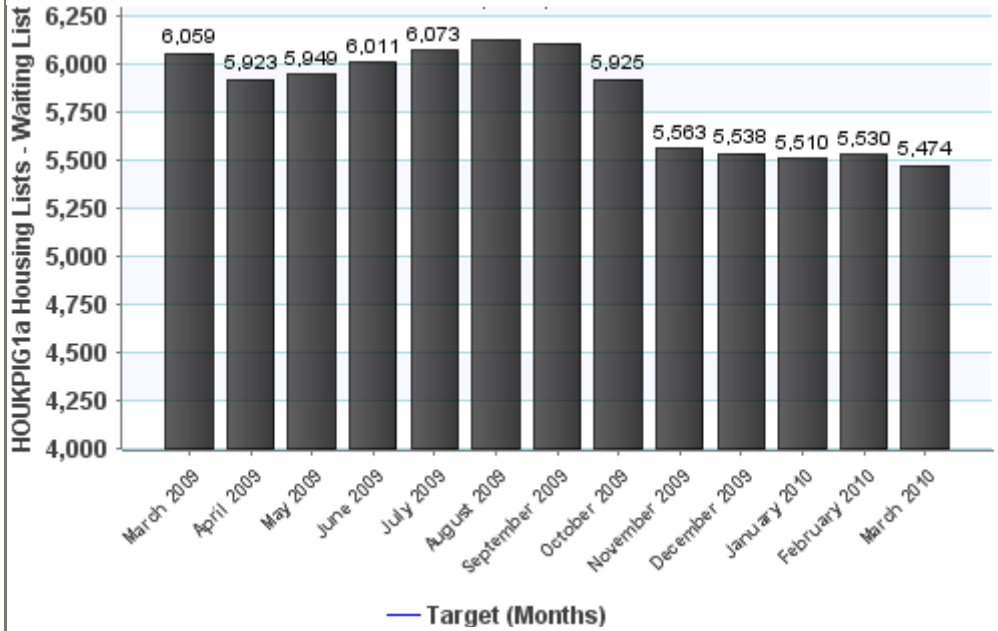


# COMMITTEE PERFORMANCE REPORT

**Report Type:** Performance Report

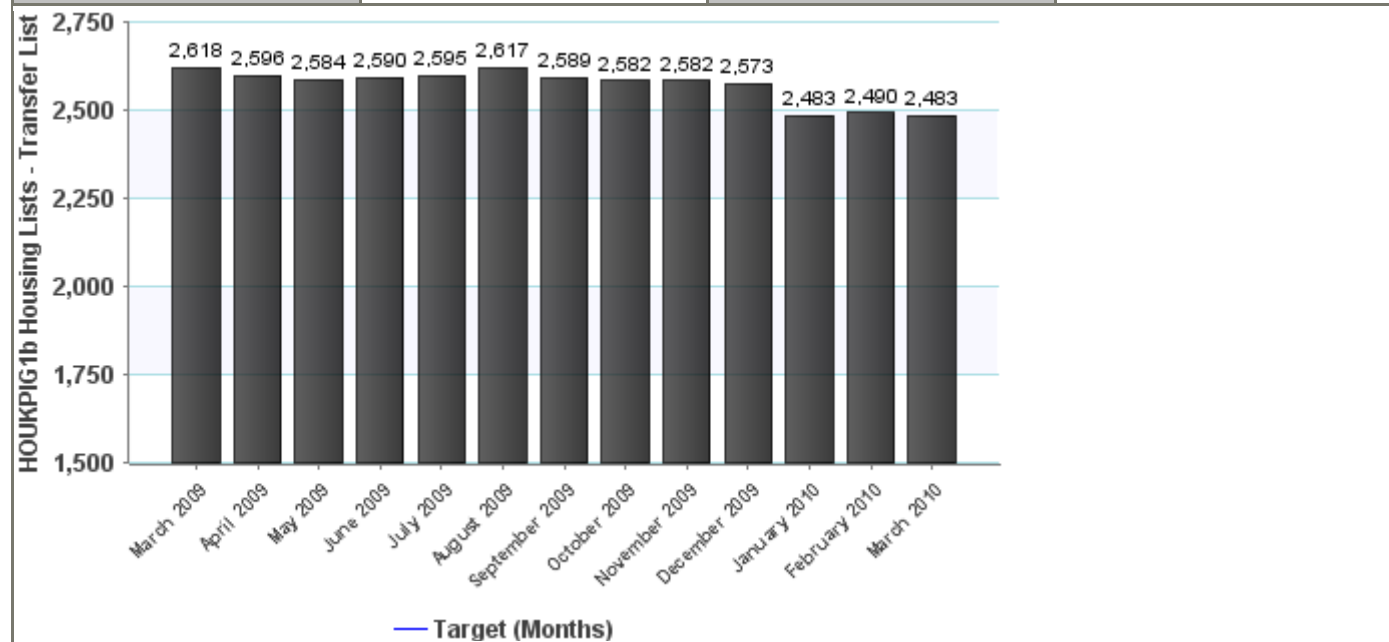
**Report Author:** David Leslie

<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>	5,474	<b>Current Target</b>		<b>Traffic Light Icon</b>
<b>Latest Note</b>	<p><b>Analysis:</b> The number of applications on the waiting list fell in March rose for the second successive month, following six months of decline. This was despite 487 applications being cancelled from the list. 240 of these were due to non-registration by the applicant, and another 197 due to the applicant failing to maintain contact. The remainder were due to a combination of applicants withdrawing their applications, refusal of homeless offers, death, and other reasons not specifically recorded.</p> <p><b>Action:</b> The numbers on the Waiting List will continue to be monitored and reported to Committee.</p>			



