



**Report to:** Community Protection Panel  
Regeneration Panel  
Environment Panel

**Date:** 21st July 2008  
23rd July 2008  
30th July 2008

**Subject:** End of Year Performance Reporting 2007/2008

**Report of:** The Director of Environmental Services

**Contact officer:** Elizabeth McKay 01942 486650 (x86650)

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**Purpose / summary:** To advise members of the Environmental Services Department's annual performance data as set out in the 2007/2008 Interim Service Plan.

**Alternative options considered and reason for selecting the one recommended:** The departmental plan and associated monitoring reports are produced in line with corporate templates.

**Recommendation / decision:** Members to note the content of the report.

**Key Decision:** This report does not involve a key decision.

**Risks / Implications:**

Financial:	Within existing resources
Staffing:	Within existing resources
Policy:	Wigan Council Corporate Plan
Equal Opportunities - Has a Diversity Impact Assessment been conducted?	Yes

Wards affected:

All

**Property Implications – Does the proposal involve a reduction, addition or change to the Council’s asset base or its occupation?**

No

**If yes, have the property implications been agreed with the Corporate Property Officer?**

**Does this proposal have significant implications for the Council and the local population?**

A diversity impact assessment has been undertaken and is attached as an appendix to this report.

**Does this proposal involve a new policy or procedure or significant changes to an existing policy or procedure?**

A diversity impact assessment has been undertaken and is attached as an appendix to this report.

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Has the Service Director - Borough Solicitor confirmed that the recommendations within this report are lawful and comply with the Council’s Constitution? **N/A**

Has the Service Director - Corporate Services confirmed that any expenditure referred to within this report is consistent with the Council’s budget? **N/A**

Are any of the recommendations within this report contrary to the Policy Framework of the Council? **No**

\* delete which applicable

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**For Cabinet reports only:**

Categorisation of the report:	<b>x</b>
Discussion leading to a decision	
Monitoring	
Sharing for corporate understanding	

	<b>x</b>
Discussion	
Decision	
Information	

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**Tracking/Process:**

	Consultation	Ward Members	Partners

Panel	Overview & Scrutiny	Cabinet	Council
Community Protection Panel 21 <sup>st</sup> July 2008 Regeneration Panel 23 <sup>rd</sup> July 2008 Environment Panel 30 <sup>th</sup> July 2008			

There are no Background Papers to this Report within the meaning of Section 100D of the Local Government Act 1972.

Proper Officer Martin Kimber

Date 30<sup>th</sup> June 2008

## **1.0 Background**

- 1.1 Our service plan is directly linked to the Council's Corporate Plan and shows how Environmental Services contributes to the overall Council Vision, how we focus on customers and the resources we use. It sets out the objectives and the key performance measures and tasks that will help us to meet the expectations of our customers, evaluate our performance and manage the risks which may affect or enhance our success.
- 1.2 This report shows our end of year performance. We utilise Performance Plus, the corporate Performance Management Software to monitor the plan and to report progress on a quarterly basis.

## **2.0 Proposals**

- 2.1 Attached to this report is the performance data for 2007/2008.
- 2.2 The 2008-2011 Plan is now available. The plan recognises that we face further challenges over the next three years but we are confident that we have set out a plan of action that will take us through this and enable us to respond in a positive manner and ensure that we do not lose sight of our overall goal to deliver services that residents want, in a place and at a time that is relevant to their needs.

## **3.0 Alternative options considered and reason for the recommended option:**

- 3.1 The performance data is provided for information. This will be used to set ourselves new targets for the coming year. The departmental plan follows a corporate template and no alternative options are required.

## **4.0 Conclusions:**

- 4.1 Our performance data highlights that although we are performing well in many areas there are some areas that need our attention and resources. Our 2008-2011 Plan will aim to address these areas over the course of the 3 years.
- 4.2 Through the planning process we will continue to develop our performance management frameworks to ensure our services are relevant to local people by focusing on issues that are important to their communities. We will implement the transition from the Comprehensive Performance Assessment (CPA) to the Comprehensive Area Assessment (CAA) and contribute to the ongoing development of the Local Area Agreement (LAA) and the Multi-Area Agreement (MAA).

- 4.3 This plan is a working document which we will continue to review to ensure that it remains relevant to the challenges we face. We will monitor our performance against the key tasks and performance indicators set out in this plan on a quarterly basis.

**Diversity Impact Assessment form**

Section: Environmental Services Department

Policy/Service Area: Environmental Services Department
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Person Completing Form: Elizabeth McKay	Date: 30 <sup>th</sup> June 2008
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Do any of the below groups suffer specific disadvantage (please indicate)

	Yes	No		Yes	No
Race		X	Disability		X
Ethnicity		X	Gender		X
Age		X	Religion		X
Class		X	Sexual Orientation		X

Is there evidence of disadvantage or associated problems?
The departmental plan set out our priorities for the next 3 years and will monitor progress against these priorities through a range of key tasks and performance indicators to ensure that service delivery is of the appropriate standard and provides value for money for all the people of the borough. We monitor this quarterly to ensure that we continue to meet the standards we have set ourselves.

How was the information collected and/or who have you consulted with?
Information will be collected in line with the guidance for the new national indicator set available from the audit commission at the link below:

<http://www.audit-commission.gov.uk/performance/ni-guidance.asp>

Action Plan – *What specific actions are planned to tackle any disadvantage identified?*

The departmental plan contains a list of equality and diversity actions that will help to ensure that our services are provided fairly and without discrimination across the 7 social identity models.

