

Redditch Borough Council Corporate Performance Report
Quarter 3, 2011/12 - Period Ending December 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 3 (October - December) 2011/12 and where there is comparative data available; the data relates to a year to date (April - December) 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 3 where comparative data is available	3	%	9	%	0	%	0	%	6	%	18	%
Total number of indicators showing improvement compared to the same period last year ☺	2	66.7%	4	44.4%	NO COMPARABLE DATA AVAILABLE FOR THESE PI'S		NO OUTTURNS EXPECTED THIS QUARTER		2	33.3%	8	44.4%
Total number of indicators showing a decline compared to the same period last year ☹	1	33.3%	5	55.6%					4	66.7%	10	55.6%
Total number of indicators showing no change compared to the same period last year 😐	0	0.0%	0	0.0%					0	0.0%	0	0.0%

Key Findings for Quarter 3

This report shows that of the 18 indicators reported this quarter, 44.4% 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 from 12.3 days to 8.6 days. Likewise, there has been a reduction of 13.78kgs of residual waste per household when compared to the same period last year. However there are also indicators which are of some concern, for example the amount of households requiring temporary accommodation has increased due to the difficulty in preventing them from becoming homeless.

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 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