5,474

<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>	2,483	<b>Current Target</b>		<b>Traffic Light Icon</b>



2,483
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**Latest Note**

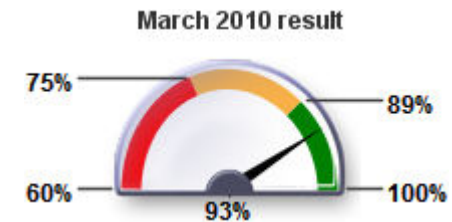
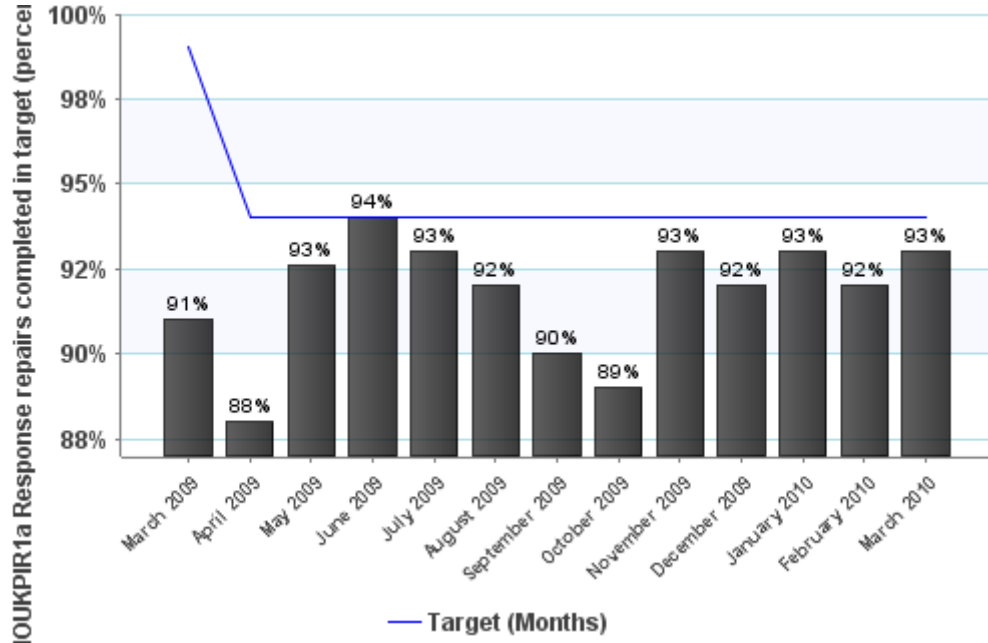
**Analysis:** The Transfer list numbers seem to be characterised by periods of relative stagnation. Between January and March there has been only a variation of seven in the figure, mirroring similar trends in the same period in 2009, and between September and November 2009. As with the Waiting List, the number of cancellations in March increased substantially, to 119. 51 of these were due to failure to reregister, 17 due to applicants terminating their tenancies, 27 due to failure to maintain contact, and the remainder due to the exercise of right-to-buy, death, or other reasons not specifically recorded.

