

Appendix A: Performance Indicators – Safe and Secure

Quarter 1:

PI Description	2010/11 Qtr1 Target	2010/11 Qtr1 Actual	2010/11 Qtr1 Status
BV 212 - Average time taken to re-let local authority homes (days) (FY Quarter)	20	19.28	G
LCS 001 - Referrals to Next Step (FY Quarter)	72	90	G
LCS 002 - Properties secured by Safer Homes Scheme (FY Quarter)	97	108	G
LCS 003 - Criminal damage incidents (per 1,000 population) (FY Quarter)	2.95	2.96	R
HS 001 - Average length of stay (weeks) of households which are unintentionally homeless and in priority need in: Bed & Breakfast accommodation (FY Quarter)	1.3	2.3	R
HS 002 - % of households approaching us who consider themselves at threat of homelessness, whom we provided a sustainable solution to that threat for at least 6 months	50.00%	22.00%	R
HS 003 - Percentage of Telecare line calls answered within 30 seconds (FY Quarter)	98.00%	94.00%	R
HS 004 - Active Telecare referrals received (FY Quarter)	110	132	G
HS 005 - Number of Telecare installations (FY Quarter)	90	116	G
HS 006 - Percentage of Telecare installations completed within 21 days of receiving notification (FY Quarter)	90.00%	85.00%	R
HS 008 - Emergency repairs completed on time (FY Quarter)	99%	100%	G
HS 009 - Emergency repairs undertaken by the DSO (FY Quarter)	12%	11%	G
HS 010 - Urgent repairs completed on time (FY Quarter)	97.00%	100.00%	G
HS 011 - Percentage of routine repairs on time (FY Quarter)	95.00%	98.48%	G
HS 012 - Tenants satisfaction with responsive maintenance (FY Quarter)	95.00%	97.00%	G
HS 013 - Tenants satisfaction with planned maintenance (FY Quarter)	95.00%	100.00%	G
HS 015 - Longest (in days) outstanding property with no up to date gas certificate (FY Quarter)	30	135	R
HS 016 - Percentage of gas appliances with a valid Corgi registered certificate (FY Quarter)	99.50%	97.37%	R
ES 003 - Number of Private Sector Homes made decent (FY Quarter)	20	23	G
ES 004 - Percentage of DFG adaptations completed within ODPM guidelines (max. 42 weeks for District Councils) (FY Quarter)	50.00%	46.00%	R
ES 017 - Hits on the Wardens blog (FY Quarter)	250	117	R
ES 020 - Hours of On Street Parking enforcement (FY Quarter)	200	200	G
ES 021 - Hours of Off Street Parking enforcement Allocated (FY Quarter)	50	50	G
ES013 - The average time to remove fly tips. (FY Quarter)	0.99	1.17	R

Performance Indicators – Lifestyle Choices

Quarter 1:

PI Description	2010/11 Qtr1 Target	2010/11 Qtr1 Actual	2010/11 Qtr1 Status
GBLC 001 - Total Number of Swimmers at GBLC (FY Quarter)	5,371	40,239	G
GBLC 002.1 - Number of 'free' swims by young persons at GBLC (FY Quarter)	12,900	5,122	R
GBLC 002.2 - Number of 'free' swims by 60 yrs + persons at GBLC (FY Quarter)	5,300	3,309	R
GBLC 003 - Total Number of Visitors at GBLC (FY Quarter)	125,000	104,046	R
ELC 001 - Total Number of Swimmers at ELC (FY Quarter)	10,000	24,913	G
ELC 002.1 - Number of 'free' swims by young persons at ELC (FY Quarter)	950	2,050	G
ELC 002.2 - Number of 'free' swims by 60 yrs + persons at ELC (FY Quarter)	850	1,572	G
ELC 003 - Total Number of Visitors at ELC (FY Quarter)	60,000	79,696	G
LPD 007.1 - Cultural activity provision - Participants (FY Quarter)	1,000	552	R
LPD 007.2 - Cultural Activity Provision -Sessions (FY Quarter)	30	23	R
ES 002 - 'Good' or better customer satisfaction rating for all Environmental Health. (FY Quarter)	95%	97%	G
ES 007 - Tonnage of CO2 reductions arising from energy efficiency improvements (FY Quarter)	1,250	119	R