

Redditch Borough Council Corporate Performance Report
Quarter 4, 2011/12 - Period Ending March 2012

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) 2011/12 and where there is comparative data available; the data relates to a year to date (April - March) comparison.

	Finance & Corporate Resources (FR)		Leisure, Environmental & Community Services (LEC)		Planning, Regeneration, Regulatory & Housing Srvs (PRRH)		Total	
Total number of corporate performance indicators providing outturn data for quarter 4 where comparative data is available	3	%	9	%	6	%	18	%
Total number of indicators showing improvement compared to the same period last year ☺	2	66.7%	6	66.7%	3	50.0%	11	61.1%
Total number of indicators showing a decline compared to the same period last year ☹	1	33.3%	3	33.3%	3	50.0%	7	38.9%
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 4

This report shows that of the 18 indicators reported this quarter, 61.1% 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 (days) has continued to improve with the number of days taken falling from 11.35 days to just 8.2 days. Likewise, the amount of household waste collected (kilograms per head) has fallen from 90.19kgs to 84.55kgs showing a drop of 5.64 kilograms per head. There has also been an increase of over 30,000 people using leisure centres in the town. However there are indicators which give rise to some concern; for example, the number of households living in temporary accommodation has increased from 3 in 2010/11 to 14 for 2011/12 (this is a snap shot taken on 31 March each year).

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