

Redditch Borough Council Corporate Performance Report
Quarter 2, 2011/12 - Period Ending September 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 2 (July - September) 2011/12 and where there is comparative data available; the data relates to a year to date (April - September) comparison.

| | Finance & Corporate Resources (FR) | | Leisure, Environmental & Community Services (LEC) | | Area 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 2 where comparative data is available | 5 | % | 17 | % | 0 | % | 0 | % | 5 | % | 27 | % |
| Total number of indicators showing improvement compared to the same period last year ☺ | 3 | 60.0% | 5 | 29.4% | NO COMPARABLE DATA AVAILABLE FOR THESE PI'S | | NO OUTTURNS EXPECTED THIS QUARTER | | 2 | 40.0% | 10 | 37.0% |
| Total number of indicators showing a decline compared to the same period last year ☹ | 2 | 40.0% | 11 | 64.7% | | | | | 3 | 60.0% | 16 | 59.3% |
| Total number of indicators showing no change compared to the same period last year** 😐 | 0 | 0.0% | 1 | 5.9% | | | | | 0 | 0.0% | 1 | 3.7% |

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

Key Findings for Quarter 2

This report shows that of the 27 indicators reported this quarter, 37.0% 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 continues to improve as the length of time to process the claims has reduced by 3.1 days compared to the same period last year. Likewise, the amount of residual waste per household has reduced by more than 13 kilograms when compared to the same period last year, it is hoped this will be further enhanced by a recycling campaign to be run between November 2011 and January 2012.

However there are also indicators which are highlighted as areas for concern; the percentage of invoices paid by the Council within 30 days of receipt has dropped to 91.52% due to officers failing to sign invoices and return them in a timely manor to accounts payable. In addition, there have been over 22% fewer people attending sports development session. Although the summer programme was successful, there has been a reduction in attendance in September as a consequence of Sport Unlimited funding cut. In addition there has been a shortage of staff and the cessation of Active Clubs due to the end of Extended Services funding. Work is under way to start the Active Clubs up again with local partners in a more sustainable programme.

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

| Key to Terms and Symbols | | | |
|--|----|---------------------------------|--------------|
| Improving performance compared to same period last year | ☺ | Positive Trend | +ve |
| Worsening performance compared to same period last year | ☹ | Negative Trend | -ve |
| No change in performance compared to same period last year | 😐 | To be confirmed | TBC |
| No data available for the period | # | Worcestershire Viewpoint Survey | (WVP) |
| Not applicable for this indicator/period | NA | Customer Service Centre | CSC |
| Data is provisional | * | West Midlands | WM |