

COMMITTEE **Housing and Environment**      DATE **13<sup>th</sup> April 2010**

DIRECTOR **Pete Leonard**

TITLE OF REPORT **Performance Report for Housing and Environment**

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1. PURPOSE OF REPORT

The purpose of this report is to present committee with key performance measures for the Housing and Environment Service.

2. RECOMMENDATION(S)

To seek the Committee's comments and observations on the performance information contained in the report.

3. FINANCIAL IMPLICATIONS

There are no direct implications arising out of this report, although a number of comments are made on the use of resources.

4. SERVICE & COMMUNITY IMPACT

The performance reporting framework is integrated with the Council's ambition of being a top performing Council which delivers on the Community Plan and the Administration's Policy Statement.

5. OTHER IMPLICATIONS

There are no other direct implications arising out of this report regarding legal, resource, personnel, property, equipment, sustainability and environmental, health and safety; although a number of comments are made on the use of resources.

6. REPORT





This report presents the key management information and performance indicators for the Housing and Environment Service. The report consists of two sections:

- (1) A progress report from the Director.
- (2) A summary in the format of a Performance Indicator Balanced Scorecard and detailed information supporting those indicators being considered this cycle.





The Performance Indicator Balanced Scorecard and supporting reports are now produced from Covalent, the corporate performance reporting system.

When reviewing the data in the Performance Indicator Balanced Scorecard the following symbols are used

### **Traffic Light Icon**

-  On target
-  Within 5% of target and being monitored
-  Within 20% of target and being actively pursued
-  Data only PI as there is no target set

### **Short Term Trend Arrow**

-  Improvement from last reporting period
-  Reduction from last reporting period
-  No change since last reporting period
-  Unable to determine trend

Members are asked to note that in relation to details of sickness absence for Housing and Environment, the service continues to work with Corporate Governance with the aim of providing the information in the SPI format at the earliest opportunity.

In considering the information, and given the expectations laid down at the last Committee that members wish to review the most up-to-date information, it may be helpful to outline the process by which performance information is presented to Committee.

Within the service, performance information is collated on an agreed monthly frequency, and input into Covalent. The raw data is then reviewed by managers and actions identified as appropriate to ensure improvements in performance where necessary. This analysis and action is also input into Covalent.

On a monthly basis the performance information is reviewed by the Senior Management Team (SMT), who consider the data along with the analysis and the action proposed by the managers. If, on reviewing the information, the SMT consider that a different course of action is required from that proposed by the manager then this is communicated to the relevant manager through normal line management arrangements.

The performance information that is presented to Committee has therefore been reviewed within the service, by the Director and SMT who are accountable for performance. Members can then consider whether adequate management of performance is in place for each indicator.

## 7. AUTHORISED SIGNATURE

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## 8. REPORT AUTHOR DETAILS

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## 9. BACKGROUND PAPERS

N/A

**DIRECTOR'S PROGRESS REPORT  
HOUSING AND ENVIRONMENT  
10 February - 24 March**

**Aberdeen Scientific Services Laboratory (ASSL)** - Aberdeen Scientific Services Laboratory successfully completed a United Kingdom Accreditation Service extension to scope and surveillance visit on the 25 February 2010. UKAS accreditation visits are rigorous examinations of a laboratory's function, management and output and successful accreditation is a statutory obligation if to be considered as an official food and feed control laboratory. During the two day visit a team of auditors reviewed ASSL's quality management system and witnessed several analyses being undertaken reporting only minor observations and recommendations. The successful retention of the accreditation allows ASSL to continue to provide the highest quality service to the council and its local authority partners. In addition, the successful extension to the accredited scope of work allows ASSL to provide an expanded in-house and cost effective service to all clients. The assessment team was complimentary of the laboratory's function and management, "a pleasure to visit such a well run lab", and were especially complimentary of the excellent staff as, "a joy to work with", with the lead assessors official comment being especially welcome, "to sum up in a word, excellent!"

**Biomass Heating at the David Welch Winter Gardens** - On 16 February 2010, the Housing and Environment Committee approved a tender to be issued for the installation of a biomass heating system at The David Welch Winter Gardens. The proposal sees the existing oil and gas heating systems replaced with a biomass system, including the use of surplus wood from the Council's local parks in the biomass fuel supply contract, with a view to developing in the future a wood fuel production base in Aberdeen. The installation of this system will save the Council money; the estimated annual savings on running costs is £65,090. It could also contribute towards meeting our commitment to carbon reduction by reducing the amount of carbon dioxide generated by the Council by 697.9 tonnes annually.

**Tree for every resident** - Aberdeen City Council's plan to plant 180,000 trees by 2012 is on target with all external funding to deliver the first phase of this project now in place. Ten sites have been identified for the first 100,000 trees in places where extra planting can extend existing woodland or help join up isolated blocks to create better wildlife habitats. Local communities will be encouraged and supported to help plant some of the trees through work with the Countryside Ranger Service who have already signed up several schools to get involved along with staff from the Wood Group.

**Bereavement Services** - A service review of Bereavement Services is underway, to be completed summer 2010. The review to date has highlighted the need to reinstating the Bereavement Services Working Group and the first meeting of this group is to take place at the end of March. The working group is made up of council officers, funeral directors and other partners associated with bereavement and will meet twice a year in March and August to discuss issues relevant to Bereavement Services and the Crematorium.

**Aberdeen In Bloom Projects** - In Hazlehead Park, works to replace rose beds in Piper Alpha and Queen Mothers rose gardens are scheduled to be complete by end of March. Works are also currently ongoing to construct/upgrade several corepaths throughout the city and are also scheduled to be complete by the end of March.

**Countryside Ranger Service** - The Woodland Community Ranger, Stephen Bly's, has been working in partnership with Criminal Justice Service, SHMU FM, HMP Craiginches and others in delivering the Bridges Project. Prisoners close to release undertake John Muir Awards with Stephen, to help integrate them into the community outside of Prison and into meaningful employment. The take up and continued attendance on the programme so far has been far higher than any other programme used in the Prison. The Countryside Rangers have also been working with Community Service Offenders to offer a more meaningful and useful programme of work and training, again to hopefully reduce re-offending, gain employment, build self esteem etc as well as benefiting the sites through more work being undertaken that otherwise would not be done and so benefiting human and wildlife users.

**Safer Aberdeen** - The Safer Aberdeen initiative to improve safety in the city centre continues to develop:

- A seminar for city centre retailers also involving Scottish Business Crime Centre, Shopsafe and Grampian Police was held on 22 February 2010.
- Membership of the retail crime initiative continues to grow and it now has 105 members.
- Safer Aberdeen launched its Bar Watch 24/7 initiative on 15 March 2010. Bar Watch involves sharing information on people responsible for alcohol related crime and antisocial behaviour in Aberdeen city centre between the Council, Grampian Police and the licensed trade.
- A new CCTV camera was installed at Western Road at the Woodside entrance to the railway underpass. This was installed using Fairer Scotland funding and in response to requests from local residents.
- An evaluation of portable public toilets used during night-time in the city centre finds that they are having a positive impact in reducing offences. A sixth portable toilet has been purchased using Scottish Government safer streets funding and is now being used in the east end of Union Street.
- City wardens and transport marshals distributed 2,000 cigarette pouches with the dual aim of promoting personal safety and correct disposal of cigarette butts.

**Housing Mutual Exchange System** - The online self service mutual exchange system went live on Monday 1 March. This allows our tenants to register their details online and then search for other tenants (either in Aberdeen or elsewhere) who may be suitable for an exchange. The system is easy to use and can be accessed via a link from the Council's website at [www.aberdeen.houseexchange.org.uk](http://www.aberdeen.houseexchange.org.uk). Once a tenant has found someone they wish to exchange with, they then need to apply to the Council for permission to exchange.

**Coronation Court** - Coronation Court Housing complex opened on 15 February 2010. The complex consists of 33 (mainly) 2 apartment flats with an extra care housing service; six of which are designed for persons with disabilities. This is a welcome addition to the supply of housing required to meet a growing need from an ageing population. The development will have links through an alarm service to a number of existing cottages in the immediate area and will enable many people to remain independently in a home of their own with dignity and the reassurance of support and care is at hand when needed; people who might otherwise have to move into a residential home.

**Rent Management Initiatives Update** - The pilot looked at how front line housing staff interact between their tenants and the finance service in relation to the payment and non payment of rent. Their aim was also to reduce notices served, court actions and costly evictions by providing sustained support and early intervention to tenants. This has also impacted on tenancy sustainment and homelessness prevention. Tenants are encouraged to make rent payments their priority and the team were particularly successful in the following areas:

- New Tenancies with arrears – reduced by 25%
- Increase in housing benefit - +£147,058
- Notices served on tenants for non payment of rent – reduced by 54%
- Court warning letters – reduced by 50%
- Tenants decamping prior to eviction date – reduced by 50%

# Committee Scorecard

**Report Type:** Scorecard Report





































**Report Author:** David Leslie

**Generated on:** 31 March 2010













































Name
Housing and Environment Committee Scorecard

Traffic Light Icon	PI Code & Short Name	Last Update	Current Value	Current Target	Short Term Trend Arrow
	H&E 1.1 Average repairs and maintenance expenditure per house per year	2009/10		£1,050	
	H&E 1.2 Average supervision and management expenditure per house	2009/10		£337	
	H&E 1.3 Score compliance with health & safety matrix	February 2010	85%	100%	
	H&E 1.5 % number of days lost per employee through sickness	February 2010	7.94%		
	HOUKPIG1a Housing Lists - Waiting List	February 2010	5,530		
	HOUKPIG1b Housing Lists - Transfer List	February 2010	2,490		
	HOUKPIR1a Response repairs completed in target (percentage) - Priority 1	January 2010	93%	94%	
	HOUKPIR1b Response repairs completed (number) - Priority 1	January 2010	1,457		
	HOUKPIR2a Response repairs completed in target (percentage) - Priority 1/2	February 2010	95%	93.5%	
	HOUKPIR3a Response repairs completed in target (percentage) - Priority 2	February 2010	90%	93.5%	


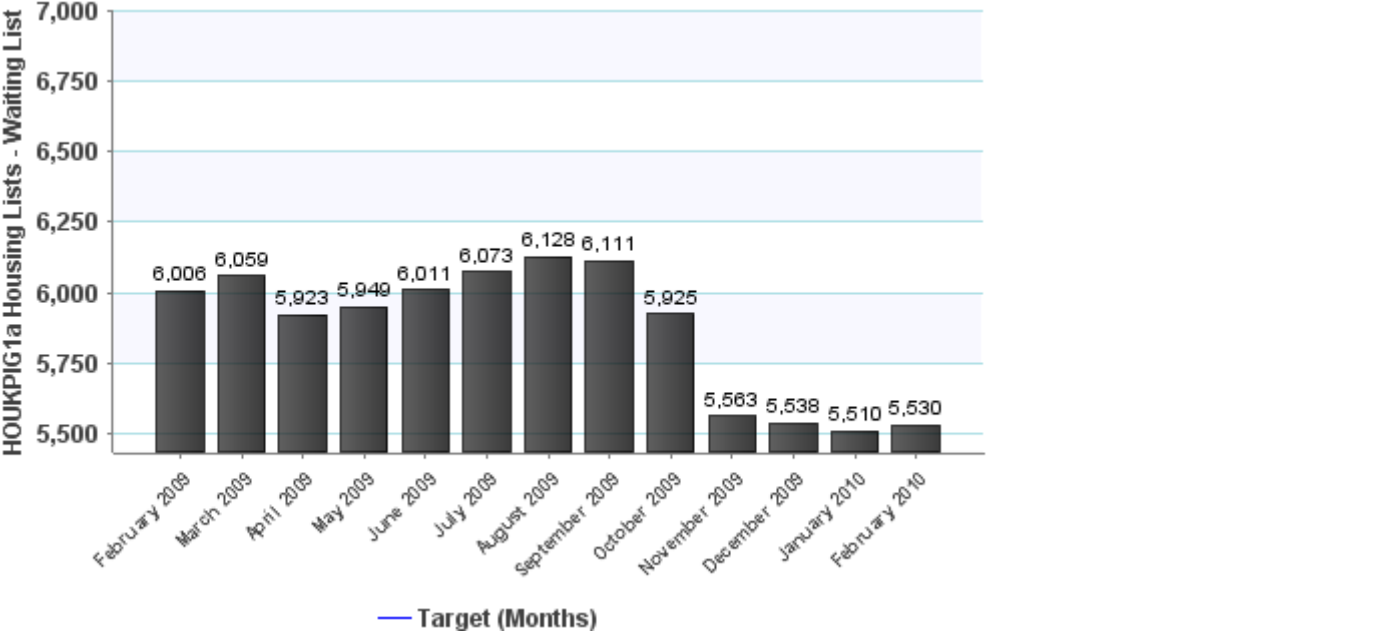
Traffic Light Icon	PI Code & Short Name	Last Update	Current Value	Current Target	Short Term Trend Arrow
	HOUKPIR4a Response repairs completed in target (percentage) - Priority 3	February 2010	90%	93.5%	
	HOUSPI14a Number of response repairs completed (figures are cumulative)	February 2010	66,065	73,062	
	HOUSPI14b Response repairs completed in target	January 2010	88%	95%	
	HOUSPI16a Rent loss due to voids - Citywide	February 2010	1.02%	0.92%	
	HOUSPI17aiii Non-low demand relets (0-4 weeks) - Citywide	February 2010	49.1%	59%	
	HOUSPI17biii Low demand relets (0-4 weeks) - Citywide	February 2010	37.5%	59%	
	HOUSPI18a Rent Arrears as a % of Net amount Due (SPI)	February 2010	7.7%	6%	
	HOUSPI19aii Homeless Decision Notifications	February 2010	72.9%	80%	
	HOUSPI19aiii Statutory Homeless Lets	February 2010	42.7%	45%	
	HOUSPI19aiv Repeat Homelessness	Q3 2009/10	4.7%	2%	
	HOUSPI19b Homeless Tenancy Sustainment	February 2010	94%	90%	
	HOUSPI29a House Sales completed within 26 weeks - %	February 2010	97.4%	95%	
	H&E 3.01 Incidences of antisocial behaviour	February 2010	398		
	H&E 3.02 Incidences of vandalism, malicious damage or malicious mischief	February 2010	257		
	H&E 3.07 Crime and antisocial behaviour incident reports made by City Wardens	February 2010	173		
	H&E 3.08 Number of fixed penalty notices issued for dog fouling	February 2010	8		
	H&E 3.09 Number of fixed penalty notices issued for littering	February 2010	13		
	ENV 1.01 Percentage Achieving Cleanliness	February 2010	91%	93%	



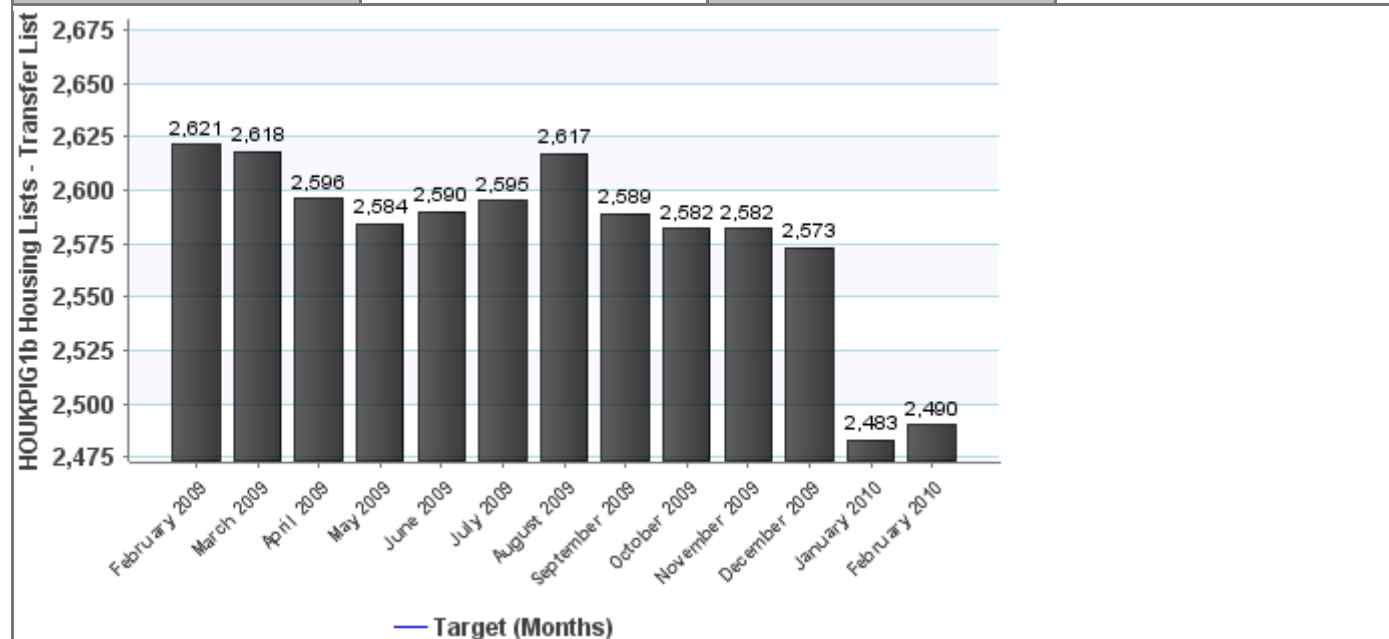
	ENV 1.02 Domestic Noise Complaints - Average Time to attend on site for (Non Part V - Average Dog Barking and EPA Domestic) Annual Average	2008/09	27 hours	48 hours	
	ENV 1.03 (%) Non Domestic Noise Complaints % of complaints responded to within 2 days	January 2010	94.7%	100%	
	ENV 1.04 (%) Non Domestic Noise Complaints % of complaints completed within 30 days	January 2010	78.9%	100%	
	ENV 1.05 (%) High Priority Pest Control Complaints % responded to within 2 days	January 2010	100%	100%	
	ENV 1.06 (%) High Priority Pest Control Complaints % completed within 30 days	January 2010	90.4%	100%	
	ENV 1.07 (%) Low Priority Pest Control Complaints % responded to within 5 days	January 2010	100%	100%	
	ENV 1.08 (%) Low priority Pest Control Calls % completed within 30 days	January 2010	100%	100%	
	ENV 1.09 (%) High Priority Public Health Complaints % responded to within 2 days	January 2010	98.7%	100%	
	ENV 1.10 (%) High Priority Public Health Complaints % completed within 30 days	January 2010	88.6%	100%	
	ENV 1.11 (%) Low Priority Public Health Complaints % responded to within 5 days	January 2010	98.6%	100%	
	ENV 1.12 (%) Low Priority Public Health Complaints % completed within 30 days	January 2010	76.8%	100%	
	ENV 1.13 (%) Dog Fouling Complaints % responded to within 2 days	January 2010	97.3%	100%	
	ENV 1.14 (%) Dog Fouling Complaints % completed within 30 days	January 2010	91.8%	100%	
	ENV 1.15 Food Safety Hygiene Inspections % premises inspected 6 monthly	Q3 2009/10	100%	100%	
	ENV 1.16 Food Safety Hygiene Inspections % premises inspected 12 monthly	Q3 2009/10	100%	100%	
	ENV 1.17 Food Safety Hygiene Inspections % premises inspected more than 12 monthly	Q3 2009/10	86%	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	20	

	ENV 1.20 Turnaround Times	December 2009	97.95%	90%	
	ENV 1.21 % Quality Assurance Performance	Q3 2009/10	96.8%	95%	
	ENV 1.22 % Productivity Hours	Q3 2009/10	87.24%	75%	

## Committee Performance Report

<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>	5,530	<b>Current Target</b>		<b>Traffic Light Icon</b> 																												
<b>HOUKPIG1a Housing Lists - Waiting List</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>February 2009</td><td>6,008</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>5,563</td></tr> <tr><td>December 2009</td><td>5,538</td></tr> <tr><td>January 2010</td><td>5,510</td></tr> <tr><td>February 2010</td><td>5,530</td></tr> </tbody> </table>			Month	Value	February 2009	6,008	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	5,563	December 2009	5,538	January 2010	5,510	February 2010	5,530	5,530
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<b>Latest Note</b>	<p><b>Analysis:</b> Following four successive months of falling numbers, the Waiting List total rose slightly at the end of February. 363 applications were cancelled from the list in February, 147 because the household failed to re-register, and 146 because they failed to maintain contact with the Council. The remaining 70 cases were due to a combination of withdrawal of applications by the applicant, death and other reasons not specifically recorded.</p> <p><b>Action:</b> These figures will continue to be monitored and reported to Committee.</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>	2,490	<b>Current Target</b>		<b>Traffic Light Icon</b>



