



Traffic & Transport Service Plan 2008/09

“To make Richmond upon Thames the greenest, safest and best educated borough in London and be an exemplar borough on sustainability”

The Council's vision as set out in the Corporate Plan

1. Who we are and what we do

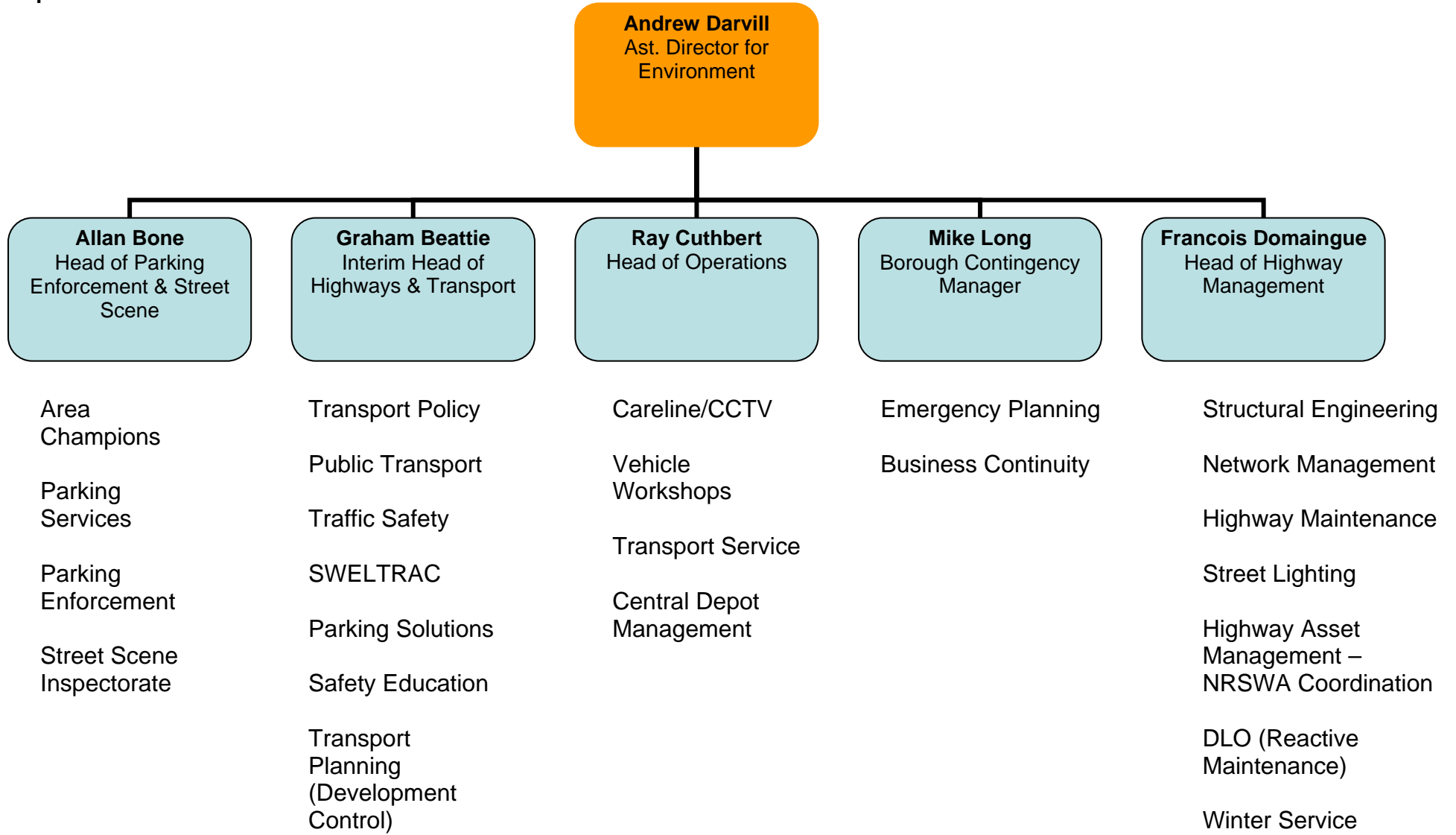
The Department incorporates four main areas Highway Management, Transport Planning Services, Street Care & Parking Enforcement and Operational Services. Much of the work, although not all, is carried out on the Boroughs highway network which consists of approximately 374km of road and associated footways, 53 highway structures including two bridges across the Thames, approximately 16,500 items of illuminated street furniture (street lighting, illuminated signs and bollards), 10.3km of riverbank (River Thames), approximately 17,000 street trees, and 19.5 hectares of verges. Other services provided by the department are Closed Circuit Television (CCTV) monitoring, Careline 24 hour support service to the elderly and vulnerable, Transport Fleet Services. The department is also responsible for overseeing the Council's Emergency Planning arrangements. These services are in the main delivered by Borough employees with a large number of contractors. In particular Transport Planning Services deliver their service on a 'framework consultancy basis' where one of four consultants is given specific projects to develop and deliver.

