

**Norwich City Council**  
**SCRUTINY COMMITTEE**

## **Item 6**

**REPORT for meeting to be held on 6 December 2011**

### **Quarter 2 Performance Report**

**Summary:**

The report sets out the council's performance against the corporate plan commitments for quarter 2 of 2011/12.

The report, therefore, provides scrutiny with an opportunity to consider overall performance in quarter 2 and to identify successes and any areas of concern.

**Conclusions:**

The report should enable the scrutiny committee to determine any areas of performance they would wish to review or monitor in the future.

**Recommendation:**

To consider the quarter 2 performance report and in particular to identify :

- Successes and any areas of concern
- Any specific areas that scrutiny would wish to review in more detail as part of their future work programme
- Any trends that scrutiny may wish to be monitored and reported on when they receive the next quarterly report

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## **1. Introduction**

- 1.1 This report sets out progress against actions designed to deliver the Corporate Plan priorities alongside a small number of indicators. The full performance report has been circulated to members in advance of the meeting.
- 1.2 The Corporate Plan 2010 / 12 established four objectives to be delivered by “27 promises”. Officers have worked up a number of actions and indicators designed to both deliver these and measure performance. It is these which form the basis of the reports and progress. Where performance measures have been identified these have been chosen to reflect those where data are readily available each quarter and in some cases may be only part of the overall picture. Other measures may be reported annually to show general outcomes for residents
- 1.3 Performance status is then reported as progress against actions and / or measures for each promise. This is then combined for each objective to show at a glance high level performance. This should enable members to see where actions and measures are improving or falling. Not all promises have, or are readily capable of having, regular performance measures.
- 1.4 Performance is based around a traffic light concept where green is on target, red is at a point where intervention may be necessary and amber a point in between these two.
- 1.5 As agreed last quarter, detailed reporting of some corporate priorities that have been completed is no longer included in this report. However, all priorities are shown in the theme summaries and key performance indicators that were used to monitor these priorities are still reported.

## **2. Headlines**

- 2.1 Overall performance this quarter continues to be good. We have stopped detailed reporting on a number of priorities that are now complete and it is recommended that one more completed corporate priority is added to this list (see below). Of those projects that are not yet complete, most are either on schedule or showing only slight cause for concern. A smaller number of performance measures show a more mixed picture and work continues in specific areas to address this. The following areas of performance are brought to your attention:
  - The time it takes us to re-let council homes has improved significantly in quarter 2 compared with the previous quarter. For the quarter as a whole average performance of 16.5 days is well above our target (22 days). We have improved the processes involved in re-letting a home so that properties are now advertised

much earlier, viewings take place as soon as the keys come back from the previous tenant and as a result new tenants can move into their homes sooner.

- Performance in processing minor and other planning applications has improved steadily throughout the quarter, and although overall performance was still below target we expect performance to improve further next quarter. Due to the small numbers of major applications being determined performance figures for this measure remain likely to continue to fluctuate from one quarter to another.
- Aspects of our customer contact service have shown good improvement this quarter. The proportion of avoidable contact with the council has fallen and is now within target. Also, the average time for customers visiting our contact centre in person has improved significantly and is now under 8 minutes against a target of 10 minutes.
- The collection rate for national non-domestic rates (NNDR) has improved relative to our target and whilst it remains just below target (60.81% of the annual amount against a target of 61%) this is closer to target than at any time since quarter 1 last year.
- Processing times for housing and council tax benefits which improved dramatically last year have remained below target this quarter (average of 19.2 days, target = 11 days). The backlog in processing change of circumstances primarily resulted from having two vacant posts which have now been filled on a temporary basis as of early November. We are reviewing our processes to look for efficiencies. Some improvements have already been identified and performance will improve in the 3rd quarter of the year as a result of this.

### **3. Discontinuing reporting of completed corporate priorities**

3.1 A number of corporate priorities set within the 2010-12 Corporate Plan are now complete. Last quarter members agree to discontinue detailed reporting of a number of these priorities. We further propose that detailed reporting of the following completed corporate priority is also stopped:

- SHN 5 – provide free swimming provision for all Go 4 less cardholders in 2010-11.