

**ENVIRONMENT AND TRANSPORT SELECT COMMITTEE – 4 MARCH 2005  
QUARTERLY PERFORMANCE MANAGEMENT REPORT – QUARTER 3 2004-05  
REPORT OF THE PORTFOLIO HOLDERS FOR ENVIRONMENT AND TRANSPORT**

## REASON FOR SELECT COMMITTEE CONSIDERATION

This Quarterly Performance Management Report is for the period 1<sup>st</sup> October to the 31<sup>st</sup> December 2004 and is for the Environment and Transport Portfolios. This third report for 2004-05 was presented to the Council's Executive on the 23<sup>rd</sup> February 2005.

## ACTION REQUIRED BY THE SELECT COMMITTEE

1. To receive the Quarterly Performance Management Report insofar as it relates to the Environment and Transport Portfolio Holders responsibilities
2. To request a report and further information from the Portfolio Holder on the Transport Areas to Watch identified in paragraph 4 of this report
3. To determine whether further information is required from the Portfolio Holder on the Environment performance indicator – KPI 1 (page-4 QPMR) that is currently not meeting its quarterly target
4. To determine if any further report is required from both Portfolio Holders relating to the finance issues that are highlighted in paragraph 4 of this report
5. To determine whether to add or amend the Select Committee work programme in the light of the QPMR and any additional information received

## BACKGROUND

1. This Report for quarter 3 summarises performance for the responsibilities under the Portfolio Holders for Environment and Transport for the quarter ended the 31<sup>st</sup> December 2004.
2. Feedback from the previous Environment & Transport Select Committee when the Quarterly Performance Management Report for quarter 2 2004-05 was discussed has been incorporated in this report. One new performance indicator has been included in the report concerning the amount of recycled paper used within the Council.
3. Significant progress has been made on the targets and activities within the Portfolio Holders responsibilities including:
  - Additional Local Transport Plan funding having been secured - £1 million for Ryde Tunnel strengthening and £270,000 for Ventnor Land Stability Study (page-2 QPMR)
  - Defra has awarded the Council £107,000 funding for waste management initiatives (page-4 QPMR)
  - Three of the four Transport Performance Indicators and the PSA Target 10, increasing cycling numbers have achieved or exceeded their quarterly targets (page-2 & 3 QPMR)

- Five of the six Environment performance indicators that can be monitored quarterly have achieved their quarterly targets (page-4 & 5 QPMR). Of particular note is the improved performance from the new Public Toilet cleaning contractor (KPI 7, page-5 QPMR) and the sustained performance of the household waste contractor (KPI 6 & page-4 & 5 QPMR)

4. However, there are concerns on the following:

**Areas to watch:**

- Insufficient Highway Maintenance budget has been identified as an Area to Watch and has been risk assessed at 16, the highest risk score (page-2 QPMR) This has been highlighted for the last five quarterly performance management reports.
- Reduced Local Transport Plan funding for the integrated transport schemes. This is a new area to watch that has been included with a risk score of 12 (page-2 QPMR)

**Performance Indicators:**

- Performance Indicator 1 (page-4 QPMR) – Number of businesses enrolled on the Island Green Awards Scheme. The project has ceased recruiting businesses until a legal dispute with Green Business UK Ltd has been resolved.

**Finance:**

- Potential overspend £50,000, due mainly to pressures on highways and pavement maintenance budgets, and to impact of job evaluations (page-6 QPMR)
- Ventnor Haven income likely to fall short of expenditure needs - £40,000 (page-6 QPMR)

**RELEVANT PLANS, POLICIES, STRATEGIES AND PERFORMANCE INDICATORS**

Annual Action Statement 2004-05

Quarterly Performance Management Report Quarter 1 – 2004-05

Quarterly Performance Management Report Quarters 1-4 – 2003-04

**CONSULTATION PROCESS**

Heads of Service and their staff have supplied the information within the Quarterly Performance Management Report, with Directors being fully consulted on the content.

External consultation has not been necessary for this report as it is concerned with internal financial and management arrangements.

**FINANCIAL, LEGAL, CRIME AND DISORDER IMPLICATIONS**

The report itself does not have any financial implications. However, if Members recommend decisions regarding services identified in this report, these may have financial implications.

