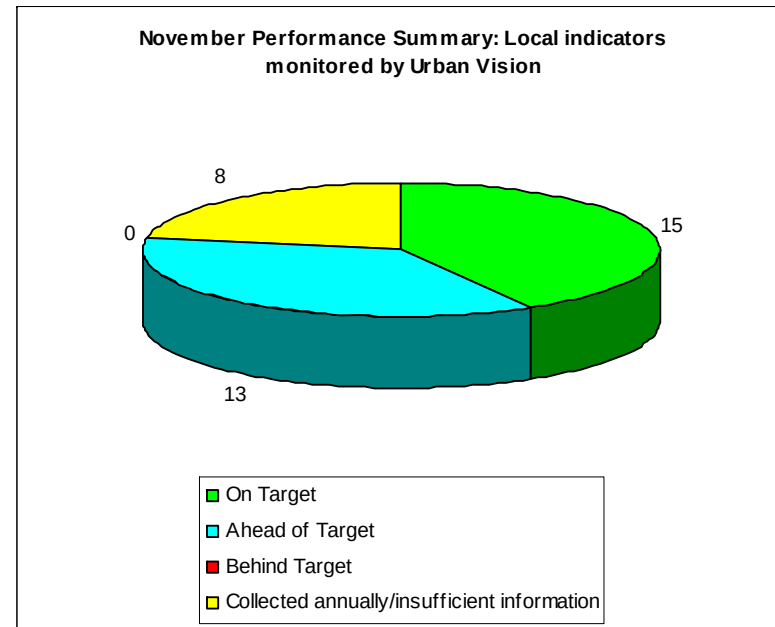
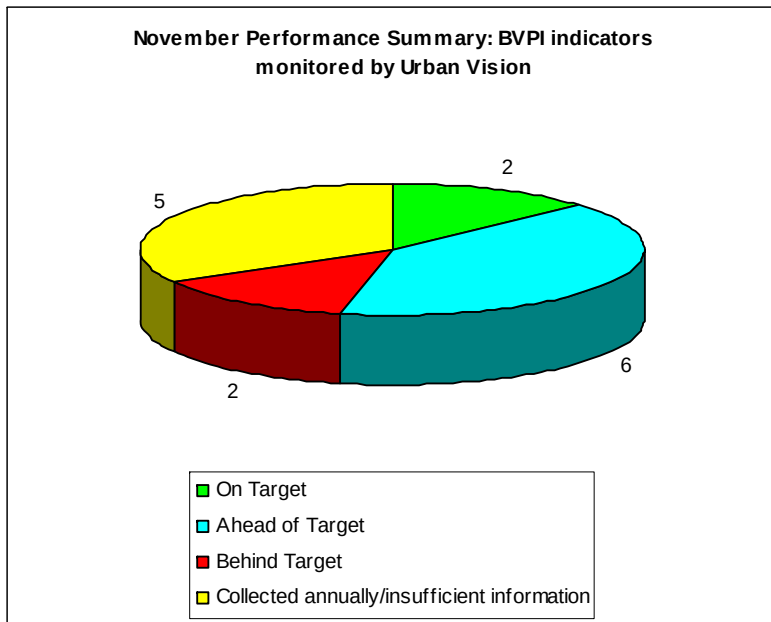




Monthly Performance Report

Salford City Council November 2007

BVPI and Local Indicators Performance Summary November 2007.



November Service Highlights

TRACE: Salford joins Network of European cities in Transformation



The Spanish city of L'Hospitalet de Llobregat hosted the first TRACE international conference in November: focusing on 'The Transformation of European Cities: Challenges and Urban Performances'. Directors from Urban Vision accompanied several Salford City Council Councillors to the event to help to promote the exchange of experiences and the generation of new knowledge through best practice and debate.

Malcolm Sykes, Salford City Council's recently retired Strategic Director of Housing and Planning, presented a detailed case study of the regeneration of Salford Quays to delegates including mayors, architects, urban planners and researchers from a host of European cities.

Councillor Derek Antrobus, Lead Member for Planning, called the event an "excellent opportunity to promote the transformation of Salford and the services provided by Urban Vision in helping that transformation. It is clear that the partner authorities have much to learn from Salford- and we have much to learn from them."

Focusing on knowledge transfer, TRACE will continue to seek to provide an international perspective to the creation of sustainable regeneration for the benefit of cities and their citizens. Urban Vision and Salford look forward to being active contributing members of this important network.





Business Boost from Constructionline Approval

Urban Vision has successfully joined Constructionline, the register of pre-qualified and national construction related suppliers. The accreditation means that Urban Vision can develop a proficient procurement process while benefiting from free access to a national register of accredited suppliers: resulting in significant time and cost savings. Paul Mallinder, Director of Business Development said “Being accredited to Constructionline is a major step forward for Urban Vision. Constructionline provides important information about us to new and prospective clients that I am sure will be of substantial benefit to our future business growth.”

Urban Vision Website goes live!

www.urbanvision.org.uk went live in November offering a comprehensive portfolio of information and helping to cement Urban Vision's fresh and dynamic image.

Urban Vision's Marketing Coordinator Toni Bullen worked with marketing agency Marketecture to design and launch the site.

Congratulations to Toni for all her hard work and dedication.



Recognition for the Regeneration Team



Urban Vision's Regeneration Team recently dealt with a number of acquisitions, including 21 houses from the Irwell Valley Housing Association in the Lower Broughton Regeneration Area as part of the site assembly to bring forward redevelopment proposals for the area. As part of the initiative tenants were offered alternative accommodation at 'New Broughton' with social landlord Contour Housing.

The regeneration team efficiently and effectively coordinated the handovers and Irwell Valley Housing Association has expressed their sincere appreciation to the team for their efforts. Urban Vision would like to echo this and thank those involved.

Awards recognition for The Salford Construction Partners!