15 new applications for mutual exchanges were registered in March, while the number approved was 17, substantially the highest total of 2009-10. This brings the final figures for the year to 192 receipts, 85 approved and 111 cancelled or refused. Of the cancellations, the two reasons most commonly identified, representing between them 42 per cent of the


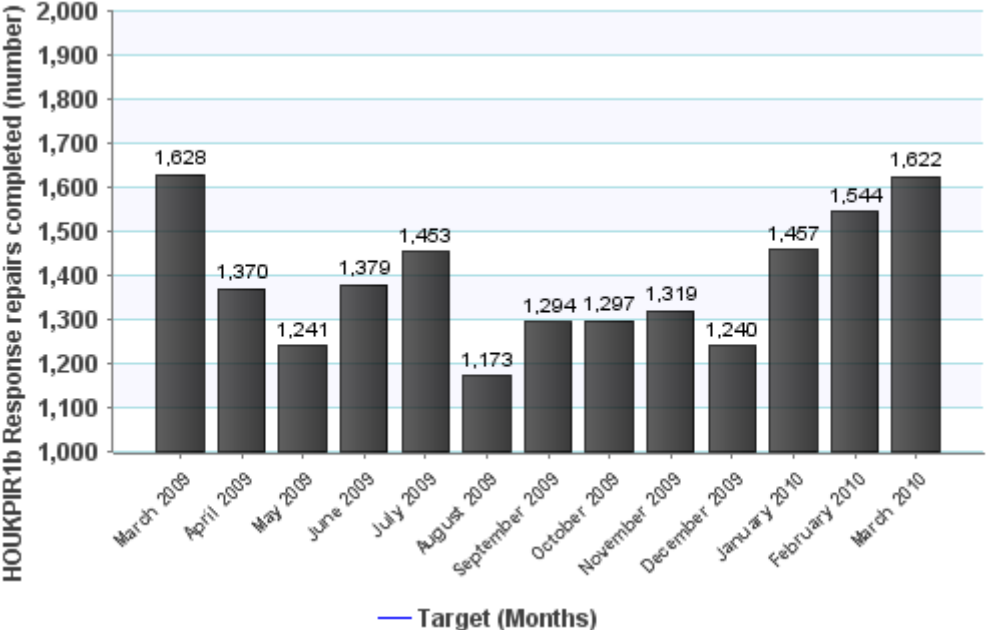
total, were housing debt on the part of one or more of the parties, and the size of properties not matching the requirements of the households. The remainder comprise unauthorised works in tenancies on the part of occupiers, cancellation at the applicants' request, unsatisfactory tenancies and a variety of other non-classified reasons. From the introduction of the online house exchange website at the beginning of March to the end of the month there had been 140 registrations.

**Action:** The numbers of applicants on the Transfer List will continue to be monitored and reported to Committee. The number of applicants who apply for mutual exchanges will continue to be monitored to see what impact the on-line mutual exchange website and the matching letters have on the number of mutual exchange applications.

