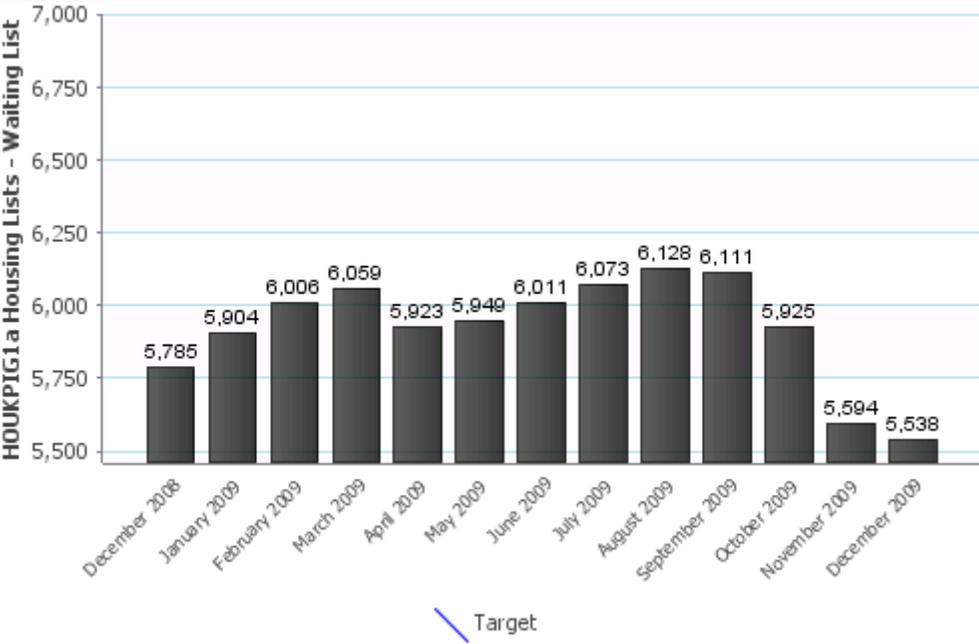


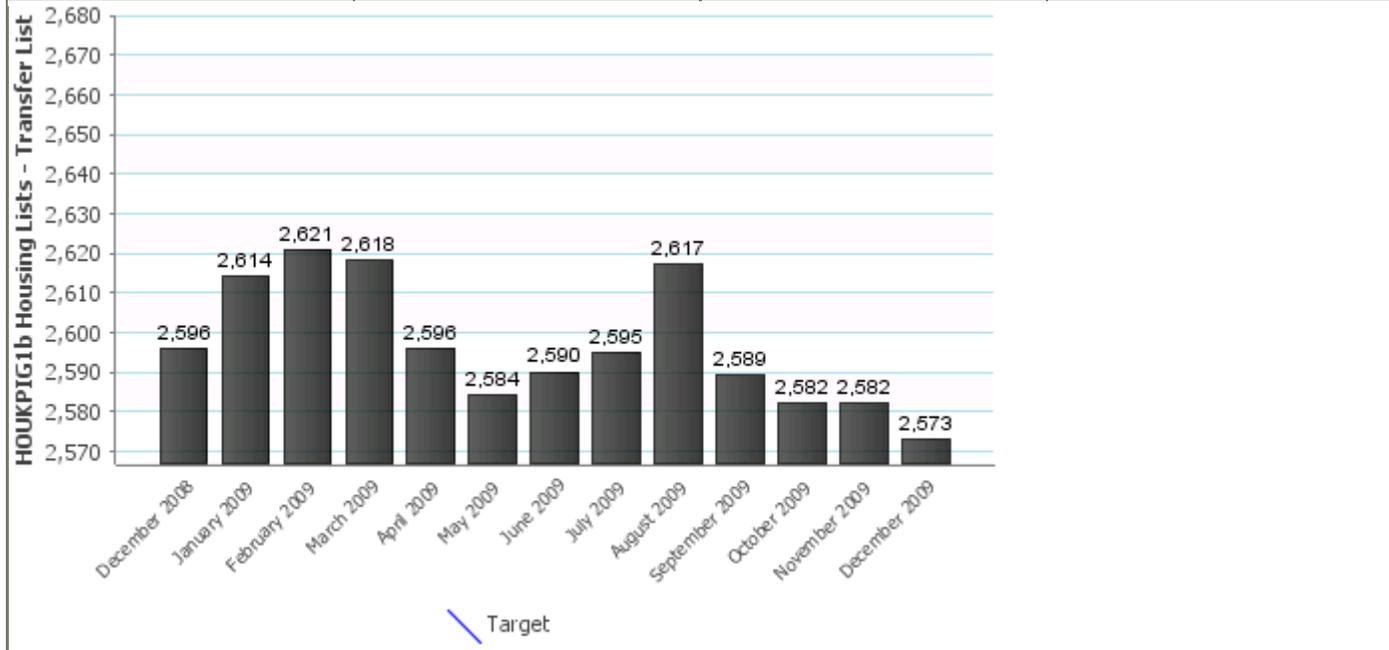
Committee Performance Report

Author: David Leslie

Generated on: 04 February 2010

Code	HOUKPIG1a	Housing Lists - Waiting List																														
Description	The current number of applicants for housing on the waiting list																															
Current Value	5,538	Current Target		Traffic Light Icon																												
																																
 <table border="1"> <caption>HOUKPIG1a Housing Lists - Waiting List</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <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> <tr><td>November 2009</td><td>5,594</td></tr> <tr><td>December 2009</td><td>5,538</td></tr> </tbody> </table>					Month	Value	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	November 2009	5,594	December 2009	5,538
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Latest Note	<p>Analysis: Waiting List figures for December 2009 have fallen to the lowest level recorded here, with a drop since October of more than 60 cases. This pattern is similar to that of previous years, though the scale has fluctuated quite considerably: in 2008 the fall was less than 30 cases (a drop of 0.5 per cent), whereas in 2007/8 the fall from October to December was over 360. Reflecting the annual general seasonal decrease in activity, the number of applications received in the month was 312, a fall of 29 per cent on the November figure (440). This was offset somewhat by falls in the numbers of applications cancelled (279 as against 426 in November) and the number of households housed (88, compared to 142 the previous month).</p> <p>Action: The Waiting Lists will continue to be monitored and the number of applicants reported to Committee. (Bellann Wylie)</p>																															

Code	HOUKPIG1b	Housing Lists - Transfer List		
Description	The current number of applicants for housing on the transfer list			
Current Value	2,573	Current Target		Traffic Light Icon

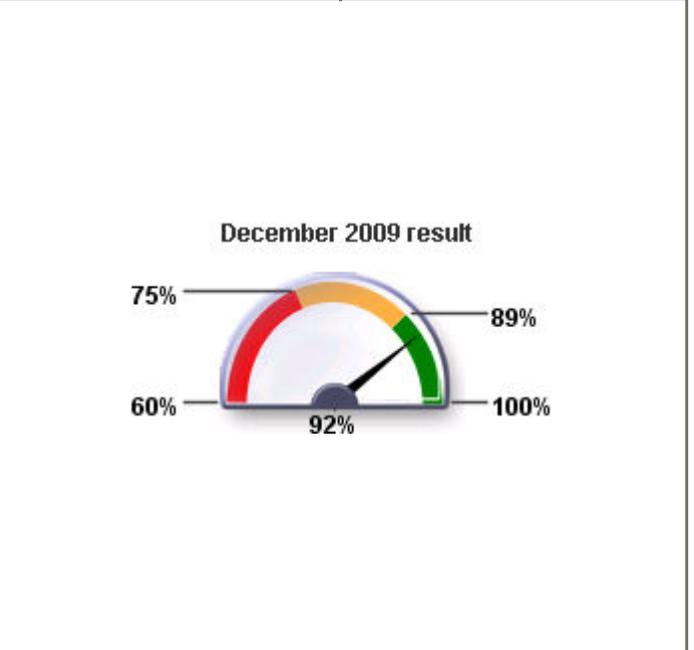
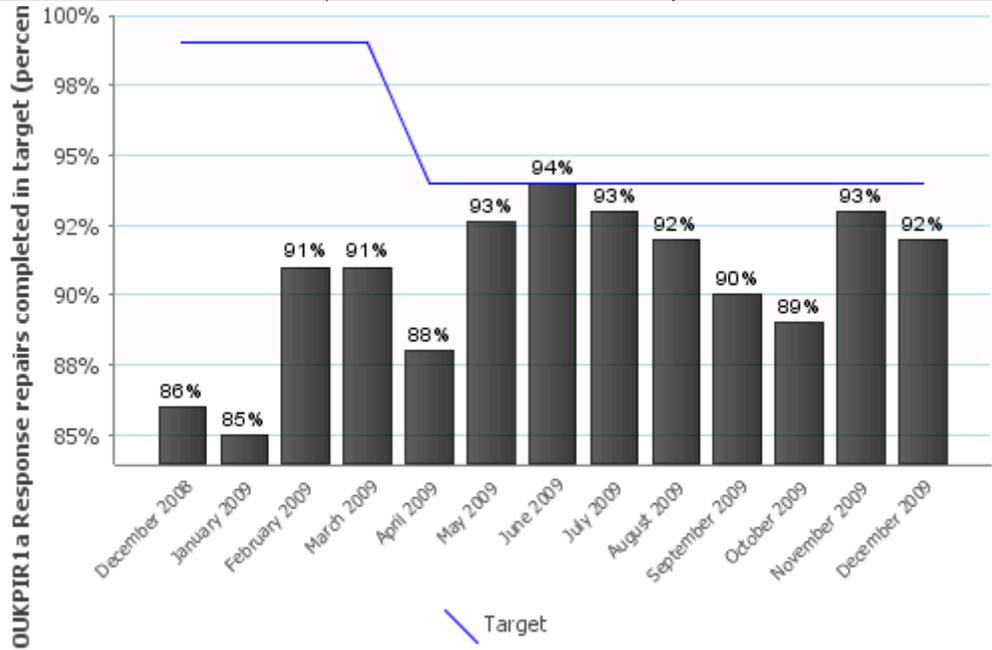


Latest Note

Analysis: The numbers on the transfer list have pretty much stagnated over the past four months, with a spread difference of only 16 cases after an uncharacteristic peak in August, although the general trend is downwards. Only 62 applications were registered in December, as against an average of 95 for the previous two months, although there were also drops in the numbers cancelled (50 compared to the two-month average of 74) and housed from this list: 24, three less than in November, but actually slightly higher than the October figure of 22.

Action: The Transfer List will continue to be monitored and the number of applicants reported to Committee. (Bellann Wylie)

Code	HOUKPIR1a	Response repairs completed in target (percentage) - Priority 1			
Description	The percentage of Priority 1 response repairs requiring a response within 4 hours completed in target				
Current Value	92%	Current Target	94%	Traffic Light Icon	



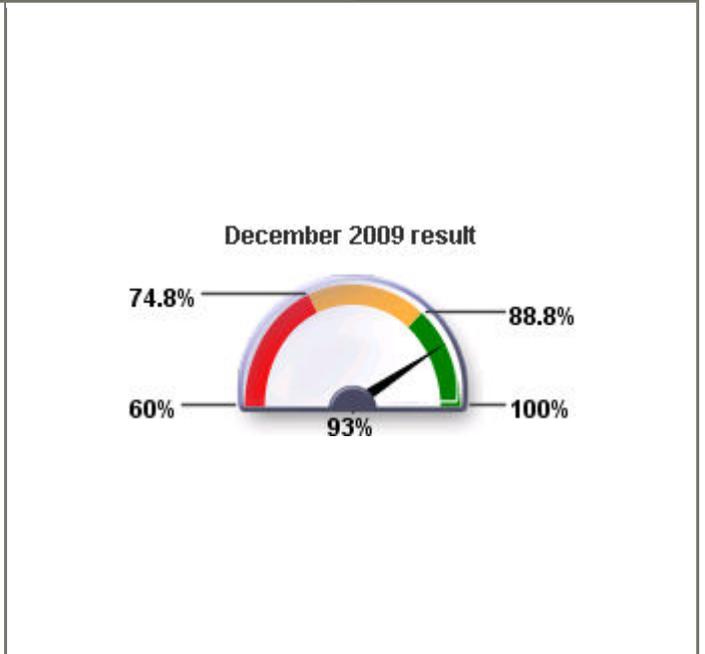
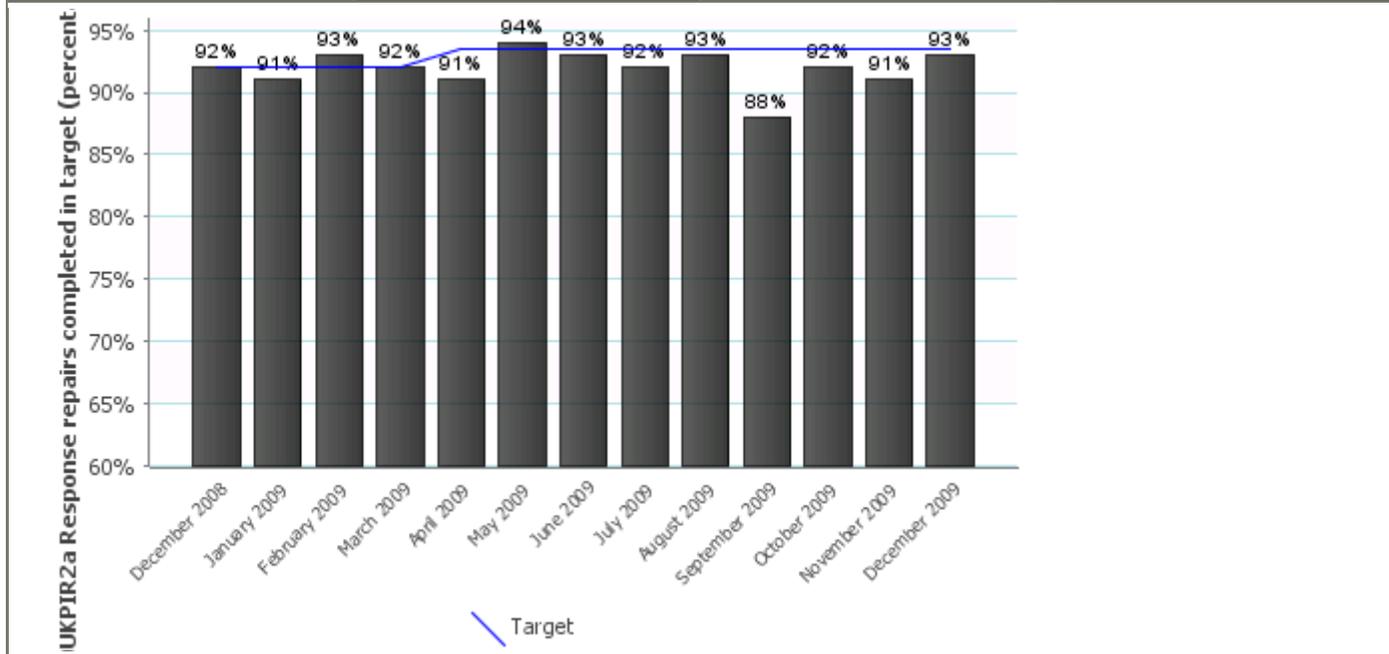
Latest Note

Analysis: Performance has dropped by 1% during December to 92%. The drop is mainly as a result of slaters being unable to complete repairs due to snow and ice on roofs.

Action: Additional resources to be provided for South Joiner to improve performance. Slater performance to improve if weather conditions are more favourable.

Code	HOUKPIR2a	Response repairs completed in target (percentage) - Priority 1/2
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Description	The percentage of Priority 1/2 response repairs requiring a response within 3 working days completed in target				
Current Value	93%	Current Target	93.5%	Traffic Light Icon	



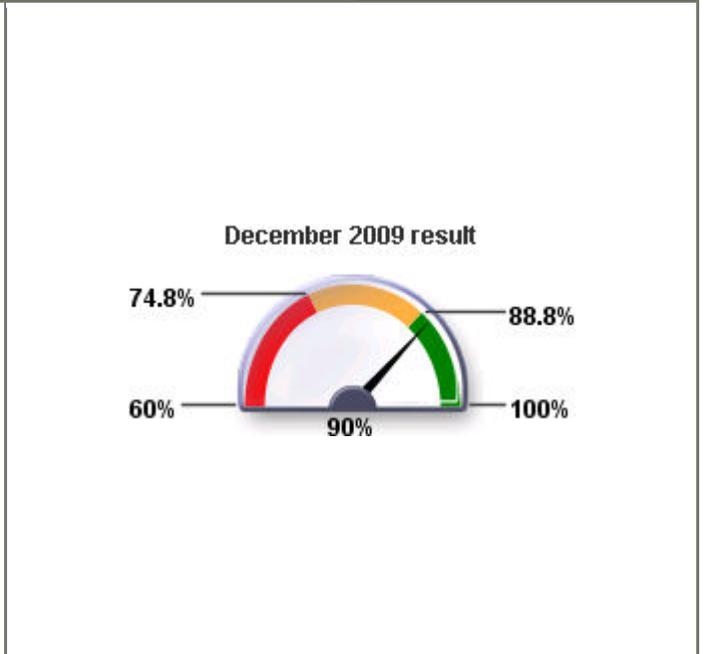
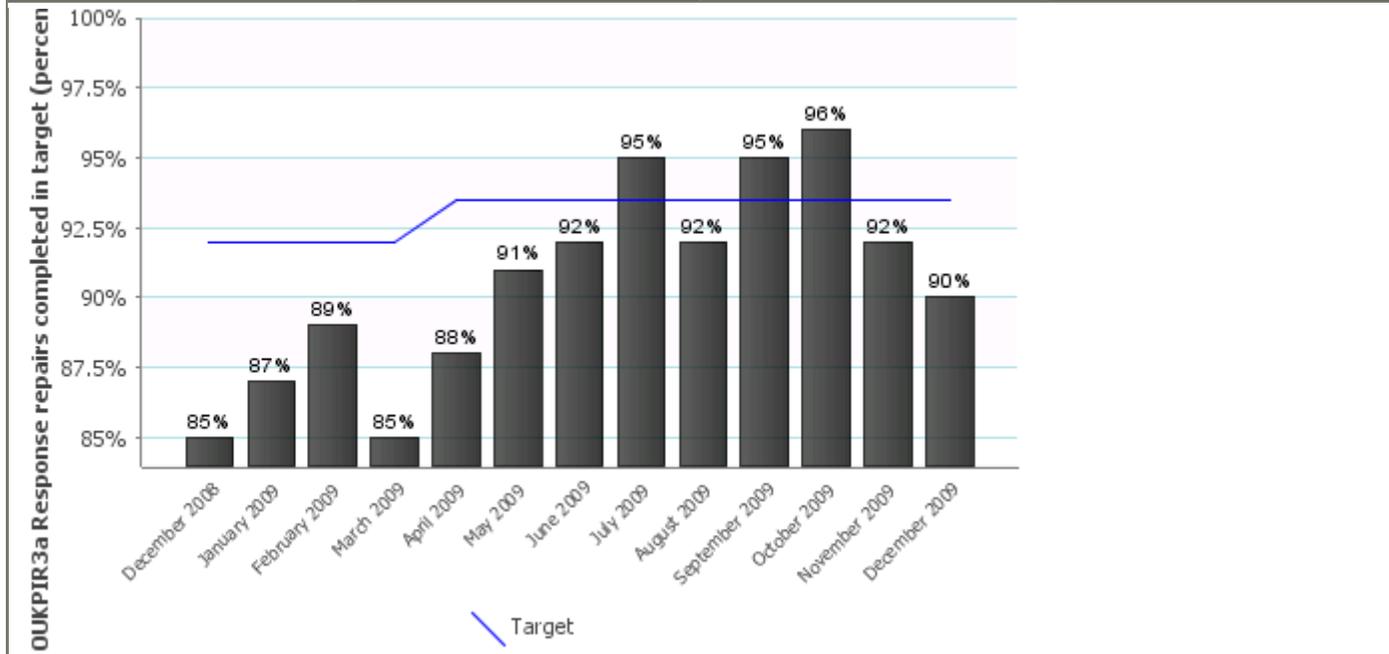
Latest Note

Analysis: Performance up to 93% of all orders completed within target of 3 working days. Again dangerous working conditions for Slaters has restricted overall performance of all trades.

