

EXETER CITY COUNCIL
SCRUTINY COMMITTEE COMMUNITY
3 JUNE 2008

PERFORMANCE MONITORING

1. PURPOSE OF THE REPORT

- 1.1 This report advises Members of performance at the end of the year on a range of services across the Directorate.

2. INFORMATION

- 2.1 Circulated separately are a series of schedules, which summarise a number of performance indicators for a range of services provided by Community & Environment Directorate. In line with commitments made in our best value service reviews and the Best Value Performance Plan, it was agreed that Directors would report on performance in October for the first half of the year and late spring to finalise information for the previous financial year. Noteworthy items are detailed below. Significant increases in public satisfaction with our services are particularly pleasing to note.

Housing

- 2.2 Our performance on collecting rent is excellent and we have managed to show an improvement even against last year's excellent performance.
- 2.3 We continued to meet the government target of not using bed and breakfast for families other than for short-term emergencies. This was, and will continue to be, a challenging result to sustain. We have reduced the use of all temporary accommodation and our homelessness prevention results (LP1 H01) are particularly pleasing.
- 2.4 Rough sleeping continues to present a challenge and the number logged at the annual count was disappointing. The joint agency street homeless outreach team (SHOT) continue to do invaluable work.
- 2.5 The number of affordable housing units provided fell below the target. Although much of this housing is being built, planning and viability issues delayed some schemes.

Environmental Health Services

- 2.6 Data on recycling rates is collected by Devon County Council and not finally available until autumn. We feel confident however that we have exceeded our challenging recycling target. Particularly pleasing is another significant reduction in the waste produced in the City. The citizens of Exeter should be really proud of their performance.
- 2.7 A highly complex set of indicators are used to measure the cleanliness of streets and other public land. We have performed well against these helped by our deep clean team. The review of street sweeping seems to have had a noticeable impact with the result exceeding our target by some way.

3. RECOMMENDED

- 1) That the report be noted.

DIRECTOR COMMUNITY AND ENVIRONMENT

S:LP/Committee/607SCC5
20.5.08

COMMUNITY AND ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)
Background papers used in compiling the report:-

Performance Monitoring Database