorate Plan: Inclusive City

41 The key outcome measure under this heading is a Place survey measure NPI 4: Percentage of people who feel they can influence decisions in their locality. In the 2008/09 Place Survey 31.7% agreed with the statement - which was a top quartile outturn and seventh highest among Unitary councils. This reflects the high profile work carried out through the Neighbourhood Management Unit and devolved budgeting to Ward Committees – recognised nationally as best practice by central government.

42 Talkabout 33 asked an identical question in October 2009. 36% of respondents agreed with the statement. Care must be taken in comparing the Talkabout survey result with the Place Survey result as the survey methods are different. However the 2009/10 figure is similar to the unweighted Place Survey result in 2008/9 (37.2% agreed), so we are treating this measure as stable. Capacity in the unit has been insufficient to facilitate a cross-corporate working group to work towards meeting the LAA target. However the Neighbourhood Services More for York work sets out a vision of enhanced neighbourhood and area-based working – of which the ward committees will form a part. This part of the blueprint is being led by the Head of Neighbourhood Management. An additional factor is the More for York organisational restructure which will bring additional street level services including Housing and Leisure services under a new Communities and Neighbourhood directorate. Adding this positive strategic direction of travel to practical engagement work going on with partners around young people and tenants, suggests that we can be confident of hitting the LAA target.

Directorate Plan: Sustainable City: Local Environmental Quality

43 Two service plan areas address local cleanliness: Neighbourhood Pride Service, and Street Environment and Enforcement Service. The main outcome measures for both services are NPI195a-d – which are measured by a survey of local cleanliness undertaken 3 times per year.

44 The second of this year’s three NPI195a-d local cleanliness surveys was undertaken in October 2009. The survey results were very positive across all four elements. The table below sets out the results, placing them in context over the past few years. The figures represent the proportion of survey sites where we found unacceptable levels of litter, detritus, graffiti and fly-posting.

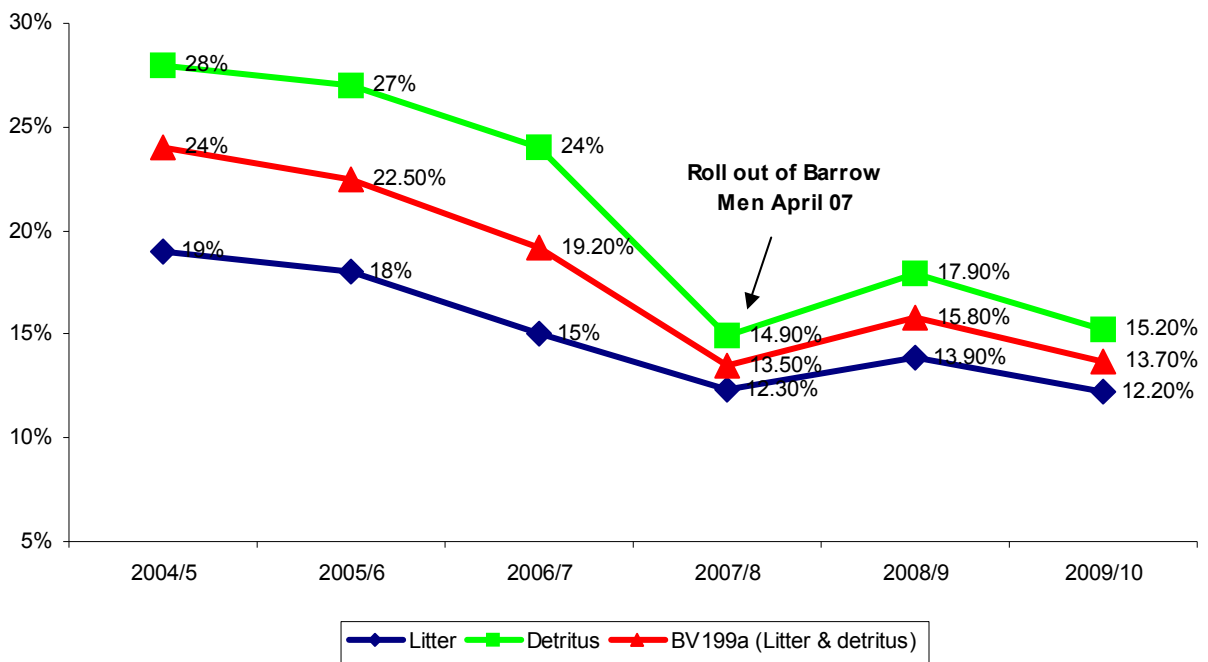
	Litter NPI195a	Detritus NPI195b	Graffiti NPI195c	Fly-posting NPI195d
2007/8	7.6%	8.9%	2.3%	0.3%
2008/9	8.9%	11.0%	4.7%	1.1%
2009/10 performance (Survey 1)	4.5%	13.3%	2.6%	0%
2009/10 performance (Survey 2)	3.3%	4.0%	1.9%	0%
2009/10 (year to date)	3.9%	8.7%	2.3%	0%
2009/10 (forecast)	6.5%	9%	2.3%	0%
2009/10 target	7.5%	9%	4%	1%