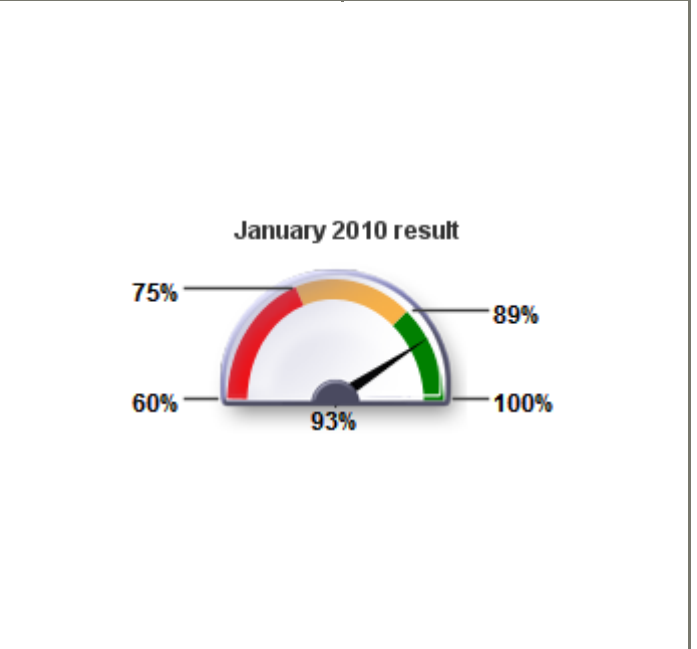
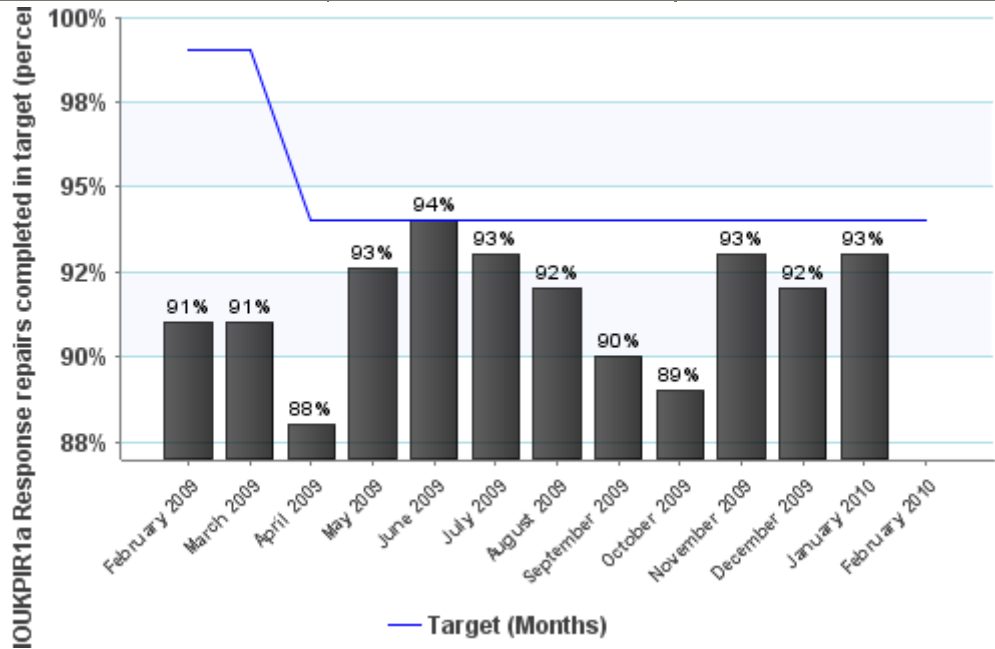
2,490
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**Latest Note**


**Analysis:** As with the Waiting List, numbers on the Transfer List rose marginally at the end of February following several months of decline. This broadly reflects the pattern seen in 2008/9. 50 applications were cancelled from the list during the month, though no particular reason showed statistical dominance within this figure. A total of 27 applications for mutual exchanges were registered in February, and seven were approved, bringing the annual figures to, respectively, 177 and 68. This equates to a rate of 38.4 per cent of applications received progressing to approval. Only one application has been refused for failing to meet the set criteria during 2009/10, but 100 have been cancelled. As previously stated, the predominant reasons for this (41 per cent) are housing debt and property sizes not equating to the size required by the would-be exchangers. The number of February receipts is the highest monthly figure recorded to date in 2009/10, although the same can be said of the level of cancellations in the month. The online house exchange website went live at the beginning of March 2010 and, as of 30th March, there have been 119 online registrations.

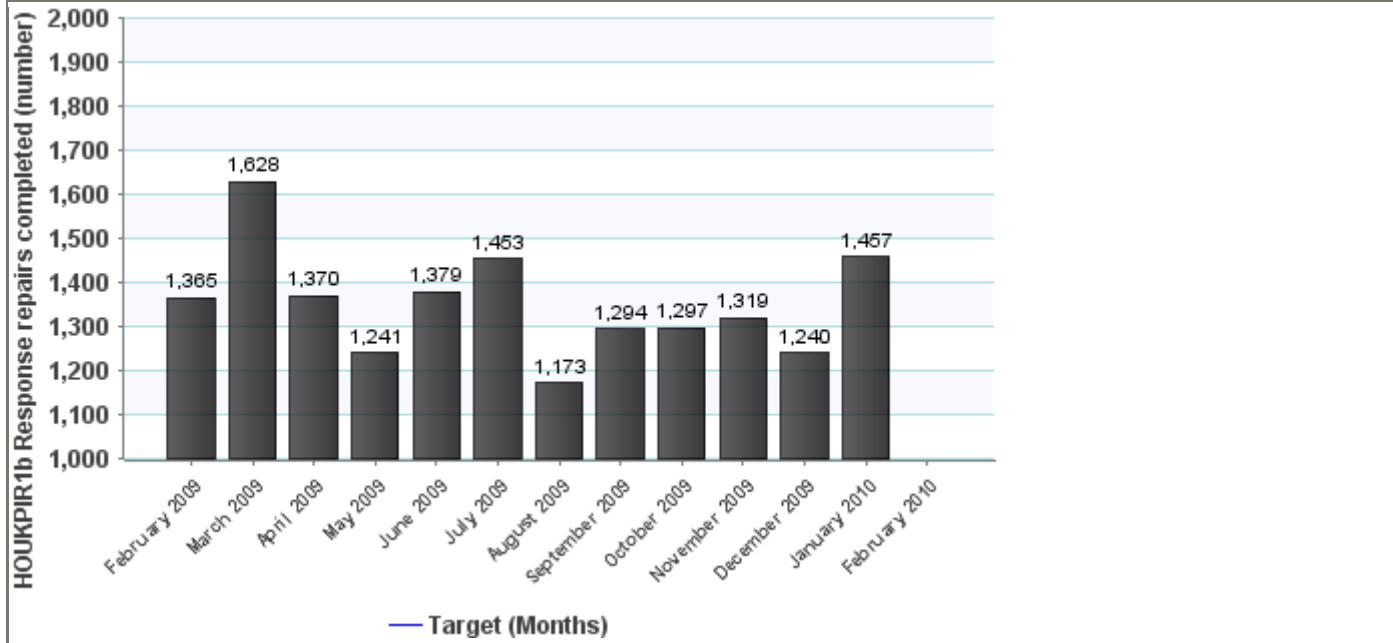
**Action:** These figures will continue to be monitored and reported to Committee.

<b>Code</b>	HOUKPIR1a	Response repairs completed in target (percentage) - Priority 1			
<b>Description</b>	The percentage of Priority 1 response repairs requiring a response within 4 hours completed in target				
<b>Current Value</b>	93%	<b>Current Target</b>	94%	<b>Traffic Light Icon</b>	✓



<b>Latest Note</b>	<p><b>Analysis:</b> No figures are currently available for P1 as there have been time synchronising problems in the transfer of data from PDA to Mobile.</p> <p><b>Action:</b> Checks ongoing to resolve synchronising difficulties. February figures to be updated when problem resolved.</p>
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<b>Code</b>	HOUKPIR1b	Response repairs completed (number) - Priority 1		
<b>Description</b>	The number of Priority 1 repairs requiring a response within 4 hours completed each month			
<b>Current Value</b>	1,457	<b>Current Target</b>		<b>Traffic Light Icon</b> 



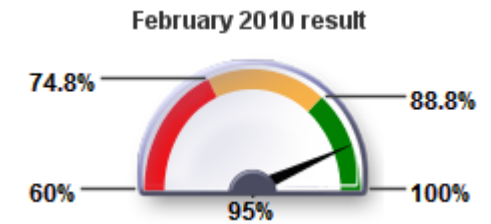
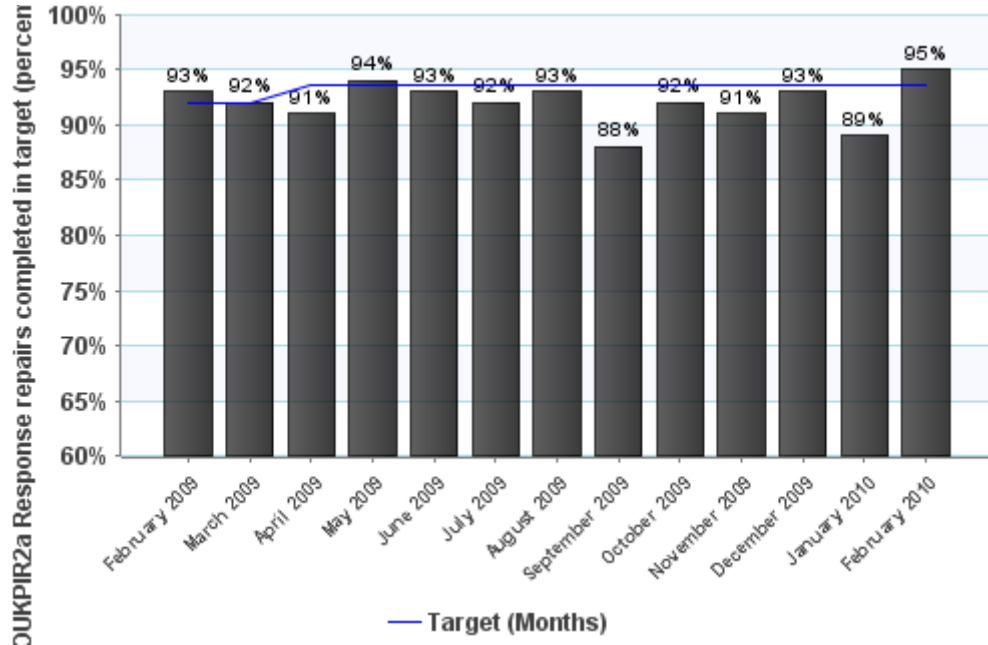
1,457

**Latest Note**

**Analysis:**  
The individual performance figures for February for each category were - apart from P1 where figures are unavailable due to time synchronising problems regarding transfer of data between PDA and mobile - P12 - 95%, P2 - 90%, P3 - 90%, P99 - 83%. With performance levels varying dependant on demand and craftworkers available.

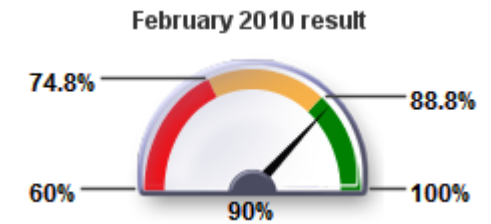
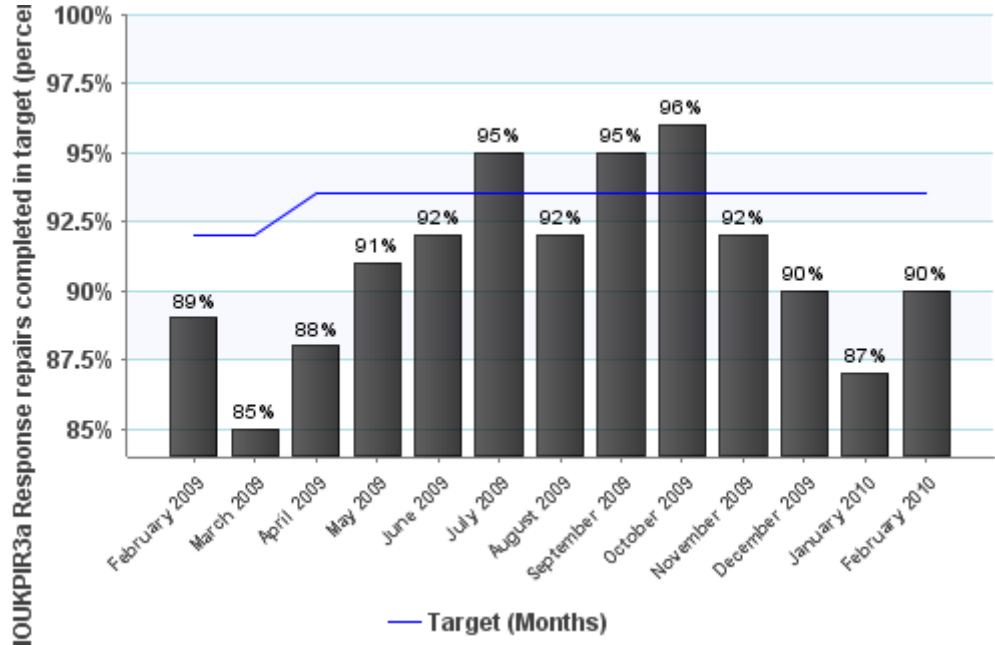
**Action:** System checks in progress to isolate data transfer problem. P1 to be updated for March PIs

<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>	95%	<b>Current Target</b>	93.5%	<b>Traffic Light Icon</b>	✓



<b>Latest Note</b>	<p><b>Analysis:</b> Citywide performance 95% - 1.55 above the target set for 2010 and highest monthly total for P12 over past 5 years.. The actual number of completions was also 5% above the monthly average for 2009/10 to date.</p> <p><b>Action:</b> No immediate action required other than to continue to monitor situation as trades move to mobile working.</p>
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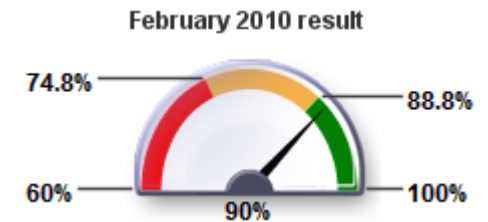
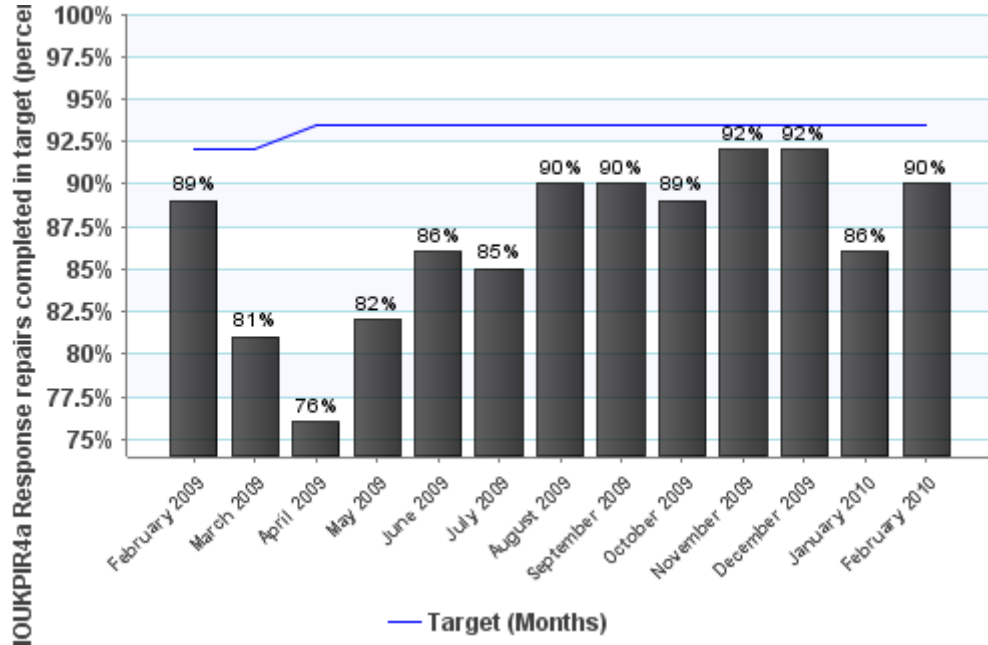
<b>Code</b>	HOUKPIR3a	Response repairs completed in target (percentage) - Priority 2			
<b>Description</b>	The percentage of Priority 2 response repairs requiring a response within 10 working days completed in target				
<b>Current Value</b>	90%	<b>Current Target</b>	93.5%	<b>Traffic Light Icon</b>	✔



<b>Latest Note</b>	<p><b>Analysis:</b> - The performance increased by 3% during February up to 90% and although still below the 93.5% target the actual number of completions was 9% above the monthly average for 2009/10 with the plumbers achieving a 100% success rate across the city.</p> <p><b>Action:-</b> The main reason for the below target performance is primarily as a result of the increase in the level of slaterwork accumulated through November to January. Additional slaters have been recruited and are now working on the backlog of repairs. If the slaters performance were excluded then the overall performance for February would rise by 2% to 92% only 1.5% below target.</p>
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<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>	90%	<b>Current Target</b>	93.5%	<b>Traffic Light Icon</b>	✓




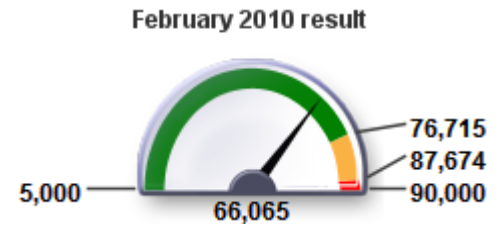
**Latest Note**

**Analysis:** The performance during February increased by 4% to 90%. The Blacksmiths and Slaters recorded the lowest number of repairs completed within target albeit the actual number of orders completed by the Slaters was 70% above the monthly average for 2009/10 to date with 419 repairs being completed during February. The increase in the number of orders being completed within the month is primarily as a result of the recruitment of additional slaters to reduce the backlog accumulated over previous 3 months as a result of weather conditions.


Again if Blacksmiths and Slaters work were excluded from overall totals for February the performance for the other trades would be 93% only 0.5% below target.

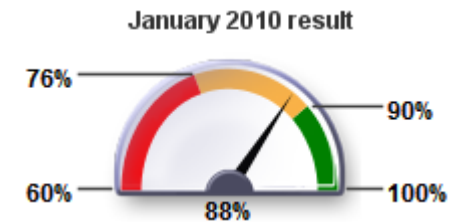
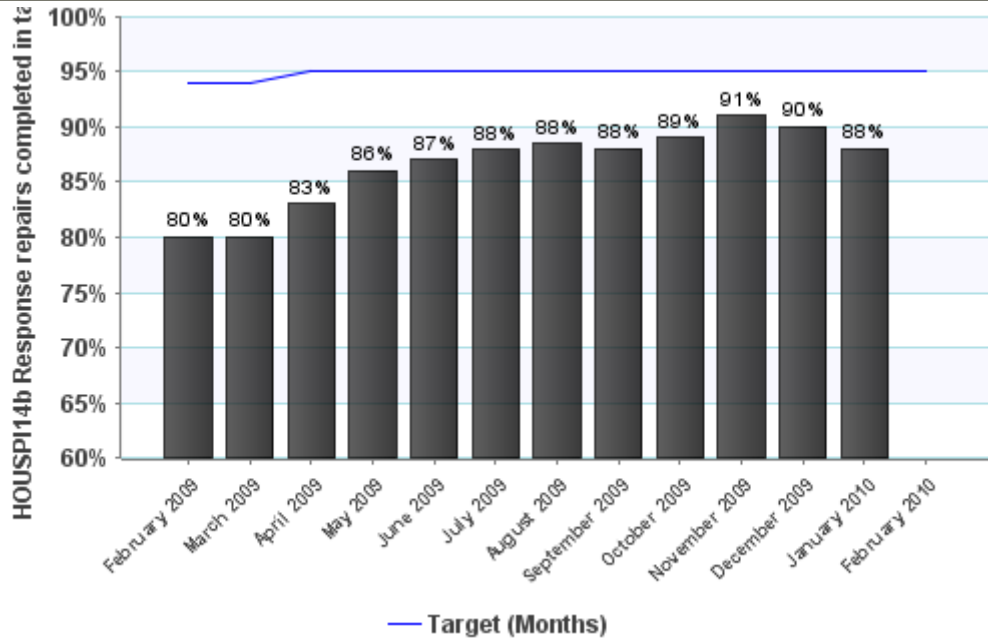
**Action:** The action taken to recruit additional slaters to reduce the backlog is achieving the desired result as the performance, although still below target, has increased from 23% and 20% in November and December, when many repairs were unable to be completed due to unsafe working conditions as a result of the weather, to 54% during January to 82% during February.