Action: Additional resources to be provided for South Joiner to increase performance. Slater performance to improve if weater conditions are favourable.

Code	HOUKPIR3a	Response repairs completed in target (percentage) - Priority 2
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Description	The percentage of Priority 2 response repairs requiring a response within 10 working days completed in target				
Current Value	90%	Current Target	93.5%	Traffic Light Icon	



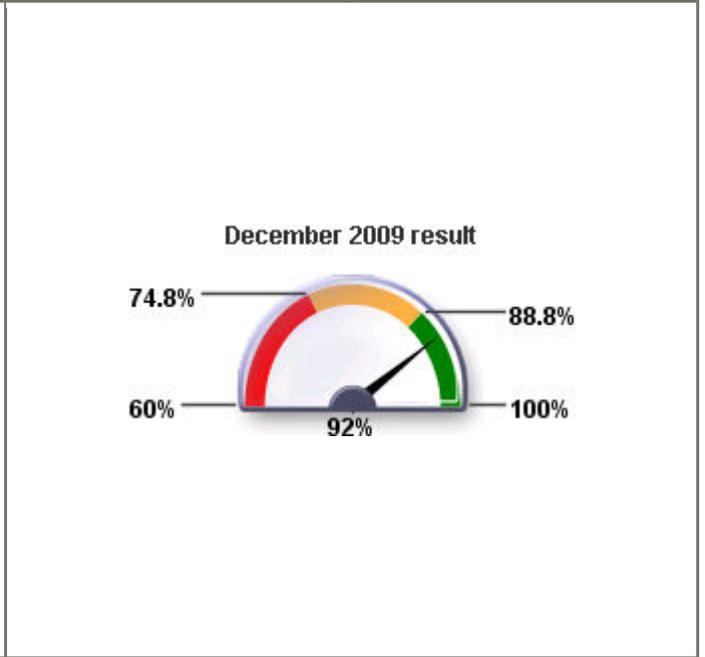
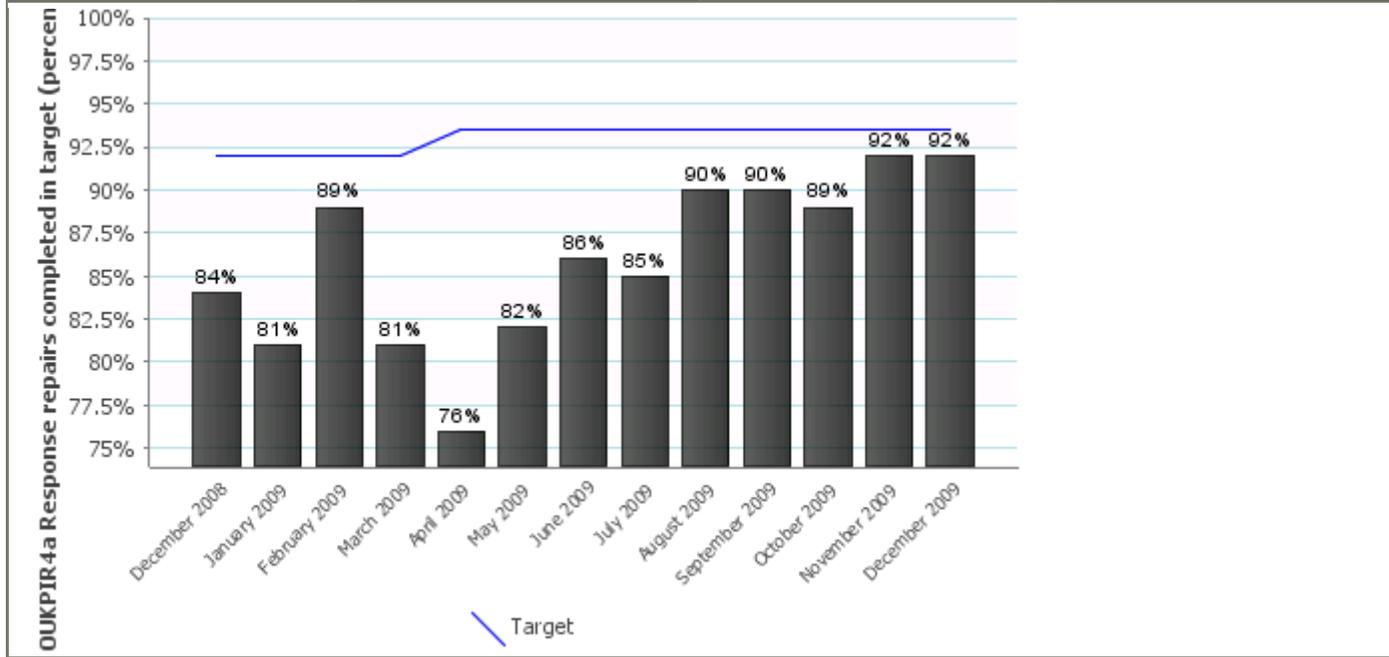
Latest Note

Analysis: Performance down to 90%, again primarily due to restrictions on work areas for slaters. Overall performance for December excluding slaters was 95%.

Action: Changes to Blacksmith scheduling to improve performance. Look for improvement in Slater performance on recovery from backlog caused by recent inclement weather conditions.

Code	HOUKPIR4a	Response repairs completed in target (percentage) - Priority 3
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Description	The percentage of Priority 3 response repairs requiring a response within 24 working days completed in target				
Current Value	92%	Current Target	93.5%	Traffic Light Icon	

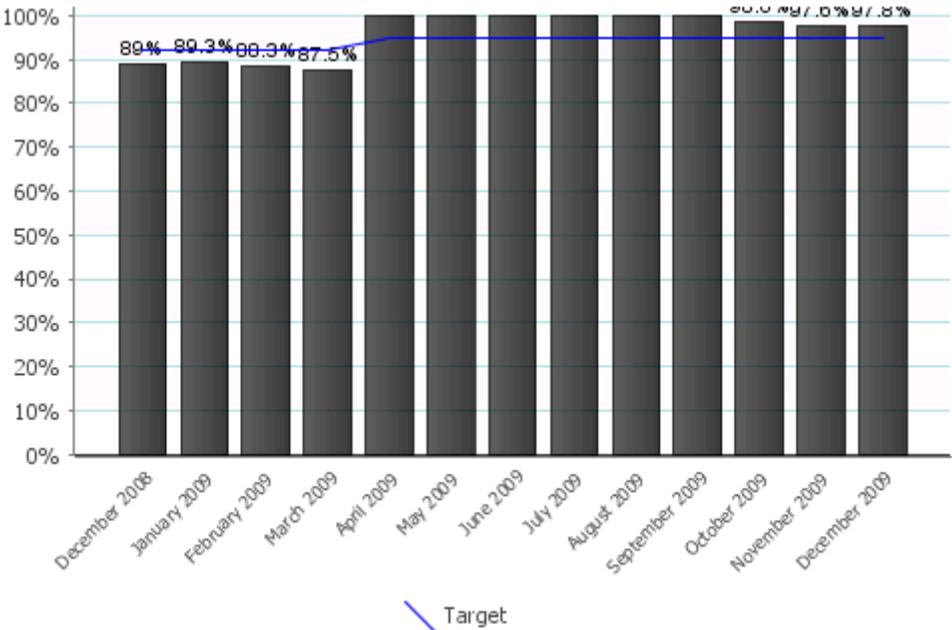


Latest Note

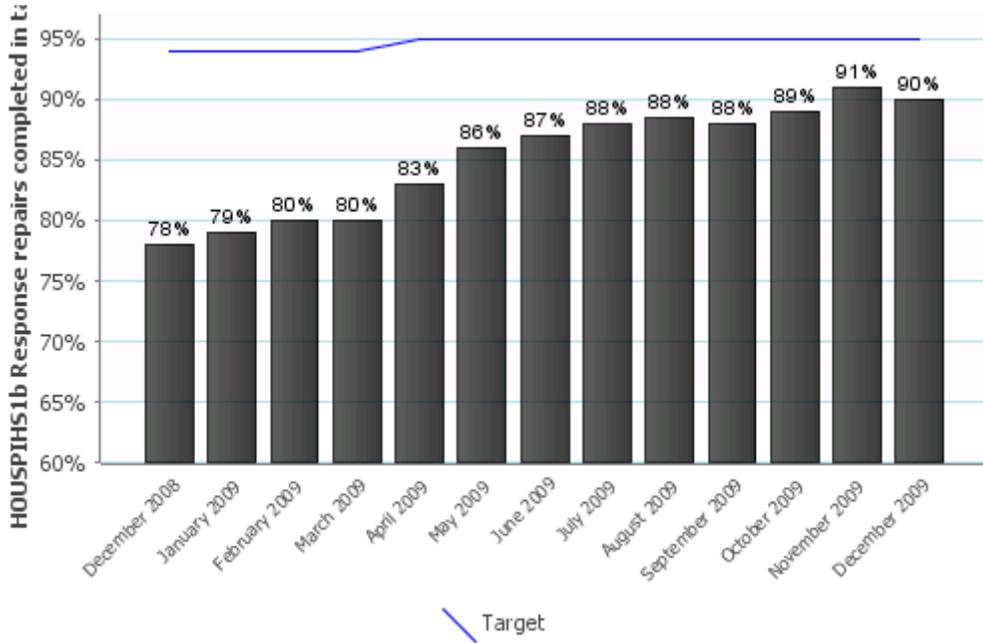
Analysis: Performance currently peaked at 92% for November and December.

Action: Changes to Blacksmith scheduling to improve performance further. Look for improvement in Slater performance on recovery from backlog caused by recent inclement weather conditions.

Code	HOUKPI1a	House Sales completed within 26 weeks - %
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Description	A year to date average of the percentage of Council house sales completed within 26 weeks																																
Current Value	97.8%	Current Target	95%	Traffic Light Icon																													
<p data-bbox="100 311 134 861">HOUKPI51a House Sales completed within 26 weeks</p>  <table border="1" data-bbox="134 311 1086 941"> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>89%</td></tr> <tr><td>January 2009</td><td>89.3%</td></tr> <tr><td>February 2009</td><td>88.3%</td></tr> <tr><td>March 2009</td><td>87.5%</td></tr> <tr><td>April 2009</td><td>97.8%</td></tr> <tr><td>May 2009</td><td>97.8%</td></tr> <tr><td>June 2009</td><td>97.8%</td></tr> <tr><td>July 2009</td><td>97.8%</td></tr> <tr><td>August 2009</td><td>97.8%</td></tr> <tr><td>September 2009</td><td>97.8%</td></tr> <tr><td>October 2009</td><td>97.8%</td></tr> <tr><td>November 2009</td><td>97.8%</td></tr> <tr><td>December 2009</td><td>97.8%</td></tr> </tbody> </table>	Month	Percentage	December 2008	89%	January 2009	89.3%	February 2009	88.3%	March 2009	87.5%	April 2009	97.8%	May 2009	97.8%	June 2009	97.8%	July 2009	97.8%	August 2009	97.8%	September 2009	97.8%	October 2009	97.8%	November 2009	97.8%	December 2009	97.8%	<p data-bbox="1668 518 1937 550">December 2009 result</p> 				
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December 2009	97.8%																																
Latest Note	<p data-bbox="425 965 2150 1292"> Analysis: Performance for this indicator remains high with only 2 sales for the year to date completing outwith the statutory 26 week target. This is no doubt aided by the low level of sales for 2009/10 which takes pressure off service delivery, the average number of sales per month so far this year being 9.9, as compared to last year's average of 15.25. If sales continue at present levels, the total sales for 2009/10 will be approx 118, compared to the total for 2008/09 of 184. The current low level of sales has been caused by a combination of external factors, such as the banking crisis and general 'credit crunch', the impact of less properties being available for sale as time progresses and also Pressured Area Status. The average length of time taken to complete a sale is also being kept well within target, currently sitting at 20.7 weeks against a target of 22.4. Only 5 sales actually completed in December but this is in line with previous years and we would expect to see a slight increase as we head into the New Year. </p> <p data-bbox="425 1300 1512 1332"> Action: Continue with current practice to maintain high level of performance. </p>																																

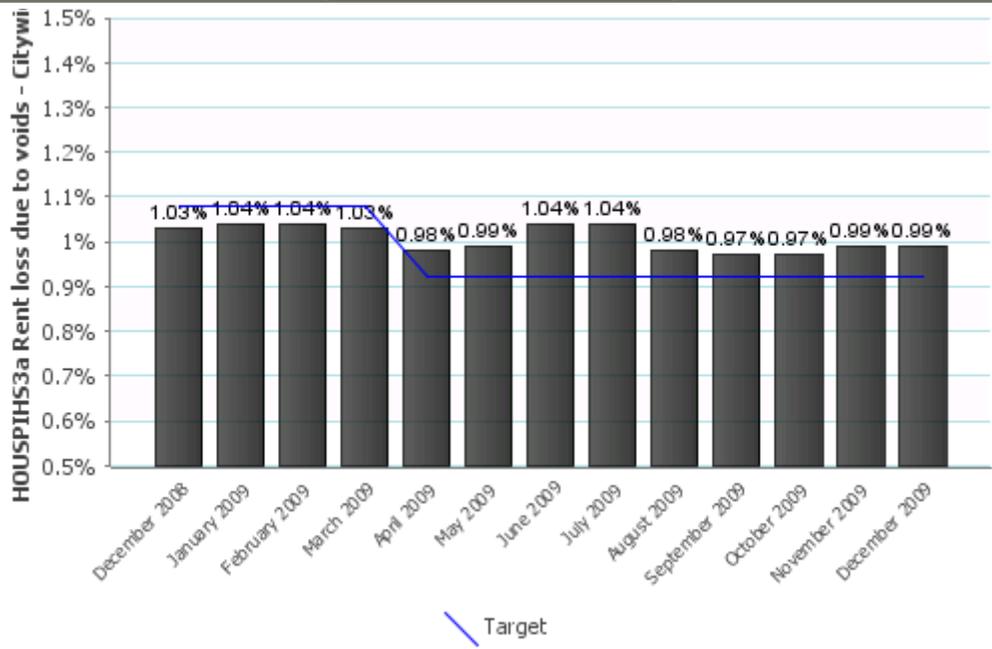
Code	HOUSPIHS1b	Response repairs completed in target			
Description	The overall year to date percentage of response repairs completed within the target times				
Current Value	90%	Current Target	95%	Traffic Light Icon	



Latest Note	<p>Analysis: The individual performance figures for December for each category were P1 - 92%, P12 - 93%, P2 - 90%, P3 - 92%, P99 - 83%. With performance levels varying dependant on demand and craftworkers available.</p> <p>Action: Actions detailed against individual repair categories.</p>				
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Code	HOUSPIHS3a	Rent loss due to voids - Citywide			
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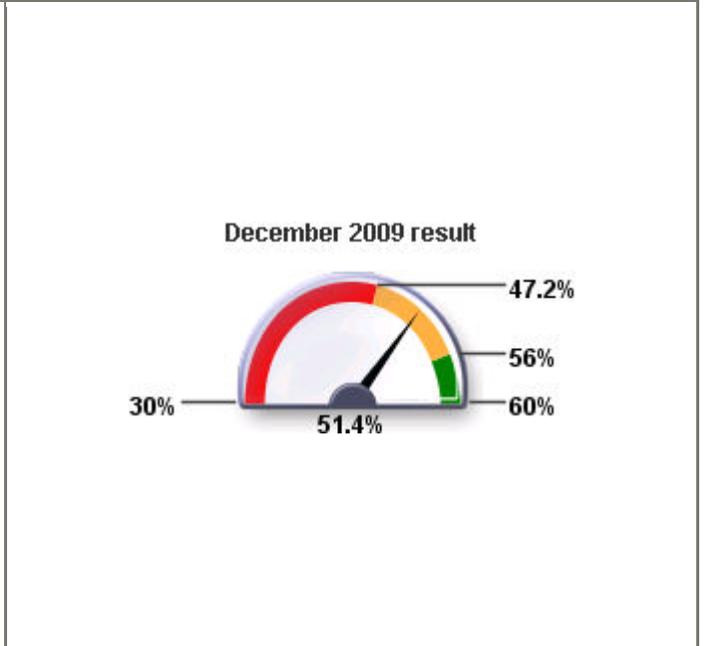
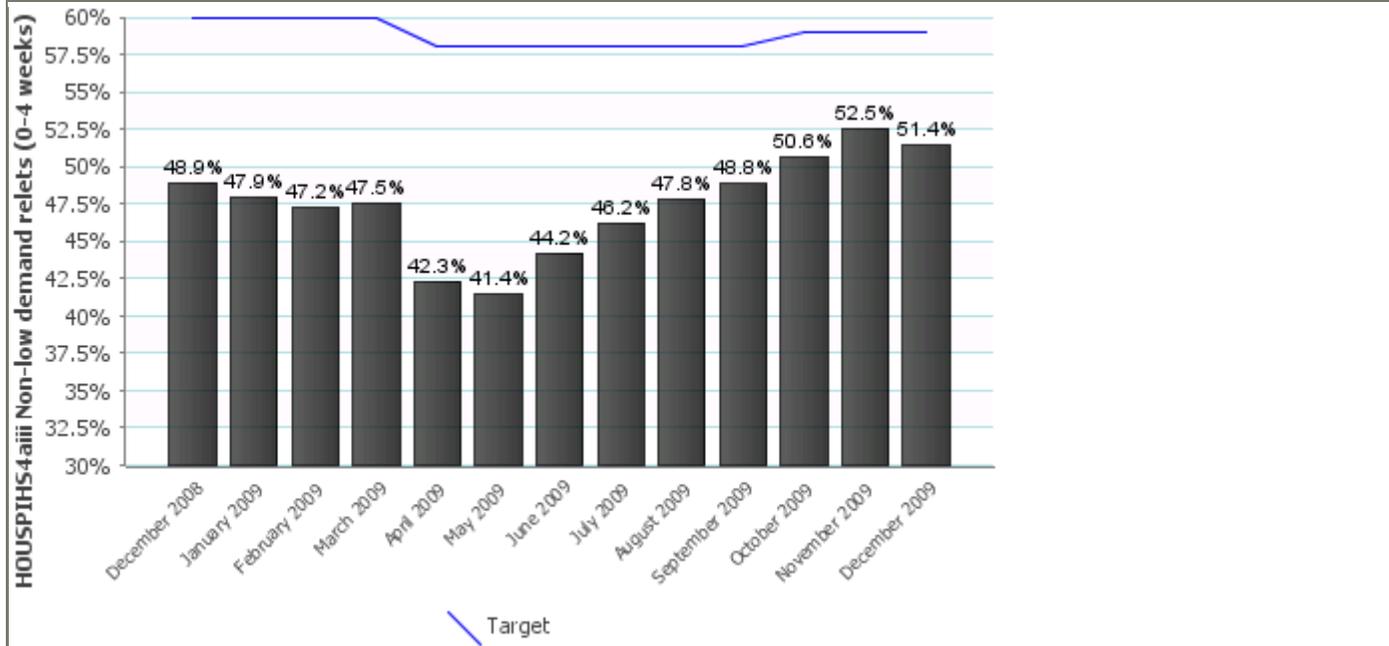
Description	Rent loss due to voids as a percentage of gross rent due - Citywide, year to date average				
Current Value	0.99%	Current Target	0.92%	Traffic Light Icon	