The Service includes: -

- Delivery of a transport strategy, based around 'sustainability' and the Local Implementation Plan/Borough Spending Plan.
- Highway related construction and maintenance schemes including condition assessments, monitoring and co-ordination of utility works.
- Maintenance of street trees, verges, street lighting, bridges and riverbanks.
- Provision of winter and reactive maintenance service, including out-of-hours emergency service for highway related incidents.
- Maintenance of adopted street register including responding to land search enquiries.
- Enforcement of the Highways Act, Transport Management Act, Road Traffic Regulation Act, London Local Authorities Act and Environmental Protection Act.
- Delivery of Road Safety through engineering, enforcement and education with targeted schemes to assist vulnerable road users.

- Management, review and Enforcement of Parking Policy and the administration and issue of a range of parking permits to residents, businesses etc.
- The provision and 24 hour monitoring of personal and sheltered community alarm systems, closed circuit television (CCTV) cameras, receiving and responding to calls made to the Council outside of normal office hours.
- The operation and maintenance of Council operated car parks including two multi-storey car parks.
- Overseeing the Council's Emergency Planning and Business Continuity arrangements.
- Managing a work force for reactive Highway Maintenance.
- Managing the Council's fleet of vehicles and mechanical plant.
- Temporary and permanent Traffic Regulation Order making, including special events.
- The development of public transport schemes such as interchange improvements, bus priority measures, bus stop accessibility improvements and fully accessible bus stops.
- Lead authority function for the SWELTRAC Partnership (South and West London Transport Conference) and SW Sector Coordinator for the London Bus Priority Network (LBPN) and the London Cycle Network Plus (LCN+).
- The promotion of travel awareness, including the development and implementation of travel plans for local schools and businesses.
- Transportation development control work including managing the expenditure of Section 106 funds.

Departmental Structure



2. Requirements Placed On Us

To ~

- promote sustainability across the service and specifically to introduce measures to reduce CO₂ emissions.
- ensure the contribution made by each member of staff is valued and that their learning and development needs are regularly assessed via the staff appraisal scheme and training plan.
- provide an excellent service that delivers value for money including high quality public engagement and consultation.
- ensure that all services are delivered in line with the Council's equalities, diversity and customer care policies.
- emulate best practice from both the private and the public sectors.
- improve coordination with other Services such as Street Cleansing, Enforcement and Development Control.
- maintain and improve the highway in a safe, clean and attractive condition.
- co-ordinate street works to minimize disruption.
- ensure all work is carried out to a high quality in a cost effective and timely manner.
- ensure that the Borough remains as one of the safest areas in London to travel.
- provide 24- hour call answering service (Careline), responding to emergencies.
- meet our customers' community needs to provide a safer environment to help them to retain their independence and feel safe in their own homes.
- use CCTV to help fight against anti social behaviour and provide a safer community.
- ensure all parking restrictions are enforced to meet the objectives of the parking regulations and the priorities of the Council.
 - ensure that traffic on the borough's roads is kept moving with congestion kept to a minimum as well as maintain the safety of all road users and to ensure that the space allocated for parking is available for those that need it.
- collect and manage the income from PCNs, permits, and other sources in an effective manner making use of new technology as appropriate.

