

**Corporate Performance Report**  
**Quarter 4, 2010/11 - Period Ending 31 March 2011**

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 4 (January - March) and annual indicators for 2010/11; the information relates to a year to date comparison where data is available for both periods.

	Finance & Corporate Resources (FR)		Leisure, Environmental & Community Services (LEC)		Policy, Performance & Partnerships (PPP)		Planning, Regeneration, Regulatory & Housing Svcs (PRRH)		Total	
Total number of corporate performance indicators <b>providing comparative outturn</b> data for quarter 4	5	%	30	%	3	%	5	%	43	%
Total number of indicators showing improvement compared to the same period last year 😊	1	20.0%	16	53.3%	1	33.3%	3	60.0%	21	48.8%
Total number of indicators showing a decline compared to the same period last year ☹️	4	80.0%	12	40.0%	1	33.3%	2	40.0%	19	44.2%
Total number of indicators showing no change compared to the same period last year 😐	0	0.0%	2	6.7%	1	33%	0	0.0%	3	7.0%

\*\*One of the indicators showing no change is currently at optimum performance and as such, no improvement is possible

**Key Findings for Quarter 4**

This report shows that of the 43 indicators reported this quarter, 48.8% have improved when compared to the same period last year. By way of example, it can be seen that the length of time taken to process housing benefit/council tax benefit new claims and change events (NI 181) has reduced from 13.40 days last year to 11.35 days, a reduction of 2.05 days; this is against a target of 12 days. Likewise, the levels of litter have reduced from 8% to 5%, a reduction of over 35%. Another indicator performing particularly well is the average time taken to re-let local authority housing which has reduced from 22.92 days to 19.55 days, beating the 24 day target by 4.45 days.

However, there are also indicators which are highlighted as areas for concern; the number of days/shifts lost due to sickness absence (BV 012) has increased from 9.02 days in 2009/10 to 10.16 days a decline in performance by 1.14 days. There is an active sickness procedure in place and the Sickness Absence policy is being reviewed. Similarly, the level of serious violent crime (NI 15) has risen from 0.98 (per 1,000 population) to 1.28, a total of 26% increase on the same period last year. It is uncertain as to whether recording issues are clouding the true picture, and work is ongoing with the Crown Prosecution Service to clarify the situation.

**Additional Information**

In quarter 1, 2010/11 a new column was 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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The table below shows a key to terms and symbols used throughout this report.

<b>Key to Terms and Symbols</b>					
Improving performance compared to same period last year	☺	Positive Trend	<b>+ve</b>	Lower Super Output Area	<b>LSOA</b>
Worsening performance compared to same period last year	☹	Negative Trend	<b>-ve</b>	West Midlands	<b>WM</b>
No change in performance compared to same period last year	☹	Data is provisional	*	Dept of Energy and Climate Change	<b>DECC</b>
No data available for the period	#	To be confirmed	<b>TBC</b>	Redditch School Sports Partnership	<b>RSSP</b>
Not applicable for this indicator/period	<b>NA</b>	Place Survey	<b>(PS)</b>		