



Report to: Community Protection Panel
Regeneration Panel
Environment Panel

Date: 10th November 2008
12th November 2008
19th November 2008

Subject: Mid-Year Performance Reporting 2008

Report of: Executive Director – Environmental Services

Contact officer: Liz McKay 01942 486650 (x86650)

Purpose / summary: To advise members of the Environmental Services Department's mid-year performance data for 2008.

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.
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.

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

For Cabinet reports only:

Categorisation of the report:			
Discussion leading to a decision		Discussion	
Monitoring	X	Decision	
Sharing for corporate understanding		Information	

Tracking/Process:

	Consultation	Ward Members	Partners
Panel	Overview & Scrutiny	Cabinet	Council
Community Protection Panel 10th November 2008 Regeneration Panel 12th November 2008 Environment Panel 19th November 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 29th October 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 mid-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 1st April – 30th September 2008.
- 2.2 The full 2008-2011 Plan is available online. 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 guide our actions and use of resources and 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 This year is a transitional year for us as we bed in the new National Indicator set introduced by Government in April. For many of our new indicators this first year will be used to create a baseline for future monitoring whilst others are part of the Place Survey which is currently taking place and will be available from January.
- 4.2 A large proportion of our national indicators are also monitored on an annual basis so we are working to develop a range of proxy measures locally that will allow us to monitor more thoroughly throughout the year.

- 4.3 As always we are continually developing our performance management frameworks to ensure our services are relevant to local people by focusing on issues that are important to their communities. We are preparing to implement the transition from the Comprehensive Performance Assessment (CPA) to the Comprehensive Area Assessment (CAA) and continue to contribute to the ongoing development of the Local Area Agreement (LAA) and the Multi-Area Agreement (MAA).
- 4.4 Our 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 the plan as required by the Audit Commission.

Diversity Impact Assessment form

Section: Environmental Services

Policy/Service Area: Environmental Services

Person Completing Form: Liz McKay

Date: 29th Oct
2008

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
Responsibility	Liz 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

2008/2009 Mid Year Performance Departmental Plan Performance Report

This report shows how we are performance against the national indicators and tasks 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 2 (1st April – 30th September cumulatively in this way allows us to report year end performance to you at the end of the 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.

The key tasks in this report are the important actions that will help us to achieve our departmental and corporate objectives or are the actions we need to take to help us manage the risks which may affect or enhance our success.

