

# Committee Performance Report


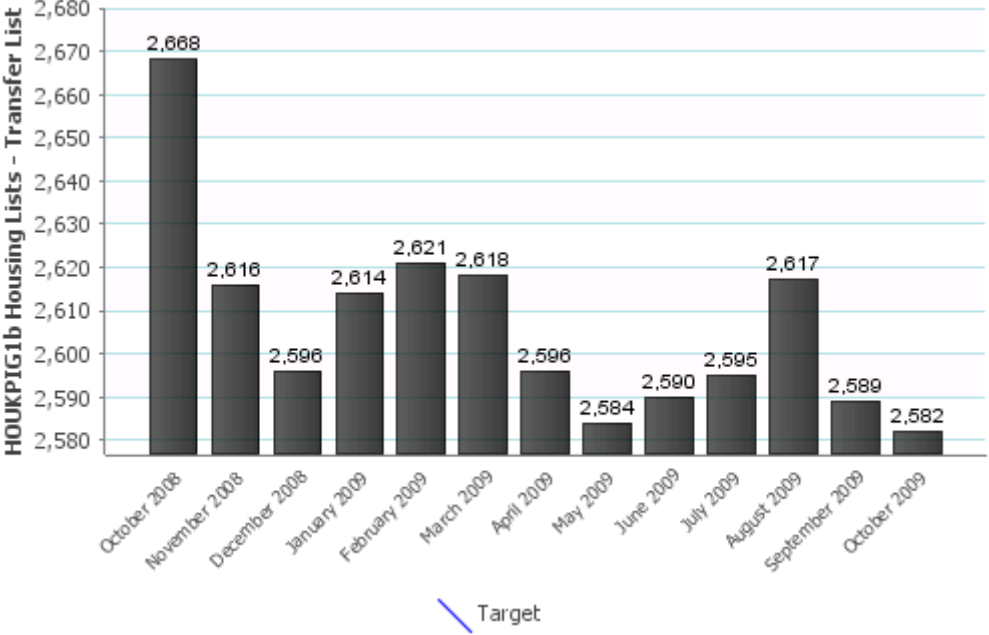
**Report Type:** PIs Report


**Author:** Gillian Milne

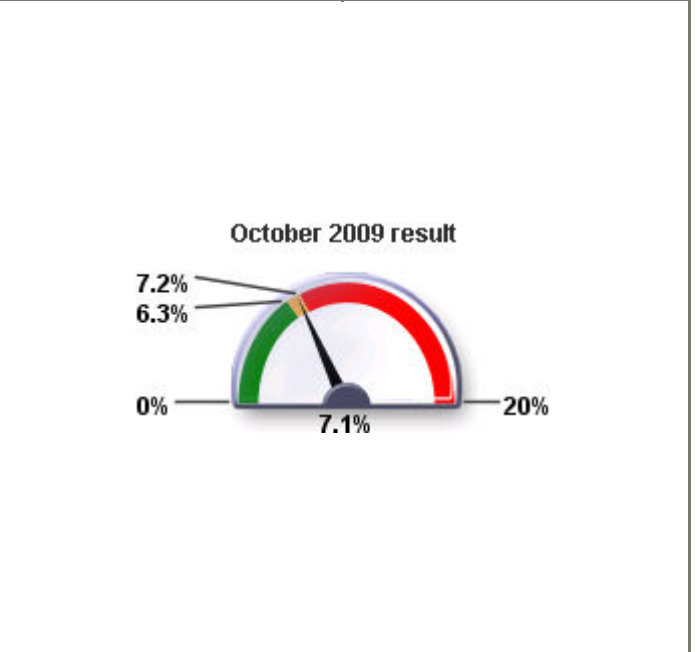
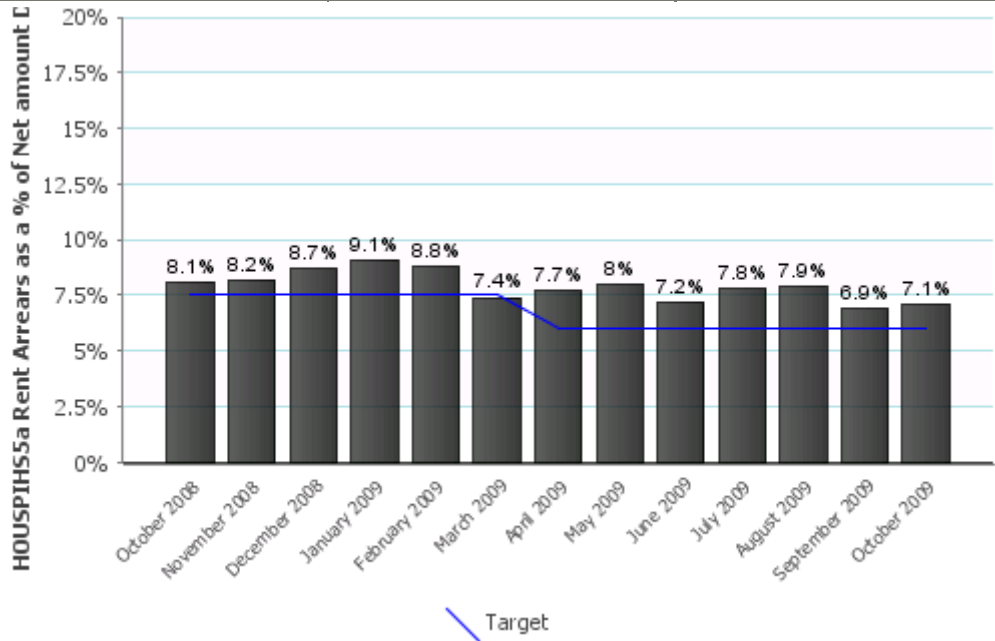
**Generated on:** 21 December 2009



<b>Code</b>	HOUKPIG1a	Housing Lists - Waiting List																														
<b>Description</b>	The current number of applicants for housing on the waiting list																															
<b>Current Value</b>	5,925	<b>Current Target</b>		<b>Traffic Light Icon</b>																												
<table border="1"> <caption>HOUKPIG1a Housing Lists - Waiting List Data</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>October 2008</td><td>5,740</td></tr> <tr><td>November 2008</td><td>5,814</td></tr> <tr><td>December 2008</td><td>5,785</td></tr> <tr><td>January 2009</td><td>5,904</td></tr> <tr><td>February 2009</td><td>6,006</td></tr> <tr><td>March 2009</td><td>6,059</td></tr> <tr><td>April 2009</td><td>5,923</td></tr> <tr><td>May 2009</td><td>5,949</td></tr> <tr><td>June 2009</td><td>6,011</td></tr> <tr><td>July 2009</td><td>6,073</td></tr> <tr><td>August 2009</td><td>6,128</td></tr> <tr><td>September 2009</td><td>6,111</td></tr> <tr><td>October 2009</td><td>5,925</td></tr> </tbody> </table>					Month	Value	October 2008	5,740	November 2008	5,814	December 2008	5,785	January 2009	5,904	February 2009	6,006	March 2009	6,059	April 2009	5,923	May 2009	5,949	June 2009	6,011	July 2009	6,073	August 2009	6,128	September 2009	6,111	October 2009	5,925
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<b>Latest Note</b>	<p><b>Analysis:</b> The number of applicants on the waiting list has fluctuated within a range of about 400 in the past year, but for October 2009 it stands almost 200 higher than in October 2008, reflecting a small but generally rising trend in the intervening period. The reason for the difference in the scale of applications before and after September 2008 was that, following adjustments to the IT system, a major re-registration exercise was undertaken, resulting in over 1,000 households failing to renew their applications. The numbers of offers of housing and relets have similarly fluctuated during the period, making no significant impact one way or the other on numbers. Approximately 39% of applicants housed in 2009/10 to date have been from the waiting list.</p>																															

<b>Code</b>	HOUKPIG1b	Housing Lists - Transfer List																														
<b>Description</b>	The current number of applicants for housing on the transfer list																															
<b>Current Value</b>	2,582	<b>Current Target</b>		<b>Traffic Light Icon</b> 																												
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<b>Latest Note</b>	<p><b>Analysis:</b> The numbers on the transfer list have remained fairly stable over the past 12 months, with a range of only 39 applications. As with the waiting list, the drop of over 500 applications from October to November 2008 is attributable to failure to re-register by a large number of applicants in the exercise held at that time. Around 13% of applicants housed to date in 2009/10 have come from the transfer list.</p>																															

<b>Code</b>	HOUSPIHS5a	Rent Arrears as a % of Net amount Due (SPI)			
<b>Description</b>	Current tenant arrears as a percentage of the net amount of rent due in the year, as at the end of each rent period				
<b>Current Value</b>	7.1%	<b>Current Target</b>	6%	<b>Traffic Light Icon</b>	

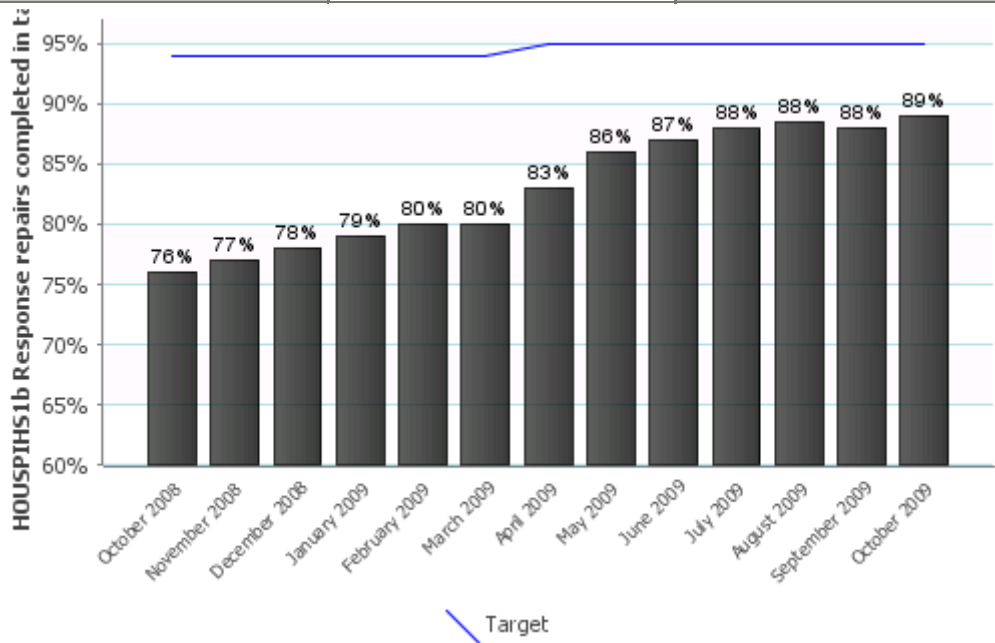


**Latest Note**


**Analysis:** The arrears position is a 1% improvement on the same period as last year. The 2% rise on last month however reflects a rise in overall arrears of approximately £450,000 and a slight drop in Housing Benefit paid which impacts on the overall amount of rent due. Comparison with last year's figure shows a positive improvement as the 8.1% achieved in October 08 was after a rent free week which is not the case this year, placement of rent free weeks having been realigned for 09/10.

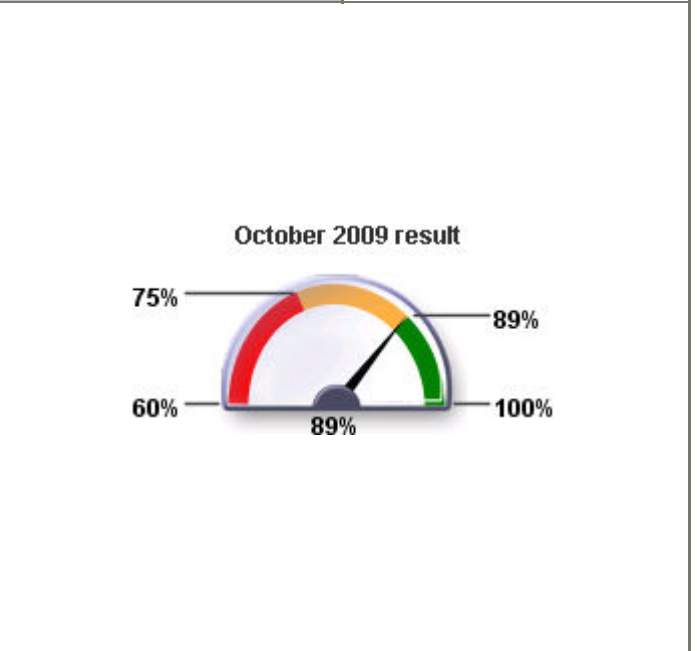
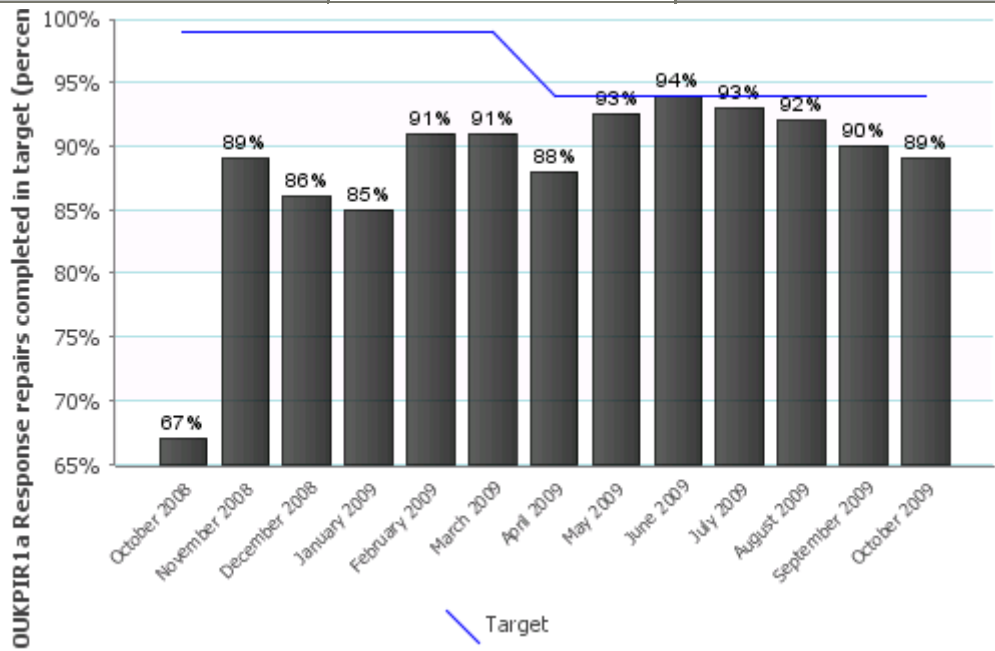
**Action** - Continue with initiatives in conjunction with Estates Management to reduce arrears further.