It is a requirement of the Local Government Act 1999 to deliver best value in service delivery of which an effective performance management system is a significant part.

APPENDICES ATTACHED

Appendix 1 Quarterly Performance Management Report Quarter 3 – 2004-05

BACKGROUND PAPERS USED IN THE PREPARATION OF THIS REPORT

Quarterly Performance Management Reports 1 & 2, 2004-05  
Quarterly Performance Management Reports 1, 2, 3 and 4, 2003-04  
Annual Action Statement 2004-05

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PETER HARRIS – Portfolio Holder for Transport



## Quarterly Performance Management Report 2004-05 Select Committee Report – Environment & Transport

### Quarter 3 Report: October - December 2004

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#### Section 1 : Summary

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| 1.2 | Priority Improvement Areas                     | Page 1 |
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#### Section 2 : Performance Management & Assessment – By Portfolio

*Including information on the following areas*

- Key Achievements for the Quarter
- Areas to Watch and action to be taken this quarter
- Performance Management information on: – Key Performance Indicators & PSA targets

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#### Section 3 : Finance Report

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## Section 1 : Summary – Quarterly Performance Management Report 2004-05 Quarter 3 (October-December)

### 1.1 Performance Summary :- Performance Indicators

#### Performance Indicators by Portfolio – QUARTERLY ACHIEVEMENT OF TARGETS

PORTFOLIO	NO. OF INDICATORS	TARGET ACHIEVED	WITHIN 5% TARGET	TARGET NOT ACHIEVED	NO QUARTER TARGETS
TRANSPORT	4	3 = (75%)	1 = (25%)	0	0
ENVIRONMENT (SUSTAINABLE DEVELOPMENT, ENVIRONMENT & PLANNING POLICY*)	8	5 = (63%)	0	1 = (12%)	2 = (25%)

#### PSA Targets by Portfolio – QUARTERLY ACHIEVEMENT OF TARGETS

PORTFOLIO	PSA TARGETS	TARGET ACHIEVED	WITHIN 5% TARGET	TARGET NOT ACHIEVED	NO INFO
TRANSPORT	1	1 = (100%)	0	0	0

### 1.2 Priority Improvement Areas

- **Engineering Services (Highways)** - PFI is being progressed. The submission of an Expression of Interest to the Department of Transport is due to be submitted in May 2005. The move to Enterprise House is now complete bringing most staff into one location is still being worked on with staff. Public Relations Strategy for the PFI is currently being developed.

### 1.3 Best Value Reviews

- **Transport** - A shared vision for Transport on the Island is nearing completion. It will be discussed with a wider range of Members in the New Year prior to more consultation with specific stakeholders and the general public. Work has begun on a major piece of research into current travel habits on the Island. This will involve Islanders, visitors, and business travel. Meetings have been held with transport providers to explore the possibility of future partnership working.

## SECTION 2 : PERFORMANCE MANAGEMENT & ASSESSMENT – BY PORTFOLIO

### 2.5 PORTFOLIO: TRANSPORT

#### CORPORATE OBJECTIVE: Improving public transport & the highways infrastructure

KEY ACHIEVEMENTS QUARTER 3 – 2004-05	
Additional Local Transport Plan funding has been secured - £1million for Ryde Tunnel strengthening and £270,000 for Ventnor Land Stability Study.	
Engineering Services have moved successfully to Enterprise House, St.Cross Business Park, Newport.	

AREAS TO WATCH – PREVIOUS QUARTERS 2003-04			
Quarter Reported	Area to Watch	Action to be taken	Risk Assessment
Q2/Q3/Q4 2003-04 Q1/Q2/Q3 2004-05	Insufficient highway maintenance revenue budget.	The PFI Expression Of Interest is currently on hold until Government announces the bidding round timetable for Private Finance Initiative credits. Corporate Policy assisting with progress of PFI initiative.	Risk Score = 16 Impact 4 Likelihood 4
New Q3 2004/5	Reduced Local Transport Plan funding for integrated transport schemes.	Investigate and attempt to secure funding through the Transport Innovation Fund.	Risk Score = 12 Impact 3 Likelihood 4
Q3/Q4 2003-04 Q1/Q2/Q3 2004-05	Under achievements on highway inspections.	New inspection regime about to be put in place and new inspector employed to undertake quarterly and monthly street inspections.	Risk Score = 9 Impact 3 Likelihood 3