45 The October 2009 survey results moved us back to the levels of litter and detritus recorded when barrowman working was introduced in mid 2007. Following the June 2009 survey, steps were taken to improve performance in areas where the survey was suggesting a problem, such as high density housing areas. In high density housing areas (terraced streets and other streets with lots of parked cars), we have moved resources from other areas to implement a second full clean each year, with residents being asked to move their cars to allow cleaning to take place. This is in addition to the

street cleansing that goes on alongside the annual gulley clean, where a traffic order is made. Initial findings are that this approach is proving successful, with a majority of residents happy to help by moving their cars.

- 46 The late winter /early spring NPI195 survey will be undertaken in February / March 2010. In previous years this has returned the worst survey result, largely due to weather impact on operations, so we remain cautious over the annual outturn. While the additional detritus cleaning will continue, the long cold spell has interrupted cleansing operations, and so we are now (mid January) considering how to return the city to the standard required. During the cold spell we spread over 1000 tonnes of grit on roads and pavements and this will take time to remove. Consideration is being given to whether additional resource is required to remove detritus spread, and where that resource could be taken from. At this point we are continuing to forecast that all the NPI 195 targets will be met.
- 47 Graffiti has returned to its long term trend level, after the blip we saw in mid 2008. Work on a number of education and enforcement initiatives such as the Taagy database, and close working with police appears to have brought the level of graffiti down, but we remain cautious as the measure is sensitive to a small number of people being able to cause significant damage in a short time period.
- 48 The level of fly-tipping seen in 2009/10 has reduced by nearly 40% - with fewer large fly-tips (lorries etc) having to be removed. Vacancies within the street environment team have been managed to ensure that enforcement on fly-tipping remains a priority – the level of enforcement work has been maintained. Four prosecutions have been achieved, coupled with significant work on publicity, will have impacted positively.
- 49 Compared to other council's, York's reported performance on NPI195 is poor – with NPI195a falling into the fourth quarter in 2008/9, and NPI195b in the third quartile. The service's view is that comparative data is flawed as different council's survey in different ways (Encams view our surveying results as accurate). However trend data allows us to compare cleanliness in York over time – the table below shows BVPI199a (unacceptable levels of litter and detritus) going back to 2004/5. (The measure was altered when NPIs were introduced so we have converted NPI195 data back into BVPI199 data for this analysis).