Latest Note

Analysis:
 In terms of monetary value, void rent loss for December remained at the October level after a significant increase in lost income for the month of November. With over £53,000 lost in December against a monthly target of just over £50,000 it is becoming increasingly unlikely that the annual target will be met.
 In terms of year to date annual performance, South are only just meeting their target with North and Central £13,500 and £16,500 over target respectively.
 As is outlined in the net void indicator, void levels at the end of December remained higher than average at 213 with a significant increase in the number of properties unable to be relet, but on charge for asbestos works (from 15 at the start of the year to 36 at the end of December).
Action:
 Void review aimed at improving performance by further streamlining processes or identifying areas for further development.

Code	HOUSPIHS4aiii	Non-low demand relets (0-4 weeks) - Citywide			
Description	The percentage of non-low demand properties relet within 4 weeks - Citywide, year to date average				
Current Value	51.4%	Current Target	59%	Traffic Light Icon	

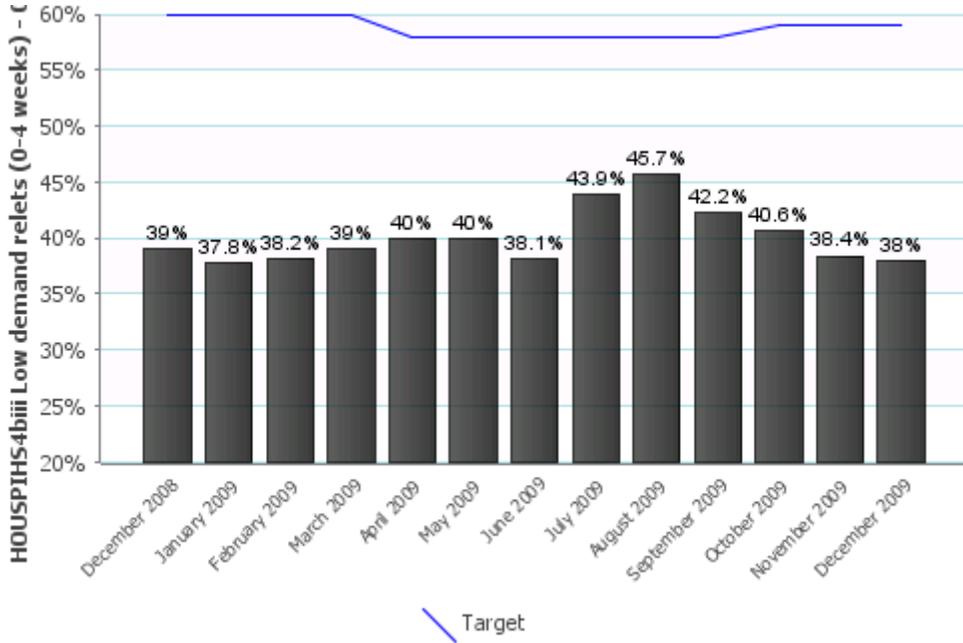


Latest Note

Analysis:
 As is the historic trend, there were far fewer relets in December than in previous months. However, performance dropped on previous months with only 39 of the 101 relets being done in under 4 weeks (38.6%). This impacted on year to date performance with only 51.4% of all relets done against a target of 59%. Performance varied across the city with Central achieving just 30%, South 48% and North 75%. The relet of mutli storey property types continues to take significant time.

Action:
 Void review aimed at improving performance by further streamlining processes or identifying areas for further development.

Code	HOUSPIHS4biii	Low demand relets (0-4 weeks) - Citywide			
Description	The year to date average percentage of low demand properties relet within 4 weeks - Citywide				
Current Value	38%	Current Target	59%	Traffic Light Icon	

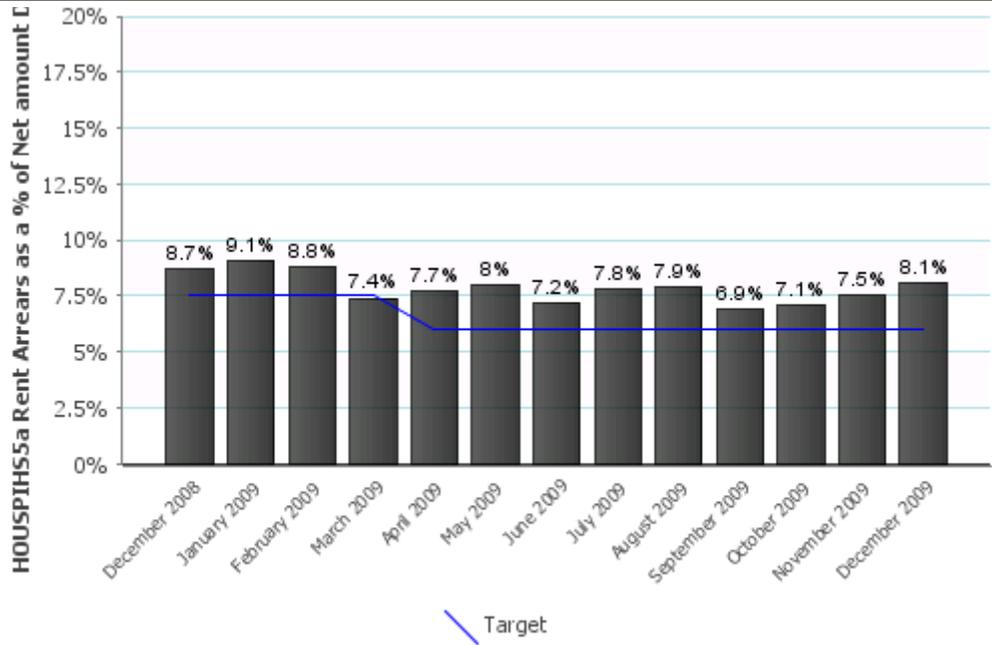


Latest Note

Analysis:
 There were just 9 low demand relets in December, with just 3 relet within 4 weeks (33.3%). This impacted on YTD performance which has dropped to 38% - behind the 39% achieved at the same point last year. The majority of the low demand relets were in the Central area and once again, the majority of these were multi storey properties in Seaton and Tillydrone. However, compared to the previous month, relet times reduced and the average relet time in weeks for December is 11.7.

Action:
 Void review aimed at improving performance by further streamlining processes or identifying areas for further development.

Code	HOUSPIHS5a	Rent Arrears as a % of Net amount Due (SPI)			
Description	Current tenant arrears as a percentage of the net amount of rent due in the year, as at the end of each rent period				
Current Value	8.1%	Current Target	6%	Traffic Light Icon	

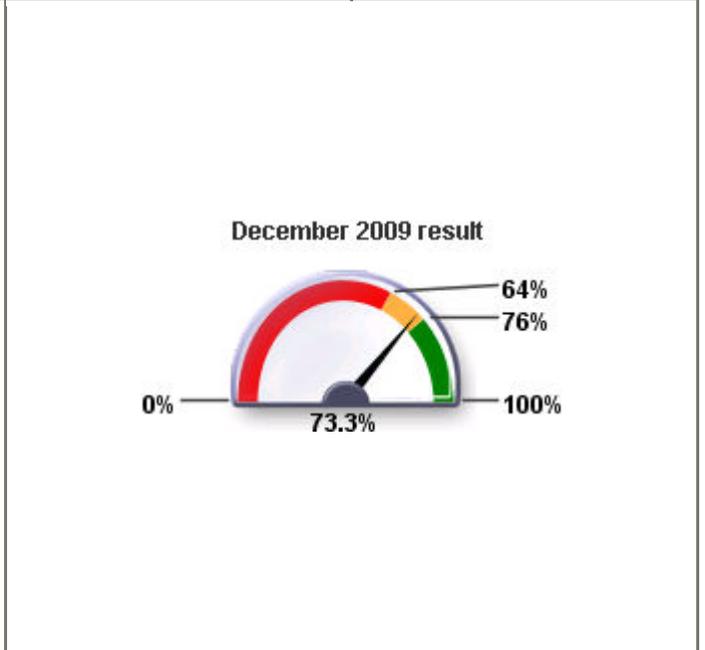
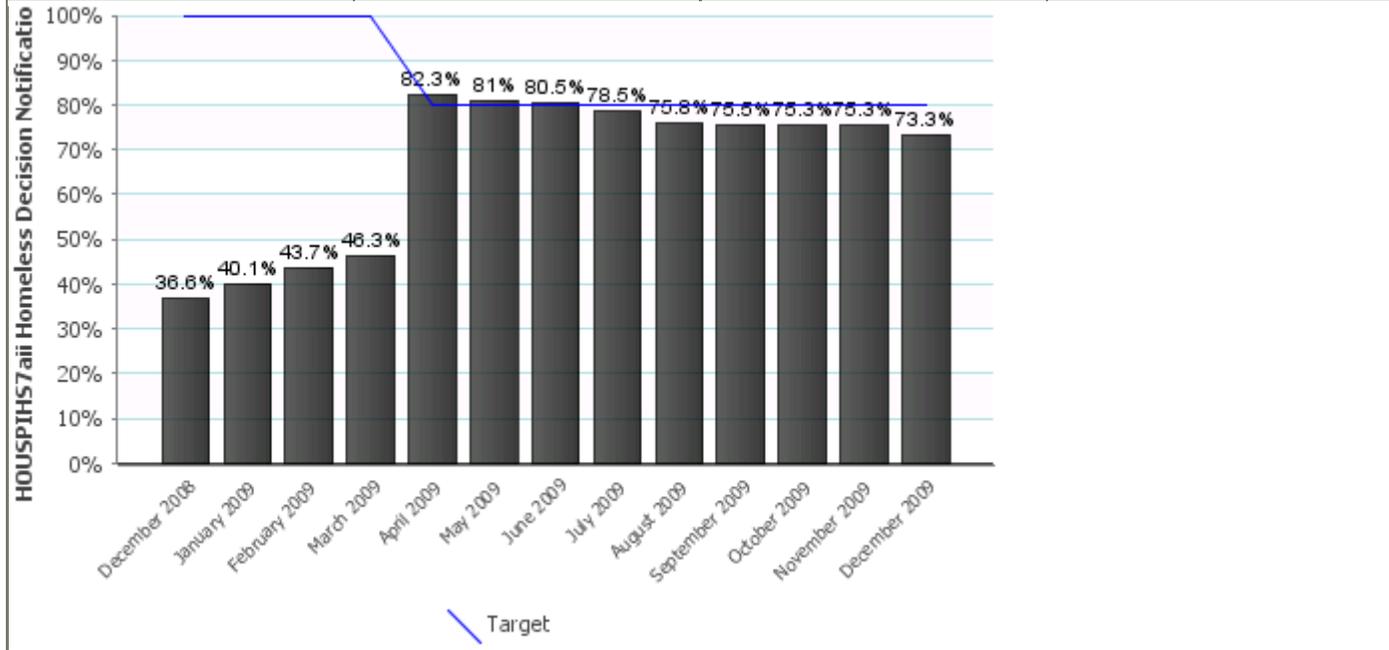


Latest Note

Analysis: The arrears position is a 0.6 improvement on the same period last year. It is however, a 0.6 increase on the previous month and reflects the problems experienced since the new ICON (cash receipting system) Managed Hosted Service was implemented in November 2009. These problems have resulted in all payments made between the 24/12/ 09 and 05/01/10 being transferred to iWorld with the same payment date of 5th Jan. This means that any payments made before the end of the December rent period but after 24th December could not be given an accurate payment date and were all uploaded into iWorld on the 5th of Jan. This means that the 8.1% figure for this indicator for December is not accurate as it does not take account of £116k paid between 24th December and 1st January or any other monies paid before Jan 5th. It will be necessary to wait until the end of January to obtain an accurate and up to date reflection of the current position.

Action: - Progress the work needed to be done to sort out the payment date issue and continue with initiatives in conjunction with Estates Management to ensure arrears are reduced by 31/03/10.

Code	HOUSPIHS7aii	Homeless Decision Notifications			
Description	The year to date average percentage of homeless decision notifications issued to homeless applicants within 28 days of presentation				
Current Value	73.3%	Current Target	80%	Traffic Light Icon	

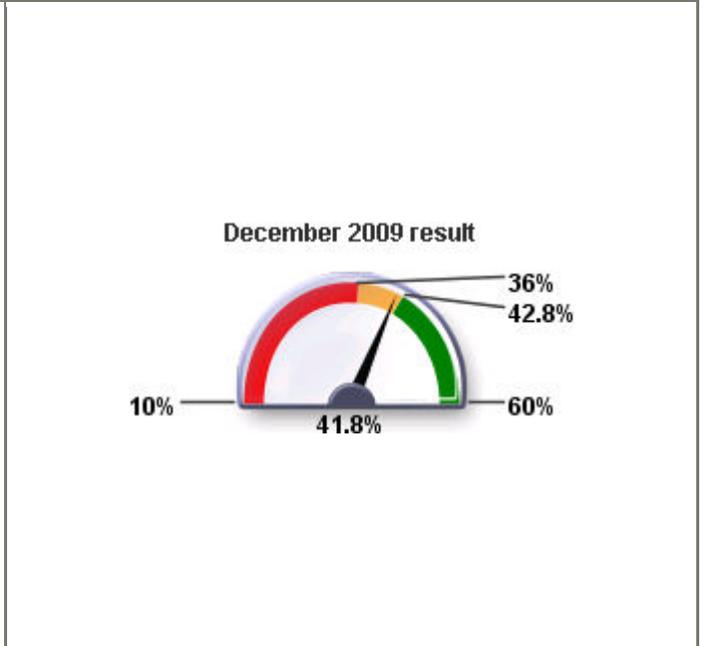
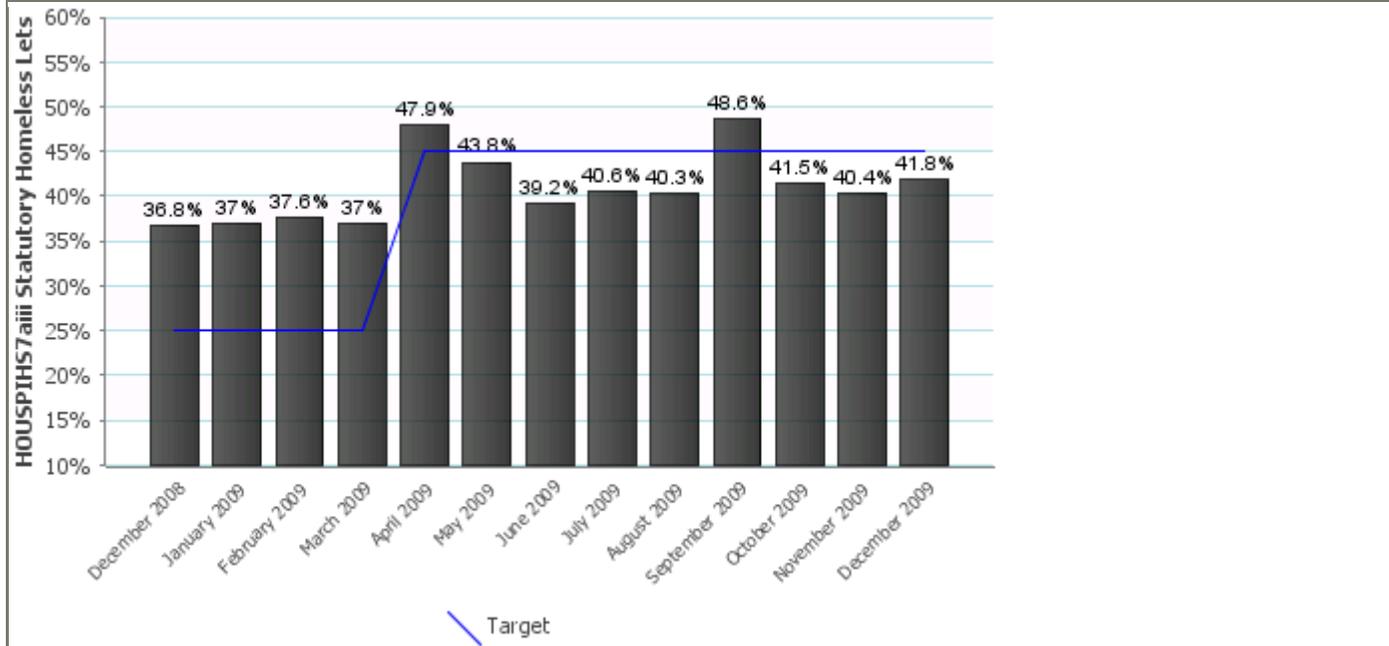


Latest Note

Analysis: The figures reported for 2009-10 to date have been revised as a result of clarification of the Audit Scotland SPI in respect of which this item of data is compiled. This was a new SPI in 2008-9 and we concluded that our original reading of our data was understating the percentage of notification letters which are issued within 28 day. We have revised the indicator accordingly. A gradual month-on-month decline in the figure is an almost inevitable consequence of the year-to-date analysis necessary for the SPI but in general, apart from a slight dip in December, when several extraneous factors can influence performance, the level has been quite well maintained in recent months.

