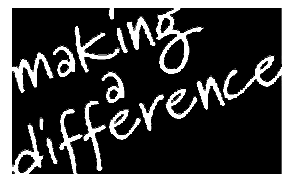


additional papers 1

Executive Committee

Wed 16 Jun
2010
7.00 pm

Committee Room 2
Town Hall
Redditch



www.redditchbc.gov.uk

Access to Information - Your Rights

The Local Government (Access to Information) Act 1985 widened the rights of press and public to attend Local Authority meetings and to see certain documents. Recently the Freedom of Information Act 2000, has further broadened these rights, and limited exemptions under the 1985 Act.

Your main rights are set out below:-

- Automatic right to attend all Council and Committee meetings unless the business would disclose confidential or “exempt” information.
- Automatic right to inspect agenda and public reports at least five days before the date of the meeting.
- Automatic right to inspect minutes of the Council and its Committees (or summaries of business undertaken in private) for up to six years following a meeting.
- Automatic right to inspect lists of background papers used in the preparation of public reports.
- Access, upon request, to the background papers on which reports are based for a period of up to four years from the date of the meeting.
- Access to a public register stating the names and addresses and electoral areas of all Councillors with details of the membership of all Committees etc.
- A reasonable number of copies of agenda and reports relating to items to be considered in public must be made available to the public attending meetings of the Council and its Committees etc.
- Access to a list specifying those powers which the Council has delegated to its Officers indicating also the titles of the Officers concerned.
- Access to a summary of the rights of the public to attend meetings of the Council and its Committees etc. and to inspect and copy documents.
- In addition, the public now has a right to be present when the Council determines “Key Decisions” unless the business would disclose confidential or “exempt” information.
- Unless otherwise stated, all items of business before the Executive Committee are Key Decisions.
- (Copies of Agenda Lists are published in advance of the meetings on the Council’s Website:
www.redditchbc.gov.uk

If you have any queries on this Agenda or any of the decisions taken or wish to exercise any of the above rights of access to information, please contact

**Denise Sunman
Committee Support Services**

**Town Hall, Walter Stranz Square, Redditch, B98 8AH
Tel: 01527 64252 ext 3270 Fax: (01527) 65216
e.mail: denise.sunman@redditchbc.gov.uk Minicom: 595528**

Welcome to today's meeting.

Guidance for the Public

Agenda Papers

The **Agenda List** at the front of the Agenda summarises the issues to be discussed and is followed by the Officers' full supporting **Reports**.

Chair

The Chair is responsible for the proper conduct of the meeting. Generally to one side of the Chair is the Committee Support Officer who gives advice on the proper conduct of the meeting and ensures that the debate and the decisions are properly recorded. On the Chair's other side are the relevant Council Officers. The Councillors ("Members") of the Committee occupy the remaining seats around the table.

Running Order

Items will normally be taken in the order printed but, in particular circumstances, the Chair may agree to vary the order.

Refreshments : tea, coffee and water are normally available at meetings - please serve yourself.

Decisions

Decisions at the meeting will be taken by the **Councillors** who are the democratically elected representatives. They are advised by **Officers** who are paid professionals and do not have a vote.

Members of the Public

Members of the public may, by prior arrangement, speak at meetings of the Council or its Committees. Specific procedures exist for Appeals Hearings or for meetings involving Licence or Planning Applications. For further information on this point, please speak to the Committee Support Officer.

Special Arrangements

If you have any particular needs, please contact the Committee Support Officer.

Infra-red devices for the hearing impaired are available on request at the meeting. Other facilities may require prior arrangement.

Further Information

If you require any further information, please contact the Committee Support Officer (see foot of page opposite).

Fire/ Emergency instructions

If the alarm is sounded, please leave the building by the nearest available exit – these are clearly indicated within all the Committee Rooms.

If you discover a fire, inform a member of staff or operate the nearest alarm call point (wall mounted red rectangular box). In the event of the fire alarm sounding, leave the building immediately following the fire exit signs. Officers have been appointed with responsibility to ensure that all visitors are escorted from the building.

Do Not stop to collect personal belongings.

Do Not use lifts.

Do Not re-enter the building until told to do so.

The emergency Assembly Area is on Walter Stranz Square.

Declaration of Interests: Guidance for Councillors

DO I HAVE A "PERSONAL INTEREST" ?