3. How We Are Doing

Street Scene Inspection team achieved accreditation to BS EN ISO 9001:2001 in August 2007

Parking Enforcement maintained accreditation to ISO 9001:2001 throughout the year and in February 2008 was successfully assessed for Chartermark accreditation.

In September 2007 a new team was set up in Parking Enforcement to monitor performance across all areas of work as well as taking responsibility for monitoring car parking income, parking usage etc.

During 2007/08 the following was achieved:

- Higher 'win' rate at PaTAS for appeals (around 54%)
- Better turnaround times for dealing with challenges/appeals (less than 50 days)
- Penalty charge notices cancelled reduced by 15%
- Higher number of payments made by direct debit/automated service at 54% compared with 36% in 2006/07.
- Redevelopment and successful testing of Richmond Resilience Centre, hosting the Borough Emergency Control Centre and Business Continuity Suite. Observers from the Cabinet Office; Emergency Planning College stated the facility should be a model to others.
- Transport Services maintained its accreditation to ISO 9001:2001 throughout a busy year with additional workload created by the increase in Council owned fleet as part of the 'Refuse and Recycling' review, and the changes necessary to meet the new requirements of the London wide low Emission Zone and subsequent shortage of equipment.
- Transport Services achieved an improvement in its performance on routine maintenance with an improvement of 5 percent above its new target,
- Careline and CCTV Services continued to meet its overall objectives and regained some of the monitoring work lost to Richmond Housing partnership when this organisation took control of Richmond Housing. CCTV continued to strengthen its partnership with the Metropolitan Police and agreed a new Service Level Agreement.

- Improved BVPI results for carriageway and footways
- Successfully used a cost effective surface treatment (micro asphalt) for bringing about improvements to more borough roads.
- Development a partnership working approach with Thames Water to seek solutions to some of the long term flooding issues in the borough.
- Secured funding for major programme of improvement works in Richmond town centre
- Successful bid and won £1M funding to develop 'smarter travel' initiatives with business/residents in the borough
- Moved to a 'Framework contract' for the delivery of Transport Planning Service to help secure resilience and innovation in the area of transport design and delivery.

4. Pressures for Change

As with all Council services there are ever increasing pressures to increase both performance and efficiency particularly through initiatives to make greater use of ICT.

Major Influences affecting this plan

- A need to reduce the level of accidents in the borough and also to reduce traffic congestion. The level of funding from both the Borough and Transport for London will have a significant impact on achieving these objectives.
- The impact of the Road Traffic Act, Civil Contingency Act, Traffic Management Act, the 'Strategic Road Network' proposals and other similar pieces of legislation.
- The development of the corporate information technology and GIS strategies.
- The Council's Community Plan as it affects the reduction in crime and anti-social behaviour through -
 - Working with the police to reduce crime and anti social behaviour
 - Working with local business and community groups
 - Working with the Community Safety Team
- The Council's programme for implementing controlled parking zones (CPZs).
- London-wide initiatives on the enforcement of parking restrictions.

Future needs of the Service

The future needs of the Service will be guided to some degree by the following:

- Issues arising from customer monitoring, in particular those relating to equalities and those identified from the 'customer feedback' data.
- Implications of the introduction of the Transport Management Act in respect of the effect it will have on parking enforcement and network management.
- Asset management including the development of a Highway Asset management plan.