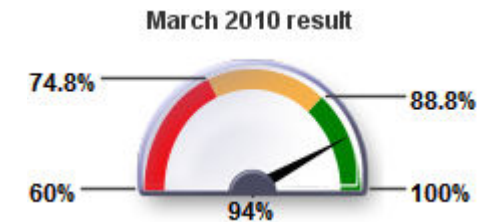
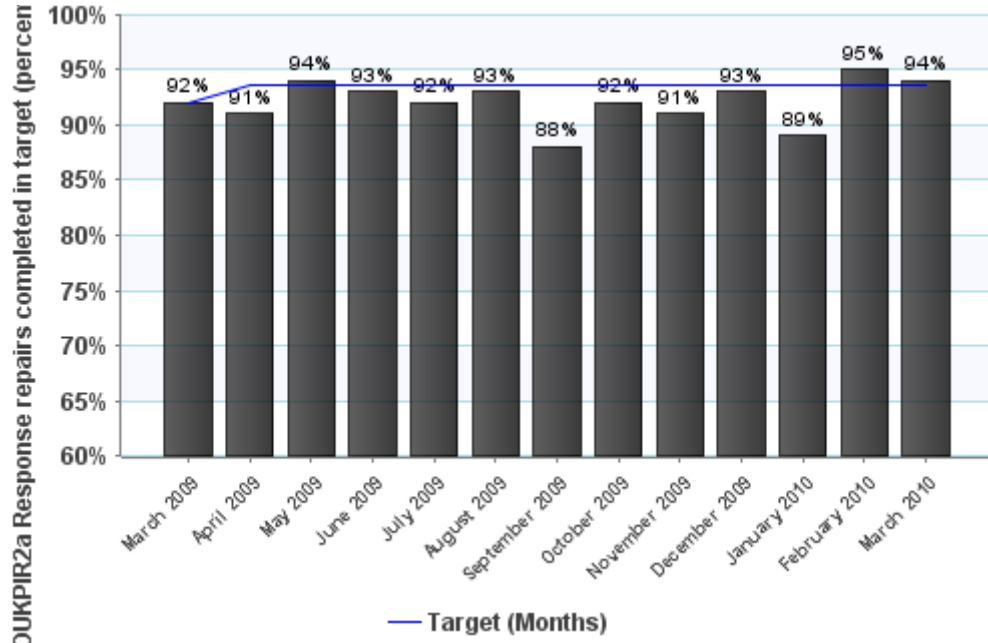
<b>Code</b>	HOUKPIR1a	Response repairs completed in target (percentage) - Priority 1			
<b>Description</b>	The percentage of Priority 1 response repairs requiring a response within 4 hours completed in target				
<b>Current Value</b>	93%	<b>Current Target</b>	94%	<b>Traffic Light Icon</b>	



<b>Latest Note</b>	<p><b>Analysis:</b> The time recording problem which prevented the submission of the February totals has been amended and the report run again. The percentage of P1 emergency repairs to be attended to within 4hours for March was 93% - 1% below target. The actual total number of emergency repairs completed during March was 19% above monthly average for 2009/10 with total completed on target 21% above average. The annual performance for 2009/10 was 92% compared with target set at 94%.</p> <p><b>Action:</b> March 2010 performance 1% from target at 93%. Analysis of failures to be carried out to drive further improvement</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>	1,622	<b>Current Target</b>		<b>Traffic Light Icon</b> 																												
<b>HOUKPIR1b Response repairs completed (number)</b>	 <table border="1"> <caption>HOUKPIR1b Response Repairs Completed (Number) by Month</caption> <thead> <tr> <th>Month</th> <th>Response Repairs Completed</th> </tr> </thead> <tbody> <tr><td>March 2009</td><td>1,628</td></tr> <tr><td>April 2009</td><td>1,370</td></tr> <tr><td>May 2009</td><td>1,241</td></tr> <tr><td>June 2009</td><td>1,379</td></tr> <tr><td>July 2009</td><td>1,453</td></tr> <tr><td>August 2009</td><td>1,173</td></tr> <tr><td>September 2009</td><td>1,294</td></tr> <tr><td>October 2009</td><td>1,297</td></tr> <tr><td>November 2009</td><td>1,319</td></tr> <tr><td>December 2009</td><td>1,240</td></tr> <tr><td>January 2010</td><td>1,457</td></tr> <tr><td>February 2010</td><td>1,544</td></tr> <tr><td>March 2010</td><td>1,622</td></tr> </tbody> </table>			Month	Response Repairs Completed	March 2009	1,628	April 2009	1,370	May 2009	1,241	June 2009	1,379	July 2009	1,453	August 2009	1,173	September 2009	1,294	October 2009	1,297	November 2009	1,319	December 2009	1,240	January 2010	1,457	February 2010	1,544	March 2010	1,622	1,622
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<b>Latest Note</b>	See HOUKPIR1a for details																															