- Where the item relates or is likely to affect your **registered interests** (what you have declared on the formal Register of Interests)

OR

- Where a decision in relation to the item might reasonably be regarded as affecting **your own** well-being or financial position, or that of your **family**, or your **close associates** more than most other people affected by the issue,

you have a personal interest.

WHAT MUST I DO? **Declare the existence, and nature, of your interest and stay**

- The declaration must relate to specific business being decided - a general scattergun approach is not needed
- **Exception** - where interest arises only because of your membership of another **public body**, there is no need to declare unless you **speak** on the matter.
- You **can vote** on the matter.

IS IT A "PREJUDICIAL INTEREST" ?

In general only if:-

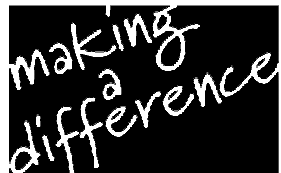
- It is a personal interest **and**
- The item affects your **financial position** (or conveys other benefits), or the position of your **family, close associates** or bodies through which you have a **registered interest** (or relates to the exercise of **regulatory functions** in relation to these groups)

and

- A member of public, with knowledge of the relevant facts, would reasonably believe the interest was likely to **prejudice** your judgement of the public interest.

WHAT MUST I DO? **Declare and Withdraw**

BUT you may make representations to the meeting before withdrawing, **if** the public have similar rights (such as the right to speak at Planning Committee).



Executive

16th June 2010

7.00 pm

Committee

Committee Room 2 Town Hall

Agenda

Membership:

Cllrs: Carole Gandy (Chair) Brandon Clayton
Michael Braley (Vice-Chair) Malcolm Hall
Peter Anderson Jinny Pearce
Juliet Brunner Debbie Taylor
Greg Chance

5. Quarterly Performance Monitoring - Quarter 4 - January to March 2010

(Pages 1 - 14)

Director of Policy,
Performance and
Partnerships

To consider the quarterly performance report, showing indicators which have improved, declined or remained static when compared to the same period in the previous year.

(Report previously circulated / Appendix attached)

(No Specific Ward Relevance)

The following pages provide a report for all corporate performance indicators for which data was expected and provided in quarter 4 (January - March) 2009/10 and relates to a comparison for year to date.

	*DCX		*E&P		*HLCS		Total	
Total number of corporate performance indicators providing outturn data for quarter 4	22	%	24	%	13	%	59	%
Total number of indicators showing improvement compared to the same period last year ▲	16	72.7%	11	45.8%	8	61.5%	35	59.3%
Total number of indicators showing a decline compared to the same period last year ▼	3	13.6%	9	37.5%	3	23.1%	15	25.4%
Total number of indicators showing no change compared to the same period last year** ◀▶	3	13.6%	4	16.7%	2	15.4%	9	15.3%

* This is the final corporate performance report for 2009/10 and shows the same directorates as it has throughout the previous 2009/10 reporting periods. The new directorates will be in place for quarter 1, 2010/11

** Of the 9 indicators which are showing no change in their performance, 6 are currently at optimum performance and as such improvement is not possible

Key Findings for Quarter 4

As in the previous quarters of 2009/10, of all the corporate performance indicators reported in quarter 4 a higher proportion have improved compared to the same period last year. By way of example NI 181 (Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)) has also demonstrated a positive direction of travel with a quarter 4, year to date outturn of 13.4 days compared with 17.72 days; a decrease of 4.32 days for the same period last year. Likewise, NI 157a (Processing of major planning applications determined within 13 weeks) has improved from 93.75% to 100%.

However there are also indicators which are highlighted as areas for concern; NI 195(b) one of the 'improved street and environmental cleanliness' indicators shows that the levels of detritus continue to be very high at 26% compared with only 11% in 2008/09. Following training undertaken in February 2009 on surveying methods, higher detritus levels have been reported this year due to the assessment and grading criteria that have to be used. This has identified a performance issue and an improvement plan has been developed with achievable timescales to target areas to improve sweeping and associated operations like weed spraying.

Additional Information

There are a total of 12 performance indicators for which outturn data has not yet been provided. These indicators all rely on data from external sources, i.e. Primary Care Trust (PCT) and Department for Works and Pensions (DWP). It is not unusual for there to be a delay in reporting data with the time lag on some indicators being up to 12 months.

The performance indicator set for 2010/11 has been revised in line with the Council Plan and will not include these long term indicators. This is due to the ability of Redditch Borough Council to influence them and the time lag involved. However, these are important indicators and will be included in the Sustainable Community Strategy for future reporting.

