

| Outcome | Measure | Actual / Out turn 2012/13 | Target Quarter 2 2013/14 | Actual Quarter 2 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 | 332 | Green | 344 | 344 | Green | |
| | SM 02 - Number of affordable homes delivered (gross) (Proxy measure) | 12 | n/a | n/a | Proxy | n/a | n/a | Proxy | |
| | SM 03 - Average time (in working days) taken to re-let Council homes | 17.40 | n/a | 22.20 | Red | 21.00 | 22.00 | Green | Performance improving as a result of remedial action. |
| | SM 04 - Proportion of repairs carried out 'first time' by the Council's Direct Labour Organisation | 99.50% | 95.00% | 99.40% | Green | 95.00% | 95.00% | Green | |
| | SM 05 - Number of homeless presentations (Proxy measure) | 224 | n/a | 10 | 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 | 3.7 | Proxy | 3.00 | 3.00 | Proxy | |
| | SM 07 - Number of new completed applications to join the housing register (Proxy measure) | 751 | n/a | 201 | Proxy | n/a | n/a | Proxy | |
| | SM 08 - Number of households on the housing register (Proxy measure) | 2015 | n/a | 2164 | Proxy | n/a | n/a | Proxy | |

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| 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) | Effective (Grade 2) | Green | Effective (Grade 2) | Effective (Grade 2) | Green | |
| | SM 10 - Reduce the number of Anti Social Behaviour (ASB) calls to service | 3188 | 750 | 863 | Red | 3000 | 3,180 | Red | Higher levels of ASB traditionally occur during the summer months/. Diversionary schemes are being put in place |
| | SM 11 - Number of acquisitive crime incidents per 1,000 population | 6.95 | 1.62 | 1.21 | Green | 6.50 | 4.92 | Green | |
| | 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% | Grey | 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% | Grey | As above |
| | SM 14 - Increase the proportion of premises that meet the Food Hygiene Scheme rating of 5 Stars ('Scores on the Doors') | 66% (National Av 50.2%) | 65% | 70.10% | Green | 65.00% | 65% | Green | |

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| | 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%) | n/a | 4.30% | Green | 5.0% | 5.0% | Green | |
| | SM 16 - Improved street and environmental cleanliness (litter, detritus, dog fouling and weeds) | 92.00% | n/a | n/a | Grey | 94.0% | n/a | Grey | |
| | SM17 – Effectiveness of Council actions to combat noise and environmental nuisance | New | 70.00% | 74.00% | Green | 70.00% | 70.00% | Green | |