

Committee Scorecard

Report Type: Scorecard Report





































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Name
Housing and Environment Committee Scorecard

Traffic Light Icon	PI Code & Short Name	Last Update	Current Value	Current Target	Short Term Trend Arrow
	H&E 1.1 Average repairs and maintenance expenditure per house per year	2009/10		£1,050	
	H&E 1.2 Average supervision and management expenditure per house	2009/10		£337	
	H&E 1.3 Score compliance with health & safety matrix	April 2010	81%	100%	
	H&E 1.5 % number of days lost per employee through sickness	April 2010	7.59%		
	HOUKPIG1a Housing Lists - Waiting List	March 2010	5,474		
	HOUKPIG1b Housing Lists - Transfer List	March 2010	2,483		
	HOUKPIR1a Response repairs completed in target (percentage) - Priority 1	March 2010	93%	94%	
	HOUKPIR1b Response repairs completed (number) - Priority 1	March 2010	1,622		
	HOUKPIR2a Response repairs completed in target (percentage) - Priority 1/2	March 2010	94%	93.5%	
	HOUKPIR3a Response repairs completed in target (percentage) - Priority 2	March 2010	91%	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	March 2010	95%	93.5%	
	HOUSPI14a Number of response repairs completed (figures are cumulative)	March 2010	74,587	79,704	
	HOUSPI14b Response repairs completed in target	March 2010	93%	95%	
	HOUSPI16a Rent loss due to voids - Citywide	April 2010	1.03%	0.92%	
	HOUSPI17aiii Non-low demand relets (0-4 weeks) - Citywide	March 2010	49.8%	59%	
	HOUSPI17biii Low demand relets (0-4 weeks) - Citywide	March 2010	36.5%	59%	
	HOUSPI18a Rent Arrears as a % of Net amount Due (SPI)	April 2010	6.8%	6%	
	HOUSPI19aii Homeless Decision Notifications	March 2010	71.9%	80%	
	HOUSPI19aiii Statutory Homeless Lets	March 2010	43.8%	45%	
	HOUSPI19aiv Repeat Homelessness	Q4 2009/10	5.3%	2%	
	HOUSPI19b Homeless Tenancy Sustainment	March 2010	96.2%	90%	
	HOUSPI29a House Sales completed within 26 weeks - %	April 2010	96.2%	95%	
	H&E 3.01 Incidences of antisocial behaviour	April 2010	502		
	H&E 3.02 Incidences of vandalism, malicious damage or malicious mischief	April 2010	323		
	H&E 3.07 Crime and antisocial behaviour incident reports made by City Wardens	April 2010	259		
	H&E 3.08 Number of fixed penalty notices issued for dog fouling	April 2010	6		
	H&E 3.09 Number of fixed penalty notices issued for littering	April 2010	33		
	ENV 1.01 Percentage Achieving Cleanliness	March 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	March 2010	94.1%	100%	
	ENV 1.04 (%) Non Domestic Noise Complaints % of complaints completed within 30 days	March 2010	79.4%	100%	
	ENV 1.05 (%) High Priority Pest Control Complaints % responded to within 2 days	March 2010	100%	100%	
	ENV 1.06 (%) High Priority Pest Control Complaints % completed within 30 days	March 2010	90%	100%	
	ENV 1.07 (%) Low Priority Pest Control Complaints % responded to within 5 days	March 2010	97.1%	100%	
	ENV 1.08 (%) Low priority Pest Control Calls % completed within 30 days	March 2010	91.4%	100%	
	ENV 1.09 (%) High Priority Public Health Complaints % responded to within 2 days	March 2010	92.6%	100%	
	ENV 1.10 (%) High Priority Public Health Complaints % completed within 30 days	March 2010	85.3%	100%	
	ENV 1.11 (%) Low Priority Public Health Complaints % responded to within 5 days	March 2010	99%	100%	
	ENV 1.12 (%) Low Priority Public Health Complaints % completed within 30 days	March 2010	99%	100%	
	ENV 1.13 (%) Dog Fouling Complaints % responded to within 2 days	March 2010	94.1%	100%	
	ENV 1.14 (%) Dog Fouling Complaints % completed within 30 days	March 2010	97.6%	100%	
	ENV 1.15 Food Safety Hygiene Inspections % premises inspected 6 monthly	Q4 2009/10	100%	100%	
	ENV 1.16 Food Safety Hygiene Inspections % premises inspected 12 monthly	Q4 2009/10	100%	100%	
	ENV 1.17 Food Safety Hygiene Inspections % premises inspected more than 12 monthly	Q4 2009/10	82%		
	ENV 1.18 % of Waste Recycled/Composted	February 2010	20%	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	February 2010	94.76%	90%	
	ENV 1.21 % Quality Assurance Performance	Q4 2009/10	98.7%	95%	
	ENV 1.22 % Productivity Hours	Q4 2009/10	83.88%	75%	