

Planning and Regeneration, Regulatory and Housing Services **Redditch Borough Council Corporate Performance Report**
Quarter 2, 2011/12 - Period Ending September 2011

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Sep 2010	1 Apr 2011 - 30 Sep 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Number of households living in temporary accommodation (Snapshot)	7	6	☺	7	3	Housing Options team are being proactive in minimizing the use of temporary accommodation despite increases in households approaching the authority for assistance.
Average time taken to re-let local authority housing (days)	18.99	20.68	☹	22.92	19.55	The voids performance has improved on the 1st quarter and is within our service target for 2011 to 2012 (25 days). In comparison with last year the outturn performance is due to the re-housing of tenants from Roxboro House following Council's decision to make the building surplus to the Council's stock.
Rent arrears as a percentage of rent roll	NA	3.30%	NA	3.57%	2.65%	This indicator was reported as an annual indicator in 2009/10 and 2010/11 and as such there is no quarterly comparative data available.
Processing of major planning applications determined within 13 weeks	80.00%	66.67%	☹	100%	76.92%	1 major application determined this quarter, and it was determined within the 13 weeks giving us our best % performance since the first quarter of 2010/2011.
Processing of minor planning applications determined within 8 weeks	100.00%	98.41%	☹	95.24%	100%	2 applications determined out of time this quarter, which although still within the national target, is the lowest our figures have been since the 3rd quarter of the financial year 2009/2010. However the reason for this is due to the fact that these applications had to be reported to committee.
Processing of other planning applications determined within 8 weeks	93.88%	98.88%	☺	98.16%	95.40%	1 application determined out of time this quarter. This was caused due to an administrative oversight within another council department that resulted in our office not receiving information that validated the application until it was 6 weeks old.
Percentage of business centre units vacant	NA	31.43%	NA	NA	TBC	Demand for units is low but this usually picks up during the Autumn.
Number of businesses provided with financial incentives (early evening economy)	NA	NA	NA	NA	NA	This is a new performance indicator. The Town Centre Partnership are currently agreeing a scheme. It is anticipated that the grant will be available from late Autumn.
Number of businesses provided with grants or training: business start up programme	NA	0	NA	NA	NA	This is a new performance indicator. The business start up programme began in September. There are a number of grants being processed but none paid yet.
Number of businesses provided with grants or training: business booster grant	8	1	NA	NA	11	The business booster grant was temporarily suspended whilst it was standardised across the 3 districts of North Worcestershire. A campaign to promote it is planned.
Number of businesses provided with grants or training: manufacturers' grant	NA	NA	NA	NA	NA	The Manufacturing Advisory Service (MAS) was planned to be the delivery partner for this grant. MAS is now a national organisation so a new method of delivery is being developed.

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Key to Terms and Symbols			
Improving performance compared to same period last year	☺	Positive Trend	+ve
Key Findings for Quarter 1	☹	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