Action: Following a recent restructuring of the team an administrative review is ongoing and it is anticipated this will lead to improved performance working towards achieving target by year end. (Paul Hannan)

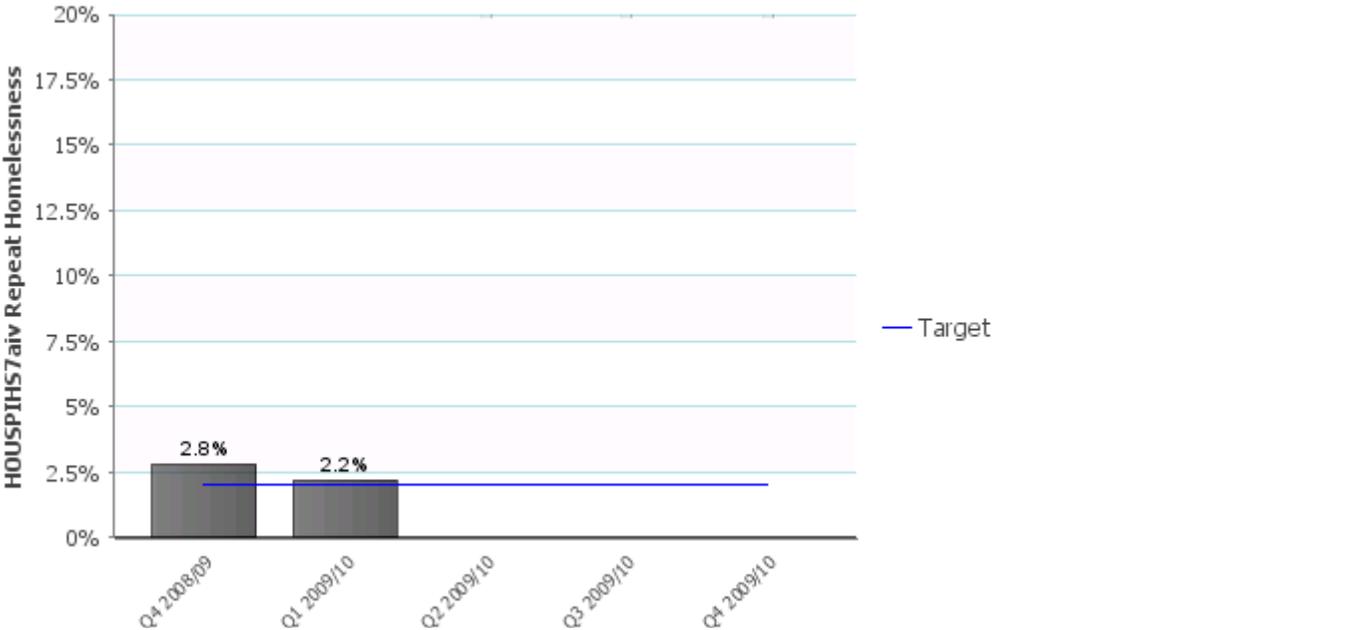
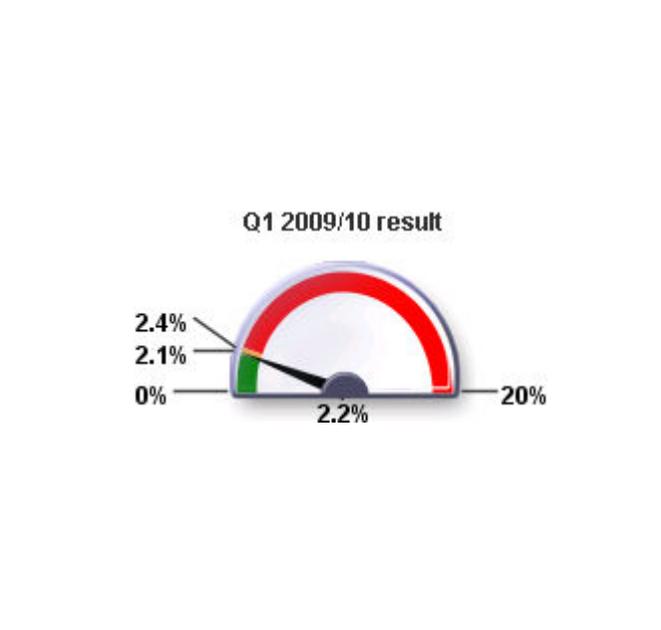
Code	HOUSPIHS7aiii	Statutory Homeless Lets			
Description	Statutory homeless lets as a year to date average percentage of all Council relets				
Current Value	41.8%	Current Target	45%	Traffic Light Icon	



Latest Note

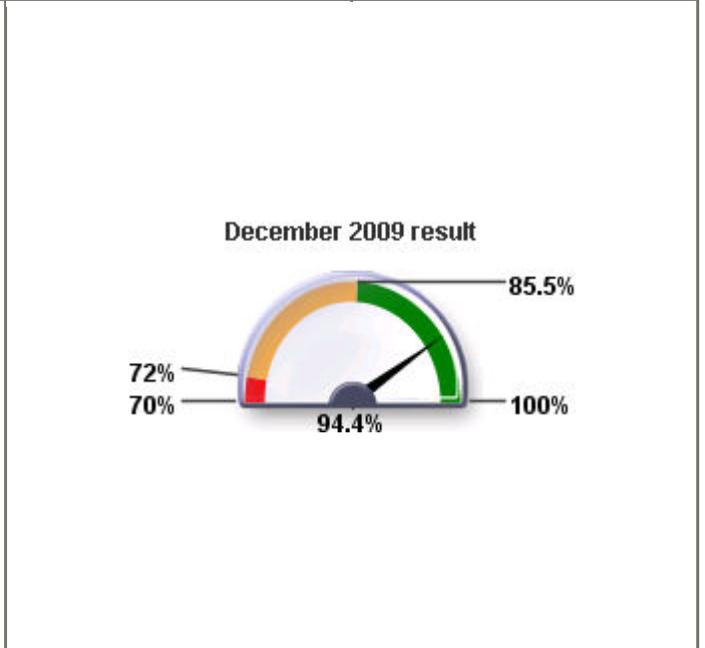
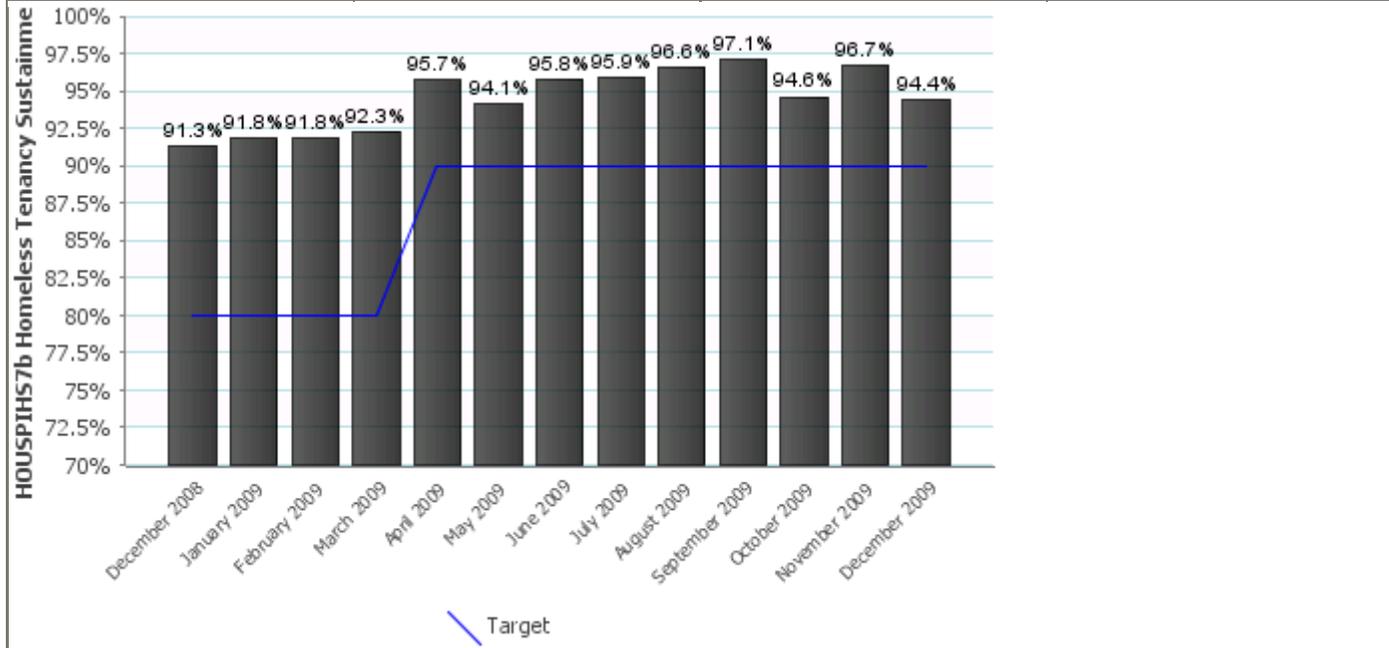
Analysis: Year-to-date performance in recent months appears to have stabilised at around the 41 per cent mark, although this is based on significantly different monthly total let figures (144 in October, 186 in November and 106 in December). Of the December lets, 25 were amenity and extra care properties, very few of which are let to homeless applicants (and none were in this month). Of the remainder, more than 50 per cent were let to statutory homeless applicants. Overall performance has exceeded target only twice in the 2009/10 so far, most recently in September, but as in December the proportion of amenity and extra care lets undoubtedly impacts on this year-to-date figure.

Action: Report submitted to Housing & Environment Committee on 11 January 2010 to increase lets to homeless households which should impact on these figures. (Paul Hannan)

Code	HOUSPIHS7aiv	Repeat Homelessness			
Description	The quarterly percentage of cases reassessed as being homeless or potentially homeless within 12 months of previous case being completed				
Current Value	2.2%	Current Target	2%	Traffic Light Icon	
					
Latest Note	<p>Analysis: 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. We are reliant on the Scottish Government to provide this data on a quarterly basis, and as of January 2010 we have received only the figures for the first quarter of the year. This is being actively pursued with the SG.</p> <p>Action: 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. (Paul Hannan)</p>				

Code	HOUSPIHS7b	Homeless Tenancy Sustainment
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Description	The year to date average percentage of statutory homeless applicants housed who have sustained their tenancies for more than 12 months				
Current Value	94.4%	Current Target	90%	Traffic Light Icon	

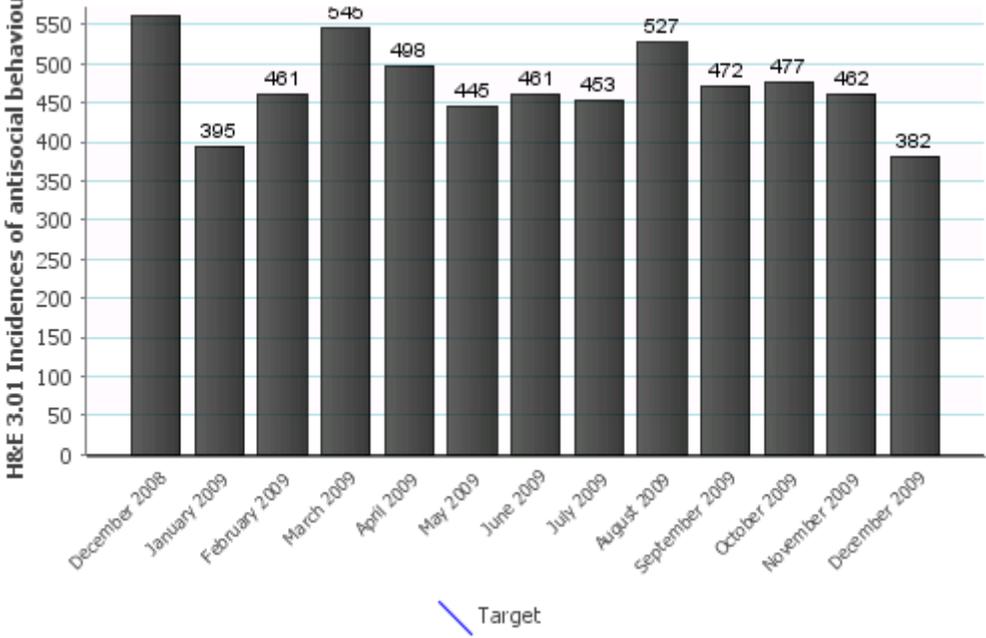


Latest Note

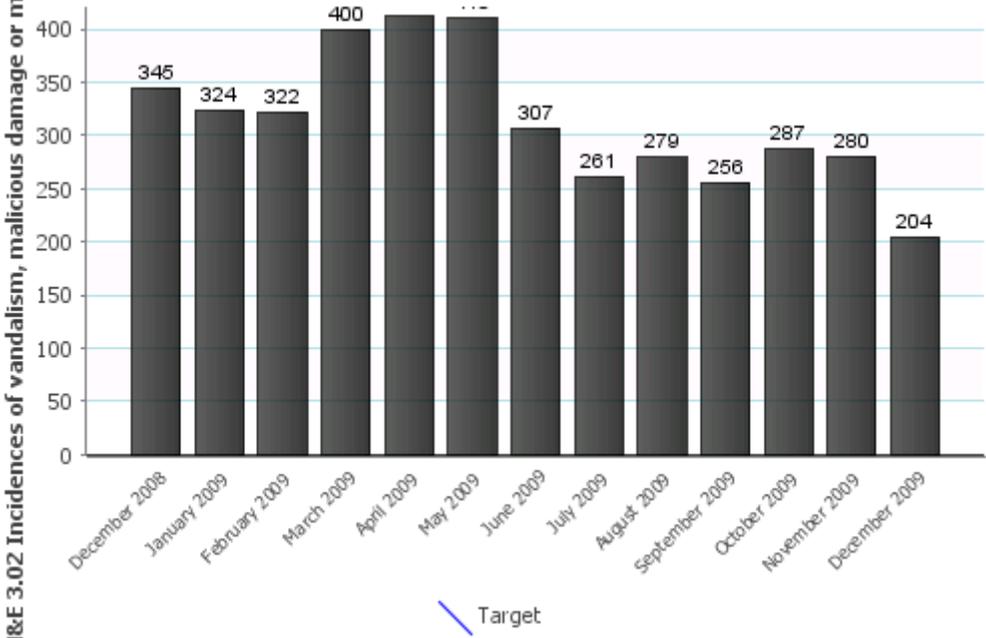
Analysis: This remains something of a jewel in the crown of our homelessness provision, and while the year-to-date figure fell in December to its lowest figure for seven months it remains comfortably above the (quite ambitious) target. As observed in relation to the October figures, this seems likely to be attributable at least in part to the work of the New Tenancies Support Team, and success in ensuring that appropriate housing solutions are found for homeless households. The slight fall for December is counterintuitive in that, as suggested in respect of lets, it might have been thought that households were less likely to terminate their tenancy in the run-up to Christmas. While 28 per cent of the terminated tenancies were as a result of abandonment, the remainder were recorded as for 'other' reasons.