Background

The table below shows the 2008/09 outturns in performance for Redditch Borough Council. Please note, due to changes in the indicator set a strict year on year comparison cannot be made; consequently there is no comparative table in this report.

	DCX		E&P		HLCS		Total	
		%		%		%		%
Total number of corporate performance indicators providing outturn data for quarter 4	19		26		25		70	
Total number of indicators showing improvement compared to the same period last year ▲	9	47.4%	10	38.5%	14	56.0%	33	47.1%
Total number of indicators showing a decline compared to the same period last year ▼	5	26.3%	9	34.6%	8	32.0%	22	31.4%
Total number of indicators showing no change compared to the same period last year ◀▶	5	26.3%	7	26.9%	3	12.0%	15	21.4%

The table below shows a key to terms and symbols used throughout this report.

<u>Key to Terms and Symbols</u>			
Improving performance compared to same quarter last year ▲		Data is provisional	*
Worsening performance compared to same quarter last year ▼		Recovery plan in place	(RP)
No change in performance compared to same quarter last year ◀▶		TBC	To be confirmed
No data available for the period #		LDS	Local Development Scheme
Not applicable for this indicator/period NA		GB	Great Britain

Indicator Description	Indicator Reference	Current			Historic			Comments	
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08		2008/09
Deputy Chief Executive Directorate									
Serious acquisitive crime rate	NI 016	12.93	11.51	▲	TBC	NA	NA	12.93	The NI 16 rate per 1,000 population in Redditch (11.515 per 1,000 population) decreased by 11.06% during 2009/10 with 110 fewer offences recorded than in 2008/09 (12.93 per 1,000 population). Rates for Q4 are the lowest of the year (2.074 per 1,000 population), and are 38.9% lower than the Q3 rate (3.394 per 1,000 population). Furthermore, the rate of offences in Q4 09/10 is lower than any quarter last year and is 34.3% lower than the same time last year (Q4 08/09, rate of 3.158 per 1,000 population). (RP)
Assault with injury crime rate	NI 020	7.99	7.42	▲	7.64 by 2011 (local target)	NA	NA	7.99	The NI 20 rate per 1,000 population in Redditch (7.479 per 1,000 population) decreased by 3.34% during 2009/10 with 25 fewer offences recorded than in 2008/09 (7.738 per 1,000 population). This is lower than the target of 7.74 per 1,000 population. Rates for Q4 (1.521 per 1,000 population) are the lowest of the year, and are 14.8% lower than the Q3 rate (1.785 per 1,000 population). Furthermore, the rate of offences in Q4 09/10 is lower than any quarter last year and is 20.4% lower than the same time last year (Q4 08/09, rate of 1.912 per 1,000 population).
Net additional homes provided	NI 154	99	171	▲	TBC	NA	NA	99	Low completion rates over the past two years reflect the current economic climate. This years completion figure has risen quite dramatically from last year solely due to the implementation of the Kick Start scheme at Windsor Heights (former Gas Works)
Number of affordable homes delivered (gross)	NI 155	10	111	▲	94	NA	NA	10	Target of 94 exceeded as we have had 15 HomeBuy Direct (shared equity funded by HCA) completions at Windsor Road and 1 My Choice HomeBuy (HCA shared equity), 2 x RBC ESD buybacks and 1 Mortgage to Rent mortgage rescue of an owner occupied property using HCA funds. This represents a yearly completion of 105 units, 92 rent/shared ownership and these additional units, notified by HCA. 2/2/10 (RP)
The number of changes of circumstances which affect customers' Housing Benefit / Council Tax Benefit entitlement within the year	NI 180	681.2	950.1	▲	550	NA	NA	681.2	Target exceeded
Time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days)	NI 181	17.7	13.4	▲	13	NA	NA	17.7	With batch job due to rent decrease process target met - without this outturn would be 15 days

