

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 1.3 Score compliance with health & safety matrix	December 2009	89%	100%	
	H&E 1.5 % number of days lost per employee through sickness	January 2010	7.78%		
	HOUKPIG1a Housing Lists - Waiting List	December 2009	5,538		
	HOUKPIG1b Housing Lists - Transfer List	December 2009	2,573		
	HOUKPIR1a Response repairs completed in target (percentage) - Priority 1	December 2009	92%	94%	
	HOUKPIR2a Response repairs completed in target (percentage) - Priority 1/2	December 2009	93%	93.5%	
	HOUKPIR3a Response repairs completed in target (percentage) - Priority 2	December 2009	90%	93.5%	
	HOUKPIR4a Response repairs completed in target (percentage) - Priority 3	December 2009	92%	93.5%	
	HOUKPI1a House Sales completed within 26 weeks - %	December 2009	97.8%	95%	
	HOUKPIH1b Response repairs completed in target	December 2009	90%	95%	

Traffic Light Icon	PI Code & Short Name	Last Update	Current Value	Current Target	Short Term Trend Arrow
	HOUSPIHS3a Rent loss due to voids - Citywide	December 2009	0.99%	0.92%	
	HOUSPIHS4aiii Non-low demand relets (0-4 weeks) - Citywide	December 2009	51.4%	59%	
	HOUSPIHS4biii Low demand relets (0-4 weeks) - Citywide	December 2009	38%	59%	
	HOUSPIHS5a Rent Arrears as a % of Net amount Due (SPI)	December 2009	8.1%	6%	
	HOUSPIHS7aii Homeless Decision Notifications	December 2009	73.3%	80%	
	HOUSPIHS7aiii Statutory Homeless Lets	December 2009	41.8%	45%	
	HOUSPIHS7aiv Repeat Homelessness	Q1 2009/10	2.2%	2%	
	HOUSPIHS7b Homeless Tenancy Sustainment	December 2009	94.4%	90%	
	H&E 3.01 Incidences of antisocial behaviour	December 2009	382		
	H&E 3.02 Incidences of vandalism, malicious damage or malicious mischief	December 2009	204		
	H&E 3.07 Crime and antisocial behaviour incident reports made by City Wardens	December 2009	130		
	H&E 3.08 Number of fixed penalty notices issued for dog fouling	December 2009	0		
	H&E 3.09 Number of fixed penalty notices issued for littering	December 2009	6		
	ENV 1.01 Percentage Achieving Cleanliness	December 2009	90%	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	December 2009	100%	100%	
	ENV 1.04 (%) Non Domestic Noise Complaints % of complaints completed within 30 days	November 2009	91.7%	100%	
	ENV 1.05 (%) High Priority Pest Control	December 2009	100%	100%	

	Complaints % responded to within 2 days				
	ENV 1.06 (%) High Priority Pest Control Complaints % completed within 30 days	November 2009	94.7%	100%	
	ENV 1.07 (%) Low Priority Pest Control Complaints % responded to within 5 days	December 2009	100%	100%	
	ENV 1.08 (%) Low priority Pest Control Calls % completed within 30 days	November 2009	95%	100%	
	ENV 1.09 (%) High Priority Public Health Complaints % responded to within 2 days	December 2009	98.1%	100%	
	ENV 1.10 (%) High Priority Public Health Complaints % completed within 30 days	November 2009	85.9%	100%	
	ENV 1.11 (%) Low Priority Public Health Complaints % responded to within 5 days	December 2009	96.4%	100%	
	ENV 1.12 (%) Low Priority Public Health Complaints % completed within 30 days	November 2009	87.2%	100%	
	ENV 1.13 (%) Dog Fouling Complaints % responded to within 2 days	December 2009	96.7%	100%	
	ENV 1.14 (%) Dog Fouling Complaints % completed within 30 days	November 2009	97.3%	100%	
	ENV 1.18 % of Waste Recycled/Composted	August 2009	29%	27%	
	ENV 1.19 Refuse Complaints received per 1000 households in each 4 week period	2009/10	27.6		
	ENV 1.20 Turnaround Times	November 2009	99.55%	85%	
	ENV 1.21 % Quality Assurance Performance	Q3 2009/10	96.8%	95%	
	ENV 1.22 % Productivity Hours	Q3 2009/10	87.24%	75%	