Action: No remedial action is required, but the position will continue to be monitored and analysed. (Paul Hannan)

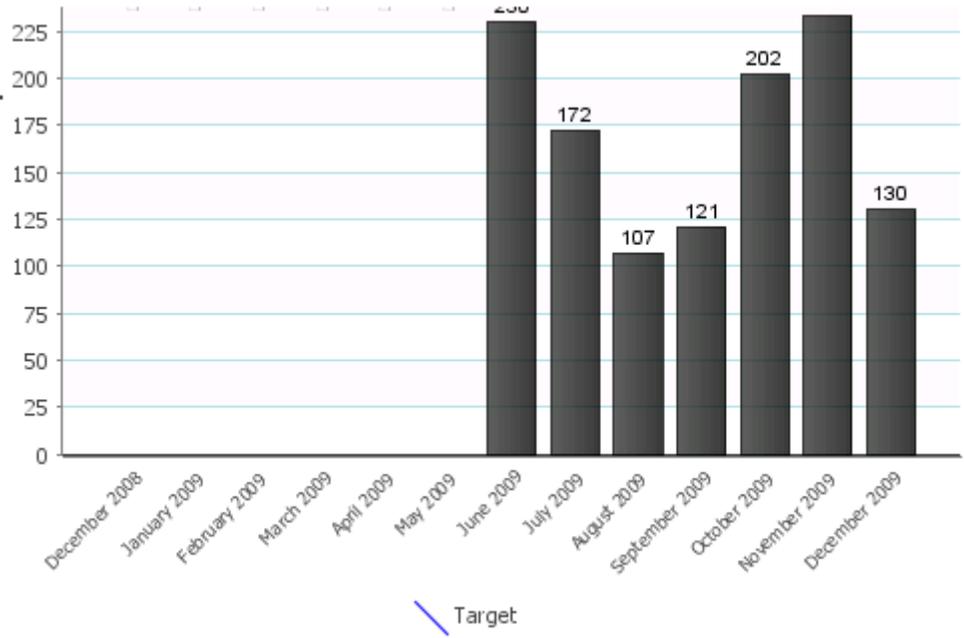
Code	H&E 3.01	Incidences of antisocial behaviour
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Description	The incidences of antisocial behaviour - breach of the peace, urinating in public, drunk and incapable, underage drinking.																															
Current Value	382	Current Target		Traffic Light Icon 																												
 <table border="1"> <caption>H&E 3.01 Incidences of antisocial behaviour</caption> <thead> <tr> <th>Month</th> <th>Incidence</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>550</td></tr> <tr><td>January 2009</td><td>395</td></tr> <tr><td>February 2009</td><td>461</td></tr> <tr><td>March 2009</td><td>546</td></tr> <tr><td>April 2009</td><td>498</td></tr> <tr><td>May 2009</td><td>445</td></tr> <tr><td>June 2009</td><td>461</td></tr> <tr><td>July 2009</td><td>453</td></tr> <tr><td>August 2009</td><td>527</td></tr> <tr><td>September 2009</td><td>472</td></tr> <tr><td>October 2009</td><td>477</td></tr> <tr><td>November 2009</td><td>462</td></tr> <tr><td>December 2009</td><td>382</td></tr> </tbody> </table>	Month	Incidence	December 2008	550	January 2009	395	February 2009	461	March 2009	546	April 2009	498	May 2009	445	June 2009	461	July 2009	453	August 2009	527	September 2009	472	October 2009	477	November 2009	462	December 2009	382				
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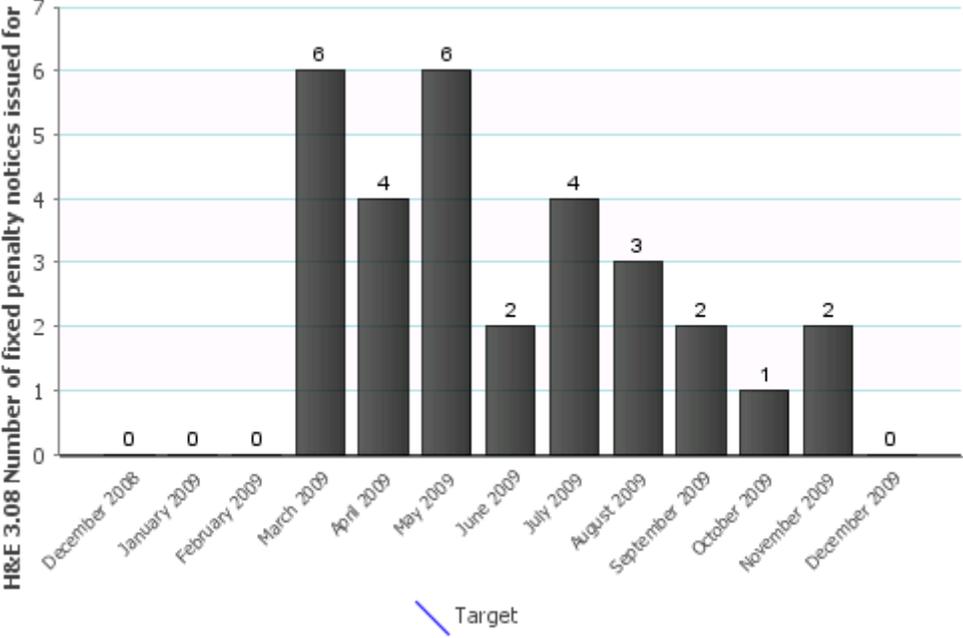
Code	H&E 3.02	Incidences of vandalism, malicious damage or malicious mischief
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Description																																
Current Value	204	Current Target		Traffic Light Icon 																												
 <table border="1"> <caption>IR&E 3.02 Incidences of vandalism, malicious damage or m</caption> <thead> <tr> <th>Month</th> <th>Incidences</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>345</td></tr> <tr><td>January 2009</td><td>324</td></tr> <tr><td>February 2009</td><td>322</td></tr> <tr><td>March 2009</td><td>400</td></tr> <tr><td>April 2009</td><td>415</td></tr> <tr><td>May 2009</td><td>415</td></tr> <tr><td>June 2009</td><td>307</td></tr> <tr><td>July 2009</td><td>261</td></tr> <tr><td>August 2009</td><td>279</td></tr> <tr><td>September 2009</td><td>256</td></tr> <tr><td>October 2009</td><td>287</td></tr> <tr><td>November 2009</td><td>280</td></tr> <tr><td>December 2009</td><td>204</td></tr> </tbody> </table>	Month	Incidences	December 2008	345	January 2009	324	February 2009	322	March 2009	400	April 2009	415	May 2009	415	June 2009	307	July 2009	261	August 2009	279	September 2009	256	October 2009	287	November 2009	280	December 2009	204				
Month	Incidences																															
December 2008	345																															
January 2009	324																															
February 2009	322																															
March 2009	400																															
April 2009	415																															
May 2009	415																															
June 2009	307																															
July 2009	261																															
August 2009	279																															
September 2009	256																															
October 2009	287																															
November 2009	280																															
December 2009	204																															
Latest Note	There has been 535 (20%) fewer incidents this financial year compared with the same period last year. Incidents reduced by 76 from the previous month.																															

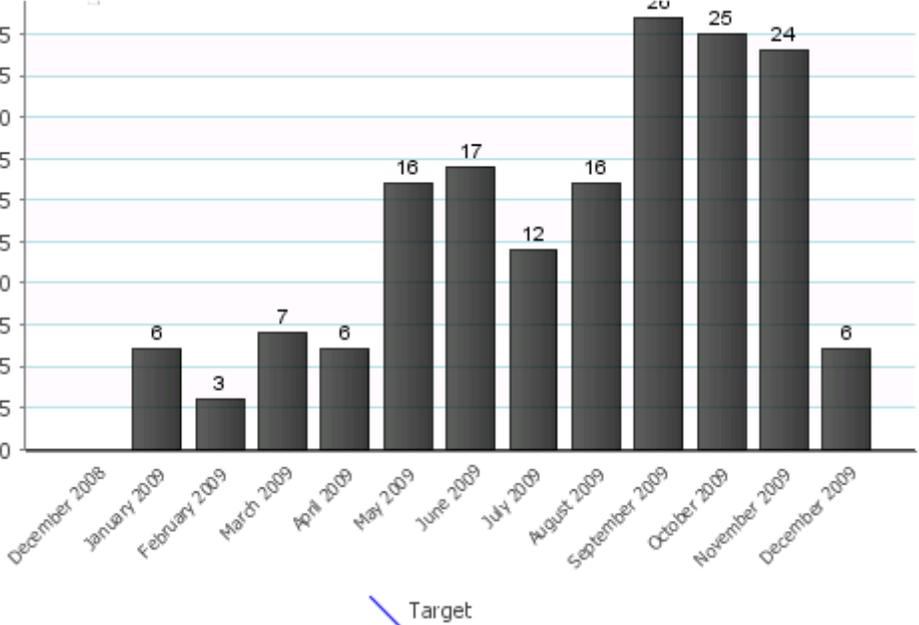
Code	H&E 3.07	Crime and antisocial behaviour incident reports made by City Wardens
-------------	----------	--

Description																				
Current Value	130	Current Target		Traffic Light Icon 																
: 3.07 Crime and antisocial behaviour incident reports ma	 <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>June 2009</td><td>230</td></tr> <tr><td>July 2009</td><td>172</td></tr> <tr><td>August 2009</td><td>107</td></tr> <tr><td>September 2009</td><td>121</td></tr> <tr><td>October 2009</td><td>202</td></tr> <tr><td>November 2009</td><td>230</td></tr> <tr><td>December 2009</td><td>130</td></tr> </tbody> </table>			Month	Value	June 2009	230	July 2009	172	August 2009	107	September 2009	121	October 2009	202	November 2009	230	December 2009	130	
	Month	Value																		
June 2009	230																			
July 2009	172																			
August 2009	107																			
September 2009	121																			
October 2009	202																			
November 2009	230																			
December 2009	130																			
Latest Note	<p>Since June 2009 city wardens have made 1,195 reports of crime and antisocial behaviour to police, housing service, fire service and other community safety partners. The substantial reduction in reporting during December is mainly due to severe weather conditions which resulted in reduced crime and antisocial behaviour at this time.</p>																			

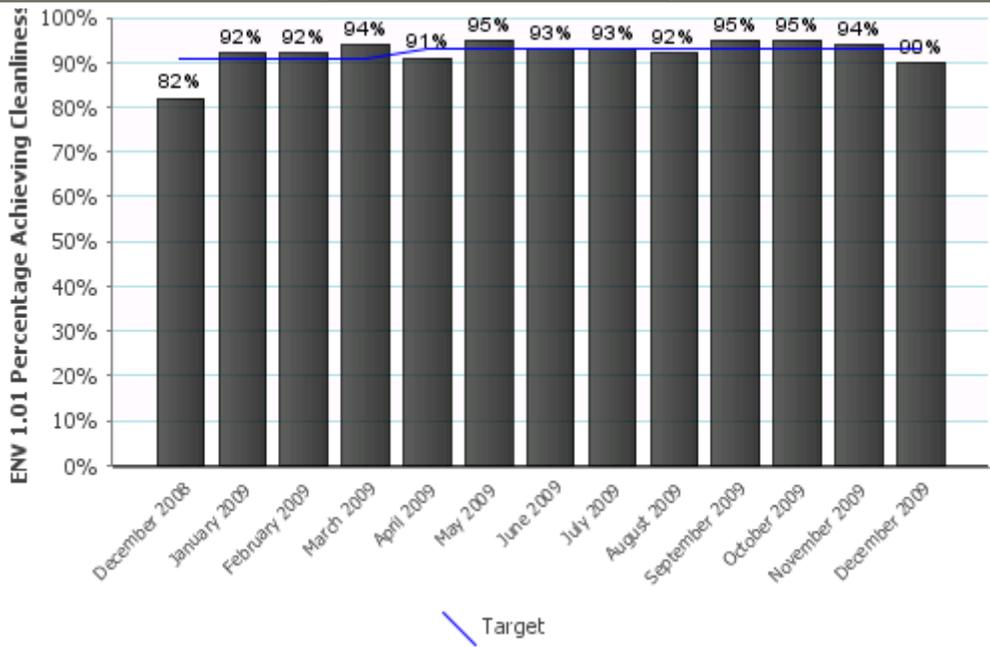
Code	H&E 3.08	Number of fixed penalty notices issued for dog fouling
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Description	Number of fixed penalty charge notices issued for dog fouling																																													
Current Value	0	Current Target		Traffic Light Icon 																																										
 <table border="1"> <caption>H&E 3.08 Number of fixed penalty notices issued for dog fouling</caption> <thead> <tr> <th>Month</th> <th>Number of Notices</th> <th>Target</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>0</td><td>0</td></tr> <tr><td>January 2009</td><td>0</td><td>0</td></tr> <tr><td>February 2009</td><td>0</td><td>0</td></tr> <tr><td>March 2009</td><td>6</td><td>0</td></tr> <tr><td>April 2009</td><td>4</td><td>0</td></tr> <tr><td>May 2009</td><td>6</td><td>0</td></tr> <tr><td>June 2009</td><td>2</td><td>0</td></tr> <tr><td>July 2009</td><td>4</td><td>0</td></tr> <tr><td>August 2009</td><td>3</td><td>0</td></tr> <tr><td>September 2009</td><td>2</td><td>0</td></tr> <tr><td>October 2009</td><td>1</td><td>0</td></tr> <tr><td>November 2009</td><td>2</td><td>0</td></tr> <tr><td>December 2009</td><td>0</td><td>0</td></tr> </tbody> </table>					Month	Number of Notices	Target	December 2008	0	0	January 2009	0	0	February 2009	0	0	March 2009	6	0	April 2009	4	0	May 2009	6	0	June 2009	2	0	July 2009	4	0	August 2009	3	0	September 2009	2	0	October 2009	1	0	November 2009	2	0	December 2009	0	0
Month	Number of Notices	Target																																												
December 2008	0	0																																												
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April 2009	4	0																																												
May 2009	6	0																																												
June 2009	2	0																																												
July 2009	4	0																																												
August 2009	3	0																																												
September 2009	2	0																																												
October 2009	1	0																																												
November 2009	2	0																																												
December 2009	0	0																																												
Latest Note	No dog fouling fixed penalty notices were issued by city wardens during December 2009. 24 fixed penalty notices have been issued since April 2009 which is 20 more than was issued over the same period last year.																																													

Code	H&E 3.09	Number of fixed penalty notices issued for littering
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Description	Number of fixed penalty charge notices issued for littering																															
Current Value	6	Current Target		Traffic Light Icon 																												
<p data-bbox="73 308 107 885">H&E 3.09 Number of fixed penalty notices issued fo</p>  <table border="1" data-bbox="145 316 1064 941"> <thead> <tr> <th>Month</th> <th>Number of notices</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>0</td></tr> <tr><td>January 2009</td><td>6</td></tr> <tr><td>February 2009</td><td>3</td></tr> <tr><td>March 2009</td><td>7</td></tr> <tr><td>April 2009</td><td>6</td></tr> <tr><td>May 2009</td><td>16</td></tr> <tr><td>June 2009</td><td>17</td></tr> <tr><td>July 2009</td><td>12</td></tr> <tr><td>August 2009</td><td>16</td></tr> <tr><td>September 2009</td><td>26</td></tr> <tr><td>October 2009</td><td>25</td></tr> <tr><td>November 2009</td><td>24</td></tr> <tr><td>December 2009</td><td>6</td></tr> </tbody> </table>	Month	Number of notices	December 2008	0	January 2009	6	February 2009	3	March 2009	7	April 2009	6	May 2009	16	June 2009	17	July 2009	12	August 2009	16	September 2009	26	October 2009	25	November 2009	24	December 2009	6				
Month	Number of notices																															
December 2008	0																															
January 2009	6																															
February 2009	3																															
March 2009	7																															
April 2009	6																															
May 2009	16																															
June 2009	17																															
July 2009	12																															
August 2009	16																															
September 2009	26																															
October 2009	25																															
November 2009	24																															
December 2009	6																															
Latest Note	<p data-bbox="421 962 2154 1142">6 fixed penalty notices were issued for littering offences during December 2009. This is by far the lowest number issued since May and is partly due to low staffing levels caused by annual leave, vacancies and sickness resulting in more single patrols. The severe weather and festive holidays will also impacted on output. City wardens received further training on littering powers during December 2009. Performance is being closely managed to ensure that all city wardens are undertaking this function.</p>																															

Code	ENV 1.01	Percentage Achieving Cleanliness			
Description	The Citywide PACS cleanliness score.				
Current Value	90%	Current Target	93%	Traffic Light Icon	



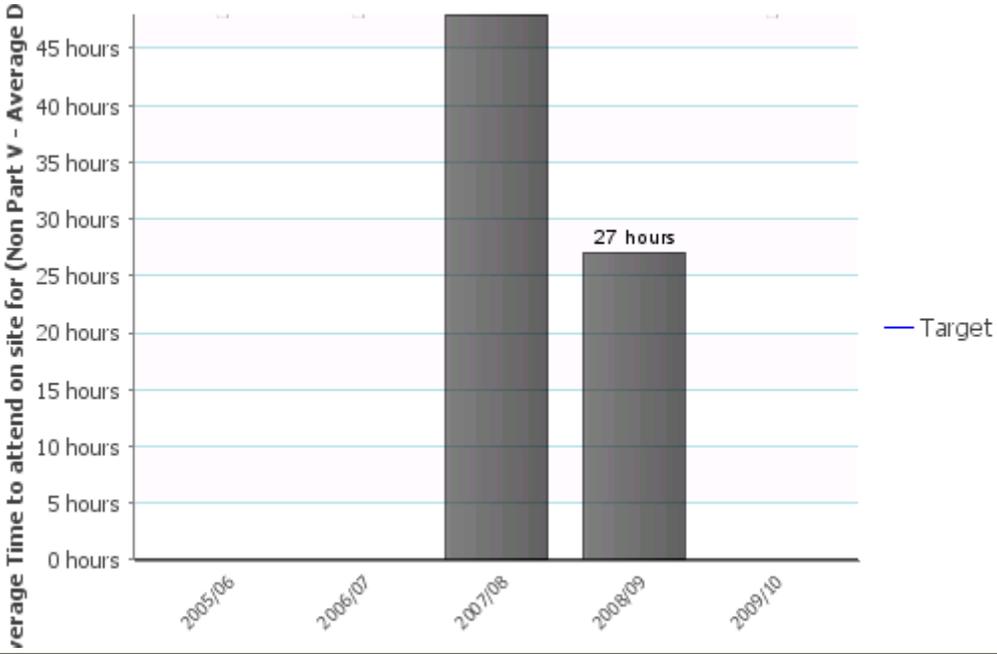
Latest Note **Analysis:** Performance overall for year continues to achieve target. PAC score recorded relates to the percentage of streets that when surveyed are graded clean. The SPI, LEAMS (Local Environmental Audit Management System) for street cleaning has also shown improvement this year with this SPI on track for improving on previous years.
Action: Ongoing monitoring of cleanliness to continue.

