

Outcome	Measure	Actual / Out turn 2012/13	Target Quarter 4 2013/14	Actual Quarter 2013/14	Status	Annual Target 2013/14	Out turn 2013/14	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	298	Green	344	344	Green	
	SM 02 - Number of affordable homes delivered (gross) (Proxy measure)	88	n/a	11	Proxy	n/a	11	Proxy	
	SM 03 - Average time (in working days) taken to re-let Council homes	17.40	21.00	31.70	Red	21.00	27.3	Red	Housing Services are currently reviewing the process' and resources for the management of empty properties.
	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%	99.30%	Green	
	SM 05 - Number of homeless presentations (Proxy measure)	224	n/a	16	Proxy	n/a	185	Proxy	
	SM 06 Average length of stay (weeks) of households which are unintentionally homeless and in priority need in Bed & Breakfast accommodation (Proxy measure)	3.40	3.00	3.5	Proxy	3.00	3.3	Proxy	
	SM 07 - Number of new completed applications to join the housing register (Proxy measure)	751	n/a	215	Proxy	n/a	768	Proxy	

Outcome	Measure	Actual / Out turn 2012/13	Target Quarter 4 2013/14	Actual Quarter 2013/14	Status	Annual Target 2013/14	Out turn 2013/14	Status	Comments/ Remedial Action
	SM 08 - Number of households on the housing register (Proxy measure)	2015	n/a	1980	Proxy	n/a	1980	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)	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	618	Green	3000	2845	Green	
	SM 11 - Number of acquisitive crime incidents per 1,000 population	6.95	1.62	1.70	Red	6.50	5.61	Green	Increase in non Dwelling thefts and Number plate thefts in Q1, Work being done across the division to combat this.
	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%	n/a	Grey	Data obtained from a Citizens Panel survey. Still awaiting figures from County Council
	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%	n/a	Grey	As above
	SM 14 - Increase the proportion of premises that meet the Food Hygiene	66% (National Av	65.00%	75.70%	Green	65.00%	75.70%	Green	

Outcome	Measure	Actual / Out turn 2012/13	Target Quarter 4 2013/14	Actual Quarter 2013/14	Status	Annual Target 2013/14	Out turn 2013/14	Status	Comments/ Remedial Action
	Scheme rating of 5 Stars ('Scores on the Doors')	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%	4.50%	Green	5.0%	4.5%	Green	
	SM 16 - Improved street and environmental cleanliness (litter, detritus, dog fouling and weeds)	92.00%	94.00%	93.00%	Red	94.0%	94.0%	Green	
	SM17 – Effectiveness of Council actions to combat noise and environmental nuisance	New	70.00%	77.00%	Green	70.00%	81.00%	Green	