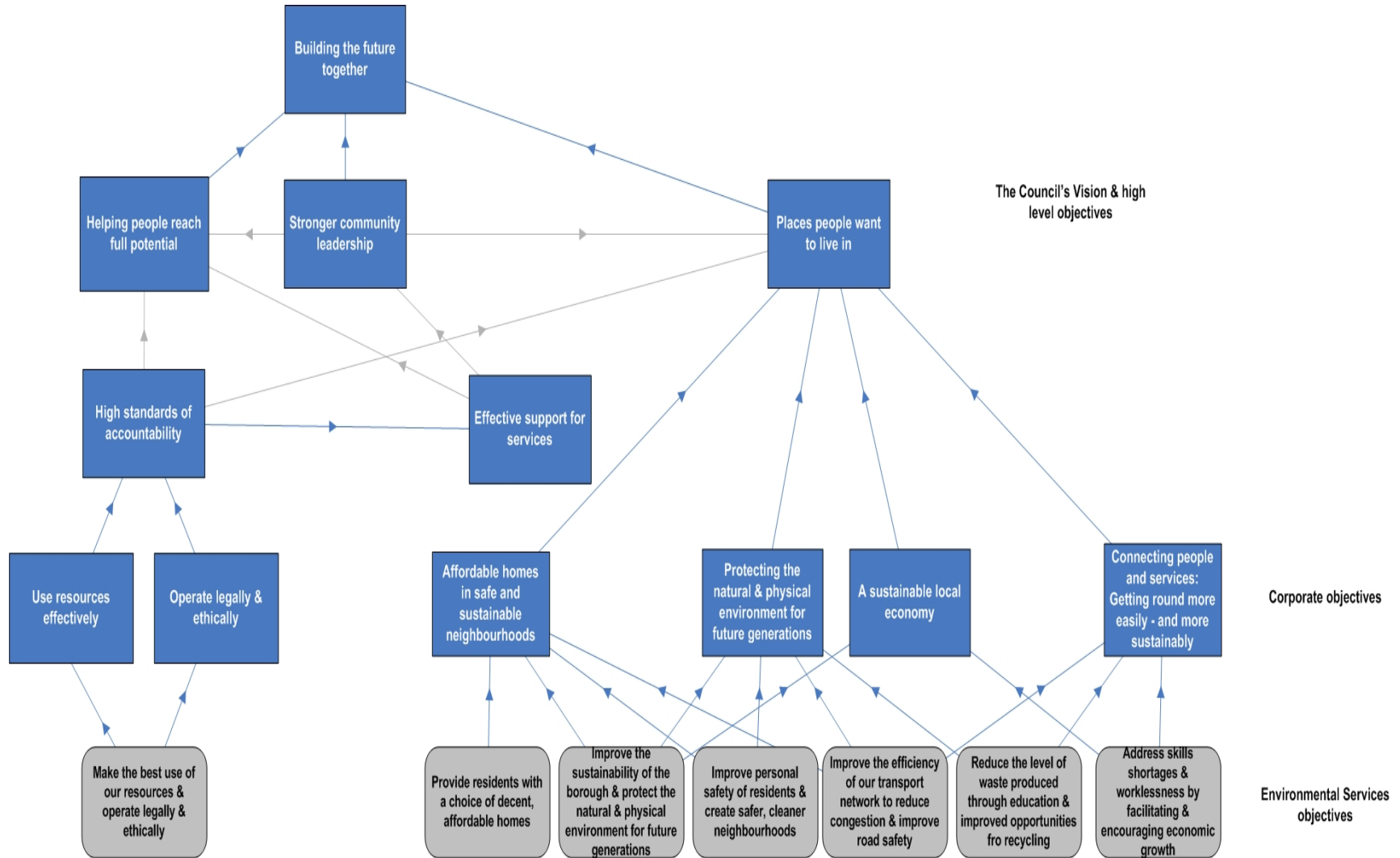
Within this report we have separated the equality and diversity related tasks. Whilst our planning process ensures that equality and diversity is ‘mainstreamed’ we want to raise the profile of equality and diversity across all of our services. So progress against these tasks is reported in a separate table in the report.

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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

Our Service plan sets out a three year programme of work which will result in a step change in the way we provide and deliver our services. The priorities we have identified have not significantly altered from our last service plan. They remain the priorities that have been shaping our service delivery over the past 18 months and have been derived from a combination of our community strategy and what residents have told us, the policy direction set by government and the issues identified through the CPA Inspection. They also reflect, and are underpinned by, the priority themes set out in the Corporate Plan:

- Raising aspirations and opportunity for all.
- Joining up services to improve customer satisfaction and provide value for money.
- Climate change and sustainability.
- Developing the organisation to make the best use of our resources and operate legally and ethically.

There are two exceptions that feature more prominently in our plan than they have previously; they are Sustainability and Affordable Housing. During the course of the year these two areas have had an increasing influence on the policy direction of Government and the way in which funding is allocated. Both are part of our existing service areas but will now need a sharper focus and greater priority will need to be given to how and where we allocate our resources to deliver outcomes in these areas.

We also recognise that no service can continue to meet the needs of customers in a meaningful way if it only continues to expand its list of priorities, rather than having a proper process of re-evaluation. Delivering Step Change means we cannot continue to work in traditional ways. Delivering different outcomes means working differently. In order to address this we have identified an additional priority around management of resources which will guide the way it plans, resources, and delivers its services.

It is important therefore that there is a clear and strong match between our priorities and the way in which we allocate resources to ensure services in these areas are delivered efficiently, effectively and economically. We need to ask more challenging questions of ourselves to determine our core business. This relates to a broader core of activities that fall outside the top priority band, but which we believe will continue to be vital for us to provide or commission services in the future. We will continue with the process of strategic service re-design, and business process improvement in these areas but by focussing on our core business, we will also commence the process of reducing service demand in non-core areas with the strategic purpose of releasing resources to assist us in delivering against our priorities.