Code	ENV 1.02	Domestic Noise Complaints - Average Time to attend on site for (Non Part V - Average Dog
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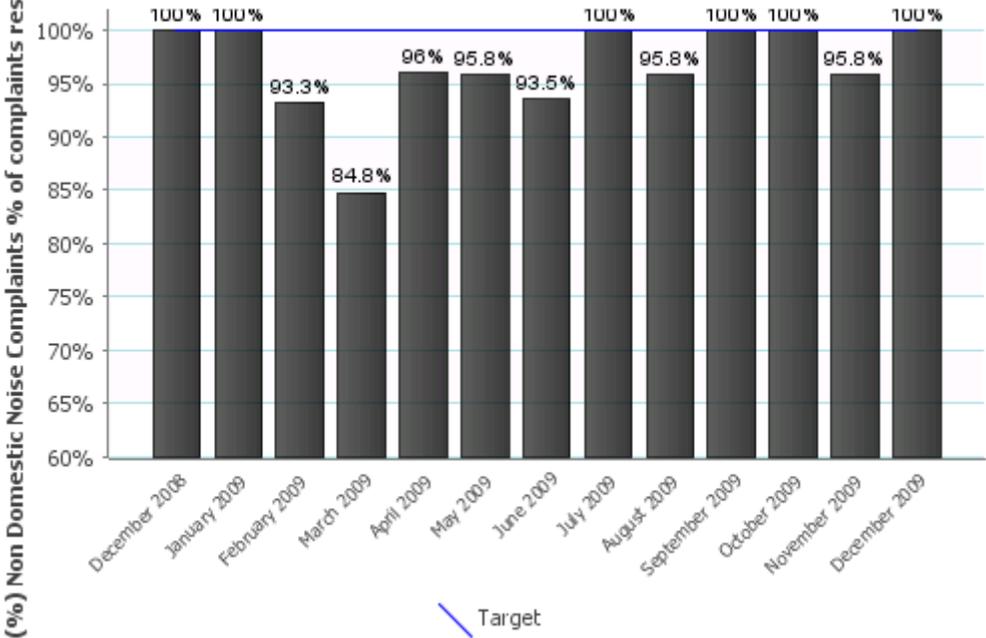
Barking and EPA Domestic) Annual Average

Description Domestic Noise Complaints - Average Time to attend on site for (Non Part V - Average Dog Barking and EPA Domestic) Annual Average

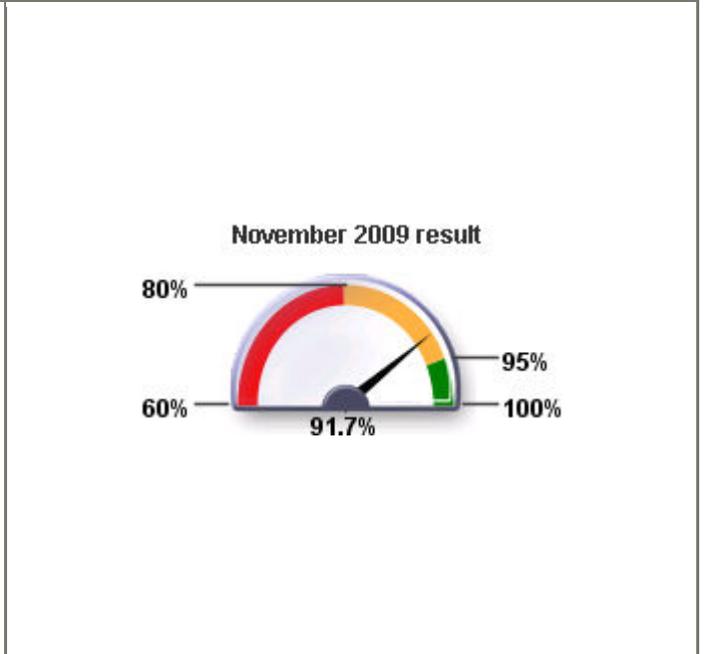
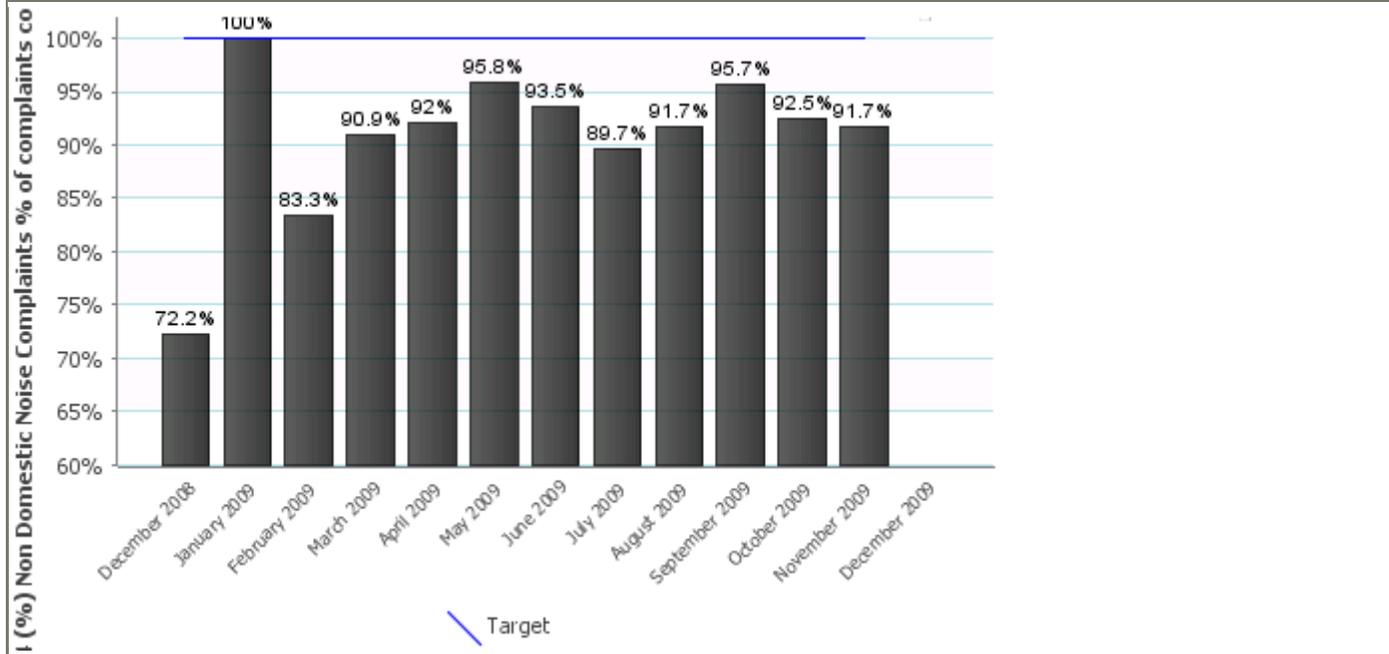
Current Value 27 hours **Current Target** 48 hours **Traffic Light Icon** 



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.

Code	ENV 1.03 (%)	Non Domestic Noise Complaints % of complaints responded to within 2 days																															
Description																																	
Current Value	100%	Current Target	100%	Traffic Light Icon																													
(%) Non Domestic Noise Complaints % of complaints res	 <table border="1"> <caption>Monthly Performance Data</caption> <thead> <tr> <th>Month</th> <th>Value (%)</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>100%</td></tr> <tr><td>January 2009</td><td>100%</td></tr> <tr><td>February 2009</td><td>93.3%</td></tr> <tr><td>March 2009</td><td>84.8%</td></tr> <tr><td>April 2009</td><td>96%</td></tr> <tr><td>May 2009</td><td>95.8%</td></tr> <tr><td>June 2009</td><td>93.5%</td></tr> <tr><td>July 2009</td><td>100%</td></tr> <tr><td>August 2009</td><td>95.8%</td></tr> <tr><td>September 2009</td><td>100%</td></tr> <tr><td>October 2009</td><td>100%</td></tr> <tr><td>November 2009</td><td>95.8%</td></tr> <tr><td>December 2009</td><td>100%</td></tr> </tbody> </table>				Month	Value (%)	December 2008	100%	January 2009	100%	February 2009	93.3%	March 2009	84.8%	April 2009	96%	May 2009	95.8%	June 2009	93.5%	July 2009	100%	August 2009	95.8%	September 2009	100%	October 2009	100%	November 2009	95.8%	December 2009	100%	<p>December 2009 result</p>  <p>The gauge chart shows a needle pointing to 100% on a scale from 60% to 100%. The scale is color-coded: red (60-80%), yellow (80-95%), and green (95-100%).</p>
	Month	Value (%)																															
December 2008	100%																																
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February 2009	93.3%																																
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July 2009	100%																																
August 2009	95.8%																																
September 2009	100%																																
October 2009	100%																																
November 2009	95.8%																																
December 2009	100%																																
Latest Note																																	

Code	ENV 1.04 (%)	Non Domestic Noise Complaints % of complaints completed within 30 days			
Description					
Current Value	91.7%	Current Target	100%	Traffic Light Icon	

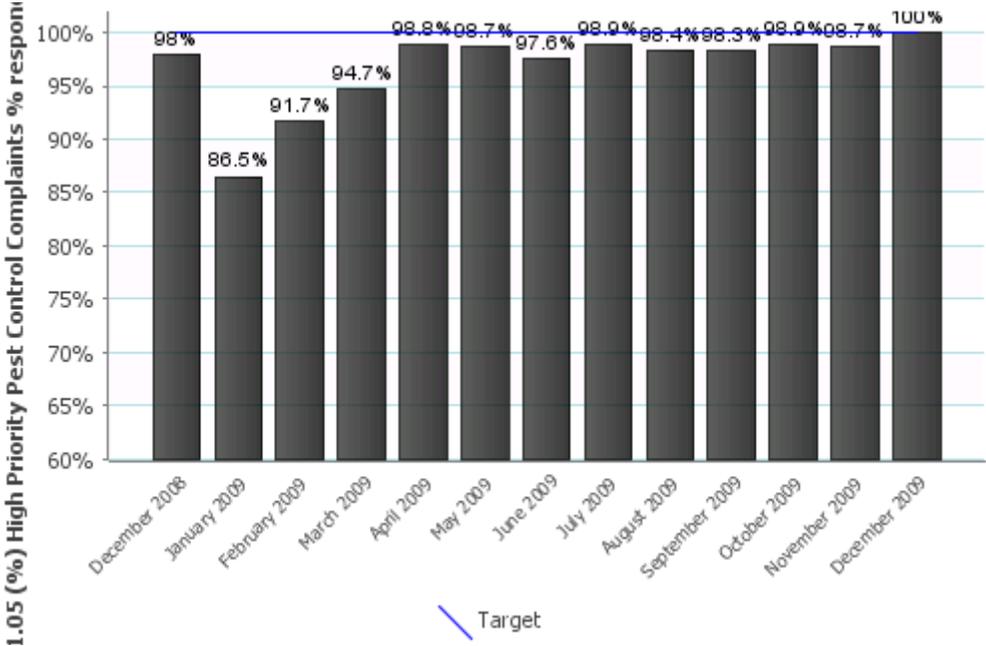


Latest Note

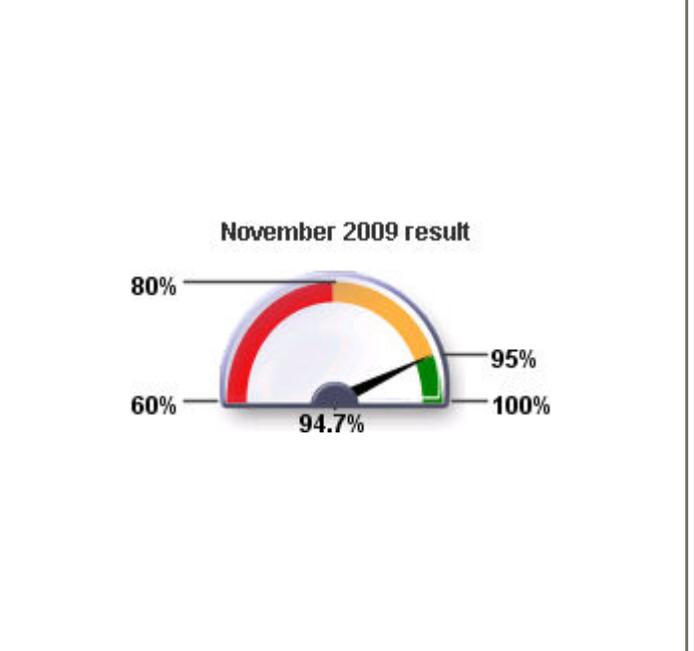
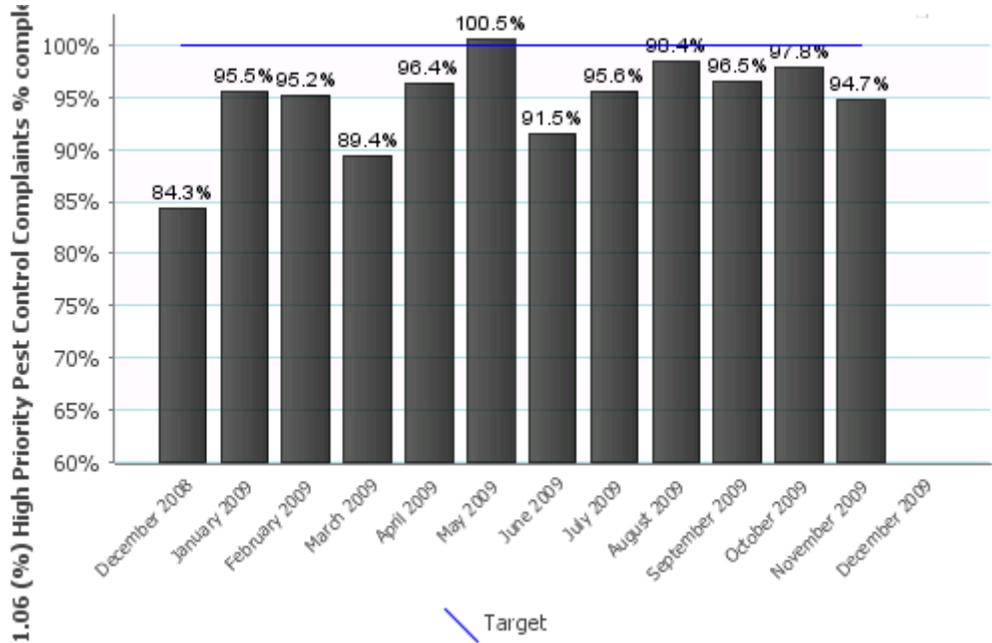
2008/2009: New monthly outcome indicators were introduced in 2008/2009 which require the more timeous completion of complaints. Previously, noise data of this nature was only reported on an annual basis.

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. Having regard to the 30 day outcome timescale this analysis for November was undertaken in January as the data input completion date for November data was 31 December 2009. Completed data and analysis for December 2009 will be available from 8 February 2010.

Action :
Continue to monitor and challenge performance.

Code	ENV 1.05 (%)	High Priority Pest Control Complaints % responded to within 2 days																															
Description																																	
Current Value	100%	Current Target	100%	Traffic Light Icon																													
1.05 (%) High Priority Pest Control Complaints % respon	 <table border="1"> <caption>Monthly Response Rates (2008-2009)</caption> <thead> <tr> <th>Month</th> <th>Response Rate (%)</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>98%</td></tr> <tr><td>January 2009</td><td>86.5%</td></tr> <tr><td>February 2009</td><td>91.7%</td></tr> <tr><td>March 2009</td><td>94.7%</td></tr> <tr><td>April 2009</td><td>98.8%</td></tr> <tr><td>May 2009</td><td>98.7%</td></tr> <tr><td>June 2009</td><td>97.6%</td></tr> <tr><td>July 2009</td><td>98.9%</td></tr> <tr><td>August 2009</td><td>98.4%</td></tr> <tr><td>September 2009</td><td>98.3%</td></tr> <tr><td>October 2009</td><td>98.9%</td></tr> <tr><td>November 2009</td><td>98.7%</td></tr> <tr><td>December 2009</td><td>100%</td></tr> </tbody> </table>				Month	Response Rate (%)	December 2008	98%	January 2009	86.5%	February 2009	91.7%	March 2009	94.7%	April 2009	98.8%	May 2009	98.7%	June 2009	97.6%	July 2009	98.9%	August 2009	98.4%	September 2009	98.3%	October 2009	98.9%	November 2009	98.7%	December 2009	100%	<p>December 2009 result</p>  <p>The gauge shows a needle pointing to 100%, which is in the green zone. The zones are: 60-80% (red), 80-95% (yellow), 95-100% (green).</p>
Month	Response Rate (%)																																
December 2008	98%																																
January 2009	86.5%																																
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September 2009	98.3%																																
October 2009	98.9%																																
November 2009	98.7%																																
December 2009	100%																																
Latest Note																																	

Code	ENV 1.06 (%)	High Priority Pest Control Complaints % completed within 30 days			
Description					
Current Value	94.7%	Current Target	100%	Traffic Light Icon	



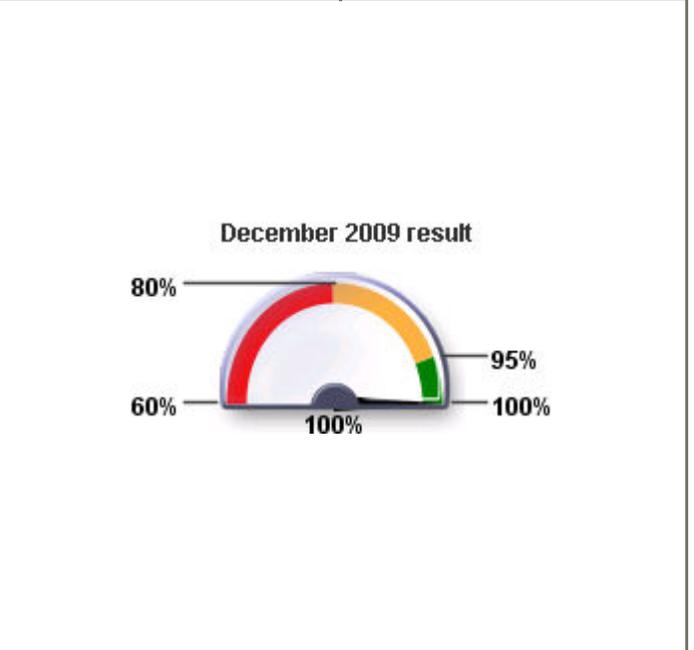
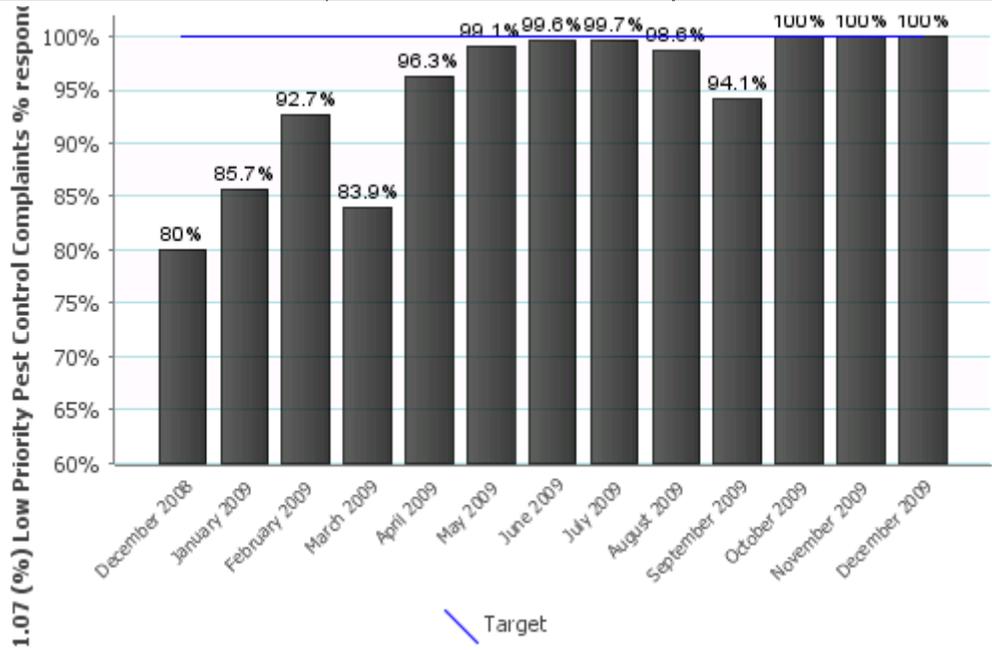
Latest Note

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 November 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. Having regard to the 30 day outcome timescale this analysis for November was undertaken in January as the data input completion date for November data was 31 December 2009. Completed data and analysis for December 2009 will be available from 8 February 2010.

