

INFRASTRUCTURE OVERVIEW AND SCRUTINY COMMITTEE

Committee Report

Public

Date of Meeting: 13th December 2001

Title: HIGHWAYS CLAIMED RIGHTS - RELATIONSHIP
BETWEEN CITY COUNCIL/COUNTY COUNCIL/CAPITA DBS

Report of: DIRECTOR OF ENVIRONMENT & DEVELOPMENT

Report reference: EN 185/01

Summary:

This report gives details of the relationship between the City Council / County Council and Capita dbs following the termination of the Highways Agency Agreement. The report gives details of the various relationships and contacts which now exist under the Highways Claimed Rights arrangements which now exist.

Recommendations:

Members are asked to note the contents of this report and identify any actions which they wish to pursue further.

Contact Officer: Keith Poole

Ext: 7470

Highways Claimed Rights

Relationship between City Council / County Council / Capita dbs

1. Background Information and Options

1. With effect from the 31st March 2001 the County Council terminated the Agency Agreement which they had with the City Council for Highways related work. This Agreement had been in place since Local Government Re-Organisation in 1974.

At the same time that the Agency Agreement was terminated the County Council externalised its Engineering Services to Capita dbs. Capita are therefore now responsible for Highways maintenance on the classified roads in the District and for rural roads. The Trunk roads such as the A69, A7 and A595 are maintained by specialist contractors appointed directly by the Highways Agency.

2. In response to this action the City Council exercised its rights under Section 42 of the Highways Act 1980 to maintain all urban unclassified roads in the district. This also included the option to maintain all footpaths and bridleways.
3. The City Council submitted its first bid for funding under this Claimed Rights procedure in December 2000. Since April 2001 the City Council has been maintaining the claimed roads using the funding provided by the County Council
4. This section and the relevant Appendices give background information which Members may find useful when dealing with issues related to highways.

a. Maintenance of Highways

Appendix A gives information on the Highway network in Carlisle District and who is responsible for each element. It is proposed that a copy of this Appendix be supplied to each City Council Member. Due to the complex split of responsibilities between City, County and Highways Agency Contractors it can be a complex task to establish where responsibilities rest. Appendix 'A' is an attempt to define the responsibilities in the main urban area and the rural area.

As explained above the County Council have externalised the implementation of most Highway works to Capita dbs. The City Council however has never been made aware of the standards which Capita are required to deliver. Members may wish to invite the County Council Area Support Manager to explain exactly what service Capita is contracted to deliver and what service City Council Members and the public can expect from Capita dbs.

b. Standards of Service

When operating under the Highways Agency Agreement the City Council was required to comply with the Engineers Works Instruction Manual produced by Cumbria County Council for use by their own staff. This Manual sets out the procedures to be followed for a whole range of highways related activities.

The manual contains over 80 separate instructions covering such things as:-

- How to carry out Safety Inspections
- How to prioritise schemes
- Provision of Bus Shelters

The Manual was written over many years and is based upon accumulated experience of operating a Highways service. It therefore serves as a guide to good practice.

Under the Claimed Rights procedure we have continued to use the Engineers Works Instructions as a general guide although there is no requirement for us to do this under Claimed Rights.

a. Performance Indicators

There are a considerable number of Citizens Charter Performance Indicators which our performance is measured against. The performance of the City Council is reported to the County Council who then submit returns for Cumbria. Details of the relevant indicators are given in Appendix B.

b. Insurance Claims

Under the Claimed Rights procedures the County Council is required to provide Insurance cover to indemnify the Highway Authority against any claims which may arise. The table below summarises the Claims history for the last few years under the Highway Agency and shows performance so far under Claimed Rights.

Year	Number of Claims
1997 - 98	92
1998 - 99	59
1999 - 00	105
2000 - 01	51
2001 - 02	estimated 48
Note: The estimate of 48 is based on the fact that 31 claims have been received by 30/11/01	

c. Bids for Work

Under Claimed Rights the City Council is required to submit an annual bid to the County Council setting out which maintenance works it wishes to carry out. The bid must be submitted by the 15th December for expenditure in the following financial year. The bid is based on need and is largely based on a continuation basis with an appropriate increase for inflation.

