

REPORT TO ECONOMIC REGENERATION SCRUTINY COMMITTEE



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PORTFOLIO	Resources and Performance Mgt
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Scorecards: Q2 2013/14

PURPOSE

1. To inform Members of the Q2 performance results.

RECOMMENDATION

2. That this report is noted.

REASONS FOR RECOMMENDATION

3. To help inform committee discussion about organisational performance.

SUMMARY OF KEY POINTS

4. This report provides performance information "by exception." It shows where performance against key 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.
5. **On target indicators**
 - Jobs created/safeguarded through inward investment service and business support programmes
 - The year-end target is 150. 75 jobs were created in this quarter alone.
 - No. of vacant properties brought back into use through Local Authority intervention
 - 22 properties have so far been brought back into use this year; on course for the year-end target of 40.
 - No. of local contractors used as % of all contractors used.
 - The Q2 figure is on target at 60%.
6. **Off target indicators**
 - Percentage of planning applications processed within target time:
 - 70% were processed in time against a target of 80%. This compares with 78% in Q2 12/13.
 - Comparison with similar authorities for this quarter is not yet available. But taking Q1 13/14 data for the benchmark, for all planning applications

categories as “minor,” 60% were processed in time. This compares with a nearest neighbour average of 71% and a Northwest average of 65%

7 Customer Satisfaction

The Citizens’ Panel general satisfaction survey took place during October 2013. Satisfaction levels with key services has increased. A full report on the findings will be published in due course.

	% satisfied		
	2010	2012	2013
Keeping public land clear of litter	28	55	59
Household refuse collection	87	84	84
Door step recycling	82	76	80
Sport/leisure facilities	60	52	57
Parks and green spaces	75	80	85
Satisfaction with the Council overall	36	51	55

FINANCIAL IMPLICATIONS AND BUDGET PROVISION

8. None arising directly from this report.

POLICY IMPLICATIONS

9. As set out in the recommendations.

DETAILS OF CONSULTATION

10. Heads of Service

BACKGROUND PAPERS

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