

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

| Outcome | Measure | Actual / Out turn 2014/15 | Target Quarter 1 2015/16 | Actual Quarter 1 2015/16 | Quarter Status | Annual Target 2015/16 | Out turn 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 | 311 | N/a | <344 | | N/a | |
| | SM 02 - Gross number of affordable homes delivered (Proxy Measure). | 62 | N/a | N/a | Proxy | N/a | | Proxy | Trent and Dove to hand over 16 units in Milton Road, Repton, in quarter two. 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 | 18.6 days | | <21 days | | | |
| | SM 04 - Proportion of repairs carried out 'first time' by the Council's Direct Labour Organisation. | 99% | 95% | N/a | N/a | 95% | | N/a | Due to a system issue with Orchard we are unable to provide this figure for quarter one. This figure will be reported from quarter two onwards. |
| | SM 05 - Number of homeless presentations (Proxy measure). | 134 | N/a | 53 | 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 | 3.1 weeks | | < 8 weeks | | | |
| | SM 07 - Number of new completed applications to join the Housing Register. (Proxy Measure) . | 583 | N/a | 73 | Proxy | N/a | | Proxy | |
| | SM 08 - Number of households on the housing register (Proxy measure) . | 1,046 | N/a | 1,172 | 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 | Grade 3 (not effective) | | Grade 1 (very effective) | | | Fly tipping has increased by 60% over the last 3 months, which reflects the sharp increases seen nationally last year. We strongly suspect that the local increases are due to a small number of rogue waste operators who are illegally |

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| | (Continued) SM 09 -Effectiveness of local authority actions to reduce incidents of fly tipping. | | Grade 1 very effective | Grade 3 (not effective) | | Grade 1 (very effective) | | | disposing of household waste for cash in hand transactions. We prosecuted one operator in June with additional cases having been referred to Legal Services for processing. Our Wardens are prioritising investigations where 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. |
| | SM 10 - Reduction in the number of Anti Social Behaviour (ASB) calls to service. | 2,893 | 722 | 689 | | 2,888 | | | |
| | SM 11 - Reduction in the number of domestic Burglaries per 1,000 population. | 3.69 | 0.92 | 0.82 | | 3.68 | | | |

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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 | 1.05 | | 4.00 | | | Figures were actually lower than same period last year. Q1 traditionally the highest month for vehicle crime. Number plate ops carried out through summer. |
| | SM 13 – Reduction in the number of incidents of Criminal Damage. | 6.16 | 1.54 | 1.31 | | 6.16 | | | |
| | SM 14 - Increase the proportion of premises that meet the Food Rating Scheme of 5 Stars. | 76.1 | >75% | 75.9% | | >75% | | | |
| | SM 15 - Reduce the proportion of premises that meet the Food Rating Scheme of 0 to 2 Stars. | 4.1% | <5% | 4.1% | | <5% | | | |

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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% | 91% | | 95% | | | Performance on litter, dog fouling and detritus is above target. We are looking at additional methods and schedules to deal with weeds more effectively. |
| | SM17 –% of environmental disputes improved based on customer feedback. | >75% | >75% | 74% | | >75% | | | Every case which receives a negative response is investigated for the cause of the negative feedback. Analysis of these reviews and proposed actions to improve customer perceptions of our services were given to relevant officers in July 2015. The sustained implementation of these changes will be monitored over the next 12 months. |