In addition to this we must put service reconfiguration into a longer timescale if we are to design services that will be sustained long term. The Department for Communities and Local Government (DCLG) Value for Money Delivery Plan requires a 3% year on year efficiency saving. This means over a 7 year period our services must be delivered at less than 80% of their current cost.

The focus of our efforts over the next three year reflects all of these issues and is clearly set out in the table below:

	Goal	We will know when we have made a difference when ...	We will measure this by ...
1	Make the best use of our resources and operate legally and ethically.	We are providing the right services at the right time in the right place for residents and visitors to the borough. We are providing a proactive rather than reactive service. We are embedding the principles of community involvement and engagement across all service areas. We are providing services that are simple and easy to access. We are working effectively with partners to provide innovative solutions.	Improving the level of satisfaction our customers feel about our services Maintaining a 4 star CAA rating and are classified as improving strongly as part of the CAA direction of travel assessment. Operating a robust performance management framework focusing on priority indicators.
2	Address the Borough's skill shortages and levels of worklessness by facilitating and encouraging the economic growth of the borough.		
3	Provide residents with a choice of decent, affordable homes.		
4	Improve the sustainability of the Borough and protect the natural and physical environment for future generations.		
5	Improve the personal safety of residents and create safer, cleaner neighbourhoods by improving the way we plan and deliver services in localities to respond to local needs.		
6	Improve the efficiency of our transport network to reduce congestion and improve road safety.		
7	Reduce the level of waste produced in the Borough through education and improved opportunities for recycling.		

In order to monitor our progress in achieving these goals we have selected a number of Indicators from the national set and have set ourselves a range of key tasks.

This year is a transitional year for us as we bed in the new National Indicator set introduced by Government in April. For many of our new indicators this first year will be used to create a baseline for future monitoring whilst others are part of the Place Survey which is currently taking place and will be available from January.

A large proportion of our national indicators are also monitored on an annual basis so we are working to develop a range of proxy measures locally that will allow us to monitor more thoroughly throughout the year.

As always we are continually developing our performance management frameworks to ensure our services are relevant to local people by focusing on issues that are important to their communities. Much of this development also requires a cultural change in our approach to auditing ourselves more closely; something which many of our managers are not yet used to but are eager to learn.

We are also preparing to implement the transition from the Comprehensive Performance Assessment (CPA) to the Comprehensive Area Assessment (CAA) and continue to contribute to the ongoing development of the Local Area Agreement (LAA) and the Multi-Area Agreement (MAA).

Our 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 the plan as required by the Audit Commission.

We will continue to use Performance Plus (P+) to monitor our data. 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 as well as looking into the use of geographical mapping systems such as WISDOM and GIS.

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 1: Shows how we have performed for all the PIs in our departmental plan.

Table 1: Performance against our key PIs at Quarter 2

Promote Responsible Use of Resources

	Performance Indicator	Quarter 2 2008		
		Target	Actual	Comments
Goal1: Make the best use of our resources and operate legally and ethically.				
14	Reducing avoidable contact	TBC	To be reported in April 2009.	NI: 14 has been developed to build on existing work, and to develop a deeper understanding of service delivery from the viewpoint of the service user. Data collection for N1:14 is scheduled to begin in October 2008.
Goal 2: Address the Borough's skills shortages and levels of worklessness by facilitating and encouraging the economic growth of the borough				
151	Overall employment rate	TBC	70.70%	The overall employment rate has dropped. According to more detailed Office of National Statistics (ONS) figures this is can be attributed to a reduction in those who are self employed. However, figures have been re-weighted to take into account population estimates and therefore are not a true representation of the labour market. Future performance is likely to be affected by the current economic climate.