<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>	94%	<b>Current Target</b>	93.5%	<b>Traffic Light Icon</b>	✓

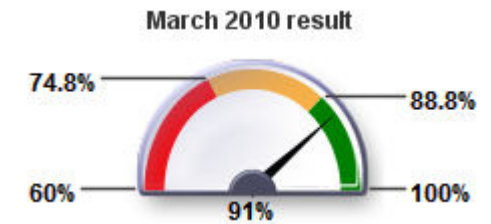
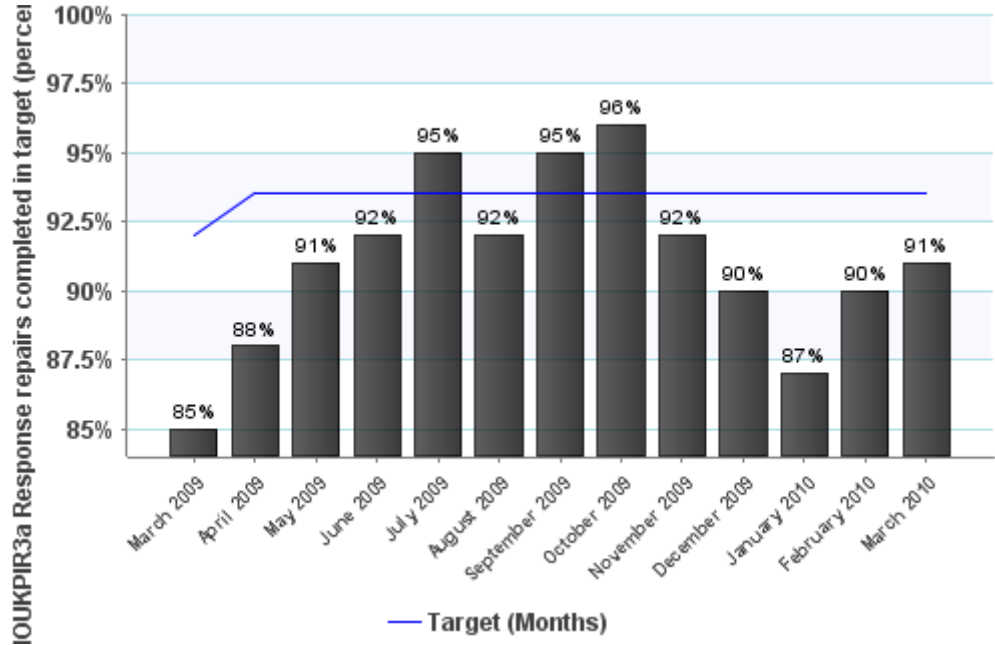


**Latest Note**

**Analysis:** Although the performance dropped by 2% on February total the actual number of completions and those completed within target were 16% and 19% respectively above the annual monthly average for 2009/10. The 2009/10 percentage of P12 category repairs completed within target was 92% i.e. 1.5% below target but 4% above 2008/9 PI. This years performance was highest over last 6 years.

**Action:** Performance above target for March 2010. No action required

<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>	91%	<b>Current Target</b>	93.5%	<b>Traffic Light Icon</b>	✔

