

Appendix B : Safe & Secure Performance Measures 2015/16 (1 July – 30 September 2015)

Outcome	Measure	Actual / Out turn 2014/15	Target Quarter 2 2015/16	Actual Quarter 2 2015/16	Quarter Status	Annual Target 2015/16	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 six months.	285	N/a	326	Green	<344	Green	
	SM 02 - Gross number of affordable homes delivered (Proxy Measure).	62	N/a	0	Proxy	N/a	Proxy	33 Council new build units are on track to be delivered in quarter four.
	SM 03 - Average time (in working days) taken to re-let Council homes.	17.1 days	<21 days	16.8 days	Green	<21 days	Green	
	SM 04 - Proportion of repairs carried out 'first time' by the Council's Direct Labour Organisation.	99%	95%	99.5%	Green	95%	Green	
	SM 05 - Number of homeless presentations (Proxy measure).	134	N/a	30	Proxy	N/a	Proxy	

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	SM 06 Average length of stay (in weeks) of households which are unintentionally homeless and in priority need in Bed & Breakfast accommodation (Proxy measure) .	3.96 weeks	< 8 weeks	2.3 weeks	Green	< 8 weeks	Green	
	SM 07 - Number of new completed applications to join the Housing Register. (Proxy Measure) .	583	N/a	154	Proxy	N/a	Proxy	
	SM 08 - Number of households on the housing register (Proxy measure) .	1,046	N/a	1126	Proxy	N/a	Proxy	
SO 2 - 'Safer' Communities	SM 09 -Effectiveness of local authority actions to reduce incidents of fly tipping.	Grade 1 (very effective)	Grade 1 very effective	Not Effective (Grade 3)	Red	Grade 1 (very effective)	Red	Flytipping is 31% higher this year than the same period last year. We prosecuted one operator in June and we await guidance from SDDC's Legal Team on three additional cases referred for processing. Our Wardens are prioritising investigations where

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	(Continued) SM 09 - Effectiveness of local authority actions to reduce incidents of fly tipping.							there are leads, have increased the deployment of surveillance cameras in hot-spots and used press and Facebook to encourage householders not to give these operators any trade. We are of the mind that additional prosecutions will send the message that this Council operates a zero tolerance policy on fly-tipping.
	SM 10 - Reduction in the number of Anti Social Behaviour (ASB) calls to service.	2,893	722	772	Red	2,888	Red	Usual for the second period to be the highest quarter for ASB due to the summer holidays. Ongoing issues at various sites within the town centre.
	SM 11 - Reduction in the number of domestic Burglaries per 1,000 population.	3.69	0.92	1.18	Red	3.68	Red	Large % of burglaries continue to be insecure entries. Work to be done to educate members of the community to secure doors and windows.

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	SM 12 – Reduction in the number of incidents of vehicle thefts (theft of and theft from vehicles) per 1,000 population.	4.01	1.00	0.99	Green	4.00	Green	
	SM 13 – Reduction in the number of incidents of Criminal Damage per 1000 population.	6.16	1.54	1.61	Red	6.16	Red	Traditional for second quarter to be highest for criminal damage due to summer holiday period.
	SM 14 - Increase the proportion of premises that meet the Food Rating Scheme of five stars.	76.1	>75%	76.1% (449 of 590)	Green	>75%	Green	
	SM 15 - Reduce the proportion of premises that meet the Food Rating Scheme of 0 to 2 Stars.	4.1%	<5%	4.1% (24 of 590)	Green	<5%	Green	

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	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.	95%	95%	94%	Red	95%	Red	The was a small delay with the weed spraying due to the weather conditions which has impacted on the figures for the management of weeds this quarter.
	SM17 –% of environmental disputes improved based on customer feedback.	>75%	>75%	73% (104 of 143)	Red	>75%	Red	Due to resources being deployed to manage the increase in fly-tipping activity, no surveys were undertaken during the summer months.