BV199 Results Showing 9/10 Forecast

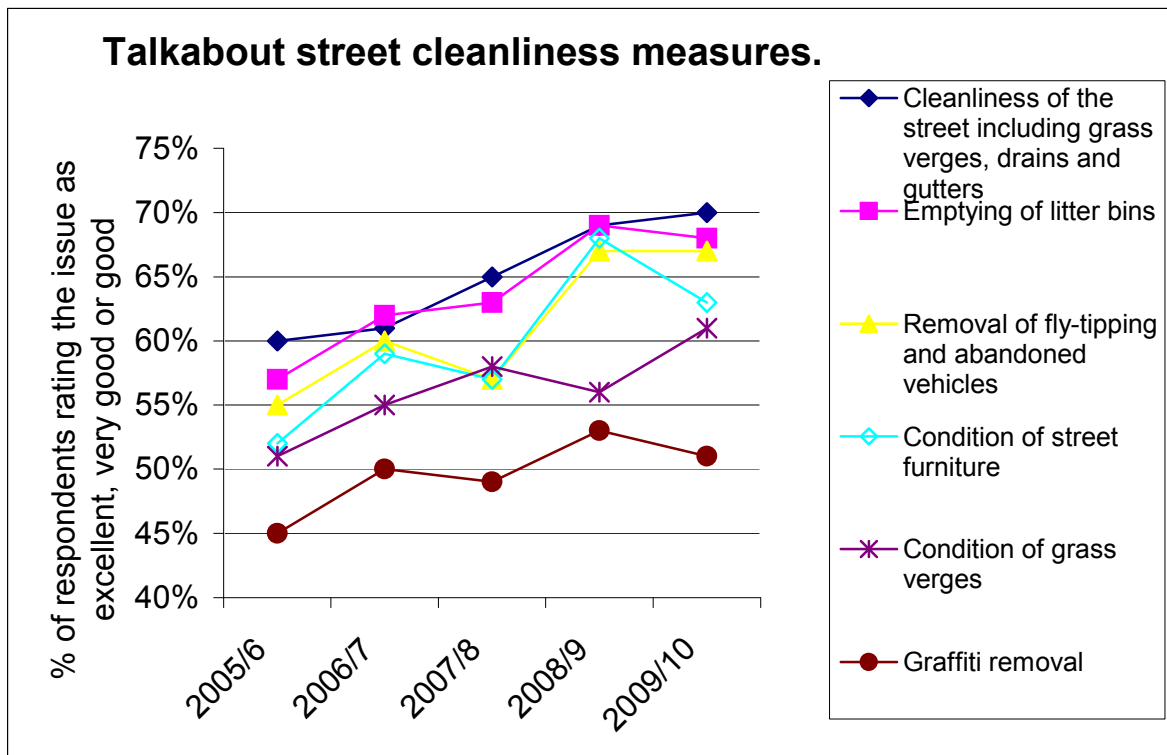


- 50 The other outcome measures for street cleanliness are customer perception measures from our Talkabout panel survey, and the Place Survey every 2 years (taken over from earlier ResOp surveys).
- 51 Overall residents appear satisfied with their local area – with 87.4% of respondents satisfied with their local area as a place to live (NPI5). This was fourth best result among 55 unitary councils.
- 52 The result for BVPI89 (% of people satisfied with the council ‘keeping public land clear of litter and refuse’) in 2009/10 was that 69% of respondents were satisfied, against a target of 75%. This figure is similar to the 67% reported in the Place Survey in 2008/9 and in earlier ResOp surveys. This question has not been asked previously in Talkabout surveys, so caution is needed as we are comparing figures across different survey types. That said, satisfaction appears stable at a level which equated to top unitary council in 2008/9.

2006/7 RESOP	2007/8 RESOP	2008/9 PLACE SURVEY	2009/10 TALKABOUT 33
71%	67%	67% (Top Unitary Council.)	69%

- 53 The 2008/09 place survey also saw York as the best performing unitary council in the proportion of people who agree that ‘local public services are working to make the area cleaner and greener’. 75% of respondents agreed with this statement – the best for any unitary council.

- 54 Talkabout 33 (October 2009) provides a range of perception measures around street level issues. While results fluctuate from year to year, the medium term trend is positive.



- 55 These services were all involved in the Easy @ York review work in 2008/09. We are now starting to implement improved systems through the York Customer Centre, and to test the implementation of mobile devices. These developments will speed up our response to customers who report problems in the street, and make it easier for officers to report and deal with problems as they move about the city. The introduction of a work scheduling system will improve the efficiency of our response. While performance benchmarking is well advanced, there are very few cost benchmarking figures available – and work has started to identify a small number of similar authorities to try to gather some reliable cost benchmarking data. NPS is currently forecasting (at end of period 8) an overspend of £128k (4.9% of the net budget). SEES is forecasting a break even position.
- 56 Sickness levels in both services improved significantly in 2008/9 (NPS lost 8 days per fte, while SEES lost 10 days). In 2009/10 SEES is continuing to improve significantly, but NPS's sickness level will rise – but will remain below the 2007/8 figure of 16.9 days lost. Lots of work has been done on Health & Safety in both teams – to date NPS has had three RIDDOR reports this year, and SEES none.