The bid only covers the maintenance of the existing roads and lighting for which the City Council is responsible under Claimed Rights. There is no provision under Claimed Rights to bid for new works or improvements, despite a continuing demand for such improvements from Council Members and members of the public.

The County Council set aside a sum of money each year from the Capital Budget for minor improvement schemes. The City Council as part of the Housing Maintenance budget also set aside funding for minor environmental improvements on Housing Estates.

In order to assist in bidding for this funding City Council officers maintain lists of all requests received under the following categories:-

- Improved Lighting

- Traffic Improvements
- Parking Improvements
- Highway Improvements
- Disabled Facilities
- Bus Shelters
- Requests for Parking Restrictions

Each year City Councillors are invited to update the lists with additional requests. Any requests received from the public are also recorded.

I am not aware of any specific procedures in place at the County Council or Capita to record details of requests they receive for minor improvements.

It may be appropriate for the Transport Steering Group to consider all requests for funding for improvement schemes on the highway. This would ensure that an overview could be taken for the whole district and schemes were selected on an agreed priority basis.

a. Operational Issues

Complaints from the Public

The public are still unsure who to contact to deal with Highway issues. The City Council continue to receive letters and phone calls relating to issues for which they are not responsible as do Capita db and the County Council. Procedures are in place to redirect these complaints which are inevitable in a situation where so many different organisations are involved. Every opportunity will be taken to publicise the relevant contact points to reduce the extent of this problem.

Joint Working

In this first year of operation of the new Highways arrangements, Officers of the City Council and Capita db have adopted a number of working practices designed to ease problems which may occur due to the new arrangements. The arrangements include :-

- City Council carrying out lighting maintenance for Capita db on a contractual basis.
- City Council dealing with all gully maintenance in urban areas and Capita dealing with gully/drainage issues in rural areas. The same arrangements also apply to Grass cutting, Winter Maintenance and Weed Control.

Members may wish to consider holding further discussions with the County Council to see if mutual benefits could be gained by arriving at agreed arrangements for joint working.

a. Scheme Information

In order to inform members of the public and City Council Members of scheme progress City Council Officers have established the following procedure for distributing information:-

- Local Residents are informed prior to any scheme starting which may affect them.

- Local Ward Councillors (both City and County) are informed of schemes in their ward as are relevant Portfolio Holders.
- A Members briefing sheet will be sent out regularly to all City Council Members. This will include details of Highways Schemes.

With regard to schemes being carried out by the County Council/Capita dbs there is no mechanism in place for the City Council Members to be informed of schemes in their ward. I am told by the County Council Area Support Manager that it is County Council policy not to inform District Councillors of schemes in their area. Any enquiries are expected to be directed to the Local Support Manager or local County Councillor. If the County Council were willing to supply scheme information to the City Council this could be incorporated into our regular Members briefing sheets. Members may wish to take this issue up with the County Council.

a. Dealing with Issues raised by the Public/Council Members

Every effort is made to inform Members of the public of which Officers should be contacted regarding Highway complaints/issue. The Civic Newspaper, Focus Magazine and the Council Information Booklet all contain relevant information. By doing this it is hoped that the caller can contact the relevant Officer who can provide an informed reply with minimal forwarding of calls. With regard to correspondence the policy is to provide a comprehensive reply to correspondence within 10 working days. Jointly with Carlisle Works systems are being developed to ensure that any work promised in correspondence are implemented promptly with the aim of further enhancing customer satisfaction.

The general public are obviously still confused about who is responsible for the various aspects of Highways maintenance. As a result of this confusion the Council receive a considerable number of complaints / enquiries about issues for which we are not responsible and for which no funding is provided. In these cases the following action is taken:-

- Letters are acknowledged and the writer is informed to whom the letter is being redirected. Correspondence is then forwarded to Capita dbs / County / Roadlink etc. as appropriate.
- Telephone calls are forwarded direct to the County Call Centre thus removing the need for the caller to dial another number.
- Any issue observed by staff or reported by Councillors is recorded and faxed immediately to the County Call Centre.