5. SERVICE OBJECTIVES

Corporate Plan Priority: ENVIRONMENT AND SUSTAINABILITY

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
To reduce the need for residents to travel to the Twickenham parking shop for routine services by enabling electronic processing with less reliance on paper based systems.	In place by Dec 08	To ensure all sectors of the community have access to the Councils services.	Within existing resources	Technical issues and ones associated with 'data protection' Customers may resist due to security concerns although only vehicle/residency details are held.	Head of Parking Enforcement and Street Scene	Reduction in paper based records and also resources to process applications
To reduce paper usage and storage by implement the use of 'hand held' devices to collect information on the condition of roads/street scene.	In use by Oct 08	None specific	Within existing resources	Technical issues surrounding the third party software programme and the Council IT system.	Head of Parking Enforcement and Street Scene	"Work flow" should
To reduce CO ₂ emissions from the Councils' fleet of vehicles including tendering for the supply of diesel produced from 'recycled cooking oil'. Actual implementation will depend	Report to Cabinet April 08 Report to Cabinet on outcome of	None specific	Within existing resources (Note there may be a cost implication on actually	Low risk with regard to tendering, but the 'economics' of using the bio-fuel to be evaluated following the Govt. budget proposal to scrap the 'duty	Head of Operations	None specific

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
on market conditions.	Tender July 08		purchasing recycled cooking oil diesel as opposed to 'regular' diesel. To be addressed after tenders received)	differential'.		
Develop a 'construction sustainability' audit style approach to new schemes	Sept 08	None specific	Within existing resources	Risk that more time is needed to be spent on obtaining 'Chartermark' reducing resources to other projects. Not carrying out this piece of work would hinder the Councils priority of 'sustainability'.	Head of Highway Management	None specific
Reduce energy consumption by introducing new parking meters powered by solar energy.	All meters to be renewed by summer 2009	None specific	Capital bid to be made to cover the cost of the new machines	Meters are tried and tested and have been selected by the pan London parking partnership. Risk extremely low of	Head of Parking Enforcement and Street Scene	Saving of electricity and less likely to have a meter not work due to electricity failure.

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
				not being successful		

Corporate Plan Priority: EDUCATION AND CHILDREN'S SERVICES

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
Increase the number of school travel plans (all 76 schools to have travel plans)	March 09	Provides alternatives to car travel	Within existing resources	This is a specific requirement from the Mayor of London'.	Head of Highways & Transport	None specific
Provide the opportunity for all year 6 children to receive training in road safety/junior citizenship	March 09	Ensures all children are given the same road safety training, regardless of which school they attend.	Within existing resources	Staff resources not being available to deliver programme.	Head of Highways & Transport	None specific

Corporate Plan Priority: TACKLING DISADVANTAGE AND PROMOTING EQUALITY AND DIVERSITY

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
Complete Service Specific EINAs for: <ul style="list-style-type: none"> o Careline o Emergency Planning o Working on the highway 	March 09	To ensure all sectors of the community have access to the Councils services.	Within existing resources	Depending on outcome of EINA's extra resources may be required for the more challenging changes.	All Service Heads	None specific
Proactively promote equality practices into the delivery of the service by reviewing Service Delivery EINAs on a two year basis.	All EINAs reviewed on a two yearly cycle.	To ensure all sectors of the community have access to the Councils services.	Within existing resources	Depending on outcome of EINA's extra resources may be required for the more challenging changes.	All Service Heads	None specific
Introduce new Parking Meters across the Borough that are DDA compliant.	All meters to be renewed by summer 2009	Ensure equipment is DDA compliant.	See above on 'Environment and Sustainability'	Meters are tried and tested and have been selected by the pan London parking partnership. Risk extremely low of not being successful	Head of Parking Enforcement and Street Scene	Improved cash income through less out of order machines and also savings (for cashless payment) on collecting, counting and