Is the policy in line with current equality legislation and relevant codes of practice?

This report is line with all corporate templates which are in line with all Council policy and codes of practice.

The report contains information taken from Equality Impact Assessments conducted across the department in line with the Equality Standard for Local Government.

Timescale	Quarterly Monitoring Reports
Responsibility	Elizabeth McKay
Comments	

**Are the actions specified included in any other documents/plans?**

Departmental Service Plan	Yes
Section/Team Plan	Yes
Other (Specify)	Equality Impact Assessments

Date for further review: Quarterly

**Environmental Services Department**

**Appendix 1**

**Quarter 4 2007/08 Departmental Plan Performance Report**

This report shows our performance against the performance indicators in our departmental plan. Quarterly performance is cumulative throughout the year (unless it has been specifically stated that performance is for one period in time only). So this report shows performance up to the end of quarter 4 (1st January – 31<sup>st</sup> March). Reporting cumulatively in this way allows us to report year end performance to you at the end of this final quarter.

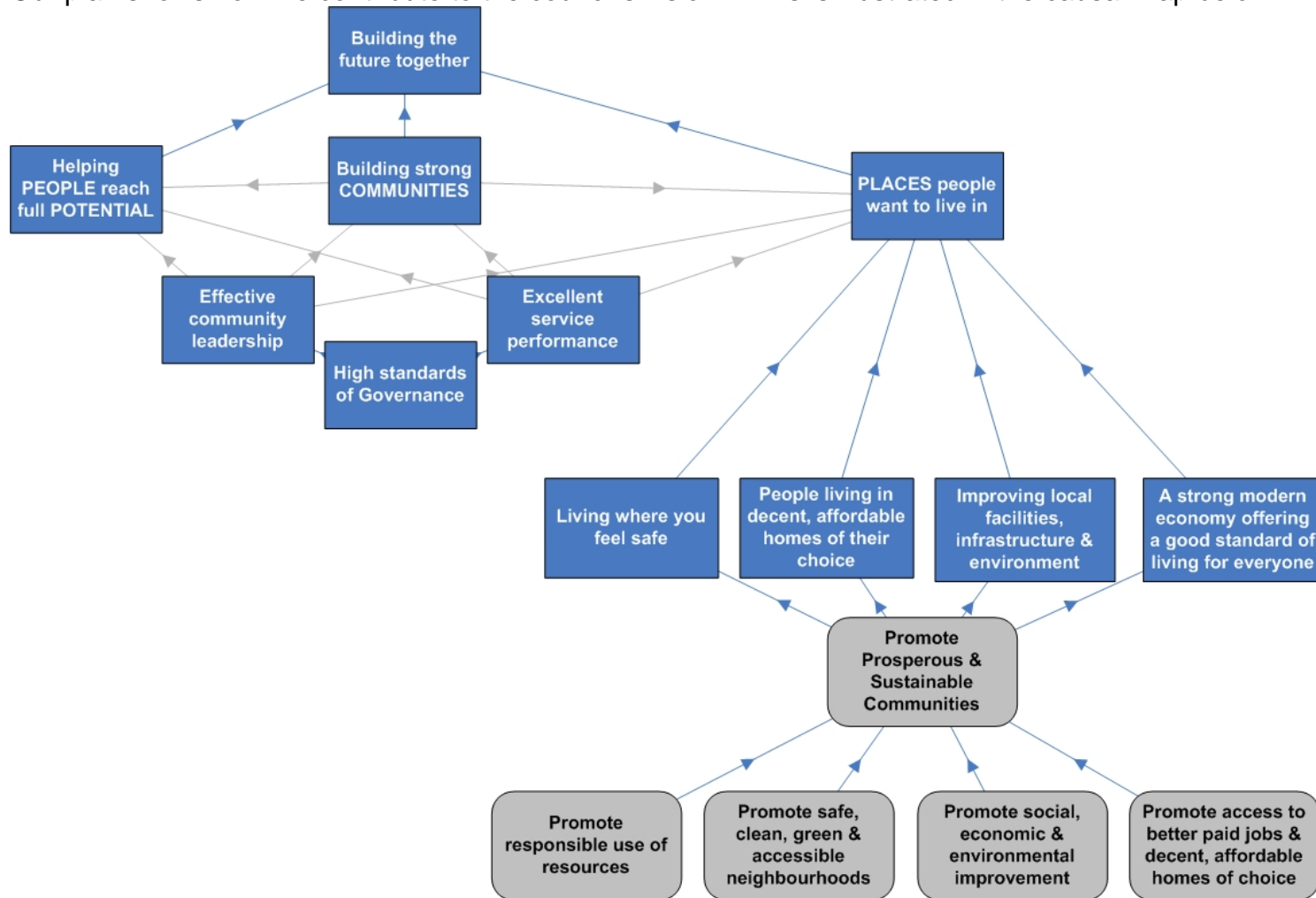
We have identified our departmental objectives and how they contribute to the council’s vision through our planning process. The performance indicators that we have identified allow us to measure our level of success in achieving these objectives.

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## Our Golden Thread

Our plan shows how we contribute to the council's vision. This is illustrated in the causal map below.



## Summary of Performance with Commentary

Table 1 is a summary of our performance against our departmental PIs. It shows the proportion of our PIs that were better than target, on target or worse than target.