1. Consultation

1. Members should consider whether the existing procedures for consulting and communicating with the public, and outlined in Section 1 are satisfactory.

2. Staffing Resources Comments

1. The Highways and Environment Services Section is staffed according to the fees available from its various clients. In case of Claimed Rights, staffing levels are defined by an administration allowance related to the annual award of funding from the County Council. This makes long term planning difficult.

3. City Treasurers Comments

N/A

4. Legal Comments

N/A

5. Corporate Comments

N/A

6. Risk Management Assessment

N/A

7. Equality Issues

N/A

8. Environmental Implications

N/A

9. Crime & Disorder Implications

N/A

10. Recommendations

1. Members are asked to note the contents of this report and identify any actions which they wish to pursue further.

CARLISLE CITY COUNCIL

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Maintenance of Highways

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The following sections give information which may be useful when trying to deal with Highways Maintenance issues in Carlisle.

Section 1 - Carlisle Urban Area**Section 2** - Carlisle Rural Area**Section 3** - Contact Points

Issued by: Design Division
 Department of Environment & Development
 Carlisle City Centre
 Civic Centre, Carlisle, CA3 8QG

Highway Responsibilities
In Carlisle Urban Area

This Appendix gives details of the split of responsibilities within the main urban area. The following information is attached in this Appendix.

- Map showing responsibility for Highway Maintenance.
- List detailing roads maintained by Capita on behalf of County Council.
 (All other roads are maintained by Carlisle City Council; under Claimed Rights).
- Contact points for issues dealt with by Cumbria County Council.
- Contact points for issues dealt with by Carlisle City Council.

Highway Responsibilities
In Carlisle Rural Area

In the rural area the majority of roads are maintained by Capita db on behalf of Cumbria County Council. However urban unclassified roads in the towns and villages with speed limits are maintained by Carlisle City Council under Claimed Rights.

In addition the A69 is maintained by Roadlink, the M6, A74, A7 and A595 are maintained by Mouchel Amey.

The following information is attached in this Appendix:-

❖ List of Roads maintained by Carlisle City Council

Roads Maintained by Carlisle City Council
Outside Main Urban Area

<u>BRAMPTON</u>		
Ash Lea	Howard Gardens	Parkhead Road
B6412 Capon Tree	Irthing Walk	Sawmill Lane
Beck Lane	Irthing Park	Showfield
Beck Riggs	Kingwater Close	St. Martins Drive
Beckside Gardens	Link by Police Station	St. Martins Close
Berrymore Road	Lovers Lane	The Grove, Gelt Road
Cambeck Close	Low Cross Street	The Swartle
Craw Park	Millfield	Townfoot
Croft Road	Moat Street	Townfoot Park
Dacre Road	Moatside	Tree Gardens (Part)
Gelt Rise	Morpeth Close	Tree Road/Paving Brow
Gelt Road	Oak Tree Park (Part)	Union Lane
Green Croft	Old Brewery	Well Lonning Close
Greenfield Lane	Old Church Lane	
High Cross Street	Park Head	
<u>BURGH BY SANDS</u>	<u>DALSTON</u>	<u>HEADS NOOK</u>
Amberfield Phase 1	Barras Close	Cairn Wood
Amberfield	Barry Lane	Rose Paddock
	Bishops Mill	The Whins

<u>CORBY HILL</u>	Buebank Road	
Cairn Crescent	Caldew Drive	<u>IRTHINGTON</u>
Spur of Little Corby Road	Carlisle Road Service	Church Close
Langley Gardens	Crakegarth	Oak Drive
	Glebe Close	
<u>CROSBY ON EDEN</u>	Madam Banks Road	<u>LONGTOWN</u>
Vestaneum	Moorlands	Arthuret Drive
The Garth	Nine Rigg	Arthuret Road
The Row	Nook Lane	Ban k Street
	The Forge	Bellsfield
<u>CUMWHINTON</u>	Summerfields	Burn Street
Townhead Court	Townhead	Briar Lea Court
Chestnut Grove	Townhead Close	Dukes Wood Road
	Walk Mill	Esk Bank
<u>GILSLAND</u>	Yetlands	Esk Street
Hadrian Crescent		Liddle Road
	<u>SCOTBY</u>	Lochinvar Close
<u>GREAT CORBY</u>	Ghyll Road	Lovers Lane
The Orchard	Hill Head	Mill Street
Woodlands	Near Park	Moor Crescent
	Nightingale Court	Raefield
	Park Close	Spur off Moor Road
	Sutton Court	Stackbraes Road
	Wellgate Court	The Scaur
	Wheelbarrow Court	Ward Street

