

**CHAIRMAN'S REPORT TO AUDIT AND PERFORMANCE REVIEW
COMMITTEE ON SERVICE PERFORMANCE – 26 AUGUST 2009**

**ENVIRONMENTAL SERVICES –
ECONOMIC DEVELOPMENT AND INFRASTRUCTURE**

1. Overall summary of performance

1.1 This report covers key performance indicators for Economic Development and Infrastructure and covers the fourth quarter reporting period between 1 January 2009 and 31 March 2009.

1.2 The Economic Development and Infrastructure Service Performance is presented across 17 areas of activity and involve 51 indicators. At this stage in the year 39 are regarded as performing well, 4 require close monitoring and 8 require action if the target is to be met.

Service	No. of Indicators	Green Performing Well	Amber Close monitoring	Red Action Required	Annual PIs
Direct Services					
Engineering Design Services	1	1			
Flood Alleviation Management & Maintenance	3	2		1	
Emergency Planning & Business Continuity	3	1		2	
Building Cleaning & Catering	3	3			
Lands and Parks; Countryside Amenities; Access	1	1			
Waste Management	3	3			
Property Services	3	3			
Fleet Services	4	3	1		
Roads General and Planned Maintenance	2	2			
Street Lighting	3	3			
Winter Maintenance & Emergency Works	1	1			
Car Parks	2	1		1	
Dredger	3	1	1	1	
Harbours	3	1	1	1	
Public Transport Unit	3	3			
Statutory and General Transportation	6	5		1	
Traffic Management	7	5	1	1	
Total	51	39 (76%)	4 (8%)	8 (16%)	0 (0%)
% Total - Quarter		76%	8%	16%	-

2. Areas of good performance

2.1 Building Cleaning & Catering

Indicator ENVDR071 – ‘Primary School Pupils taking School Meals – Uptake in Primary School Meals’

(Service Performance)

The marketing ‘Be Bright: Eat Right’ campaign is now impacting on primary school meal uptake. Since the campaign was launched in May 2008 uptake has increased quarter on quarter to 45.4%, which is 5.4% above the target of 40%.

2.2 Lands & Parks/Countryside/Access

Indicator ENVDR120 – ‘Lands & Parks - % Planned works completed as scheduled’

(Service Performance)

The schedule of work has been caught up during the year with all planned works for 2008/09 completed.

2.3 Waste Management

Indicator ENVDR069 – ‘Waste Management - Waste recycled against target’

(Service Performance)

The rate of waste recycling and composting has been maintained at last year rate of 44%, exceeding the Scottish Government target of 40% by the end of next year (Quarter 4 2009/10).

2.4 Public Transport

Indicator ENVDR181a – ‘Vehicle Utilisation% use against availability (peak 9 - 10.30 and 14.30 - 16.30)’

(Service Performance)

Indicator ENVDR181b – ‘Vehicle Utilisation% use against availability (off peak - all other times)’

(Service Performance)

Vehicle utilisation (%) use against availability has increased for both peak and off peak times during the course of the year. Peak time utilisation is up to 98% against a target of 90%, while off peak utilisations is up to 78% against a target of 60%.

2.5 Traffic Management

Indicator ENVDR170 – ‘% public utilities/construction sites monitored through ad hoc inspections during road works to assess reinstatement and site safety’

(Service Performance)

100% of public utilities/construction sites have been monitored during the year against a target of 70%. All 26 construction sites have been visited at least on 2 occasions. All 240 public utility sites have been visited with an additional 140 A, B & C inspections having been carried out.

3. Areas of performance identified for improvement and how this will be achieved

3.1 Flood Alleviation Management & Maintenance
Indicator ENVDR093b – ‘Coastal Protection - % of defended frontage (coastline) inspected’

(Service Performance/Service Standard)

Of the 6 scheduled inspections due to be carried out during the 4th quarter, 4 were completed. The 2 inspections which were not completed were a result of long term staff sickness. It is anticipated that the 2 outstanding inspections will be carried out along with the inspections scheduled for quarter one of 2009/10.

