

Description	Ref No.	Target 2006/07	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
HEAD OF ENVIRONMENTAL SERVICES				
CORPORATE PLAN				
Appoint Safer Neighbourhood Wardens to patrol anti-social behaviour 'hotspots' and enforce the Cleaner Neighbourhoods and Environment Act	4	Wardens appointed and patrolling the district.	GREEN	Two Wardens appointed and commenced duties. Third position to be filled shortly.
Undertake a housing needs and market assessment	35	Needs assessment completed and evaluated. Results shared with stakeholders.	AMBER	Research planned with our sub-regional partners Original programme delayed by EU Procurement process; tenders received in September 2006. Final report to be published Summer 2007. Steps being explored to have SDC's part of the report published ahead of the other partners by April.
Reduce the time taken to provide home adaptations for people with disabilities	37	At least 90% of cases processed by current system within the Government target of 42 weeks.	GREEN	100% of cases referred since 1 st February 2006 i.e. that have been dealt with by the current 'in-house' regime (both private and public sector) are currently within target.
Deliver key milestones in the Affordable Warmth Strategy	38	Database of tenants in privately rented accommodation established. Advice and assistance provided to these tenants.	GREEN	Warm front mail out to all tenants in receipt of benefit to encourage take up of measures.
Provide help to vulnerable households living in private sector homes who cannot afford to make their homes decent	40	Vulnerable households identified. Homes of 100 households improved to meet the decent homes standard.	GREEN	Decent home scheme advertised and good response – Walbrook have surveyed a further 35 properties, main contractor about to start. 25 properties made decent to date.

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IMPROVEMENT PLAN				
NONE				
COMMUNITY STRATEGY				
HEALTHIER COMMUNITIES				
3.0 Reducing the number of vulnerable people and families living in non decent homes				
Adopt a new cross agency Affordable Warmth Strategy	HC3.1	Implementation of the new strategy across all partners.	GREEN	Sign up of major RSL's agreed, final consultation with health an voluntary sector still to be completed

Description	Ref No.	05/06 Outturn	Target 2006/07	1st Quarter	2nd Quarter	3rd Quarter	Year End projection	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
BEST VALUE PERFORMANCE INDICATORS									
The number of private sector vacant dwellings that are returned into occupation or demolished during the financial year as a direct result of action by the local authority.	64	11.00	12.00	0.00	0.00		8	RED	Activity is being increased to attempt to remedy this, possibly this year, and certainly to avoid similar shortfalls in the future

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Score against a checklist of enforcement best practice for environmental health	166a	100.0%	100% (top quartile)	100.0%	100.0%		100%	GREEN	

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SERVICE LEVEL MONITORING - KEY TASKS				
Continue progress toward Decent Home Standard for Vulnerable Households	EH4	The homes of 100 vulnerable households made decent	GREEN	25 homes made decent through in house work anticipate target caseload to be completed by year end through Wallbrook scheme
Tackle fuel poverty and reduce CO ₂ emissions;	EH5	Number of households receiving assistance Tonnes of CO ₂ reduced No of Private rented properties identified. Faster adaptations	GREEN	255 households assisted with insulation and heating measures 339 tonnes CO ₂ saved as a result of activity benefit recipients identified and contacted by mail out to encourage uptake of warmfront.
Faster and higher quality provision of Disabled Facility Grants	EH6	High quality info' accessible via wide range of media Speed of needs assessment	AMBER	Many successes. DVD now available for distribution by OT's, expect to take delivery of matching leaflet in next couple of weeks. DCC referral times poor, hence the Amber, but they have found additional resources to help improve assessment times.

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Implement the "Fit for Purpose" Housing Strategy including	EH7	Housing Needs Research completed Full analysis available In year Bids submitted to Housing Corp No. of new affordable homes agreed Homelessness Strategy published	GREEN	Tenders received for over-arching housing needs research study. Publication will be delayed until June 2007 due to it being necessary to follow EU procurement guidelines. Working with RSL to submit in year bids. Number of affordable homes agreed is subject to S105 agreements. Several large sites currently being negotiated. Homelessness Review published July 2006.
Finalise review of traveller toleration policy in line with Government guidance issued	EH9	Reviews Complete	GREEN	Traveller toleration policy still being reviewed with help of County Group.
Formalise arrangements for the management of the Lullington Crossroads site	EH12	Increase in public satisfaction		Arrangements for Lullington now implemented
Recruit and train Safer Neighbourhood Wardens	WU5	Increased publicity Clear standards published	GREEN	BVPI satisfaction surveys not yet published Large amounts of press coverage obtained
Improve communication with the public & stakeholders on the positive effect of council work esp. safer neighbourhoods	ES1	Accreditation obtained	GREEN	On target for December Evaluation
Obtain external recognition of customer service standards Environmental Services	ES3	No. of web hits and satisfaction ratings	GREEN	All functions have reviewed web pages relating to their areas and updated.