<b>Code</b>	HOUSPIHS1b	Response repairs completed in target		
<b>Description</b>	The overall year to date percentage of response repairs completed within the target times			
<b>Current Value</b>	89%	<b>Current Target</b>	95%	<b>Traffic Light Icon</b>




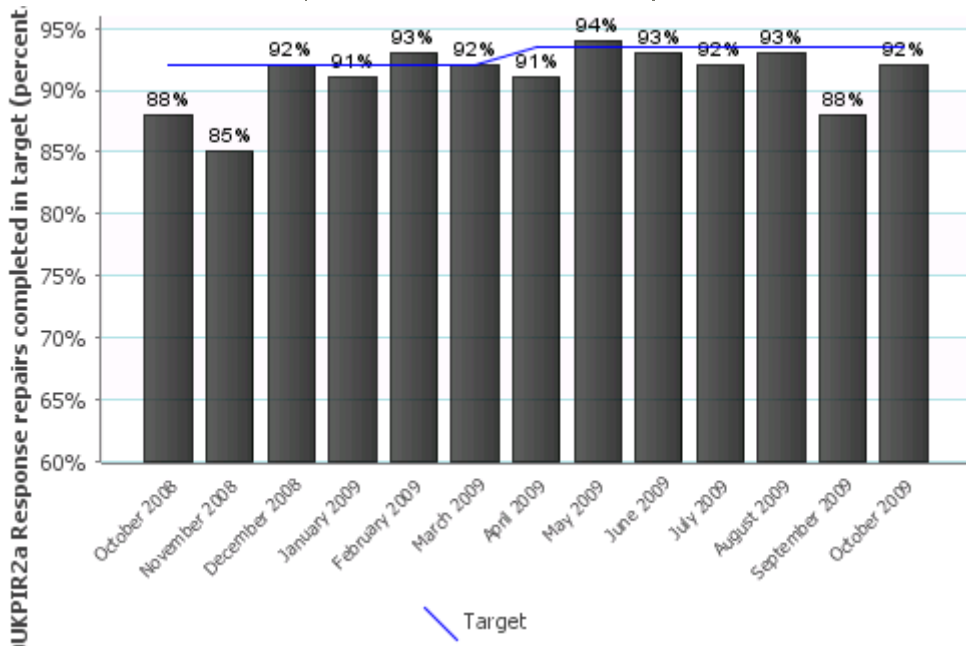
**Latest Note** **Analysis:** The individual performance figures for October for each category were P1 - 89%, P12 - 92%, P2 - 96%, P3 - 90%, P99 - 83%. With performance levels varying dependant on demand and craftworkers available. The highest performers are Plumbers and Glaziers the trades currently operating opti-time.  
**Action:** Actions detailed against the individual repair categories.

<b>Code</b>	HOUKPIR1a	Response repairs completed in target (percentage) - Priority 1			
<b>Description</b>	The percentage of Priority 1 reponse repairs requiring a response within 4 hours completed in target				
<b>Current Value</b>	89%	<b>Current Target</b>	94%	<b>Traffic Light Icon</b>	




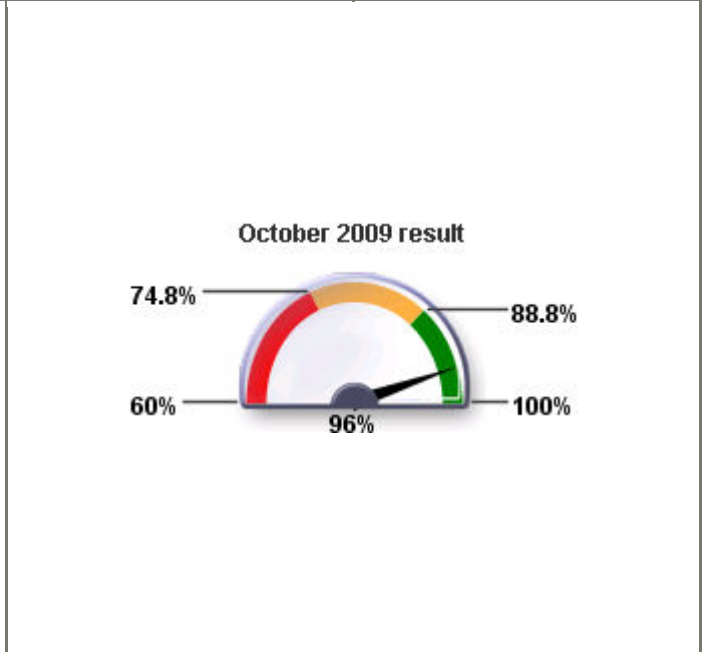
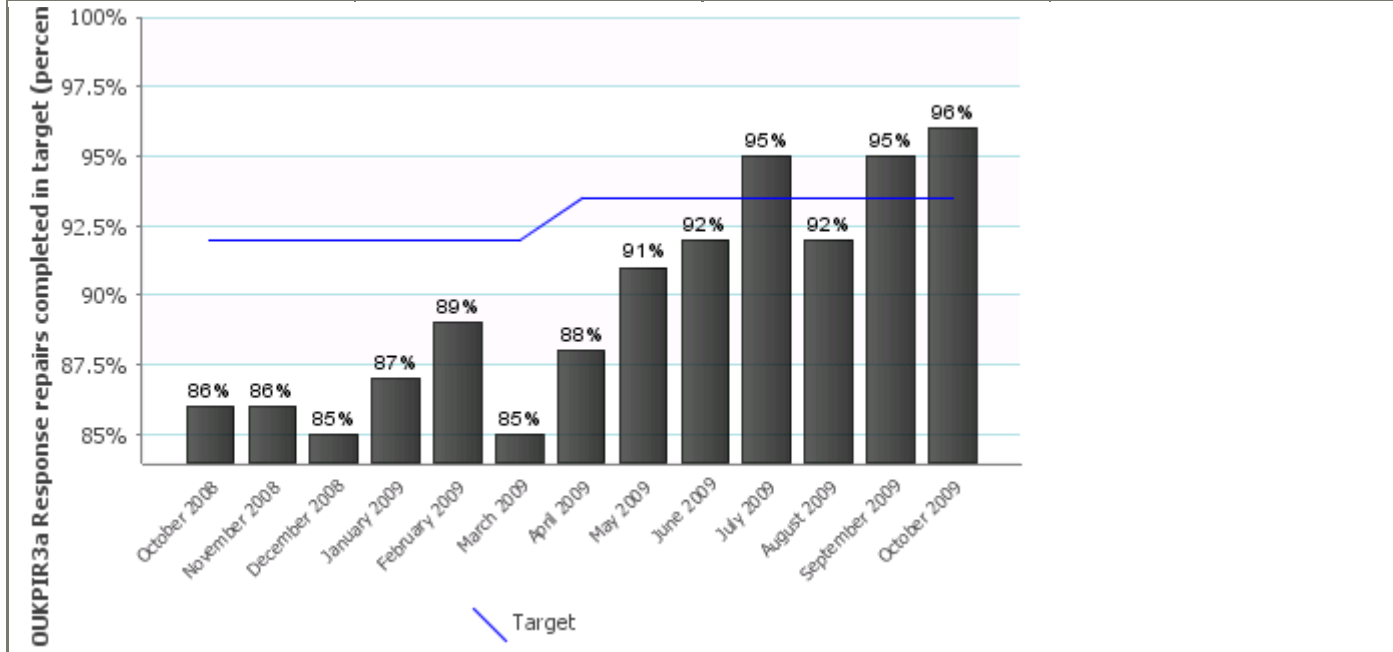
**Latest Note**      **Analysis:** A 1% drop in performance during October continues the monthly downwards trend on P1 repairs.  
**Action:** Procedure for appointment of emergency repairs to be reviewed in light of another monthly drop in performance.

<b>Code</b>	HOUKPIR2a	Response repairs completed in target (percentage) - Priority 1/2			
<b>Description</b>	The percentage of Priority 1/2 response repairs requiring a response within 3 working days completed in target				
<b>Current Value</b>	92%	<b>Current Target</b>	93.5%	<b>Traffic Light Icon</b>	




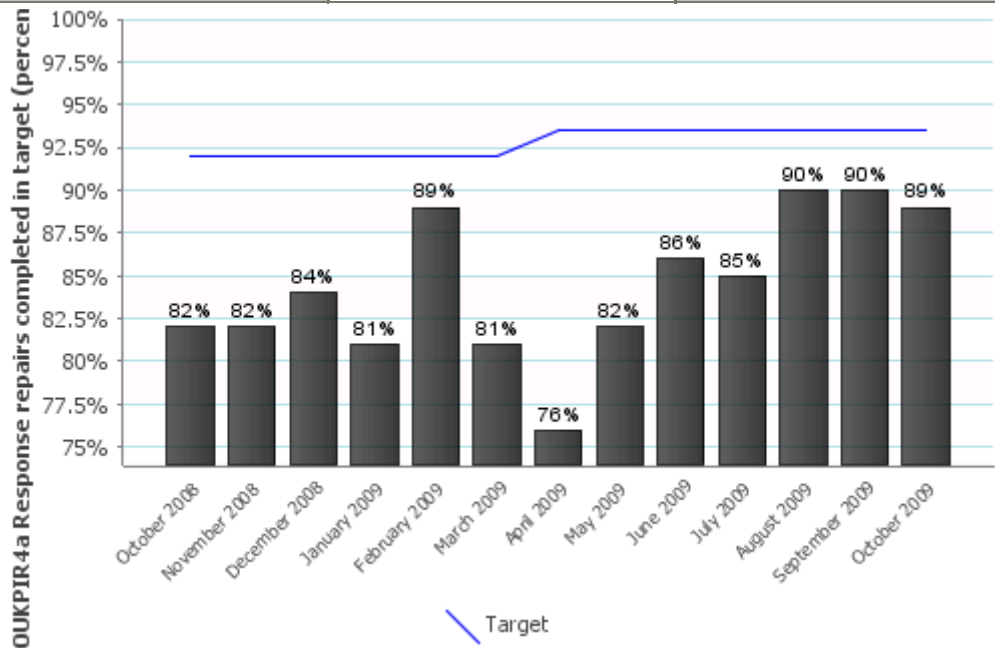
<b>Latest Note</b>	<p><b>Analysis:</b> Average completions for October are up by 16% on the year to date average. Completions are on target up by 4% on September figure.</p> <p><b>Action:</b> Continue to monitor progress on a monthly basis.</p>
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<b>Code</b>	HOUKPIR3a	Response repairs completed in target (percentage) - Priority 2			
<b>Description</b>	The percentage of Priority 2 response repairs requiring a response within 10 working days completed in target				
<b>Current Value</b>	96%	<b>Current Target</b>	93.5%	<b>Traffic Light Icon</b>	




**Latest Note** **Analysis:** Performance up to 96% - 2.5% above target set for 2009/10  
**Action:** No action required but will continue to monitor progress across all trades as opti-time is introduced.

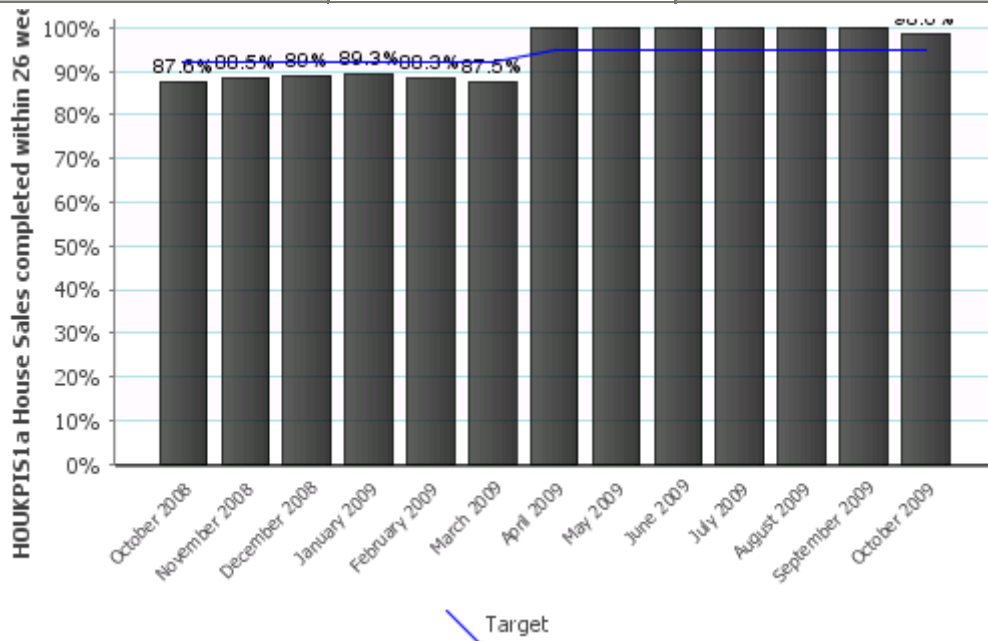
<b>Code</b>	HOUKPIR4a	Response repairs completed in target (percentage) - Priority 3			
<b>Description</b>	The percentage of Priority 3 response repairs requiring a response within 24 working days completed in target				
<b>Current Value</b>	89%	<b>Current Target</b>	93.5%	<b>Traffic Light Icon</b>	




**Latest Note** **Analysis:** Performance dropped by 1% on September total although still 4% above average for 2009/10 to date.  
**Action:** Plumbers and Glaziers on opti-time continue to out perform other trades. Opti-time now being introduced for electricians.