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Tackling fuel poverty – % of people receiving income based benefits living in homes with a low (SAP rating of less than 35) energy efficiency rating	NI 187(a)	6%	4%	▲	4.50%	NA	NA	6%	The targets have been exceeded. This is likely to be due to local schemes such as the over 60's free insulation and as a result of targeted insulation work to areas in greatest need
Tackling fuel poverty – % of people receiving income based benefits living in homes with a high (SAP rating of 65 or more) energy efficiency rating	NI 187(b)	50%	54%	▲	51.50%	NA	NA	50%	The targets have been exceeded. This is likely to be due to local schemes such as the over 60's free insulation and as a result of targeted insulation work to areas in greatest need
Percentage of invoices for commercial goods and services that were paid by the Council within 30 days of receipt or within the agreed payment terms	BV 008	91.62%	93.55%	▲	95.00%	94.05%	90.64%	91.62%	Improvement not as high as anticipated due to the delay in the implementation of e-procurement.
The percentage of Council Tax collected by the Authority in the year	BV 009	97.10%	97.23%	▲	98.50%	96.67%	96.97%	97.10%	Quarter 4 outturn figures showed 0.1% improvement on previous years performance - whilst this was below the target of 98.5% it continues the improvement trend from the previous 3 years (RP)
The amount of Housing Benefit overpayments recovered as a percentage of all HB overpayments	BV 079b(i)	65.24%	75.99%	▲	TBC	#	69.46%	65.24%	Recovery has improved compared to last year, although the rent reduction contributed to this. The new post of Benefit Overpayment Recovery Officer started 22.03.10. (RP)
Housing Benefit (HB) overpayments recovered during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period plus amount of HB overpayments identified during the period	BV 079b(ii)	24.26%	33.28%	▲	TBC	#	26.39%	24.26%	See BV 79b(i).
The number of racial incidents recorded by the authority per 100,000 population	BV 174	12.56	23.88	▲	contextual measure	18.92	30.21	12.56	Press releases promoting the Hate Incident Reporting Process were circulated at end of this period and were picked up by local newspapers and radio stations. Potential for an increase in reports following increased publicity.
Percentage of new Housing and Council Tax Benefit claims where a decision was made within 14 days of receiving all information	HH 016	80.00%	93.00%	▲	85.00%	66.81%	81.03%	80.00%	Target for year met
Number of British Crime Survey Comparator crimes reported	CS 002	3,690	3,469	▲	contextual measure	4,110	3,960	3,690	The rate of BCS offences was 43,420 offences per 1,000 residents for 2009/10, compared to 45,947 in 2008/09. This quarter is reduced compared to last quarter, and the same quarter of last year. Performance over the year is in line with peers, and is ranked as 8 th , with an average rate per 1,000 residents of slightly higher than the peer average. There continues to be a decline in the number of comparator crimes reported.
Number of concessionary journeys per year	ET 015	1,616,287	1,745,116	▲	Contextual Measure	1,498,838	1,474,325	1,616,287	Not all claims received for March 2010

Indicator Description	Indicator Reference	Current			Target 2009/10	Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel		2006/07	2007/08	2008/09	
Environment and Planning Directorate									
Processing of major planning applications determined within 13 weeks	NI 157(a)	93.75%	100.00%	▲	96%	NA	NA	93.75%	Static- Has remained at 100% now for last 6 quarters
Processing of minor planning applications determined within 8 weeks	NI 157(b)	90.41%	95.24%	▲	90%	NA	NA	90.41%	Only 1 application being determined out of time, which is an improvement from last quarter and above national target.
Processing of other planning applications determined within 8 weeks	NI 157(c)	97.83%	98.16%	▲	95%	NA	NA	97.83%	Only 1 Application determined out of time within the last quarter, above national average
Supply of ready to develop housing sites	NI 159	25.3%	118.8%	▲	5 year land supply	NA	NA	25.3%	The figure for planned housing provision is based on the EIP (Examination in Public) Panel report housing figure for Redditch up to 2026 (residual requirement [6039] divided by 15 years remaining in plan period, multiplied by 5 years). This figure can no longer be related to last years outturn as the plan period and housing provision target have altered. The housing target may subsequently alter when the Government Office publishes its proposed changes to the WMRSS (West Midlands Regional Spatial Strategy) targets. An allowance has been included for the amount of housing that can be delivered on SHLAA (Strategic Housing Land Availability Assessment) sites which include all potential strategic sites adjacent to Redditch's urban area i.e. ADR and Green Belt land.
New business registration rate	NI 171	50.9%	108.00%	▲	None set	NA	NA	50.9	There is a lag on this data of almost 12 months. 2008/09 data relates to 2007 and 2009/10 data relates to 2008. It is expected that 2009 data will not be available until the end of 2010. (County comment)
Satisfaction of business with local authority regulation services	NI 182	44.22%	63.08%	▲	50%	NA	NA	44.22%	Despite having reduced admin support this is still a significant improvement on 08/09 out-turn.
Food establishments in the area which are broadly compliant with food hygiene law	NI 184	90%	91%	▲	85%	NA	NA	90%	Although the total number of establishments which are broadly compliant has risen significantly, so too has the number of food establishments resulting in only a small increase in the number of those which are broadly compliant.
Planning to adapt to climate change (Level 0 - low performance, Level 4 - high performance)	NI 188	0	1	▲	Level 1	NA	NA	0	This is on target, and Level 1 has been achieved.
Improved street and environmental cleanliness – fly tipping (Level 1 - Good, Level 4 - Poor)	NI 196	2	1	▲	2	NA	NA	2	We have achieved the highest level on this indicator, indicating increasing enforcement actions and reducing numbers of fly-tips. Note that this figure is also calculated through the Flycapture database and this outturn has to be checked against that data
The number of working days/shifts lost to the local authority due to sickness absence per FTE staff member	BV 012	9.60	9.02	▲	8.00	10.62	8.53	9.60	Decrease in sickness absence from Quarter 3 and in comparison to the same quarter last year.