	Performance Indicator	Quarter 2 2008		
		Target	Actual	Comments
152	Working age people on out of work benefits	TBC	18.00%	The overall rate has reduced indicating a reduction in those claiming out of work benefits. This can be attributed to the success of projects such as the Mental Health Project and the LSV Skills Shop. The data relates to Feb 2008. The downturn in the economic performance brought about by problems in the global markets is expected to have a considerable implication on the performance of this target. The credit crunch will undoubtedly see some redundancies which will lead to an increase in Job Seekers Allowance claimants and consequently an increase in the worklessness rate.
153	Working age people claiming out of work benefits in the worst performing neighbourhoods	31.40%	31.88%	This indicator has seen an improved performance compared to quarter one's performance of 32.88%. NI: 153 is on course to exceed the target as a result of the Mental health project and LSV Skills Shop. Data relates to February 2008. This target will be affected by the economic downturn in the same way as NI: 152.
171	VAT registration rate	TBC	Data not yet available.	We are currently working with Government Office Northwest to develop a target. NI: 171 will be reported on an Annual Basis for the previous year. For example, preliminary estimates of the number of business registrations occurring in 2007 will be expected in October 2008. This may be revised in 2009.
Goal 3: Provide residents with a choice of decent, affordable homes.				
154	Net additional homes provided	650	Data not yet available.	NI: 154 has been designated as an annual indicator.
155	Number of affordable homes delivered (gross)	53	9	One through section 106 arrangements, 8 through HOLD (shared ownership for people with learning disabilities). The current 'Credit Crunch' has had a major impact on

	Performance Indicator	Quarter 2 2008		
		Target	Actual	Comments
				target. As a result we are unlikely to get any more properties through section.106 arrangements, and are likely to produce 25 units in 08/09.
159	Supply of ready to develop housing sites	TBC	Data not yet available.	NI: 159 has been designated as an annual indicator.
Goal 4: Improve the sustainability of the Borough and protect the natural and physical environment for future generations.				
185	CO2 reduction from Local Authority operations	TBC	Data not yet available.	Discussions are ongoing with Asset Management regarding the targets to be set for this indicator.
186	Per capita CO2 emissions in the LA area	TBC	Data not yet available.	Discussions are ongoing with Asset Management regarding the targets to be set for this indicator.
188	Adapting to climate change	TBC	Data not yet available.	Discussions are ongoing with Asset Management regarding the targets to be set for this indicator.
194	Level of air quality - reduction in Nox and primary PM10 emissions through local authority's estate and operations	TBC	Data not yet available.	NI: 194 has been designated as an annual indicator and will be reported via a Defra spreadsheet.
Goal 5: Improve the personal safety of residents and create safer, cleaner neighbourhoods by improving the way we plan resource and deliver services in localities to respond to local needs.				
17	Perception of anti-social behaviour	Place Survey	Place Survey	This indicator will be collected via the Place Survey. It is currently being addressed both through the Neighbourhood Team's and PACT. Neighbourhood Team Officers are working through PACT priorities as established by local communities and elected members, addressing ASB issues not just reactively but ensuring intervention and prevention to ensure that local perception of ASB decreases and increase reassurance. The KIN survey's

	Performance Indicator	Quarter 2 2008		
		Target	Actual	Comments
				done during the PACT will measure this statistically.
21	Dealing with local concerns about anti-social behaviour and crime by the local council and police	Place Survey	Place Survey	The Anti Social Behaviour Strategy is currently in the process of being refreshed and will be complete for year end. This will allow for streamlining of the contact card system which will allow both the local council and police to ensure that appropriate intervention and education is brought in to address local concerns about anti-social behaviour. This will be further addressed by the strengthening of case management leading to enforcement of high end cases. These successes will be publicised. PACT will also pick up these issues via the KIN surveys and the Place Survey.
195	Improved street and environmental cleanliness	-	-	Performance in relation to litter, detritus and fly posting is better than target set by GONW. The introduction of area-based Neighbourhood Teams has encouraged ownership and a sense of responsibility within the workforce. The service has also accessed Government Train to Gain funding to secure NVQ Level 2 training for the majority of cleansing and Neighbourhood Team operatives at no cost to the Council. Modules on various aspects of cleansing relevant to each operative's role are included alongside core elements including customer service, health and safety and team-working. This investment is aimed at improving NI 195 performance further, and motivating the workforce to achieving further efficiencies. Performance in
A	Litter	31%	Q1= 12%	

