

Caerphilly **StreetPride** brings together the services that keep our communities clean, green and safe

Those services are:

Cleansing

Community Safety

Environmental Health

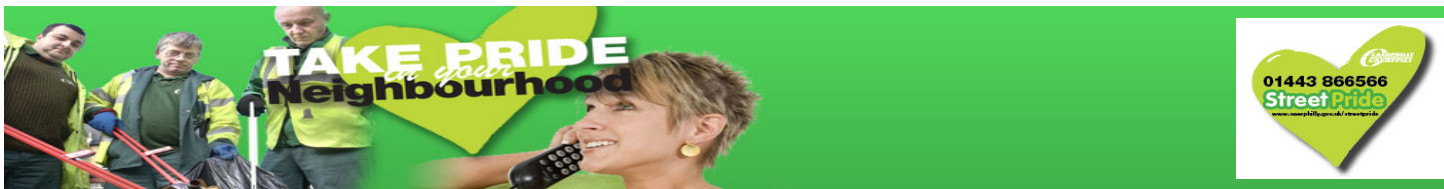
Highways

Public Services

The following pages, identifies key performance information for service activities that affect the levels of **StreetPride**

For further information, select link:

<http://www.caerphilly.gov.uk/streetpride>

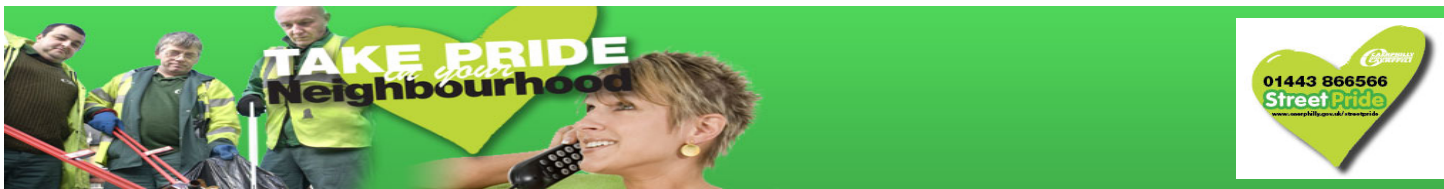


Cleansing - Parks

Period	Title	Actual	Target	Intervention	RAG	Welsh Average	Wales Ranking 2009/10	Comment
Dec 10	Number of Officer monitoring inspections carried out in the Southern Contract areas	6.00	30.00	20.00	↓			Figures low, due to heavy snowfall, Christmas closedown and Annual leave.
Dec 10	Number of Officer monitoring inspections carried out in the Northern Contract areas	5.00	30.00	20.00	↓			Figures low, due to heavy snowfall, Christmas closedown and Annual leave.
Dec 10	Number of Officer monitoring inspections carried out in the Eastern Contract areas	7.00	30.00	20.00	↓			Figures low, due to heavy snowfall, Christmas closedown and Annual leave.
2010/11	Maintain Green Flag National Award at park location	3.00	3.00	2.00	—			officers planning increased effort in Community engagement and involvement in each parks management, as per the criteria

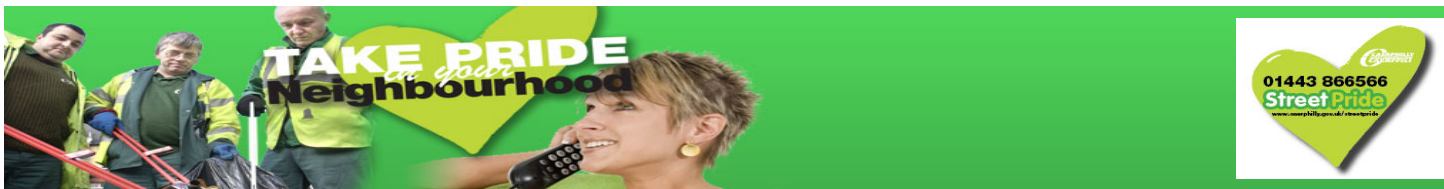
Cleansing - Streets

Period	Title	Actual	Target	Intervention	RAG	Welsh Average	Wales Ranking 2009/10	Comment
2010/11	KWT Keep Wales Tidy Independant LEAMS Assessment		68.00	64.00		66.87		Yearly PI - For 09/10 data reported a score of 66.6. and this was an improvement over the 66.4 for 08/09 (ranking 12/22).
Q3 10/11	Number of clean up campaigns undertaken	1.00	3.00	2.00	↓			
2010/11	Street Cleansing Customer Satisfaction	79.00	70.00	65.00	—			This result relates to 09/10 as the next survey is not due until Summer 2011. In 07/08, the satisfaction level was 65%. There was consequently a 14% rise in satisfaction between 2007 & 2009.
Dec 10	STS005a Street Scene Cleanliness Index LEAMS Score for the whole of CCBC	67.40	68.00	64.00	↑			Average figure used for December due to inclement weather.
Dec 10	STS005b The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness	96.70	95.00	90.00	↓			
Q3 10/11	STS006 The percentage of reported fly tipping incidents cleared within 5 working days	100.00	98.00	95.00	↑	94.33		



