

Outcome	Measure	Actual 2011/12	Target Quarter 3 2012/13	Actual Quarter 3 2012/13	Status	Annual Target 2012/13	Predicted 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	391	Red	344	344	Green	Data source to be reviewed to clarify the confidence level in the source data. Action plan put in place with an aim to possibly reducing the level. Critical date for this is September submission to gov't.
	SM 02 - Deliver an average of 84 new affordable homes per year to 2009/14	60	N/a	2	Red	75	75	Green	There are a number of affordable homes in the pipeline but there is some uncertainty exactly when these will be delivered.
	SM 03 - Average time (in working days) taken to re-let Council homes	22.5	20	12.80	Green	20.00	20.00	Green	
	SM 04 - Proportion of repairs carried out 'first time' by the Council's Direct Service Organisation	99.4%	95.00%	99.20%	Green	95.00%	95.00%	Green	
	SM 05 - Number of homeless presentations (Proxy measure)	New	N/a	62	Grey	N/a	N/a	Grey	
	SM 06 - Average length of stay (weeks) of households which are unintentionally homeless and in priority need in Bed & Breakfast accommodation (Proxy	3	2.5	3.7	Grey	2.5	2.5	Grey	This figure is expected to reduce In Qtr 4 with the increase in temporary accommodation provision

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	measure)								
	SM 07 - Number of new completed applications to join the housing register (Proxy measure)	New	N/a	166	Grey	New	N/a	Grey	
	SM 08 - Number of households on the housing register (Proxy measure)	New	N/a	1875	Grey	New	N/a	Grey	
SO 2 - 'Safer' Communities	SM 09 - Proportion of fly tipping incidents investigated	37%	40%	100%	Green	40%	40%	Green	
	SM 10 - Reduce the number of Anti Social Behaviour (ASB) calls to service	3,666	900	663	Green	3,600	3,289	Green	On Target to achieve target
	SM 11 - Number of acquisitive crime incidents per 1,000 population	6.59	1.62	1.71	Red	6.50	7.21	Red	Quarterly figure was slightly over target (approx 12 crimes) Figure for the year is still distorted due to the spate of catalytic thefts in April.
	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%	10.60%	Green	Annual Citizens Panel Survey to be undertaken in February

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	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%	5.40%	Green	Annual Citizens Panel Survey to be undertaken in February
	SM 14 - Proportion of food premises meeting the 5 star 'scores on the doors' rating for food safety.	60%	65.00%	62.40%	Red	65.00%	65.00%	Green	Changes to FSA Statutory Code of Practice has raised the bar for the attainment of a rating of 5 stars. This threatens achieving our target.
	SM 15 - Improved street and environmental cleanliness	93%	93%	93%	Green	93%	93%	Green	