Directorate Plan: Sustainable City: Waste Management

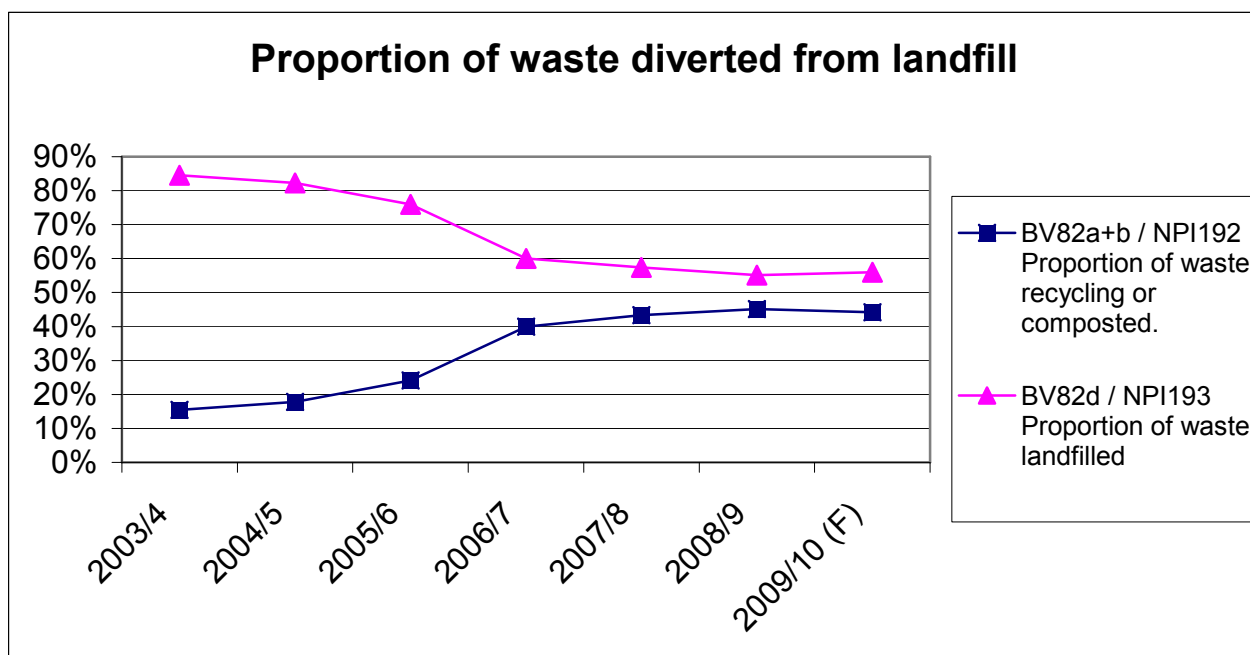
- 57 The main outcome measures under waste management are three NPIs (191-193). NPI191 (LAA – kgs of residual waste collected per household) is forecast to drop from 629kg to 600kg in 09/10. This equates to a 5% improvement on 08/09 (following a 5% reduction in 08/09). The LAA target

of 617kg will be easily beaten. Overall in 2009/10 we expect to collect 5900 tonnes less household waste, and 8090 tonnes less municipal waste.