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
The percentage of new homes built on previously developed land	BV 106	88.12%	98.83%	▲	25%	91.63%	82.00%	88.12%	The Structure Plan target for Redditch completions on brownfield land is 25% between 1996 and 2011. 50.1% of completions to date have been on PDL
Housing, Leisure and Customer & IT Services Directorate									
Reducing avoidable contact: minimising the proportion of customer contact that is of lower or no value to the customer	NI 014	20.21%	10.9%	▲	TBC	NA	NA	20.21%	Survey undertaken over 2 wk period in Nov 2009. Services: Housing, Waste Management & Benefits. Data for Highways was via the CRM only. Large reduction in avoidable contact due to changes in back office systems and a better understanding of the indicator by those gathering the data
Number of households living in temporary accommodation	NI 156	10	7	▲	15	NA	NA	10	6 households are pending homelessness enquires whilst other options such as private rented are being explored. 1 household although found to be intentionally homeless supported accommodation in Smallwood Almshouses has been secured.
Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation, per 1,000 population.	BV 213	7.62	9.83	▲	6.50	2.89	4.24	7.62	Housing Options Team continue to be proactive in preventing homelessness.
Percentage of urgent repairs completed within Government time limits (Categories A, B and C)	HIP 001	83.72%	94.50%	▲	85%	77%	78.20%	83.72%	We had an increase in plumbing works due to prolonged freezing conditions but still managed to achieve excellent results
Average time taken (days) to complete non-urgent responsive repairs (Categories D&E)	HIP 002	21.19	16.93	▲	25 days	20	32	21.19	Performance has decreased slightly against the 13.3 days reported last quarter however we had significant problems with the freezing weather conditions where some roads were impassable. This is a very pleasing result.
Enquiries dealt with at first point of contact	WMO 004	92.86%	93.84%	▲	90%	84.57%	88.31%	92.86%	This resolution figure is based on the number of enquiries logged on the Customer Relationship Manager (CRM).
Website Page Views (millions)	WMO 008	16.4	7.29	▲	18.04	NA	14.15	16.4	The decrease in page views together with increase in visitors shows that the website has become easier for customers to find the information required. The overall figure for the year does not include figures for Q2 as these are not available from Worcester County Council. The cumulative figure for Q4 therefore only includes data for 3 quarters.
Number of e-enabled web payments	WMO 010	8,530	14,381	▲	11,942	NA	5,175	8,530	The number of transactions is as expected to be lower than Q3 due to lower number of payments for Council Tax during Feb / Mar. The overall yearly total has seen an increase greater than expected.

Indicator Description	Indicator Reference	Current			Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08	

Key to Terms and Symbols	
Improving performance compared to same quarter last year	▲ Data is provisional
Worsening performance compared to same quarter last year	▼ Recovery plan in place
No change in performance compared to same quarter last year	◄► TBC
No data available for the period	# LDS
Not applicable for this indicator/period	NA GB
	* (RP) To be confirmed Local Development Scheme Great Britain