Urban Vision and Salford City Council have been shortlisted for not one but two awards this month. The achievements of the Salford Construction Partnership have impressed judges at the LGC Awards in the Public/Private partnership of the year category. The LGC & HSJ Sustainable Communities Awards were also impressed with the Salford Construction Partnership's successes in the Partnership Award for Sustainable Communities. Both awards ceremonies will be held early in 2008.

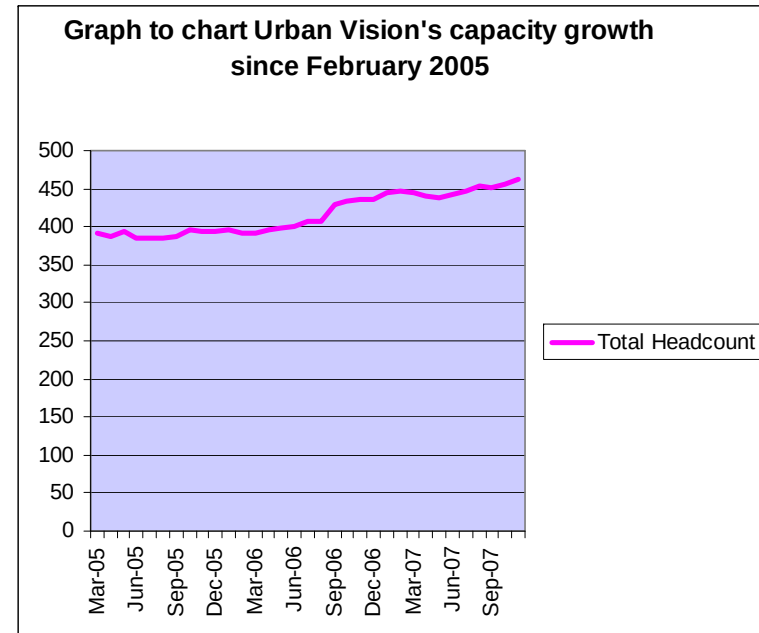
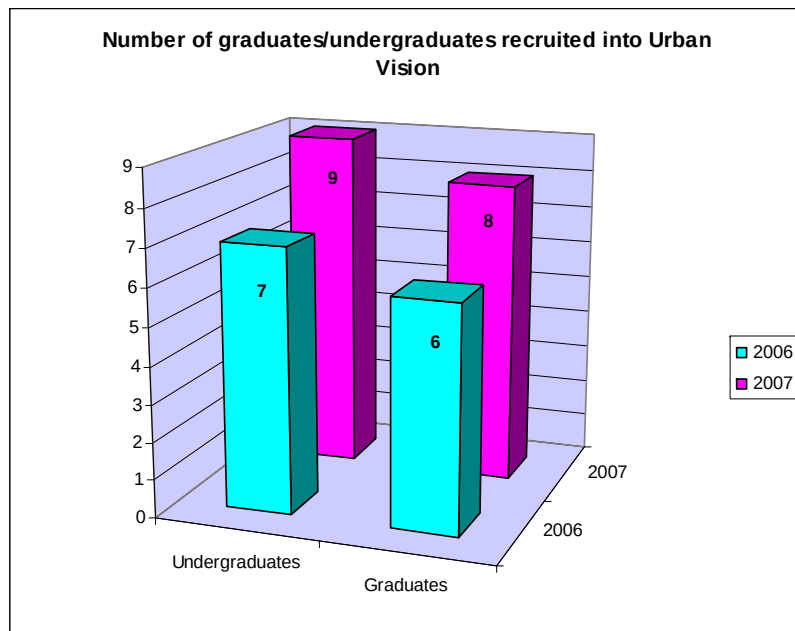


Urban Vision's Core Objectives

When Urban Vision was established in 2005, a set of key objectives and benefits of the Joint Venture were envisioned. This section provides some key highlights of performance measured against the original objectives.

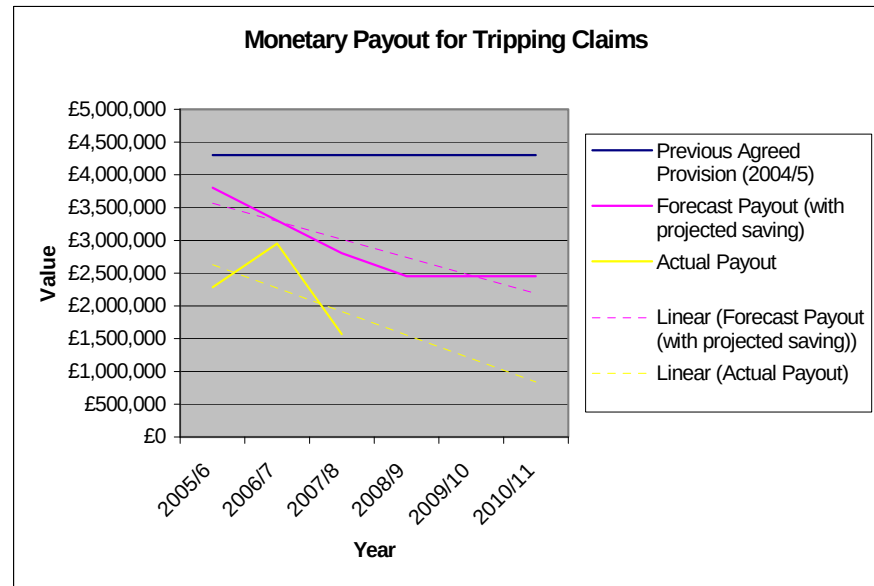
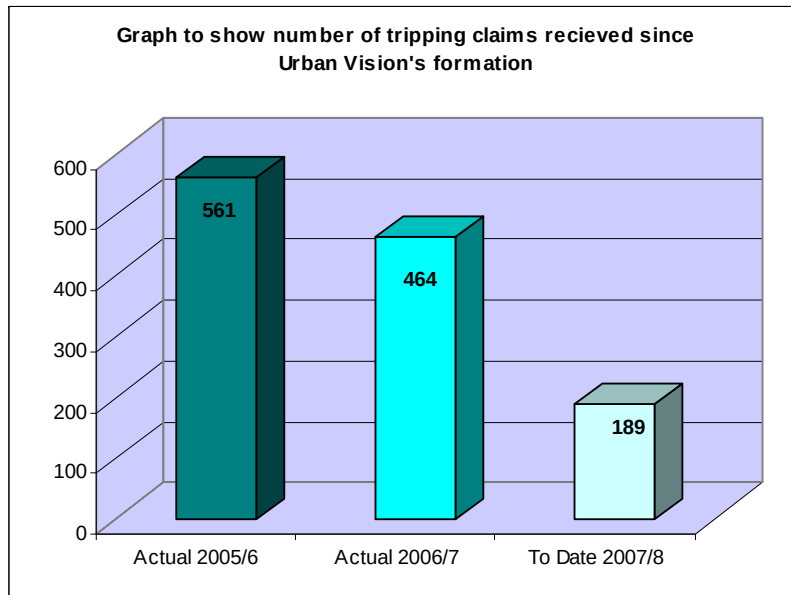
“Ability to recruit and retain the best staff for delivery to the citizens of Salford, due to more varied work opportunities.”