	Performance Indicator	Quarter 2 2008		
		Target	Actual	Comments
B	Detritus	32%	Q1= 25%	relation to graffiti is on target. Graffiti removal is not a statutory function and the Council has not provided such a service as a core function. This has led to an unfair and inconsistent service, and public complaints about our lack of response. The Probation Service's Facelift teams, which has removed most graffiti in recent years, have not been active due to vehicle and premises fires, leading to a backlog of more than 200 complaints, recently been inherited by Neighbourhoods Division. We are now developing a graffiti strategy, and have just introduced a 2 x operative dedicated graffiti removal team to assist the area Neighbourhood Teams. Funding not utilised by the Facelift projects has enabled us to use a contractor to kick-start a borough-wide removal and operative training programme tied into the NVQ. Since September 08 we have shifted more than 500 square metres of graffiti across the borough and trained up 25 Neighbourhood Team operatives to remove graffiti manually and/or by pressure washer. We are cautious about expecting further improvement in quarter 3 due to the demands that seasonal leaf-fall places on the whole service.
C	Graffiti	8%	Q1= 6%	
D	Fly posting	3%	Q1= 2%	
Goal 6: Improve the efficiency of our transport network to reduce congestion and improve road safety.				
47	People killed or seriously injured in road traffic accidents	106	Data not yet available.	NI:47 has been designated as an annual indicator
48	Children killed or seriously injured in road traffic accidents	24	Data not yet available.	NI:48 has been designated as an annual indicator
167	Congestion - average journey time per mile during the morning peak	No Increase	52%	This is the half year figure on an annual measure and is not representative of the complete year as works will continue. However, there will be limited investment into

	Performance Indicator	Quarter 2 2008		
		Target	Actual	Comments
				this indicator as works will only be completed through development contributions or maintenance.
Goal 7: Reduce the level of waste produced in the Borough through education and improved opportunities for recycling.				
191	Residual household waste per head	887kg	Q1= 305.18grms	Grams recorded is under the new NI of grams per household as opposed to previous BVPI 84a where it was grams per head. Total HH waste = 42034.61 , 137733 x 1000 = 305.189 grams per household
192	Household waste recycled and composted	TBC	Q1= 32.09%	Currently carrying out bulky waste consultancy exercise (Furniture Matters) to include diverting bulky waste from landfill and change the way we collect bulky waste. 17.28% of the figure is from recycling, 14.81% from recycling
193	Municipal waste land filled	76.91%	Q1= 28372.57 % will be updated in Q3.	Total municipal waste land filled (only) is 28372.57 tonnes. This includes HH waste, CA waste and litter sweepings/collections & street sweepings.

Progress against Departmental Tasks

Table 2 summarises our progress against the key tasks in our departmental plan. We identified these tasks through our planning process as being important actions to help us achieve our departmental and corporate objectives or to help us manage the risks which may affect our success.

Table 2: Progress against our key tasks at quarter 2

	Task	Quarter 2
		Comments
1.1	Re-evaluate the way we plan, resource and deliver services to release resources to assist us in delivering against our priorities and provide value for money.	<p>A service review of pest control is underway and more information will be available on the outcomes of this review in Q3.</p> <p>We are continuing to roll out the PACT and Neighbourhood Teams. A service review of cleansing is ongoing but has influenced a policy change to move the whole cleansing resource into the Neighbourhood Teams and introduce a removal service for graffiti and waste in un-adopted back streets/land.</p>
1.2	Implement innovative and effective partnership working to provide appropriate alternative means of service delivery.	<p>Work is ongoing to build the capacity of the third sector. A number of meetings have been held to establish current capacity. The development of the Social Enterprise Strategy has now been commissioned through the Worklessness Strategy.</p> <p>The Housing Regeneration Team are considering other mechanisms to develop Affordable Housing including Developing a Housing Management Agency, submitting bids to the Housing Corporation and WALH gaining partner status with the Housing Corporation. We are looking at straightening advice and homelessness prevention.</p>
1.3	Formalise working arrangements with Business Support Services and Chief Executive's Department in relation to provision of support services.	<p>Work is ongoing in this area. Appointments have been made to senior manager posts within Business Support Services that will allow us to move forward with the re-organisation of our services under the new structure.</p>
2.1	Reduce the level of worklessness	<p>The Worklessness Strategy was approved by the LSP on 15th September 2008 and round one commissioning of the Working Neighbourhoods Fund has now commenced.</p> <p>The development of treatment and training programmes for offenders and people with drug and alcohol problems to allow them to access employment are underway. The tender procedure has commenced. Further information will be available in Q3.</p> <p>The Local Development Framework is progressing. Consultation on the Preferred Options should</p>