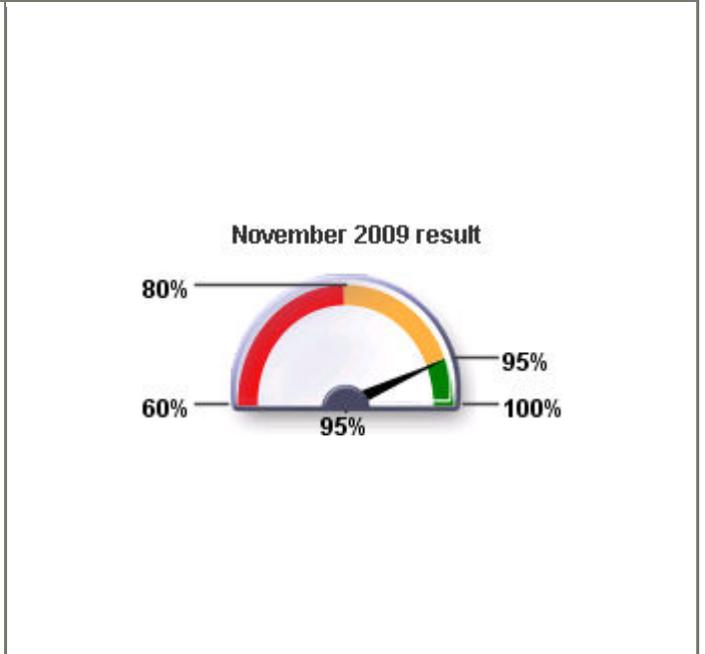
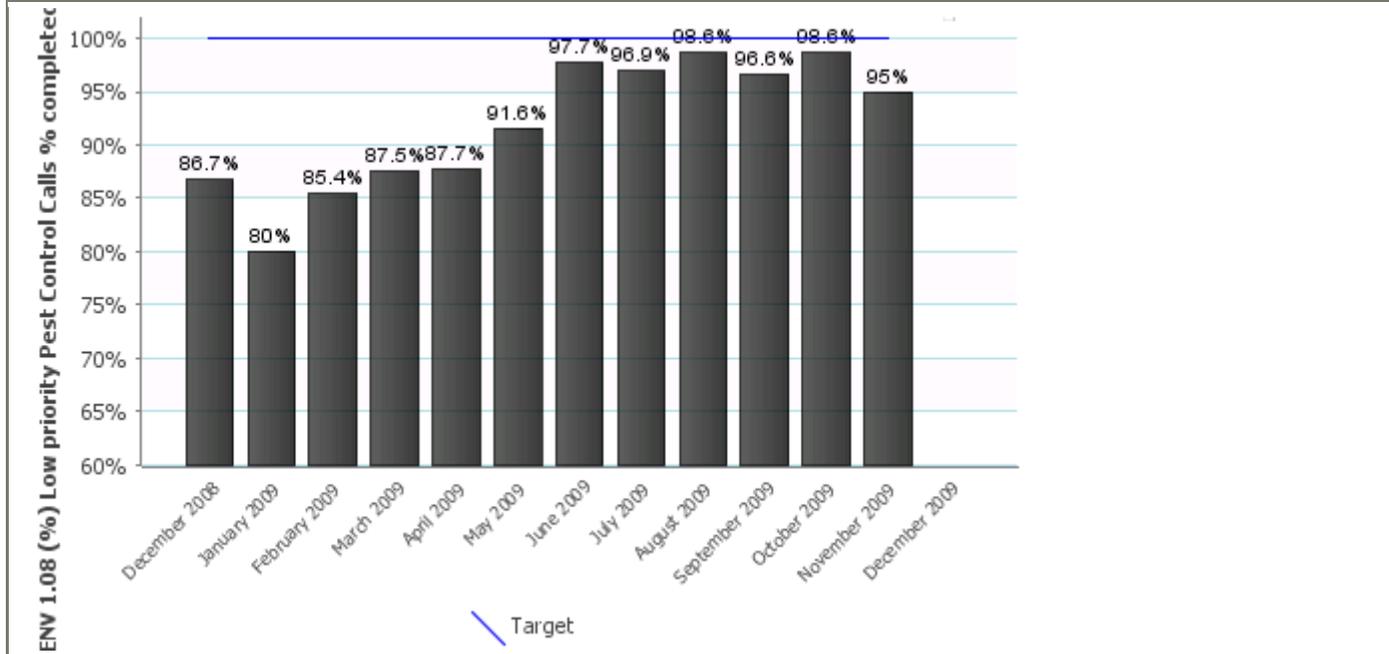
Action :
Continue to monitor and challenge performance.

Code	ENV 1.07 (%)	Low Priority Pest Control Complaints % responded to within 5 days			
Description					
Current Value	100%	Current Target	100%	Traffic Light Icon	



Latest Note

Code	ENV 1.08 (%)	Low priority Pest Control Calls % completed within 30 days			
Description					
Current Value	95%	Current Target	100%	Traffic Light Icon	



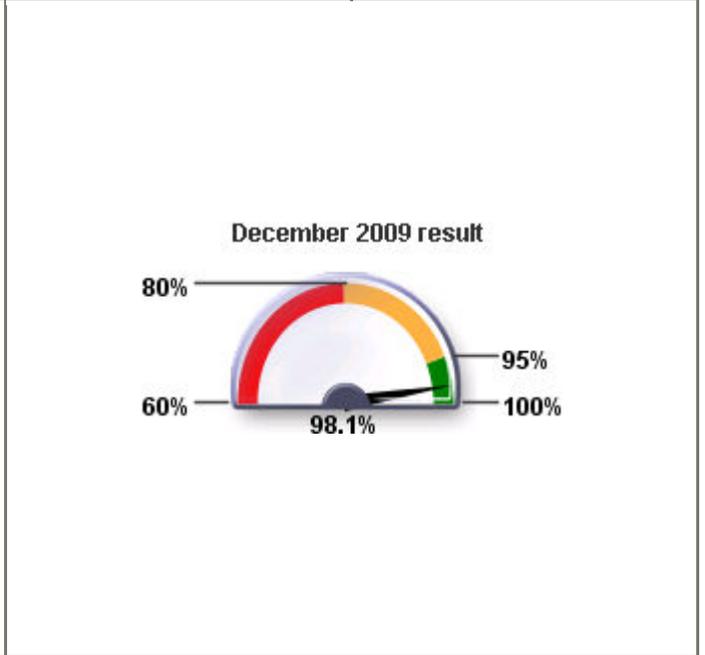
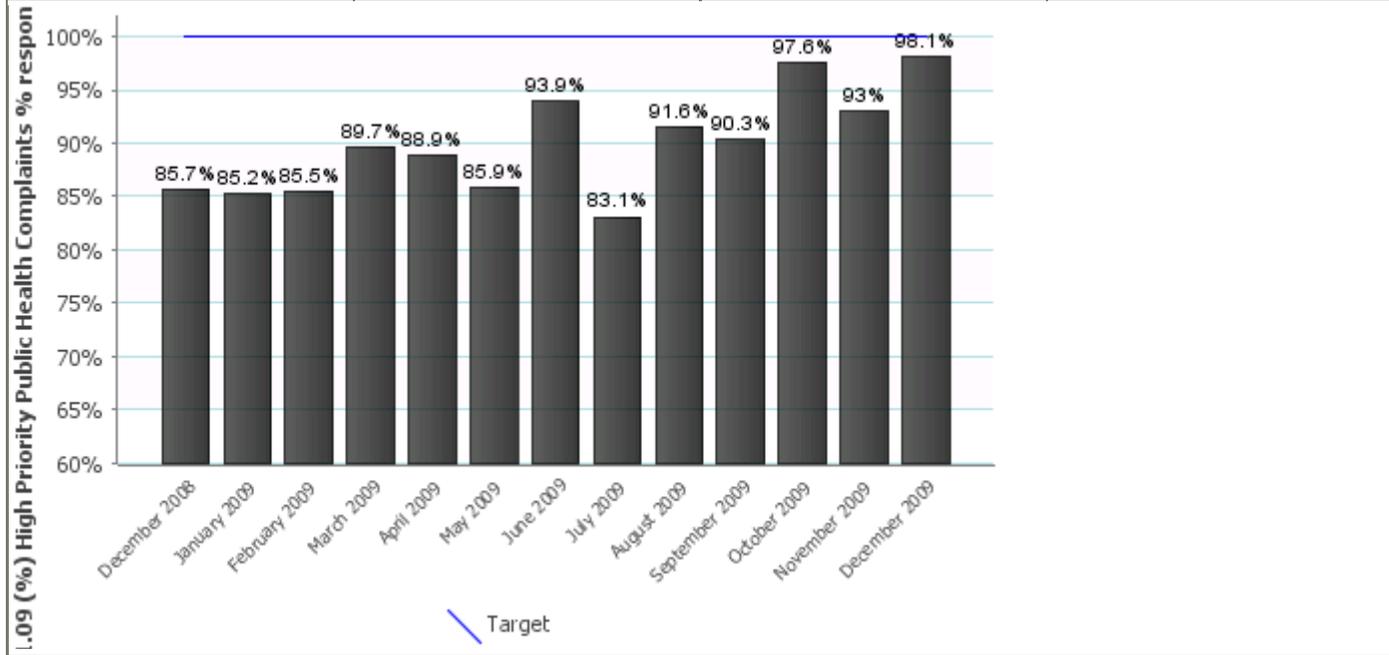
Latest Note

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 November 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%. Having regard to the 30 day outcome timescale this analysis for November was undertaken in January as the data input completion date for November data was 31 December 2009. Completed data and analysis for December 2009 will be available from 8 February 2010.

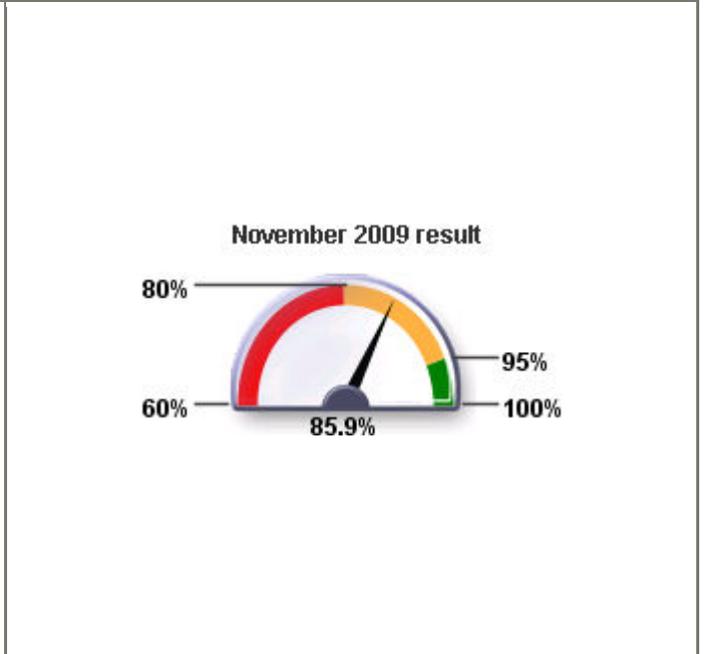
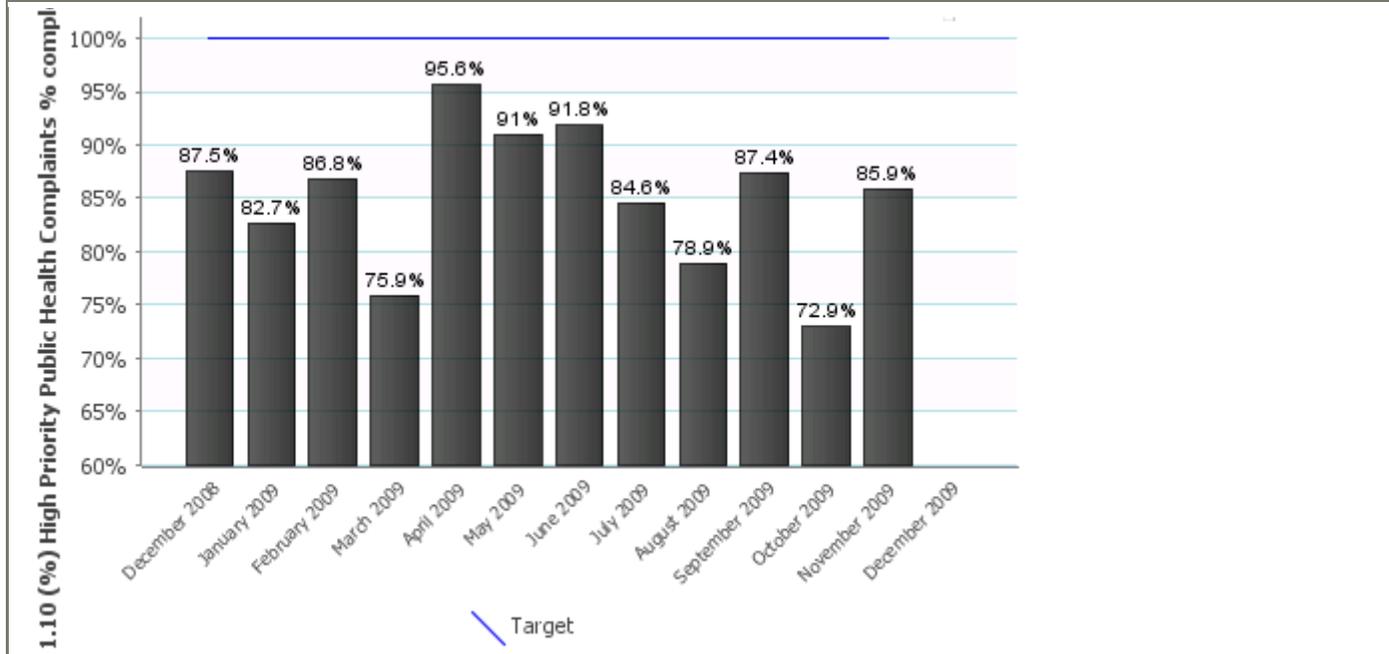
Action: Continue to monitor and challenge performance.

Code	ENV 1.09 (%)	High Priority Public Health Complaints % responded to within 2 days			
Description					
Current Value	98.1%	Current Target	100%	Traffic Light Icon	



Latest Note	
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Code	ENV 1.10 (%)	High Priority Public Health Complaints % completed within 30 days			
Description					
Current Value	85.9%	Current Target	100%	Traffic Light Icon	



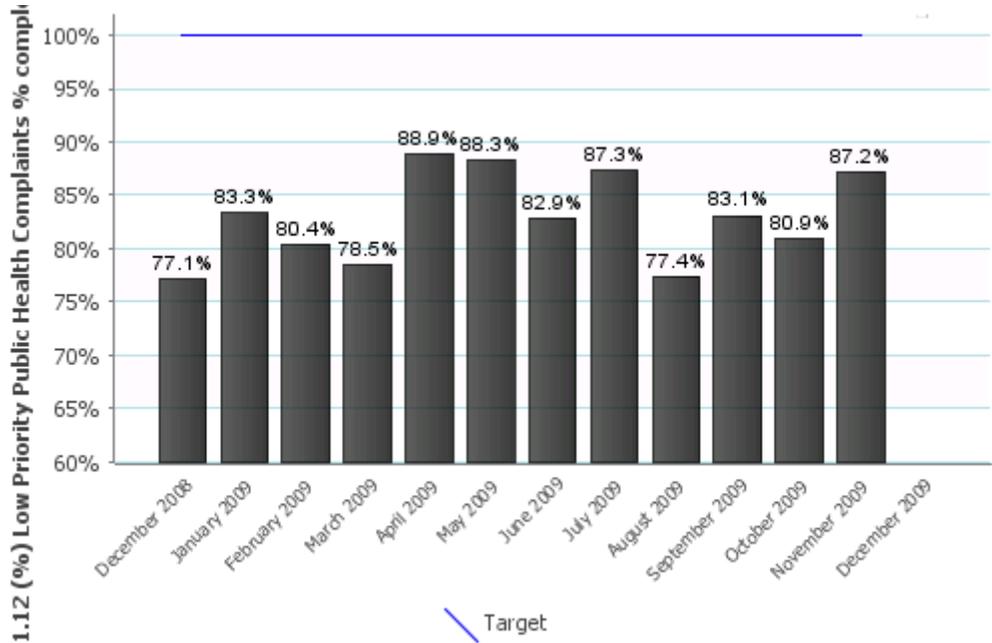
Latest Note

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, April - November, is comparable to last year. 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. Having regard to the 30 day outcome timescale this analysis for November was undertaken in January as the data input completion date for November data was 31 December 2009. Completed data and analysis for December 2009 will be available from 8 February 2010. **Action:** Continue to monitor and challenge performance.