As well as providing more varied work opportunities for employees through an increasing number of projects, in June 2007 Urban Vision achieved Investor in People status ensuring that the people who work within the company, regardless of their parent organization, are treated in a fair manner and have an opportunity to develop their skills and careers. Adding to this, Urban Vision has been able to recruit a number of talented people over the last two years, as shown by the graph below:



“Better roads and pavements and reduced claims payouts through targeted investment”

Urban Vision has been working to improve the condition of Salford's roads and pavements since its formation.



The number of tripping claims made to the council has decreased dramatically over the past 3 years as a result of the intensive investment in the highways and pavements of Salford, as shown by the graph to the left. The graph on the right shows that the Forecast Payout (including projected saving) is considerably higher than the actual payout over the last 3 years. Urban Vision's implementation of a robust Section 58 defence and high levels of investment in Salford's have resulted in this marked reduction in claims and payouts.

A face to face highways satisfaction questionnaire of Salford residents is currently underway and surveys have also been sent out as part of several major planning consultations. The results of this survey will be reported in

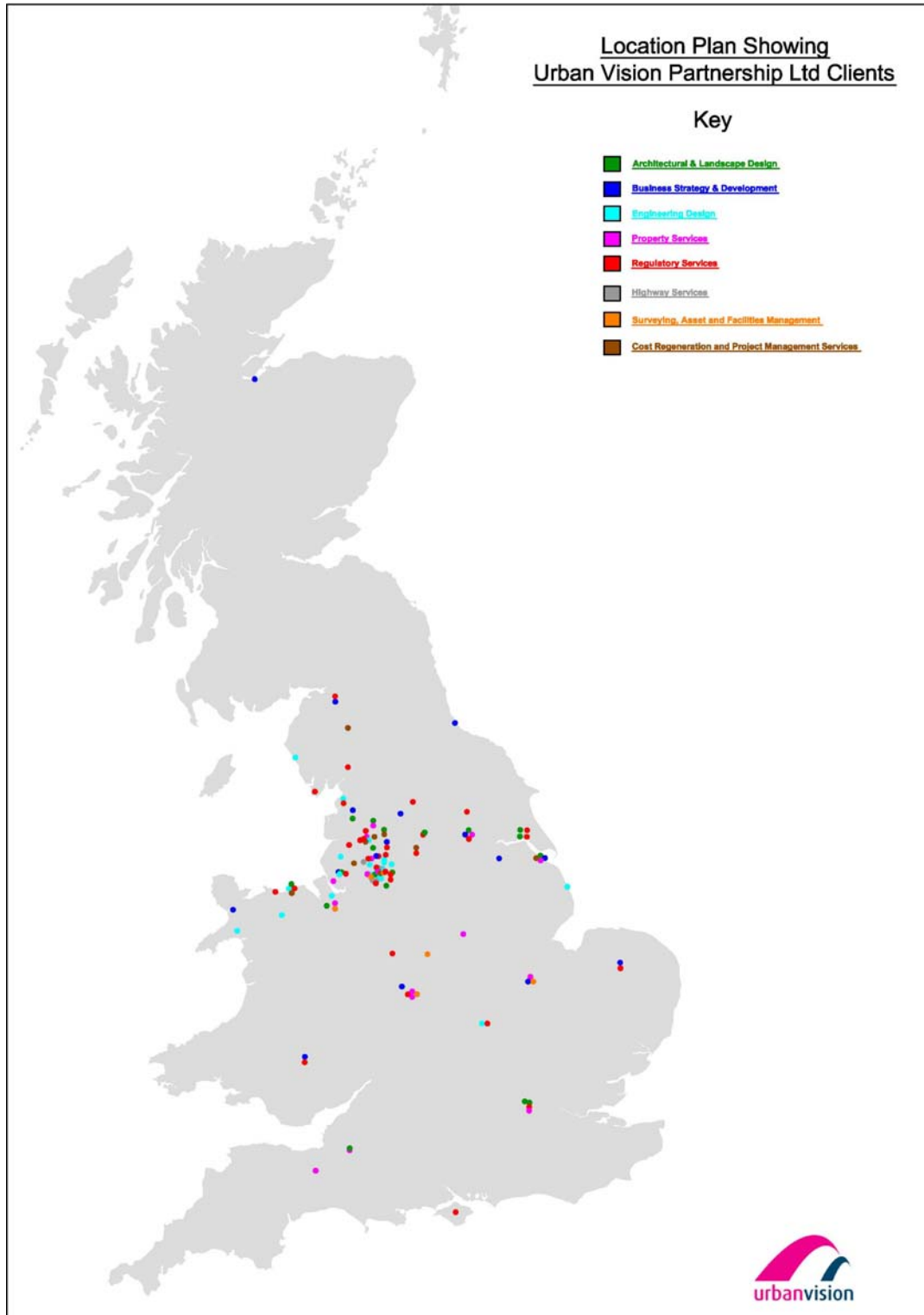
“Improved capacity, with quick and easy access to experienced staff in the Capita Symonds and Morrison groups. This will significantly improve the ability to respond to customer demands.”