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LOCAL PERFORMANCE INDICATORS									
Number of Environmental Health service requests dealt with within target	1	99%	95%	95.5% (450)	97.5% (322)		96.5%	GREEN	
'Good' or better customer satisfaction rating for all Environmental Health.	2	89%	90%	96%	96%		96%	GREEN	29 out of 30 customers who returned forms graded service as good or excellent. 1 fair
Number of Private Sector Homes made decent	5	N/A	100	11	14		100	GREEN	Activity will increase over the 3 rd & 4 th quarters as Walbrook starts to deliver through the main contractor.
Percentage of DFG adaptations completed within ODPM guideline maximum for District Council (42 weeks)	6	new	50%	48%	31%		50%	GREEN	
Average number of weeks for Social Services referral of DFGs. (ODPM guideline maximum <10 weeks)	7	30	10	14	13		12	RED	DCC putting in additional resources to improve assessment times

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Vulnerable Households receiving energy efficiency improvements	8	363	363	12	255		365	GREEN	Continuing schemes and publicity to promote uptake of help for vulnerable households.
Tonnage of CO2 reductions arising from the above	9	111 tonnes	111	16.6	339		400	GREEN	Target savings already exceeded
Annual contribution towards HECA target	10	2.07	2%	N/A	N/A		3.19%	GREEN	Annual HECA return submitted in Sept. Significantly improved on previous years
Average number of weeks Wallbrook take to deliver care and repair grants.	11	39.9	40	N/A	30.2		40	GREEN	Performance improving
Nomination rights secured via grant activity.	12	6	6	0	2		6	GREEN	Two properties receiving landlord grant in the previous quarter have been let.
Percentage of Rural Parishes Surveyed to identify local housing need	13	13%	56	35%	48%		56%	GREEN	Majority of surveys completed in the north of the district.

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KEY ACHIEVEMENTS – HOUSING SERVICES

FIRST SIX MONTHS 2006/2007

- Significant improvement in critical service area of responsive repairs. In first quarter 95+% done within target timescale.
- Appointments for all stipulated repairs introduced.
- Refurbishment of Woodyard Lane gypsy site
- New impetus in Tenant Participation with TACT replaced by new Tenants' Forum and first open day for the forum undertaken within the service
- Negotiation on new Tenant Participation Agreement (known as the Tenant Compact) completed with tenants. Members invited to be part of the process.
- Installation of new warden call and control equipment. Tender process completed, winning tenderer, Tunstall, notified.
- Full implementation of new Former Tenant Arrears process. Within the first fortnight of referring FTA debt to Wescot Credit Solutions they were able to trace an address, (where previously we did not have one) for 43.26% of the debt sent. .
- Completion of more than 10% (good practice guideline) of the housing stock that has had a Type 2 (a sampling and testing) asbestos survey.
- Chartered Institute of Housing brought 10 office staff on a visit to the Housing staff and gave very positive feedback on their visit and our services.
- % of responsive repairs that are classed as emergencies continues to fall in line with audit commission guidelines – down from over 40% at time of inspection to 23%.
- Repairs improvement group with tenants established and met twice.
- Housing's two trades apprentices both successfully completed their first year of employment and college studies.

- Fitted 1,000th completed security door.
- Full satisfaction survey distributed to all tenants.
- Held first Housing Services Open Day with very positive feedback from all who attended.
- Annual garden competition held and regarded as best run in recent years.
- Produced and issued latest edition of Tenants' Xtra
- New homelessness team put in place and staff appointed i.e. service up and running.
- Following success last year of becoming only 14th social landlord in the UK to hold Telecare Service Association accreditation at levels 1 and 2 we successfully underwent the annual re-accreditation.