<u>WARWICK BRIDGE</u>	<u>WARWICK BRIDGE</u>	
U1179	Chapel Close	
Croft Park	Eden Grange	
Elm Garth	Grahams Croft/Bufs Croft	

Fausten Hill	Hurley Road	
Goosegarth	Millriggs	
Greenacres	Rosebank Close	
Hall Moor Court	Watersmeet	
Jennet Croft	Warwick Farm	
Plains Road		
The Glebe		
Wheatsheaf		
ROADS WITH NO SPEED LIMIT BUT WITH ROAD LIGHTING		
<u>AGLIONBY</u>	<u>DURDAR</u>	<u>MOAT</u>
Aglionby Farm	Cawflands	Unnamed
Manor Croft	Woodhayes	
Rosegate		<u>MONKHILL</u>
	<u>GREAT ORTON</u>	Monkhill Estate Road
<u>BUCKABANK</u>		
Unnamed		<u>MOORHOUSE</u>
	<u>HARKER PARK</u>	Moorhouse Farm
<u>CARGO</u>	Harker Park Road	
Applegarth		<u>MOSS BAND RAILWAY BRIDGE</u>
Bonner Estate	<u>HAYTON</u>	
Eden Close	Applegarth	<u>ROCKCLIFFE</u>
	Castle View	Blencarn Park
<u>CRINDLEDYKE</u>	Nopple Garth	The Courtyard
Front Road		
Rear Road	<u>KERSHOPFOOT</u>	<u>SMITHFIELD</u>
		Ryehill Park
<u>WALTON</u>		

Woodleigh

HIGHWAYS ISSUES IN CARLISLE DISTRICT

CITY COUNCIL RESPONSIBILITIES

Highway issues	CONTACT NAME & NUMBER
a) Highways Maintenance of Urban Unclassified Roads (includes road lighting)	To discuss relevant issues contact Keith Poole Highways and Environment Manager, Carlisle City Council 817470 Or To report faults Call 817461
b) Footway Lighting	
c) Car Parking	
d) Residents Parking	
e) Decriminalised Parking Enforcement	
f) Footpaths & Bridleways	

HIGHWAYS ISSUES IN CARLISLE DISTRICT

COUNTY COUNCIL RESPONSIBILITIES

Highway issues	CONTACT NAME & NUMBER
a) Traffic Signals	To discuss relevant issues contact David Sheard Cumbria County Council 606746 Or To report faults contact County Call Centre on
b) Traffic Management	
c) Highway Maintenance on classified roads and rural unclassified roads.	
d) Public Utility Works Co-ordination	
e) Development Control Comments	

f) Highway Searches	606179
g) Bus Shelter Maintenance	

Highways Maintenance

Contact Points

The attached list details contact points for the various organisations responsible for Highways related issues in Carlisle District.

CONTACT NUMBERS

<u>Carlisle City Council (Maintenance of Urban Unclassified Roads)</u>	
Keith Poole, Highways and Environment Manager	01228 817470
Michael Sumner, Highway Services Manager	01228 817460
Adrian Cozens, Senior Engineer (Infrastructure	01228 817480
David Carr, Client Officer – Public Lighting	01228 817477
Les Tickner – Carlisle Works	01228 625034
<u>Capita dbs (Maintenance of all Classified Roads and Rural Unclassified Roads)</u>	

Capita Call Centre	01228 606179
Mouchel/AMEY JV (Maintenance of A7, A595, M6, A74)	
Area 19 Maintenance Office	01768 895564
Roadlink (Maintenance of A69)	
Stocksfield Office	01661 842842
Cumbria County Council	
David Sheard – Area Support Manager	01228 606746
John Robinson – Area Engineer	01228 606744

Performance Indicators

The County Council are required to supply information on a considerable number of Highway Performance Indicators which are detailed on the attached sheets. The City Council are required to supply data to the County Council on a number of the indicators which cover the limited range of work which we carry out. The table below gives information on the indicators which we report on.