As Urban Vision has grown and become more efficient capacity has increased. Increasing cooperation with other Capita Symonds offices has improved capacity and provided quicker access to experienced staff. Examples are largely external through bids resources are shared. In terms of collaborating with Capita Symonds staff for the benefit of Salford City Council, there are several examples including:

- The management of the asbestos surveying programme: the survey work is being undertaken by staff from the Blackburn office.
- The Pendleton Stock Condition Survey – being undertaken with assistance from the Blackburn office.
- The Salford BSF outline business case: Transportation and environmental staff at the Altrincham Office helped with traffic impact assessments and ecological surveys to support planning applications.
- Working with the URC on a transport strategy: Transportation staff (at the Altrincham office) are helping the Architecture service on this.

“Access to new markets to overcome problems created by volatile internal workload resulting in a more efficient organization”

Much of Urban Vision's growth since its' formation has occurred as a result of accessing new markets. The map below shows the geographical locations of Urban Vision's clients (as at the end of June 2007).



“Involvement in types of work previously difficult to access, such as PFI and Urban Regeneration Companies.”

Urban Vision has been working in a number of different areas in order to fulfill this objective. Examples include:

- Lancashire BSF- (in support of Capita Symonds)
- Kirklees Council BSF: In October 2007 Urban Vision won the Technical Consultancy Services for the Wave 6 Building Schools for the Future programme.
- Urban Vision is working with Central Salford URC in a number of service areas.

“Bringing growth to assist with the council's economic development plans.”

As well as working in other geographical locations to assist with this objective, Urban Vision is continuing to deliver through working with their partner contractors and the Salford Construction Partnership additional local employment and training. Since 2004 the achievements of the Salford Construction Partnership are:

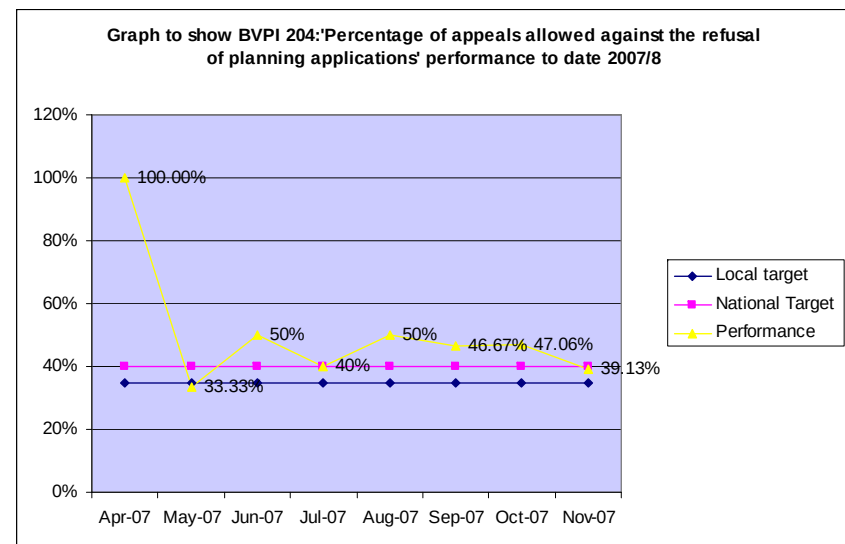
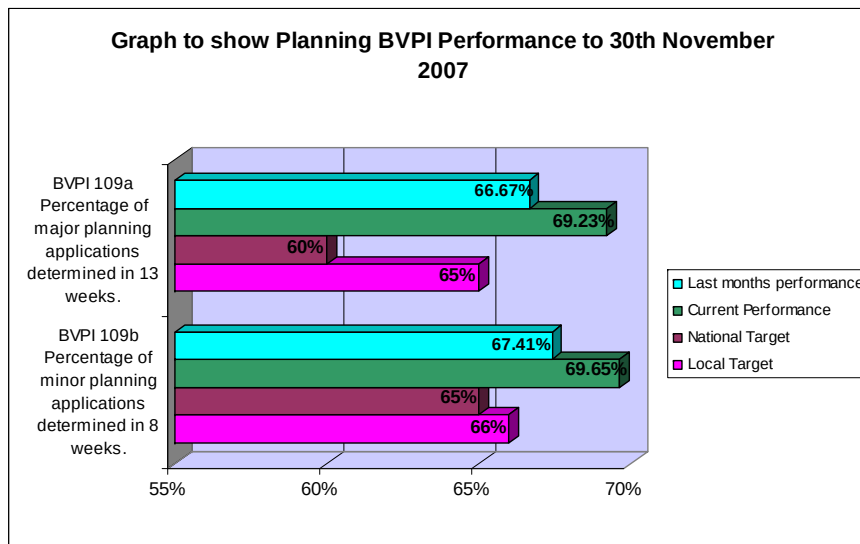
Objective	Achievement
Local unemployed residents supported into employment	654
Local unemployed residents into Construction related apprenticeships	288
Local unemployed residents supported into bespoke construction training.	166
Local residents supported into work experience	17
Local residents registered on SCP database/skills register	209

By supporting 654 unemployed people into work, Salford has saved approximately £8 million per annum in benefit payments. For every unemployed person placed into a job this saves £12,000 in benefits and improves their and their family's social and economic circumstances as well as increasing the number of residents paying taxes and reinvesting in the local economy.