- 58 While collecting less waste is positive, the reduction has impacted on the two other waste management NPIs, which measure the proportion of waste recycled and reused, and landfilled. Both NPIs are forecast to deteriorate slightly in 08/09, and to miss their targets. For this reason, this issue was the subject of a pilot 'Challenge and Innovation Panel' in late January which considered ways of improving participation in recycling and composting.
- 59 NPI 192 – forecast that 44.22% of waste will be reused, recycled or composted against a target of 47.86%. We are likely to recycle, reuse or compost 3360 tonnes fewer this year. The recession has seen a shift in buying habits, which has reduced the amount of newspapers, magazines and drink bottles and cans coming through the recycling system.
- 60 NPI 193 – forecast that 56.02% of municipal waste will be landfilled, against a target of 52.62%. We will collect 8090 tonnes less this year than last, and landfill 3540 tonnes less than last year – hence the landfill rate will start to rise compared with last year.
- 61 The targets set for 2009/10, and the forecasts presented here take into account the beneficial effects of the extension of kerbside recycling to 92% of households by March 2010, and the impact of the HWRC permit scheme. But the targets did not predict the impact of the recession on the waste and recycling stream. For example the targets were based on an estimated 1800 additional households in York – but the forecasts here assume zero growth - (impacts on NPI191). The reversal of the long term rise in the recycling rate will overshadow the positive context of 6.1% less household waste being collected and 5.6% less waste being landfilled.

Tonnes of waste:	2008/09	2009/10 forecast	% change
Total household waste collected	96,720	90,840	-6.1%
Total household waste recycled - Kerbside collection down 8.4% - Bring sites down 14.6% - HWRCs down 8.9%	25,560	22,920	-10.3%
Total household waste composted - HWRCs down 19.8% - Kerbside collection up 0.4%	18,090	17,250	-4.6%
Total household waste recycled and composted	43,650	40,170	-8.0%
% of household waste recycled and composted (NPI192)	45.13%	44.22%	
Total municipal waste collected	113,780	105,690	-7.1%
Municipal waste landfilled	62,750	59,210	-5.6%
% of municipal waste landfilled (NPI193)	55.14%	56.02%	

62 The graph below shows the trend in recycling rates over time. The 2009/10 forecast shows a small reversal of a long running improvement.



63 While the recycling rates have stalled, customer satisfaction with the service offered in York has improved. Talkabout 33 updated a number of satisfaction measures relating to waste services. The result in October 2009 for refuse collection is the same as that recorded in the July 2005 survey – ie the last before the alternate collection system was implemented.

Respondents who were very or fairly satisfied with*:	2005/6 (3 surveys)	2006/7 (3 surveys)	2007/8 (3 surveys)	2008/9 (1 survey)	2009/10 (1 survey)
Refuse collection	78%	76%	78%	78%	86%
Doorstep recycling	76%	75%	80%	77%	83%

64 Caution is needed, as the Talkabout question was reworded in October 2009 to ask 'how satisfied' rather than 'how good or bad' is the service. The reason for this rewording was to allow comparison with the questions asked in the 2008/09 Place survey and previous ResOp surveys. The trend is shown below and also shows a continuing improvement in satisfaction with domestic refuse collection since alternate weekly collection was implemented in 2005.

Respondents who were very or fairly satisfied:	2005/6 Resop	2006/7 ResOp	2007/8 ResOp	2008/9 Place Survey	2009/10 Talkabout 33
Refuse collection	69%	72% no comp. data	75%	78.8% 2 nd quartile, UA ave 78.2%	86%
Doorstep recycling	Not asked	73% 3 rd quartile, UA ave 73%	74%	74% 2 nd quartile, UA ave 71.6%	83%