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
						banking cash.
Seek to improve public transport services in the areas of relative deprivation. (As the actual provision of bus and train services are outside the remit of the council the involvement will be limited to one of trying to influence the policy/programmes of TfL and the train operators.	As opportunities present themselves.	To ensure all areas of the community have an opportunity to use a convenient form of public transport	Within existing resources.	Actual provision is solely depended on other organizations.	Head of Highways and Transport	None specific
Undertake a review of the 'Area Champion' arrangements and introduce links into the 'Neighbourhood Officers' from the five areas of relative deprivation.	Oct 08	To ensure all sectors of the community have access to the Councils services and issues specific to the areas of relative deprivation are properly identified and address as appropriate.	Within existing resources	Risk that more time is needed to be spent review, reducing resources to other projects.	Head of Parking Enforcement and Street Scene	None specific

Corporate Plan Priority: A SAFER COMMUNITY

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
Review on a two yearly basis the requirement of each CCTV camera in the Borough to ensure it is still in the best location, where appropriate consider relocation.	Ensure two year review is achieved.	Ensures the positioning of cameras are regularly checked against various factors including any involving equalities.	Within existing resources	Cameras are kept in less than ideal positions.	Head of Operations	None specific
Carry out review of Borough Emergency Plan, Corporate Business Continuity Plan and specific plans to ensure it still meets the needs of the Civil Contingencies Act and train & exercise as required	Nov 08	To ensure equalities are fully addressed in the emergency plan.	Within existing resources	Borough not in a position to fulfil its obligation under the Civil Contingency Act	Borough Contingencies Manager	None specific
Introduce a new Business Continuity system (Battle Baton) a secure staff communications tool that can be used to manage work location, equipment requirements and a skills database	March 09	To ensure equalities are fully addressed in the emergency plan.	Within existing resources (cost of new Battle Baton already accounted for)	Borough unable to respond to best of its ability in an emergency situation.	Borough Contingencies Manager	None specific
Implement CommunitySafe.gov.uk community warning and informing system	June 08	To ensure those in the community that wish to receive information of significant incidents, can do	Purchased for 2 years. Funding from 2010 will need to be split with police and LA	Failure to warn and inform public of significant incidents	Borough Contingencies Manager	None specific Although individuals are able to

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
						take action to minimise personal impact and the need for support from other agencies?
Implement full compliance of Minimum Standards for London (all 33 Borough's have agreed to a set of standards for response to pan London incidents)	Most complied with already, working towards compliance of remaining few standards	None specific	Staff within LBRuT will be asked to volunteer to take on training for pan London rolls	Failure to comply with agreed Minimum standards for London to deal affectively with larger incidents	Borough Contingencies Manager	None specific
Counter Terrorism: Managers awareness training and corporate CT strategy development	3 Project Argos events for staff by Dec 08, Strategy written by Oct 08	Linked to Community Cohesion policy developed by Community Safety Partnership	LBRuT mangers will be asked to attend a half day training event hosted by Police and BCU	Failure to assist a partner agency (Met Police) in delivery a key objective	Borough Contingencies Manager & Community Safety Unit	None specific
Reduce road accidents by Identifying schemes and bid for funding to maintain the low road accident rates in the borough.	See section on BVPIs/NIs	Looks at improving road safety for all but often has a significant beneficial effect on make the borough safer for people with a disability.	Within existing resources	Funding from TfL may cease, delays incurred due to differing public views or construction problems.	Head of Highways & Transport	None specific

Corporate Plan Priority: PROMOTING THE HEALTH, HOUSING AND WELL – BEING OF ALL RESIDENTS

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
<p>Continue to promote and implement appropriate schemes to encourage walking and cycling as a means of transport in the borough.</p> <p>Commit all allocated funding provided by TfL.</p>	March 09	Provides alternative means of transport to all but can be extremely beneficial to those not wishing/able to drive.	<p>Within existing resources</p> <p>(note programme requires TfL to maintain a level of capital funding)</p>	Funding from TfL may cease, delays incurred due to differing public views or construction problems.	Head of Highways & Transport	None specific

Corporate Plan Priority: DEVELOPING THE LOCAL ECONOMY

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
Deliver enhancements to the street environment in Richmond and Twickenham	March 09	To ensure all sectors of the community have access to the Councils services.	Funding being obtained from TfL	Funding may not come from TfL for phase two of Richmond project. All of the funding for Twickenham still be secured from TfL Delays due to conflicting views from the public over details.	Head of Highways & Transport	None specific
Review the strategy for 'on street advertising' balancing the street scene with advertising particularly that which promotes borough interests.	Oct 08	None specific	Within existing resources	Inappropriate contracts may be entered into that turn out to a damaging effect on the street scene.	Head of Highways & Transport	Likely to generate some income to the authority.