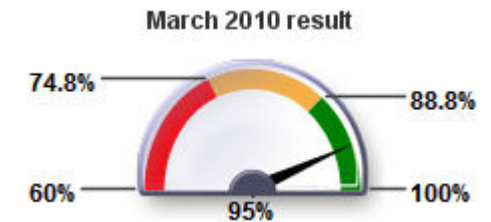
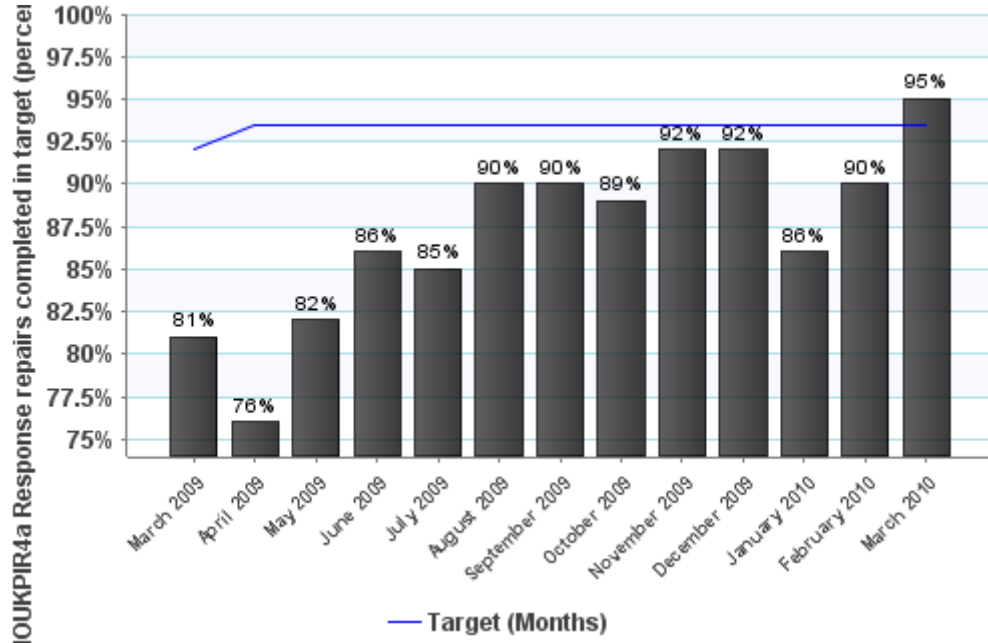


**Latest Note**

**Analysis:** The March percentage of P2 category repairs increased by 1% to 91%. The total number of category 2 repairs completed on target during 2009/10 was 92% and although 1.5% below target set for year was 8% above 2008/9 performance.


**Action:** March 2010 performance 2.5% from target at 91%. Analysis of failures to be carried out to drive further improvement

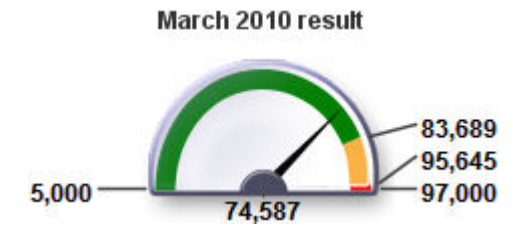
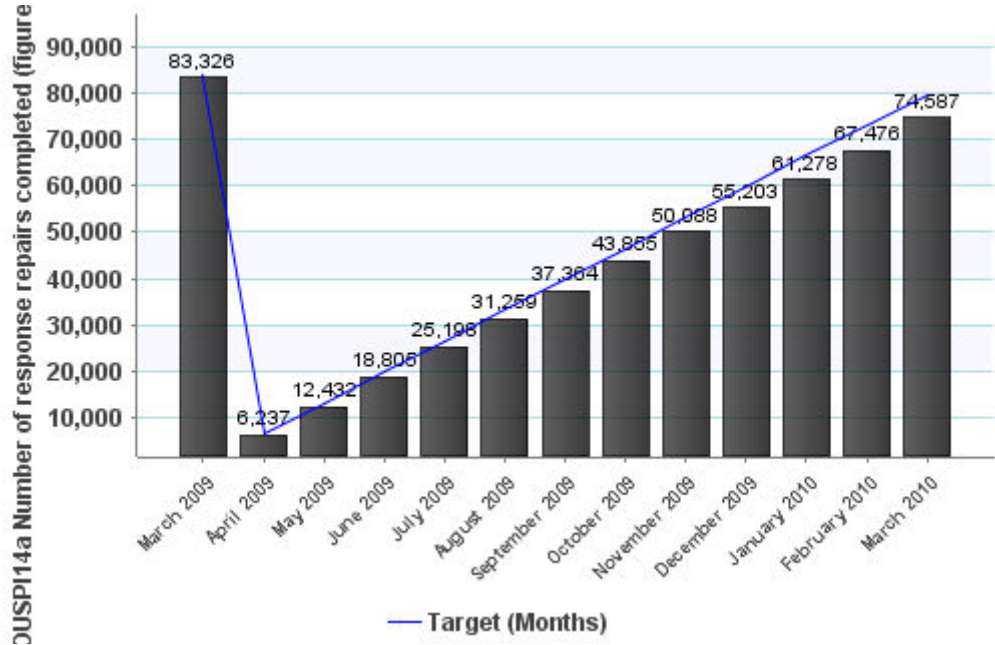
<b>Code</b>	HOUKPIR4a	Response repairs completed in target (percentage) - Priority 3			
<b>Description</b>	The percentage of Priority 3 response repairs requiring a response within 24 working days completed in target				
<b>Current Value</b>	95%	<b>Current Target</b>	93.5%	<b>Traffic Light Icon</b>	✓