**Table 1: Summary of Performance at quarter 3**

Total Number of PIs	Number of PIs monitored this quarter	No. better than target	No. on target	No. worse than target	No. with no Info
		★	●	▲	-
112	112	46	34	22	10

The Council uses a system called Performance Plus (P+) to monitor its performance. The Environmental Services Department is now starting to use P+ more fully to fall in line with new corporate standards for service planning and performance management. The interim measures set in place in P+ for the department have provided us with some technical difficulties as well as questions about how to maintain our data and run relevant reports. At the moment we are still learning lessons about how best to exploit the system and are working towards aligning our service planning methods with the way system works in order to use it more strategically. Work is underway to rectify these problems and improve our performance management in line with the new Local Government Performance Framework that has been set out both in the white paper 'Strong and Prosperous Communities' and the implementation of the new Comprehensive Area Assessments which will replace Comprehensive Performance Assessments from 2009. We will also learn lessons from the departments that have merged to become Environmental Services.

The 2007/2008 Interim Service Plan is the first service plan of the newly formed Environmental Services Department. It will be a transitional year for us as we seek to fundamentally adjust the way we work to join up our services better, and focus firmly on improving the quality of life for the borough's residents. Work has begun on a 3 year service plan that will align our performance framework with other planning processes such as budget and workforce planning. This will allow us to continue to perform well against our objectives and focus on continuous improvement for the benefit of all our stakeholders. Our focus for improvement will be directed at two levels:




- Initiatives that make sure the whole service improves.
- Targeted improvement of key processes used within the service to increase efficiency, effectiveness, economy and quality. An example would include processes for organising and tasking the way we use resources within neighbourhoods.

Due to the processes behind some of the indicators and the availability of data from other service providers a number of Best Value Performance indicators will be reported a quarter in arrears.

## Key Performance Indicators

This section of the report sets out the key performance measures we use to monitor and manage our performance. These have been developed through our planning process. It shows how we have performed this period against our target, shows past performance this year if applicable and shows our target for the next period.

Table 2: Shows how we have performed for all the PIs in our departmental plan. The table uses the following symbols to help interpret performance:






-  Our performance is better than target range
-  Our performance is within target range
-  Our performance is worse than target range



### Table 3: Performance against our key PIs at Quarter 3

#### Promote Responsible Use of Resources.





Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV082ai.05 % Household Waste Recycled	12.92	16.08	★	The increase in actual to target is due to increase in tonnage from bring sites, reduction of waste to landfill, introduction of kerbside recycling for glass, cans and plastics.
BV082aii.05 Tonnes Household Waste Recycled 31/03/2008	21042.61	25701.61	★	The increase in actual to target is due to increase in tonnage from bring sites, reduction of waste to landfill, introduction of kerbside recycling for glass, cans and plastics.
BV082bi.05 % Household Waste Compost	10.18	10.22	●	There has been no significant change in actual to target.
BV082bii.05 Tonnes Household Waste Compost	16581.26	16342.61	●	Inclement and season weather can affect the amount of green waste collected which cannot be accounted for on setting future targets.
BV082ci.05 % Energy recovered from Household Waste.	0	0	●	No energy recovered from household waste. Therefore, no change.

Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV082cii.05 Tonnes Household Waste Energy	0	0	●	No energy recovered from household waste. Therefore, no change.
BV082di.05 % Waste Land filled	76.91	73.7	●	Decrease in predicted to actual due to more material recycling, improvements at Household Waste Recycling Centre's and bring sites and introduction of more kerbside recycling for glass, cans and plastics.
BV082dii.05 Tonnes Household Waste sent to Landfill	125288	117796.1	★	Decrease in predicted to actual due to more material recycling, improvements at Household Waste Recycling Centre's and bring sites and introduction of more kerbside recycling for glass, cans and plastics.
BV084a.05 Household Waste Collection	531.18	523.38	●	Actual is less than predicted due to reduction in waste growth in the borough and waste minimisation initiatives and better recycling facilities at Household Waste Recycling Centre's and Bring sites.
BV084b.05 Household Waste % change	1.5	0.01	★	Actual is less than predicted due to reduction in waste growth in the borough and waste minimisation initiatives and better recycling facilities at Household Waste Recycling Centre's and Bring sites.
BV086 Cost of waste collection / house	46.32	45.88	●	Awaiting final actual. Based on the preliminary figure, the actual PI for Waste Collection is only 44 pence different to the target - i.e. less than 1%. Net expenditure is therefore broadly in line with the target. (Waste Collection - less than 0.5% variation; Waste Disposal - less than 4% variation).
BV087 Cost of waste disposal per tonne 31/03/2008	49.29	51.55	●	Awaiting final actual. However, based on the preliminary result, the actual PI for Waste Disposal varies less than 5% from the target. Net expenditure is therefore broadly in line with the target. (Waste Collection - less than 0.5% variation; Waste Disposal - less than 4% variation) The target PI's for Waste Disposal for 2008/09 and 2009/10 has been amended because the original targets did not take in to account the increases in Landfill Tax of £8.00 per tonne on collected waste and £4.00 per tonne on Civic Amenity Waste. This has made a significant difference because of the levels of Waste disposed of - circa 170 tonnes per annum.

Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV091a.05 % collection of 1 kerbside recyclables	99.91	100		All properties in the borough are offered kerbside recycling of at least one recyclable - all properties have paper recycling at kerbside available to them.
BV091b.05 % collection of 2+ kerbside recyclables	67.23	80.1		Increased due to a further 16,000 properties being added to the garden waste collection scheme.
BV106 % New homes built on 'brownfield'	75	92		Performance is exceeding the target due to a strict application of the adopted planning policy, a ready supply of previously-developed sites that are available or can be made available and a willingness of developers to bring them forward. It is also a factor of Greenfield sites that were approved prior to the change in national planning policy (2000) having been built out prior to 2007/8.
BV200a.05 Plan making – development plan	1	1		This demonstrates that we are providing a very high quality of service based on access to sound advice and available electronically wherever possible.
BV200b.05 Plan making – milestones	1	1		There are no milestones in 2007/8 for Development Plan Documents or the Statement of Community Involvement in the Local Development Scheme. The next milestone is Preferred Options for the Core Strategy which is September 2008. However, this is will no longer be a formal stage or milestone in Development Plan Document production assuming the amended regulations are passed on 27 June 2008. The Local Development Scheme will be revised accordingly. We have not had a published milestone for preparation of the Scoping Report for the Sustainability Appraisal. However, the formal stage of consultation on our scoping report was 19 June to 25 July 2007. The only documentation is the Local Development Scheme (March 2007) which is available online at: <a href="http://www.wigan.gov.uk/Services/Planning/Policies/DevelopmentFramework/LocalDevelopmentScheme.htm">http://www.wigan.gov.uk/Services/Planning/Policies/DevelopmentFramework/LocalDevelopmentScheme.htm</a> . Our sustainability appraisal details including the scoping report are at: <a href="http://www.wigan.gov.uk/Services/Planning/Policies/DevelopmentFramework/SustainabilityAppraisal.htm">http://www.wigan.gov.uk/Services/Planning/Policies/DevelopmentFramework/SustainabilityAppraisal.htm</a> .

Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV200c.05 Plan making – monitor report	1	1		
Improve customer focus by achieving quality mark accreditation	1	0		ISO 9000 accreditation for Building Control is scheduled for May 2008 as part of a joint AGMA accreditation.

**Promote Safe, Clean, Green and Accessible Neighbourhoods.**

Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV089 Satisfaction - Litter and Refuse	52	59		Performance has improved since the last survey and is now above target. Revised target for 2010 reflects current achievements.
BV090a Satisfaction - Refuse overall	90	85		Target result recovering since falling to 76% in 2006 (interim survey), now achieving Met average. Expected to achieve target by March 2008.
BV090b Sat Recycling	75	70		The improvement on 2006 figures is likely to be due to increased kerbside recycling collections for green waste. It is likely that the actual figure is below target due to the limited range of materials collected at the kerbside compared to other local authorities.
BV090c Satisfaction - Civic Amenity Site	80	82		Improvements to civic amenity sites have been made over the past 12 months. For example, additional materials such as plastic are now collected at some sites. In addition, better monitoring of the contractor is also likely to contribute to the higher actual figure.

Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV099ai.05 No of people killed or seriously injured in road traffic collisions	112	96	★	Performance has improved due to the following: Establishment of the Road Safety Forum to promote everything with the potential to reduce road collisions. Further development and delivery of Local Safety Schemes within the Highways Capital Programme: the Mass Action and Route Action schemes, which have to achieve a minimum First Year Rate of Return (FYRR), which ensures value for money together with collision reduction; the adoption of an area wide traffic calming prioritisation tool, which ensures that resources are targeted at areas of greatest need; and the introduction of a 20mph outside schools strategy. Increasing the amount of road safety education and training given to children, and hard to reach groups have been specifically targeted with publicity and education, such as mature drivers and high school pupils. We have also piloted a number of new initiatives: targeting parking outside schools, displaying mock crashes, and targeting seatbelt and mobile phone miss-use.
BV099aii.05 % Change of people killed or seriously injured during road traffic collisions since the previous year.	-4.3	-26.2	★	Performance has improved due to the following: Establishment of the Road Safety Forum to promote everything with the potential to reduce road collisions. Further development and delivery of Local Safety Schemes within the Highways Capital Programme: the Mass Action and Route Action schemes, which have to achieve a minimum First Year Rate of Return (FYRR), which ensures value for money together with collision reduction; the adoption of an area wide traffic calming prioritisation tool, which ensures that resources are targeted at areas of greatest need; and the introduction of a 20mph outside schools strategy. Increasing the amount of road safety education and training given to children, and hard to reach groups have been specifically targeted with publicity and education, such as mature drivers and high school pupils. We have also piloted a number of new initiatives: targeting parking outside schools, displaying mock crashes, and targeting seatbelt and mobile phone miss-use.










Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV099aiii.05 % Change: 1994-98 KSI All Change of people killed or seriously injured during road traffic collisions since the 1994-1998 average.	-23.8	-34.7	★	Performance has improved due to the following: Establishment of the Road Safety Forum to promote everything with the potential to reduce road collisions. Further development and delivery of Local Safety Schemes within the Highways Capital Programme: the Mass Action and Route Action schemes, which have to achieve a minimum First Year Rate of Return (FYRR), which ensures value for money together with collision reduction; the adoption of an area wide traffic calming prioritisation tool, which ensures that resources are targeted at areas of greatest need; and the introduction of a 20mph outside schools strategy. Increasing the amount of road safety education and training given to children, and hard to reach groups have been specifically targeted with publicity and education, such as mature drivers and high school pupils. We have also piloted a number of new initiatives: targeting parking outside schools, displaying mock crashes, and targeting seatbelt and mobile phone miss-use.
BV099bi.05 No of children (16 and under) killed or seriously injured in road traffic collisions.	26	14	★	Performance has improved due to the following: Establishment of the Road Safety Forum to promote everything with the potential to reduce road collisions. Further development and delivery of Local Safety Schemes within the Highways Capital Programme: the Mass Action and Route Action schemes, which have to achieve a minimum First Year Rate of Return (FYRR), which ensures value for money together with collision reduction; the adoption of an area wide traffic calming prioritisation tool, which ensures that resources are targeted at areas of greatest need; and the introduction of a 20mph outside schools strategy. Increasing the amount of road safety education and training given to children, and hard to reach groups have been specifically targeted with publicity and education, such as mature drivers and high school pupils. We have also piloted a number of new initiatives: targeting parking outside schools, displaying mock crashes, and targeting seatbelt and mobile phone miss-use.

Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV099bii.05 % change of children killed or seriously injured in road traffic collisions since the previous year.	-3.7	-53.3	★	Performance has improved due to the following: Establishment of the Road Safety Forum to promote everything with the potential to reduce road collisions. Further development and delivery of Local Safety Schemes within the Highways Capital Programme: the Mass Action and Route Action schemes, which have to achieve a minimum First Year Rate of Return (FYRR), which ensures value for money together with collision reduction; the adoption of an area wide traffic calming prioritisation tool, which ensures that resources are targeted at areas of greatest need; and the introduction of a 20mph outside schools strategy. Increasing the amount of road safety education and training given to children, and hard to reach groups have been specifically targeted with publicity and education, such as mature drivers and high school pupils. We have also piloted a number of new initiatives: targeting parking outside schools, displaying mock crashes, and targeting seatbelt and mobile phone miss-use.
BV099biii.05 % change of children killed or seriously injured in road traffic collisions since the 1994 – 1998 average.	-29.7	-62.2	★	Performance has improved due to the following: Establishment of the Road Safety Forum to promote everything with the potential to reduce road collisions. Further development and delivery of Local Safety Schemes within the Highways Capital Programme: the Mass Action and Route Action schemes, which have to achieve a minimum First Year Rate of Return (FYRR), which ensures value for money together with collision reduction; the adoption of an area wide traffic calming prioritisation tool, which ensures that resources are targeted at areas of greatest need; and the introduction of a 20mph outside schools strategy. Increasing the amount of road safety education and training given to children, and hard to reach groups have been specifically targeted with publicity and education, such as mature drivers and high school pupils. We have also piloted a number of new initiatives: targeting parking outside schools, displaying mock crashes, and targeting seatbelt and mobile phone miss-use.

Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV099ci.05 No of people slightly injured in road traffic collisions.	1631	1185	★	Performance has improved due to the following: Establishment of the Road Safety Forum to promote everything with the potential to reduce road collisions. Further development and delivery of Local Safety Schemes within the Highways Capital Programme: the Mass Action and Route Action schemes, which have to achieve a minimum First Year Rate of Return (FYRR), which ensures value for money together with collision reduction; the adoption of an area wide traffic calming prioritisation tool, which ensures that resources are targeted at areas of greatest need; and the introduction of a 20mph outside schools strategy. Increasing the amount of road safety education and training given to children, and hard to reach groups have been specifically targeted with publicity and education, such as mature drivers and high school pupils. We have also piloted a number of new initiatives: targeting parking outside schools, displaying mock crashes, and targeting seatbelt and mobile phone miss-use.
BV099cii.05 % Change in no of people slightly injured in road traffic collisions since the previous year.	-1	4.3	▲	Our target was -1%. We achieved 4.30%. Although we have achieved our target the number went up compared to last year hence the positive figure for this percentage. Performance is worse than last year. Wigan has already exceeded its 2010 target, but this success needs to be sustained. This success has been repeated both locally and nationally. BV99cii - % change since the previous year - sometimes collisions occur which are out of our control. Whilst the Local Safety Programme has seen benefits in achieving a better than target result for the total number of slight collisions, it is accepted that the relationship between years can fluctuate. In this instance, there were only two additional collisions than the previous year; however the evidence shows that there were 52 additional casualties. Multiple casualty collisions are difficult to prevent as it only needs a bus or coach to be involved and this can result in an unpredictable peak in the data. In purely casualty terms we also need to consider the longer term trend, which allows for annual variations. In broad terms the trend is positive and supports the range of interventions we are deploying.

Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV099ciii.05 % Change in no of people slightly injured in road traffic collisions since the 1994 – 1998 average.	-6	-31.7	★	Performance has improved due to the following: Establishment of the Road Safety Forum to promote everything with the potential to reduce road collisions. Further development and delivery of Local Safety Schemes within the Highways Capital Programme: the Mass Action and Route Action schemes, which have to achieve a minimum First Year Rate of Return (FYRR), which ensures value for money together with collision reduction; the adoption of an area wide traffic calming prioritisation tool, which ensures that resources are targeted at areas of greatest need; and the introduction of a 20mph outside schools strategy. Increasing the amount of road safety education and training given to children, and hard to reach groups have been specifically targeted with publicity and education, such as mature drivers and high school pupils. We have also piloted a number of new initiatives: targeting parking outside schools, displaying mock crashes, and targeting seatbelt and mobile phone miss-use.
BV100.02 Temp traffic controls/closure	1	0.8	★	The final figure is still within target. Although there has been some disruption over the past 12 months due to road works the figure only represents works carried out by the highway authority. Utility works (which have caused most disruption) are not measured.
BV109a.02 % Planning apps - major	80	85.3	★	This has remained above target throughout the year. Recognition that this is the most important of the BV109 indicators and has resulted in adequate resources and high levels of performance management to achieve the target.
BV109b.02 % Planning apps - minor	93	91.2	●	Slightly below target, possibly due to resources being used to achieve BV109A. However, well above national target of 65%. Performance improved in 3rd and 4th quarter which reflects measures introduced to improve performance management.
BV109c.02 % Planning apps - other	98	95.9	●	Slightly below target, possibly due to resources being used to achieve BV109A. However, well above national target of 80%.










Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV126a Domestic Burglaries	11.58	13.67	▲	Burglary has increased slightly in 07/08 by 9%, (from 1615 incidents to 1762). We have still achieved our LAA target, and the partnership is still expecting further reductions as it rolls out initiatives like the alley gate scheme in priority areas, and other key projects around insecure burglaries, effective targeting of the PPO client group etc. Since 2003/04, there has been almost a 38% decrease in burglaries within the Borough equating to 1069 fewer crimes.
BV127a.05 Violent Crime / 1,000 pop.	16.5	18.72	▲	The Partnership narrowly missed target. Analysis conducted mid year places emphasis on a renewed push to conform to national crime counting rules as a major factor in the upturn in recorded violent crime. Whilst this has meant higher yearly figures, the results provide the Borough with the most accurate baseline to move forward within the new LAA (Serious Violent Crime)
BV127b.05 Robberies / 1,000 pop.	0.77	0.92	▲	Robbery increased by 5% in 07/08. In effect this relates to an increase of 14 crimes. Comparably, Wigan has the lowest rate for Robbery across all GM districts and is well below the "most similar family" average rate.
BV128a Vehicle Crimes per 1000	15.94	12.62	★	Vehicle crime reduced from 4626 to 3856 offences between 06/07 and 07/08 respectively (a drop of 770 crimes or a 16.65% reduction). This has been driven by a 22% reduction in thefts from a vehicle. It's worth noting here that since 2003/04, there has been over a 30% decrease in vehicle crime within the Borough - this equates to 1705 fewer crimes of this type.
BV165 % Crossings adapted	80	52	▲	The indicator gives the impression that the Authority is failing in this area. However, a great deal of effort and investment has been directed to this area. The figure of 44% represents the completion of phase 1 civil engineering works. Now that such works have been carried out there is a duty to upgrade the technology following remedial works. Phase 1 works also includes the technology improvements to be carried out by Greater Manchester Urban Traffic Control Unit. The programme of improvements is ongoing.

Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV166a Checklist - EH	100	100		The performance result shows full compliance with a best practice checklist. However the indicator is not geared to the quality of the service as such but the processes in place.
BV166b Checklist - TS	100	100		The performance result shows full compliance with a best practice checklist. However the indicator is not geared to the quality of the service as such but the processes in place.
BV174 Racial incidents per 100,000 pop	46.53	42.88		Reports to the local authority have decreased this year - the rate per 100,000 population figure equates to 131 reported incidents. Majority of reports are from a school setting, are low level, and dealt with by the educational establishment.
BV175 Racial incidents - further action	100	98.47		Narrowly missed the 100% target this year, two incidents from a school setting had no distinguishable audit trail of further action.
BV187a Footways in categories 1/1a/2	13	9.8		This is the final year for collection of this BVPI data. The target was achieved and the intention is to continue with this measure as a local PI.
BV187b Footways in cat 3 and 4	-	-		No information at time of going to print
BV198 Number drug mis-users in treatment	3.01	-		No information at time of going to print
BV199a.05 Environmental Cleanliness - Litter	19	14.7		Target was achieved in 2007/08. Improvements have been seen across the entire Borough in respect of litter as reflected in the overall score for this indicator.
BV199b.05 Environmental Cleanliness - Graffiti	10	9		Target was achieved in 2007/08. Improvements have been seen across the entire Borough in respect of graffiti as reflected in the overall score for this indicator. Levels are low within the Borough and tend to focus around specific sites (town centres, ASB hotspots, play areas etc).

Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV199c.05 Environmental Cleanliness - Fly-Posting	4	2	★	Target was achieved in 2007/08. Improvements have been seen across the entire Borough in respect of fly posting as reflected in the overall score for this indicator. Levels are low within the Borough and tend to focus around specific sites (town centres, derelict sites etc) and are efficiently dealt with.
BV204 % Planning appeals allowed	35	18.4	★	This is below target, which is good and demonstrates the Council is making robust planning decisions which are able to resist challenge through the appeal process.
BV205 Quality of service checklist	100	100	●	This demonstrates that we are providing a very high quality of service based on access to sound advice and available electronically wherever possible.
BV215a.05 Rectify Street Lights-non-DNO	3.5	3.36	●	Working Paper attached. Awaiting final actual and comment.
BV215b.05 Rectify Street Lights - DNO	36	34.54	●	Working Paper attached. Awaiting final actual and comment.
BV216a.05 Identifying contaminated land	380	381	★	Annual figure - BVPI abolished.
BV216b.05 Info. on contaminated land	10	11.4	★	Annual figure - BVPI abolished.
BV217.05 Pollution control improvements	90	100	★	This indicator is based on a small number of improvements where permit conditions have been met on time. This indicator is no longer being monitored under the new national indicator set.
BV219a.05 Conservation areas – number	23	-	?	This indicator is no longer collected in line with BVPI guidance.

Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV219b.05 Conservation area character appraisals.	65.22	34.78	▲	A challenging target for undertaking Conservation Area Appraisals with Management Plans was set in order to try to meet BVPI219 on the anticipation that the staff resources with the right qualifications and knowledge would be available internally to do this together with the other priorities in conservation and design work which are also linked to BVPIs. At the start of 2007/08 there was a temporary part time Conservation Officer, procured through a recruitment agency, who left in May 2007. The temporary Conservation Officer post was advertised on an 18 month contract, which it was felt would be sufficient time to achieve the target of 100% coverage. An appointment was made in October 2007. It has been regularly a struggle to fill this post because the market for suitably qualified conservation officers is in short supply with a lot of demand, largely because every council has to give more priority to this BVPI. Only two Conservation Appraisals have been adopted by Cabinet in 2007/08 covering existing designations at Shevington and Wigan Lane. However preparations for a further six have been completed. Two will be put to Cabinet for adoption in April (Atherton and Haigh) and a further four (in Leigh) are in abeyance until the outcome of a local development proposal has been determined. It is anticipated that it will be possible to achieve 100% coverage by the end of 2008/09. In conclusion the targets for BVPI 219b have not been met for 2007/08 due again to not having staff resources for the full year. Delays have also occurred in consultations and due to local political issues.
BV219c.05 Cons. Areas – Management Plans	65.22	-	?	This indicator is no longer being collected in line with BVPI guidance.
BV223.05 % Principal Roads Maintenance.	14	5	★	Efforts have been made to achieve consistency in machine survey methods used for measuring this BVPI. More realistic figures are now being produced and the target was well surpassed.
BV224a.05 % Non-Principal Road Maintenance.	14	4	★	Efforts have been made to achieve consistency in machine survey methods used for measuring this BVPI. More realistic figures are now being produced and the target was well surpassed.

Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
BV224b.05 % Unclassified Road Maintenance.	9	4	★	This is the final year for collection of this BVPI data. The target was well surpassed and the intention is to continue with this measure as a local PI.
BV225.05 Victims of Domestic Violence	100	54.5	▲	5 out of 11 measures received a "yes" value, the target being for 100% achievement. The partnership has recently recruited the new domestic violence co-ordinator. One of the first tasks will be the refreshing of the current action plan, which will include carrying forward any of the 11 tasks/measures from BV225 for future action (this indicator will be deleted in 2008/09)
VPV3 05 (a) % People who worry about becoming a victim of car crime	-	-	?	This information is provided by the Citizen's Panel. At the time of going to print we were unable to split the data into the correct categories to allow us to compare it to previous data with any certainty due to a key member of staff being on leave. This will be updated as soon as possible.
VPV3 05 (b) % People who worry about becoming a victim of burglary	-	-	?	This information is provided by the Citizen's Panel. At the time of going to print we were unable to split the data into the correct categories to allow us to compare it to previous data with any certainty due to a key member of staff being on leave. This will be updated as soon as possible.
VPV3 05 (c) % People who worry about becoming a victim of violent crime	-	-	?	This information is provided by the Citizen's Panel. At the time of going to print we were unable to split the data into the correct categories to allow us to compare it to previous data with any certainty due to a key member of staff being on leave. This will be updated as soon as possible.
% Businesses surveyed selling age restricted goods to under-age people	10	14.85	▲	The 2007/2008 target was based on the enforcement approach in previous years when test purchases were routinely directed towards randomly selected premises. Of the 101 test purchase attempts this year, 50+ were conducted at just 6 identified problem premises as part of a national Home Office campaign. The remaining test purchases were also intelligence led. As a result of this change of approach, there have been 5 successful prosecutions and 12 simple cautions issued during the period.

Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
% people who feel they live in a safe, healthy, well-kept neighbourhood	-	-	?! 	This information is provided by the Citizen's Panel. At the time of going to print we were unable to split the data into the correct categories to allow us to compare it to previous data with any certainty due to a key member of staff being on leave. This will be updated as soon as possible.
% building control applications validated in 3 days	84	92	★ 	
% building control initial notices processed	100	100	● 	
% building control applications checked in 5 weeks	55	57	● 	
% building control decision notices issued in 2 months	75	69	▲ 	
VPV3 01 BSC 10 Number of BCS comparator crimes	16538	17020	● 	The partnership has narrowly missed its target on the BCS 10 Crimes mainly due to a poor start early in the year with a good recovery later on across all major crime types (theft from vehicle ended up with a 22% reduction, criminal damage with a 9% reduction). The Strategic Assessment is currently in production to identify what the Partnerships priorities should be for the next strategic cycle.
VPV3 03 % people who think ASB is a fairly / very bad problem.	18	17.87	● 	
VPV3 04 % Planned discharges from structured drug treatments.	31	44.6	★ 	
VPV3 08 Crime rate gap on BCS 10 between 32 targeted areas and overall borough	33	78.82	▲ 	Although there has been a slight reduction in the percentage difference between the two rates compared to 06/07 outturn (06/07 = 82.33), this in no way a significant drop. The Strategic Assessment will produce a series of recommendations to the Partnership regarding how best to move forward on the crime rate disproportion




Indicator	Wigan Target	Wigan Actual	Variance from Target	Comments
				challenge.