<b>Code</b>	HOUSPI14a	Number of response repairs completed (figures are cumulative)		
<b>Description</b>	The number of response repairs completed within the year			
<b>Current Value</b>	66,065	<b>Current Target</b>	73,062	<b>Traffic Light Icon</b>
				




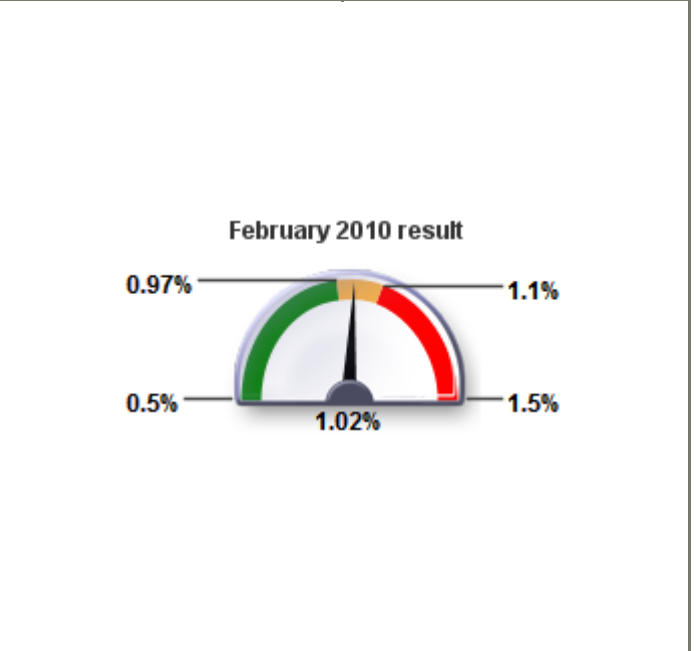
**Latest Note** PLEASE NOTE THAT P1 ( ) IS NOT INCLUDED IN THIS CALCULATION AS PER D MACLEAN/I BURROWS (P1 = 1494 ORDERS)

<b>Code</b>	HOUSPI14b	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>	88%	<b>Current Target</b>	95%	<b>Traffic Light Icon</b>	



<b>Latest Note</b>	<p><b>Analysis:</b> The individual performance figures for February for each category were - apart from P1 where figures are unavailable due to time synchronising problems regarding transfer of data between PDA and mobile - P12 - 95%, P2 - 90%, P3 - 90%, P99 - 83%. With performance levels varying dependant on demand and craftworkers available.</p> <p><b>Action:</b> System checks in progress to isolate data transfer problem. P1 to be updated for March PIs</p>
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<b>Code</b>	HOUSPI16a	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>	1.02%	<b>Current Target</b>	0.92%	<b>Traffic Light Icon</b>	

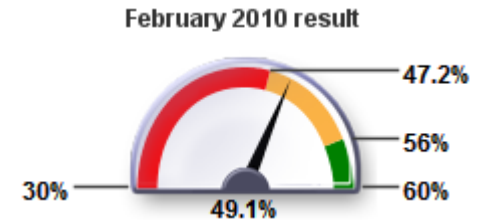
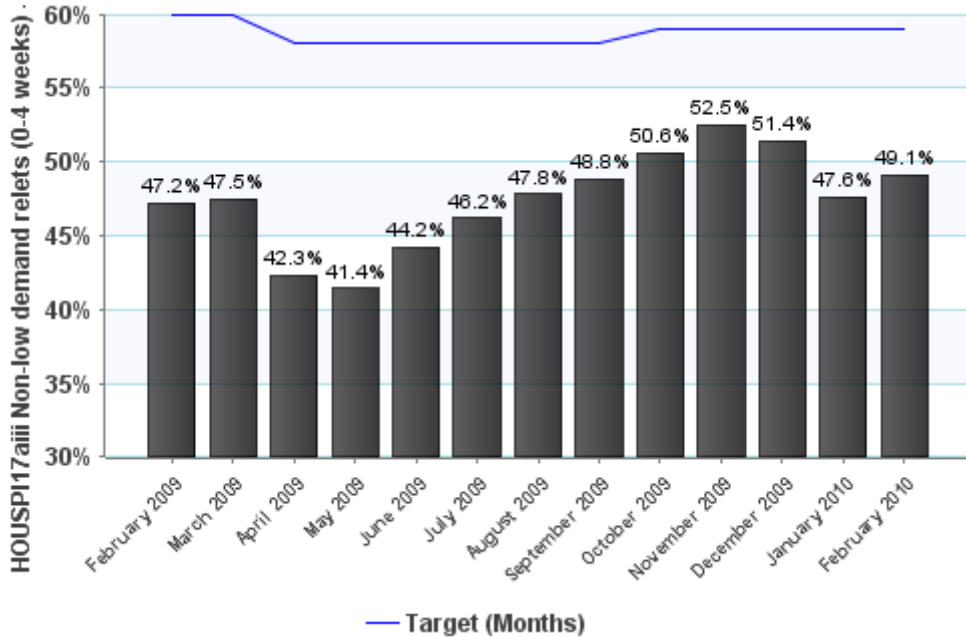


**Latest Note**


**Analysis**  
 At over £61,000, void rent loss for the month of February remains much higher than targeted. This loss compares to £52,000 in the same period last year and is more in line with the £65,000 lost in 2008. Performance in respect of rent loss has fluctuated considerably over the course of the financial year, but has deteriorated significantly in January and February. With year to date void rent loss at £616,300, it has already surpassed the annual target of £606,000. Even if performance improves in March, the year end void rent loss amount will undoubtedly exceed the monetary amount of the previous year. However, with a higher gross debit amount, our percentage achievement may not be impacted.

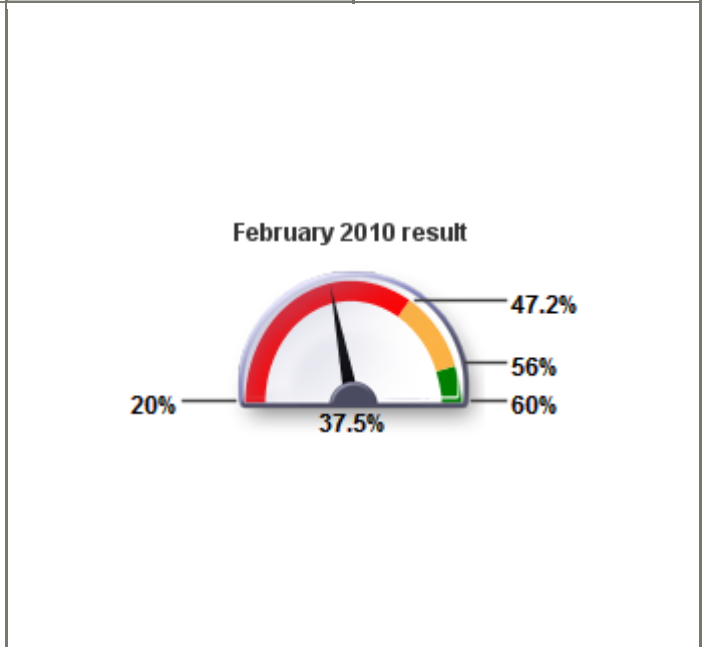
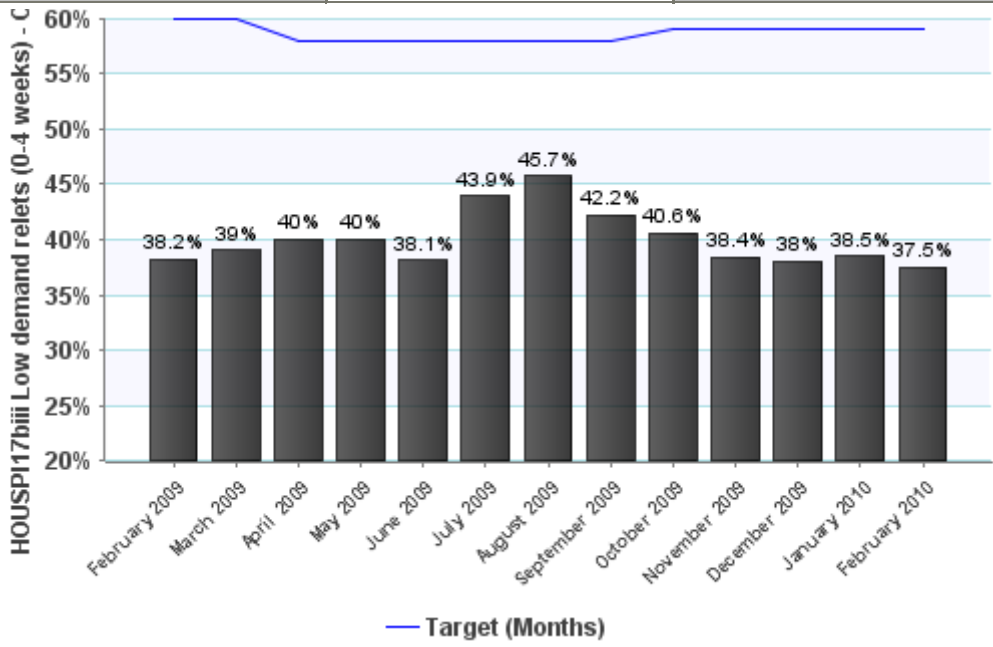
**Action:**  
 The deterioration in void rent loss is due to a variety of factors. The number of properties previously approved for sale/disposal which are now returned to stock, the improvement in managing off-charge properties, the new build at Coronation Court and the seasonal drop in lets in December and January. Action is being considered to re-introduce standard visits and streamline the void process further to improve the standard of property being returned to the council and ensure resources are more meaningfully targeted at the most advantageous empty property.

<b>Code</b>	HOUSPI17aiii	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>	49.1%	<b>Current Target</b>	59%	<b>Traffic Light Icon</b>	



<b>Latest Note</b>	<p><b>Analysis:</b>  The number of non low demand relets increased significantly in February (162). Despite this increase, more properties were relet in under 4 weeks than in December and January. However, a few properties in the Hillside development in Peterculter with long void periods impacted on the average void time, which at 51.1 days is the highest average for a particular month this year. Performance between the areas continued to vary with North managing to relet 50% within 4 weeks, South 38.7% and Central 37.3%. Although year to date performance at 49.1% is behind target, it is above the comparable position of 47.2% last year.</p>
	<p><b>Action:</b>  The opening of the new build at Coronation Court and particularly the linked cottages, which had been empty for a considerable period impacted on the performance. This is a one-off hit, which would only impact on the month the complex opened. Reintroduction of "standard visits" for transfer cases is being considered and a review of the minimum relet works in order to reduce the turnover period.</p>


<b>Code</b>	HOUSPI17biii	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>	37.5%	<b>Current Target</b>	59%	<b>Traffic Light Icon</b>	

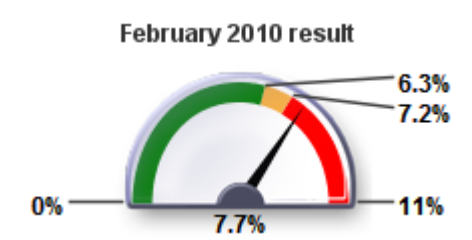
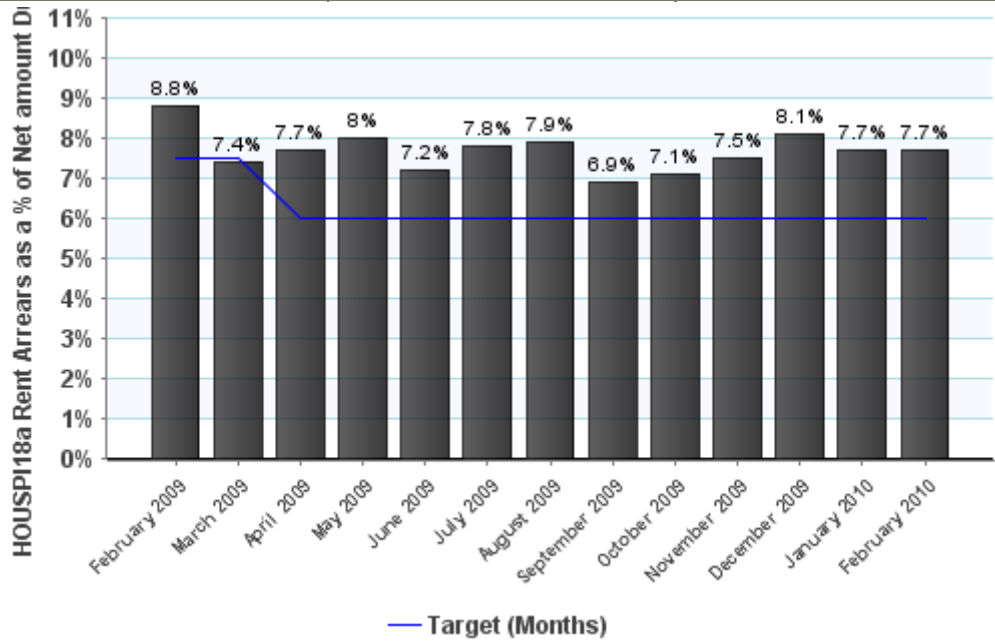


**Latest Note**

**Analysis:**  
The year to date position in respect of low demand relets in under 4 weeks at 37.5% is behind the 38.2% achievement at the same time last year. The numbers of low demand relets continue to be very few (13 per average month) and because of the low numbers involved, relet performance percentages fluctuate.  
The main problem continues to be the relet of low demand sheltered properties, which for the month of February took an average 16 weeks (varying from 4 to 27 weeks). This once again impacted on the average relet time, which at 79 days, is in line with previous months.

**Action:**  
Properties classed as low demand continue to fall and is predominantly sheltered high rise blocks in less popular areas. Residents views are being sought on what would attract new tenants to these type of buildings as well as a review on the current sheltered provision.


<b>Code</b>	HOUSPI18a	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>	7.7%	<b>Current Target</b>	6%	<b>Traffic Light Icon</b>	

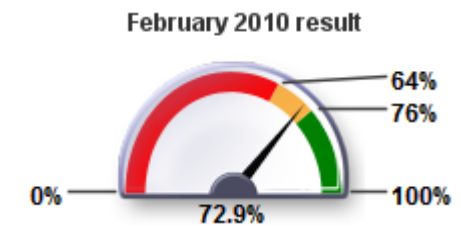
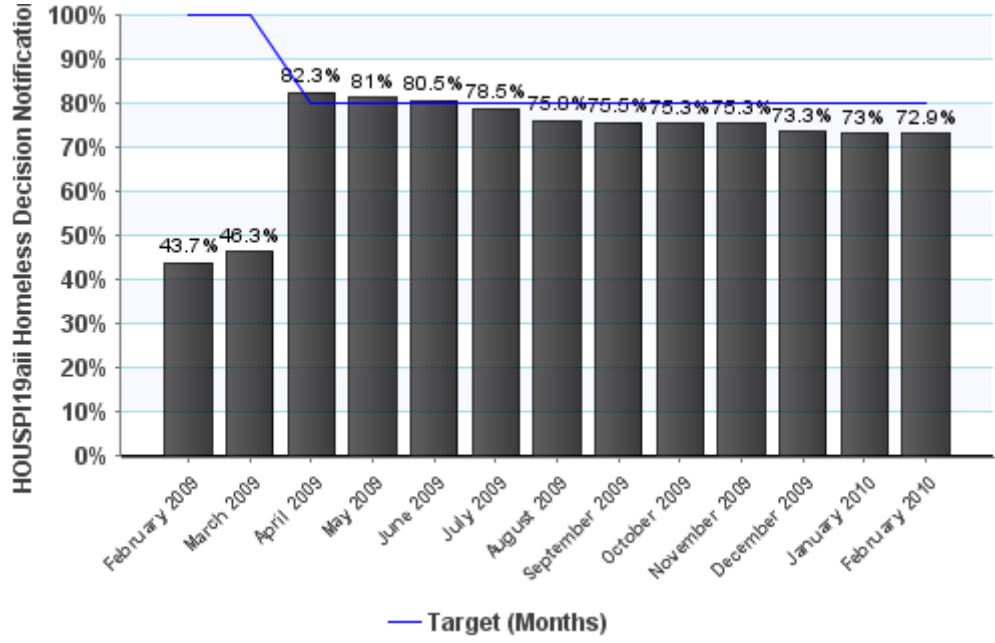


**Latest Note**

**Analysis** - The arrears position is a 1.1% improvement on the same period last year, reflecting 2009/10's improved performance overall. However, the fact that there has been no direct improvement since last month, or indeed the start of the year, indicates that the improvement seen over the course of 2008/09 has not been sustained into the current year. The actual monetary value of arrears remains at approximately £2.7m with the number of current tenants in arrears at the end of February rising again to 6,933. Analysis of previous years indicates a downward trend from January to March, however the fact that there has been no reduction between Jan and Feb is a worrying sign that this may not be repeated. A review of targets based on this, as suggested last month, would be recommended. Comparison with comparable authorities, based on 2008/09 performance, indicates that no improvement in last years ranking is likely to be achieved. Based on the assumption that lack of improvement in performance is due in large part to the financial climate, other authorities would be expected to be experiencing the same difficulties.

**Action** - Every effort has been made to meet the ambitious 6% target however it is unlikely that this challenge will be achieved due to the current financial climate and we anticipate that we will achieve between 6.5% and 6.7%. Therefore the target for 2010/11 which is set at 5% should be reviewed and that 6% be the target. Continue to proactively contact tenants and target specific cases, promote uptake of Housing Benefit. Monitor progress on a week by week basis.

<b>Code</b>	HOUSPI19aii	Homeless Decision Notifications			
<b>Description</b>	The year to date average percentage of homeless decision notifications issued to homeless applicants within 28 days of presentation				
<b>Current Value</b>	72.9%	<b>Current Target</b>	80%	<b>Traffic Light Icon</b>	




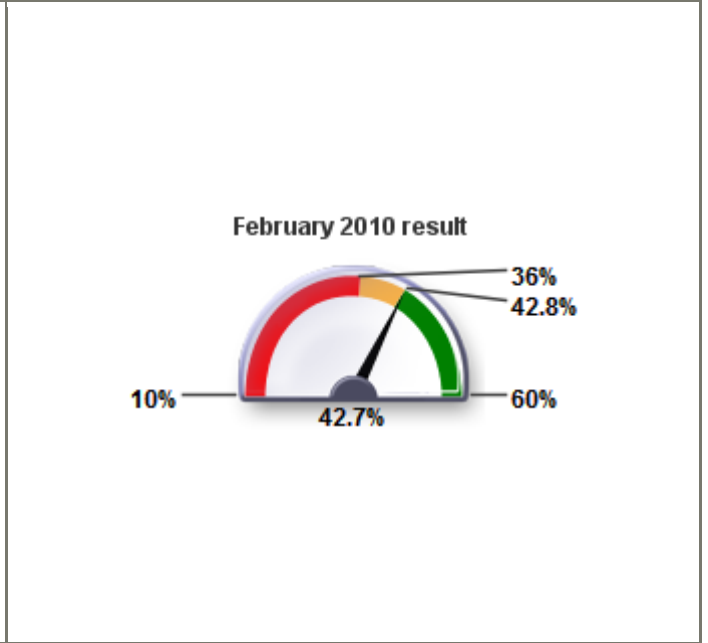
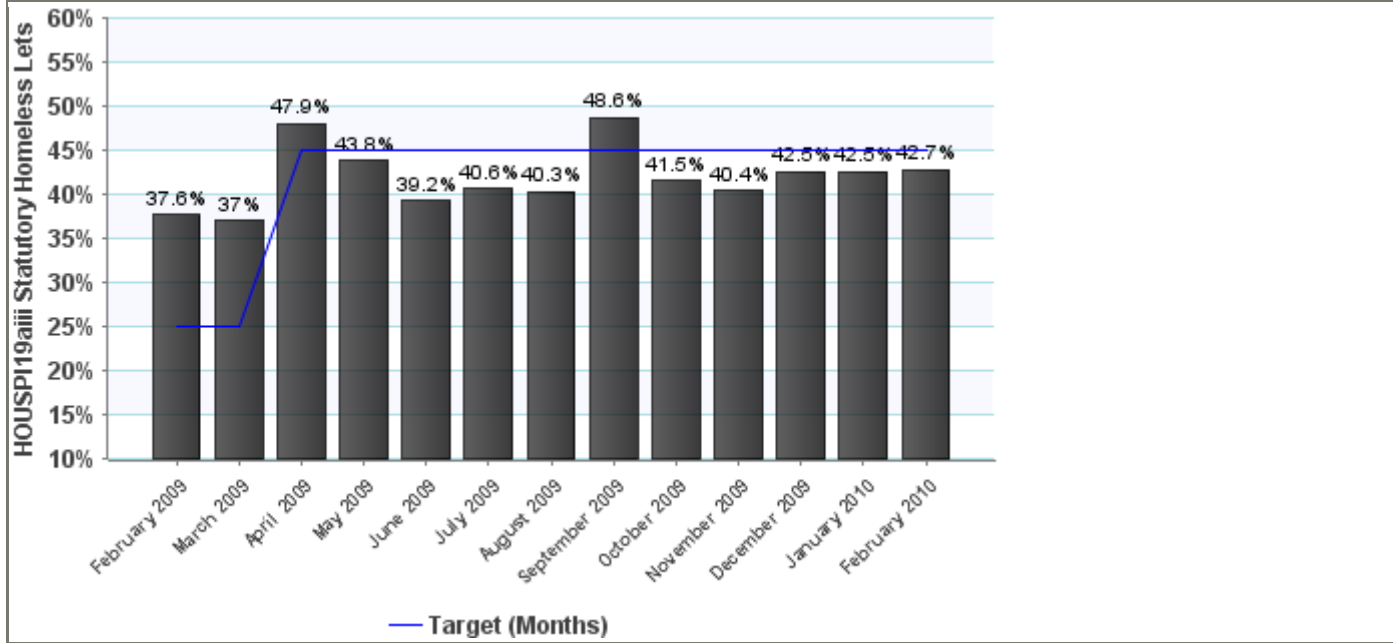
**Latest Note**

**Analysis:** Year to date performance fell very slightly for the second successive month in February, and it is now clear that the performance target for 2009/10 will not be achieved. Performance purely in the month of February was actually quite encouraging, however, at 78.3 per cent.