### PERFORMANCE MANAGEMENT INFORMATION – KEY PERFORMANCE INDICATORS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile				↗→↘	
Maintaining the highways infrastructure	1. Percentage of incidents of reported dangerous damage to roads & pavements this quarter made safe within 24 hours (Local Indicator)	100% (100%)	100% (100%)	100% (100%)	(100%)	100%	The target has continued to be met and achieved
		↗	↗	↗		100%	
	2. Number of casualties resulting from road traffic accidents on Island roads (one quarter in arrears). (BVPI 99 – CPA)	138 (136)	149 (155)	147 (186)	(168)	645	The Council is pleased to report a drop in the number of road casualties over the previous quarter.
	→	↗	↗		689		
	3. Safety and the condition of the highway network. Measured by the reduction in insurance claims against the authority. 2% reduction of claims received compared with the same	2.5% (2.0%)	27.8% (2.0%)	60.4 (2.0%)	(2.0%)	2%	Number of claims received this quarter; 17 as compared to same quarter, 2003; 43. This indicates a reduction in safety defects as a direct result of street inspections being undertaken to set frequencies.

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (profile)	Q2 - 2004 July-Sept (profile)	Q3 - 2004 Oct-Dec (profile)	Q4 - 2005 Jan-Mar (profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile					
	quarters in 2003-04 (Local Indicator)	↗	↗	↗		NA	
Promoting public transport	4. Passenger journeys on Local bus services (data 1 quarter in arrears) (BVPI 102)	1.2 m (1.2 m)	1.5 m (1.4 m)	1.7 m (1.8 m)	(1.3 m)	5.7 million	This represents a welcome increase over the previous quarter and encouraging continuation of the upward trend.
		↗	↗	→		5.605 million	

### PERFORMANCE MANAGEMENT INFORMATION – LOCAL PUBLIC SERVICE AGREEMENT TARGETS

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

Corporate Objective	PSA Target & Summary	Q1 - 2004 Apr- June	Q2 - 2004 July-Sept	Q3 - 2004 Oct-Dec	Q4 - 2005 Jan-Mar	Target 2004-05	Comments
		(profile)	(profile)	(profile)	(profile)	Actual 2003-04	
Transport	10. Increase the number of cycling trips	60,587	63,679	28,905		182,699	Although consistently above target, this quarters figures are somewhat disappointing in that they show a slight drop over the same period last year. The Council has a lead role to play in increasing cycling on the Island and whilst it is anticipated that the planned improvement and extension of the existing cycle routes, together with increased promotion and development of the children's bike club will help boost numbers. It is also enormously important that the Council recognises the importance of supporting and promoting cycling as part of workplace and school travel plans, and as one of the Island's largest employers takes a positive lead by developing its own properly developed and promoted travel plan
		(58,806)	(60,438)	(25,924)	(37,531)		
		↗	↗	↗		189,192	

**2.6 PORTFOLIO : SUSTAINABLE DEVELOPMENT, ENVIRONMENT & PLANNING POLICY**  
**Corporate Objective : Protecting the Island's physical environment**

KEY ACHIEVEMENTS QUARTER 3 – 2004-05
Defra has awarded the Council £107,000 funding for waste management initiatives. Part of a 3 year targeted project to commence in 2005-06 for improving Waste Performance and Efficiency. The grant will be used to improve; Waste Collection Services; Provide structured facility equipment; Long-term strategic and spatial planning; Partnership working with the community and changing behaviours
Establishment of West Wight landscape partnership office

AREAS TO WATCH – 2004-05			
Quarter Reported	Area to Watch	Action to be taken this quarter	Risk Assessment
NEW Q3 2004-05	Increasing use of energy within Council buildings	Energy awareness week for staff and preliminary steps for introduction of environmental management system	Risk Score = 6 Impact 2 Likelihood 3
Q2/Q3 2004-05	Establishment of the Isle of Wight Low Carbon Company	Options on the proposed company structure and the level of Council involvement is due to be taken to executive on the 23.02.05	Risk Score = 6 Impact 2 Likelihood 3
NEW Q3 2004-05	Inability to collect data for BVPI 199 - Environmental Cleanliness	Revised inspection regime being implemented to enable the effective collection and reporting for 2005-06	Risk Score = 4 Impact 2 Likelihood 2

