

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

## **Item 8**

**REPORT for meeting to be held on 31 May 2012**

### **Quarter 4 performance report**

**Summary:** The report sets out the council's performance against the corporate plan commitments for quarter 4/ end of year 2011/12.

The report, therefore, provides scrutiny with an opportunity to consider overall performance in quarter 4/ 2011/12 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 4 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

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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 approved by Cabinet, 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. The vast majority of those projects that were scheduled to be completed by March 2012 have been finished. Actions within 3 projects have shown minor slippage (see SPC3d Three Score, SPC4 Maximising capital funding for affordable homes and OFA5 Reach the “achieving” level of the Equalities Framework for Local Government) and one project (OC6 Implement new customer service standards) has been subsumed within the more wide ranging channel shift project. 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 average number of days that it takes us to relet council homes has continued to be well within target this quarter. The average was under 15 days compared with a target of 22 days. This means that

the target for the year as a whole was also achieved. The annual average was 21 days.

- There was a marked reduction in the number of reported ASB cases from council tenants in the final quarter of this year compared with the same period last year. For the year as a whole reports were also lower than the previous year, though the reduction (2.8%) was a little below target (6%).
- Performance in relation to capital programme upgrades continues to show very high customer satisfaction (99.6% satisfied in Q4) and the percentage of capital programme work quality audits achieving standard was also on target.
- Both council tax and NNDR collection rates improved this quarter relative to target. Both these measures were Red in quarter three and have now improved to Amber i.e. slightly below target.
- Our work with reshaping the council has continued to achieve our main focus of reducing costs whilst protecting frontline services as much as possible and our package of savings for 2012/13 is in place.
- Performance in relation to processing planning applications has been mixed across 2011-12, and having improved in quarter 3 all three measures – for major, minor and other planning applications – showed a dip in performance in the last quarter.
- A backlog of housing and council tax benefit claims remains resulting in an average processing time of 26.6 days that is significantly over target (11 days). This has impacted on performance in relation to other indicators, most notably rent arrears and avoidable contact. An improvement plan for benefits is now in place and it is expected that performance will improve quickly.