Report to	Cabinet	**Item**
	10 December 2014	
Report of	Executive head of strategy, people and neighbourhoods	7
Subject	Quarter 2 2014-15 performance report	

Purpose

To report progress against the delivery of the corporate plan priorities and key performance measures for quarter 2 of 2014-15.

Recommendations

To:

1) consider progress against the corporate plan priorities; and,

2) suggest future actions and / or reports to address any areas of concern

Corporate and service priorities

The report helps to meet the corporate priority of achieving Value for money services.

Financial implications

The direct financial consequences of this report are none.

Ward/s All wards

Cabinet member Councillor Arthur - Leader

Contact officers

Russell O'Keefe, Executive head of strategy, people and neighbourhoods	01603 212908
Phil Shreeve, Policy and performance manager	01603 212356

Background documents

None

Report

Introduction

1. This report sets out progress against the key performance measures that are designed to track delivery of the corporate plan priorities. This is the second quarterly performance report for the third and final year (2014-15) of the corporate plan 2012-2015.

2. The corporate plan 2012-15 established five priorities. Progress with achieving these is tracked by thirty five key performance measures. It is these performance measures which form the basis of this report. Most of the performance measures are available quarterly while some are reported six monthly or annually to show general outcomes for residents.

3. Performance status for each of the performance measures is then combined for each priority to show at a glance high level performance. This should enable members to see where performance is improving or falling.

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.

5. A copy of the full performance report can be found at appendix A.

Headlines

6. Overall performance this quarter shows a mixed picture with three of the council's overall priorities showing as green. There are some areas where the council is performing very highly and exceeding its targets. There are a small number of measures where performance has been below target and work continues to address these. For each of the performance measures where performance is below target, reasons for this are provided within the relevant section of the performance report at appendix A.

7. The following areas of performance are brought to your attention:

   a) Satisfaction with waste and recycling collection was 84%, well above our target of 75%.

   b) 79% of residents reported that they felt safe outside in their local area compared with the target of 72%.

   c) 147 new jobs were created/ supported by council activity, better than our mid-year target.

   d) This quarter, the average number of days taken to re-let council homes was 14 days compared with our target of 16 days. This compares very well with other organisations across the country and is in the top quarter of best performing social landlords.

   e) Works on our council housing stock to bring all properties up to our 'Norwich Standard' remain on target. This would result in 97% of properties meeting the standard at the end of this financial year.

f) Our work to prevent people becoming homeless has continued to produce excellent results. In the first 5 months of the year 328 individuals or families who have presented as homeless have been given advice that has resolved their situation. Our target was 140.

g) Performance in relation to the time taken to give decisions for planning applications has been excellent this quarter with 100% of major applications and 95% of minor and other applications processed within set timescales.

h) In our 6 monthly surveys of users at the Norman Centre, Riverside Swimming Centre and The Halls, 92% of respondents were satisfied with our leisure and cultural facilities.

i) Resident satisfaction with the last service received from the council was above target at 95%. This compares with our target of 93% and continues a run of excellent results for this measure.

j) However, our proxy measure for new homes built, the number of new council tax registrations is 136 so far this year compared with the target of 200.

k) Our average processing time for new housing benefit and council tax reduction scheme claims was 24 days this quarter. This is now outside of our target of 21 days and follows a number of periods where performance had been on or better than target. This is due to a number of particular reasons, explained in appendix A, and we expect performance for the year as whole to be on track.

Integrated impact assessment

Report author to complete	
Committee:	Cabinet
Committee date:	10 December 2014
Head of service:	Russell O'Keefe
Report subject:	Quarter 21 performance report 2014/15
Date assessed:	November 2014
Description:	This report sets out progress against the key performance measures that are designed to track delivery of the Corporate Plan priorities for quarter 2 of 2014/15.

	Impact			
Economic (please add an 'x' as appropriate)	**Neutral**	**Positive**	**Negative**	**Comments**
Finance (value for money)	☒	☐	☐	
Other departments and services e.g. office facilities, customer contact	☒	☐	☐	
ICT services	☒	☐	☐	
Economic development	☒	☐	☐	
Financial inclusion	☒	☐	☐	
Social (please add an 'x' as appropriate)	**Neutral**	**Positive**	**Negative**	**Comments**
Safeguarding children and adults	☒	☐	☐	
S17 crime and disorder act 1998	☒	☐	☐	
Human Rights Act 1998	☒	☐	☐	
Health and well being	☒	☐	☐	
Equality and diversity (please add an 'x' as appropriate)	**Neutral**	**Positive**	**Negative**	**Comments**
Relations between groups (cohesion)	☒	☐	☐	

	Impact			
Eliminating discrimination & harassment	☒	☐	☐	
Advancing equality of opportunity	☒	☐	☐	
Environmental (please add an 'x' as appropriate)	**Neutral**	**Positive**	**Negative**	**Comments**
Transportation	☒	☐	☐	
Natural and built environment	☒	☐	☐	
Waste minimisation & resource use	☒	☐	☐	
Pollution	☒	☐	☐	
Sustainable procurement	☒	☐	☐	
Energy and climate change	☒	☐	☐	
(Please add an 'x' as appropriate)	**Neutral**	**Positive**	**Negative**	**Comments**
Risk management	☒	☐	☐	

Recommendations from impact assessment
Positive
Negative
Neutral
Issues