3.2 Emergency Planning & Business Continuity

Indicator ENVDR101 – ‘Emergency Plan - % Plans reviewed against schedule’

(Service Performance)

Indicator ENVDR102 – ‘Prepare Business Continuity Plans for all critical activities, % Plans completed’

(Service Performance)

4 Plan reviews and tests were completed as scheduled during the quarter. The Flood test is awaiting a date from CMT still to be actioned. The Plan will be updated following the test. Also one plan which was due to be prepared is no longer required as the site falls outwith relevant legislation (Major Accident Control Regulations - RAF Bases). The majority of departments have now completed their Business Impact Analysis (BIA) and are currently reviewing the service summary for accuracy. This will then be collated with other departments to inform corporate priorities for services such as ICT and Estates in the event of a disruption. It is anticipated that the outstanding services will complete the BIA by the end of May. Departments will then progress to producing Business Continuity Plans by the end of September 2009.

3.3 Car Parks

Indicator ENVDR097d – ‘Car Parks - % Variance from income budget’

(Service Performance)

Quarter 4 saw an expected fall in Car Park income from the peak in quarter 3 due to seasonal variation. It was hoped to have met the quarterly budgetary target for quarter 4, however the level of car park use was lower than expected causing a 2% shortfall in the income budget target.

- 3.4 Dredger
Indicator ENVDR080a - '% fee earning days against available days'
(*Service Performance*)
The dredger continues to perform below the 61% target, with only 50.7% of fee earning days against available days in quarter 4. The target has not been met mainly due to the number of unforeseen breakdowns earlier in the year. There has been significant increase in the number of days spent on maintaining Moray Council Harbours during the quarter, however there has been a subsequent drop in the number of days working for external Port Authorities.
- 3.5 Harbours
Indicator ENVDR078c – 'Harbours - commercial: monitor of yearly income'
(*Service Performance*)
Commercial income from the Harbours continues to lag behind target; this is largely due to the down turn in the fishing industry, although cargo related income has been maintained. Overall commercial harbour income will continue to remain low and the target will need to be revised accordingly through consultation with accountancy.
- 3.6 Statutory & General Transportation
Indicator ENVDR074j – '% of request for new and amended house and street names processed within 10 working days of receipt of all relevant information'
(*Service Performance/Service Standard*)
During the fourth quarter only 40% of requests for new and amended house and street names were processed within 10 working days on receipt of all relevant information. There were an exceptionally high number of requests during quarter 4 which was unprecedented. Of the 85 requests received 34 were processed within the timescale. The 51 requests which were not processed within timescale reflect the impact of the high volume of requests on the administrative team. The backlog of requests has subsequently been addressed.
- 3.7 Traffic Management
Indicator ENVDR083 – 'Traffic - % traffic orders to be carried out within target period of 8 months'
(*Service Performance*)
There was only one traffic order carried out during the fourth quarter which took 9 months to complete, thus failing to meet the 8 month target. This one attracted a number of statutory objections, followed by a prolonged period of negotiation, consultations and a further Committee report. There are currently 5 traffic orders progressing through the statutory process, 4 of which are on target.

4. Conclusion

- 4.1 Members are requested to note the effect that staff recruitment problems are having on performance and service delivery. Recent successful recruitment in Property Services and Transportation will improve performance and start to catch up on slippage during the fourth quarter, although it is likely to be into 2009/10 before significant improvements are reflected.

Authors of Report: Neil Stables, Research and Information Officer

Background Papers: Held by author


Ref:

Direct Services A&PR appendix – Quarter 4 2008/09



Rows are sorted by Code.

PI Status

 This PI is significantly below target.



This PI is slightly below target.



This PI is on target.






This PI cannot be calculated.






This PI is a data-only PI.