Carlisle City Council - Highways Performance Indicators			
Indicator No.	Detail of Indicator	Target	Result
BV 105	Dangerous Highways Defects Repaired within 24 hrs.	95.9%	92%
BV 154	Lighting faults repaired within 5 days	97%	87.5%
BV 98	Percentage of Street Lights not working	0.72%	0.82%
BV 95	Average Cost of a working streetlight	£88.45	£45.52
LP 111	Expenditure on Rights of Way Maintenance per Km	Note: Due to Foot & Mouth Disease no data is available at present	
LP 115	Number of written complaints about impassable Rights of Way		
LP 167	Percentage of Rights of Way Signposted from road		

BV 178	Percentage of Rights of Way which are easy to use	
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Table B indicates that the City Council are failing to achieve the required target standard on a number of indicators. Officers are of the view that the standards are being achieved but the necessary paperwork to verify this is not being collated correctly. This problem is being addressed so that our true performance can be reflected in future returns.

MORE EMPLOYMENT SITES AND HIGHER QUALITY ACCESS

New Indicators

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Ref No	Indicator	2001/02 Target
*LP24	Tonnage of freight moved by rail	Not available
LP25	*Percentage of County area covered by ICT network allowing broadband connectivity	75%
*LP26	Percentage of improvements in average time to traverse routes within county boundaries a) A66 b) A590 c) A595 d) A74	Not available
LP29	Undertake feasibility studies for development of employment sites	2

Commentary on Performance Indicators

LP24 New indicator for 2000/2001. No complete base data available for 2001/02 target. Targets achieved in partnership with others.

LP26 New indicator in 2000/01. No base data yet available for 2001/02 target. Targets achieved in partnership with others.

CUMBIA'S ROAD & TRANSPORT SYSTEM

Current Indicators

obj 16.

Ref No	Indicator	1999/00 Actual Result	2000/01 Target	2000/01 Estimated Result	2001/02 Target	Best Performing Authorities
BV93	Cost of highway maintenance per 100 km travelled by a vehicle on principal roads	£0.35	£0.31	£0.30	£0.37	£0.36 or less
BV94	Cost per passenger journey of subsidised bus services	£1.63	No target set	£1.62	£1.95	
BV95	Average cost of a working streetlight	£84.17	No target set	£86.67	£88.42	
BV105	Total number of all reported incidents of dangerous damage to roads and pavements repaired or made safe within 24 hours from the time that the authority first became aware of the damage, as a percentage of such incidents	95.2%	95% Roads 91% Pavements	94.7%	95.9%	99% or more
BV165	Percentage of pedestrian crossings with facilities for disabled people	88.0%	79%	81.7% 87.8%	83.8% 89.0%	
BV96	Condition of principal roads. Percentage of the network with negative residual life, derived from deflectograph surveys	5.8%	No target set	5.4%	5.0%	7% or less
BV97	Condition of non-principal roads			Available 04/01		
BV102	The total number of passenger journeys made annually on local buses within the area of the authority	24.79 Passenger Journey	25.30 Passenger Journey	24.85 Passenger Journey	24.94 Passenger Journey	
BV103	Percentage of users satisfied with local public transport information		No target set	45%	N/A	
BV100	Number of days of temporary traffic controls or road closure on traffic sensitive roads caused by local authority works per km of traffic sensitive roads	3.52	1.4	0.61	0.40	0.56 or less

Commentary on Performance Indicators

BV93 Actual result for 1999/00 was 13% below target due to Member decision on spends from the Highways Maintenance budget

BV94 Target 2000/01 not included as no Actual result available for 1999/00 in the BVPP 2000/01. The significant targeted increase in 2001/02 represents large increase in inflation and costs in transport industry since 1998/99 when contracts were last let.