Corporate Plan Priority: ACCESS TO SERVICES AND CUSTOMER CARE

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
Improve access to 'Parking Services' by introducing an on-line facility for renewal of parking permits.	In place by Dec 08	Assist with those having difficulty accessing Twickenham. Particularly disabled who may find difficulty queuing.	Within existing resources	Technical issues and ones associated with 'data protection' Customers may resist due to security concerns although only vehicle/residency details are held.	Head of Parking Enforcement and Street Scene	Reduction in paper based records and also resources to process and applications
Introduce new parking meters across the borough to include a 'cashless approach'	Summer 09	New machine are DDA compliant.	See items above on parking meters	Meters are tried and tested and have been selected by the pan London parking partnership. Risk extremely low of not being successful	Head of Parking Enforcement and Street Scene	Improved cash income through less out of order machines and also savings (for cashless payment) on collecting, counting and banking cash. Reduced maintenance costs because of newer

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
						machines?
Review/introduce if appropriate the use of 'mobile phone' payment for parking.	Dec 08	If mobile phone payment is introduced would give an opportunity to pay for parking while in the vehicle rather than locate a machine which adds to the risk for lone persons at night.	Within existing resources	<p>Tried and tested mobile phone parking.</p> <p>Risk of scheme not working extremely low. Need to ensure that the contract with the phone company is appropriate to the medium to long term needs of the authority.</p>	Head of Parking Enforcement and Street Scene	Improved cash income through less out of order machines and also savings (for cashless payment) on collecting, counting and banking cash.

Corporate Plan Priority: ENGAGING WITH CUSTOMERS AND THE COMMUNITY

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
Monitoring of 'customer feedback' for 10% of highway/transport schemes greater than £50K in value	June 08	Helps to identify issues where equality matters could be improved.	Within existing resources	Level of feedback low compared to the required resources, providing poor value for money. Risk that expectations may be raised and being unable to be met.	Head of Highway Management	None specific
Obtain 'Chartermark' for the Highway Management Services	Dec 08	As a 'Customer focused' accreditation it provides a platform to assess the needs of all in the community.	Within existing resources	Risk that more time is needed to be spent on obtaining 'Chartermark' reducing resources to other projects.	Head of Highway Management	None specific

Corporate Plan Priority: DELIVERING VALUE FOR MONEY

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
Review highway contracts in line with 'Best Value/Practice' ready for 2009 tender process.	Dec 08	Couple with 'feed back' data from above needs equality needs can be more specific in future contracts.	Within existing resources	Risk that more time is needed to be spent on reviewing the contracts reducing resources to other projects. Risk if not carried out a 'weak' contract is entered into.	Head of Highway Management	Expect savings to be found as part of evaluation against 'Best Value'
Implement new 'Framework' arrangement for Transport Planning awarding work on a price and quality basis. (Briefs to be issued and initial evaluation of work from consultants undertaken and adjustments to process/procedures made if necessary.)	June 08	An increased number of consultant available should assist in progressing schemes (which may have an equality base) quicker and a greater level of expertise to consider specific issues.	Within existing resources	Risk that more time is needed to be spent on establishing/managing the new arrangements reducing resources to other projects.	Head of Highways & Transport	Expect savings as a result of less management of the 'partnering contract'. Each piece of work is subject to a 'mini tender' and should result in 'better value'.