**Action:** We will conduct a specific exercise to determine the specific reasons for falling behind on this target. (Paul Hannan)




<b>Code</b>	HOUSPI19aiii	Statutory Homeless Lets			
<b>Description</b>	Statutory homeless lets as a year to date average percentage of all Council relets				
<b>Current Value</b>	42.7%	<b>Current Target</b>	45%	<b>Traffic Light Icon</b>	

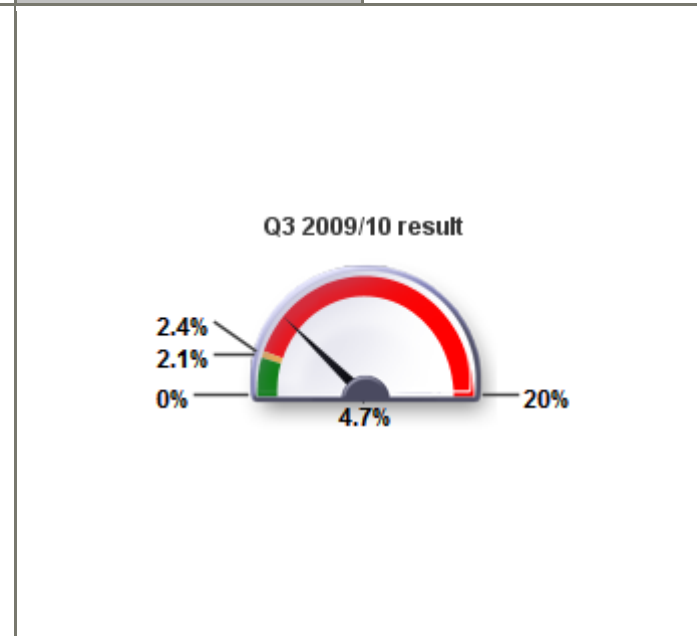
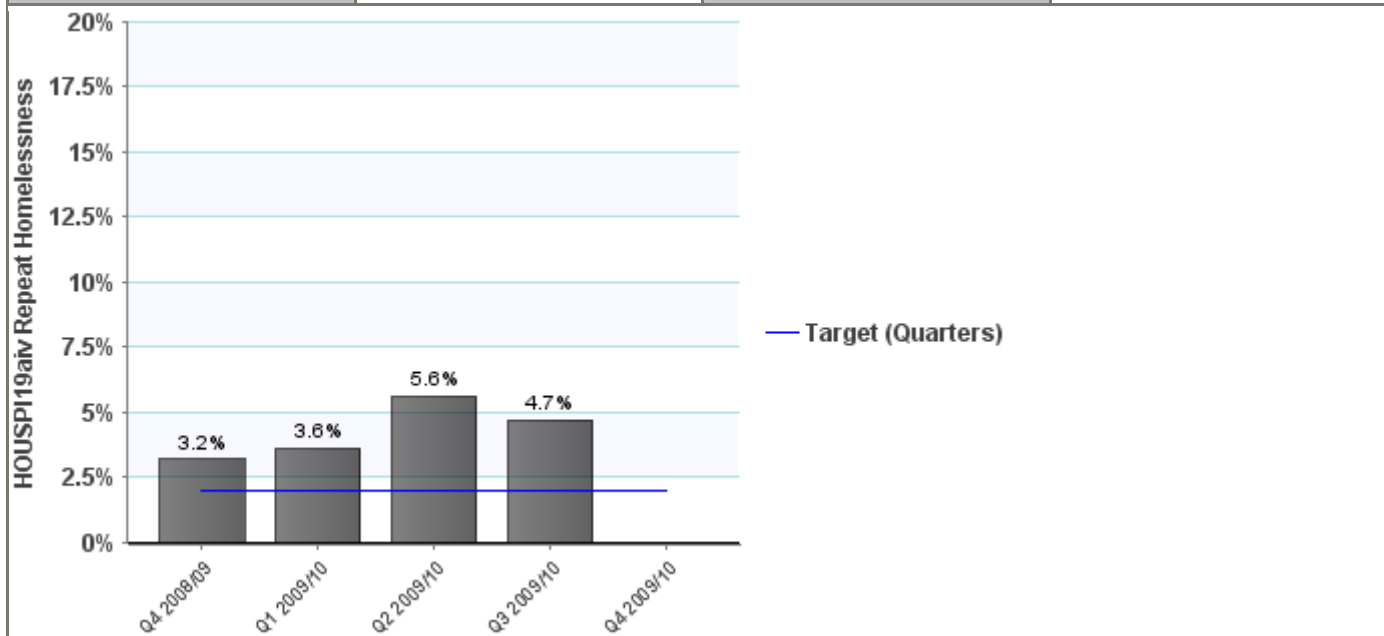


**Latest Note**

**Analysis:** Performance in February improved slightly on that recorded in the two previous months, to the second highest level since May 2009. The number of properties let in February (176) was the highest since August 2009, and of these, excluding amenity and extra care properties, 54.3 per cent went to statutory homeless applicants. Although in percentage terms this is a drop from the January figures, actual numbers were significantly higher in February at 76 cases. The recent decision by Committee that for three months 75 per cent of offers will go to this group will not be introduced until after the end of the current business year, and therefore will not assist in achieving the 2009/10 target. However, a number of cases have been identified where tenancies awarded to homeless households have been recorded as being from another source. These are currently being addressed - and will continue to be so on an ongoing basis - and early indications are that this correction may make a significant impact in carrying the end-of-year figure towards the target.

**Action:** Once the 75% target period is over, a procedure for meeting the normal target needs to be put into place. (Paul Hannan)

<b>Code</b>	HOUSPI19aiv	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>	4.7%	<b>Current Target</b>	2%	<b>Traffic Light Icon</b>	




**Latest Note**

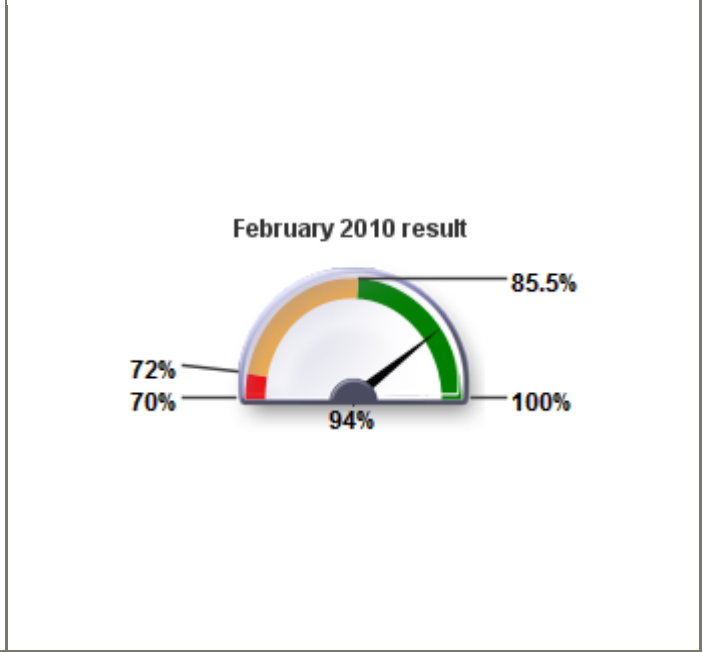
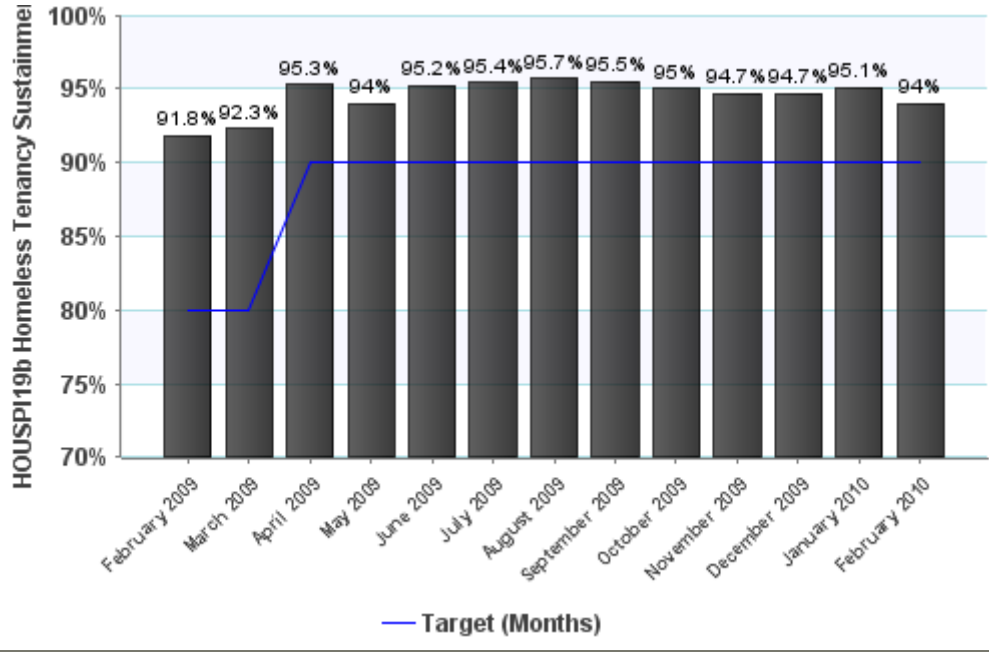
**Analysis:** After several months of waiting, we have now received from the Scottish Government (SG) data for the second and third quarters of 2009/10. These have resulted in adjustments to the recorded figures for repeat homelessness for the past four quarters. These indicate that the percentage rose for three successive quarters, but began to fall in the quarter covering October to December 2009. The scale of the fall mirrors that recorded in 2008/9, but the percentage figure remains significantly above any recorded for that year.

A list of 34 of the repeat cases has been received from the SG, and has been analysed in some depth. In order to be considered by the SG to be a repeat homeless case the composition of the household must be identical on each


occasion. It is perhaps not surprising, therefore, that the great majority of these cases are sole applicants. The two exceptions are female single parents, each with a 3-year old child. It might be extrapolated from this that other applicants do re-present, but in different 'combinations', therefore not satisfying the SG condition. Just over 75 per cent of the cases involve male applicants, and while 12 of the applicants fall within the under-26 age bracket that we have designated as vulnerable for the purposes of determining priority need, the cases span the age range from 18 to 58. Having said that, while seven of them have applied to the Council for housing only twice, others have applied up to a dozen times, over a period of more than ten years (indeed, two of the 'cases' analysed are actually separate applications by the same individual), so it is likely that others were in the under-26 group when their 'journey' commenced. In the majority of cases applications were closed because the applicant failed to maintain contact. Several of the applicants have previously been housed, however (in a minority of cases more than once). The tenancies were generally sustained for a period of years rather than months, although at least six ended with substantial rent arrears (a factor which cannot be taken into account in considering statutory homeless applicants for housing). The amounts of these arrears range from just under £250 to just under £1100. None of the applicants who accrued the arrears appear to have been subsequently rehoused, although one is currently live on the homelessness waiting list.

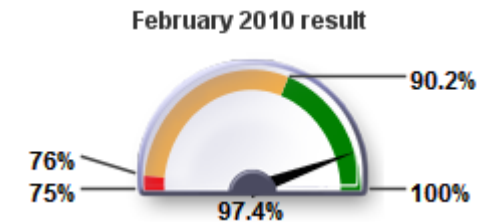
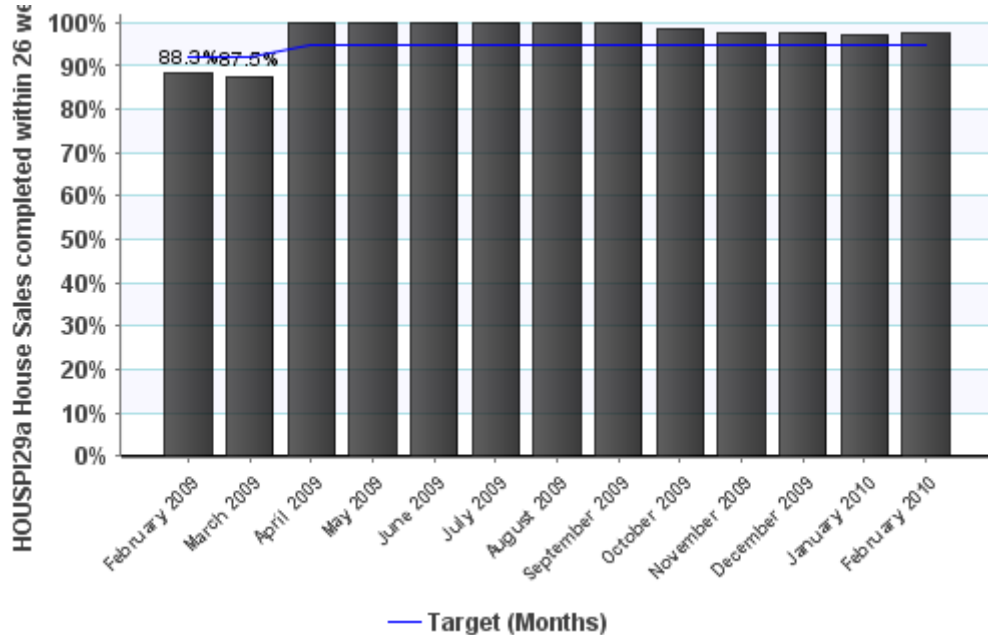
**Action:** We have started a review of households that have been waiting long periods to be housed and we have agreed to look at cases of complex needs which would include this group. (Paul Hannan)

<b>Code</b>	HOUSPI19b	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>	94%	<b>Current Target</b>	90%	<b>Traffic Light Icon</b>	



**Latest Note** **Analysis:** Year-to-date performance dropped marginally in February, although performance throughout 2009/10 has remained remarkably consistent, varying by only 1.7 percentage points, and always standing substantially above target. Scotland-wide figures for 2008/9 show that we ranked second across the country and stood well above the national average of 86 per cent. The number of abandonments or decamps recorded for the year to date is 17, four tenants have died and three have been imprisoned, with the remainder having moved to other non-ACC addresses. **Action:** No particular action required at present. (Paul Hannan)

<b>Code</b>	HOUSPI29a	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>	97.4%	<b>Current Target</b>	95%	<b>Traffic Light Icon</b>	

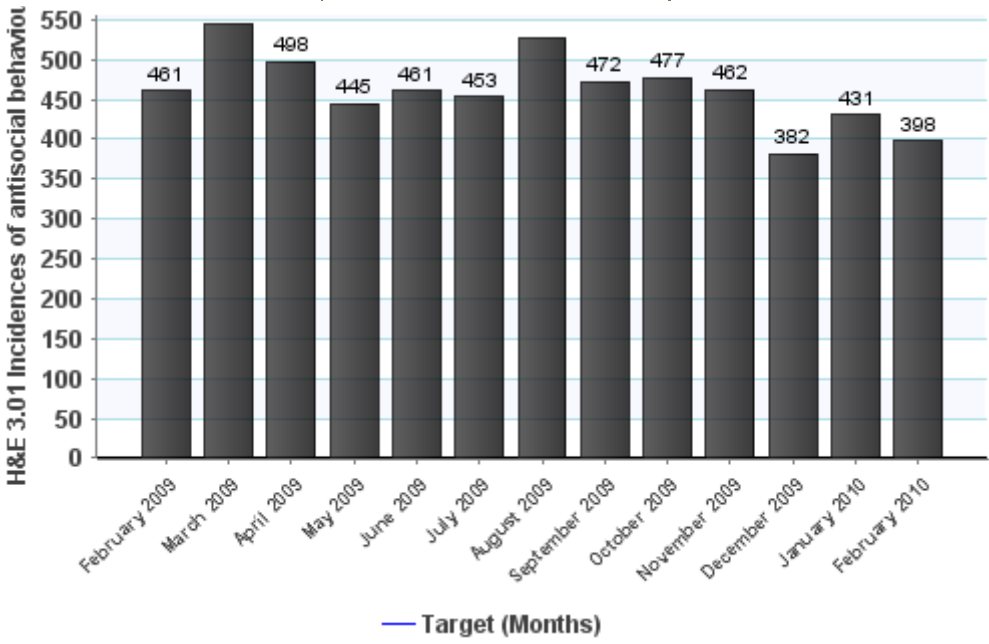


**Latest Note**

**Analysis:** Performance for this indicator remains high with only 3 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 10.27 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 123, 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 20.9 weeks against an annual target of 22.4. Only 10 sales actually completed in February, in line with last years trend. The average number of applications to buy received per month for 2009/10 to date is 20, compared with 30 for 2008/09 so based on this we would not expect to see any rise in the number of sales completed in the forthcoming months.


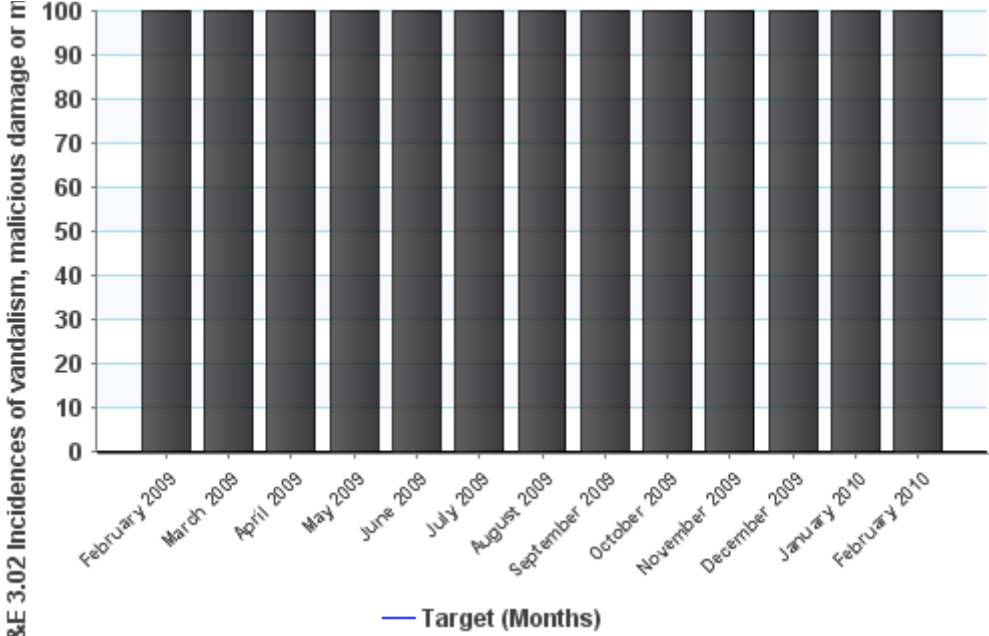
**Action:** Continue with current practice to maintain high level of performance, while closely monitoring outcomes.


