

Outcome	Measure	Actual 2011/12	Target Quarter 4 2012/13	Actual Quarter 4 2012/13	Status	Annual Target 2012/13	Out turn 2012/13	Status	Comments/ Remedial Action
SO 1 - Delivering a range of housing services that address community requirements.	SM 01 - Number of private sector homes vacant for more than 6 months	312	344	347	Red	344	347	Red	In 2013/14 early intervention will be implemented on properties that have been vacant for longer than 4 months
	SM 02 - Deliver an average of 84 new affordable homes per year to 2009/14	60	75	88	Green	75	88	Green	
	SM 03 - Average time (in working days) taken to re-let Council homes	22.5	20.00	33.60	Red	21.00	17.40	Green	
	SM 04 - Proportion of repairs carried out 'first time' by the Council's Direct Service Organisation	99.4%	95.00%	99.70%	Green	95.00%	99.50%	Green	
	SM 05 - Number of homeless presentations (Proxy measure)	New	n/a	67	Grey	New	67	Grey	
	SM 06 - Average length of stay (weeks) of households which are unintentionally homeless and in priority need in Bed & Breakfast accommodation (Proxy measure)	3	2.5	3.3	Grey	2.5	3.4	Grey	Our new arrangement with P3, to accommodate homeless applicants in more suitable accommodation began in Dec. 2012. We should see greater benefits from this relationship during 2013/14. The cold weather experienced during Qtr 4 had an adverse effect on the figures, as we were obligated to house street homeless applicants for lengthy periods

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	SM 07 - Number of new completed applications to join the housing register (Proxy measure)	New	n/a	151	Grey	New	751	Grey	
	SM 08 - Number of households on the housing register (Proxy measure)	New	n/a	1,965	Grey	New	1,965	Grey	
SO 2 - 'Safer' Communities	SM 09 - Proportion of fly tipping incidents investigated	37%	40%	76.1%	Green	40%	57%	Green	
	SM 10 - Reduce the number of Anti Social Behaviour (ASB) calls to service	3,666	900	721	Green	3,600	3188	Green	
	SM 11 - Number of acquisitive crime incidents per 1,000 population	6.59	1.62	1.22	Green	6.50	6.95	Red	Missed target by an additional 42 incidents during the year. Accounted for an increase in catalytic converter thefts in April 2012
	SM 12 - Reduce the proportion of people who feel unsafe when outside in their neighbourhood at night time	10.90%	N/a	N/a	Grey	10.60%	N/a	Grey	Awaiting results of the Citizens Panel Survey
	SM 13 - Reduce the proportion of people who feel unsafe when they are alone in their home at night time	5.60%	N/a	N/a	Grey	5.40%	N/a	Grey	As above

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	SM 14 - Proportion of food premises meeting the 5 star 'scores on the doors' rating for food safety.	60%	65%	66%	Green	65.00%	66%	Green	
	SM 15 - Improved street and environmental cleanliness	93%	93%	90%	Red	93%	90%	Red	Narrowly missed target mainly due to detritus deposits caused by wet weather conditions