- 65 The waste service was involved in the Easy @ York review work in 2008/09. We are now starting to implement improved systems through the customer centre and to test the implementation of route optimisation software. The More for York programme is also seeking to invest in improved materials for collecting kerbside recyclate which will make the collection at the kerbside more efficient – and will improve the look of local streets on collection day. Work is also being done to consider how Waste and NPS can work better together to reduce the level of dissatisfaction caused by spillages from the waste collection service – improved scheduling of barrowmen rounds will play a part in this.
- 66 Cost benchmarking is more advanced in waste services than in Neighbourhood Pride Service, as this is a better defined area within CIPFA and so relatively robust comparative data is easier to find from previous BVPIs. The net annual cost of household waste collection per household in York was £43.95 in 2007/08, compared with an average of £50.52 for 12 comparator councils within the close neighbour group. The net annual cost of municipal waste disposal per tonne was £36.04 in 2007/08, compared with an average of £46.22 per tonne for 9 comparator councils within the close neighbour group. York also provides 1 HWRC for every 28000 households, compared with an average of 1 per 49000 households within the comparator group. These figures suggest that the service is highly competitive in cost terms with the Audit Commission’s near neighbour councils.
- 67 The service is forecasting (at end of period 8) an overspend of £436k (4.7% of net budget). Paragraph 25 provides more detail.
- 68 Sickness levels are rising during 2009/10 (11.6 days lost per fte in the first 3 quarters, compared with a 2008/9 figure of 12.4 days lost). The service has undertaken NVQ training for all operatives in 2009/10, has undertaken a number of equality impact assessments, and has invested in health and safety training - to date the service has had four RIDDOR reports this year.

Directorate Plan: Sustainable City: Waste Collection

- 69 Three key measures from the directorate plan focus on the quality of service provided to residents and all three are stable at or around the performance level experienced last year, but two are behind the challenging targets set for them this year.
- Missed 39.3 bins per 100,000 collections to the end of December – against a target of 35, and a 2008/09 figure of 41.3. This equates to 1303 collections out of 3,307,630 collections in the first seven months of the year.
 - Put 98.4% of missed bins right by the end of the next working day, against a target of 98%, and 2008/09 figure of 96.9%.
 - Received 48.4 CRM system complaints per month in the 9 months to end December. This is against a target of 40 per month, and a 2008/09 figure of 48.3.
- 70 The bad weather in December adversely effected all of these figures. January will be worse as it has proved impossible to collect from all streets in the snow – with collections suspended on one day when conditions were deemed too dangerous. The service took a proactive approach to switching to weekly grey bin collections only for all properties until end January. We hope that this will have mitigated problems caused to householders – which should limit the number of complaints that we are likely to receive.

Directorate Plan: Sustainable City: Parking Services

- 71 Four of five parking indicators in the directorate plan will not meet their targets. These relate to the proportion of PCNs that are challenged / rescinded. These targets were set on the basis of a review of policies as part of a full review of the service under the easy project, but would now appear unlikely to be met. With hindsight these targets were too stretching. Experience now suggests that it will take a number of years to challenge the culture of customers appealing against PCNs – so even if the service review had been completed early the targets were unlikely to be met.
- 72 A service review has now started as part of the implementation work on the NS More for York blueprint. In the meantime, customer care training has been undertaken for staff, customer perception measurement has been put in place, and changes to the PCN paperwork has been put in place – we now provide a photograph on each PCN to try to dissuade customers from appealing. However the front line service continues to be affected by pay & grading issues, and continues to require careful management. The table below sets out the 5 key performance measures:

Measure	2008/09 performance	2009/10 target	2009/10 forecast performance
PS5: % of parking hotline calls responded to within 45 minutes	77%	80%	80%

PS6: % of objections received from the issue of PCNs	26.2%	20%	26.6%
PS7: % of objections against PCNs that are accepted	14.4%	10%	15.6%
PS8: % of PCNs that result in successful appeals to the Traffic Penalty tribunal	0.02%	0%	0.03%
PS9: % of PCNs cancelled due to council policy	11.2%	10%	13.7%

Directorate Plan: Sustainable City: Highways Maintenance

- 73 All three highways indicators in the directorate plan are on target. Two relate to the time taken to inspect and repair the carriageway, while the third relates to street lights.

Measure	2008/09 performance	2009/10 target	2009/10 forecast performance
G14: Number of highway inspections completed within 4 working days	98.6%	98%	99.1%
G15: % of emergency highway work carried out within 24 hours of go ahead instruction.	98.9%%	97%	97.8%
COL33: % of streetlamps not working as planned% of objections against PCNs that are accepted	0.8%	<1%	0.9%