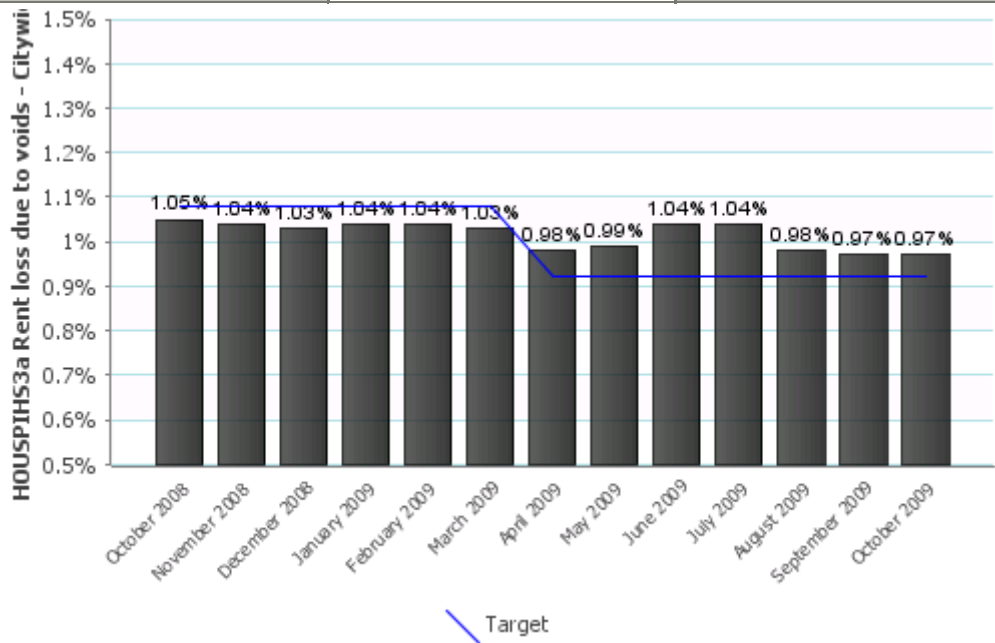


<b>Code</b>	HOUKPIS1a	House Sales completed within 26 weeks - %			
<b>Description</b>	A year to date average of the percentage of Council house sales completed within 26 weeks				
<b>Current Value</b>	98.6%	<b>Current Target</b>	95%	<b>Traffic Light Icon</b>	




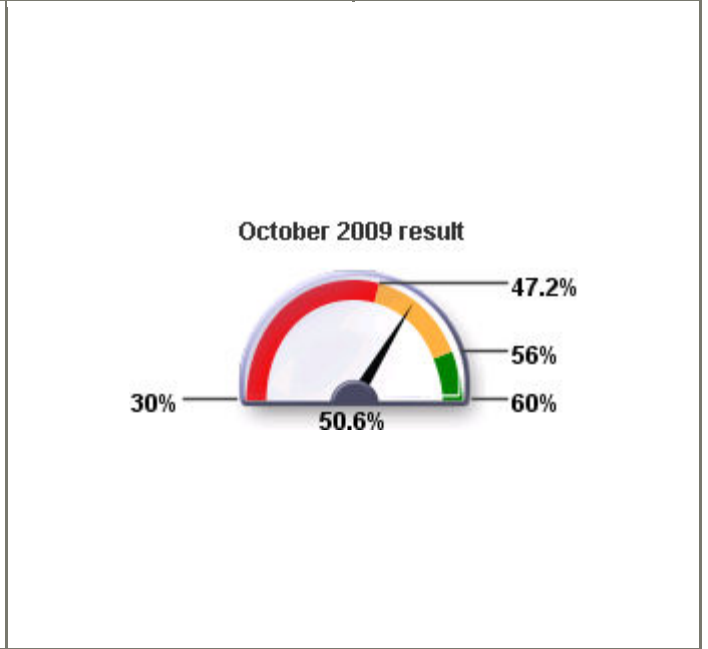
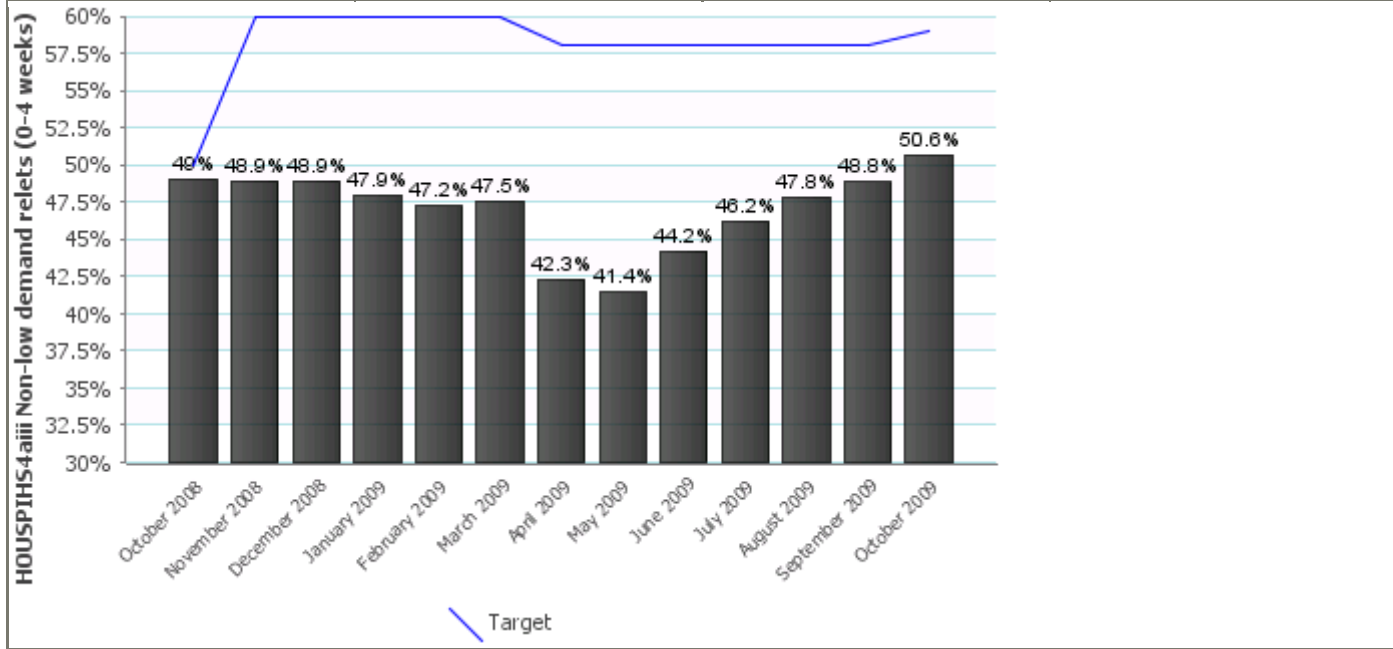
<b>Latest Note</b>	<p>-- enter note --</p> <p><b>Analysis:</b> Performance for this indicator remains high, with only 1 sale for the year to date completing outwith the statutory 26 week target. This is no doubt aided with the low level of sales for 2009/10 which takes pressure off service delivery, the average of per month so far being 9.8 as compared to last years average of 15.25. If sales continue at present levels the total sales for 2009/10 will be approx 118. The low level of sales has been caused by a combination of outside factors, such as the 'credit crunch'/banking crisis, the general impact of less properties being available for sale and Pressured Area Status. The length of time taken to complete sales is also being kept well within target, currently sitting at 20.2 weeks for the year to date, against a target of 22.4 weeks.</p>
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<b>Code</b>	HOUSPIHS3a	Rent loss due to voids - Citywide			
<b>Description</b>	Rent loss due to voids as a percentage of gross rent due - Citywide, year to date average				
<b>Current Value</b>	0.97%	<b>Current Target</b>	0.92%	<b>Traffic Light Icon</b>	




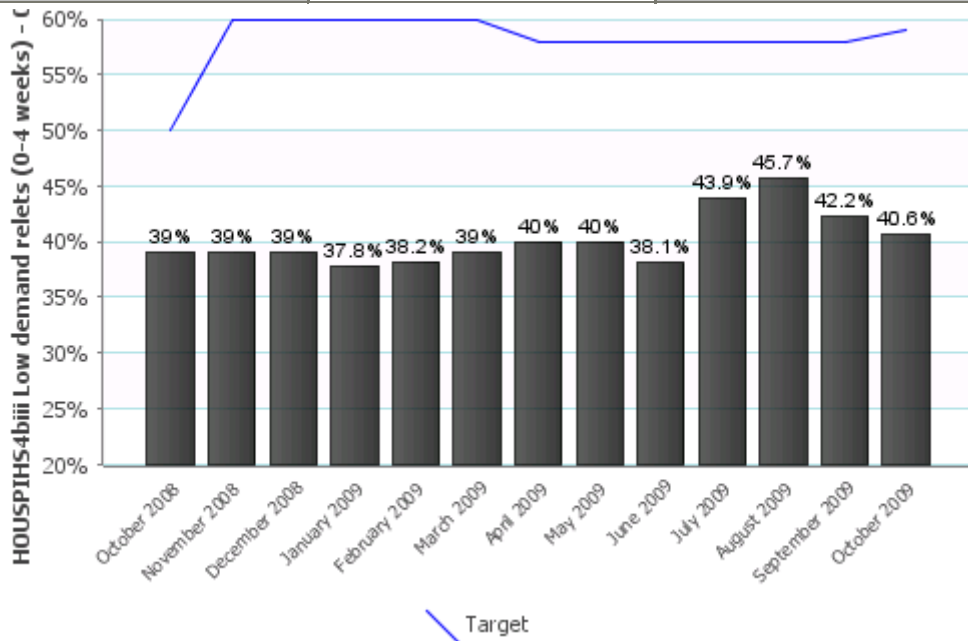
<b>Latest Note</b>	<p><b>Analysis:</b> The revenue lost due to void properties increased to £53,719 in October as a direct result of void levels rising. This rise was in part attributable to the return to charge of a number of properties which were not relet with immediate effect, but nevertheless is significantly higher than in the same monthly period last year (£43,144), so this alone does not explain the rise. Despite this monthly rise, the year to date performance remained static at 0.97%, behind the target of 0.92%</p>
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<b>Code</b>	HOUSPIHS4aiii	Non-low demand relets (0-4 weeks) - Citywide			
<b>Description</b>	The percentage of non-low demand properties relet within 4 weeks - Citywide, year to date average				
<b>Current Value</b>	50.6%	<b>Current Target</b>	59%	<b>Traffic Light Icon</b>	




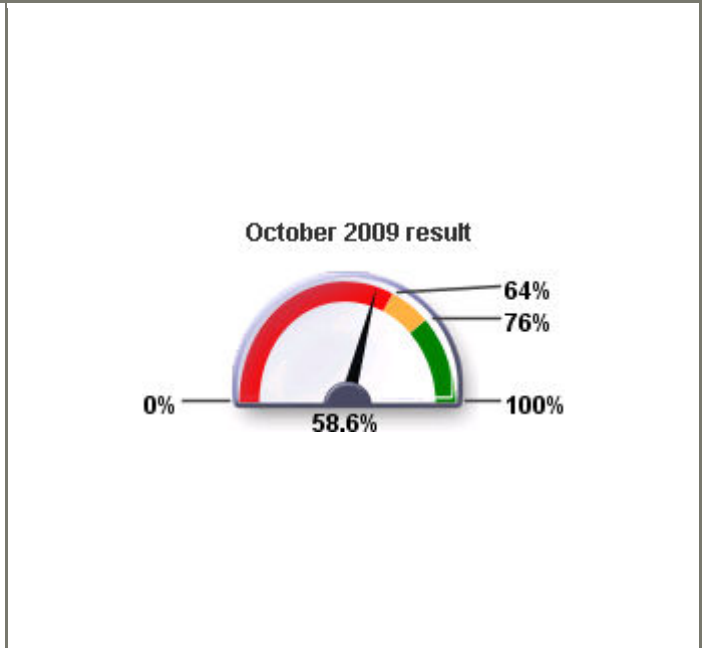
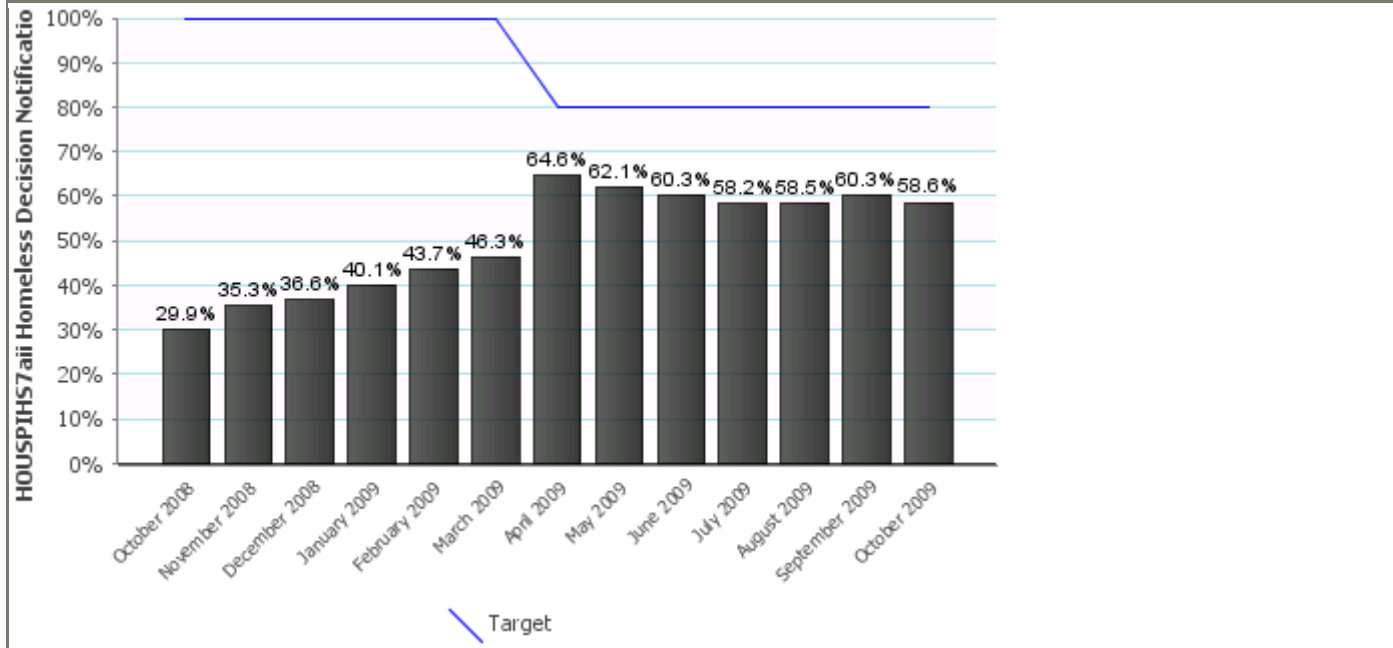
**Latest Note** **Analysis:** 81 of 131 non low demand relets during October were done within 4 weeks - taking an average of 33.1 days against a target of 28. This 61.8% relet performance was a marked improvement on previous months and impacted on year to date performance, which at 50.6% is in advance of the position at the same period last year. The property type appears to be significant in the relet process with cottages, maisonettes and very sheltered prorties taking on average 4 weeks to be relet in October, 4-in-a-block and very sheletered taking 5 weeks and multi stoey and tenement flats taking an average 6 weeks.