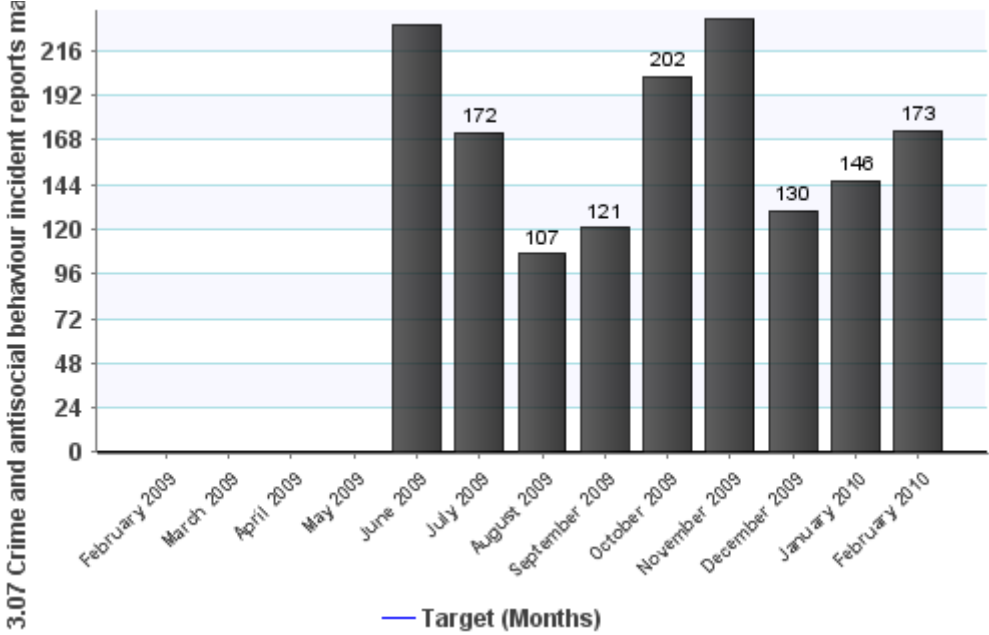
<b>Code</b>	H&E 3.01	Incidences of antisocial behaviour		
<b>Description</b>	The incidences of antisocial behaviour - breach of the peace, urinating in public, drunk and incapable, underage drinking.			
<b>Current Value</b>	398	<b>Current Target</b>		<b>Traffic Light Icon</b>




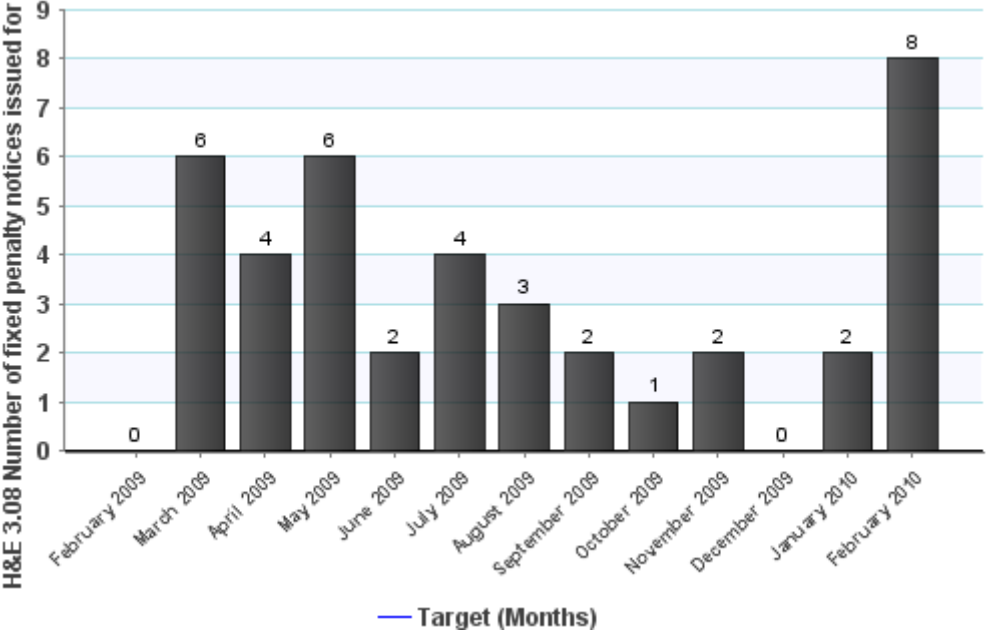
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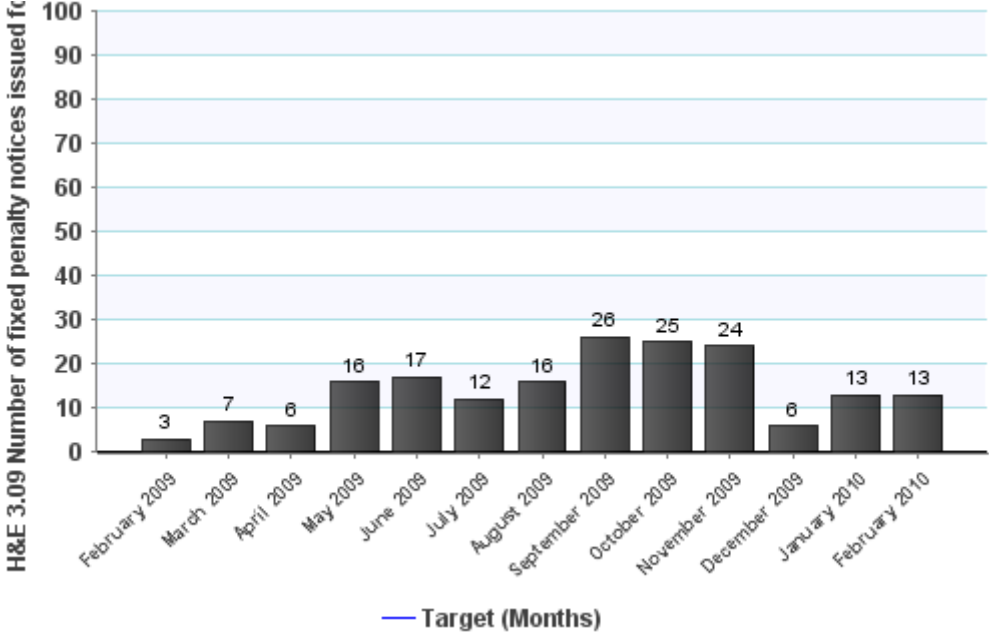
**Latest Note** There has been a 8% reduction in incidents this year compared with the same period last year.

<b>Code</b>	H&E 3.02	Incidences of vandalism, malicious damage or malicious mischief			
<b>Description</b>					
<b>Current Value</b>	257	<b>Current Target</b>		<b>Traffic Light Icon</b>	
 <p>— Target (Months)</p>		257			
<b>Latest Note</b>	Incidents have reduced by 18% this year compared with 2008/9.				

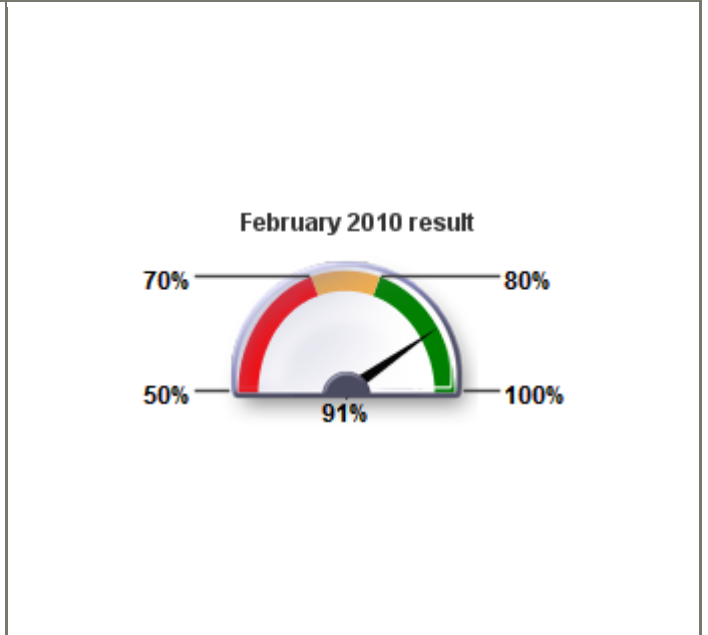
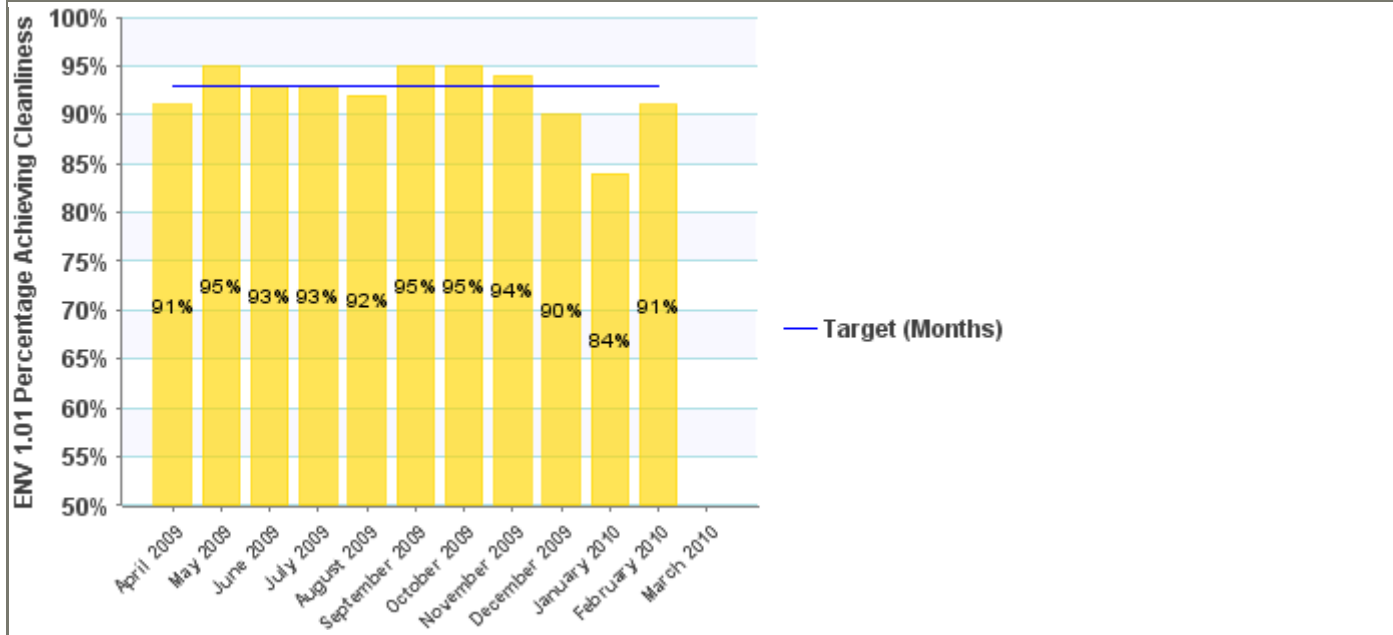
<b>Code</b>	H&E 3.07	Crime and antisocial behaviour incident reports made by City Wardens																														
<b>Description</b>																																
<b>Current Value</b>	173	<b>Current Target</b>		<b>Traffic Light Icon</b> 																												
<b>3.07 Crime and antisocial behaviour incident reports made</b>	 <table border="1"> <caption>Monthly Crime and Antisocial Behaviour Incident Reports</caption> <thead> <tr> <th>Month</th> <th>Value</th> </tr> </thead> <tbody> <tr><td>February 2009</td><td>0</td></tr> <tr><td>March 2009</td><td>0</td></tr> <tr><td>April 2009</td><td>0</td></tr> <tr><td>May 2009</td><td>0</td></tr> <tr><td>June 2009</td><td>216</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>202</td></tr> <tr><td>December 2009</td><td>130</td></tr> <tr><td>January 2010</td><td>148</td></tr> <tr><td>February 2010</td><td>173</td></tr> </tbody> </table>			Month	Value	February 2009	0	March 2009	0	April 2009	0	May 2009	0	June 2009	216	July 2009	172	August 2009	107	September 2009	121	October 2009	202	November 2009	202	December 2009	130	January 2010	148	February 2010	173	173
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<b>Latest Note</b>	<p>City wardens have made 1,514 professional witness reports of crime and antisocial behaviour to community safety partners including Grampian Police, Grampian Fire and Rescue Service and Council housing services. Patrols are targeted at antisocial behaviour and crime hot spots through daily briefing and tasking report from Grampian Police and the community safety partnership's 6 weekly tactical assessment.</p>																															




<b>Code</b>	H&E 3.08	Number of fixed penalty notices issued for dog fouling																														
<b>Description</b>	Number of fixed penalty charge notices issued for dog fouling																															
<b>Current Value</b>	8	<b>Current Target</b>		<b>Traffic Light Icon</b> 																												
<b>H&amp;E 3.08 Number of fixed penalty notices issued for</b>	 <table border="1"> <caption>H&amp;E 3.08 Number of fixed penalty notices issued for dog fouling (Monthly Data)</caption> <thead> <tr> <th>Month</th> <th>Number of Notices</th> </tr> </thead> <tbody> <tr><td>February 2009</td><td>0</td></tr> <tr><td>March 2009</td><td>6</td></tr> <tr><td>April 2009</td><td>4</td></tr> <tr><td>May 2009</td><td>6</td></tr> <tr><td>June 2009</td><td>2</td></tr> <tr><td>July 2009</td><td>4</td></tr> <tr><td>August 2009</td><td>3</td></tr> <tr><td>September 2009</td><td>2</td></tr> <tr><td>October 2009</td><td>1</td></tr> <tr><td>November 2009</td><td>2</td></tr> <tr><td>December 2009</td><td>0</td></tr> <tr><td>January 2010</td><td>2</td></tr> <tr><td>February 2010</td><td>8</td></tr> </tbody> </table>			Month	Number of Notices	February 2009	0	March 2009	6	April 2009	4	May 2009	6	June 2009	2	July 2009	4	August 2009	3	September 2009	2	October 2009	1	November 2009	2	December 2009	0	January 2010	2	February 2010	8	8
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<b>Latest Note</b>	City wardens issued 8 fixed penalty notices during February 2010 which is the most in a single month since wardens were introduced. 42 people have been issued with fixed penalties for allowing their dogs to foul in the past year. This is 10 times as many than in the preceding 12 month period.																															

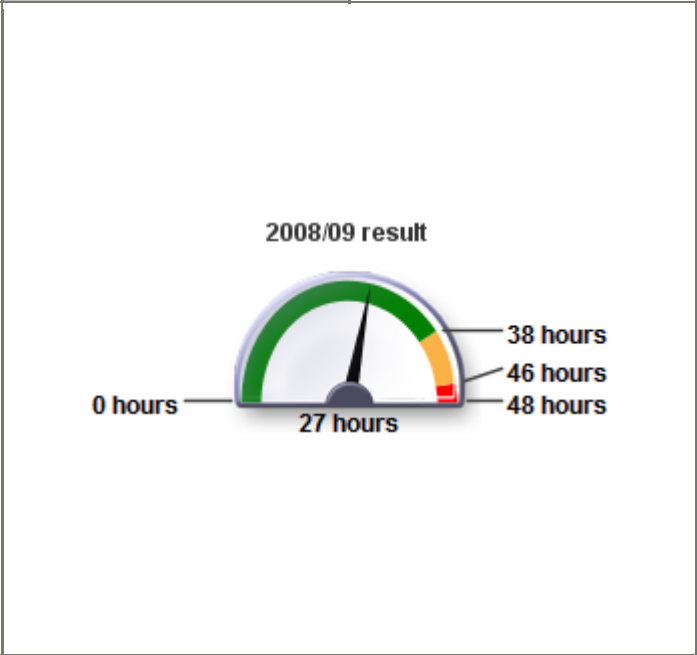
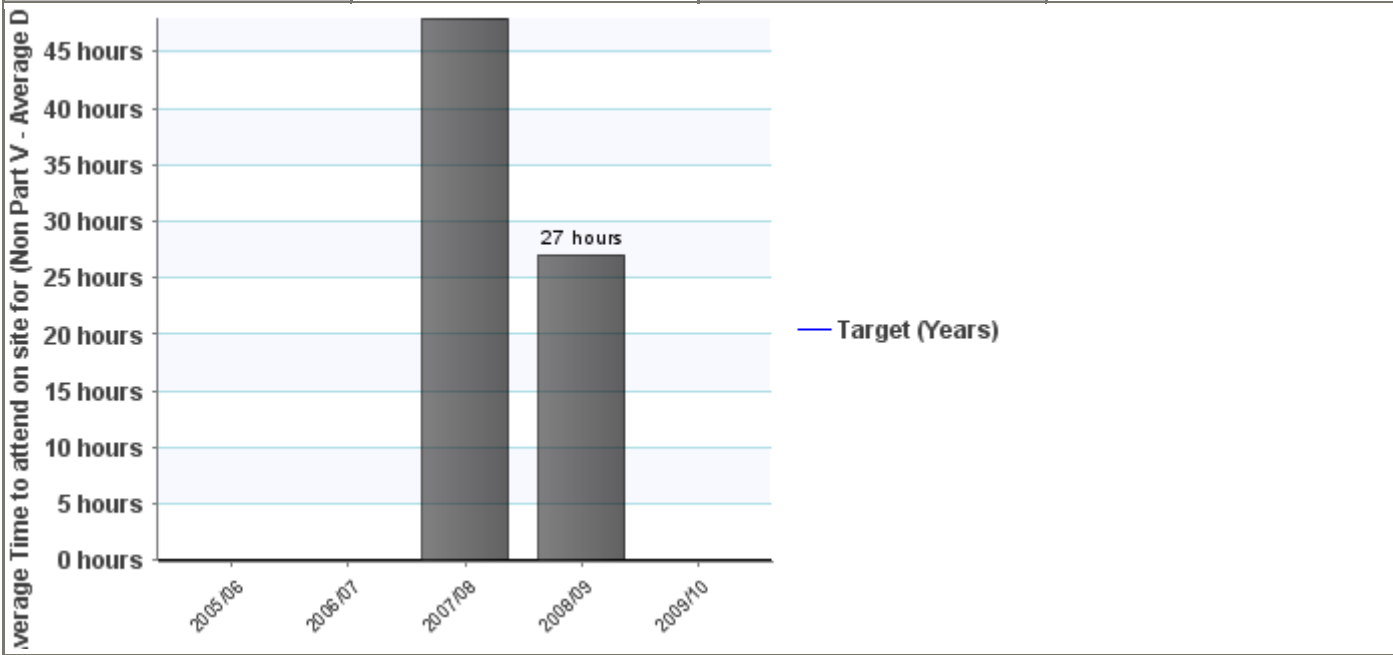
<b>Code</b>	H&E 3.09	Number of fixed penalty notices issued for littering																														
<b>Description</b>	Number of fixed penalty charge notices issued for littering																															
<b>Current Value</b>	13	<b>Current Target</b>		<b>Traffic Light Icon</b> 																												
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<b>Latest Note</b>	<p>174 people have received fixed penalty notices for dropping litter during 2009/10. This is a 14% increase compared with same period last year. Most offences are around the City Centre and are for dropping cigarette butts. During March 2010 city wardens working with transport marshals distributed 2,000 pouches for disposing cigarette butts in. The pouches were purchased using Scottish Government grant funding and had the dual aims of promoting cleanliness and public safety.</p>																															

<b>Code</b>	ENV 1.01	Percentage Achieving Cleanliness			
<b>Description</b>	The Citywide PACS cleanliness score.				
<b>Current Value</b>	91%	<b>Current Target</b>	93%	<b>Traffic Light Icon</b>	✓



**Latest Note**


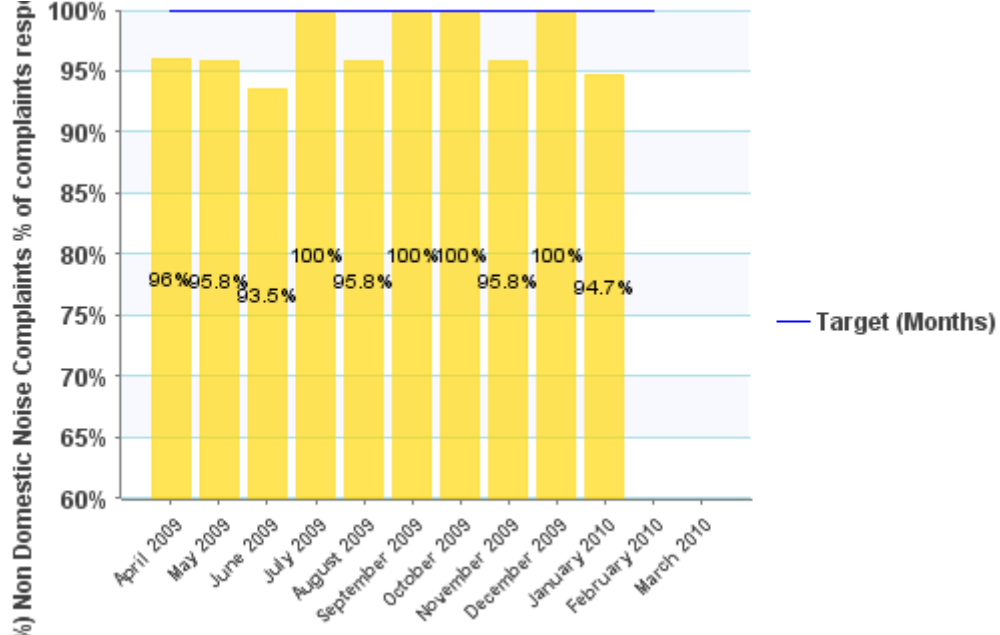
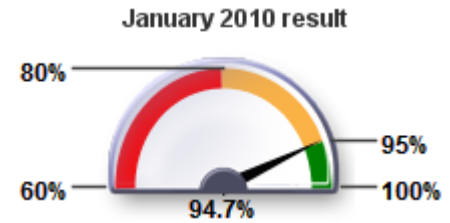
<b>Code</b>	ENV 1.02	Domestic Noise Complaints - Average Time to attend on site for (Non Part V - Average Dog Barking and EPA Domestic) Annual Average			
<b>Description</b>	Domestic Noise Complaints - Average Time to attend on site for (Non Part V - Average Dog Barking and EPA Domestic) Annual Average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