<b>Latest Note</b>	<p><b>Analysis:</b> The number of P3 category repairs completed on target during March was 95% - the highest monthly performance in the last 2 years. Although annual performance was 87% i.e. 6.5% below target performance over the 6 months from September was 93% only 0.5% below annual target. 2009/10 performance was also 4% above 2008/09 total.</p> <p><b>Action:</b> Performance above target for March 2010. No action required</p>
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<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>	74,587	<b>Current Target</b>	79,704	<b>Traffic Light Icon</b>	

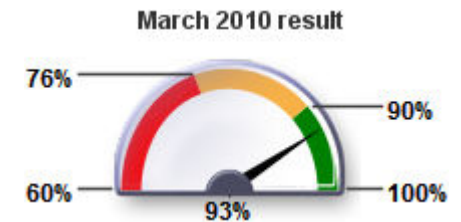
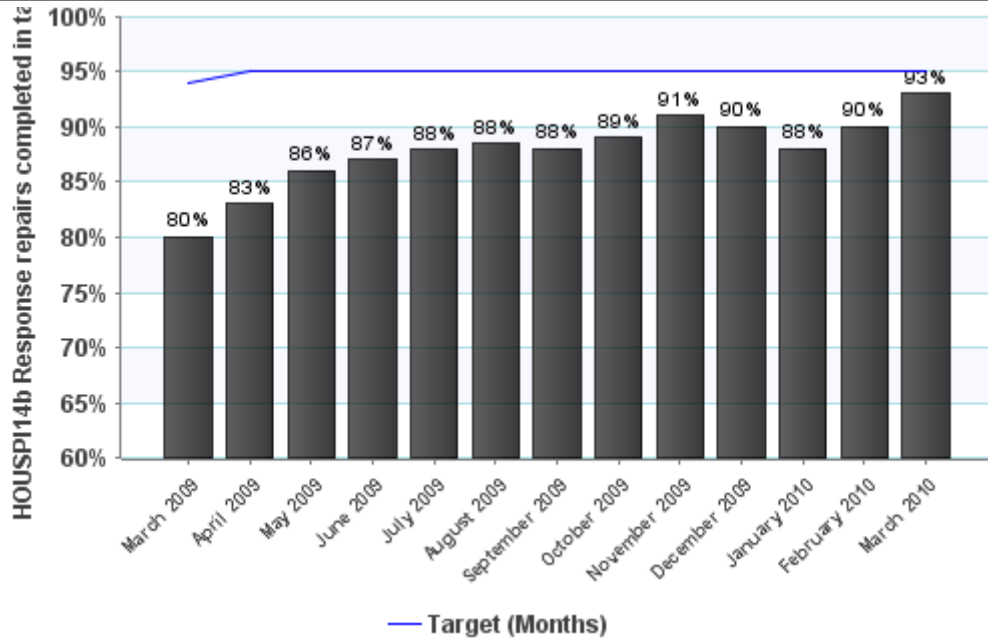


**Latest Note**

**Analysis:** The percentage of orders issued against each category during 2009/10 were, P1 - 22% (4 hours), P12 - 19% (3 days), P2 - 8% (10 days), P3 - 37% (24 days), P99 - 14% (4 hours out of hours).