<b>Code</b>	HOUSPIHS4biii	Low demand relets (0-4 weeks) - Citywide			
<b>Description</b>	The year to date average percentage of low demand properties relet within 4 weeks - Citywide				
<b>Current Value</b>	40.6%	<b>Current Target</b>	59%	<b>Traffic Light Icon</b>	




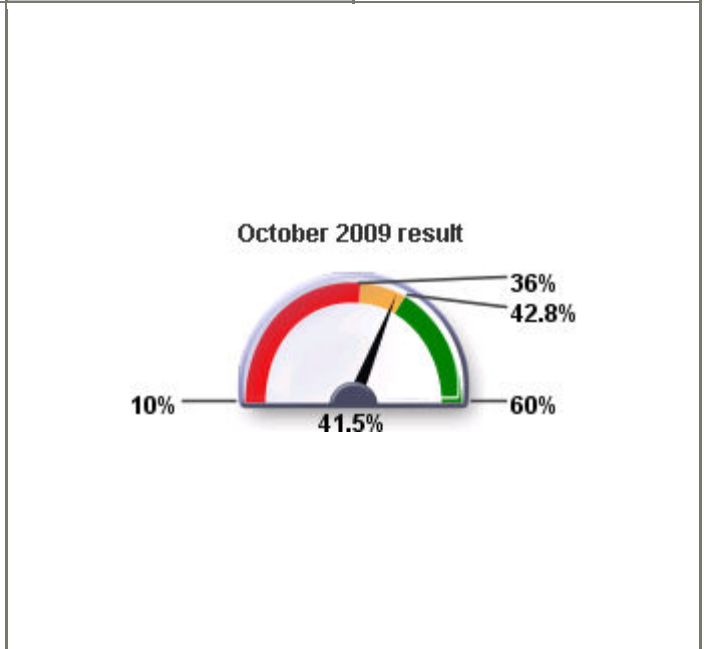
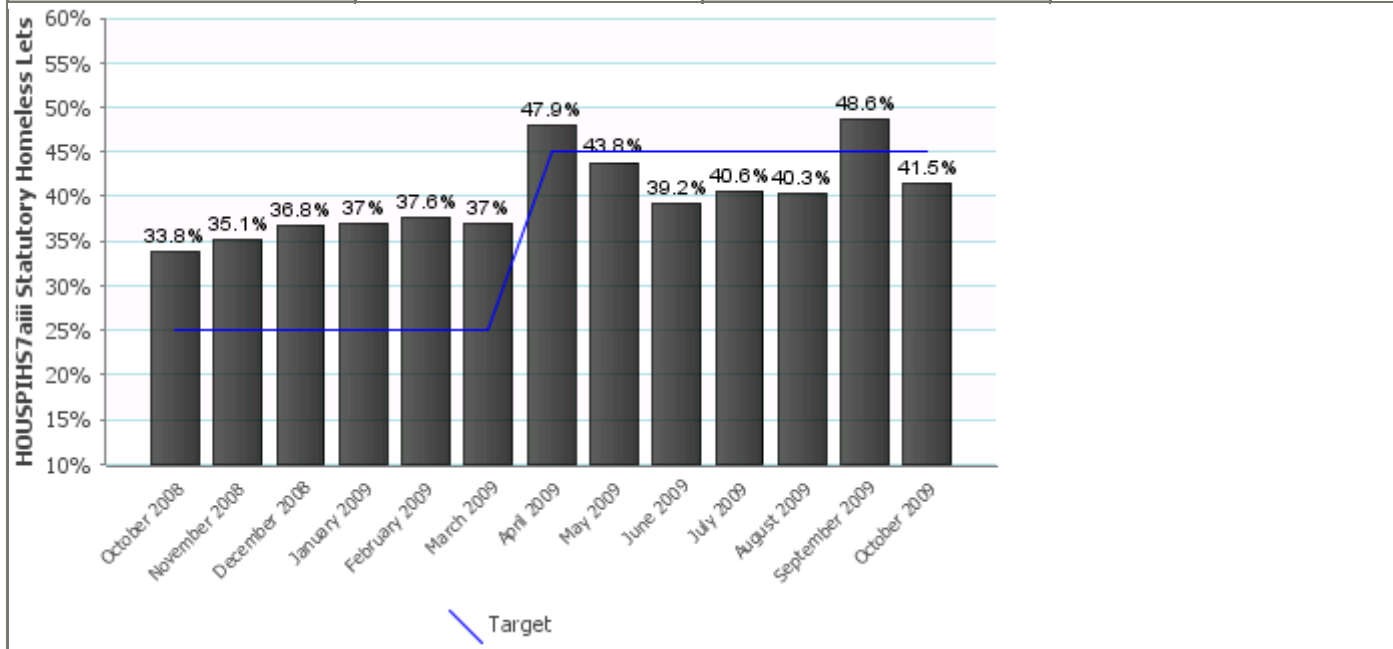
**Latest Note** **Analysis:** There were 13 low demand relets in October, with just 4 relet within 4 weeks (30.8%). Twelve of these relets were in the Central area and the majority of these were multi storey properties in Tillydrone. Two properties at Donside Court and Seaview House taking 23 and 28 weeks respectively impacted on the year to date average relet time, which increased to 53 days after October's performance. Although significantly behind target, performance at 40.6% is ahead of the position in the same month last year.

<b>Code</b>	HOUSPIHS7aii	Homeless Decision Notifications			
<b>Description</b>	The year to date average percentage of homeless decision notifications issued to priority homeless applicants within 28 days of presentation				
<b>Current Value</b>	58.6%	<b>Current Target</b>	80%	<b>Traffic Light Icon</b>	





**Latest Note** **Analysis:** year-to-date performance in 2009/10 significantly exceeds that for 2008/9, the first year that this SPI was introduced. This is, however, a relative measurement and performance is still substantially below target. Looking at figures for a previous month immediately after the end of that month (e.g. assessing April performance on 5th May), as was the practise pre-Covalent, produces an artificially high figure for the month. The SPI, however, is measured on full year performance, and it is on that basis that the KPI is now determined, which means that if (for example) an applicant is registered in April but their notification is not issued until June it will be counted in the figures (which was not previously the case) and will impact negatively on the percentage return. There is some correlation between this indicator and that for assessments (looking at one month later in this one), although this is not entirely obvious because assessments are recorded on a month-to-month basis as opposed to the year-to-date approach taken here.

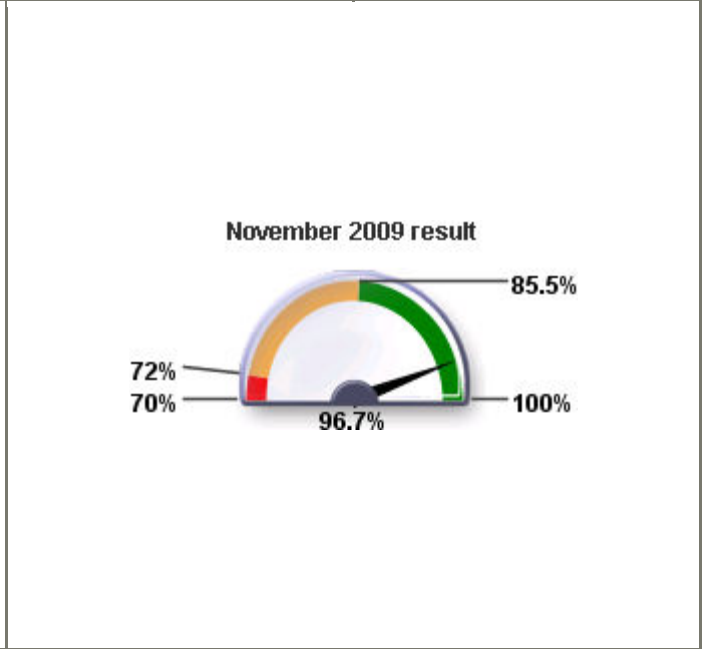
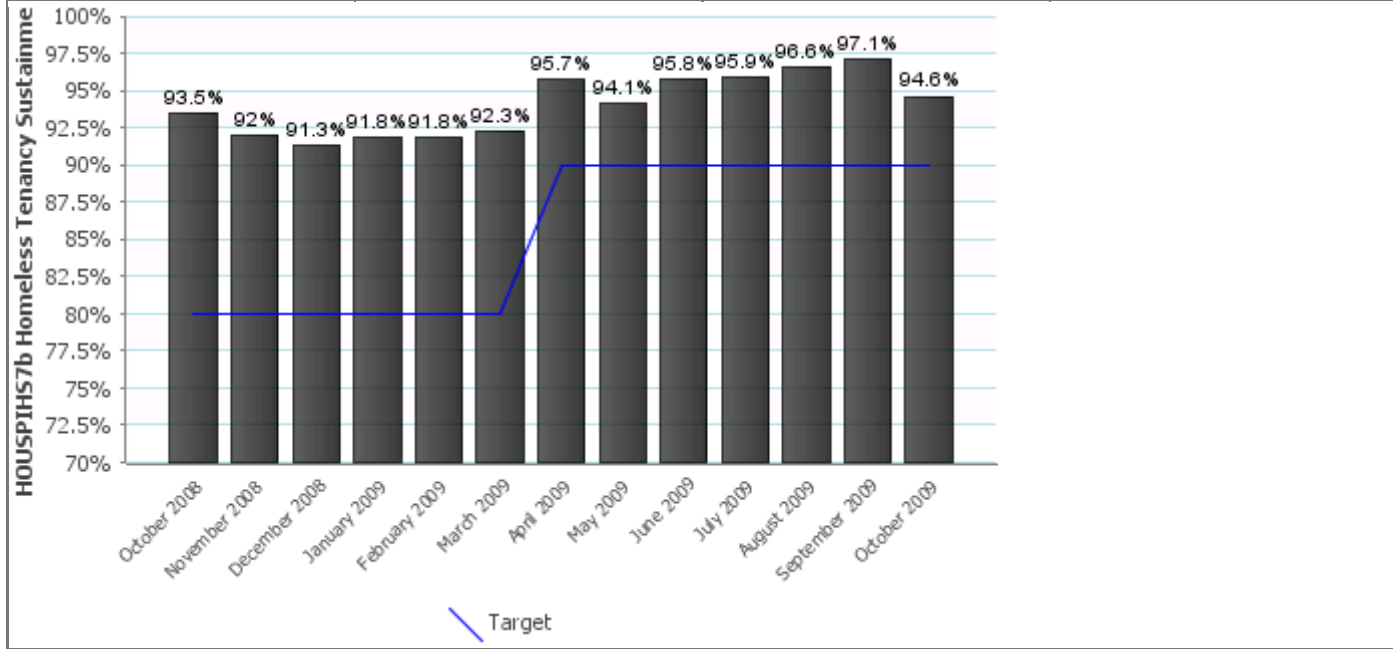
<b>Code</b>	HOUSPIHS7aiii	Statutory Homeless Lets			
<b>Description</b>	Statutory homeless lets as a year to date average percentage of all Council relets				
<b>Current Value</b>	41.5%	<b>Current Target</b>	45%	<b>Traffic Light Icon</b>	



**Latest Note** **Analysis:** Although performance for October 2009 is some way down on that recorded for September, performance throughout the year to date exceeds considerably that for 2008/9. The September figure may have been positively impacted by a review of administrative procedures carried out by the Homelessness team during that month. Lower numbers of presentations and assessments in recent months may be a contributory factor to the current level of such lets. However, allocations to statutory homelessness applicants were given a boost early in 2009/10 by the introduction of an additional award of 25 housing points for homeless families and couples, and in the current climate of reduced availability of offers it may be that in order to move on and carry the figure above target further proactivity to assist homeless applicants into new homes is required.


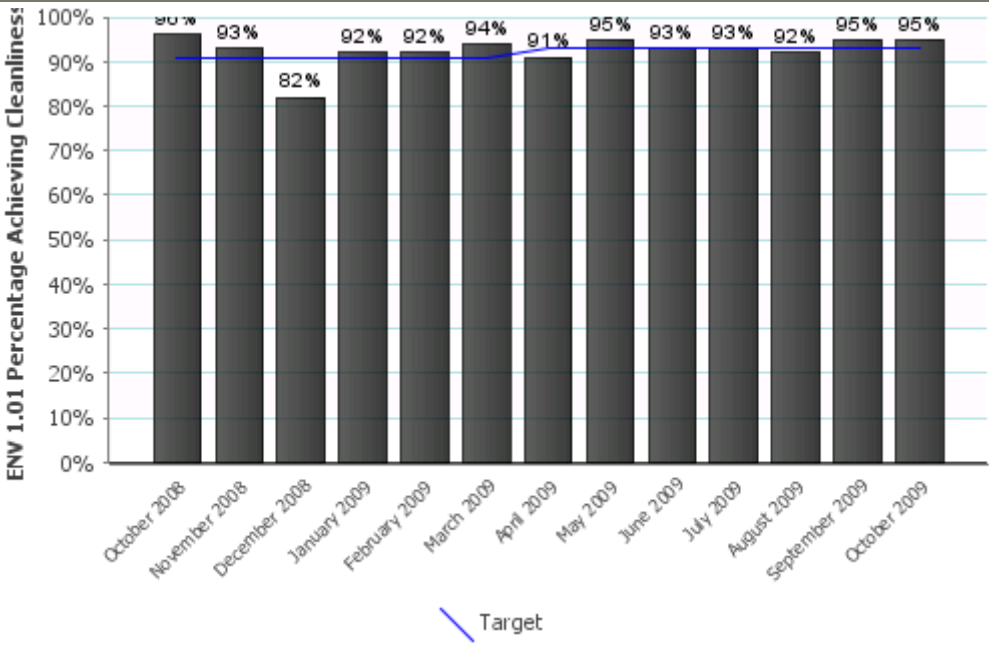

<b>Code</b>	HOUSPIHS7aiv	Repeat Homelessness															
<b>Description</b>	The quarterly percentage of cases reassessed as being homeless or potentially homeless within 12 months of previous case being completed																
<b>Current Value</b>	2.2%	<b>Current Target</b>	2%	<b>Traffic Light Icon</b>													
<table border="1"> <caption>HOUSPIHS7aiv Repeat Homelessness Data</caption> <thead> <tr> <th>Quarter</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr> <td>Q3 2008/09</td> <td>1.4%</td> </tr> <tr> <td>Q4 2008/09</td> <td>2.8%</td> </tr> <tr> <td>Q1 2009/10</td> <td>2.2%</td> </tr> <tr> <td>Q2 2009/10</td> <td>-</td> </tr> <tr> <td>Q3 2009/10</td> <td>-</td> </tr> </tbody> </table>		Quarter	Value (%)	Q3 2008/09	1.4%	Q4 2008/09	2.8%	Q1 2009/10	2.2%	Q2 2009/10	-	Q3 2009/10	-	<p><b>Q1 2009/10 result</b></p>			
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Q1 2009/10	2.2%																
Q2 2009/10	-																
Q3 2009/10	-																
<b>Latest Note</b>	<p><b>Analysis:</b> The first quarter's figure provided by the Scottish Government is slightly above target, but significantly lower than both that for the last quarter of 2008-9 and that for the corresponding period in 2008.</p> <p><b>Action:</b> Our current quarterly figure for repeat homelessness is moving in the right direction and falls comfortably within the 3.2% figure recorded by the government for upper quartile performance.</p>																