Indicator Description	Indicator Reference	Current			Historic			Comments	
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08		2008/09
Deputy Chief Executive Directorate									
Serious violent crime rate	NI 015	0.57	0.98	▼	TBC	NA	NA	0.57	The NI 15 rate per 1,000 population in Redditch (0.993 per 1,000 population) increased by 9.62% during 2009/10 with 7 more offences recorded than in 2008/09 (0.906 per 1,000 population), leading to a red performance assessment at the end of Q4. The rate of offences in Q4 (0.302 per 1,000 population) has almost doubled compared to last quarter (0.163 per 1,000 population), and compared to the same time last year (Q4 0809, 0.176 per 1,000 population). This indicator has been monitored closely over the past year and will continue to be carefully observed. (RP)
Flood and coastal erosion risk management - percentage of agreed actions to implement long term flood and coastal erosion risk management plans that are being undertaken satisfactorily	NI 189	100%	86%	▼	TBC	NA	NA	100%	We have progressed working in Land Drainage Partnership and improving our data on water courses in the borough. We have completed some capital improvement schemes and enforcement actions. A number of 2009/10 deliverables have been transferred to 2010/11 by agreement resulting in a reduced outturn for 2009/10.
Housing Benefit (HB) overpayments written off during the period as a percentage of the total amount of HB overpayment debt outstanding at the start of the period, plus amount of HB overpayments identified during the period	BV 079b(iii)	0.83%	1.96%	▼	TBC	#	0.32%	0.83%	Recovery has improved compared to last year, although the rent reduction contributed to this. The new post of Benefit Overpayment Recovery Officer started 22.03.10. (RP)
Environment and Planning Directorate									
Overall employment rate (working-age)	NI 151	77.0%	71.8%	▼	Maintain at above GB average	NA	NA	77.0%	Data relates to period July 2008 - June 2009. The employment rate for Worcestershire in July 2008 - June 2009 has remained the same as the previous quarter without accounting for confidence intervals. At a district level the employment rate has fallen slightly except for Worcester City and Wychavon where it has seen a slight increase. It should be noted that due to a time lag in the publication of the data, the figures relate to the period which includes the earlier part of the economic downturn - in future quarters we can expect employment rates to fall as the effects of rising unemployment in late 2008 and 2009 start to feed through. However, due to wide confidence intervals it will be some time before we will see statistically significant changes in employment rates. (County comment)

Indicator Description	Indicator Reference	Current			Historic			Comments	
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08		2008/09
Working age people on out of work benefits	NI 152	13.2%	13.3%	▼	Maintain at below GB average	NA	NA	13.2%	Data relates to period November 2008 – October 2009. Across Worcestershire the percentage of working age population on out of work benefits has increased by 0.5 percentage points on the data reported for Q3 2009/10. The rates have increased in each of the districts. The rates are calculated using mid-2007 working age population. This analysis now includes benefit claimants for the period when unemployment was rising fastest (November 2008-May 2009). Since then, unemployment has stabilised at a higher level and this will continue to feed in to the analysis for this indicator in the future reporting periods. (County comment)
Residual household waste per household (kg)	NI 191	566.74	*574.93	▼	575kg	NA	NA	566.74	Please note that estimated figures have been used to calculate quarter 4 for 2 reasons: a) we cannot finalise these figures until we have completed the waste data flow return for the year at the end of June ; b) we do not have all the tonnage figures for some materials collected through bring banks.
Percentage of household waste sent for reuse, recycling and composting	NI 192	31.43%	*28.30%	▼	32%	NA	NA	31.43%	Please note that estimated figures have been used to calculate quarter 4 for 2 reasons: a) we cannot finalise these figures until we have completed the waste data flow return for the year at the end of June; b) we do not have all the tonnage figures for some materials collected through bring banks. Please note that a worst case scenario for the amount of rejected recyclables from the new MRF (Materials Reclamation Facility) has also been used. (RP)
Improved street and environmental cleanliness - levels of litter	NI 195(a)	4.8%	7.8%	▼	6%	NA	NA	4.8%	This is a good score, although slightly up on last year this still represents an overall high standard of clean streets in the Borough
Improved street and environmental cleanliness - levels of detritus	NI 195(b)	11.3%	26.3%	▼	10%	NA	NA	11.3%	Following training undertaken in February 2009 on surveying methods, higher detritus levels (includes dust, mud, soil, grit, gravel, stones, rotted leaf and vegetable residues, fragments of twigs, glass, plastic and other finely divided materials and uncollected grass cuttings) have been reported due to the assessment and grading criteria that have to be used. This has identified a performance issue and an improvement plan has been developed with achievable timescales to target areas to improve sweeping and associated operations like weed spraying. Further training was completed in March 2010 with all Worcestershire authorities involved. (RP)
Improved street and environmental cleanliness - graffiti	NI 195(c)	0.6%	1.6%	▼	1%	NA	NA	0.6%	Slightly higher levels than in previous surveys but still very low levels of graffiti found (RP)