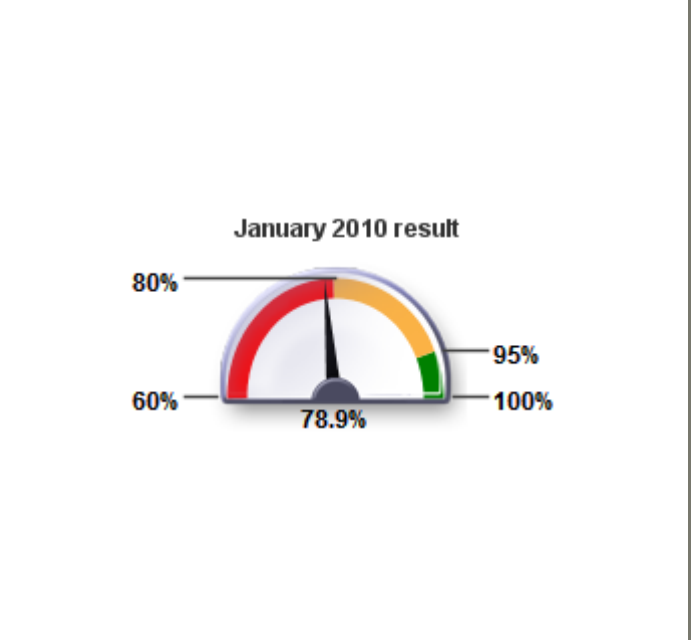
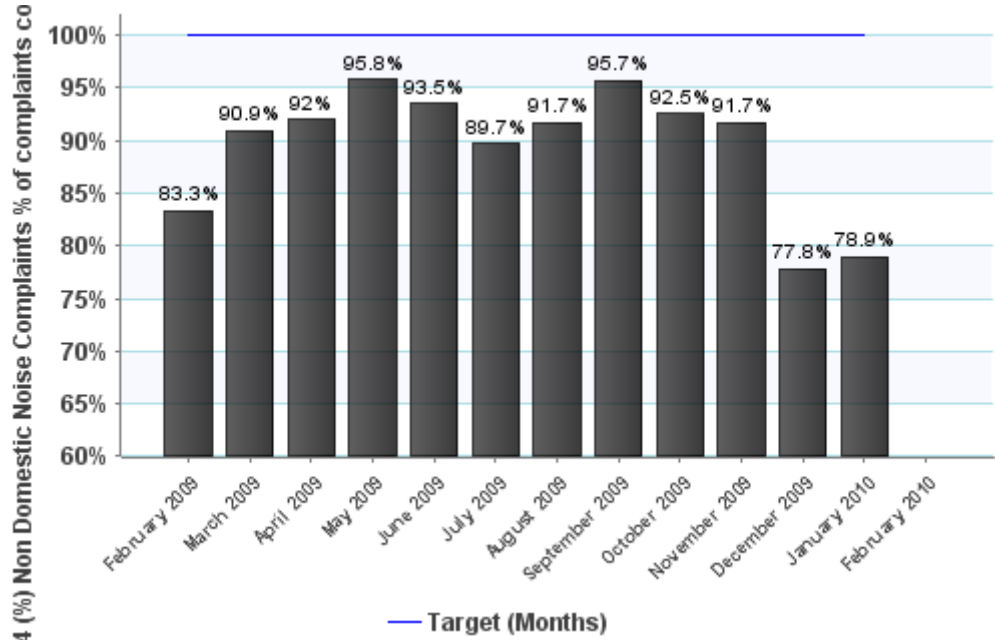
**Latest Note**

**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>	94.7%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	
<b>Latest Note</b>					
	<p><b>2008/2009:</b> 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.</p> <p><b>2009/2010:</b> The total number of complaints received shows a slight decrease over the same period last year. However the percentage response improved to between 93 and 100%. The percentage of complaints completed within 30 days also showed an improvement over this period. Having regard to the completion data for January 2010 of 78.9%, this relates to 4 complaints out of a total of 19 where the nature of the complaints has required in depth investigation to establish the existance/non existance of Statutory Nuisance prior to any progression to formal service of Notice in terms of the Environmental Protection Act 1990 Having regard to the 30 day outcome timescale this analysis for January was undertaken in early March as the data input completion date for January data was 28 February2010. Completed data and analysis for February 2010 will be available from 8 April 2010</p>				


<b>Code</b>	ENV 1.04 (%)	Non Domestic Noise Complaints % of complaints completed within 30 days			
<b>Description</b>					
<b>Current Value</b>	78.9%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	

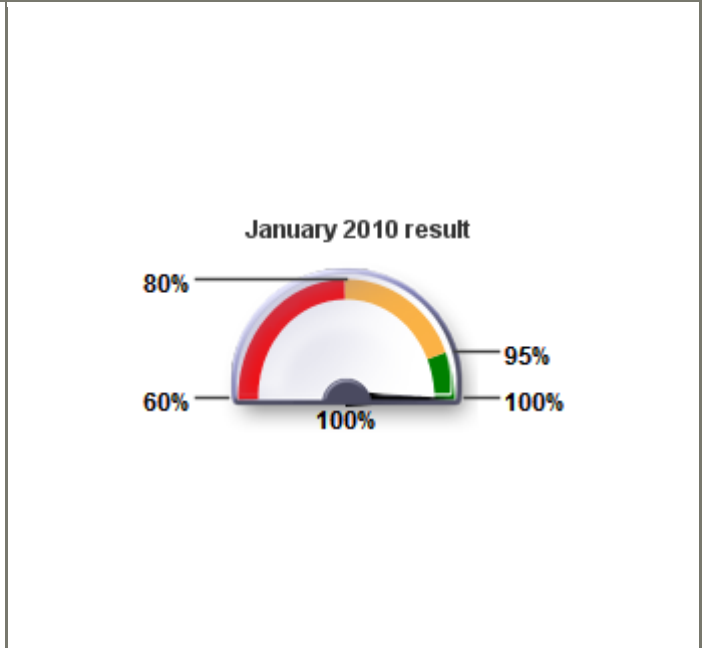
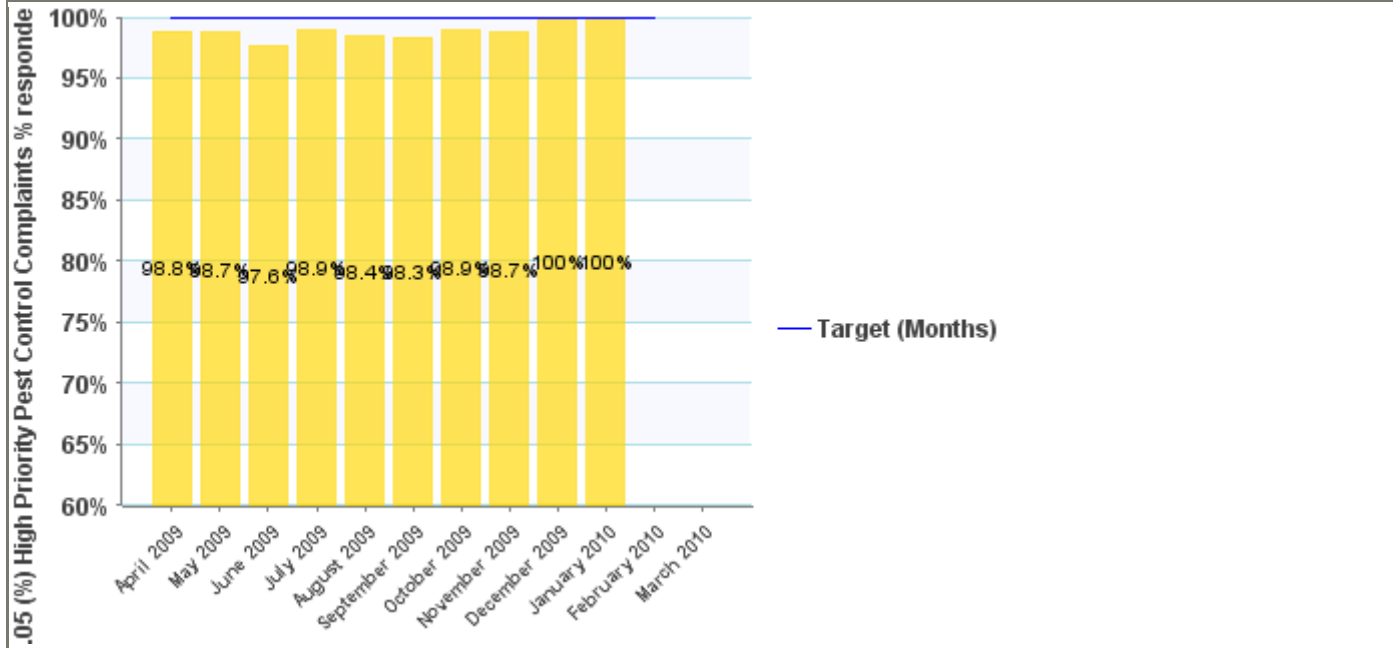


**Latest Note**

**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 93 and 100%. The percentage of complaints completed within 30 days also showed an improvement over this period. Having regard to the completion data for January 2010 of 78.9%, this relates to 4 complaints out of a total of 19 where the nature of the complaints has required in depth investigation to establish the existence/non existence of Statutory Nuisance prior to any progression to formal service of Notice in terms of the Environmental Protection Act 1990. Having regard to the 30 day outcome timescale this analysis for January was undertaken in early March as the data input completion date for January data was 28 February 2010. Completed data and analysis for February 2010 will be available from 8 April 2010.

<b>Code</b>	ENV 1.05 (%)	High Priority Pest Control 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**

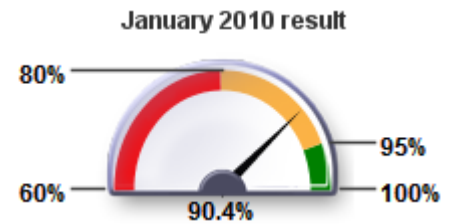
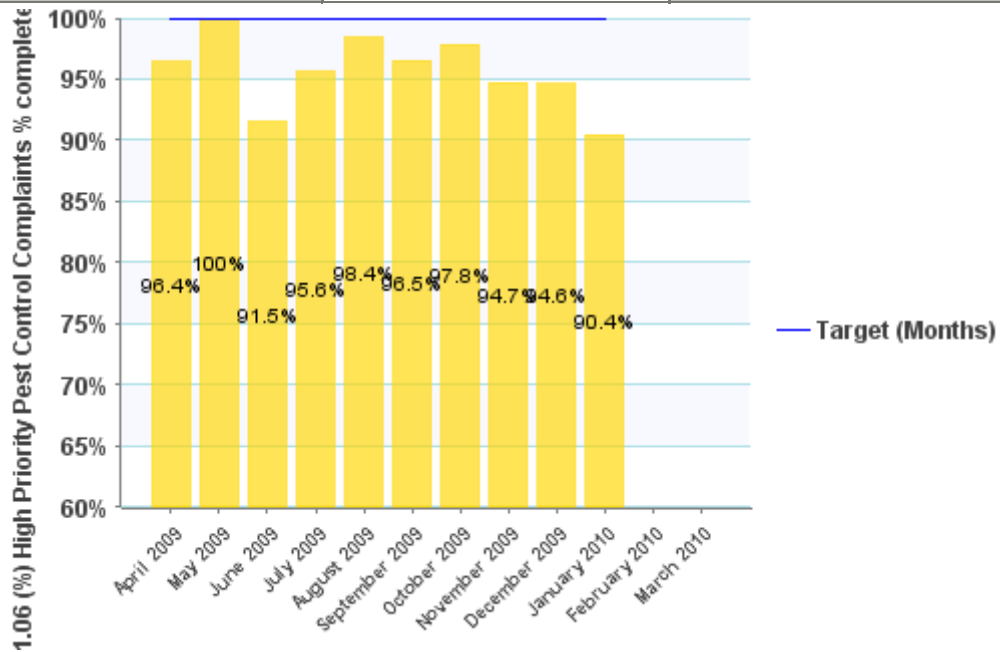
**2008/09:** The percentage complaints responded to within two days varied between 86% and 98% in 2008/2009 and those completed within 30 days between 84% and 98%.

**2009/10:** In the April to January period the percentage of complaints responded to within 2 days has improved to (98-100%) having regard to the same period in 2008/9. The percentage of complaints completed within the 30 day period (90-100%) also shows an improvement compared with the same period in 2008/9. The outcome %age of 90.4% for January 2010 represents 66 of 73 complaints meeting the outcome target.

Having regard to the 30 day outcome timescale this analysis for January 2010 was undertaken in February 2010 as the data input completion date for January 2010 data was 28 February 2010. Completed data and analysis for February 2010 will be available from 8 April 2010.

**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>	90.4%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	



**Latest Note**


**2008/09:** The percentage complaints responded to within two days varied between 86% and 98% in 2008/2009 and those completed within 30 days between 84% and 98%.

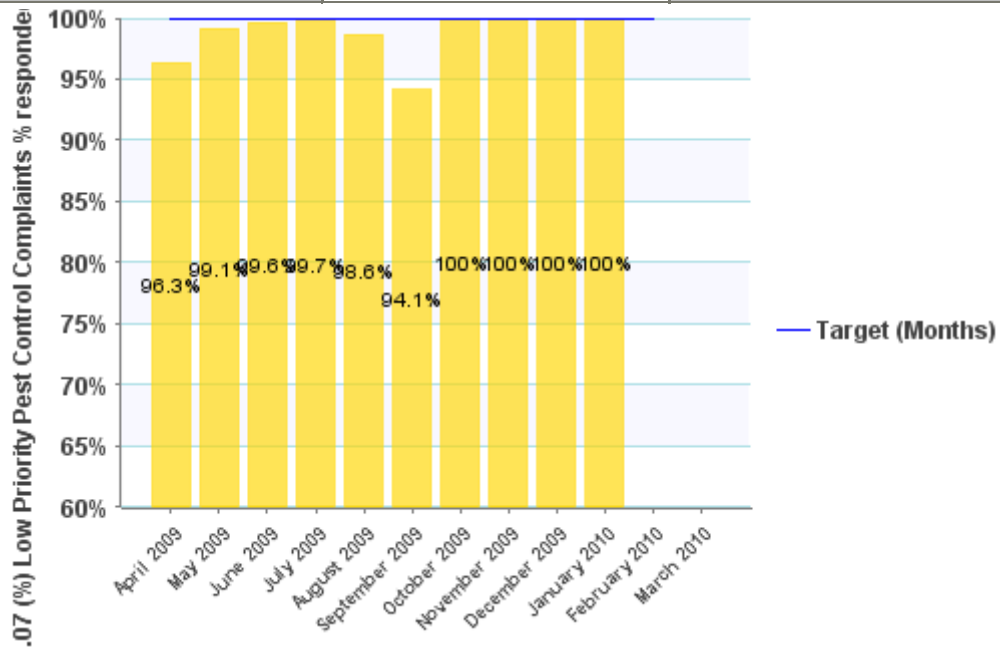
**2009/10:** In the April to January period the percentage of complaints responded to within 2 days has improved to (98-100%) having regard to the same period in 2008/9. The percentage of complaints completed within the 30 day period (90-100%) also shows an improvement compared with the same period in 2008/9. The outcome %age of 90.4% for January 2010 represents 66 of 73 complaints meeting the outcome target.

Having regard to the 30 day outcome timescale this analysis for January 2010 was undertaken in February 2010 as the data input completion date for January 2010 data was 28 February 2010. Completed data and analysis for February 2010 will be available from 8 April 2010.

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



<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**

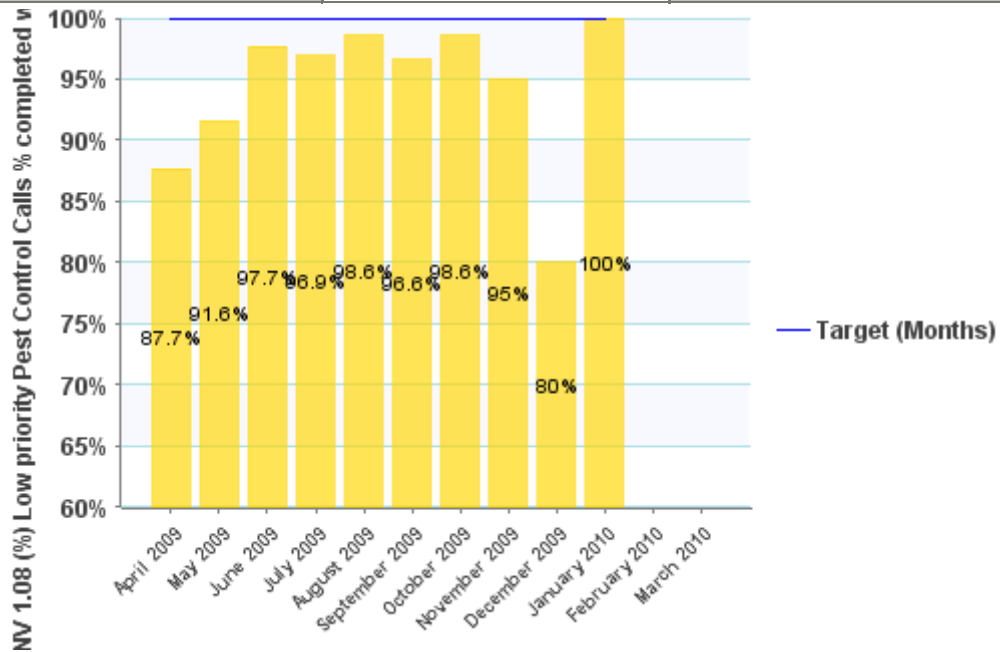
**2008/09:** The number of priority 2 complaints received showed a traditional summer increase mainly due to wasp and bee complaints. The percentage of priority 2 complaints responded to within 5 days in 2008/9 varied between 80% and 99% while those completed within 30 days varied between 80% and 100%.

**2009/10:** The total number of complaints received between April 2009 and January 2010 is slightly lower than last year. The percentage of complaints responded to within 5 days remained high at between 94% and 100% while those completed within 30 days range between 80% and 100%.

Having regard to the 30 day outcome timescale this analysis for January 2010 was undertaken in early March as the data input completion date for January 2010 data was 28 February 2010. Completed data and analysis for February 2010 will be available from 8 April 2010.

**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>	100%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	



**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 2009 and January 2010 is slightly lower than last year. The percentage of complaints responded to within 5 days remained high at between 94% and 100% while those completed within 30 days range between 80% and 100%.