Performance Highlights.

Planning

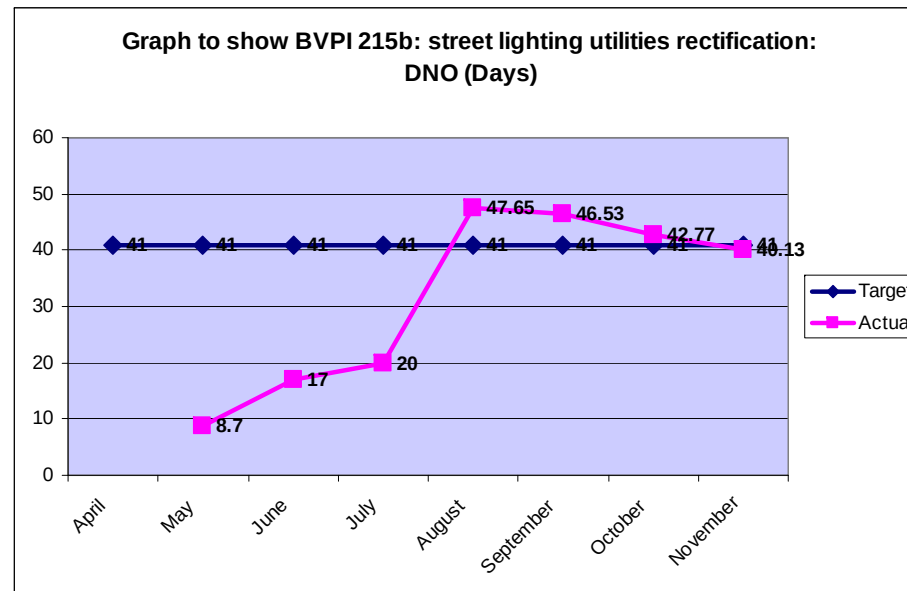
The planning team stayed ahead of both National and Local targets this month for BVPIs 109a and 109b, despite a technical problem which resulted in web access to planning applications being unavailable to the public for 7 days in August, affecting the time taken to determine applications. Performance on both BVPI 109a and BVPI 109b has improved since last month marking a concerted effort by the planning team.



Adding to this continued success, BVPI 204 is back on target with only 9 of the 23 appeals held this year being upheld. Performance on appeals is linked to consistent decision-making, a good robust planning policy framework and appropriate training for officers and members of the Panel. The Planning team has been working to ensure these factors are in place and monitoring of overturned recommendations is now taking place with the purpose of ensuring the Panel understand and reflect on those decisions made.

Street Lighting

Performance for BVPI 215b is back on target this month after a concerted effort by all the Greater Manchester authorities to gain a service in line with the S.L.A. from United Utilities. Despite several long running faults being repaired in July and August, the average number of days is now on target and it is hoped that this performance will be maintained. Urban Vision will continue to monitor the situation closely: congratulations to those involved.



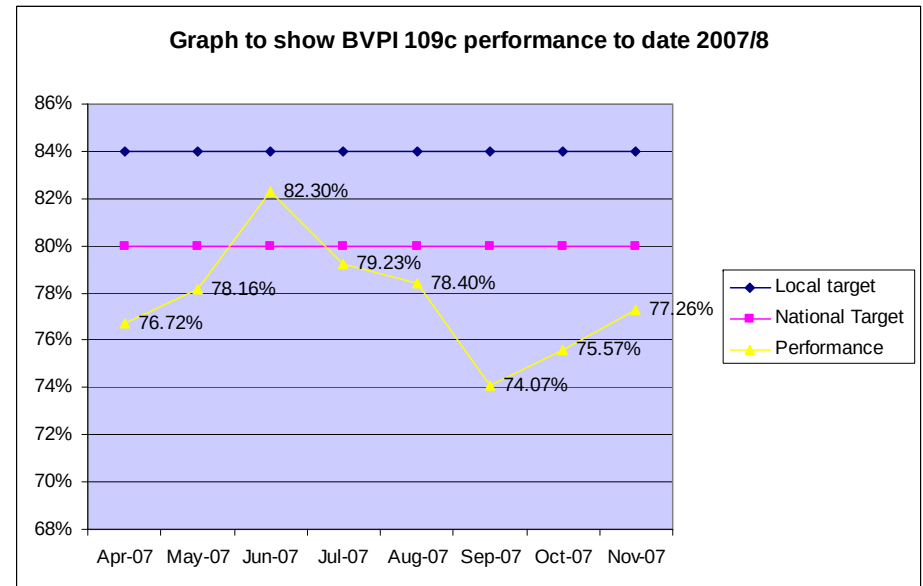
Performance Hot Spots

Planning

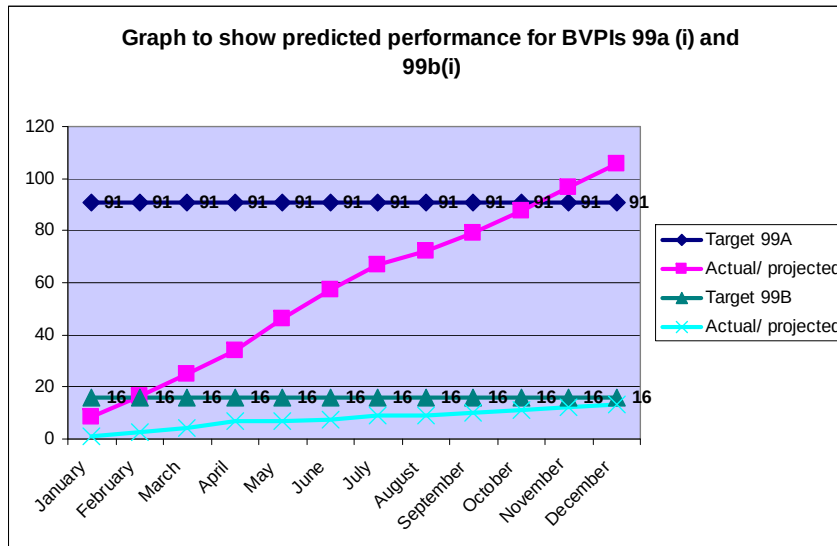
This month, BVPI 109c performance has improved from 75.57% to 77.26% although this continues to remain below the target of 80% due to an unforeseen problem with the Internet in August.

