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<b>REPORT TO:</b>	<b>Housing and Community Services</b>	<b>AGENDA ITEM:</b>	<b>8</b>
<b>DATE OF MEETINGS:</b>	<b>06 October 2005</b>	<b>CATEGORY:</b>	<b>DELEGATED</b>
<b>REPORT FROM:</b>	<b>Director of Community Services</b>	<b>OPEN</b>	
<b>MEMBERS' CONTACT POINT:</b>	<b>Peter McEvoy</b>	<b>DOC:</b>	
<b>SUBJECT:</b>	<b>Performance Report</b>	<b>REF:</b>	
<b>WARD(S) AFFECTED:</b>	<b>All</b>	<b>TERMS OF REFERENCE:</b>	

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## **1. Recommendations**

1.1 That the first Quarter performance be noted.

## **2. Purpose of Report**

2.1 To note and scrutinise the performance of Environmental Services as at first quarter.

2.2 To note the first formal reporting of performance for Disabled Facilities Grants, via the agreed Local Performance Indicators

## **3. Executive Summary**

3.1 100% of all Environmental Services BVPI's are on target.

3.2 59% of all Environmental Services indicators are within target and 78% are on target or within 5% of target.

3.3 The only Housing BVPI's relating to Environmental Services is BVPI 64 for which comparative data is not currently published. Current performance on this indicator suggests we are on target.

3.4 The LPI's for Disabled Adaptations show poor performance levels. The operational improvements to address these have already been put in place and are expected to begin to register in the statistics over the coming months.

## **4. Detail**

4.1 See full report.

## **5. Financial Implications**

- 5.1 Plans for improved performance in the Housing LPI's has been subject to detailed reports and financial provision has already been made (report to Committee 21 April 2005).

## **6 Corporate Implications**

- 6.1 General.

## **7. Community Implications**

- 7.1 Disabled facility grants are a critical support to vulnerable individuals and households. The service levels are currently too slow and vulnerable people are suffering as a result.

## **8. Conclusion**

- 8.1 The general performance picture for Environmental Services is good with the clear exception of Disabled Facilities Grants.
- 8.2 The means to address these performance issues have been identified and resourced and the improvements are expected to register imminently.