- 74 We said that we would bring an initial report on integration of the client and contractor functions to members by July 2009. Uncertainty over the More for York organisational review delayed this action. The decision to retain separate highways functions in the new City Strategy and Communities & Neighbourhoods directorates means that the service can now go ahead with a service review on a more limited scope to put in place more efficient working methods, and to tie the service more closely into York Customer Centre systems. This is ongoing within the NS More for York implementation work.
- 75 Recent weather has put pressure on the service, and on customers (drivers, cyclists and pedestrians) across the city, and has caused significant debate in the press. A number of internal and public reviews of winter maintenance policies and how those policies were implemented are now going on – the Community Safety Overview and Scrutiny committee has decided to undertake a review of winter maintenance. For the record the service worked flat out from mid December through to mid January, spreading 4300 tonnes of rock salt and over 1000 tonnes of grit on York's pavements and

footpaths. In addition to the policy requirements, we added additional areas to the gritting schedule in response to requests from members of the public and councillors. From 1st December to 7th January we received 622 service requests about snow/ice/gritting/salt bins. In the same time we received 40 negative pieces of feedback and complaints via YCC.

- 76 With the snow gone, additional resource is being focused onto roads and pavements – with an additional maintenance gang in place up to the end of March 2010. We are currently estimating the likely additional maintenance costs that we will face due to the additional damage caused during the period of severe weather. The council has applied to central government for additional funding through the Bellwin scheme.

Directorate Plan: Safer City: Recorded Crime Levels

- 77 There are seven recorded crime indicators in this category. The figures below have been provided by Safer York Partnership to end December. They set out year to date performance and forecast to the year end.

	08/09 outturn	09/10 target	Year to date at Nov 09	Year end forecast	On / Off target	Quartile Position (based on PWC data at Q2 for Unitaries)
NPI 15: Serious violent crime	151	143	96	128	On	Middle of 3 rd
NPI 16: Serious acquisitive crime (LAA measure)	3459	3696	1588	2117	On	Top of 2 nd
NPI 20: Assault with injury crime	1239	956	920	1227	Off	Bottom of 2 nd
NPI 28: Knife crime	60	62	30	40	On	Middle of 1st
NPI 29: Gun crime	5	2	8	11	Off	Middle of 1st
NPI34: Domestic Violence – Murder	0	None set (0)	0	0	On	No comparative data – but will be top
Overall Recorded Crime	9906	10354	5964	7952	On	No comparative data

- 78 Based on data to the end of December, the forecast is for a 19% reduction in overall recorded crime (9906 in 2008/9 – forecasting 7952 in 2009/10).

- 79 As noted above, the four corporate strategy actions under community safety will all be completed by the end of March 2010. The Safer York Partnership (SYP) have provided a quarterly monitoring report as previously requested by this committee – see Annex B.