This has also put additional pressure on the team to both deliver performance to recover the position and maintain performance on new applications. This month, the planning team has made a concerted effort to rectify the performance position with almost 90% of 'other' applications being determined within the 8 week target.

This concerted effort has resulted in an upturn in performance and the Planning team hope to continue this and achieve the target by the end of the year.



Road Safety



This month, data received from GM Police up to the end of September 2007 shows that Salford is now on course to achieve its target relating to the reduction in the number of children killed and seriously injured this year. The number of people killed or seriously injured (BVPI 99a) is, however, still predicted to exceed the target figure by the end of the calendar year.

The general trend in road collisions casualties in Salford is downwards. There are, however, inevitable fluctuations year on year. Road collisions are events that happen between third parties and are not subject to the direct control of Local Highway Authorities. The data includes the motorway network which Urban Vision cannot regulate.

Where Urban Vision can make a difference, however, the road safety team has continued to work to increase safety awareness. Although the team accepts that some of these accidents are beyond their control, they continue to take preventative measures wherever possible and continuously monitor all road casualty records to attempt to identify accident hotspots.

The Key Improvement Themes

- A. Improvements which the community will recognise
- B. Improvements to customer satisfaction
- C. Improvements which have wider environmental benefit
- D. Improvements which are of financial and economic benefit to the Council
- E. Improvements to staff satisfaction
- F. Governance and probity
- G. Improving the Councils construction delivery practices
- H. Improvements to the Health and Safety and Quality agenda

The tables below highlights current performance against key performance indicators in the following way:

EXCEEDED/ AHEAD OF TARGET
ACHIEVED/ON TARGET
INSUFFICIENT INFORMATION TO REPORT
BEHIND TARGET

A. Improvements which the Community will recognise

1. Urban Vision will improve Salford's Roads and Pavements

Measure	Performance 2006/7	Target 2007/8	1 st April 2007- 30 th November 2007	Comments	Target 2008/9
1. Do a range of highway users perceive there to be improvements to their roads?	45% fair or better (2003 survey)	48% fair or better		The highways satisfaction questionnaire is underway, with face to face surveys being carried out and others have been sent out with consultations on planning applications.	55% fair or better
2. Do a range of highway users perceive there to be improvements to their footways?	33% fair or better (2003 survey)	35% fair or better (2003 survey)		The highways satisfaction questionnaire is underway, with face to face surveys being carried out and others have been sent out with consultations on planning applications.	40% fair or better
3. What Percentage of reported defects repaired on the road and footway classified as extremely urgent have been responded to within the 2 hour target?	99.09% Total 2006/7 = 1228 defect reports	99%	100%		99%
4. What Percentage of reported defects repaired on the road and footway classified as urgent have been responded to within the 24 hour target?	99.07% Total 2006/7 = 1787 defect reports	99%	99.7%	This month's performance was 100%.	99%
5. Has there been a reduction in the number of third party claims received by the Council?	Between 01/04/06 - 31/3/07 there were 464 claims received in total , a reduction of 45% on the previous year	<441 based on 5% reduction	189 (378 projected for the year)	05/06 488 claims 06/07 489 claims	< 440
6. Has there been a reduction in monies paid out on tripping claims?	05/06 £2,744,492 06/07 £2,682,273 see comment column	£2,600,000	1 st April 2007 to 30 th September 2007 – £947,965 (£1,895,930 projected for the year)	Figures are largely the estimated value of the claims by the Insurance Company. Substantial actual payouts are not achieved for 3 or 4 years. The value of the actual payouts is likely to be approximately 15% less than the estimates.	£2,500,000
7. Has there been an increase in the % of claims successfully rebutted?				No figures currently available. Investigation underway to determine realistic future targets.	Not yet set.
8. BVPI 223 – Has there been a reduction in the % condition of principal roads in	15%	24.7%		Outturn figure available June 2008	23.0%

need of repair?					
9. BVPI 224a – Has there been a reduction in the % condition of non-principal roads in need of repair?	20%	29.5%		Outturn figure available June 2008	26.5%
10. BVPI 224b - Has there been a reduction in the % condition of unclassified roads in need of repair?	24%	16.0%		Outturn figure available June 2008	12.0%
11. BVPI 187a - Has there been a reduction in the % condition of footways in need of repair?	65.67%	26.0%		Outturn figure available June 2008	55%

2. Urban Vision will improve the safety of Salford's highways

Measure	Performance 2006/7	Target 2007/8	1 st January 2007- 30 th September 2007	Comments	Target 2008/9
1. BVPI 99a – Number of people killed or seriously injured	83	<91	79	Year end projections indicate a total of 105	<86
2. BVPI 99b – Number of children killed or seriously injured	13	<16	10	Year end projections indicate a total of 13	<15
3. BVPI 99c – Number of people slightly injured	908	<1571	616	Year end projections indicate a total of 821	<1554