<b>Code</b>	HOUSPIHS7b	Homeless Tenancy Sustainment			
<b>Description</b>	The year to date average percentage of statutory homeless applicants housed who have sustained their tenancies for more than 12 months				
<b>Current Value</b>	96.7%	<b>Current Target</b>	90%	<b>Traffic Light Icon</b>	

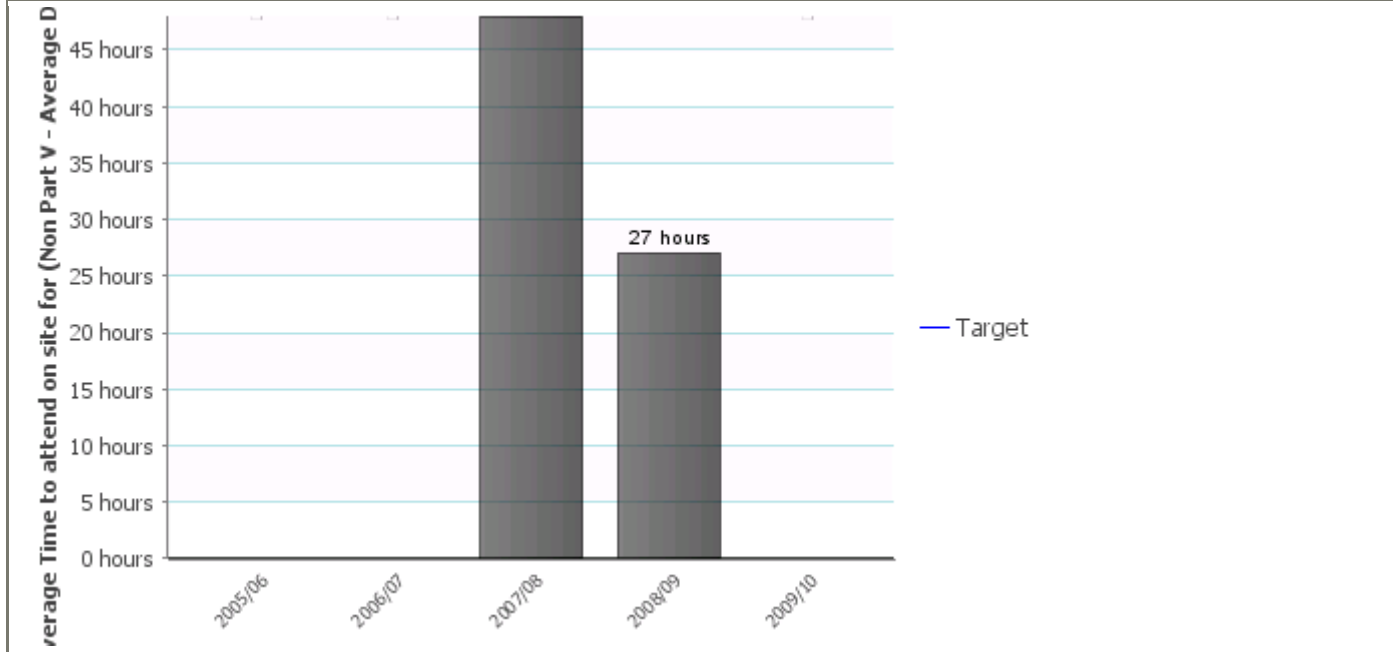


**Latest Note**



<b>Code</b>	ENV 1.01	Percentage Achieving Cleanliness																															
<b>Description</b>	The Citywide PACS cleanliness score.																																
<b>Current Value</b>	95%	<b>Current Target</b>	93%	<b>Traffic Light Icon</b>																													
<b>ENV 1.01 Percentage Achieving Cleanliness:</b>	 <table border="1"> <caption>Monthly Percentage Achieving Cleanliness</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>October 2008</td><td>96%</td></tr> <tr><td>November 2008</td><td>93%</td></tr> <tr><td>December 2008</td><td>82%</td></tr> <tr><td>January 2009</td><td>92%</td></tr> <tr><td>February 2009</td><td>92%</td></tr> <tr><td>March 2009</td><td>94%</td></tr> <tr><td>April 2009</td><td>91%</td></tr> <tr><td>May 2009</td><td>95%</td></tr> <tr><td>June 2009</td><td>93%</td></tr> <tr><td>July 2009</td><td>93%</td></tr> <tr><td>August 2009</td><td>92%</td></tr> <tr><td>September 2009</td><td>95%</td></tr> <tr><td>October 2009</td><td>95%</td></tr> </tbody> </table>			Month	Percentage	October 2008	96%	November 2008	93%	December 2008	82%	January 2009	92%	February 2009	92%	March 2009	94%	April 2009	91%	May 2009	95%	June 2009	93%	July 2009	93%	August 2009	92%	September 2009	95%	October 2009	95%	 <p>October 2009 result</p>	
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<b>Latest Note</b>	Continue to monitor performance.																																


<b>Code</b>	ENV 1.02	Domestic Noise Complaints - Average Time to attend on site for (Non Part V - Average Dog Barking and EPA Domestic) Annual Average			
<b>Description</b>	Domestic Noise Complaints - Average Time to attend on site for (Non Part V - Average Dog Barking and EPA Domestic) Annual Average				
<b>Current Value</b>	27 hours	<b>Current Target</b>	48 hours	<b>Traffic Light Icon</b>	

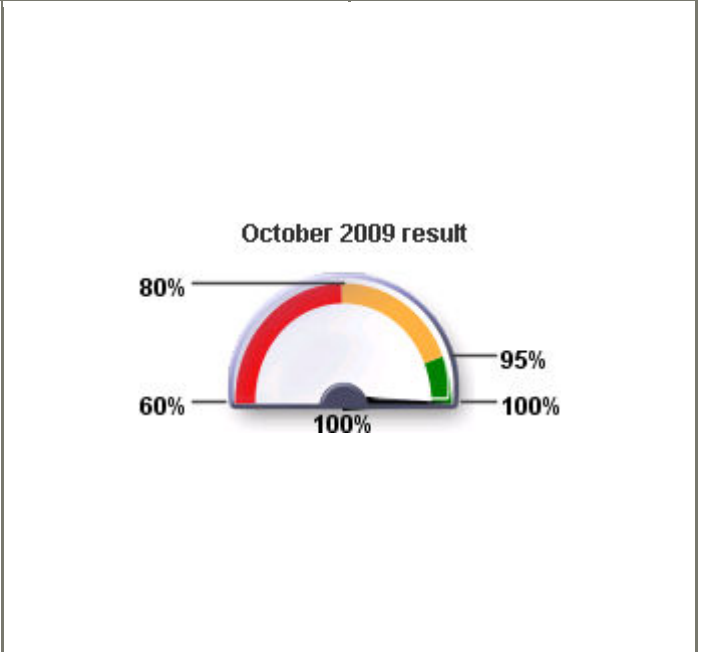
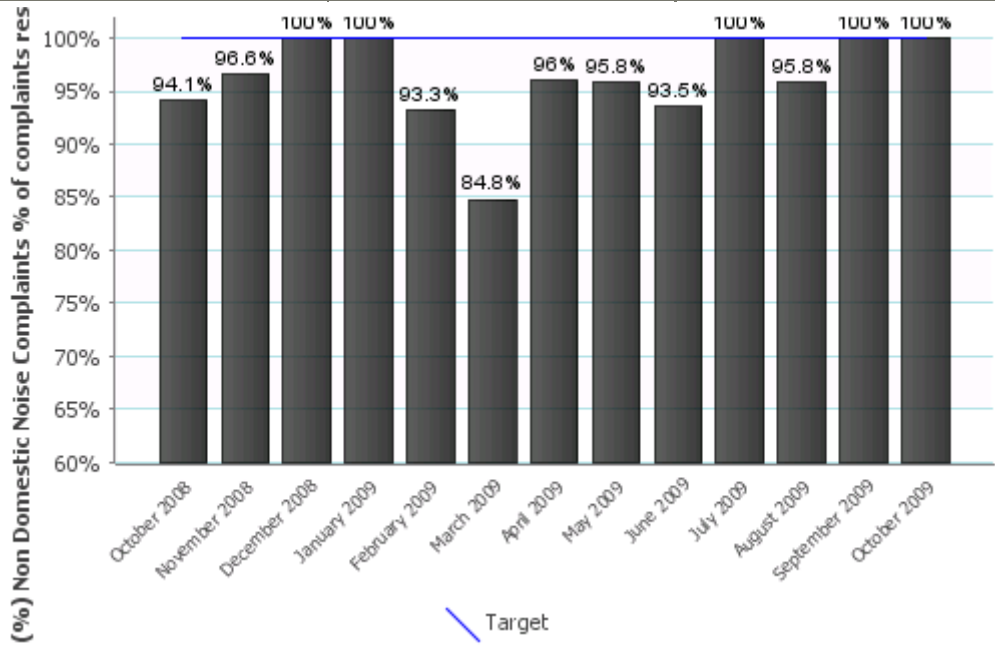


**Latest Note**

**Analysis : 2008/2009** Some of the reasons for the improvement in performance in 2008/2009 are :  
 Reports of dog barking complaints are now reported directly to Dog Wardens as they are received. Complaints are therefore investigated on the same working day where possible. This has reduced the number of visits where complainants have not been at home and subsequently led to an improvement in the service. EPA Domestic Noise complaints which may require a visit are now identified at an early stage and targeted by Investigation Officers utilising changes made to the complaints database system.


**Action :** Continue to monitor and challenge performance.

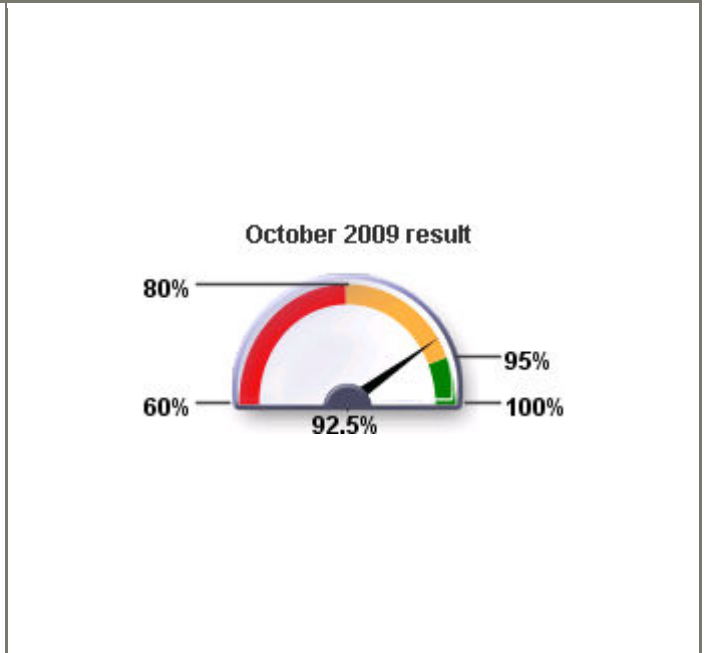
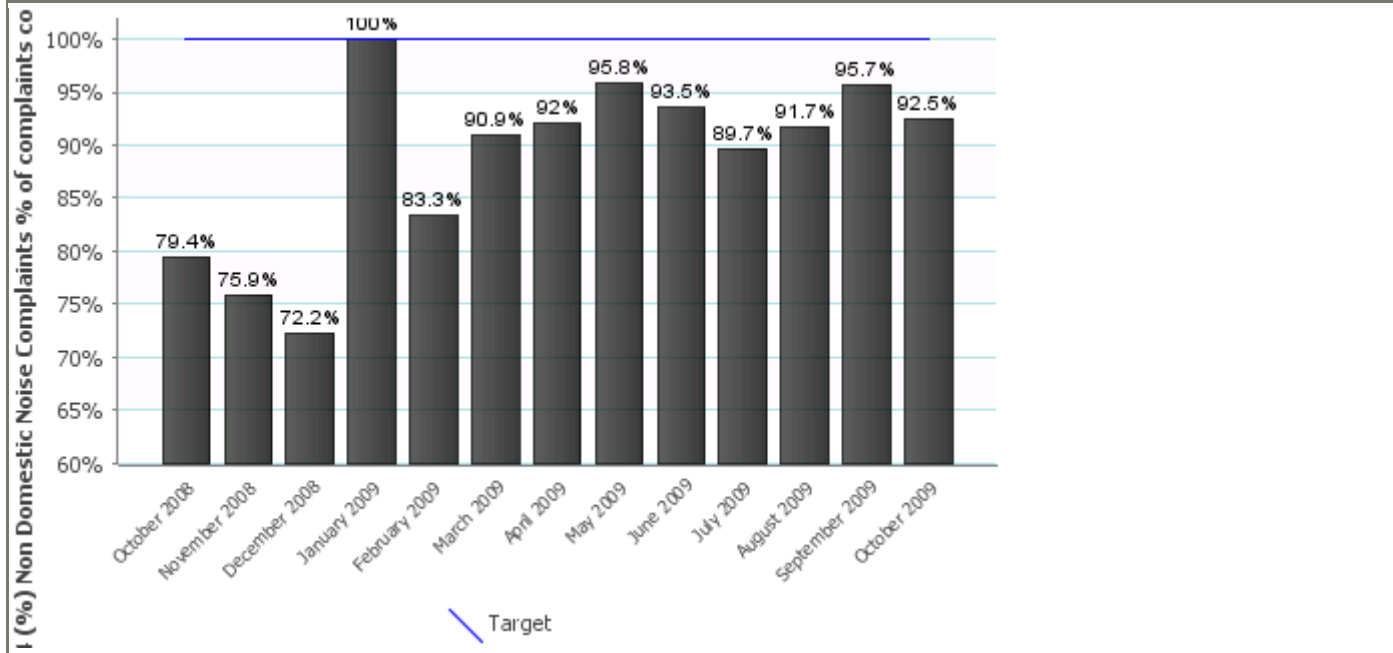
<b>Code</b>	ENV 1.03 (%)	Non Domestic Noise Complaints % of complaints responded to within 2 days			
<b>Description</b>					
<b>Current Value</b>	100%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	



**Latest Note**


**Analysis :**  
**2008/2009:** New monthly outcome indicators were introduced in 2008/2009 which require the more timeous completion of complaints. Previously, noise data of this nature was only reported on an annual basis.  
**2009/2010:** The total number of complaints received shows a slight decrease over the same period last year. However the percentage response improved to between 89 and 100%. The percentage of complaints completed within 30 days also showed an improvemnt over this period.  
**Action :**  
Continue to monitor and challenge performance.

