

EXETER CITY COUNCIL

SCRUTINY COMMITTEE COMMUNITY 5 JUNE 2007

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 Despite a slight reduction in the BVPI result on the proportion of Council housing rent collected, this is still likely to be in the top quartile nationally. Indicator BV66a shows a reduction in performance because the total rent collectable increased substantially.
- 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 continued to prevent homelessness successfully.

Environmental Health Services

- 2.4 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.
- 2.5 A new highly complex set of indicators has been introduced to measure the cleanliness of streets and other public land. We have performed well against these. Street washing and gum removal services have both helped. Particularly pleasing is the 12% increase in public satisfaction with our performance. The review of street sweeping seems to have had a noticeable impact.

3. RECOMMENDED

- 1) That the report be noted.

DIRECTOR COMMUNITY AND ENVIRONMENT

S:LP/Committee/607SCC14

4.5.07

COMMUNITY AND ENVIRONMENT DIRECTORATE

Local Government (Access to Information) Act 1985 (as amended)

Background papers used in compiling the report:-

Performance Monitoring Database