3. Urban Vision will improve Salford's Street lighting

Measure	Performance 2006/7	Target 2007/8	1 st April 2007- 30 th November 2007	Comments	Target 2008/9
1. BVPI 215a – Street Lighting Rectification of street lighting faults: non DNO. (days)	13.38	9.37	5	This indicator is subject to seasonal changes.	9
2. BVPI 215b – Street Lighting Utilities Rectification of street lighting faults: DNO. (days)	51	41	40.13	The figure is improved on last months performance of 42.77 days and is now back on target.	33
3. Has Urban Vision maintained the top performance standard for responding to reported street lighting outages within 24 hrs – expressed as average % not working	0.71%	<1%	0.70	Continues to remain at a steady state.	<1%
4. Energy utilisation of Salford's Street lights (watts/C02 emissions)	Not reported previously	Total electrical Load for the City 3.2 megawatts Carbon Emissions to be reported in at next meeting	3.2 megawatts		No target set. Subject to outcome of Business Case
5. Energy cost of Salford's Street lights	£717,974.14	£665,200	£402,000		No target set. Subject to outcome of Business Case

4. Urban Vision will improve Salford's Planning Service

Measure	Performance 2006/7	Target 2007/8	1 st April 2007- 30 th November 2007	Comment	Target 2008/9
1. BVPI 109a Percentage of major planning applications determined in 13 weeks.	64.22%	Nat. Target 60% Local Target 65%	69.23%	National Target – YES Local Target - YES	Nat. Target 60% Local Target 65%
2. BVPI 109b Percentage of minor planning applications determined in 8 weeks.	74.23%	Nat. Target 65% Local Target 66%	69.65%	National Target – YES Local Target - YES	Nat. Target 65% Local Target 66%
3. BVPI 109c Percentage of other planning applications determined in 8 weeks.	83.60%	Nat. Target 80% Local Target 84%	77.26%	National Target – NO Local Target - NO	Nat. Target 80% Local Target 84%
4. BVPI 204 Percentage of appeals allowed against the refusal of planning applications.	34.38%	Nat. Target <40% Local Target <35%	39.13%	National Target – YES Local Target - NO	Nat. Target <40% Local Target <5%

5. Urban Vision will improve equality and accessibility of service delivery.

Measure	Performance 2006/7	Target 2007/8	1 st April 2007- 30 th November 2007	Comments	Target 2008/9
1. Has Urban Vision improved the Level of equalities compliance as defined by the Commission for Racial Equality	Level 2 achieved	Urban Vision to work towards achieving equality compliance as agreed with the client		Preparation on target	N/A
3.Has Urban Vision delivered the DDA budget to target levels?		£200,000 + carry over expenditure		Delivery of this programme is ongoing and currently on target. It is anticipated that the budget allocation will be spent or committed by the end of the financial year.	
3.BVPI 178 The percentage of footpaths and other rights of way, which were easy to use	79.5%	75.3%	88%	May 07 survey shows an improvement on 06/07 figure.	75.3%
4.BVPI 165 The percentage of pedestrian crossings with facilities for disabled people	48.3%	68%		Figure is currently 56%. Funding is available for further works in 07/08. Future improvements are dependent on availability of funding. Measured annually.	75%

B. Improvements to customer satisfaction

1. Urban Vision will improve overall customer satisfaction

Measure	Performance 2006/7	Target 2007/8	1 st April 2007- 30 th November 2007	Comments	Target 2008/9
1. Has Urban Vision improved overall customer satisfaction This uses a cumulative average of all client survey returns.	Average Score 8.1	Av score 7/10 assessed from surveys		A report will be made regarding the Customer Satisfaction Surveys in January	Av score 7.3/10 assessed from a survey
2. Has Urban Vision improved the Percentage level of satisfaction shown in questionnaires returned by clients and end users on completed partnered schemes started in 2007/8	Average score 8.0/10	Av score 7/10 assessed from a survey	9.02 average score	This is an improvement on the previous months' score of 8.88.	Av score 7.3/10 assessed from a survey

C. Improvements which have wider environmental and social benefit

1. Urban Vision will improve the Councils approach to environmental and social sustainability

Measure	Performance 2006/7	Target 2007/8	1 st April 2007- 30 th November 2007	Comments	Target 2008/9
1.Evidence of increased sustainability on all new construction schemes: - Capital schemes - Highway - Recycling - Gershon	N/A	Report to Forum		Sustainability report has been passed to the Partnership Forum.	Yes

2. Tonnage of highway construction materials recycled.	Between January 2006 and December 2006 the service achieved the following recycling performance: 100% of waste material (19740 tonnes) was sent for recycling 100% of sub base material (7831 tonnes) was recycled 47% of aggregate material(16,262 tonnes) was recycled.	100% of waste material sent for recycling 100% of imported sub base material of a recycled nature 70% of imported aggregate material of a recycled nature	Between January 2007-November 2007 the service achieved the following recycling performance: 100% of waste material (29959.37 tonnes) was sent for recycling 100% of sub base material (9261.77 tonnes) was recycled 100% of aggregate material (26450.03 tonnes) was recycled.		100%
3. Has Urban Vision ensured all services have ISO 14001 series accreditation	N/A	All services except Highways accredited by October 2008		Action plan drawn up with Mike Collier 06/08/07.	N/A
4. Has Urban Vision generated additional jobs in the company to assist with economic sustainability & development in Salford?	52	21 new staff based on a 5% increase	26	At the end of March 2007 there were 437 staff. There are currently 463.	6% increase
5. Has Urban Vision assisted with the recruitment of local people to construction jobs?	2 year figures: 487 Salford residents assisted into work •295 Salford residents recruited into apprenticeships 9 Salford residents obtaining work experience	200 Salford residents assisted into work 100 Salford residents into Training.	113 assisted into work 98 into training. 2 recruited into apprenticeships 8 obtaining work experience	In collaboration with the Salford Construction Partnership. Information collected quarterly.	Not yet set

