

London Borough of Richmond Upon Thames

Environment service assessment

How London Borough of Richmond Upon Thames delivers its environment services

The service assessment is scored on the following scale:

- 1 = Inadequate performance – below minimum requirements
- 2 = Adequate performance – only at minimum requirements
- 3 = Performing well – consistently above minimum requirements
- 4 = Performing strongly – well above minimum requirements

Service assessment	2005	2006	2007	2008
The Council's performance in services, such as transport, planning and waste, as assessed by the Audit Commission.	3	2	2	3

The assessment takes a broad view of council performance across the range of environment services. The service assessment is constructed from two elements:

- performance information
- inspection reports

Service assessment elements	weighting	2008
Environment performance information	100%	2
Waste management inspection reports	—	—
Planning inspection reports	—	—
Transport inspection reports	—	—
Other inspection reports	—	—

Key: — = not applicable or no applicable inspections

Environment performance information

Performance on specified performance indicators (PIs) is assessed as above, between or below two levels (thresholds) to make three performance groupings:

- above the upper threshold = comparatively high performance
- between the thresholds
- below the lower threshold = comparatively low performance

The number of PIs in each performance grouping determines the score for the performance information element. For detailed information view the guide to service assessments for CPA 2008 on the Audit Commission website (www.audit-commission.gov.uk).

Performance indicators

London Borough of Richmond Upon Thames scored 2 (out of 4) in the performance information element in the 2008 environment service assessment.

PI	Description	Performance
E2-New	Time taken to determine planning applications against targets	above the upper threshold
E6	Recycling and composting performance	
E12	Reducing killed and seriously injured (KSI) road casualties	
E21	Trading standards checklist of best practice	
E23	Percentage of new homes on previously developed land	
E27	Environmental health checklist of best practice	
E30	Consumer satisfaction with trading standards service	
E31	Business satisfaction with trading standards service	
E32	Trading standards visits to high risk premises	
E33	Trading standards levels of business compliance High/Medium/low risk premises	
E38	Satisfaction with the cleanliness of public space	
E40	Reducing slightly injured road casualties	
E43	Planning Quality Checklist	
E4	Cleanliness of public places	
E8c	Satisfaction with waste disposal (civic amenity sites)	
E8b	Satisfaction with waste recycling	
E18	Condition of surface footway	
E19	Intervention by the Secretary of State under Traffic Management Act powers	
E26	Number of kilograms household waste collected per head	
E42	Proportion of Planning Appeals allowed	
E44	Plan making milestones	below the lower threshold
E45	Kerbside recycling - 2 or more recyclables	
E3	Satisfaction of applicants with planning service	
E8a	Satisfaction with waste collection	
E11	Condition of non-principal unclassified roads	
E16	Percentage of pedestrian crossings with facilities for disabled people	

Environment inspection reports

Inspections were included in this assessment where they covered a substantial area of the environment function and were published between 1 January 2006 and 31 December 2008. Where the scope of an inspection significantly straddles more than one area, for example waste and planning, then that inspection will count in all relevant areas.

The score is drawn from the current service score (poor to excellent) converted to a score of 1 to 4. The prospects for improvement score is not used in this assessment.

Transport inspection reports

No applicable inspections.

Planning inspection reports

No applicable inspections.

Waste inspection reports

No applicable inspections.

Other inspection reports

No applicable inspections.

Please visit the Audit Commission website (www.audit-commission.gov.uk) for the full version of this scorecard.