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
Link our major contractors into the 'confirm' engineering management system to allow orders and invoices to be sent/received in an electronic format.	Oct 08	No specific implications.	Within existing resources	<p>Technical issues surrounding the third party software programme and the Council IT system.</p> <p>Risk that the Council does not meet its obligations under TMA</p> <p>Risk that system is not able to be 'restored' within a short space of time leading to lower standard of delivery.</p>	Head of Highway Management	Reduction in printing/photocopying and processing orders and invoices in HMG and Finance department
To ensure that all data and information reported internally or externally (including performance indicators) is complete and accurate, in accordance with the Council's Data Quality strategy	<p>That all information reported is accurate and that any external or internal audit reports do not identify instances of poor data quality.</p> <p>That agreed</p>	None	Within existing resources	<p>Poor data quality leads to:</p> <ul style="list-style-type: none"> • Poor decision making • Incorrect reporting of performance • Incorrect data being used that could have financial or other resource implications 	All Service Heads	None specific

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
	verification procedures are followed in all cases					

Corporate Plan Priority: OUR EMPLOYEES

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
Ensure all employees have their appraisals	>90%	Equality issues and training specific can be identified.	Within existing resources	Not all staff receive an appraisal leading to issues of 'different treatment'.	All Service Heads	None specific
Complete the move of staff to the second floor of Civic Centre.	December 2008	No specific	Within existing resources	Low risk as the 'Richmond Works' project is well managed and 'on-track'. With a new working environment there is the potential for some staff to raise issues such as increased stress/unable to working in open plan office/etc.	Ast Director	Savings identified as part of 'Richmond Works'
Review and revise the Departmental 'Induction Pack'	June 2008	Ensure Equalities is brought to the attention of all staff at the beginning of their work at Richmond.	Within existing resources	None specific	Ast Director	None specific
Develop and implement a 'training plan' for the Transport Planning staff following the reorganization	June 08	Equality issues and training specific can be identified.	Within existing resources	Risk that more time is needed to be spent on establishing/managing the new arrangements	Head of Highways & Transport	None specific

Objective	Targets	Equalities Implications	Resource Implications	Risk	Responsibility	Efficiency savings
and new 'Framework' contract. To ensure all staff are integrated into new arrangements and staff have (or arrangements in place) to operate under the new arrangements with an outward looking approach.				reducing resources to other projects.		

Directorate Wide Objectives

Objective	Responsibility
Maintain liP	Led by 'Development and Street Scene'
Reviewing of 'Surface Water flooding'	Led by 'Development and Street Scene' (assisted by Borough Contingency Manager)
Improve performance and data quality	Led by 'Finance and Performance management team'
Development of our contract monitoring arrangements	Led by 'Finance and Performance management team'
Review existing and develop new Green Travel Plan for the Council	Led by Director for Environment

6. PERFORMANCE INDICATORS

		2006/07 Actual	2007/08 (target)	2007/08 (Provisional)	2008/09 (target)
	Old Indicators				
BV 99a (i)	Road Accident Casualties: KSI all people (number of injuries)	103	85	76	79
BV 99a (ii)	Road Accident Casualties: KSI all people (% change since previous year)	43%	N/A	-26%	N/A
BV 99a (iii)	Road Accident Casualties: KSI all people (% change since 1994-98 average)	-24%	N/A	-44%	N/A
BV 99b (i)	Road Accident Casualties: KSI children (number of injuries)	5	8	5	7
BV 99b (ii)	Road Accident Casualties: KSI children (% change since previous year)	67%	N/A	0%	N/A
BV 99b (iii)	Road Accident Casualties: KSI children (% change since 1994-98 average)	-64%	N/A	-64%	N/A
BV 99c (i)	Road Accident Casualties: Slight injuries (number of injuries)	376	581	415	566
BV 99c (ii)	Road Accident Casualties: Slight injuries (% change since previous year)	-21%	N/A	10%	N/A
BV 99c (iii)	Road Accident Casualties: Slight injuries (% change since 1994-98 average)	-47%	N/A	-42%	N/A
BV 100	Temporary Road Closure	0.2 days/km	0.2 days/km	1.2 days/km	1.1 days/km

