

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

## **Item 6**

**REPORT for meeting to be held on 23 February 2012**

### **Quarter 3 performance report**

**Summary:**

The report sets out the council's performance against the corporate plan commitments for quarter 3 of 2011/12.

The report, therefore, provides scrutiny with an opportunity to consider overall performance in quarter 3 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 3 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. Of those projects that are not yet complete, all except one are on schedule. The exception is the project to implement new customer service standards. This project has now 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 improved again in quarter 3, to under 14 days, and is the third consecutive quarter to show a marked improvement (Q2 - 17 days, Q1 - 34 days, Q4 - 66 days). Performance by our contractor, Norse

continues to excel with an average turnaround time for Q3 of just 11 days. At the end of Q3, year-to-date performance is on target at 22 days, and if current levels of performance are sustained we will achieve the annual target.

- Performance in processing all types of planning applications has improved steadily over the last two quarters. For Q3, processing times for Other applications are on target, whilst times for Major and Minor applications are also close to target. However, due to the difficulties experienced at the start of the financial year, year to date performance remains Red for processing of all three types of application.
- Our customer contact service have shown good improvement this quarter. The percentage of calls answered within 20 seconds had increased and was on target and the average waiting time for customers visiting our contact centre in person remained well below our target of 10 minutes at 7 minutes 24 seconds. Additionally, customer satisfaction has improved.
- Performance in relation to capital programme upgrades continues to show very high customer satisfaction (98.4% satisfied in Q3) and the percentage of capital programme work quality audits achieving standard was also 97% last quarter.
- Processing times for housing and council tax benefits which improved dramatically last year remain below target this quarter (average of 17.8 days, target = 11 days). This has impacted on avoidable contact and rent arrears. However, an improvement plan has been put in place to address this.