Theme: Direct Services
Strategy: Consultancy
Objective: Engineering Design Services

PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR092 % of scheduled bridge inspections carried out on time (211 bridges)	100%	100%	100%	48.8%	64%	100%	100%		Service Standard; Local Indicators; Service Performance	
ENVDR092i Number of Bridge inspections carried out as scheduled	N/A	220	245	103	135	212	212		Service Performance	
ENVDR092ii Number of bridges for inspection scheduled in period	N/A	220	220	52	105	158	211		Service Performance	




Theme: Direct Services
Strategy: Consultancy
Objective: Flood Alleviation Management & Maintenance

PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR089 Flood Management - % urgent repairs carried out within 10 working days	95%	100%	100%	N/A	100%	N/A	100%		Service Standard; Local Indicators; Management Information; Service Performance	
ENVDR093a Flood Management - % Scheduled Water Course inspections completed within target	90%	96.3%	100%	100%	100%	90.9%	100%		Service Standard; Local Indicators; Service Performance	
ENVDR093b Coastal Protection - % of defended frontage (coastline) inspected	90%	80%	100%	60%	66%	100%	66%	4 out of the 6 scheduled inspections were completed during the quarter. 2 were unable to be carried out due to staff member absence.	Service Standard; Local Indicators; Management Information; Service Performance	


Theme: Direct Services
Strategy: Emergency Planning
Objective: Emergency Planning

PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR100 % Emergency event notification responded to	100%	0%	100%	N/A	N/A	N/A	N/A	No emergencies occurred in this period	Management Information; Service Performance	
ENVDR101 Emergency Plan - % Plans reviewed against schedule	100%	100%	62.5%	N/A	16%	34%	67%	Flood test scheduled but awaiting date for actioning from CMT. Plan will be updated following test. The other 4 plan reviews and tests were completed as scheduled.	Management Information; Service Performance	
ENVDR102 Emergency Plan - % Business Continuity Plans Completed	50%	7%	10%	10%	10%	N/A	N/A	Most departments have completed their Business Impact Analysis and are currently reviewing the service summary for accuracy. This will then be collated with other departments to inform corporate priorities for services such as ICT and Estates in the event of a disruption. It is anticipated that the outstanding services will complete the BIA by the end of May. Departments will then progress to producing Business Continuity Plans by the end of September 2009.	Management Information; Service Performance	




Theme: Direct Services
Strategy: Environmental Protection
Objective: Building Cleaning & Catering

PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR071 % Primary School Pupils taking School Meals - Uptake in Primary School Meals	40%	39%	39%	40.2%	40.7%	44.6%	45.4%	Steady increase throughout the year since the launch of the 'Be Bright Eat Right' promotional campaign. 5.4% above target.	Service Performance	
ENVDR073a Average Spend per Smart Card in Secondary Schools	£1.50	N/A	N/A	£1.56	£1.53	£1.58	£1.56	4% above target.	Service Performance	
ENVDR073b Average % use of cards in Secondary Schools	30%	N/A	N/A	32%	36.6%	38.5%	36.6%	Drop in usage since Quarter 3 but is 6.6% above target.	Service Performance	










Theme: Direct Services
Strategy: Environmental Protection
Objective: Lands & Parks/Countryside/Access

PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR120 Lands & Parks - % Planned works completed as scheduled	99%	100%	100%	85%	83%	98%	100%	All planned work completed.	Team Plan; Service Performance; Local Indicators; Benchmarking	





Theme: Direct Services
Strategy: Environmental Protection
Objective: Waste Management

PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR068a The Cleanliness Index score achieved following inspection	70	72	77	87	88	80	73	KSB Validation score was 73. Due to the perceived inaccuracy of this year's scores, decision made to withdraw these from KSB and use their validation only. Staff member involved to be re-trained.	Service Standard; Audit Scotland; Service Performance	
ENVDR069 Waste Management - Waste recycled against target	40%	38.8%	44%	42.8%	45.8%	45.1%	44%	WDF Q4 figure is 40 cumulative for year is 44 (unconfirmed by WDF)	Audit Scotland; Local Indicators; Service Performance	
ENVDR070a Tonnage of BMW (Biodegradable Municipal Solid Waste) being landfilled	26,525	23,554	21,437	23,400	21,560	21,169	21,228	year end unverified through wastedataflow	Audit Scotland; Single Outcome Agreement; Service Performance	



