

Outcome	Measure	Actual / Out turn 2012/13	Target Quarter 3 2013/14	Actual Quarter 3 2013/14	Quarter Status	Annual Target 2013/14	Predicted Out turn 2013/14	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	347	n/a	n/a	Grey	344	344	Green	
	SM 02 - Number of affordable homes delivered (gross) (Proxy measure)	88	n/a	11	Proxy	n/a	n/a	Proxy	
	SM 03 - Average time (in working days) taken to re-let Council homes	17.40	20.00	22.00	Red	21.00	25.00	Red	There were a handful of properties in December which were difficult to let. New initiatives have been put in place by both the Repair & Allocations team to improve performance
	SM 04 - Proportion of repairs carried out 'first time' by the Council's Direct Labour Organisation	99.50%	95.00%	97.20%	Green	95.00%	95.00%	Green	
	SM 05 - Number of homeless presentations (Proxy measure)	224	n/a	60	Proxy	n/a	n/a	Proxy	
	SM 06 Average length of stay (weeks) of households which are unintentionally homeless and in priority need in Bed & Breakfast accommodation (Proxy measure)	3.30	3.00	3.1	Proxy	3.00	3.00	Proxy	
	SM 07 - Number of new completed applications to join the housing register (Proxy measure)	751	n/a	152	Proxy	n/a	n/a	Proxy	

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	SM 08 - Number of households on the housing register (Proxy measure)	2015	n/a	1951	Proxy	n/a	n/a	Proxy	
SO 2 - 'Safer' Communities	SM 09 - Effectiveness of Council actions to reduce fly tipping incidents (Grading 1 - 4) 1= Very Effective - 4 =Poor	Effective (Grade 2)	Effective (Grade 2)	Very Effective (Grade 1)	Green	Effective (Grade 2)	Effective (Grade 2)	Green	
	SM 10 - Reduce the number of Anti Social Behaviour (ASB) calls to service	3188	750	637	Green	3000	2,969	Green	Just on target, although ASB calls for 2013 are down 481 calls on previous year
	SM 11 - Number of acquisitive crime incidents per 1,000 population	6.95	1.62	1.45	Green	6.50	6.50	Green	On target, but higher than average burglary rates in October and December. Closer monitoring to undertaken
	SM 12 - Reduce the proportion of people who feel unsafe when outside in their neighbourhood at night time	n/a	n/a	n/a	Grey	10.60%	10.60%	Green	Data obtained from a Citizens Panel survey. To be undertaken by the County Council in February 2014.
	SM 13 - Reduce the proportion of people who feel unsafe when they are alone in their home at night time	n/a	n/a	n/a	Grey	10.60%	10.60%	Green	As above
	SM 14 - Increase the proportion of premises that	66% (National)	65.00%	71.50%	Green	65.00%	65.00%	Green	

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	meet the Food Hygiene Scheme rating of 5 Stars ('Scores on the Doors')	Av 50.2%)							
	SM 15 - Reduce the proportion of premises that meet the Food Hygiene Scheme rating of 0 to 2 Stars ('Scores on the Doors')	5% (National Av 7.9%)	5.00%	4.90%	Green	5.0%	5.0%	Green	
	SM 16 - Improved street and environmental cleanliness (litter, detritus, dog fouling and weeds)	92.00%	94.00%	94.00%	Green	94.0%	94.0%	Green	
	SM17 – Effectiveness of Council actions to combat noise and environmental nuisance	New	70.00%	82.00%	Green	70.00%	70.00%	Green	