		commence in March 2009. The LDF will create conditions for future economic development through allocation of land, promotion of development and identification of improved infrastructure.
2.2	Increase the levels of enterprise and inward investment	<p>We are continuing to develop major sites across the borough. All strategic sites that are currently being funded externally are being managed in line the requirements of those funds. Additional sites are being identified to move forward.</p> <p>The development of the Social Enterprise Strategy has now been commissioned through the Worklessness Strategy.</p> <p>Work is ongoing regionally to look at how we support Small to Medium Enterprises (SMEs). This work will influence further how support will be developed. Work will continue through the Worklessness Strategy to ensure maximum opportunities are identified.</p>
2.3	Increase skill levels with reference to business need	We are aiming to promote priority sectors. Work is ongoing with colleagues in Planning and Legal to identify best practice in the use of section 106 agreements and construction training. Through this process we hope to establish a potential operational framework.
3.1	Increase the overall supply of affordable housing to meet the needs of all it's residents and the local economy	<p>The number of affordable homes delivered through section 106 is being affected by reduction in the number of planning applications being received.</p> <p>The Housing Regeneration Team are considering other mechanisms to develop Affordable Housing including Developing a Housing Management Agency, submitting bids to the Housing Corporation and WALH gaining partner status with the Housing Corporation. We are looking at straightening advice and homelessness prevention.</p> <p>A pilot is underway for Home Ownership for People with Long Term Disabilities (HOLD) with 8 units currently available.</p>
3.2	Strengthen our weaker housing markets by increasing the choice and quality of the housing offer in localities	<p>We are continuing the economic regeneration of the borough through projects such as Bickershaw. An action plan for the Bickershaw project is now in place.</p> <p>We are considering mechanisms of delivering affordable housing that also links to strengthening vulnerable markets. A partnership event was held which targeted private landlords and developers.</p>
3.3	To better meet the needs of vulnerable and homeless people by investing in better prevention and support services	<p>Work has started on the delivery of the actions in the Homelessness Strategy that was published in June 2008.</p> <p>We are working to improving housing support for older persons. 4 pilot schemes are underway. A wider</p>

		<p>strategic review of sheltered accommodation is being undertaken and new development opportunities are being pursued.</p> <p>Government proposals for Home Adaptation Arrangements have been delayed.</p>
4.1	<p>Improve the borough's performance in relation to climate change and prepare to adapt to its impacts.</p>	<p>Development Division has produced a Sustainability Toolkit that will be rolled out.</p> <p>Timetables are being developed to meet the commitments of the Nottingham Declaration on Climate Change.</p> <p>We are developing exemplar projects such as contributions to the Wind Turbine on the Bickershaw site and the development of our use of Fair Trade products.</p> <p>We are represented on the working group to develop the Sustainable Community Strategy.</p> <p>Work will commence in Dec 2008 to promote sustainability with local residents and developers.</p> <p>We are working with partners on the AWARM scheme to improve energy efficiency within the housing stock.</p>
4.2	<p>Greater local involvement in energy management.</p>	<p>Work is underway corporately to recruit to an Energy Management Unit. We will work closely with this team to further this agenda over the coming months.</p>
5.1	<p>Continue to develop the way we work and deliver services in localities to be able to respond immediately to local concerns.</p>	<p>We are continuing to implement the Neighbourhood Review to improve our response to cleansing and other environmental issues. We are now responding to waste in adopted backs and land. The Beat It Team are utilised on other land and are meeting the same response times as land in council ownership.</p> <p>A Graffiti strategy is also in development and an initial removal programme has been undertaken borough-wide.</p> <p>We have developed and implemented a robust performance Management Framework for Street Cleanliness based on ENCAMS methodology.</p> <p>The Environmental Enforcement strategy is out for consultation. Training for frontline staff from various partner agencies is now partially complete with a deadline of January 2009.</p>
5.2	<p>Actively engage and involve communities and residents in prioritising service provision and resource allocation.</p>	<p>The PACT process continues to be rolled out across the borough.</p> <p>We are currently recruiting to a co-ordination role through the Worklessness Strategy to effectively engage communities to facilitate employment, training,</p>