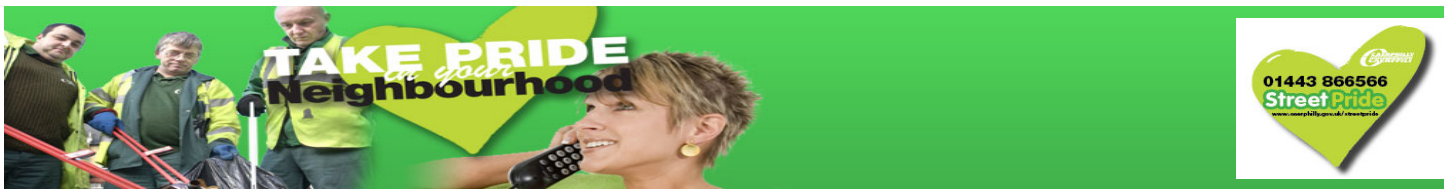
Environmental Health

Period	Title	Actual	Target	Intervention	RAG	Welsh Average	Wales Ranking 2009/10	Comment
Q3 10/11	STS007 The percentage of reported fly tipping incidents which lead to enforcement activity	39.00	40.00	20.00	↑			
Q3 10/11	Response rates to Pest and Straying Animal Control service requests	99.40	99.00	96.00	↓			
Q3 10/11	Response rates to General Complaints service requests	99.50	98.00	96.00	↑			
Q3 10/11	Number of prosecutions for failure to pay a fixed penalty fine for dog fouling incidents		3.00	2.00				Number of cases pending at Qtr 3 = +1 The process to prosecute takes approximately 9 months before a court date, therefore, mid year results are generally not available until the latter part of the year
Q3 10/11	Number of enforcement actions issued for litter	117.00	50.00	25.00	—			
Q3 10/11	Number of enforcement actions issued for Dog Fouling	99.00	75.00	25.00	↓			



Highways - Operations / Projects

Period	Title	Actual	Target	Intervention	RAG	Welsh Average	Wales Ranking 2009/10	Comment
Dec 10	Eng 5 Average time taken to rectify highway surface defects that were identified for this period (No of days)	47.00	28.00	32.00	-			Performance affected due to period of inclement weather.
	HMKPI 11 Percentage of programmed highway safety inspections done within timescale							
2010/11	HMKPI 2a Area of principal network carriageway resurfaced		5.00	3.00				Yearly PI - 09/10 data reported an A=2.7% (Red) against a T=5 and an I.V=3
2010/11	HMKPI 2b Area of non principal network carriageway resurfaced		5.00	3.00				Yearly PI - 09/10 data reported an A=2.2% (Red) against a T=5 and an I.V=3
2010/11	HMKPI 3 Percentage of footway area resurfaced		3.00	1.00				Yearly PI - 09/10 data reported an A=0.37% (Amber) against a T=2 and an I.V=0
2010/11	HMKPI 5b Eng 4 Percentage of gullies working as planned		97.00	94.00				Yearly PI - 09/10 data reported an A=94.41% (Amber) against a T=97 and an I.V=94
Dec 10	HMKPI 7 Percentage of non cat 1 repairs completed in 28 days	11.00	95.00	90.00	-			Performance affected due to period of inclement weather.
2010/11	THS009 HMKPI 8b The average number of calendar days taken to repair street lamp failures during the year		4.00	6.00		3.69	11/22	Yearly PI - 09/10 data reported A=3.08 (Green) against a T=4 and I.V=6.
2010/11	THS010a HMKPI 1a Condition of Principal A roads		3.00	4.00		5.00	7/22	Yearly PI - 09/10 data reported A=3.63% (Amber) against a T=2.7 and I.V=4. This information is taken from an independant survey on the road condition.
2010/11	THS010b HMKPI 1b Conditions of non principal classified road		6.00	7.50		10.10	4/22	Yearly PI - 09/10 data reported A=7.36% (Red) against a T=4.24 and I.V=7. This information is taken from an independant survey on the road condition.



Highways - Transportation

Period	Title	Actual	Target	Intervention	RAG	Welsh Average	Wales Ranking 2009/10	Comment
2010/11	TR 5 Public satisfaction assessment for local bus services overall		60.00	45.00				Bi-ennial PI - 09/10 data reported A=56% (Green) against a T=52 and I.V=42. This was an increase from the 45% (07/08) and the 38% (05/06). Next Survey due 2011
2010/11	TR 4 Percentage of bus stops with current service information with service numbers		75.00	68.00				Yearly PI - 09/10 data reported A=73.8% (Green) against a T=73 and I.V=65. Data captured from CSS benchmarking (Sept each year) and represents 934 out of 1265

Public Services

Period	Title	Actual	Target	Intervention	RAG	Welsh Average	Wales Ranking 2009/10	Comment
2010/11	Recycling Customer Satisfaction	94.20	60.00	55.00	-			This result relates to 09/10. The next survey is not due until Summer 2011.
2010/11	Civic Amenity Sites Customer Satisfaction	92.30	80.00	75.00	-			This result relates to 09/10. The next survey is not due until Summer 2011.
2010/11	Domestic Refuse Customer Satisfaction	97.40	90.00	80.00	-			This result relates to 09/10. The next survey is not due until Summer 2011.

Community Safety

Period	Title	Actual	Target	Intervention	RAG	Welsh Average	Wales Ranking 2009/10	Comment
Q3 10/11	Number of community payback hours received across the County Borough	6923.00	7000.00					Slightly under for this quarter however Q1 & Q2 were both over the expected target.
2010/11	Civic Amenity Sites Customer Satisfaction	92.30	80.00	75.00	-			This result relates to 09/10. The next survey is not due until Summer 2011.