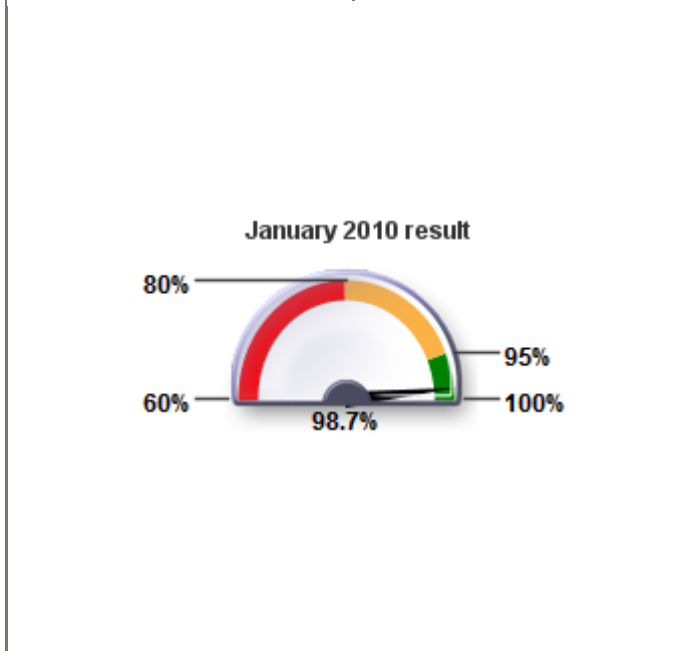
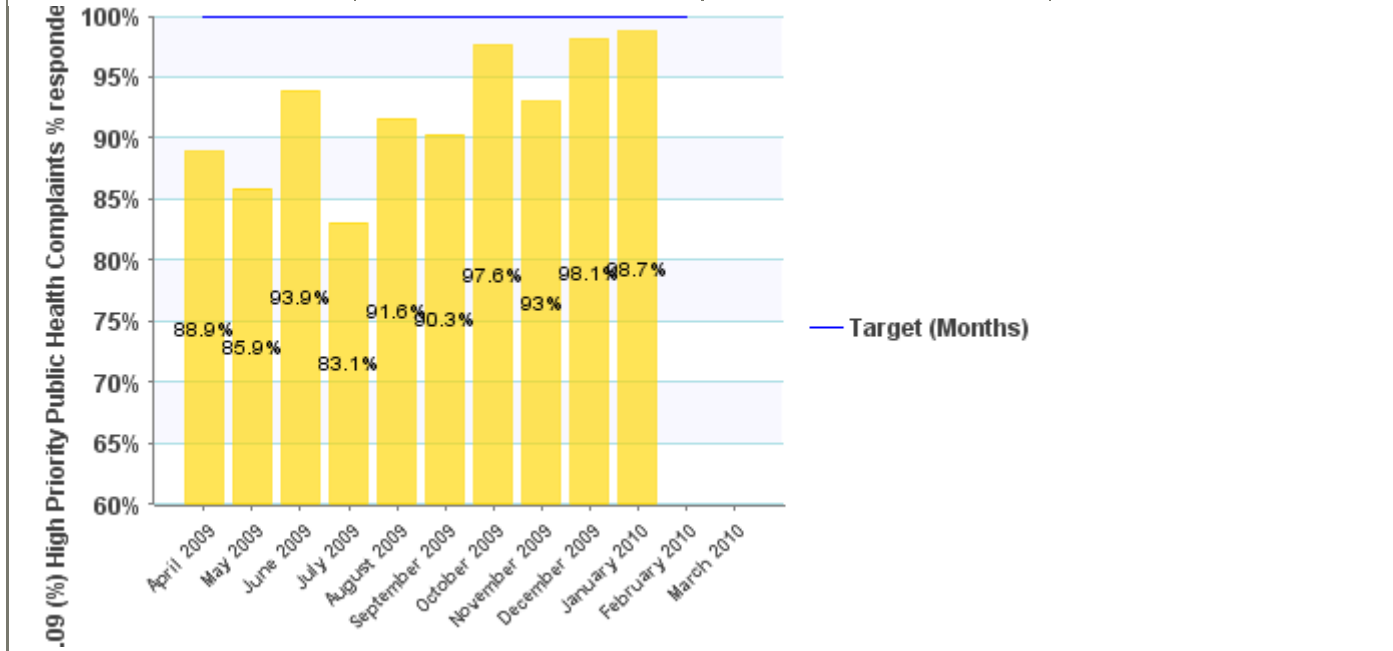
Having regard to the 30 day outcome timescale this analysis for January 2010 was undertaken in early March as the data input completion date for January 2010 data was 28 February 2010. Completed data and analysis for February 2010 will be available from 8 April 2010.

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

<b>Code</b>	ENV 1.09 (%)	High Priority Public Health Complaints % responded to within 2 days			
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<b>Description</b>					
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<b>Current Value</b>	98.7%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	
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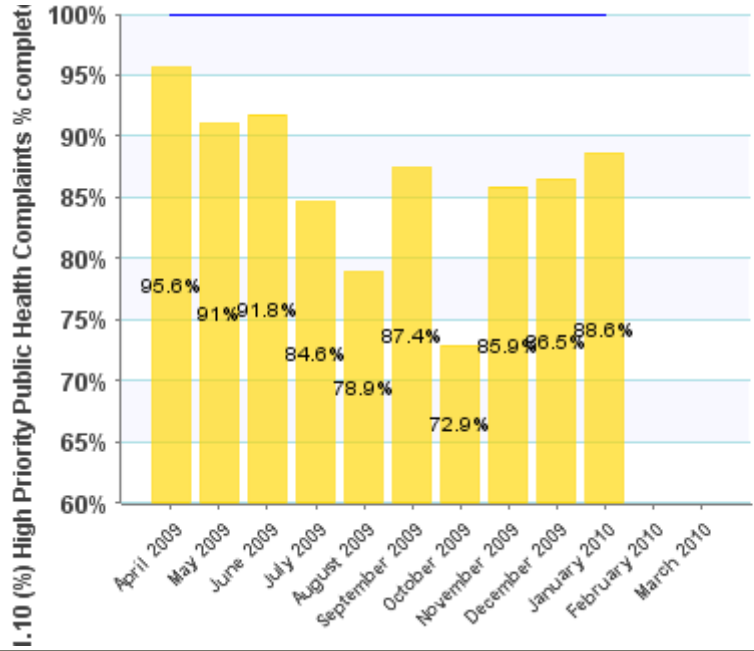
**Latest Note**

**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%.

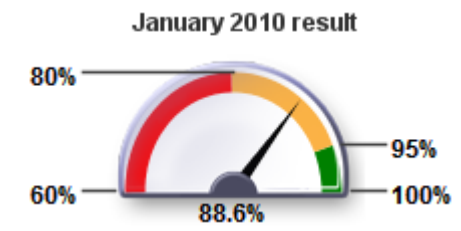
**2009/10:** The number of priority 1 public health complaints received, April 2009 - January 2010r, is comparable to last year. The number of priority 1 complaints responded to within 2 days improved from last year varying between 83% and 98% while those completed within 30 days varied between 73% and 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 January 2010 was undertaken in early March as the data input completion date for January 2010 data was 28 February 2010. Completed data and analysis for February 2010 will be available from 8 April 2010.

**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>	88.6%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	



— Target (Months)



**Latest Note**

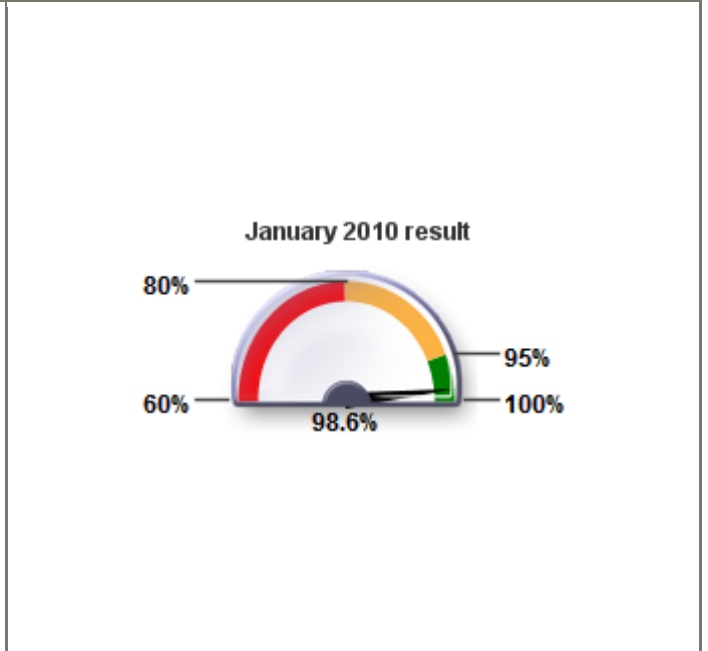
**2008/09:** The number of priority 1 public health complaints received showed an increase during the summer period. The number of priority 1 complaints responded to within 2 days varied between 74% and 90% in 2008/09 while those completed within 30 days varied between 76% and 93%.

**2009/10:** The number of priority 1 public health complaints received, April - December, 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 December was undertaken in February as the data input completion date for December data was 31 January 2010. Completed data and analysis for January 2010 will be available from 8 March 2010.

**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>	98.6%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	✓




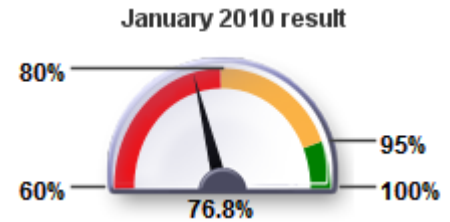
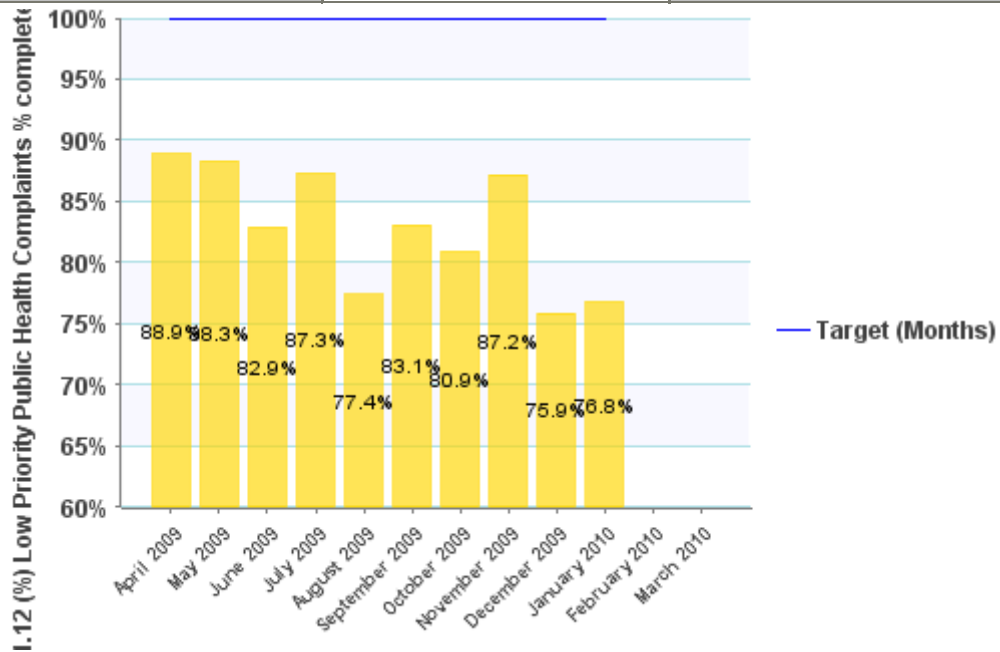
**Latest Note**

**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 2009 -January 2010 is comparable to the number received over the same period last year. The complaints responded to within 5 days varied between 89% and 100% while those completed within 30 days varied between 75% 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. The outcome figure of 76.8% for January 2010 represents 53 out of 68 complaints completed within the performance target. Progress of complaints received during December has been inhibited by staffing shortages in the Public Health work area since mid December 2009. Having regard to the 30 day outcome timescale this analysis for January 2010 was undertaken in early March 2010 as the data input completion date for January 2010 data was 28 February 2010. Completed data and analysis for February 2010 will be available from 8 April 2010.

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

<b>Code</b>	ENV 1.12 (%)	Low Priority Public Health Complaints % completed within 30 days			
<b>Description</b>					
<b>Current Value</b>	76.8%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	


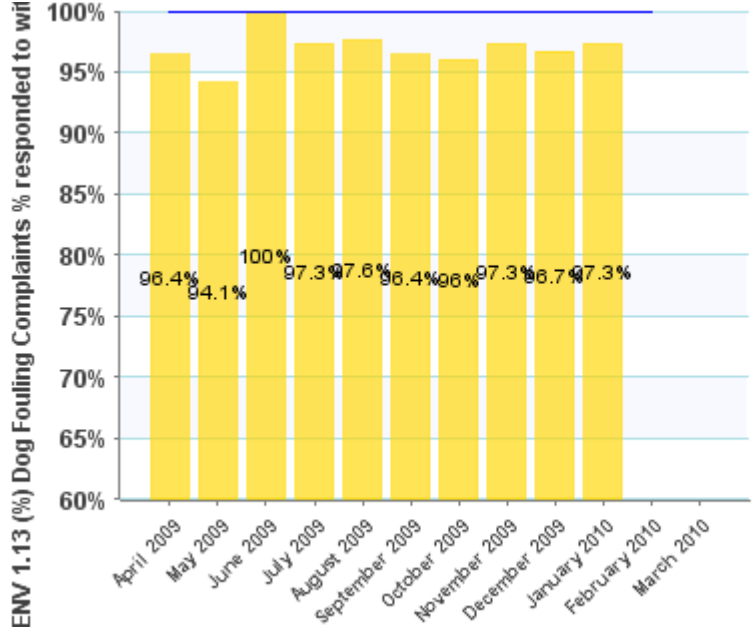
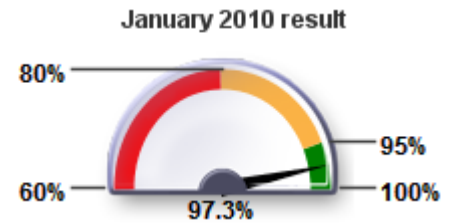



**Latest Note**

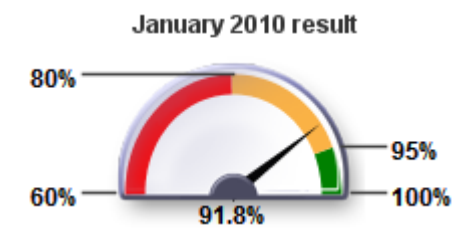
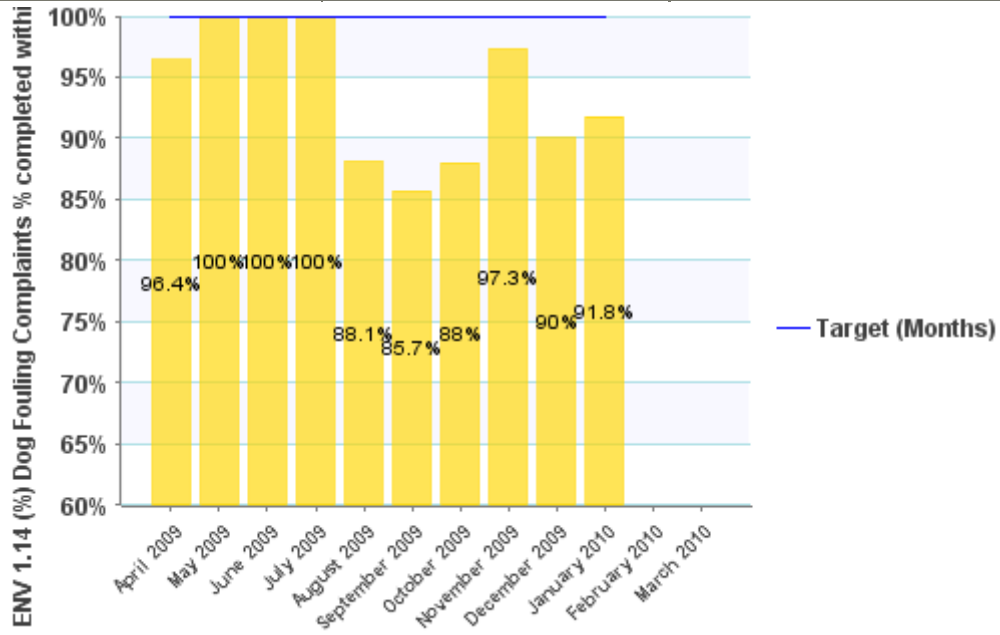
**2008/09:** The number of priority 2 complaints responded to within 5 days varied between 80% and 100% in 2008/09 while those completed within 30 days varied between 71% and 86%.

**2009/10:** The total number of priority 2 complaints received, April 2009 -January 2010 is comparable to the number received over the same period last year. The complaints responded to within 5 days varied between 89% and 100% while those completed within 30 days varied between 75% 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. The outcome figure of 76.8% for January 2010 represents 53 out of 68 complaints completed within the performance target. Progress of complaints received during December has been inhibited by staffing shortages in the Public Health work area since mid December 2009. Having regard to the 30 day outcome timescale this analysis for January 2010 was undertaken in early March 2010 as the data input completion date for January 2010 data was 28 February 2010. Completed data and analysis for February 2010 will be available from 8 April 2010.

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

<b>Code</b>	ENV 1.13 (%)	Dog Fouling Complaints % responded to within 2 days			
<b>Description</b>					
<b>Current Value</b>	97.3%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	
<b>ENV 1.13 (%) Dog Fouling Complaints % responded to wif</b>					
<b>Latest Note</b>	<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 2009 to January 2010 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 2009/10 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%.</p> <p>Having regard to the 30 day outcome timescale this analysis for January 2010 was undertaken in early February 2010 as the data input completion date for January 2010 data was 28 February 2010. Completed data and analysis for February 2010 will be available from 8 April 2010.</p> <p><b>Action:</b> Continue to monitor and challenge performance.</p>				

<b>Code</b>	ENV 1.14 (%)	Dog Fouling Complaints % completed within 30 days			
<b>Description</b>					
<b>Current Value</b>	91.8%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	



**Latest Note**


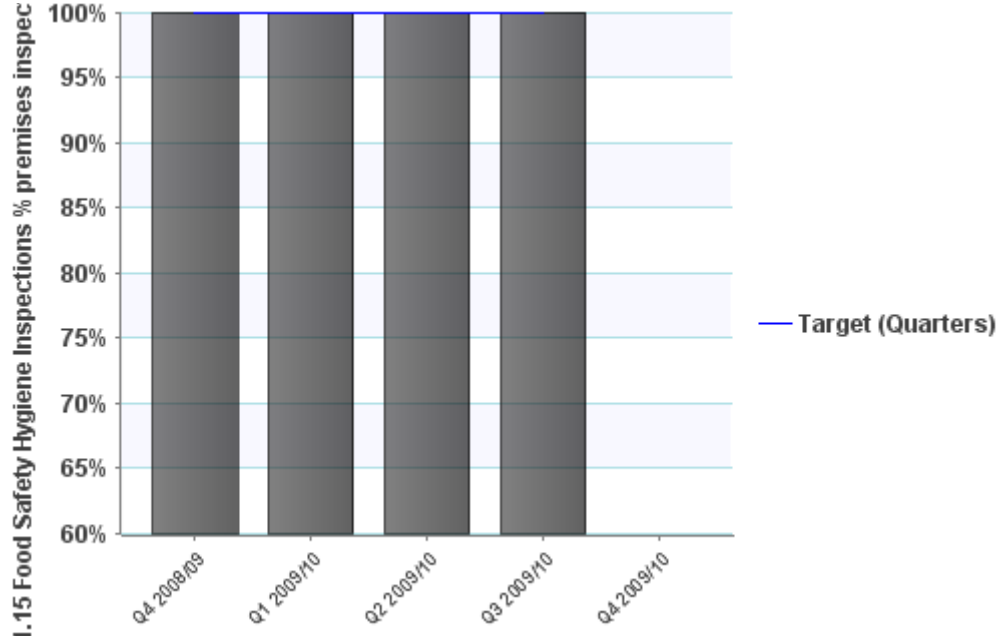
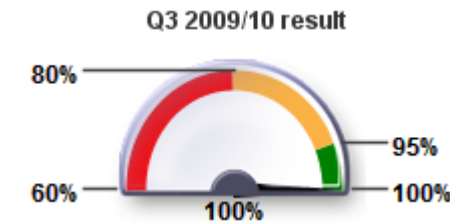
**2008/09:** The number of dog fouling complaints received in 2008/09 are seasonal in nature with most complaints received in the period from January to April. The number of complaints responded to within 2 days varied between 78% to 97% while those completed within 30 days varied between 84% and 100%.