**PERFORMANCE MANAGEMENT INFORMATION – KEY PERFORMANCE INDICATORS**

Please note that the figures in brackets are the quarterly target profile figures for each of the Indicators

Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (Profile)	Q2 - 2004 July-Sept (Profile)	Q3 - 2004 Oct-Dec (Profile)	Q4 - 2005 Jan-Mar (Profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile				↗→↘	
Promoting sustainable service delivery	1. Number of businesses enrolled on Island Green Awards Scheme (Local Indicator)	5 (5)	2 (0)	0 (5)	(15)	25	Green Island has been in a legal dispute with Green Business UK Ltd since October and as a result has had to stop business recruitment activities until it is resolved.
		↗	↗	↘		36	
Making best use of natural resources & cutting waste generation	5. Percentage of household waste recovered & not sent to landfill (includes recycled waste, waste composted & waste used for energy recovery) (BVPI 82/CPA)	54.04% (54.0%)	54.19% (54.0%)	54.14% (50.0%)	(50.0%)	52%	The quarterly results are above the target for the service. The percentage of household waste being diverted for compost has continued to perform well 21.16%
		↗	↗	↗		50.1%	



Corporate Priority (Corporate Plan 2002-05)	KPI Description	Q1 - 2004 Apr- June (Profile)	Q2 - 2004 July-Sept (Profile)	Q3 - 2004 Oct-Dec (Profile)	Q4 - 2005 Jan-Mar (Profile)	Target 2004-05	Comments
		Performance Assessment Actual Against Profile				↗↘↙	
	6. Number of missed waste collections from domestic customers. Target is 72 missed collections per week averaged out over each quarter (Local Indicator)	35 (72)	36 (72)	26 (72)	(72)	72	Target on track. Excellent performance by contractor.
		↗	↗	↗		NA	
	7. Standard of cleanliness in public toilets. No more than 12 defaults issued to the contractor per quarter (Local Indicator)	23 (12)	28 (12)	10 (12)	(12)	12	With the new contractor in place the number of defaults (divergence from the contract specification i.e faults) has now fallen below the target figure and a better standard of service is now evident.
		↘	↘	↗		NA	
Protecting the natural, built, & historic environment	8. Percentage of Building Control Decisions notified within the statutory time limits – (Local Indicator)	93.3% (95%)	97% (95%)	98.2% (95%)	(95%)	95%	PI steadily improving due to increased emphasis on attaining targets by prioritising tasks
		→	↗	↗		92%	
	9. Renewable Energy Sources installed as a direct consequence of the Council's actions measured in (Kilowatts)	0 0	13.8KW (13.8KW)	13.8KW (13.8KW)	(13.8KW)	13.8KW	No further installation
			↗	↗		0	
10. IWC energy consumption and resultant CO2 emissions from its buildings measured in kWh (Kilo Watt Hours) and tonnes CO2. Annual figures	16,064,095 kWh 4,649.21 tonnes per CO2 (September 2004 figures)					The figures presented for this indicator are annual figures for all Council property excluding School facilities. These are baseline figures. Update will be produced in September 05.	
Promoting sustainable service delivery	11. The percentage of recycled paper used by the Council (Local Indicator)	41.8%	41.9%	46.8%			The Council has three suppliers for paper – Banner which supplies all of the Council offices = 99.8% of which is recycled – Consortium which supplies the Island Schools = 0.1% recycled – Southern paper which supplies the print unit 0% = recycled. For the financial year to date 42.7% of all paper supplied is recycled. Quarterly and annual targets are currently being developed for this indicator.