**Note that from 2008 (to be reported in April 2009) the above will revert to Local Indicators as they are not required for Best Value*

BV 102	Passenger Journeys on Buses	N/A (TfL to report)	N/A (TfL to report)	N/A (TfL to report)	N/A (TfL to report)
BV 165	Pedestrian crossings with facilities for disabled people	98%	99%	100%	100%
BV 178	Footpaths and Rights of Way Easy to Use by the Public	100%	100%	100%	100%
BV 187	Condition of surface footway	37%	44%*	15%	13%
BV 215a	Rectification of street lights (non DNO)	7.96 days	7 days	5.33 days	5 days
BV 215a	Rectification of street lights (DNO)	41.27 days	18 days	38.41 days	16 days
BV 223	Condition of Principal Roads	14%	11%	9%	9%
BV 224a	Condition of Non Principal Roads – Classified Roads	24%	18%	12%	10%
BV 224b	Condition of Unclassified Roads	37%	19%	20 %	18 %
	New Performance Indicators				
		2006/07 Actual	2007/8 (target)	2008/9 (target)	2009/10 Target
NI 48	Children killed or seriously injured in road traffic accidents % change based on 3 year rolling average	-32.0%	0.0%	N/A	N/A
NI 167	Congestion – average journey time per mile during the morning peak	<i>DfT/TfL to lead on this indicator</i>			
NI 168	Principal roads where maintenance should be	N/A	N/A	10%	9%

	considered				
NI 169	Non-principal classified roads where maintenance should be considered	N/A	N/A	17%	16%
NI 175	Access to services and facilities by public transport, walking and cycling	<i>TfL developing indicator for Greater London in association with DfT</i>			
NI 176	Working age people with access to employment by public transport (and other specified modes)	<i>DfT will calculate this indicator annually</i>			
NI 177	Local bus and light rail passenger journeys originating in the authority area	<i>TfL will lead on this indicator</i>			
NI 189	Flood and coastal erosion risk management	N/A	N/A	Define & agree actions by 04/09	
NI 198	Children travelling to school – mode of transport usually used				
	Mode:	5-10 yrs	11-16 yrs		2008/09 (Target)
	Car (inc van & taxi)	N/A	N/A	2007/8 (Actual) All Ages 28.8%	26.8%
	Car Share	N/A	N/A	2.1%	2.1%
	Public Transport	N/A	N/A	18.5%	19.0%
	Walking	N/A	N/A	40.0%	41.0%
	Cycling	N/A	N/A	4.5%	5.0%
	Other	N/A	N/A	N/A	6.1%

**Note: 2007/8 figure based upon 26,807 children*

Local performance indicators (non financial measures, finance monitored via monthly Capital/Revenue reports)					
Service	Measure	2006/07 Actual	2007/8 (target)	2007/8 Actual	2008/9 (target)
TPS	Percentage of correspondence replied to within corporate guidelines			52%	95%
HMG	Percentage of correspondence replied to within corporate guidelines			26%%	95%
All Services	Percentage of appraisals completed on time		90%	90%	>90%
HMG	Crossover completed within 6 weeks of application		100%	67%	100%
Transport Services	Routine scheduled vehicle safety inspections	80%	83%	85%	87%
Parking Enforcement	PaTAS Results	48.18%	50.00%	50.00%	55.00%
Parking Enforcement	Appeal processing times	55 days	40 days	50 days	20 days
Parking Enforcement	Correspondence 'backlog'	3,156	2,000	3,000	2,000
HMG	Performance on Priority P10 (2 hour orders) & P90 (24 hour orders)	95%	100%	97%	100%
HMG	% of works within estimates		90%	64%	90%
Emergency Planning &	Training of users in airwave Radio Comms. System	100%	100%	100%	30 (total trained)
Emergency Planning &	Business Continuity promotion. Working in partnership with Police and	All mail-shotted	All PCSO delivered	100%	200 trained

