

**REPORT TO ECONOMIC REGENERATION SCRUTINY COMMITTEE**

<b>DATE</b>	December 2012
<b>PORTFOLIO</b>	Resources
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**Mid year performance report 2012/13****PURPOSE**

1. To inform Members of performance results at midyear.

**RECOMMENDATION**

2. That Members note the contents of this report.

**REASONS FOR RECOMMENDATION**

3. To help inform Member discussion about organisational performance.

**SUMMARY OF KEY POINTS**

4. This report provides performance information "by exception," so it shows where performance against key strategic indicators has been strong or where performance has not met targets specified by service unit managers. The report focuses on results for those services within the committee's remit. Detailed scorecards are appended to this report.
5. **Key indicators**
  - % of homelessness applications determined within 30 days:
    - 100% were processed within 30 days.
  - % of planning applications processed within target period
    - 78% were processed within timescale, against a target of 75%. The nearest neighbourhood group average in Q1 of this year was 87%.
  - % of Citizens' Panel satisfied with the Council overall.
    - 51% are satisfied compared with 36% in 2010.

**FINANCIAL IMPLICATIONS AND BUDGET PROVISION**

6. None arising directly from this report.

**POLICY IMPLICATIONS**

7. As set out in the recommendations.

**DETAILS OF CONSULTATION**

8. Heads of Service

**BACKGROUND PAPERS**

[\\fsth01\Global\Corporate\Balanced\\_Scorecards](#)