

**Bromsgrove District Council Corporate Performance Report**  
**Quarter 4, 2011/12 - Period Ending March 2012**

The following pages provide a report for all corporate performance indicators which are contained in the Council Plan, for which data was expected and provided in quarter 4 (January - March) 2011/12 and where there is comparative data available; the data relates to a year to date (April - March) comparison.

	Finance & Corporate Resources (FR)		Leisure, Environmental & Community Services (LEC)		Planning, Regeneration, Regulatory & Housing Svcs (PRRH)		Total	
Total number of corporate performance indicators providing outturn data for quarter 4 where comparative data is available	3	%	9	%	4	%	16	%
Total number of indicators showing improvement compared to the same period last year	2	66.7%	7	77.8%	1	25.0%	10	62.5%
Total number of indicators showing a decline compared to the same period last year	1	33.3%	2	22.2%	3	75.0%	6	37.5%
Total number of indicators showing no change compared to the same period last year	0	0.0%	0	0.0%	0	0.0%	0	0.0%

**Key Findings for Quarter 4**

This report shows that of the 16 indicators reported this quarter, 62.5% have improved when compared to the same period last year. By way of example, the time taken to process Housing Benefit / Council Tax Benefit new claims and change events (days) has continued to improve with the number of days taken falling from 9.7 days to just 7.5 days, and the number of people using BURT (Bromsgrove Urban and Rural Transport) has continued to be well used with the number of users increasing from 2,007 to 2,143. Likewise, the number of people using the Dolphin Centre has shown a good increase in numbers rising by 47,940 when compared to the same period last year. However there are indicators which give rise to some concern; for example, the number of people using the car parks has continued to fall, dropping by 62,828 users over the last 12 month (April 2011-March 2012). There are plans to develop a marketing campaign with a view to increasing these numbers.

The table below shows a key to terms and symbols used throughout this report.

<b><u>Key to Terms and Symbols</u></b>			
Improving performance compared to same period last year	☺	Positive Trend	<b>+ve</b>
Worsening performance compared to same period last year	☹	Negative Trend	<b>-ve</b>
No change in performance compared to same period last year	☺	To be confirmed	<b>TBC</b>
No data available for the period	#	Worcestershire Viewpoint Survey	<b>(WVP)</b>
Not applicable for this indicator/period	NA	Customer Service Centre	<b>CSC</b>
Data is provisional	*	Disabled Facilities Grants	<b>DFG's</b>