

Appendix A

Performance House exception reporting – deteriorating performance Quarter 1 2012/13

The table below shows where focus may be required or is already planned for indicators where there is deteriorating performance. A summary of recent performance and action being taken in directorates or through partnership boards to address these is included.

Indicator	Q1 2012/13	Q1 2011/12	Target 2012/13	Analysis
1. Percentage of care leavers in employment, education or training (EET)	33.3%	45.5%	60%	This indicator is concerned with relatively small numbers of people. At the end of 2011/12, 19 of 47 care leavers were in EET (40.4%) which is reducing and lower than the previous years - 49.0% in (2010/11) and 48.7% (2009/10). Quarter 1 2012/13 performance of 33.3% relates to 3 of 9 care leavers. The NEET Panel, comprising of Connexions and representatives from the Apprentice Scheme and other organisations, meet bimonthly to discuss each care leaver who is NEET with the aim of identifying suitable targeted options. Performance as of July this year has risen to 50% (7 of 14).
35. Percentage of 'other' planning applications determined within 8 weeks	60%	85%	80%	There are a number of factors that explain this performance: A focus on considering a number of major applications (including major applications Sanofi, London Road/North Street by 31 March to meet the deadline for Community Infrastructure Levy). The Council is taking a 'development management approach' to planning applications i.e. we work with applicants to resolve problems even if this means applications being decided beyond the deadline. Whilst this impacts on performance against the target it actually provides a better service to the customer who is not forced to resubmit their application. The success of this approach is confirmed by the increasing percentage of all applications that are approved. Every refused application represents non-value added activity for the applicant and the Council. Approval rates have approved from 78% in 2009/10 to 80% in 2010/11 to 82% in 2011/12. The approval rates for other applications parallels this with approval rates increasing from 81%-85% in the same period. It is accepted that timeliness of decision making remains an important target and we continue to work towards these but not to the detriment of achieving a successful outcome. There have also been some staffing issues in the last 6 months which have now been resolved.
53. Number of new disciplinaries	22	19	N/A	Although there has been an increase in disciplinaries, a review of the cases does not indicate that there are any underlying trends – either in specific departments, or for particular misconduct reasons. The Employee Relations Team will however continue to monitor this. There were 68 cases in total for 2011/12 compared to 53 in 2010/11.