Indicator Description	Indicator Reference	Current			Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08	
Improved street and environmental cleanliness - fly-posting	NI 195(d)	0.2%	0.4%	▼	0%	NA	0.2%	The year's survey has found that fly-posting is not a problem in the Borough
The percentage of local authority employees from minority ethnic communities	BV 017(a)	2.80%	2.73%	▼	Contextual Measure (3.43%)	3.49%	2.80%	Decrease in staff from ethnic minorities from Quarter 3 and a decrease from last year.
Housing, Leisure and Customer & IT Services Directorate								
Adult participation in sport and active recreation	NI 008	23.0%	21.5%	▼	24%	NA	22.0%	The 2008/09 figure was estimated based on a survey carried out with only 33% of a control group. In 2009/10 the remainder of the control group was surveyed by Sport England with the result being added to the 33% previously surveyed giving this years turnout, which is a true reflection of adult participation in sport.
One Stop Shop: Customer satisfaction	WMO 003	95.19%	94.97%	▼	96%	95.46%	95.19%	Satisfaction with the service remains consistently high.
Website Unique Visitors (thousands)	WMO 009	274.64	205.59	▼	384.5	NA	175.26	Q4 has seen a large increase in visitors from previous quarter. The overall figure for the year does not include figures for Q2 as these are not available from WCC. The cumulative figure for Q4 therefore only includes data for 3 quarters. (RP)

Key to Terms and Symbols	
▲	Improving performance compared to same quarter last year
▼	Worsening performance compared to same quarter last year
◀▶	No change in performance compared to same quarter last year
#	No data available for the period
NA	Not applicable for this indicator/period
*	Data is provisional
(RP)	Recovery plan in place
To be confirmed	TBC
Local Development Scheme	LDS
Great Britain	GB

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08	2008/09	
Deputy Chief Executive Directorate									
Building resilience to violent extremism	NI 035	Level 2	Level 2	◀▶	TBC	NA	NA	Level 2	CLG have confirmed that a countywide co-ordinated assessment should be submitted where partners are working in two tier areas. Worcestershire CDRP's have completed self assessment via Worcesterhire Prevent Task Group
The percentage of authority buildings open to the public in which all public areas are suitable for, and accessible to, disabled people	BV 156	100%	100%	▶◀	100%	100%	100%	100%	This is an annual indicator. As all RBC public buildings are currently compliant at 100% unless there are any changes in primary legislation, this is unlikely to change whether we retain or dispose of any of these assets.
The percentage of racial incidents that resulted in further action	BV 175	100%	100%	▶◀	contextual measure	93.33%	100%	100%	Press releases promoting the Hate Incident Reporting Process were circulated at end of this period and were picked up by local newspapers and radio stations. Potential for an increase in reports following increased publicity.
Environment and Planning Directorate									
Previously developed land that has been vacant or derelict for more than 5 years	NI 170	0.15%	0.15%	▶◀	4.6 ha	NA	NA	0.15%	This figure has remained static. Some sites are under construction and as such will not yet be recorded as complete.
Has the local planning authority met the milestones which the current Local Development Scheme sets out?	BV 200(b)	YES	YES	▶◀	Meet milestones set out in LDS	YES	YES	YES	LDS updated Sept 09.
The local authority's score against a 'quality of planning services' checklist	BV 205	94.44%	94.44%	▶◀	100%	94.44%	94.44%	94.44%	This has remained the same as last year with all checklist points being met apart from one criteria from the Pendleton report.
Percentage of conservation areas in the local authority area with an up-to-date character appraisal	BV 219(b)	100%	100%	▶◀	Maintain up to date character appraisal	100%	100%	100%	Static.
Housing, Leisure and Customer & IT Services Directorate									
% non-decent council homes	NI 158	0%	0%	▶◀	0%	NA	NA	0%	Working at optimum level
Percentage of repair appointments made that were kept by RBC	HH 018	100.00%	100.00%	▶◀	99%	98.00%	99.00%	100.00%	We endeavour to keep all of the appointments we make with customers and service will only fail due to unforeseen circumstances eg high levels of sick absence.

