

**Norwich City Council**  
**SCRUTINY COMMITTEE**  
**Item 7**

**REPORT for meeting to be held on 27 November 2014**

**Quarter 2 2014-15 performance report**

**Summary:**

The report sets out the council's performance against the corporate plan priorities for quarter 2 of 2014/15.

The council's budget monitoring report for this period is also included as previously requested by scrutiny.

The report, therefore, provides scrutiny with an opportunity to consider overall council performance in quarter 2 of 2014/15 alongside the budget monitoring for the period 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, alongside the budget monitoring report for the period, 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 performance report.

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## **1. Introduction**

- 1.1 This report sets out progress against the key performance measures that are designed to track delivery of the council's corporate plan priorities. This is the second quarterly performance report for the final year (2014/15) of the Corporate Plan 2012-2015.
- 1.2 The Corporate Plan 2012 - 15 established five priorities. Progress with achieving these is tracked by 35 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.
- 1.3 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.
- 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 A copy of the full performance report can be found at annex A.

## **2. Headlines**

- 2.1 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 annex A.
- 2.2 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 Annex A, and we expect performance for the year as whole to be on track.