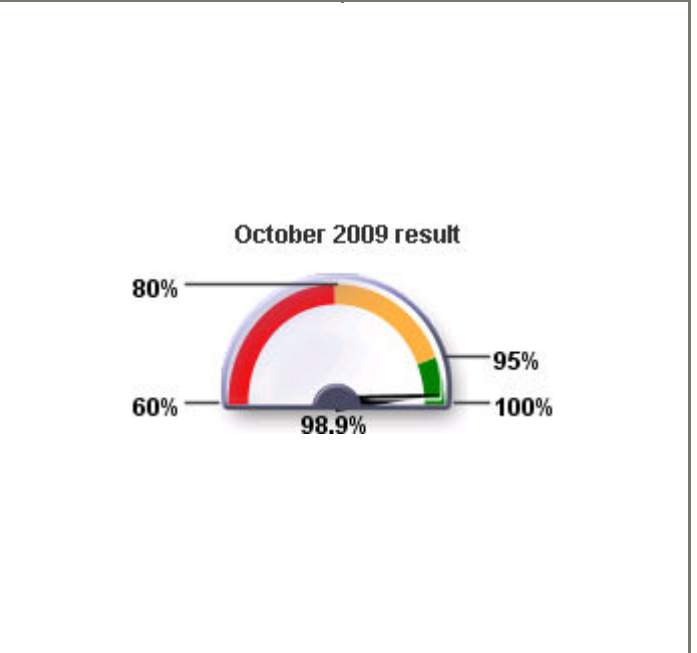
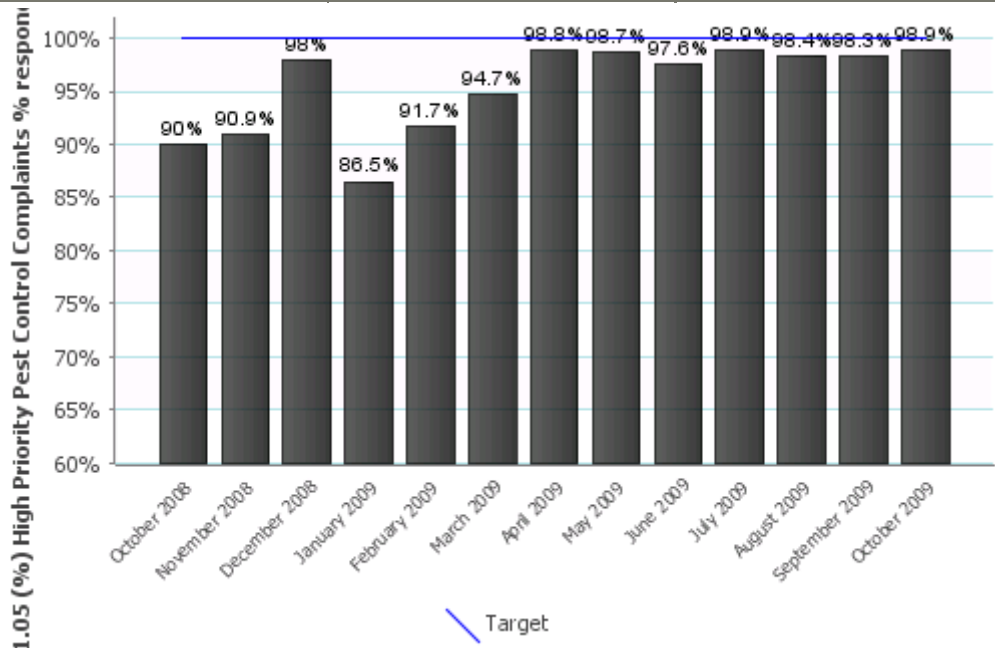
<b>Code</b>	ENV 1.04 (%)	Non Domestic Noise Complaints % of complaints completed within 30 days			
<b>Description</b>					
<b>Current Value</b>	92.5%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	



**Latest Note**


**Analysis :**  
**2008/2009:** New monthly outcome indicators were introduced in 2008/2009 which require the more timeous completion of complaints. Previously, noise data of this nature was only reported on an annual basis.  
**2009/2010:** The total number of complaints received shows a slight decrease over the same period last year. However the percentage response improved to between 89 and 100%. The percentage of complaints completed within 30 days also showed an improvement over this period.  
**Action :**  
Continue to monitor and challenge performance.

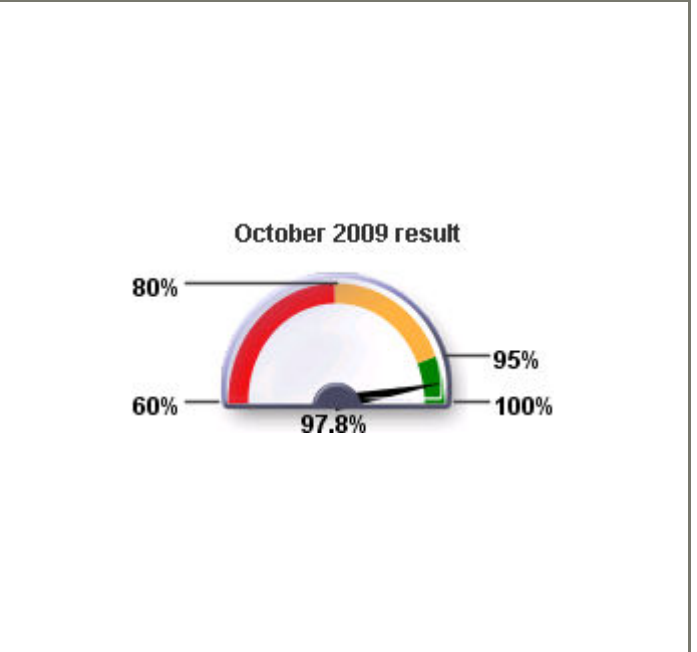
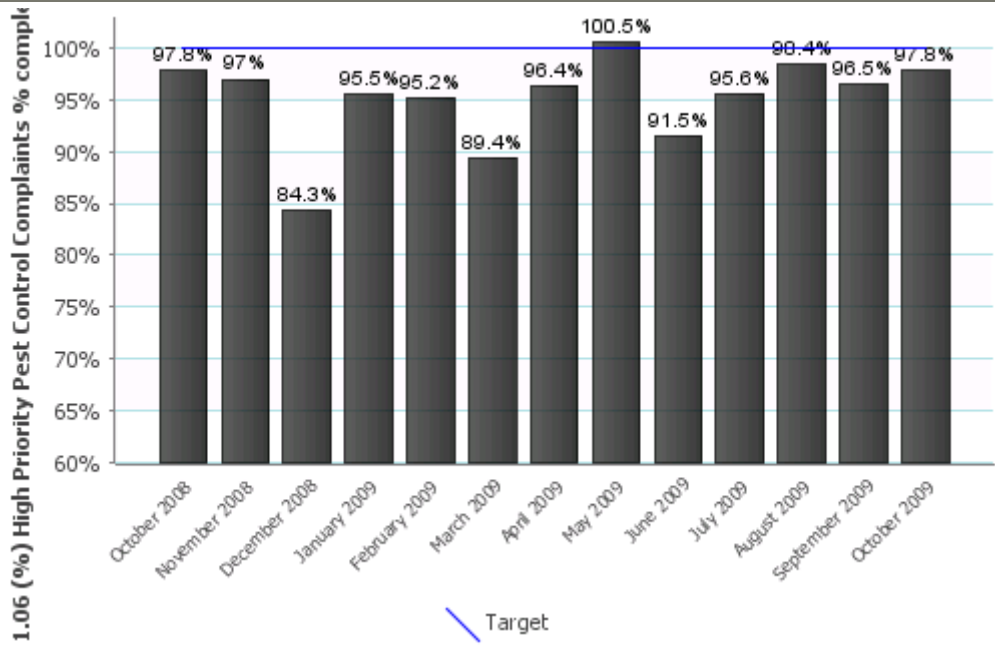
<b>Code</b>	ENV 1.05 (%)	High Priority Pest Control Complaints % responded to within 2 days			
<b>Description</b>					
<b>Current Value</b>	98.9%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	




**Latest Note**

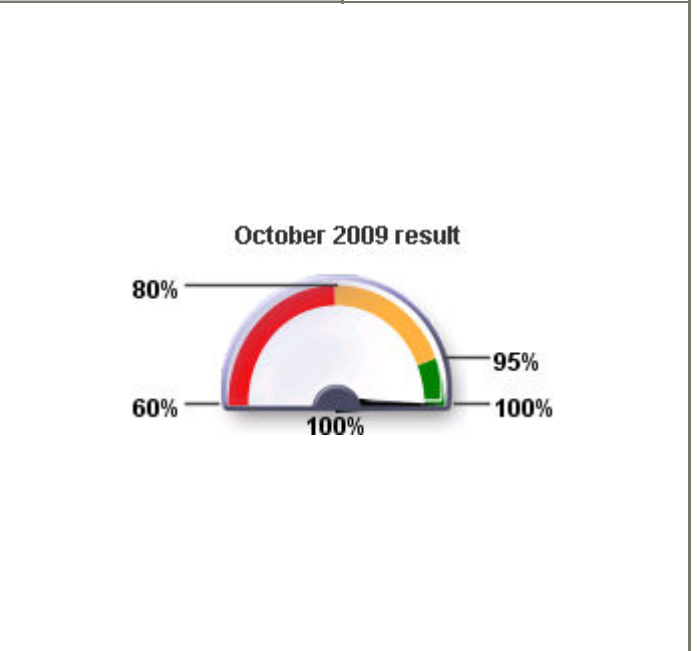
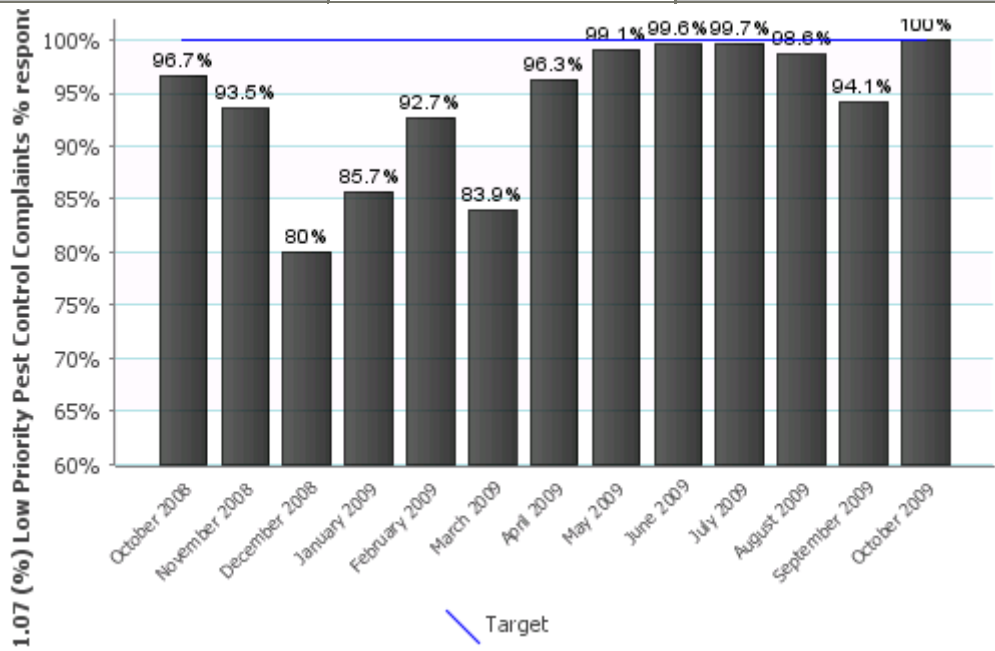
Analysis :  
**2008/09:** The percentage complaints responded to within two days varied between 86% and 98% on 2008/2009 and those completed within 30 days between 84% and 98%.  
**2009/10:** In the April to October period the percentage of complaints responded to within 2 days increased over the same period in 2008 to 98-99%. The percentage of complaints completed within the 30 day period also showed an increase from last year.  
Action :  
Continue to monitor and challenge performance.

