



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
2010/11	Number of Parks that have achieved Green Flag National Status	3.00	3.00	2.00	–			officers planning increased effort in Community engagement and involvement in each parks management, as per the criteria
Mar 11	Number of Officer monitoring inspections carried out in the Southern Contract areas	16.00	30.00	20.00	+			The restructure of Parks Services has had an effect on the figures this month.
Mar 11	Number of Officer monitoring inspections carried out in the Northern Contract areas	17.00	30.00	20.00	–			The restructure of Parks Services has had an effect on the figures this month.
Mar 11	Number of Officer monitoring inspections carried out in the Eastern Contract areas	18.00	30.00	20.00	–			The restructure of Parks Services has had an effect on the figures this month.

Cleansing - Streets

Period	Title	Actual	Target	Intervention	RAG	Welsh Average	Wales Ranking 2009/10	Comment
2010/11	KWT Keep Wales Tidy Independant LEAMS Assessment	66.60	68.00	64.00	+	67.20		For 10/11 data reported a score of 66.6. and this was an improvement over the 66.4 for 09/10 but slightly below the Wales average. Keep Wales Tidy run report for calendar year (Jan-Dec 2010).
Q4 10/11	Number of clean up campaigns undertaken	7.00	5.00	3.00	–			Accumulative Year End Result
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.
Mar 11	STS005a Street Scene Cleanliness Index LEAMS Score for the whole of CCBC	67.30	68.00	64.00	–			Monthly PI: For 2010/11, the year average = 67.13 For 2009/10, the year average = 67.5
Mar 11	STS005b The percentage of highways and relevant land inspected of a high or acceptable standard of cleanliness	94.80	96.50	90.00	–			Monthly PI - For 10/11 Yr End: A=94.25% (Amber) against a T=95 and I.V.=90 For 09/10 Yr End: A=93.87% (Amber) against a T=95 and I.V.=90
Q4 10/11	STS006 The percentage of reported fly tipping incidents cleared within 5 working days	96.29	99.00	95.00	–	94.33		Q4 performance slightly below target. Overall performance for 2010/11 is on target at 98.94%.



Environmental Health

Period	Title	Actual	Target	Intervention	RAG	Welsh Average	Wales Ranking 2009/10	Comment
Q4 10/11	STS007 The percentage of reported fly tipping incidents which lead to enforcement activity	36.12	51.00	30.00	⬆️			Accumulative Year End Result. During 2010/11 36.12% (968 out of 2680) of incidents lead to an enforcement action. The number of reported incidents has increased significantly and this has impacted upon the percentage this year.
Q4 10/11	Response rates to Pest and Straying Animal Control service requests	99.50	99.00	96.00	⬆️			
Q4 10/11	Response rates to General Complaints service requests	99.70	98.00	96.00	⬆️			
Q4 10/11	Number of prosecutions for failure to pay a fixed penalty fine for dog fouling incidents	2.00	3.00	2.00	⬆️			Accumulative Year End Result: Number of cases pending: Qtr 4= +1 and from Qtr 3= +3. 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
Q4 10/11	Number of enforcement actions issued for litter	139.00	70.00	63.00	⬆️			Accumulative Year End Result
Q4 10/11	Number of enforcement actions issued for Dog Fouling	122.00	100.00	90.00	⬆️			Accumulative Year End Result



Highways - Operations / Projects

Period	Title	Actual	Target	Intervention	RAG	Welsh Average	Wales Ranking 2009/10	Comment
Mar 11	Eng 5 Average time taken to rectify highway surface defects that were identified for this period (No of days)	38.00	28.00	32.00	⬇️			Performance affected due to period of inclement weather and significant increase in road deterioration. Further difficulties in recruiting additional resources to improve performance.
Mar 11	HMKPI 11 Percentage of programmed highway safety inspections done within timescale	91.00	95.00	80.00	⬆️			Acceptable performance but could be improved.
2010/11	HMKPI 2a Area of principal network carriageway resurfaced	25.30	5.00	3.00	⬆️			Significant increase due to change of emphasis to use preservation techniques such as surface dressing plus injection of additional funding.
2010/11	HMKPI 2b Area of non principal network carriageway resurfaced	10.40	5.00	3.00	⬆️			Significant increase due to change of emphasis to use preservation techniques such as surface dressing plus injection of additional funding.
2010/11	HMKPI 3 Percentage of footway area resurfaced	1.30	3.00	1.00	⬇️			After review previous targets are unachievable. New strategy being developed. Minor improvement in 2010/11 due to utilisation of preservation techniques.
2010/11	HMKPI 5b Eng 4 Percentage of gullies working as planned	96.99	97.00	94.00	⬆️			Acceptable performance.
Mar 11	HMKPI 7 Percentage of non cat 1 repairs completed in 28 days	21.00	95.00	90.00	⬇️			Performance affected due to period of inclement weather and significant deterioration in road condition. Further difficulties in obtaining additional resources to improve performance.
2010/11	THS009 HMKPI 8b The average number of calendar days taken to repair street lamp failures during the year	3.91	4.00	6.00	⬆️	3.69	11/22	Acceptable performance.
2010/11	THS010a HMKPI 1a Condition of Principal A roads	5.90	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. THS010a will be replaced with THS011a from 2010/11
2010/11	THS010b HMKPI 1b Conditions of non principal classified road	11.27	6.00	7.50	⬇️	10.10	4/22	The way this data is collated has now changed and there does not provide a direct comparison. 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, which reported 17/05/11 (Class B 2.764/39.055 + Class C 25.866/214.931). THS010b is replaced by THS011b and THS011c from 2010/11.



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	56.00	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 Will be updated when data becomes available
2010/11	TR 4 Percentage of bus stops with current service information with service numbers		75.00	68.00				Yearly PI - Data captured from CSS benchmarking in Sept of each year. The 09/10 data reported A=73.8% (Green) against a T=73 and I.V=65 (The 73.8% 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
Q4 10/11	Number of community payback hours received across the County Borough	31509.00	28000.00	20000.00	⬆️			Monitored quarterly. Year End Total For 2010/11 = 31,509 hours. Year End Total for 2009/10 = 26,760 hours
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.