

**Corporate Performance Report**  
**Quarter 1, 2010/11 - Period Ending June 2010**

The following pages provide a report for all corporate performance indicators which are contained in the Council Plan, for which data was expected and provided in quarter 1 (April - June) 2010/11; the data relates to a year to date comparison.

	Finance & Corporate Resources (FR)		Leisure, Environmental & Community Services (LEC)		Areas of Highest Need (AOHN)		Policy, Performance & Partnerships (PPP)		Planning, Regeneration, Regulatory & Housing Srvs (PRRH)		Total	
Total number of corporate performance indicators providing outturn data for quarter 1	6	%	14	%	0	%	0	%	5	%	25	%
Total number of indicators showing improvement compared to the same period last year ☺	3	50.0%	9	64.3%	NO OUTTURNS EXPECTED THIS QUARTER		NO OUTTURNS EXPECTED THIS QUARTER		3	60.0%	15	60.0%
Total number of indicators showing a decline compared to the same period last year ☹	3	50.0%	4	28.6%					1	20.0%	8	32.0%
Total number of indicators showing no change compared to the same period last year** 😐	0	0.0%	1	7.1%					1	20.0%	2	8.0%

\*\* Both indicators showing no change are currently at optimum performance and as such, no improvement is possible

**Key Findings for Quarter 1**

This report shows that of the 25 indicators reported this quarter, 60% have improved when compared to the same period last year. By way of example, the time taken to process Housing Benefit / Council Tax Benefit new claims and change events (NI 181) has demonstrated a positive direction of travel as the length of time to process the claims has reduced by 3.56 days compared to the same period last year. Likewise, serious acquisitive crime rate (NI 16) has fallen when compared to the same period last year, reducing by 35 offences.

However there are also indicators which are highlighted as areas for concern; BV 012, the number of working days / shifts lost to the Local Authority due to sickness absence per full time equivalent staff member has increased from 1.83 days to 2.41 day compared to the same period last year. In addition, the amount of housing benefit (HB) overpayments recovered as a percentage of all HB overpayments (BV 079b (i)) has dropped by 6.45 percentage points when compared to the same period last year from 76.38% to 69.93%.

**Additional Information**

A total of 18 performance indicators were included in the Place Survey which was to be carried out every 2 years. A recent announcement has been made by Grant Shapps, Minister for Housing and Local Government that this survey is to be abolished. In addition to the Place Survey, two Worcestershire Viewpoint surveys (VS) have been undertaken, and although the methodology is slightly different, the same questions were used providing a proxy outturn for the indicators contained in the PS. As the PS has been abolished, the outturn for the PS indicators are to be proxy indicators for the VP survey which is held bi-ennially. Proxy indicators are shown in the report with a (P) after the outturn.

A new column has been added to this report showing the most recent benchmarking data where it is available. These benchmark figures have been collated by taking the **best outturn** from a list of our 'nearest neighbours'. The nearest neighbour list is put together by CIPFA (Chartered Institute of Public Finance & Accountancy) and contains a list of authorities which most closely match the characteristics of Redditch. The benchmark for BV 008 (percentage of invoices paid) and BV 012 (sickness absence) is no longer available nationally, therefore we have taken the best outturn for Worcestershire as a benchmark for these indicators.

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Areas of Highest Need is a new project and performance indicators are currently in development. The challenge is disaggregating the information into a very small geographical area (Lower Super Output Area). It is expected that data for these indicators will be available from quarter 2 (Jul - Sep), 2010.

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

<b><u>Key to Terms and Symbols</u></b>					
Improving performance compared to same period last year	☺	Positive Trend	<b>+ve</b>	Place Survey	<b>(P)</b>
Worsening performance compared to same period last year	☹	Negative Trend	<b>-ve</b>	Recovery plan in place	<b>(RP)</b>
No change in performance compared to same period last year	☹	Data is provisional	*	Lower Super Output Area	<b>LSOA</b>
No data available for the period	#	To be confirmed	<b>TBC</b>	West Midlands	<b>WM</b>
Not applicable for this indicator/period	<b>NA</b>				