

## Appendix B : Safe & Secure Performance Measures 2014/15 (1 January – 31 March 2015)

Outcome	Measure	Actual / Outturn 2013/14	Target Quarter 4 2014/15	Actual Quarter 4 2014/15	Quarter Status	Annual Target 2014/15	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	285	N/a	344	285		285 properties empty for more than six months, of which 90 have been vacant over 2 years.
	SM 02 - Gross number of affordable homes delivered <b>(Proxy Measure)</b>	11	N/a	62	Proxy	40	62	Proxy	
	SM 03 - Average time (in working days) taken to re-let Council homes	27.3	21	15.7		21	17.1		
	SM 04 - Proportion of repairs carried out 'first time' by the Council's Direct Labour Organisation	99.30%	95.00%	99.93%		95.00%	99.65%		
	SM 05 - Number of homeless presentations <b>(Proxy measure)</b>	185	N/a	43	Proxy	N/a	134	Proxy	Duty accepted (41) Discharged (18) No Duty (31) Found own arrangements (20) Pending enquiry (19) Under review (1) Cancelled (2) Enquires Complete (2)

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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 <b>(Proxy measure)</b>	3.3	3	4.9	Proxy	3	3.96	Proxy	
	SM 07 - Number of new completed applications to join the Housing Register. <b>(Proxy Measure)</b>	768	N/a	120	Proxy	N/a	583	Proxy	
	SM 08 - Number of households on the housing register <b>(Proxy measure)</b>	1980	N/a	1046	Proxy	N/a	1046	Proxy	This is broken down into Band A (236) Band B (382) Band C (381) and Emergency (47)
SO 2 - 'Safer' Communities	SM 09 -Effectiveness of local authority actions to reduce incidents of fly tipping	Effective (Grade 2)	Effective (Grade 2)	Very Effective (Grade 1)		Effective (Grade 2)	Very Effective (Grade 1)		
	SM 10 - Reduction in the number of Anti Social Behaviour (ASB) calls to service	2845	710			2840			

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	SM 11 - Reduction in the number of acquisitive crime incidents per 1,000 population	5.61	1.4			5.6			
	SM 12 - Reduce the proportion of people who feel <b>unsafe</b> when outside in their neighbourhood at night time	n/a	N/a			10.60%			
	SM 13 - Reduce the proportion of people who feel <b>unsafe</b> when they are alone in their home at night time	N/a	N/a			10.60%			
	SM 14 - Increase the proportion of premises that meet the Food Rating Scheme of 5 Stars	75.70%	>70%	76.1%		>70%	76.1%		
	SM 15 - Reduce the proportion of premises that meet the Food Rating Scheme of 0 to 2 Stars	4.50%	<5%	4.1%		<5%	4.1%		

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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	94%	N/a	96%		94%	95%		Outturn of 95% is excellent, the target of 96% was very ambitious and to not hit the target by such a small margin is very encouraging.
	SM17 –% of environmental disputes improved based on customer feedback	NEW	>75%	74%		>75%	74%		All adverse responses to questionnaires are investigated. In 80% of adverse responses are outside our influence. In all other cases changes have been made to the way that services are delivered.