<b>Code</b>	ENV 1.06 (%)	High Priority Pest Control Complaints % completed within 30 days			
<b>Description</b>					
<b>Current Value</b>	97.8%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	



<b>Latest Note</b>	<p><b>Analysis :</b></p> <p><b>2008/09:</b> The percentage complaints responded to within two days varied between 86% and 98% on 2008/2009 and those completed within 30 days between 84% and 98%.</p> <p><b>2009/10:</b> In the April to October period the percentage of complaints responded to within 2 days increased over the same period in 2008 to 98-99%. The percentage of complaints completed within the 30 day period also showed an increase from last year.</p> <p><b>Action :</b></p> <p>Continue to monitor and challenge performance.</p>
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<b>Code</b>	ENV 1.07 (%)	Low Priority Pest Control Complaints % responded to within 5 days			
<b>Description</b>					
<b>Current Value</b>	100%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	




**Latest Note**

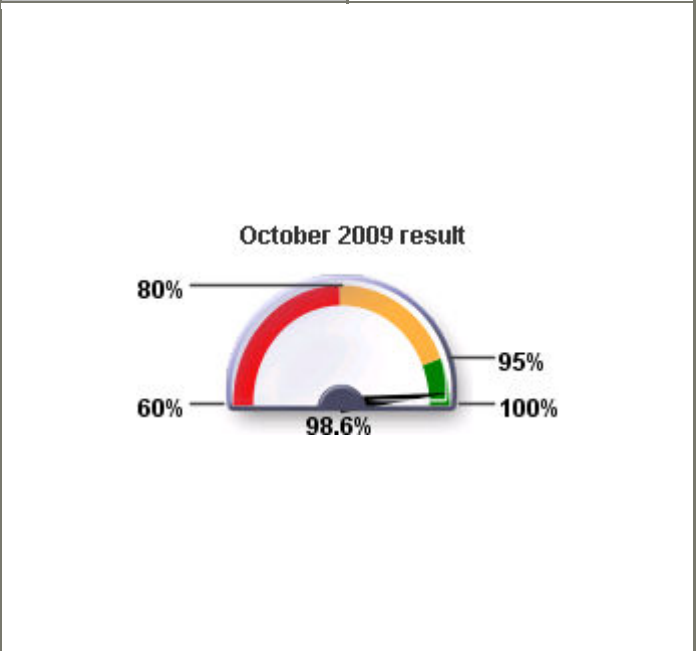
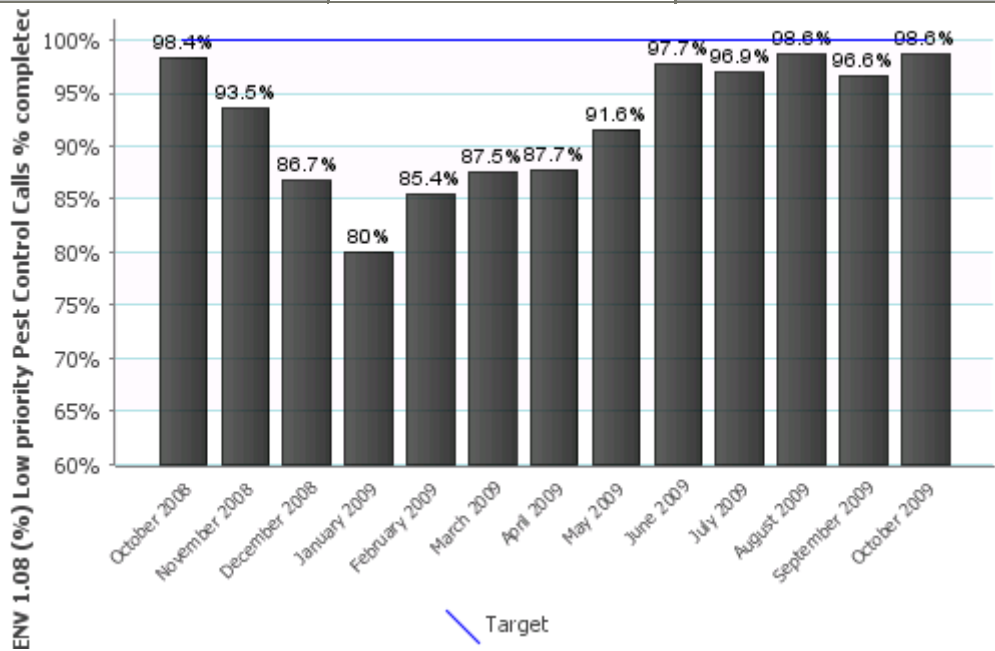
Analysis :

**2008/09:** The number of priority 2 complaints received showed a traditional summer increase mainly due to wasp and bee complaints. The percentage of priority 2 complaints responded to within 5 days in 2008/9 varied between 80% and 99% while those completed within 30 days varied between 80% and 100%.

**2009/10:** The total number of complaints received between April and October is slightly lower than last. The percentage of complaints responded to within 5 days remained high at between 94% and 100% while those completed within 30 days were also high between 88% and 98%.


Action:  
Continue to monitor and challenge performance.

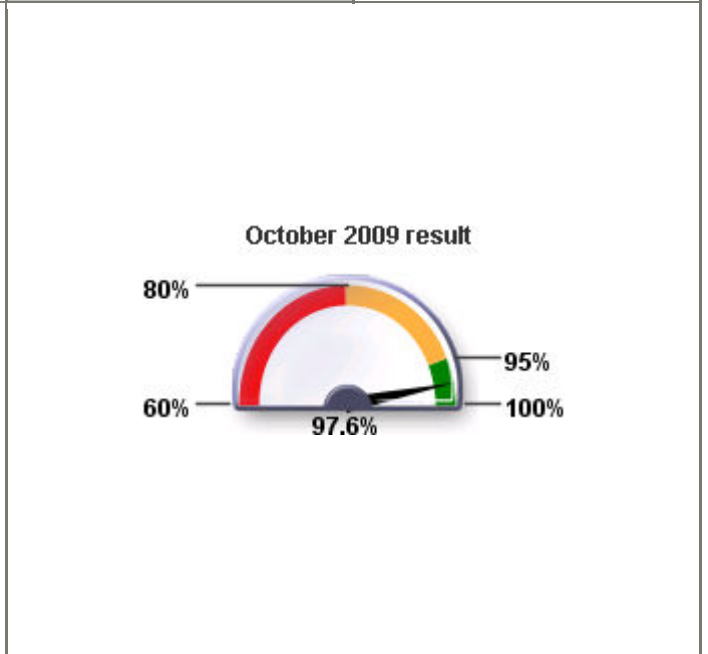
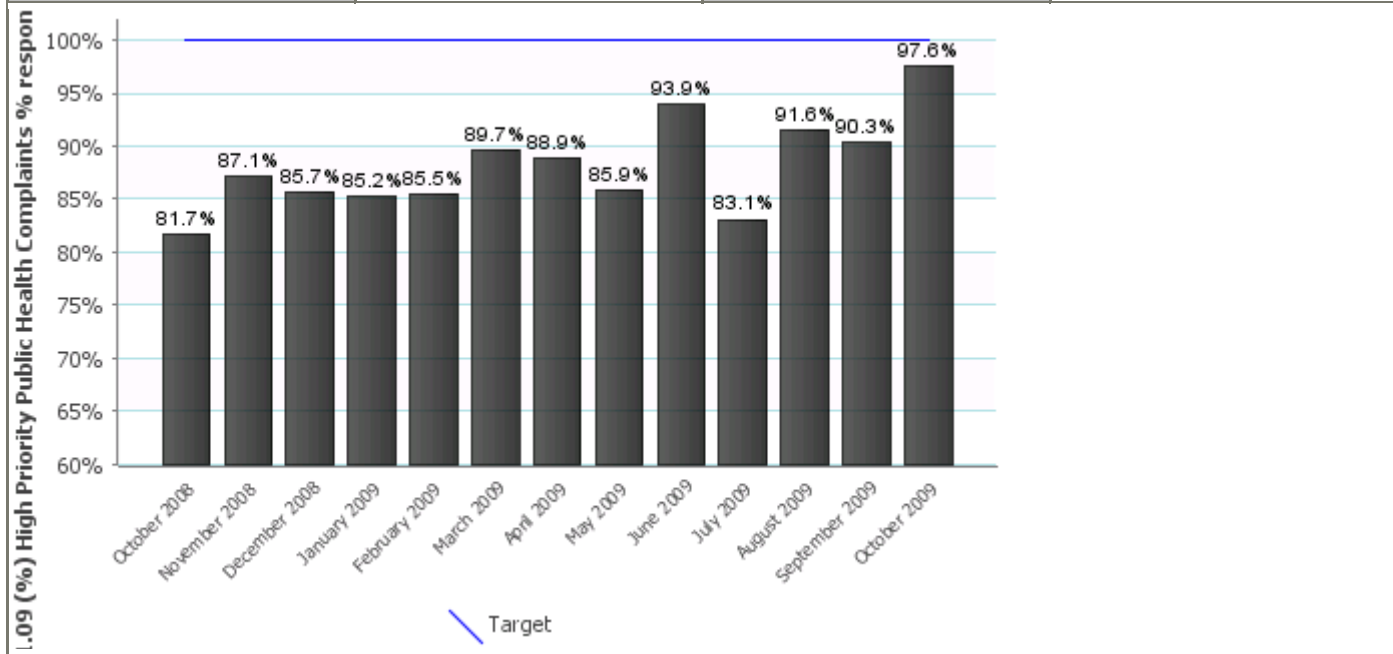
<b>Code</b>	ENV 1.08 (%)	Low priority Pest Control Calls % completed within 30 days			
<b>Description</b>					
<b>Current Value</b>	98.6%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	



<b>Latest Note</b>	<p>Analysis :</p> <p><b>2008/09:</b> The number of priority 2 complaints received showed a traditional summer increase mainly due to wasp and bee complaints. The percentage of priority 2 complaints responded to within 5 days in 2008/9 varied between 80% and 99% while those completed within 30 days varied between 80% and 100%.</p> <p><b>2009/10:</b> The total number of complaints received between April and October is slightly lower than last. The percentage of complaints responded to within 5 days remained high at between 94% and 100% while those completed within 30 days were also high between 88% and 98%.</p> <p>Action: Continue to monitor and challenge performance.</p>
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<b>Code</b>	ENV 1.09 (%)	High Priority Public Health Complaints % responded to within 2 days			
<b>Description</b>					
<b>Current Value</b>	97.6%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	

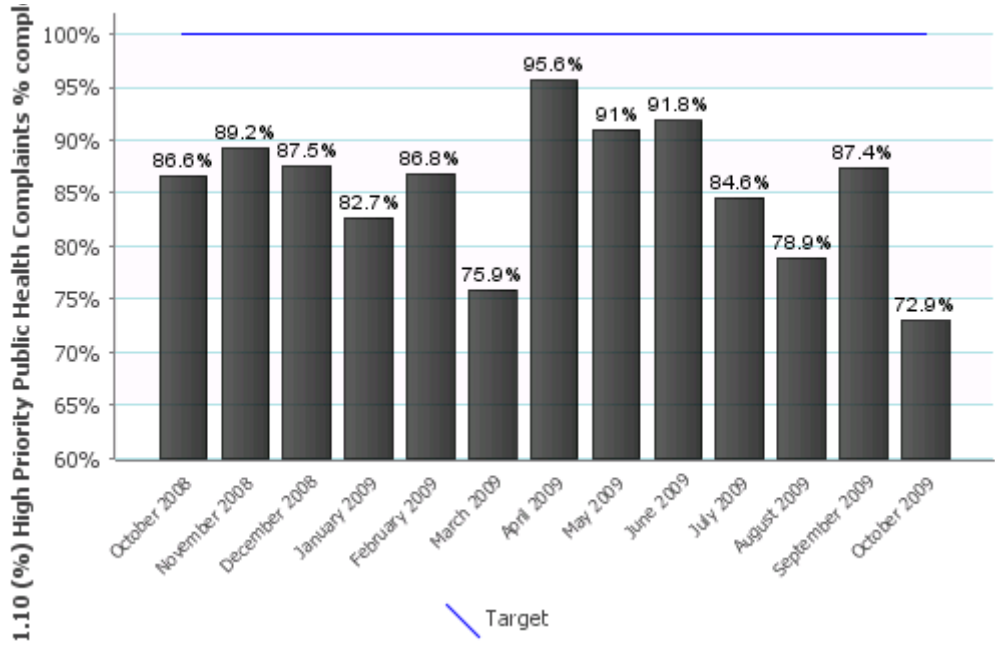


**Latest Note**

**Analysis:**  
**2008/09:** The number of priority 1 public health complaints received showed an increase during the summer period. The number of priority 1 complaints responded to within 2 days varied between 74% and 90% in 2008/09 while those completed within 30 days varied between 76% and 93%.  
**2009/10:** The number of priority 1 public health complaints received began to show an increase during July. The number of priority 1 complaints responded to within 2 days improved from last year varying between 83% and 94% while those completed within 30 days varied between 73% and 96%, showing a slight average decrease on last year (87.6% to 86%). This decrease is a result of the %age of complaints completed within 30 days in October (72.9%) which was mainly due to the timespan for addressing structural issues related to water penetration following the exceptionally wet conditions and resulting problems brought to the attention of the public health team.

**Action:**  
Continue to monitor and challenge performance.


<b>Code</b>	ENV 1.10 (%)	High Priority Public Health Complaints % completed within 30 days			
<b>Description</b>					
<b>Current Value</b>	72.9%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	

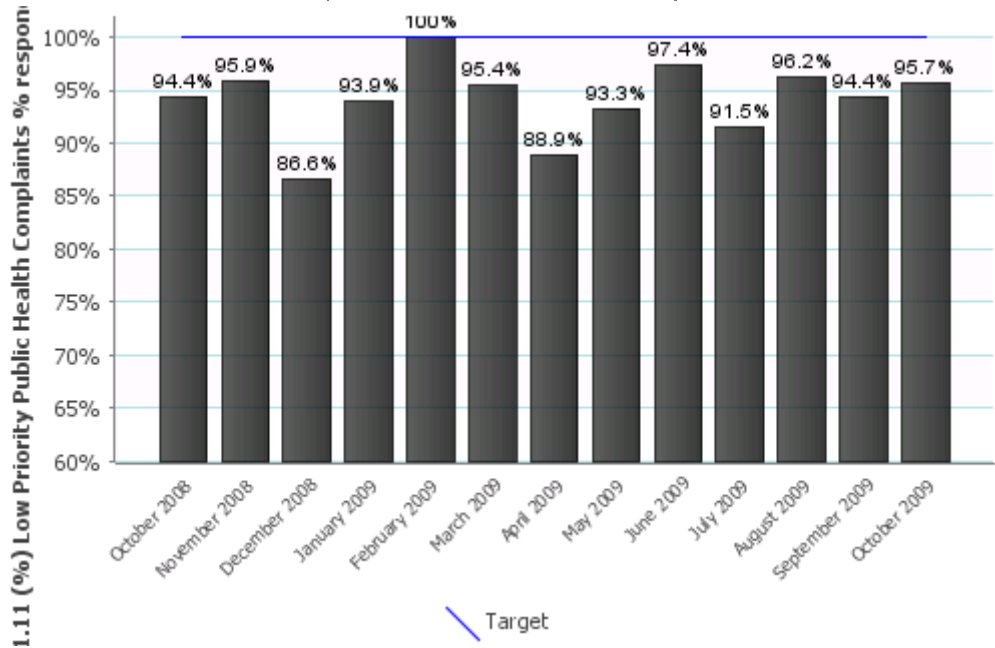


**Latest Note**


**Analysis:**  
**2008/09:** The number of priority 1 public health complaints received showed an increase during the summer period. The number of priority 1 complaints responded to within 2 days varied between 74% and 90% in 2008/09 while those completed within 30 days varied between 76% and 93%.  
**2009/10:** The number of priority 1 public health complaints received began to show an increase during July. The number of priority 1 complaints responded to within 2 days improved from last year varying between 83% and 94% while those completed within 30 days varied between 73% and 96%, showing a slight average decrease on last year (87.6% to 86%). This decrease is a result of the %age of complaints completed within 30 days in October (72.9%) which was mainly due to the timespan for addressing structural issues related to water penetration following the exceptionally wet conditions and resulting problems brought to the attention of the public health team.