Theme: Direct Services
Strategy: Property Services
Objective: Property Services

PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR501A1 Property Services - A1 - Projects completed on site within original contract period	90%	N/A	86%	86.7%	100%	84.6%	100%		Local Indicators; Service Performance	
ENVDR501A1a Property Services - A1a - No of Projects completed on site within original contract period	N/A	N/A	43	13	5	11	5		Local Indicators; Service Performance	
ENVDR501A1b Property Services - A1b - Total No of Projects completed on site within original contract period	N/A	N/A	50	15	5	13	5		Local Indicators; Service Performance	
ENVDR501Q2 Property Services - Q2 - Projects where lowest tender within budget estimate	85%	98%	89.8%	83.3%	71.4%	100%	100%		Local Indicators; Service Performance	
ENVDR501Q2a Property Services - Q2 - No of Projects where lowest tender within budget estimate	N/A	98	44	15	5	2	3		Local Indicators; Service Performance	
ENVDR501Q2b Property Services - Q2 - Total No of Projects undertaken	N/A	98	49	18	7	2	3		Local Indicators; Service Performance	
ENVDR501Q4 Property Services - Q4 - % projects where final account within original contract sum	90%	N/A	92.1%	100%	100%	80%	100%		Local Indicators; Service Performance	
ENVDR501Q4a Property Services - Q4 - No of projects where agreed final account within original contract sum	N/A	N/A	35	2	9	4	3		Local Indicators; Service Performance	
ENVDR501Q4b Property Services - Q4 -Total No of projects undertaken	N/A	N/A	38	2	9	5	3		Local Indicators; Service Performance	




Theme: Direct Services
Strategy: Roads Maintenance
Objective: Fleet Services

PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR130b % of Vehicles passing Department of Environment test at first time (overall)	94%	97.7%	92%	94.2%	94.4%	96.1%	95.8%	Achieving target.	Service Standard; Service Performance	
ENVDR130bi % vehicles passing Department of Environment test first time - HGV	90%	94.3%	87%	88%	89.5%	90.5%	83.3%	Below target. Procedures are in place to investigate MOT fails and identify training needs, or changes in work practice, to improve the performance. The UK average pass rate for HGV vehicles is 79% (VOSA figures).	Service Standard; Service Performance	
ENVDR130bii % vehicles passing Department of Environment test first time - Light	97%	99.1%	94%	100%	100%	100%	98.3%	Achieving target.	Service Standard; Service Performance	
ENVDR130c % Occasions where vehicles were available for use	94.5%	97.5%	97.8%	98.1%	95.5%	97.7%	95.4%	Achieving target.	Service Standard; Service Performance	

Theme: Direct Services
Strategy: Roads Maintenance
Objective: Roads General & Planned Maintenance


PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR061 % Planned works completed as programmed (Roads)	90%	88.3%	91.6%	97.6%	92.2%	94.6%	92.1%	Target achieved. 292 out of a total of 317 schemes were completed by the end of Quarter 4. Of the 25 schemes that were not completed, 2 were still ongoing and the remaining 23 have been 'cancelled' for 2008/9. Only 5 of the 23 'cancelled' schemes are actually cancelled - the remaining 18 are just delayed due to various issues (land negotiations, works co-ordination, resource or weather problems) and will be re-programmed for a later date (16 of the 18 will be completed in 2009/10 instead).	Service Performance	
ENVDR062 % Reactive works against planned (introduced and additional to planned)	25%	15.3%	25%	27.3%	21.1%	18.4%	22.6%	Target achieved.	Service Performance	

Theme: Direct Services
Strategy: Roads Maintenance
Objective: Street Lighting



PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR142a % Street Lighting Emergency repairs responded to and on site within 2 hours	100%	100%	100%	100%	100%	100%	100%	15 of 15 Emergency repairs were completed within target.	Service Standard; Service Performance	
ENVDR142b % Street Lighting - Priority 1 repairs completed within 1 working day	95%	100%	100%	100%	100%	100%	100%	All Priority 1 repairs were completed within target.	Service Standard; Service Performance	
ENVDR142c % Street Lighting - Priority 2 repairs completed within 5 working days	95%	97.9%	90.1%	97.5%	95.2%	93.2%	97.6%	691 of 708 Priority 2 repairs were completed within target. Average time to repair was 3 days.	Service Standard; Scottish Executive; Service Performance	