BV95 This is a new indicator (Combination of BV95 & BV98) and, as such was not in last year's BVPP. Hence no target for 2000/01.

BV105 Variability due initially to change of indicator definition between 1999/00 and 2000/01. Slightly decrease Target for 2000/01 due to delegation of works to claiming agents as opposed to their being undertaken by the Capita DBS area practices.

BV165 The 1999/00 result is not considered to be wholly reliable due to the data supplied by areas/agents which was subsequently examined by Audit. Annual improvement is therefore based on the 1998/99 Actual Result of 78% which is considered accurate.

BV96 New indicator therefore no target included in the 2000/01 BVPP. Results progressing towards improved target.

Current Indicators

Ref No	Indicator	1999/00 Actual Result	2000/01 Target	2000/01 Estimated Result	2001/02 Target	Best Performing Authorities
BV101	Local bus services (vehicle Kilometers per year)	26.00km	25.67km	26.00km		
LP110	Average annual maintenance expenditure per bridge	£76	£660	£742	£690	
LP111	Expenditure on Rights of Way maintenance per km	£25.10		£25.72	£26.37	
LP113	Cost of highway insurance claims	£913,500	£670,000	£793,000	£832,650	
LP114	Percentage of bridge stock under strength	16%		14%	11%	
LP115	Number of written complaints of impassable Rights of Way	225	200	250	262	
LP167	Percentage of Rights of Way signposts where they leave the road	80%	80%	80.4%	80.7%	81%
LP121	Proportion of precautionary salting runs which are completed within standard treatment times	New	95%	95%	96%	
LP122	% of under strength bridges protected by weight / width restriction	10%	15%	15%	25%	
LP123	Road Safety Education: % of primary and secondary schools visited in year	67%	85%	43%	69%	
LP124	Road Safety Education: Number of children passing cycling proficiency test	1581	1600	2133	2218	
LP125	LTP meets minimum government requirements	61%	N/A	98%	99%	
BV178 AC-F2(ii)	The percentage of total length of footpaths and other Rights of Way which were easy to use by members of the public	71%	70%	75.0%	79.5%	

Commentary on Performance Indicators

- BV97** This is a new indicator for which results will be available at the end of the financial year. No forward target can therefore be predicted.
- BV102** This indicator reflects Passenger Journeys as apposed to vehicle Km above. Data reflects long term national trends. Some stability in network coupled with rural bus grant services should stabilise fall in patronage.
- BV103** Of these who said they were very or fairly satisfied 67% had seen information 30% had not.
- BV100** Actual result for 1999/00 grossly inflated by ongoing roadworks on A & Scotland Road, Carlisle. Estimates/Targets in line to meet Upper Quartile level in 2004/05.
- BV101** Target for 2000/01 looks as though it will be exceeded. Data id in Km x 1m. Further services to be introduced in 2000/01 will be compensated by withdrawals in commercial services.
- LP110** In 1999/00 there was an extremely low LTP agreed settlement for maintenance funding. In addition it was necessary to divert monies from bridge maintenance to bridge strengthening.
- LP115** It is expected that complaints will increase relative to increased usage and length of rights of way.
- BV178** It is expected that the target placed in the 2000/01 BVPP will be exceeded.

New Indicators

Ref No	Indicator	2000/01 Estimated Result	2001/02 Target
LPI18	The percentage length of 'A' Class road, requiring major maintenance	Not available	
LPI19	The percentage of principal road network which does not meet skidding resistance standards	Not available	
LPI20	The percentage of road bridges unsuitable for heavy vehicles	13%	15%

Old Indicators

Ref No	Indicator	1999/00 Actual Result
ACP7	Net spending per head of population on public transport	£3.49

Commentary on Performance Indicators

LPI18 New indicator in 2000/01. No base data yet available for 2001/02 target.

LPI19 New indicator in 2000/01. No base data yet available for 2001/02 target.

ACP7 This indicator is no longer required.

IMPROVE COMMUNITY SAFETY

Current Indicators

Obj 19.

