Appendix B : Safe & Secure   Performance Measures 2014/15 (1 October – 31 December 2014)

Outcome	Measure	Actual / Outturn 2013/14	Target Quarter 3 2014/15	Actual Quarter 3 2014/15	Quarter Status	Annual Target 2014/15	Predicted Out turn 2014/15	Predicted Status	Comments/ Remedial Action
SO 1 - Delivering a range of housing services that address community requirements.	SM 01 - Number of homes vacant for more than 6 months	344	n/a	306	Proxy	344	344	Proxy	
	SM 02 - Gross number of affordable homes delivered (Proxy Measure)	11	n/a	21	Proxy	40	40	Proxy	
	SM 03 - Average time (in working days) taken to re-let Council homes	27.3	21	11.6	Green	21	21	Green	
	SM 04 - Proportion of repairs carried out 'first time' by the Council's Direct Labour Organisation	99.30%	95.00%	99.30%	Green	95.00%	95.00%	Green	
	SM 05 - Number of homeless presentations (Proxy measure)	185	N/a	36	Proxy	N/a	N/a	Proxy	
	SM 06 Average length of stay (in weeks) of households which are unintentionally homeless and in priority need in Bed & Breakfast accommodation	3.3	3	4.5	Red	3	>3	Red	Since October, we have been unable to accommodate an applicant with particular housing needs. Currently we are looking at other options, such as private accommodation or direct letting to meet the applicant's needs.

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Outcome	Measure	Actual / Outturn 2013/14	Target Quarter 3 2014/15	Actual Quarter 3 2014/15	Quarter Status	Annual Target 2014/15	Predicted Out turn 2014/15	Predicted Status	Comments/ Remedial Action
	SM 07 - Number of new completed applications to join the Housing Register.**(Proxy measure)**	768	N/a	64	Proxy	N/a	N/a	Proxy	
	SM 08 - Number of households on the housing register **(Proxy measure)**	1980	N/a	1182	Proxy	N/a	N/a	Proxy	
SO 2 - 'Safer' Communities	SM 09 -Effectiveness of local authority actions to reduce incidents of fly tipping	Effective (Grade 2)	Effective (Grade 2)	Effective (Grade 2)	Green	Effective (Grade 2)	Effective (Grade 2)	Green	
	SM 10 - Reduction in the number of Anti-Social Behaviour (ASB) calls to service	2845	710	632	Green	2,840	3009	Red	Although still predicted to be over target for the year ASB figures were greatly reduced in Q3.
	SM 11 - Reduction in the number of acquisitive crime incidents per 1,000 population	5.61	1.4	1.24	Green	5.6	5.49	Green	Burglary rates were very low in Q3 bringing us back on track with achieving the target.
	SM 12 - Reduce the proportion of people who feel **unsafe** when outside in their neighbourhood at night time	N/a	N/a	N/a	N/a	10.60%	N/a	N/a	

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Outcome	Measure	Actual / Outturn 2013/14	Target Quarter 3 2014/15	Actual Quarter 3 2014/15	Quarter Status	Annual Target 2014/15	Predicted Out turn 2014/15	Predicted Status	Comments/ Remedial Action
	SM 13 - Reduce the proportion of people who feel **unsafe** when they are alone in their home at night time	N/a	N/a	N/a	N/a	10.60%	N/a	N/a	
	SM 14 - Increase the proportion of premises that meet the Food Rating Scheme of 5 Stars	75.70%	>70%	76.2%	Green	>70%	>70%	Green	
	SM 15 - Reduce the proportion of premises that meet the Food Rating Scheme of 0-2 Stars	4.50%	<5%	4.4%	Green	<5%	<5%	Green	
	SM 16 - Improved street and environmental cleanliness in terms of litter, detritus, dog fouling and weeds to above grade C as defined in the Codes of Practice for Litter and Refuse	94%	94%	94%	Green	96%	95%	Red	Staff training on dual carriageway cleansing as part of road closure work. This will impact on this KPI when planned works on the A38 commence in Feb 2015. Intelligence gathered for this KPI is used to plan and prioritise work as part of the street cleansing programme.
	SM17 –% of environmental disputes improved based on customer feedback	NEW	>75%	73%	Red	>75%	73%	Red	All customer feedback is reviewed and used to inform adjustments to the regulatory process.