Indicator Description	Indicator Reference	Current			Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel	Target 2009/10	2006/07	2007/08	

Key to Terms and Symbols	
Improving performance compared to same quarter last year ▲	Data is provisional *
Worsening performance compared to same quarter last year ▼	Recovery plan in place (RP)
No change in performance compared to same quarter last year ◀▶	TBC To be confirmed
No data available for the period #	LDS Local Development Scheme
Not applicable for this indicator/period NA	GB Great Britain

Corporate Performance Report - Quarter 4, Period Ending March 2010

Indicator Description	Indicator Reference	Current			Target 2009/10	Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel		2006/07	2007/08	2008/09	
Note: The indicators below all rely on data from external sources i.e. Primary Care Trust, Department for Works and Pensions. The targets and outturns for these indicators are beyond the control of Redditch Borough Council.									
Deputy Chief Executive Directorate									
All-age all cause mortality rate	NI 120	Males: 719.36 Females: 486.34	#		TBC	NA	NA	Males: 719.36 Females: 486.34	Data to be provided by PCT via County. County will supply the data when they receive it but unable to advise when this will be.
Mortality rate from all circulatory diseases at ages under 75	NI 121	Males: 118.01 Females: 50.88	#		TBC	NA	NA	Males: 118.01 Females: 50.88	Data to be provided by PCT via County. County will supply the data when they receive it but unable to advise when this will be.
Mortality from all cancers at ages under 75	NI 122	Males: 108.77 Females: 99.84	#		TBC	NA	NA	Males: 108.77 Females: 99.84	Data to be provided by PCT via County. County will supply the data when they receive it but unable to advise when this will be.
End of life care - access to appropriate care enabling people to be able to choose to die at home	NI 129	#	#		TBC	NA	NA	#	Data to be provided by PCT via County. County will supply the data when they receive it but unable to advise when this will be.
Healthy life expectancy at age 65	NI 137	#	#		TBC	NA	NA	#	Data to be provided by County. This indicator uses data from the Viewpoint survey, but also requires additional calculations to be applied to the data in order to get the final figures. It is hoped that this data will be available in July 2010. (County comment)
Environment and Planning Directorate									
% of small businesses in an area showing employment growth	NI 172	15.90%	#		None set	NA	NA	15.90%	The 2008/09 outturn figure relates to 2007/08. It is hoped the data for reporting in 2009/10 will be available at the end of 2010.
Flows on to incapacity benefits from employment	NI 173	#	#		None set	NA	NA	#	The data for this indicator is provided by CLG via County. To date no data has been provided by CLG due to calculation issues which need to be resolved before the data can be provided, therefore it is unknown when this data will be available. (County comment)
Total tonnage of CO2 emissions from Local Authority operations (tonnes)	NI 185 (a)	3,637 tonnes	#		2% reduction on baseline	NA	NA	3,637 tonnes	Awaiting data from a number of systems before outturn can be determined. A provisional outturn is expected at the end of July 2010 (RP)
CO2 reduction from Local Authority operations previous 12 months (April - March)	NI 185 (b)	NA	#		2% reduction on baseline	NA	NA	NA	Awaiting data from a number of systems before outturn can be determined. A provisional outturn is expected at the end of July 2010 (RP)
Air quality - total NOx and PM10 emitted through local authority estate and operations (tonnes)	NI 194(a)	8,787 tonnes	#		1%> reduction on baseline	NA	NA	8,787 tonnes	Awaiting data from a number of systems before outturn can be determined. A provisional outturn is expected at the end of July 2010 (RP)

Corporate Performance Report - Quarter 4, Period Ending March 2010

Indicator Description	Indicator Reference	Current			Target 2009/10	Historic			Comments
		1 Apr 08 - 31 Mar 09	1 Apr 09 - 31 Mar 10	Direction of Travel		2006/07	2007/08	2008/09	
Air quality - % reduction in NOx and PM10 emitted through local authority's estate and operations for previous 12 months (April - March)	NI 194(b)	NA	#		1%> reduction on baseline	NA	NA	NA	Awaiting data from a number of systems before outturn can be determined. A provisional outturn is expected at the end of July 2010 (RP)
Housing, Leisure and Customer & IT Services Directorate									
Energy Efficiency - the average SAP rating of local authority owned dwellings	BV 063	73	#		73	72	72	73	Awaiting information from external source. Date unknown.

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No change in performance compared to same quarter last year ◀▶	TBC To be confirmed
No data available for the period #	LDS Local Development Scheme
Not applicable for this indicator/period NA	GB Great Britain