Ref No	Indicator	1999/00 Actual Result	2000/01 Target	2000/01 Estimated Result	2001/02 Target	Best Performing Authorities
BV99*	Number of Road Accident Casualties per 100,000 population <ul style="list-style-type: none"> • Killed/Seriously injured • Slight Injured Road User Type:- <ul style="list-style-type: none"> • Pedestrian • Pedal Cyclist • 2 Wheeled vehicle • Car Users • Other vehicle users 	420 1630	No target set No target set	412 1597	403 1565	380 1473
BV 126*	Domestic burglaries per 1000 households and percentage detected	a) 10.9 b) 21.2%	Reduce offences by 125	9.8 13.7	Reduce by 75	
BV 127*	Violent crimes per 1,000 population and percentage detected; of those, robberies per 1,000 population and percentage detected	11.0 87.9 detected	Reduce offences by 625	9.1 77.2 detected	Reduced by 357	
BV 128*	Vehicle crimes per 1,000 population and percentage detected	10.9 13.2 detected	Reduce offences by 430	8.9 9.7 detected	Reduce offences by 190	
BV176 AC-A3	The number of domestic violence refuge places per 10,000 population which are provided of supported by the authority				0	
BV174 AC-A2a	The number of racial incidents recorded by the authority per 100,000 population				See commentary	
BV175 AC-A2b	The percentage of racial incidents that resulted in further action				See commentary	

Commentary on Performance Indicators

*Reference for BV126/127/128, policing Plan 2000-2001, Cumbria Police Authority these are targets which are between the County Council, District Councils and Cumbria Constabulary.

BV176 Social Services do not fund any domestic violence refuge places.

BV174 2000/01 estimated result not recorded by CCC. A 24 hour reporting system is planned for the future, at present no systems are in place to record such information. Currently Cumbria Constabulary collect data. As no statistical data is available any target set would be zero, "zero Tolerance" of any racial incidents would be the desired results.

BV175 2000/01 no mechanism to collate estimated result. As above, no mechanisms in place to record data. As part of the Education Diversity Plan a system has been introduced for schools to record racial incidents, at present no statistical analysis has taken place.

Current Indicators

Ref No	Indicator	1999/00 Actual Result	2000/01 Target	2000/01 Estimated Result	2001/02 Target	Best Performing Authorities
BV98	Percentage of street lights not working as planned	0.89%	0.80%	Not known	0.72%	0.56% or less
AC-P2b	The number of serious accidents per 1,000,000 miles travelled by a vehicle on principal roads	0.09				

New Indicators

Ref No	Indicator	2001/02 Target
LP148	Number of children killed or seriously injured [HIGHWAYS ONLY 1999]	5% reduction
LP149	Number of food samples tested by Trading Standards per 1,000 population	0.75
BV173	*Has the local authority established a corporate strategy to reduce crime and disorder in their area? If no, has the authority established a timetable for doing so?	Yes
LP151	The percentage of nine and ten year old who have received cycle training	33.8%
LP152	The level of conformance by new housing developments with the estate design guide	100%
LP153	Number of traffic calming schemes implemented within the year	25
LP154	Percentage of road lighting faults repaired within five working days of being reported	97%