### Promote Social, Economic and Environmental Improvement.








Indicators	Wigan Target	Wigan Actual	Variance from Target	Comments
Number of stray dogs seized	300	478	★	
Number of dog fouling notices issued	40	26	▲	
Net % residents who feel that dog fouling is decreasing.	40%	32%	?	These figures are draft at the time of going to print and will be agreed by the citizen's panel shortly.
% bait laying programme completed	100	42	▲	100% completion of winter programme put back to Q1 2008/2009 due to the impact of departmental changes in Q4 2007/2008
Number of public health pest complaints	4800	5471	▲	
% customers satisfied with pest control service	90	91	●	
Fixed penalty notices issued	400	246	▲	Ongoing restructuring litter offence reporting, inevitable short term fall in number of reports
Number of fly tipping investigations	400	708	★	
No. days when air pollution exceeds national air quality standard for particles	35	7	★	

Indicators	Wigan Target	Wigan Actual	Variance from Target	Comments
Annual average NO2 concentration (microgram's per cubic metre)	40	22	★	
% people who are bothered by noise pollution	37	33	★	
% highest risk food inspections completed on time (A&B risk)	100	100	●	
High risk level of compliance	88	91.8	●	Compliance is measured in accordance with standard national guidance and is a measure of the frequency of identification of significant problems with non-compliance.
Low risk level of compliance	88	96.9	★	Compliance is measured in accordance with standard national guidance and is a measure of the frequency of identification of significant problems with non-compliance.
Medium risk level of compliance	88	96.6	★	Compliance is measured in accordance with standard national guidance and is a measure of the frequency of identification of significant problems with non-compliance.
% Taxis failing 6 mthly inspection	23	23.2	●	This indicator is within target based on the level of enforcement action over the year.
Number of licensed premises subject to a review	50	1	★	The target for this indicator was set based on advance information before the licensing function transferred to the local authority. The targets for this indicator will be reviewed for future years based on experience since the adoption of this function.
% premises reviewed resulting in licensing condition changes	50	100	▲	This merely indicates that the single review which took place did result in licensing condition changes.
VPV3 37 Business satisfaction with Trading Standard service	82	93.3	★	This performance measure forms part of the National Performance Framework for Trading Standards. Achievement on this criterion is measured using standard NPF methodology. The result exceeds the CPA upper threshold for performance.

Indicators	Wigan Target	Wigan Actual	Variance from Target	Comments
VPV3 38 Consumer satisfaction with Trading Standard service	82	86.3	★	This performance measure forms part of the National Performance Framework (NPF) for Trading Standards. Achievement on this criterion is measured using standard NPF methodology. The result exceeds the CPA upper threshold for performance. NB: Only consumers that had been referred to Wigan Council by Consumer Direct (a national advice service that provides first tier advice for Wigan residents) were contacted.
VPV3 43 Visits to high risk premises.	100	100	●	Inspections of local businesses are prioritised on a risk basis. All premises in the highest risk band are inspected annually.
VPV3 45 Number of new businesses opening in the borough	55	36	▲	This target has not been met but this is a reflection of monitoring systems rather than a lack of business moving into the borough.
VPV3 46 Amount of external funding attracted into the borough (£millions)	9	9.56	★	Indicator has hit target

Indicators	Wigan Target	Wigan Actual	Variance from Target	Comments
VPV3 47 Private sector investment secured (£millions)	19	19.53		Significant under performance in projects such as Westwood and Pemberton has been more than compensated by major private sector investment in projects elsewhere in the Borough including major projects such as the 100, 000 sq ft development of 16 new office units on the A49 Warrington Road. Evidence Rationale: On VPV3 47 we would predominantly use two forms of evidence as follows: Information provided by grant recipients to evidence their contribution to grant aided projects. This information would generally be very rigorous in the context of the requirements of ERDF audit requirements. This information is retained with ERO as a matter of record and ERDF requirements are that this remains as evidence for a period of 20 years. The second form of evidence is less reliable and is based on private sector investment in which the Council has no direct involvement. On this basis we would use information on floor space and use the most up to date information available on construction costs to provide an indicative cost. Similarly we would include a consideration relative to land value based on an estimate of value but again this is informed through our regular contact with disposals of land for employment purposes. Whilst we accept we probably fall some way short on this bias of tracking all private sector investment our estimates are capped to allow for this.
VPV3 48 % Regeneration programmes spent to profile	100	90		Achieved target. Reconciliation has allowed all offer letters to be re-profiled to ensure no resources are lost to the borough.
VPV3 49 Amount of square feet commercial property leased or sold.	1350000	565725		The annual figure is below the target. This is partly a reflection of general economic conditions which began to emerge in September last year. Other factors include the sub standard quality of commercial property in some areas of the Borough and also an inevitable time lag as indigenous and companies from outside the Borough realise that quality property is available but at market prices

**Promote Access to Better Paid Jobs and Affordable Homes of Choice.**

Indicators	Wigan Target	Wigan Actual	Variance from Target	Comments
CPD UR 01 % Council homes classed as decent	94	94		On target
CPD UR 02 % PIs met by Wigan & Leigh Housing	70	94		Performance is significantly better than target
BV064.02 Private sector dwellings used/demolished	48	48		100% of annual target achieved.
CPD UR 04 Number of additional affordable homes brought into use	106	29		This indicator is a 5 year target of 530 units. The first 2 years have produced 226 units.
VPV3 09 % local residents who consider that they live in a decent home they have chosen & can afford	85	83		Based on a tri-annual survey that took place in 2006/2007.
VPV3 10 Number of homeless people in priority need	900	715		Performance slightly better than target because of step change on homelessness prevention.
VPV3 17 No. of unfit private sector homes made fit or demolished	184	203		
VPV3 18 % total private sector homes vacant for more than 6 months	1.75	-	-	PI calculation expected to be completed by 31st August 2008

## **Trends in Performance**

The monitoring for 2007/2008 is now complete. The data provided in this report will now be used to influence where we will position our resources for the coming year and what targets we will set to monitor our performance.

Work is now complete on our 3 year plan and work is underway on a more effective and informative monitoring process in line with the work that is happening on a corporate level.