

**Report to** Cabinet  
11 March 2015  
**Report of** Executive head of strategy, people and neighbourhoods  
**Subject** Quarter 3 2014 - 15 performance report

---

**Item**

12

### **Purpose**

To report progress against the delivery of the corporate plan priorities and key performance measures for quarter 3 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 third 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 an excellent picture, with all five of the council's overall priorities showing as green. There are a lot of areas where the council is performing very highly and exceeding its targets. However, there are also 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) 78% of residents reported that they felt safe outside in their local area compared with the target of 72%.
  - b) The proportion of food premises that are broadly compliant with food hygiene regulations increased to 91%. Our target is 90%.
  - c) In the year to date, 205 private households have been assisted with measures to improve energy efficiency compared with our target of 110 households.
  - d) 320 new homes/ conversions have been registered for council tax compared with our year to date target of 300.
  - e) 29 new affordable homes have been built on council land so far this financial year compared against our target of 26.
  - f) This quarter, the average number of days taken to re-let council homes was 13 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.

- 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 91% of minor and other applications processed within set timescales.
- h) Resident satisfaction with the last service received from the council remained above target at 95%. This compares with our target of 93% and continues a run of excellent results for this measure.
- i) The proportion of contact with the council that is recorded as avoidable had improved to 19.9% this quarter, down from 25.8%. The target is 24.5%.
- j) However, our average processing time for new housing benefit and council tax reduction scheme claims remained outside of target at 24.2 days this quarter. Our annual target is for an average of 21 days.
- k) In the year to date, 37 privately owned homes have been made safe as a result of our work. This is below the target of 75 and follows a period of staff vacancy. Work is in hand to improve performance in the final quarter.

## Integrated impact assessment



**NORWICH**  
City Council

### Report author to complete

<b>Committee:</b>	Cabinet
<b>Committee date:</b>	11 March 2015
<b>Head of service:</b>	Russell O'Keefe
<b>Report subject:</b>	Quarter 3 performance report 2014/15
<b>Date assessed:</b>	February 2014
<b>Description:</b>	This report sets out progress against the key performance measures that are designed to track delivery of the Corporate Plan priorities for quarter 3 of 2014/15.

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

	Impact			
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Recommendations from impact assessment**

**Positive**

**Negative**

**Neutral**

**Issues**