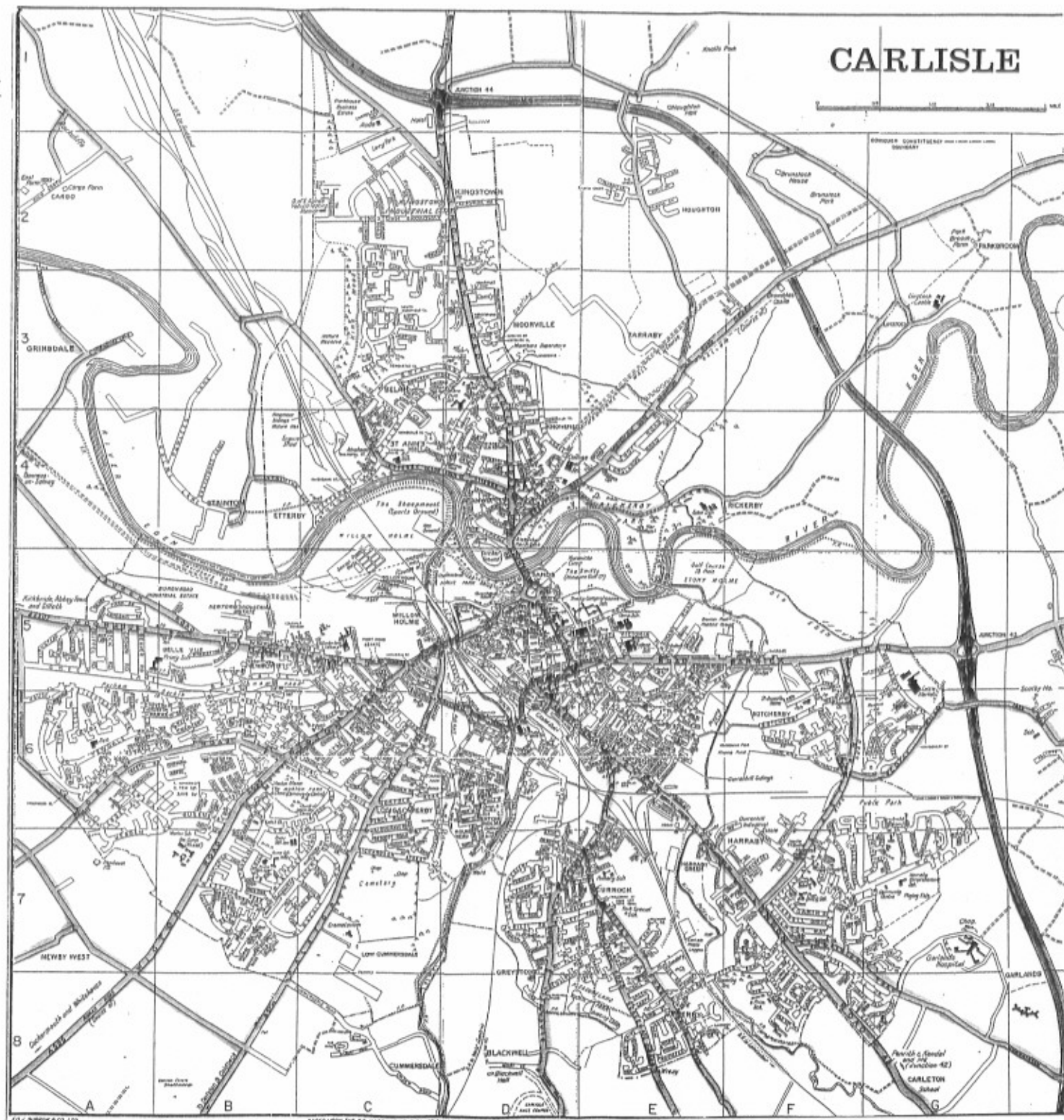
Commentary on Performance Indicators

BV173 *Asterix indicates targets which will be achieved in partnership with others.

IN CARLISLE

Figure 1

1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 26



Regeneration

A definition

Support local communities in addressing problems of economic & social disadvantage, to achieve improved prosperity, well being and quality of life.

Regeneration is a process to tackle 'social exclusion'. Social Exclusion is used to describe the combination of social problems such as unemployment, low skills, high crime, low income and poor health, which may be concentrated in particular neighbourhoods or within communities. This points to the particular issues that regeneration is intended to tackle.

Nationally the two major goals of the 'National Strategy Action Plan' are:

- In all the poorest neighbourhoods, to have common goals of lower worklessness and crime, and better health, skills, housing and physical environment.
- To narrow the gap on these measures between the most deprived neighbourhoods and the rest of the country.

A regeneration statement would therefore involve applying specific objectives and targets to the following aims:

- Raising educational standards
- Improving employability
- Encouraging lifelong learning
- Tackling crime
- Improving community health and safety.

Regeneration is the strategic management of bringing about these aims. It should be long term and sustainable with the active involvement of communities being viewed as the solution. Action and Participatory research provide established ways of achieving this.