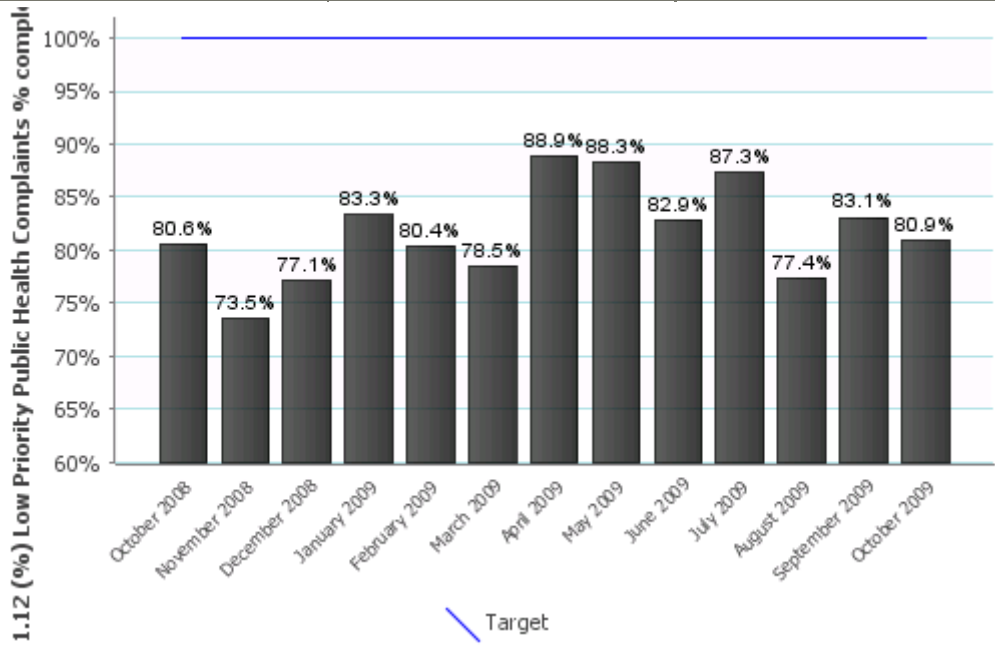
**Action:**  
Continue to monitor and challenge performance.

<b>Code</b>	ENV 1.11 (%)	Low Priority Public Health Complaints % responded to within 5 days			
<b>Description</b>					
<b>Current Value</b>	95.7%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	




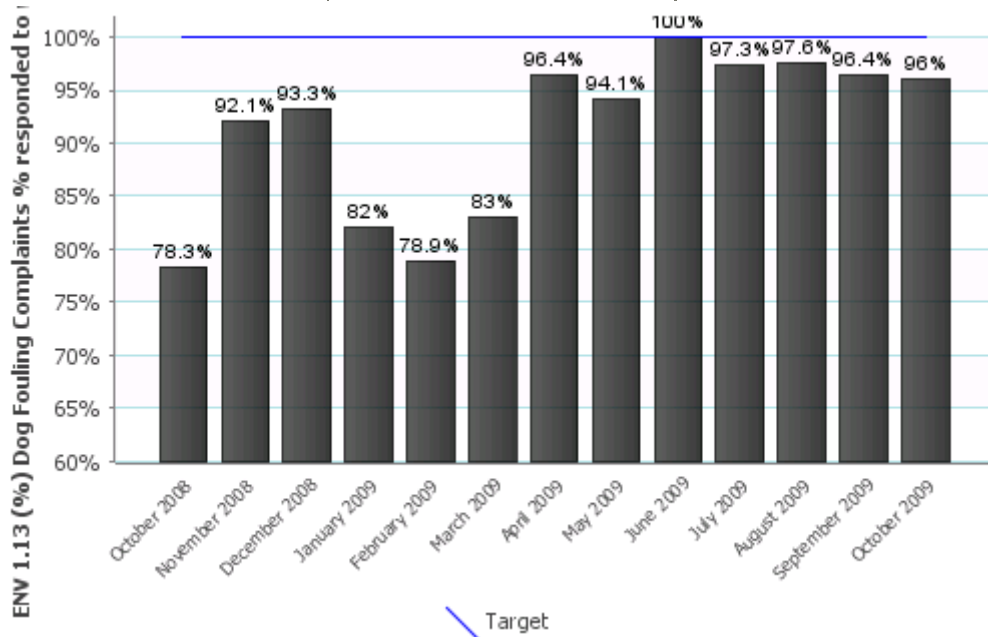
<b>Latest Note</b>	<p>Analysis:</p> <p><b>2008/09:</b> The number of priority 2 complaints responded to within 5 days varied between 80% and 100% in 2008/09 while those completed within 30 days varied between 71% and 86%.</p> <p><b>2009/10:</b> The total number of priority 2 complaints received is comparable to the number received over the same period last year. The complaints responded to within 5 days varied between 89% and 97% while those completed within 30 days varied between 81% and 89% showing a slight improvement from last year. Timescale for completion of complaints is dependant on the individual nature of each complaint and external factors which may affect progress.</p> <p>Action:</p> <p>Continue to monitor and challenge performance.</p>
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<b>Code</b>	ENV 1.12 (%)	Low Priority Public Health Complaints % completed within 30 days			
<b>Description</b>					
<b>Current Value</b>	80.9%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	




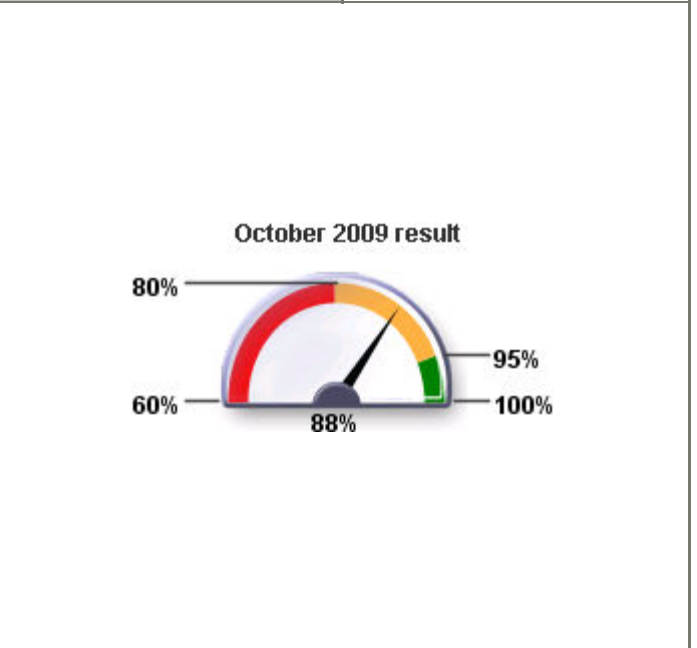
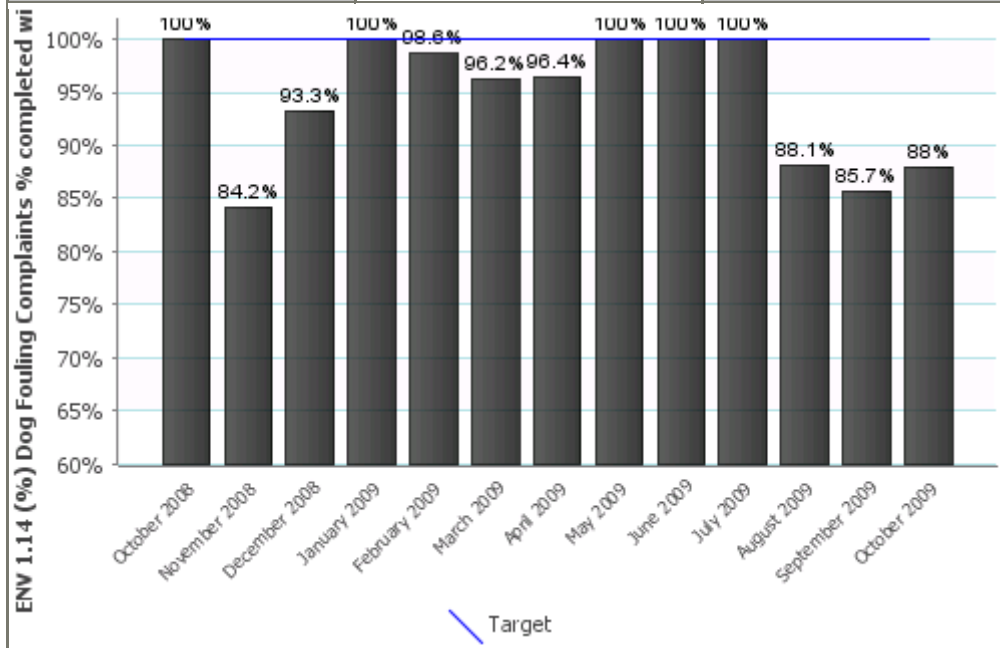
<b>Latest Note</b>	<p>-</p> <p><b>Analysis:</b></p> <p><b>2008/09:</b> The number of priority 2 complaints responded to within 5 days varied between 80% and 100% in 2008/09 while those completed within 30 days varied between 71% and 86%.</p> <p><b>2009/10:</b> The total number of priority 2 complaints received is comparable to the number received over the same period last year. The complaints responded to within 5 days varied between 89% and 97% while those completed within 30 days varied between 81% and 89% showing a slight improvement from last year. Timescale for completion of complaints is dependant on the individual nature of each complaint and external factors which may affect progress.</p> <p><b>Action:</b></p> <p>Continue to monitor and challenge performance.</p>
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<b>Code</b>	ENV 1.13 (%)	Dog Fouling Complaints % responded to within 2 days			
<b>Description</b>					
<b>Current Value</b>	96%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	



<b>Latest Note</b>	<p>Analysis:</p> <p><b>2008/09:</b> The number of dog fouling complaints received in 2008/09 are seasonal in nature with most complaints received in the period from January to April. The number of complaints responded to within 2 days varied between 78% to 97% while those completed within 30 days varied between 84% and 100%.</p> <p><b>2009/10:</b> The number of dog fouling complaints over the April to October period showed roughly the same numbers as 2008/09. However the relatively high numbers of complaints recorded in April 2008 were not seen in April 2009. The percentage of complaints responded to within the 2 day period improved in 2009 due to changes in working practices whereby dog wardens are informed in the field and are able to respond reactively. Complaints completed within 30 days varied between 86% and 100%.</p> <p>Action: Continue to monitor and challenge performance.</p>
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<b>Code</b>	ENV 1.14 (%)	Dog Fouling Complaints % completed within 30 days			
<b>Description</b>					
<b>Current Value</b>	88%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	

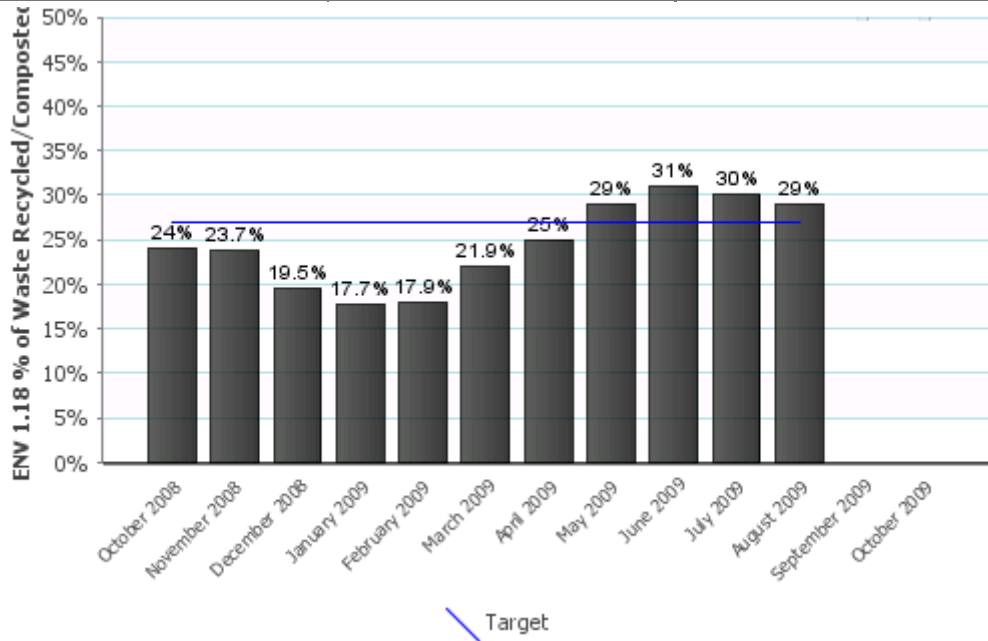


**Latest Note**

**Analysis:**  
**2008/09:** The number of dog fouling complaints received in 2008/09 are seasonal in nature with most complaints received in the period from January to April. The number of complaints responded to within 2 days varied between 78% to 97% while those completed within 30 days varied between 84% and 100%.  
**2009/10:** The number of dog fouling complaints over the April to October period showed roughly the same numbers as 2008/09. However the relatively high numbers of complaints recorded in April 2008 were not seen in April 2009. The percentage of complaints responded to within the 2 day period improved in 2009 due to changes in working practices whereby dog wardens are informed in the field and are able to respond reactively. Complaints completed within 30 days varied between 86% and 100%.

**Action:**  
Continue to monitor and challenge performance.

<b>Code</b>	ENV 1.18	% of Waste Recycled/Composted			
<b>Description</b>					
<b>Current Value</b>	29%	<b>Current Target</b>	27%	<b>Traffic Light Icon</b>	



**Latest Note**