

# Committee Scorecard

**Report Type:** Scorecard Report





































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| Name  |
|---|
| Housing and Environment Committee Scorecard |

| Traffic Light Icon | PI Code & Short Name   | Last Update    | Current Value | Current Target | Short Term Trend Arrow |
|--------------------|--|----------------|---------------|----------------|------------------------|
|                    | H&E 1.1 Average repairs and maintenance expenditure per house per year     | 2009/10        |               | £1,050         |                        |
|                    | H&E 1.2 Average supervision and management expenditure per house           | 2009/10        |               | £337           |                        |
|                    | H&E 1.3 Score compliance with health & safety matrix                       | September 2009 | 88%           | 100%           |                        |
|                    | HOUKPIG1a Housing Lists - Waiting List                                     | October 2009   | 5,925         |                |                        |
|                    | HOUKPIG1b Housing Lists - Transfer List                                    | October 2009   | 2,582         |                |                        |
|                    | HOUSPIHS1b Response repairs completed in target                            | October 2009   | 89%           | 95%            |                        |
|                    | HOUKPIR1a Response repairs completed in target (percentage) - Priority 1   | October 2009   | 89%           | 94%            |                        |
|                    | HOUKPIR2a Response repairs completed in target (percentage) - Priority 1/2 | October 2009   | 92%           | 93.5%          |                        |
|                    | HOUKPIR3a Response repairs completed in target (percentage) - Priority 2   | October 2009   | 96%           | 93.5%          |                        |
|                    | HOUKPIR4a Response repairs completed in target (percentage) - Priority 3   | October 2009   | 89%           | 93.5%          |                        |
|                    | HOUKPIS1a House Sales completed within 26                                  | October 2009   | 98.6%         | 95%            |                        |

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|---|--|---------------|---------------|----------------|---|
|   | weeks - %  |               |               |                |   |
|    | HOUSPIHS3a Rent loss due to voids - Citywide   | October 2009  | 0.97%         | 0.92%          |    |
|    | HOUSPIHS4aiii Non-low demand relets (0-4 weeks) - Citywide   | October 2009  | 50.6%         | 59%            |    |
|    | HOUSPIHS4biii Low demand relets (0-4 weeks) - Citywide   | October 2009  | 40.6%         | 59%            |    |
|    | HOUSPIHS5a Rent Arrears as a % of Net amount Due (SPI)   | October 2009  | 7.1%          | 6%             |    |
|    | HOUSPIHS7aii Homeless Decision Notifications   | October 2009  | 58.6%         | 80%            |    |
|    | HOUSPIHS7aiii Statutory Homeless Lets  | October 2009  | 41.5%         | 45%            |    |
|    | HOUSPIHS7aiv Repeat Homelessness   | Q1 2009/10    | 2.2%          | 2%             |    |
|    | HOUSPIHS7b Homeless Tenancy Sustainment  | November 2009 | 96.7%         | 90%            |    |
|    | ENV 1.01 Percentage Achieving Cleanliness  | October 2009  | 95%           | 93%            |    |
|    | ENV 1.02 Domestic Noise Complaints - Average Time to attend on site for (Non Part V - Average Dog Barking and EPA Domestic) Annual Average | 2008/09       | 27 hours      | 48 hours       |    |
|    | ENV 1.03 (%) Non Domestic Noise Complaints % of complaints responded to within 2 days  | October 2009  | 100%          | 100%           |    |
|    | ENV 1.04 (%) Non Domestic Noise Complaints % of complaints completed within 30 days  | October 2009  | 92.5%         | 100%           |    |
|    | ENV 1.05 (%) High Priority Pest Control Complaints % responded to within 2 days  | October 2009  | 98.9%         | 100%           |    |
|  | ENV 1.06 (%) High Priority Pest Control Complaints % completed within 30 days  | October 2009  | 97.8%         | 100%           |  |
|  | ENV 1.07 (%) Low Priority Pest Control Complaints % responded to within 5 days   | October 2009  | 100%          | 100%           |  |
|  | ENV 1.08 (%) Low priority Pest Control Calls % completed within 30 days  | October 2009  | 98.6%         | 100%           |  |
|  | ENV 1.09 (%) High Priority Public Health Complaints % responded to within 2 days   | October 2009  | 97.6%         | 100%           |  |
|  | ENV 1.10 (%) High Priority Public Health Complaints % completed within 30 days   | October 2009  | 72.9%         | 100%           |  |
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|   |   |                |       |      |   |
|---|---|----------------|-------|------|---|
|  | ENV 1.11 (%) Low Priority Public Health Complaints % responded to within 5 days | October 2009   | 95.7% | 100% |  |
|  | ENV 1.12 (%) Low Priority Public Health Complaints % completed within 30 days   | October 2009   | 80.9% | 100% |  |
|  | ENV 1.13 (%) Dog Fouling Complaints % responded to within 2 days                | October 2009   | 96%   | 100% |  |
|  | ENV 1.14 (%) Dog Fouling Complaints % completed within 30 days                  | October 2009   | 88%   | 100% |  |
|  | ENV 1.18 % of Waste Recycled/Composted  | August 2009    | 29%   | 27%  |  |
|  | ENV 1.20 ASSL Turnaround Times  | September 2009 | 95.1% | 90%  |  |
|  | ENV 1.21 ASSL % Quality Assurance Performance                                   | Q2 2009/10     | 98.5% | 95%  |  |
|  | ENV 1.22 ASSL % Productivity Hours  | Q2 2009/10     | 84%   | 75%  |  |