

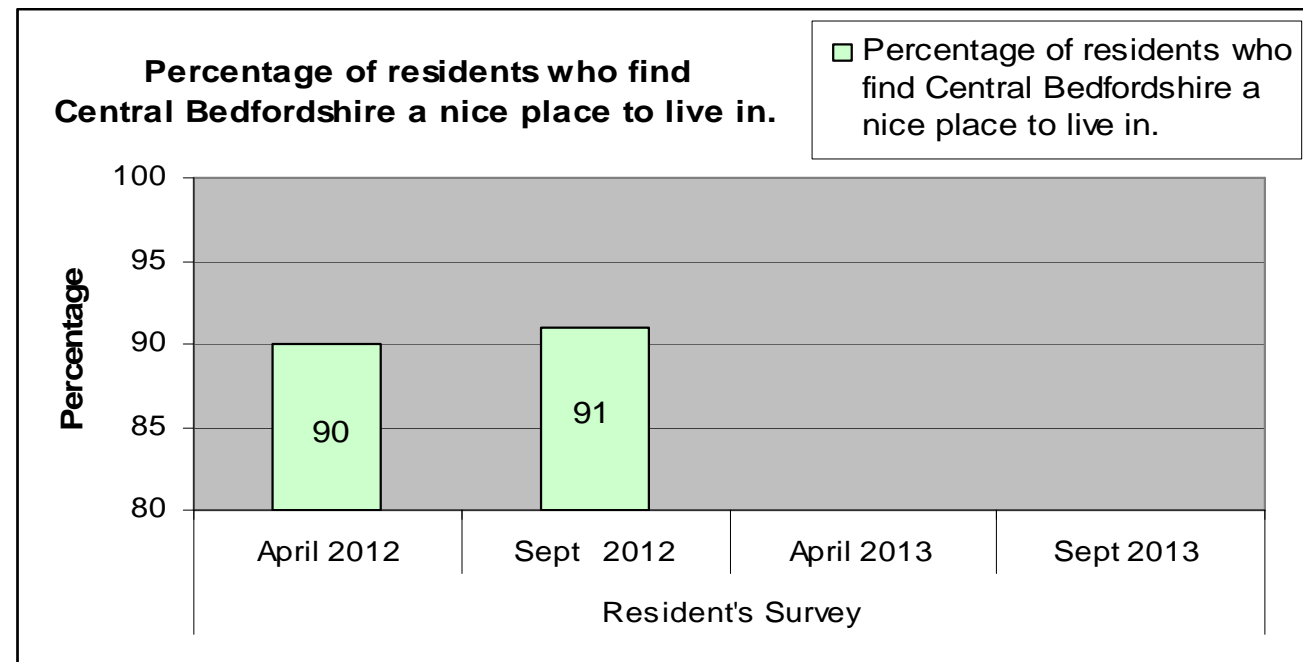
Appendix A - Quarterly Performance Report Quarter 2 2012/13

Report comparison - Depends on the nature of the indicator		Performance Judgement			
		Direction of travel (DoT)		RAG score (Standard scoring rules unless the indicator specifies alternative scoring arrangements)	
Seasonal	Compared to the same time period in the previous year	↓	Performance is reducing	R	RED - target missed / off target - Performance at least 10% below the required level of improvement
Quarter on quarter	Compared to the previous quarter	↔	Performance remains unchanged	A	AMBER - target missed / off target - Performance less than 10% below the required level of improvement
Annual	Compared to one fixed point in the previous year	↑	Performance is improving	G	GREEN - Target achieved or performance on track to achieve target

Overview of performance

Ref	Indicator	Performance will be reported:	Performance information being reported this quarter		
			Time period	Performance	
Enhance your local community					
A 1 MTP	Percentage of Central Bedfordshire residents satisfied with the local area as a place to live.	Quarter 1 & Quarter 2	Survey Sept 2012	↔	Not scored
F 1 MTP	Percentage increase in Council Tax	Annually in Quarter 4			

A1 MTP Percentage of Central Bedfordshire residents satisfied with the local area as a place to live. (Data taken from Resident's Survey undertaken twice a year in April and September)																	
Unit	Good is	Resident's Survey			Targets					Latest comparator group average	N/A	Report comparison	Seasonal	Performance Judgement	↔	Not scored	
		Baseline	Sept 2012 Reported in the Qu2 2012/13 Performance Report	April 2013 Reported in the Qu1 2013/14 Performance Report	2012	2013	2014	2015	2016								
%	High	April 2012			2012	2013	2014	2015	2016								
Percentage of residents satisfied with the local area as a place to live		90%	91%		No target set	No target set	No target set	No target set	No target set								
<p>Comment: Quarter 2 update: The latest Resident's Survey data shows a one percent increase in the proportion of Central Bedfordshire residents satisfied with their local area as a place to live. The size of the change is not statistically significant so in performance terms it has been recorded as no change however the similarity between the latest result and that of the one carried out in April 2012 provides validation of the new results following a move from postal to telephone methodology.</p> <p>These telephone tracker surveys are designed to provide an indication of direction of travel in between the main postal surveys. The next resident's postal survey will be undertaken in autumn 2014.</p> <p>The Resident's Surveys in April and September 2012 were undertaken using telephone interviews with 500 residents.</p>																	



Indicator F 1 MTP Percentage increase in Council Tax will be reported in Quarter 4.