D. Improvements which are of Financial and Economic benefit to the Council

1. Urban Vision will improve the property service

Measure	Performance 2006/7	Target 2007/8	1 st April 2007- 30 th November 2007	Comments	Target 2008/9
1. Urban Vision will reduce the level of rent arrears as a % of rent roll.	8.21%	7% reduction. +/- 5%	7.82%	Figure will next be updated in January 08. Quarterly fluctuations will occur over 4 quarters- expectation that target will be achieved at 31 st March 2008	7% +/- 5%
2. Urban Vision will reduce the level of rent arrears.	£297,237 at end fourth quarter	£287000	£320582	Figure will next be updated in Jan 08. Expectation that target will be achieved at 31 st March 2008.	£287,000 +/-5%
3. Urban Vision will achieve the Councils Capital Receipt Target.	£37.589 Million Gross and £20.6233 Million Net Receipts achieved 104% of target achieved on Net receipts	Revised to £25,500,000 Gross Receipts £15,750,000 Net receipts	£11,011,000 Gross Receipts £4,579,000 Net receipts	Significant drop in RTB applications & sales. Receipts Target has been revised. Many Receipts due back end of the financial year and the expectation is that target will be achieved.	100%
4. Urban Vision will achieve the Councils Revenue income target from the Commercial Estate.	£2.797 117 % of target	Circa £3,900,000 billed	Not yet available	Adjustment of target from £4.1 Million reflects loss of SHR Industrial estate and changes forecast at UBP/ Broadway Industrial Estate etc. Forecast for 08/09 £3.728Million	To be determined by Investment Estate strategy
5. Urban Vision will achieve the Councils Expenditure Targets for the Acquisition of Land and Property.	£10.965 Million HMRF and £5.25 Million URC Acquisitions 162% of target	Target Reduced to £11,000,000	£3,680,000 33.5% of target	Yes, many cases are in negotiation and due for completion prior to financial year end.	100%
6. % voids on the managed estate.	At End Jan 07 Empty units 16.35 % Empty Floor space 22.74 %	15% for empty floor space and empty units (excluding Salford University Business Park and Broadway industrial estate)	20.78% of units vacant 17.25% of overall floor space	Basis of calculation in respect of units at Appian Way and Wynne Avenue has changed since last report resulting in poorer figures. Improvement expected in order to meet target prior to 31 st March 2008. 2 lettings completed since last month, with other lettings with Legal Department and other offer letters out.	13%

7. Have responsive repairs been completed in the target time? Emergency Responsive Repairs/ Non Emergency		Not yet finalised		A suitable ICT system for the measurement of this indicator is in the design stages with SCC– there is no method of measuring at this stage but there has been no feedback form the client suggesting that targets have not been met.	Not yet finalised
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2. Urban Vision will deliver the savings and efficiencies demanded by Gershon

Measure	Performance 2006/7	Target 2007/8	1 st April 2007- 30 th November 2007	Comments	Target 2008/9
1. Has Urban Vision delivered on its commitment to achieve the 1.25% savings and 1.25% efficiencies as demanded by Gershon?	Yes	Yes	Yes		Yes

E. Improvements which demonstrate Staff Satisfaction

1. Urban Vision will improve staff satisfaction levels

Measure	Performance 2006/7	Target 2007/8	1 st April 2007- 30 th November 2007	Comments	Target 2008/9
1. Has Urban Vision achieved the target percentage of staff who said they “enjoy working for Urban Vision”	82.73%	75%	83.21%	This years survey results were very pleasing- Urban Vision hopes to continue to improve this figure next year.	80%

F. Governance and Probity

1. Urban Vision will operate good governance and probity practices

Measure	Performance 2006/7	Target 2007/8	1 st April 2007- 30 th November 2007	Comments	Target 2008/9
1. % of complaints responded to within timescales.	100%	100% within 20 working days unless complainant is advised otherwise.	100%		100% within 20 working days unless complainant is advised otherwise.
2. % of Councillor enquiries responded to within timescales.	100%	100% within 20 working days unless complainant is advised otherwise.	100%		100% within 20 working days unless complainant is advised otherwise.

G. Improving the Councils construction delivery practices

1. Urban Vision will ensure the delivery of better construction projects

Measure	Performance 2006/7	Target 2007/8	1 st April 2007- 30 th November 2007	Comments	Target 2008/9
1. Percentage of partnered construction projects handed over in 2007/8 that completed on time.	100%	90%	100% (4 out of 4 projects)	4 out of 4 projects achieved practical completion either on or before contractual completion including any extension of time issued.	95%
2. Percentage of partnered construction projects handed over in 2007/8 that completed within the target cost.	100%	90%	92% (11 out of 12 projects)	7 projects agreed final account within +/-5% of the original target cost including any additional client funding. 4 projects agreed final account exceeded -5% of the original target cost including any additional client funding.	95%

3. Percentage of partnered construction projects handed over in 2007/8 that were defect free on handover.	100%	95%		There are issues with the collection and collation of data regarding Partnered projects which are currently being resolved.	98%
4. Percentage of partnered construction projects handed over in 2007/8 that were free of reportable accidents.	86%	Better than the national average of 942 per 100000 people		There are issues with the collection and collation of data regarding Partnered projects which are currently being resolved.	Better than the national average

H. Improvements to the Health and Safety and Quality agenda

1. Urban Vision will improve the Safety and Quality Management

Measure	Performance 2006/7	Target 2007/8	1 st April 2007-30 th November 2007	Comments	Target 2008/9
1. Achieve a 10% improvement in the accident frequency ratio [AFR] for Urban Vision as a whole.	n/a	An AFR of <0.92	0.82	This figure is for the 12 months to the end of November 2007. The monthly Health and safety report also monitors the number of reportable accidents and the separate AFR for Highway services and the rest of Urban Vision	An AFR <1.75
2. Has Urban Vision ensured all services have ISO 9000 series accreditation	All services accredited except Highways services	Highway Services to be accredited in 2007/8		Progressing on target	All services to have ISO 9000 accreditation maintained