

Corporate Performance 2017/18 Quarter 2 – highlights

(Note the RAG colours below may represent performance against target, comparators, or based on current trend and relate to their position in quarter 2)

<p>The Bury Directory (SOF-1)</p> <p><i>Number of hit at a record high with over 44,000 during quarter 2, nearly 50% up from last year.</i></p> <p><i>Number of entries at a record high with over 2,600 listings of advice, information and events.</i></p>	<p>Planning Decisions (SOF-E)</p> <p><i>For both major and minor applications the rate decisions made within expected timescales have remained at 100%</i></p>	<p>Fuel Poverty (SOF-4)</p> <p><i>The rate has increased in the latest data release to a level above the national average. Work is taking place to complete the Council's refreshed Poverty Strategy.</i></p>
<p>School Readiness (SOF-3/4)</p> <p><i>Our young people are increasingly showing good progress towards personal, social, emotional and communicative development by reception age, with Bury now close to matching the England average.</i></p>	<p>Employment Rate (SOF3)</p> <p><i>Whilst the national rate continues to climb, Bury's rate has been more erratic and the last eighteen months have seen Bury's rate below that of the national average. Self-employment rates have risen during this time period.</i></p>	<p>Contact Centre call times (SOF-E)</p> <p><i>Lenghtening call waiting times/ reduction in call pick-up rate for a number of demand based reasons including due to changes in the Council Tax support scheme, a review into single persons discount and increase in number of bills as Borough has grown.</i></p>
<p>Fly tipping (SOF-2)</p> <p><i>17% drop in the number of complaints compared to this time last year.</i></p> <p><i>Process reviewed, including enabling the public to complete witness forms and send photos on the Bury website. Environmental Quality Action Plan in development.</i></p>	<p>A-level results (SOF-2)</p> <p><i>In Greater Manchester, only Salford have lower levels of pupils achieving 3A-A grades at A Level than Bury*. Male students are noticeably behind the national average.</i></p> <p><i>*16/17 provisional rather than revised data</i></p>	<p>Delayed Transfers of Care (SOF-1)</p> <p><i>Having peaked in February Q1 say performance improve to better than the NW average, though this has reversed in Q2. Weekly meetings are taking place with strategic and operational leads to manage this.</i></p>

Corporate Performance 2017/18 Quarter 2 – update on highlights from previous quarters

(Note the RAG colours relate to their position in previous quarters)

<p>Physical Activity (SOF-1)</p> <p><i>Proportion of BEATs customers achieving a behaviour change (inactive to active) in 12 weeks has remained at 80%, over 40 percentage points higher than last year. 67% of people who access the Bury Lifestyle Service have achieved a lifestyle behaviour change.</i></p>	<p>Bury Council's Carbon Emissions (SOF-2)</p> <p><i>The Council has achieved a 22% reduction in carbon emissions since our base year of 2008/09. A Staff Travel Survey, in partnership with TfGM in August 2017 showed 4% staff cycle to work, twice that of 5 years ago, but with further potential.</i></p>	<p>Gym membership (SOF-E)</p> <p><i>Gym membership increased during early 2017 exceeding the seasonal variation that would be expected to a level higher than the equivalent period last year.</i></p>
<p>Household collected bin waste recycling rate (SOF-2)</p> <p><i>Quarter-by-quarter seasonal variation. Quarter 2 slightly down on 60% target, having exceeded it for the first time in Q1. Slightly down on equivalent quarter for last year.</i></p>	<p>Carer Reported Quality of Life (SOF-1)</p> <p><i>Proposal for a New Deal for Carers has been included as part of work within the Bury Locality Plan, alongside work within GM to establish a Carer's Charter</i></p>	<p>Average wage level in the Borough (SOF-4)</p> <p><i>The Bury average rate is £11.86 per hour whilst the north west rate has been over £12 since 2012/13 and is now at £12.99.</i></p>
<p>Sickness Absence (SOF-E)</p> <p><i>Quarter 2 has seen a reversal of earlier trends within 2017 in which long term sickness has reduced compared to the respective periods in previous year, with a particular reduction in musculoskeletal absences</i></p>	<p>Healthy life expectancy males (SOF-1)</p> <p><i>The Bury Locality Plan acknowledges inequalities in healthy life expectancy. Transformation Funding in place to deliver a Wellness Model for Bury and improve all health outcomes.</i></p>	<p>Delayed Transfers of Care (SOF-1)</p> <p><i>Where as traditionally pressures were felt more in winter, demand on the system (across GM) is now high all year round. Increased effectiveness in local reablement effectiveness had positive impact on this but demand outstripping supply.</i></p>