## SECTION 3 : FINANCE REPORT

### 3.1 : Revenue Budget Monitor by Portfolio – to the end of December 2004

<b><i>Transport</i></b>	
Highways	Potential overspend £50,000, due mainly to pressures on highways and pavement maintenance budgets, and to impact of job evaluations.
Walking/Cycling	Ability to recharge salaries to capital schemes may be restricted due to changed nature of works, giving rise to potential under-recovery of £7,000.
Public Transport	Budget currently on target.
Cowes Floating Bridge	Budget currently on target.
Transport Fleet	Budget currently on target.
Car Parking	Budget currently on target.
<b><i>Sustainable Development, Environment and Planning Policy</i></b>	
Environmental Initiatives including Local Agenda 21	Government Grant allocated for a Renewable Energy Feasibility Study of £40,750 yet to be fully spent. Green Island expenditure to be offset by Leader Plus grant awarded quarterly in arrears.
Building Control	Building control budget on target to date.
Coastal Management	Ventnor Haven income likely to fall short of expenditure needs by £40,000. This may be offset by £20,000 of savings elsewhere within coastal budgets. A strategy is being developed to increase income potential for the Haven in future, including an Invest to Save bid to provide additional deep water moorings.
Harbours and Seafronts	Budget on target to date.
Engineering Contracts	Budget currently on target.
Waste Management	Budget currently on target.

**3.2 : Revenue Expenditure Budget Monitor by Portfolio – to the end of December 2004  
Portfolio Holder Summary Report - Revenue (Revised) + Commitments**

	<b>Revised Budget</b>	<b>Spend To Period</b>	<b>Committed</b>	<b>Left</b>
<b>8A</b> Children's Services	£85,946,479	£54,682,908	£143,952	£31,119,620
<b>8B</b> Adult and Community Services	£34,250,883	£23,115,537	£457,789	£10,677,556
<b>8C</b> Fire, Emergency Planning & Consumer Protection	£9,768,057	£6,442,702	£272,436	£3,052,919
<b>8D</b> Tourism and Leisure	£5,553,235	£2,329,131	£655,589	£2,568,515
<b>8E</b> Economic Development	£293,577	£265,755	£0	£27,822
<b>8F</b> Transport	£8,965,943	£2,640,739	£835,482	£5,489,722
<b>8I</b> Sustainable Development, Environment, Planning	£12,546,623	£6,063,386	£2,844,943	£3,638,294
<b>8Z</b> Resources	£7,688,448	£11,311,169	£392,618	-£4,015,338
	<b>£165,013,245</b>	<b>£106,851,327</b>	<b>£5,602,808</b>	<b>£52,559,109</b>

**Notes**

- 1) Budgets revised from original to take account of carry forwards from previous year, additional grants etc
- 2) Spend to date represents 64.8% of approved budget and includes expenditure incurred to 31 December 2004
- 3) Spend and commitments represent 68.2% of approved budget
- 4) Spend to date excludes capital financing charges, support service charges and other adjustments and recharges
- 5) Spend to date on Resources Portfolio service areas includes gross expenditure on support services prior to recharges being made
- 6) Spend to date on Resources Portfolio also includes expenditure incurred on Housing Benefits pending receipt of Government grant
- 7) Total figures may not add up exactly due to rounding
- 8) Staff costs account for approximately 73% of the Children's Services budget. The committed figure shown above relates to the purchase of supplies and services only. It is estimated that a further £18m is committed for staff costs from January until the end of the financial year

### 3.3 : Capital Expenditure Budget Monitor by Portfolio – to the end of December 2004 Portfolio Holder Summary Report - Capital + Commitments

		<b>Revised Budget</b>	<b>Spend To Period</b>	<b>Committed</b>	<b>Left</b>
<b>8A</b>	Children's Services	£10,766,403	£7,011,329	£4,226,203	–£471,129
<b>8B</b>	Adult and Community Services	£5,388,447	£1,679,097	£172,309	£3,537,041
<b>8C</b>	Fire, Emergency Planning & Consumer Protection	£290,702	£69,183	£37,820	£183,699
<b>8D</b>	Tourism and Leisure	£243,333	£66,635	£20,079	£156,619
<b>8F</b>	Transport	£7,898,173	£3,194,641	£558,574	£4,144,958
<b>8I</b>	Sustainable Development, Environment, Planning	£3,360,943	£2,657,264	£22,272	£681,407
<b>8Z</b>	Resources	£1,364,082	£944,636	£454,113	–£34,667
		£29,312,083	£15,622,785	£5,491,370	£8,197,928

#### Notes

- 1) Spend to date represents 53.3% of approved budget and includes expenditure incurred to 31 December 2004
- 2) Spend and commitments represent 72.0% of approved budget (see note 3 below)
- 3) The apparent over-commitment on Children's Services relates to committed expenditure which will not be incurred until next financial year
- 4) Total figures may not add up exactly due to rounding