Directorate Plan: Safer City: Perception of Crime and Anti-Social Behaviour

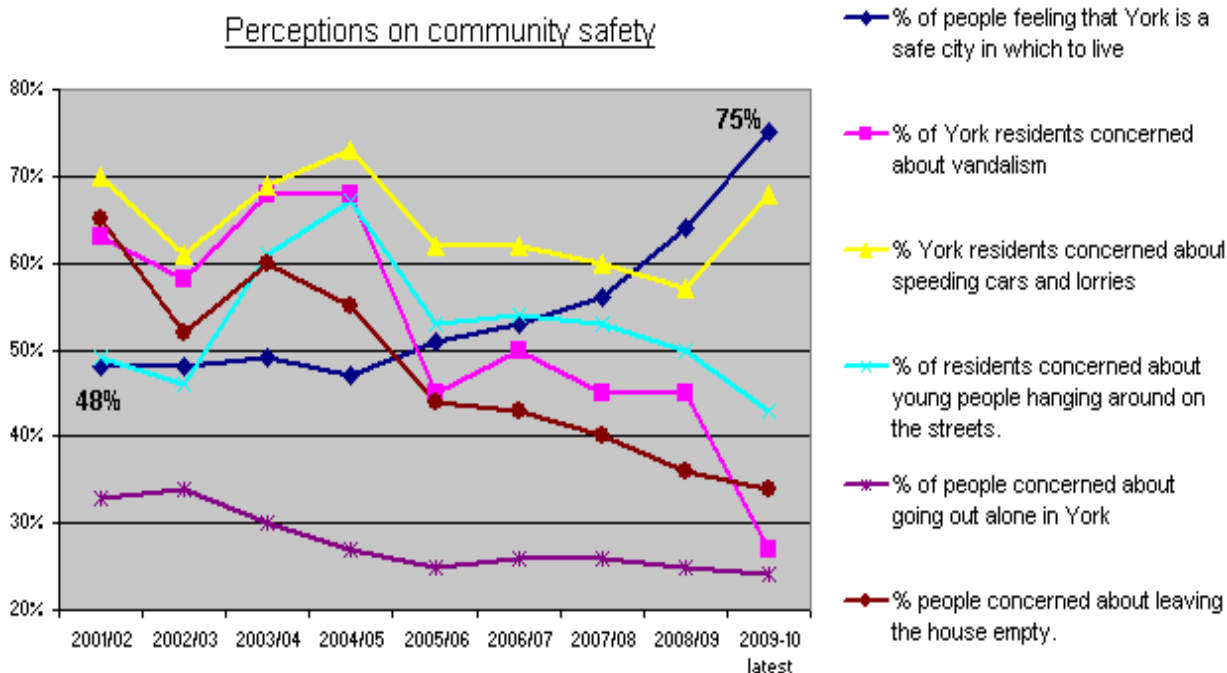
- 80 Talkabout 33 provided a range of data around perception of crime and safety in the city. This was flagged corporately to the Audit Commission during the CAA discussions as an area of very positive direction of travel – the five NPI Place Survey measures on Community Safety were all very highly ranked in the top quartile. The results of Talkabout 33 suggest a continuing positive trend in 2009/10. The following questions have been asked consistently for 10 or more years so the 2000 results are included below for comparison.

Respondents who were:	2000	2005	2006	2007/8	2008/9	2009/10
Concerned about going out alone in the area you live (day and night)	35%	23%	27%	27%	25%	24%
Concerned about leaving your home empty (day and night)	67%	44%	44%	43%	36%	34%

- 81 the Talkabout survey also tracks the proportion of respondents who feel safe in York and in the local area.

Respondents who agreed that York / local area was a safe place to live in, relatively free from crime and violence.	2005/6	2006/7	2007/8	2008/9	2009/10
York	51%	53%	55%	64%	75%
Local Area	67%	68%	71%	75%	81%

82 The figure below sets out a medium term view of safety perception figures going back to 2001/2.



Consultation

83 The report is primarily an information report for Members and therefore no consultation has been undertaken regarding its contents.

Options

84 The report is primarily an information report for Members and therefore no options are provided to Members.

Corporate Priorities

85 The Inclusive City, Safer City and Sustainable City themes from the corporate strategy are relevant to the scrutiny committee.

Implications

Financial

86 The report provides details of the portfolio revenue forecasts and therefore implications are contained within the report

Human Resources

87 There are no significant human resources implications within the report

Equalities

88 There are no significant equalities implications within the report.

Legal

89 There are no significant legal implications within the report

Crime and Disorder

90 There are no significant crime and disorder implications within the report

Information Technology

91 There are no significant IT implications within the report.

Property

92 There are no significant Property implications within the report.

Risk Management

93 The report is primarily a look back at finance and service performance and therefore there are no significant risks in the content of the report.

Recommendations

94 That the Scrutiny Committee note the financial and performance position of the portfolio.

Reason – In accordance with budgetary and performance monitoring procedures.

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Report Approved Date 30.01.2010

Specialist Implications Officers

Financial: None, **Human Resources:** None, **Equalities:** None
Legal: None, **Crime and Disorder:** None, **Information Technology:** None
Property: None, **Risk Management:** None
Wards Affected: *List wards or tick box to indicate all* All

For further information please contact the author of the report

Background Papers:

2009/10 Budget Monitoring papers held at Neighbourhood Services
Q1 Scrutiny Monitoring report (22nd September 2009)
Q2 Scrutiny Monitoring report (1st December 2009)

Annexes:

Annex A – Progress against “Recovery Plan”
Annex B – SYS Monitoring Report