Theme: Direct Services
Strategy: Roads Maintenance
Objective: Winter Maintenance & Emergency Works




PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			

ENVDR131a % Priority 1 Carriageway - Treatments completed as scheduled by 8.30am	90%	91.7%	97.7%	100%	100%	98.9%	96.7%	Target achieved. During Qtr 4 there were 631 qualifying morning winter actions carried out, of which 610 were completed by 8:30hrs.	Team Plan; Service Standard; Service Performance	
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Theme: Direct Services
Strategy: Transportation
Objective: Car Parks



PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR097d Car Parks - % Variance from income budget	0%	N/A	N/A	4%	1%	6%	-2%	Income monitored on monthly basis. The income from Car Parks was 2% under the budget target for the quarter due to seasonal variations.	Service Performance	
ENVDR097e % representing the number of short term (2 hours or less) stays in Pay & Display car parks to the total number of stays	80%	N/A	N/A	83%	86%	85%	85%	On target	Service Performance	

Theme: Direct Services
Strategy: Transportation
Objective: Dredger




PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR080a % fee earning days against available days	61%	68.1%	43.8%	47.2%	49.8%	51.2%	50.7%	Target not met due to number of unforeseen breakdowns	Service Performance	
ENVDR080b Number of days spent on maintaining Moray Council Harbours (annual-Q4)	37	63.5	34	2	3	8	27	Target has not been met due to unforeseen breakdowns of the vessel and the ongoing commitment of external harbours	Service Standard; Service Performance	
PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR080c Number of days working for external Port Authorities (annual Q4)	98	99.5	70	23	49.5	75	86		Service Standard; Service Performance	

Theme: Direct Services
Strategy: Transportation
Objective: Harbours






PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR078b Harbours - recreational: monitor of yearly	£40,000	£42,171	£44,150	£37,557	£44,609	£50,373	£52,531	On target	Service Performance	



Income										
ENVDR078c Harbours-commercial: monitor of yearly income	£357,000	£303,102	£326,493	£74,031	£149,904	£254,660	£265,302	The trend for Buckie boats to land at other north east ports has continued and is outwith our control. The current target is unachievable and should be redefined	Service Performance	
ENVDR078g Harbours Usage (Recreational Harbours)	80%	N/A	92%	100%	100%	80%	79%	294 berths available - 232 berths allocated in last 3 months due to reduced winter usage.	Service Standard; Service Performance	


Theme: Direct Services
Strategy: Transportation
Objective: Public Transport

PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR081 PTU- % school crossing patrol service provided on site	99%	99.5%	99.9%	100%	100%	100%	100%		Service Performance	
ENVDR181a Vehicle Utilisation% use against availability (peak 9-10.30 and 14.30 – 16.30)	90%	N/A	87%	87%	88%	95%	98%		Service Performance	
ENVDR181b Vehicle Utilisation% use against availability (off peak – all other times)	60%	N/A	53%	49%	70%	75%	78%		Service Performance	








Theme: Direct Services
Strategy: Transportation
Objective: Statutory & General Transportation




PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR074a % of road construction consent applications responded to with final decision within 20 working days of receipt of all relevant information	80%	88%	100%	100%	100%	100%	N/A	8 applications were received during the quarter however none had provided all the relevant information.	Service Standard; Service Performance	
ENVDR074b Stat and Gen Tran - % Applications for closures/skips/scaffolding processed within target time	90%	100%	100%	100%	100%	100%	100%	All 94 applications received were processed within timescale.	Service Standard; Service Performance	
ENVDR074di Number of planning applications returned to planning department within target	N/A	197	N/A	186	N/A	113	154		Service Performance	
ENVDR074dii Total number of planning applications received in period	N/A	1,223	746	276	181	173	182	19 applications are still outstanding as awaiting further information	Service Performance	
ENVDR074f % of Category 1 (Householder) planning	90%	N/A	N/A	94%	N/A	71%	96%		Service Standard; Service Performance	