		skills and enterprise development and ensure opportunities are targeted in deprived areas for worklessness.
5.3	Improve community confidence and perceptions in relation to crime, substance abuse and environmental issues.	<p>We are establishing more engaged town centre management structure through a new Town Centre Partnership Board. We are using existing structures and partners work on development and delivery of targeted initiatives.</p> <p>We continue to work with partners to prevent harm to children and nuisance caused by illegal sales of restricted products. Alcohol sales have reduced from 16.9% for the same period in 2006/7 to 9.4%. Joint activity with Greater Manchester Police, CCTV, and YPDAT has resulted in 7 adults being reported for proxy sales of alcohol. Contact has been made with the children and the parents concerned and the premise involved has been required to take action to address the problem. "Who's Got the Bottle" is a drama based initiative that is being delivered by the Environmental Services, CYPS and GMP and involves a large number of schools. It is designed to encourage pupils to consider associated with alcohol and young people.</p>
5.4	Improve the health and safety of the built and natural environment.	The Building Control section are preparing for the introduction of new Building Control legislation (revised Part G 08/09 Part L 09/10), new 'Provision of information' requirements, Future of Building Control review. No firm dates have yet been set for implementation.
6.1	Improve residents and visitors ability to move easily and safely around the Borough.	<p>Work is on course for the production of the Local Development Framework (LDF).</p> <p>Work with partners has seen a reduction in the number of commercial, taxi and private hire vehicles found with defects and all drivers have the appropriate licence.</p> <p>A parking strategy is being developed and will be available in Feb 2009 to ensure relevant traffic regulations are enforced.</p> <p>A draft Network Management Plan has been completed and will, where possible, help to improve congestion hotspots.</p> <p>The Congestion Study from GMTU showed the most significant congestion was on the A577 (Hindley to Inca) we will repeat the study following the completion of MOVA signal control systems at two sites on this route. We have completed the ITS strategy. The action plan for the strategy will be developed further and enacted in the next financial yea. This will form part of the action plan for the Network Management Plan.</p>

		<p>We are working to encourage alternative modes of transport. The Walking and Cycling Strategies are being developed and the School Travel plans are progressing with 7 school surveys completed during September and a further 10 planned in October.</p> <p>We continue our approach to Road Safety. During Q3 we will undertake a service review with section managers. In the meantime other activities taking place include a High Visibility Waistcoat Sponsorship Programme sponsored by Viz Wear and JJB Sports. Our Mature Driver Training has taken place with an overall satisfaction rate of 99% for participants. Work is also ongoing with the Environmental Education Steering Group on a Joint Strategy and evaluation of services.</p>
7.1	Improve the management of waste	<p>We are currently improving our approach to waste management by moving some of the functions into the Neighbourhood Teams. We continue to roll out Green and Brown bins across the borough to improve the opportunities for recycling and reduce the amount of waste sent to landfill.</p> <p>Social Enterprise opportunities are also being explored through the recycling agenda through the Workless Strategy.</p>
7.2	Develop an effective waste education service	<p>Work is continuing on refining the draft report for the Environmental Education Strategy considering comments made from consultation with key partners.</p> <p>An Environmental Education Steering Group has been established with key internal partners attending. The group has now met 4 times and are working towards a co-ordinated approach to delivering all Environmental Education related initiatives. We are also looking to develop a website that can be used to access information on Environmental Education related services. We are continuing to work with our colleagues in the Neighbourhoods Division to develop a range of toolkits to assist community groups to undertake anti dog-fouling campaigns on a local basis.</p> <p>An agreement has been reached with the director of CYPs to support the registration of all schools on the Eco Schools Program by 2011.</p> <p>We have identified 3 community representatives who have agreed to become community based Environment Champions. We are working with them and CVS to arrange appropriate training with the first stage completed in Aug. The next stage of training will be given in Q3 and we will also be looking to develop areas of activity for them to work on in their</p>

		communities.
7.3	Increase recycling within the borough	Improvements are underway at Slag Lane Waste Recycling Centre. We are currently carrying out bulky waste consultancy exercise.