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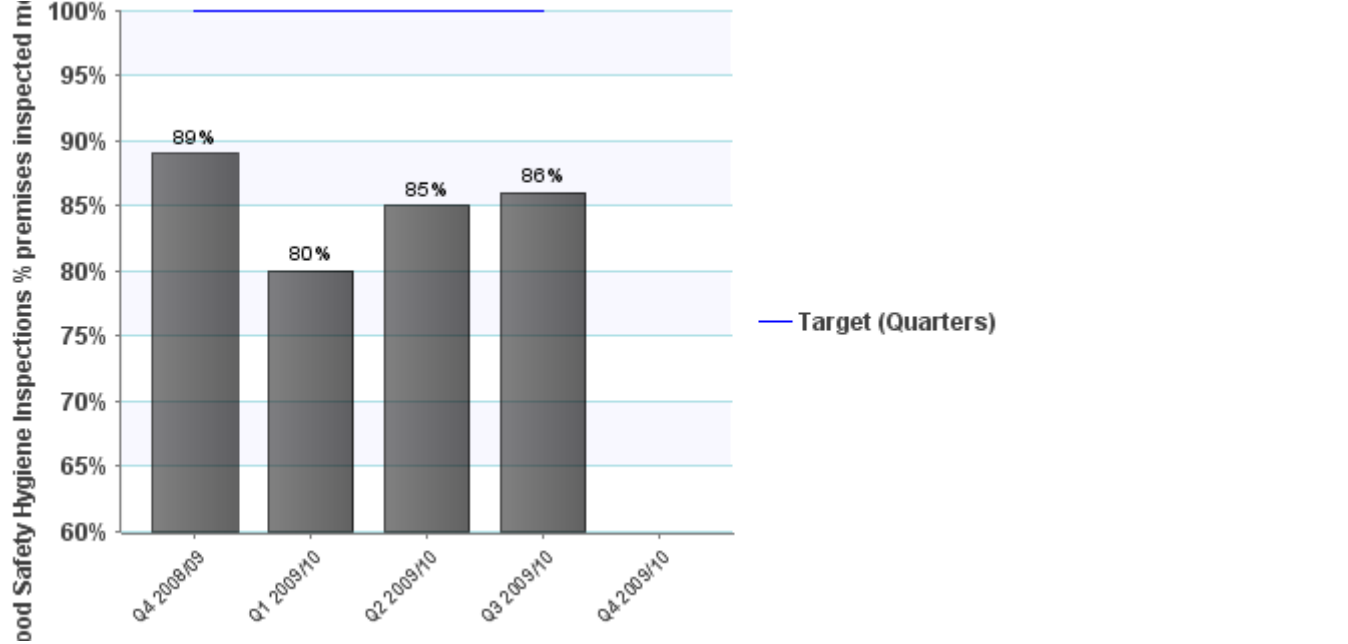
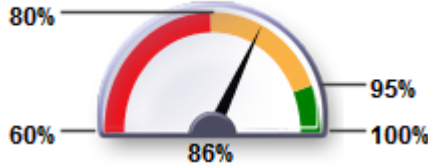
Having regard to the 30 day outcome timescale this analysis for January 2010 was undertaken in early February 2010 as the data input completion date for January 2010 data was 28 February 2010. Completed data and analysis for February 2010 will be available from 8 April 2010.

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

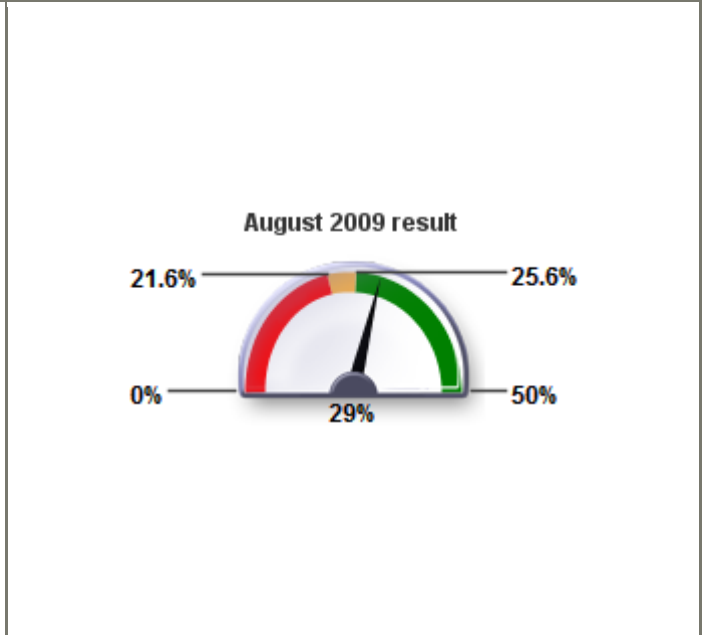
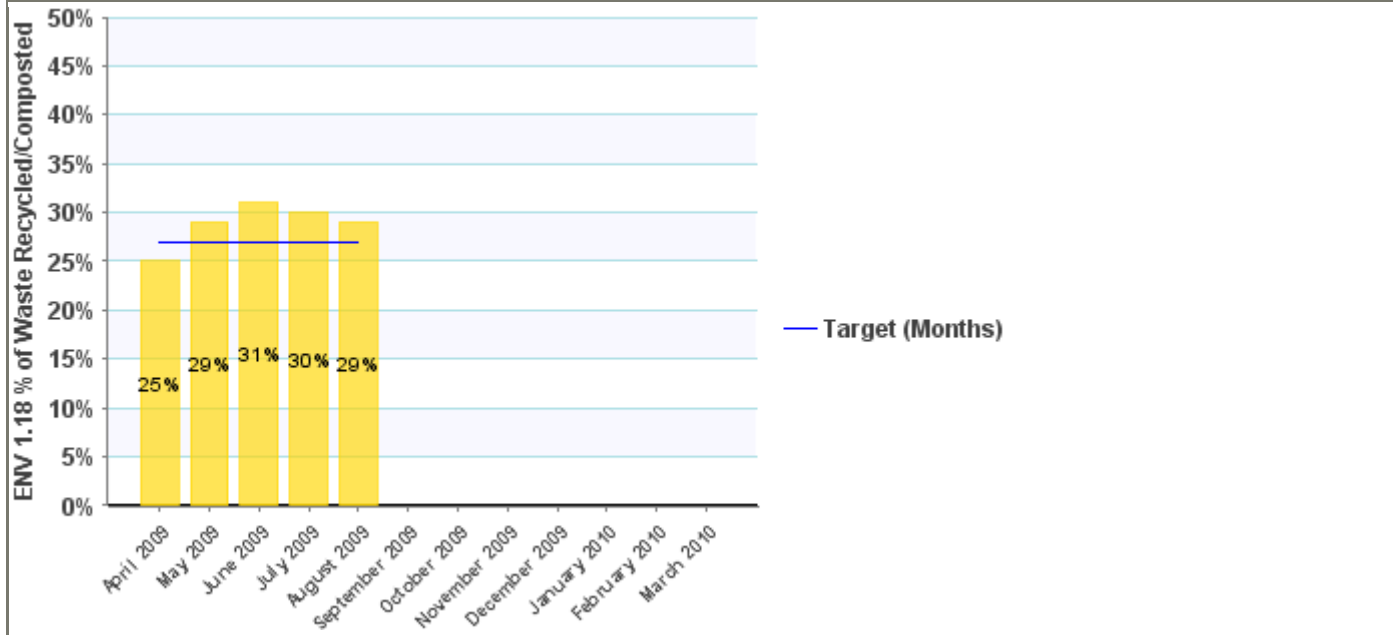


<b>Code</b>	ENV 1.15	Food Safety Hygiene Inspections % premises inspected 6 monthly			
<b>Description</b>					
<b>Current Value</b>	100%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	
<b>1.15 Food Safety Hygiene Inspections % premises inspec</b>	 <p>— Target (Quarters)</p>			 <p>Q3 2009/10 result</p>	
<b>Latest Note</b>					

<b>Code</b>	ENV 1.16	Food Safety Hygiene Inspections % premises inspected 12 monthly																									
<b>Description</b>																											
<b>Current Value</b>	100%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	✓																						
<b>1.16 Food Safety Hygiene Inspections % premises inspect</b>	<table border="1"> <caption>Bar Chart Data: % premises inspected</caption> <thead> <tr> <th>Quarter</th> <th>% inspected</th> </tr> </thead> <tbody> <tr> <td>Q4 2008/09</td> <td>100%</td> </tr> <tr> <td>Q1 2009/10</td> <td>100%</td> </tr> <tr> <td>Q2 2009/10</td> <td>100%</td> </tr> <tr> <td>Q3 2009/10</td> <td>100%</td> </tr> <tr> <td>Q4 2009/10</td> <td>100%</td> </tr> </tbody> </table>				Quarter	% inspected	Q4 2008/09	100%	Q1 2009/10	100%	Q2 2009/10	100%	Q3 2009/10	100%	Q4 2009/10	100%	<p>Q3 2009/10 result</p> <table border="1"> <caption>Gauge Chart Data: Q3 2009/10 result</caption> <thead> <tr> <th>Value</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>60%</td> <td>Red</td> </tr> <tr> <td>80%</td> <td>Yellow</td> </tr> <tr> <td>95%</td> <td>Green</td> </tr> <tr> <td>100%</td> <td>Green</td> </tr> </tbody> </table>	Value	Color	60%	Red	80%	Yellow	95%	Green	100%	Green
Quarter	% inspected																										
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60%	Red																										
80%	Yellow																										
95%	Green																										
100%	Green																										
<b>Latest Note</b>																											

<b>Code</b>	ENV 1.17	Food Safety Hygiene Inspections % premises inspected more than 12 monthly															
<b>Description</b>																	
<b>Current Value</b>	86%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>													
<b>Food Safety Hygiene Inspections % premises inspected more than 12 monthly</b>	 <table border="1"> <caption>Quarterly Performance Data</caption> <thead> <tr> <th>Quarter</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Q4 2008/09</td> <td>89%</td> </tr> <tr> <td>Q1 2009/10</td> <td>80%</td> </tr> <tr> <td>Q2 2009/10</td> <td>85%</td> </tr> <tr> <td>Q3 2009/10</td> <td>86%</td> </tr> <tr> <td>Q4 2009/10</td> <td>86%</td> </tr> </tbody> </table>				Quarter	Percentage	Q4 2008/09	89%	Q1 2009/10	80%	Q2 2009/10	85%	Q3 2009/10	86%	Q4 2009/10	86%	<p><b>Q3 2009/10 result</b></p> 
Quarter	Percentage																
Q4 2008/09	89%																
Q1 2009/10	80%																
Q2 2009/10	85%																
Q3 2009/10	86%																
Q4 2009/10	86%																
<b>Latest Note</b>																	

<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** There is no update to our data for this as the data supplied by SITA is in a new format that when analysed gives a recycling % that is too high and doesn't follow the seasonal trend. Rather than report an unrealistic figure that may mislead I need to audit the returns with SITA to validate the % recycled.

<b>Code</b>	ENV 1.19	Refuse Complaints received per 1000 households in each 4 week period			
<b>Description</b>					
<b>Current Value</b>	27.6	<b>Current Target</b>	20	<b>Traffic Light Icon</b>	
<b>Latest Note</b>					


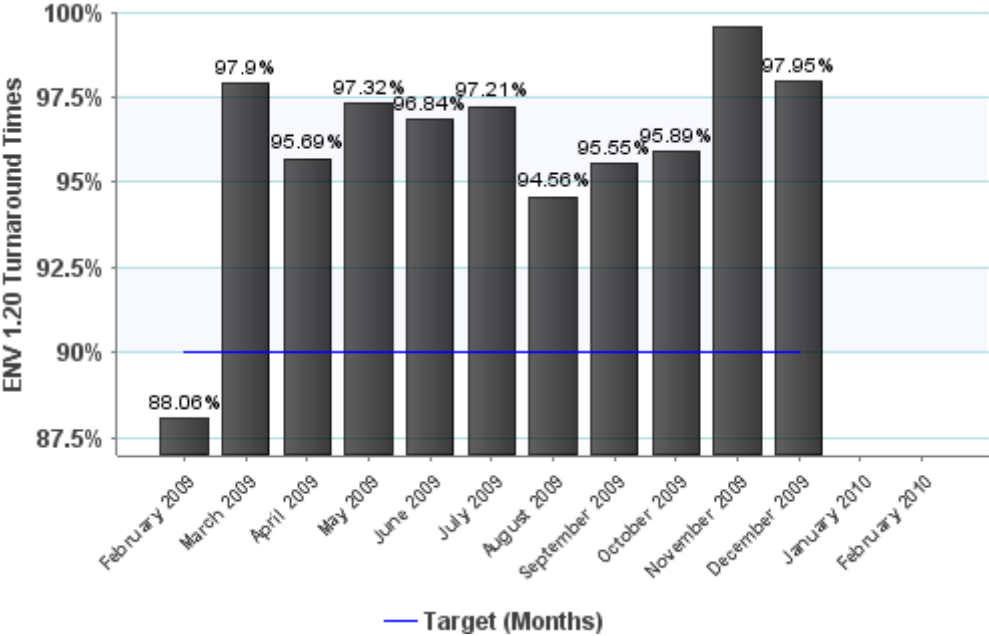

  


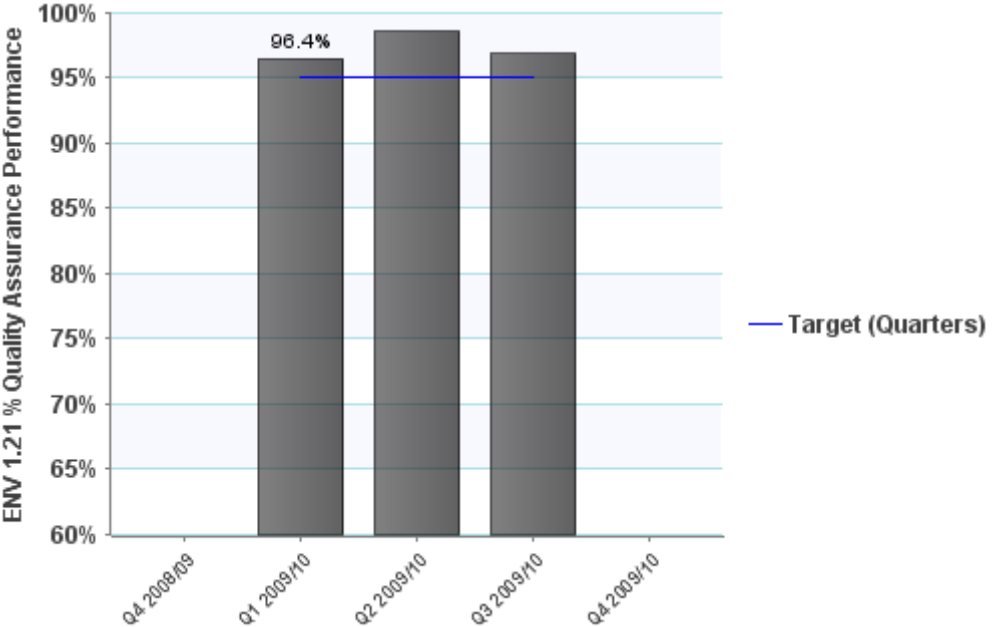
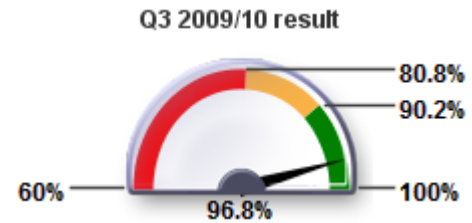
Refuse Complaints received per 1000 households in each 4 week period

Year	Value
2005/06	0
2006/07	0
2007/08	28.8
2008/09	34.2
2009/10	27.8

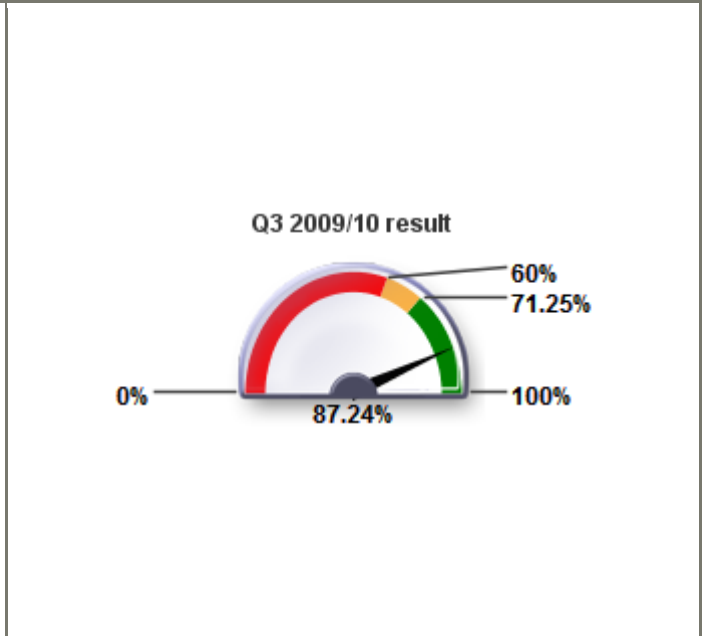
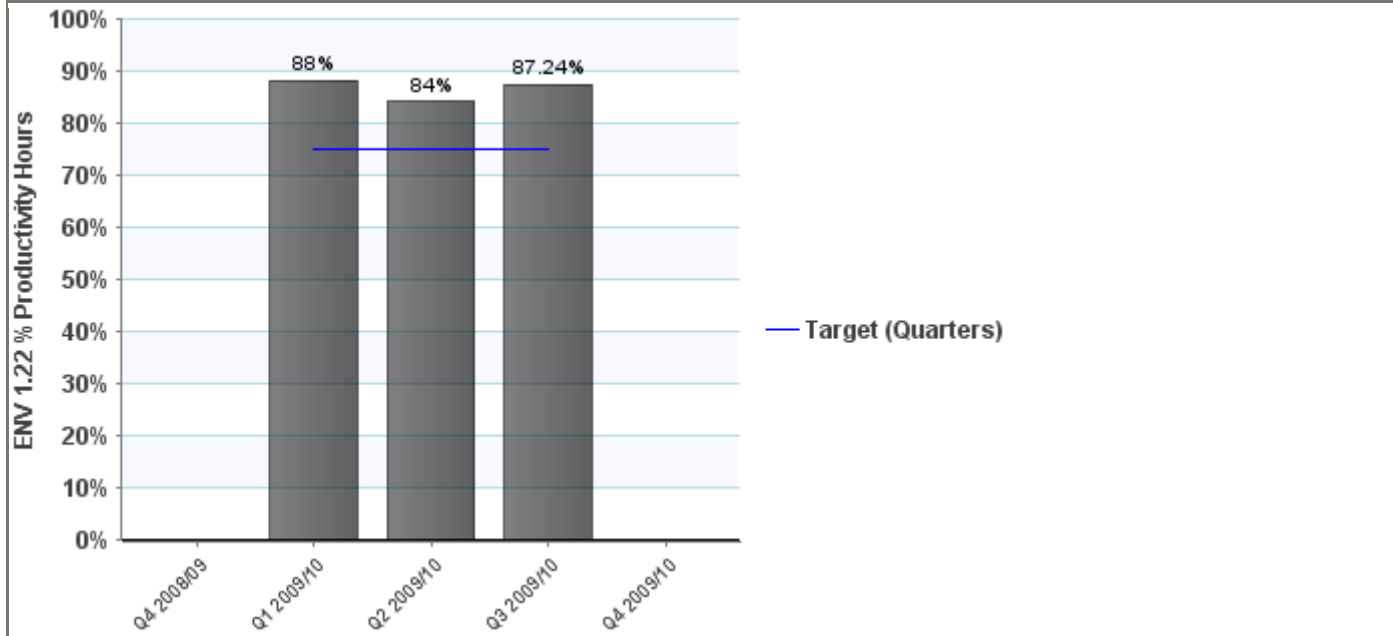
— Target (Years)

27.6

<b>Code</b>	ENV 1.20	Turnaround Times			
<b>Description</b>	Period for completing analysis process related to target expectation.				
<b>Current Value</b>	97.95%	<b>Current Target</b>	90%	<b>Traffic Light Icon</b>	
 <p>— Target (Months)</p>					
<b>Latest Note</b>	A 3 month period has to elapse to complete turn around calculation process. Monthly figures are entered after the first day of the third month post the interest period.				

<b>Code</b>	ENV 1.21 %	Quality Assurance Performance																											
<b>Description</b>	Percentage of accredited quality assurance testing completed to a satisfactory standard.																												
<b>Current Value</b>	96.8%	<b>Current Target</b>	95%	<b>Traffic Light Icon</b>																									
<b>ENV 1.21 % Quality Assurance Performance</b>	 <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>Q4 2008/09</td> <td>-</td> </tr> <tr> <td>Q1 2009/10</td> <td>96.4%</td> </tr> <tr> <td>Q2 2009/10</td> <td>-</td> </tr> <tr> <td>Q3 2009/10</td> <td>-</td> </tr> <tr> <td>Q4 2009/10</td> <td>-</td> </tr> </tbody> </table>			Quarter	Performance (%)	Q4 2008/09	-	Q1 2009/10	96.4%	Q2 2009/10	-	Q3 2009/10	-	Q4 2009/10	-	 <p>Q3 2009/10 result</p> <table border="1"> <caption>Gauge Chart Data</caption> <thead> <tr> <th>Percentage</th> <th>Color</th> </tr> </thead> <tbody> <tr> <td>60%</td> <td>Red</td> </tr> <tr> <td>80.8%</td> <td>Yellow</td> </tr> <tr> <td>90.2%</td> <td>Green</td> </tr> <tr> <td>96.8%</td> <td>Green (Current)</td> </tr> <tr> <td>100%</td> <td>Green</td> </tr> </tbody> </table>		Percentage	Color	60%	Red	80.8%	Yellow	90.2%	Green	96.8%	Green (Current)	100%	Green
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<b>Code</b>	ENV 1.22 %	Productivity Hours			
<b>Description</b>	Percentage of labour resource involved in technical result generation.				
<b>Current Value</b>	87.24%	<b>Current Target</b>	75%	<b>Traffic Light Icon</b>	✓



**Latest Note**