applications returned to planning department within target time of 14 days of receiving all relevant information										
ENVDR074g % of category 2 (minor developments) planning applications returned to planning department within target time of 28 days of receiving all relevant information.	80%	N/A	N/A	55%	N/A	75%	93%		Service Standard; Service Performance	
ENVDR074h % of category 3 (major developments) planning applications returned to planning department within target time of 28 days of receiving all relevant information.	80%	N/A	N/A	0%	75%	50%	N/A	2 applications were received during the quarter. However 1 had incomplete information and the other we are awaiting further required information.	Service Standard; Service Performance	

PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR074j % of request for new and amended house and street names processed within 10 working days of receipt of all relevant information	85%	N/A	100%	100%	100%	81%	40%	85 no requests received in this period which is an extraordinarily high number. 34 no requests were processed within timescale. The 51 no requests which were not processed within timescale are in part to do with the large no of requests and also the inability at this time to cope with the administration of the requests. This has now been addressed	Service Standard; Service Performance	

Theme: Direct Services
Strategy: Transportation
Objective: Traffic Management

PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q2 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR083 Traffic- % traffic orders to be carried out within target period of 8 months	90%	N/A	90%	100%	100%	N/A	0%	The one traffic order completed this quarter took 9 months to complete due to prolonged objections. Five are currently progressing through the statutory process, four of which are on target	Service Performance	
ENVDR084ai number of non-referral disabled parking applications forms processed within 10 working days	N/A	N/A	26	6	4	3	6		Service Standard; Service Performance	
ENVDR084aai number of referred disabled parking applications forms processed within 10 working days	N/A	N/A	N/A	3	N/A	6	2		Service Standard; Service Performance	
ENVDR084bi total number of non-referral disabled parking application forms received in the period	N/A	N/A	33	10	8	4	7		Service Standard; Service Performance	
ENVDR084bii total number of referral disabled parking application forms received in the period	N/A	N/A	28	7	12	6	8	4 pending, 2 awaiting further information	Service Standard; Service Performance	
PI Code & Short Name	Current Target	2006/07	2007/08	Q1 2008/09	Q1 2008/09	Q3 2008/09	Q4 2008/09	Latest Note	Category	Traffic Light Icon
		Value	Value	Value	Value	Value	Value			
ENVDR084i Traffic - % Disabled Parking application forms processed within the specified time(i) non-referral applications within 10 days	90%	83%	79%	60%	50%	75%	86%	6 out of 7 applications processed within target	Service Standard; Service Performance	
ENVDR084ii Traffic - % Disabled Parking application forms	90%	83%	85%	43%	75%	100%	100%	2 out of 2 applications processed within target	Service Standard; Service Performance	

processed within the specified time (ii) referred to others (i.e. Council depts.) 28 days										
ENVDR170 % public utilities/construction sites monitored through ad hoc inspections during road works to assess reinstatement and site safety	70%	N/A	N/A	88%	85%	86%	100%	All 26 construction sites have been visited at least on 2 occasions. All 240 no Public Utility sites have been visited with an additional 140 A,B & C inspections having being carried out	Service Performance	
ENVDR172a Traffic - % Response time to Traffic Enquiries(i) 1st Stage – initial investigation within 14 days	90%	N/A	71%	89%	90%	90%	93%		Service Standard; Service Performance	
ENVDR172b Traffic - % Response time to Traffic Enquiries -2nd Stage – Full investigation within 8 weeks	90%	N/A	100%	100%	85%	95%	93%		Service Standard; Service Performance	
ENVDR173 Traffic - % of schools actively engaged with the Travel Plan process	85%	N/A	N/A	68%	72%	85%	87%	47 out of 54 schools actively engaged with the Travel Plan process	Single Outcome Agreement; Service Performance	