Code	ENV 1.11 (%)	Low Priority Public Health Complaints % responded to within 5 days																															
Description																																	
Current Value	96.4%	Current Target	100%	Traffic Light Icon																													
I.11 (%) Low Priority Public Health Complaints % respon	<table border="1"> <caption>Monthly Response Rates (2008-2009)</caption> <thead> <tr> <th>Month</th> <th>Response Rate (%)</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>86.6%</td></tr> <tr><td>January 2009</td><td>93.9%</td></tr> <tr><td>February 2009</td><td>100%</td></tr> <tr><td>March 2009</td><td>95.4%</td></tr> <tr><td>April 2009</td><td>88.9%</td></tr> <tr><td>May 2009</td><td>93.3%</td></tr> <tr><td>June 2009</td><td>97.4%</td></tr> <tr><td>July 2009</td><td>91.5%</td></tr> <tr><td>August 2009</td><td>96.2%</td></tr> <tr><td>September 2009</td><td>94.4%</td></tr> <tr><td>October 2009</td><td>95.7%</td></tr> <tr><td>November 2009</td><td>98.8%</td></tr> <tr><td>December 2009</td><td>96.4%</td></tr> </tbody> </table>				Month	Response Rate (%)	December 2008	86.6%	January 2009	93.9%	February 2009	100%	March 2009	95.4%	April 2009	88.9%	May 2009	93.3%	June 2009	97.4%	July 2009	91.5%	August 2009	96.2%	September 2009	94.4%	October 2009	95.7%	November 2009	98.8%	December 2009	96.4%	<p>December 2009 result</p>
Month	Response Rate (%)																																
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December 2009	96.4%																																
Latest Note																																	

Code	ENV 1.12 (%)	Low Priority Public Health Complaints % completed within 30 days			
Description					
Current Value	87.2%	Current Target	100%	Traffic Light Icon	



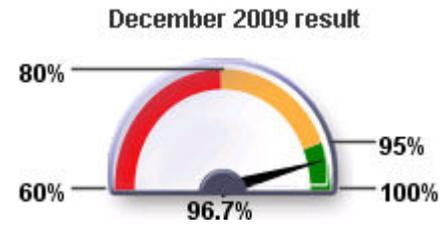
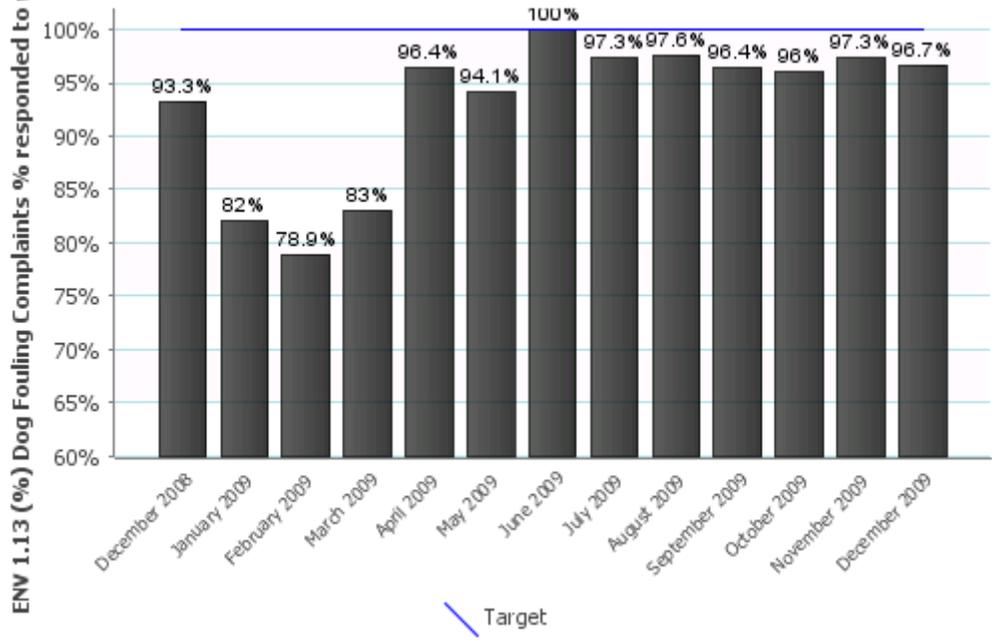
Latest Note

2008/09: 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%.

2009/10: The total number of priority 2 complaints received, April - November is comparable to the number received over the same period last year. The complaints responded to within 5 days varied between 89% and 98% while those completed within 30 days varied between 81% and 89% showing an 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. Having regard to the 30 day outcome timescale this analysis for November was undertaken in January as the data input completion date for November data was 31 December 2009. Completed data and analysis for December 2009 will be available from 8 February 2010.

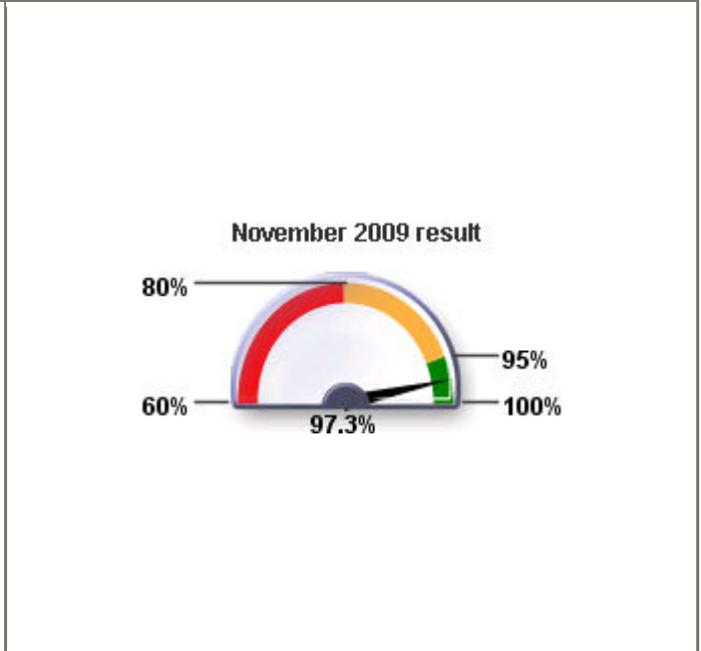
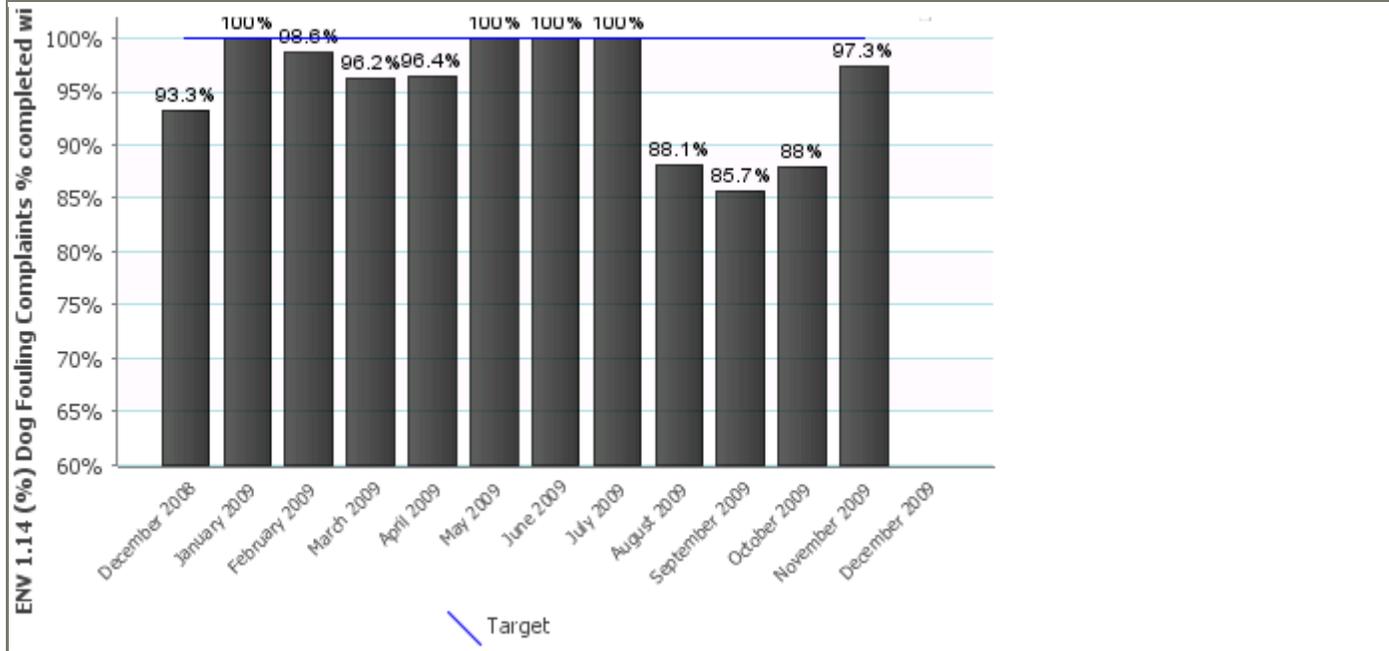
Action: Continue to monitor and challenge performance.

Code	ENV 1.13 (%)	Dog Fouling Complaints % responded to within 2 days			
Description					
Current Value	96.7%	Current Target	100%	Traffic Light Icon	



Latest Note	
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Code	ENV 1.14 (%)	Dog Fouling Complaints % completed within 30 days			
Description					
Current Value	97.3%	Current Target	100%	Traffic Light Icon	✓



Latest Note

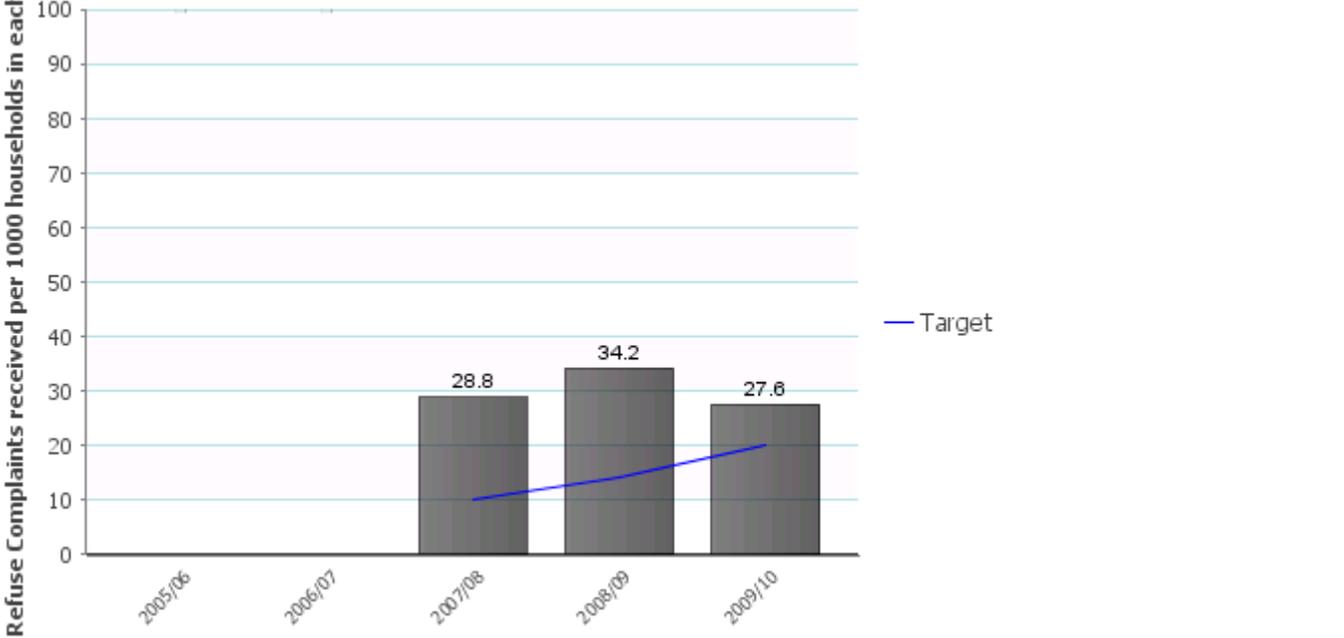
2008/09: The number of dog fouling complaints received in 2008/09 are seasonal in nature with most complaints received in the period from January to April. The number of complaints responded to within 2 days varied between 78% to 97% while those completed within 30 days varied between 84% and 100%.

2009/10: The number of dog fouling complaints over the April to November 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 has 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 vary between 86% and 100%.

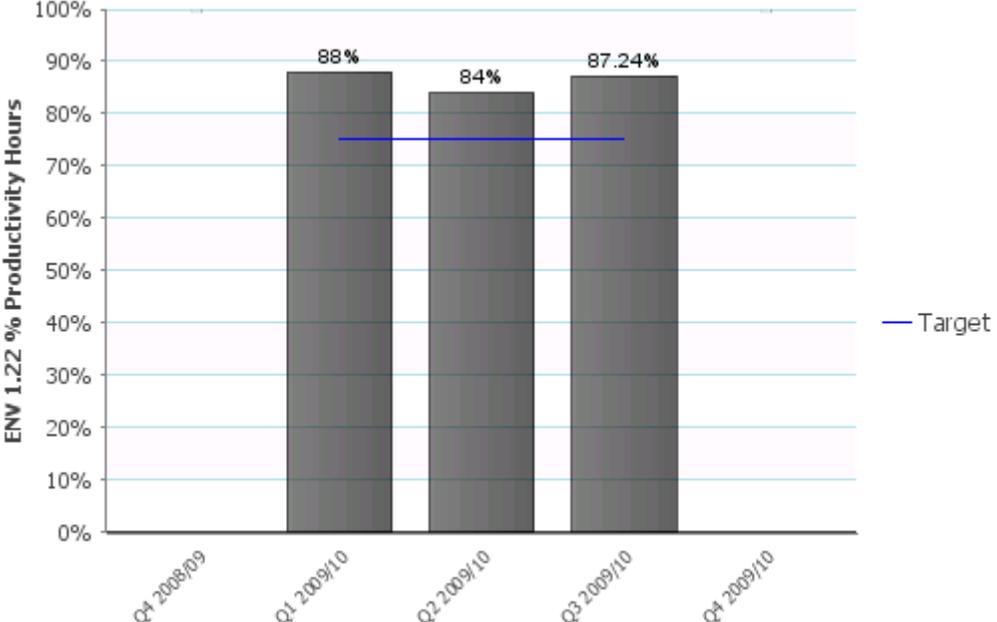
Having regard to the 30 day outcome timescale this analysis for November was undertaken in January as the data input completion date for November data was 31 December 2009. Completed data and analysis for December 2009 will be available from 8 February 2010. **Action:** Continue to monitor and challenge performance.

Code	ENV 1.18	% of Waste Recycled/Composted																																	
Description																																			
Current Value	29%	Current Target	27%	Traffic Light Icon																															
<table border="1"> <caption>ENV 1.18 % of Waste Recycled/Composted</caption> <thead> <tr> <th>Month</th> <th>% Recycled/Composted</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>19.5%</td></tr> <tr><td>January 2009</td><td>17.7%</td></tr> <tr><td>February 2009</td><td>17.9%</td></tr> <tr><td>March 2009</td><td>21.9%</td></tr> <tr><td>April 2009</td><td>25%</td></tr> <tr><td>May 2009</td><td>29%</td></tr> <tr><td>June 2009</td><td>31%</td></tr> <tr><td>July 2009</td><td>30%</td></tr> <tr><td>August 2009</td><td>29%</td></tr> </tbody> </table>			Month	% Recycled/Composted	December 2008	19.5%	January 2009	17.7%	February 2009	17.9%	March 2009	21.9%	April 2009	25%	May 2009	29%	June 2009	31%	July 2009	30%	August 2009	29%	<p>August 2009 result</p> <table border="1"> <thead> <tr> <th>Value</th> <th>Zone</th> </tr> </thead> <tbody> <tr><td>0%</td><td>Red</td></tr> <tr><td>21.6%</td><td>Yellow</td></tr> <tr><td>25.6%</td><td>Green</td></tr> <tr><td>50%</td><td>Green</td></tr> </tbody> </table>			Value	Zone	0%	Red	21.6%	Yellow	25.6%	Green	50%	Green
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Latest Note	There is no update to our data for this as the data supplied by SITA is in a new format that needs to be audited to validate the % recycled.																																		

Code	ENV 1.19	Refuse Complaints received per 1000 households in each 4 week period														
Description																
Current Value	27.6	Current Target		Traffic Light Icon												
 <table border="1"> <caption>Refuse Complaints received per 1000 households in each 4 week period</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <tr> <td>2005/06</td> <td>0</td> </tr> <tr> <td>2006/07</td> <td>0</td> </tr> <tr> <td>2007/08</td> <td>28.8</td> </tr> <tr> <td>2008/09</td> <td>34.2</td> </tr> <tr> <td>2009/10</td> <td>27.6</td> </tr> </tbody> </table>					Year	Value	2005/06	0	2006/07	0	2007/08	28.8	2008/09	34.2	2009/10	27.6
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2009/10	27.6															
Latest Note																

Code	ENV 1.20	Turnaround Times																															
Description	Period for completing analysis process related to target expectation.																																
Current Value	99.55%	Current Target	85%	Traffic Light Icon																													
ENV 1.20 Turnaround Times	<table border="1"> <caption>Monthly Turnaround Times Data</caption> <thead> <tr> <th>Month</th> <th>Turnaround Time (%)</th> </tr> </thead> <tbody> <tr><td>December 2008</td><td>90.51%</td></tr> <tr><td>January 2009</td><td>72.43%</td></tr> <tr><td>February 2009</td><td>77.62%</td></tr> <tr><td>March 2009</td><td>91.86%</td></tr> <tr><td>April 2009</td><td>95.55%</td></tr> <tr><td>May 2009</td><td>98.49%</td></tr> <tr><td>June 2009</td><td>87.21%</td></tr> <tr><td>July 2009</td><td>80.7%</td></tr> <tr><td>August 2009</td><td>86.4%</td></tr> <tr><td>September 2009</td><td>95.1%</td></tr> <tr><td>October 2009</td><td>83.75%</td></tr> <tr><td>November 2009</td><td>99.55%</td></tr> <tr><td>December 2009</td><td>100%</td></tr> </tbody> </table>			Month	Turnaround Time (%)	December 2008	90.51%	January 2009	72.43%	February 2009	77.62%	March 2009	91.86%	April 2009	95.55%	May 2009	98.49%	June 2009	87.21%	July 2009	80.7%	August 2009	86.4%	September 2009	95.1%	October 2009	83.75%	November 2009	99.55%	December 2009	100%	<p>November 2009 result</p>	
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Code	ENV 1.21 %	Quality Assurance Performance																							
Description	Percentage of accredited quality assurance testing completed to a satisfactory standard.																								
Current Value	96.8%	Current Target	95%	Traffic Light Icon	✔																				
<table border="1"> <caption>ENV 1.21 % Quality Assurance Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Performance (%)</th> </tr> </thead> <tbody> <tr> <td>Q1 2009/10</td> <td>96.4%</td> </tr> <tr> <td>Q2 2009/10</td> <td>98.5%</td> </tr> <tr> <td>Q3 2009/10</td> <td>96.8%</td> </tr> </tbody> </table>				Quarter	Performance (%)	Q1 2009/10	96.4%	Q2 2009/10	98.5%	Q3 2009/10	96.8%	<p>Q3 2009/10 result</p> <table border="1"> <thead> <tr> <th>Segment</th> <th>Start (%)</th> <th>End (%)</th> </tr> </thead> <tbody> <tr> <td>Red</td> <td>60%</td> <td>80.8%</td> </tr> <tr> <td>Yellow</td> <td>80.8%</td> <td>90.2%</td> </tr> <tr> <td>Green</td> <td>90.2%</td> <td>100%</td> </tr> </tbody> </table>		Segment	Start (%)	End (%)	Red	60%	80.8%	Yellow	80.8%	90.2%	Green	90.2%	100%
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Latest Note																									

Code	ENV 1.22 %	Productivity Hours																
Description	Percentage of labour resource involved in technical result generation.																	
Current Value	87.24%	Current Target	75%	Traffic Light Icon														
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