**Action:** Anticipated reduction in orders from 08/09. Continue to monitor during 10/11


<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>	93%	<b>Current Target</b>	95%	<b>Traffic Light Icon</b>	

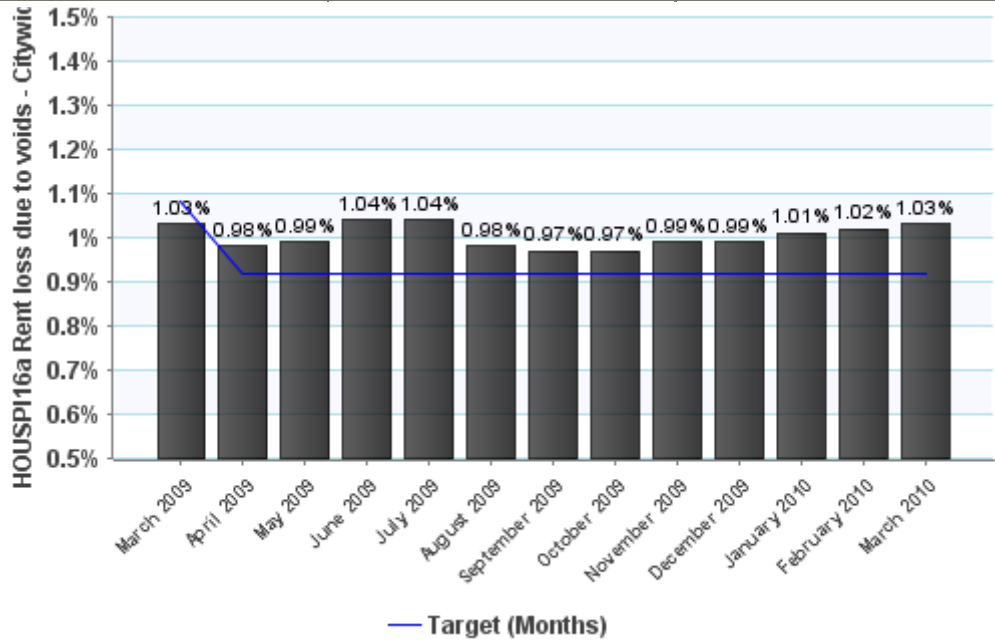


**Latest Note**

**Analysis:** The individual performance figures for March for each category were P1 - 93%, P12 - 94%, P2 - 91%, P3 - 95%, P99 - 87% compared with annual performance levels of P1 - 92%, P12 - 92%, P2 - 92%, P3 - 88%, P99 - 87%.

**Action:** March 2010 highest monthly performance on record. Now only 2% from target. Continue to monitor improvement towards target.

<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>	1.03%	<b>Current Target</b>	0.92%	<b>Traffic Light Icon</b>	




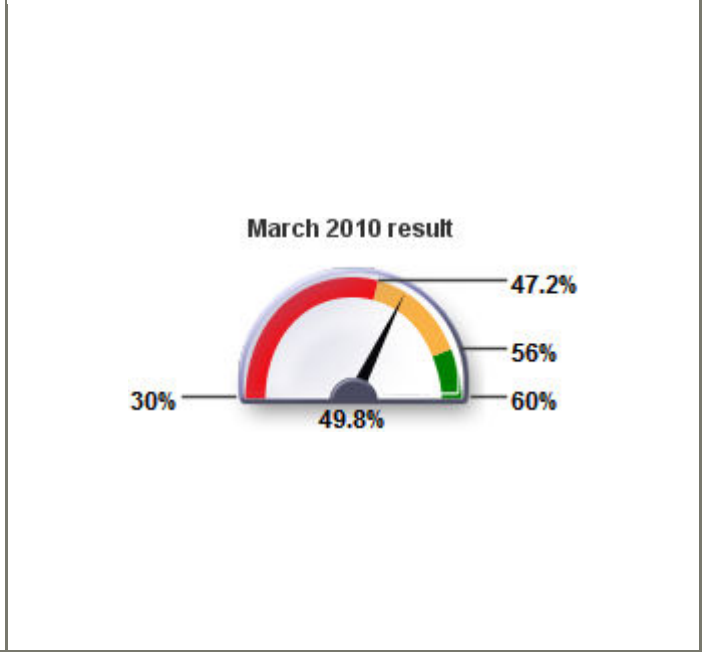
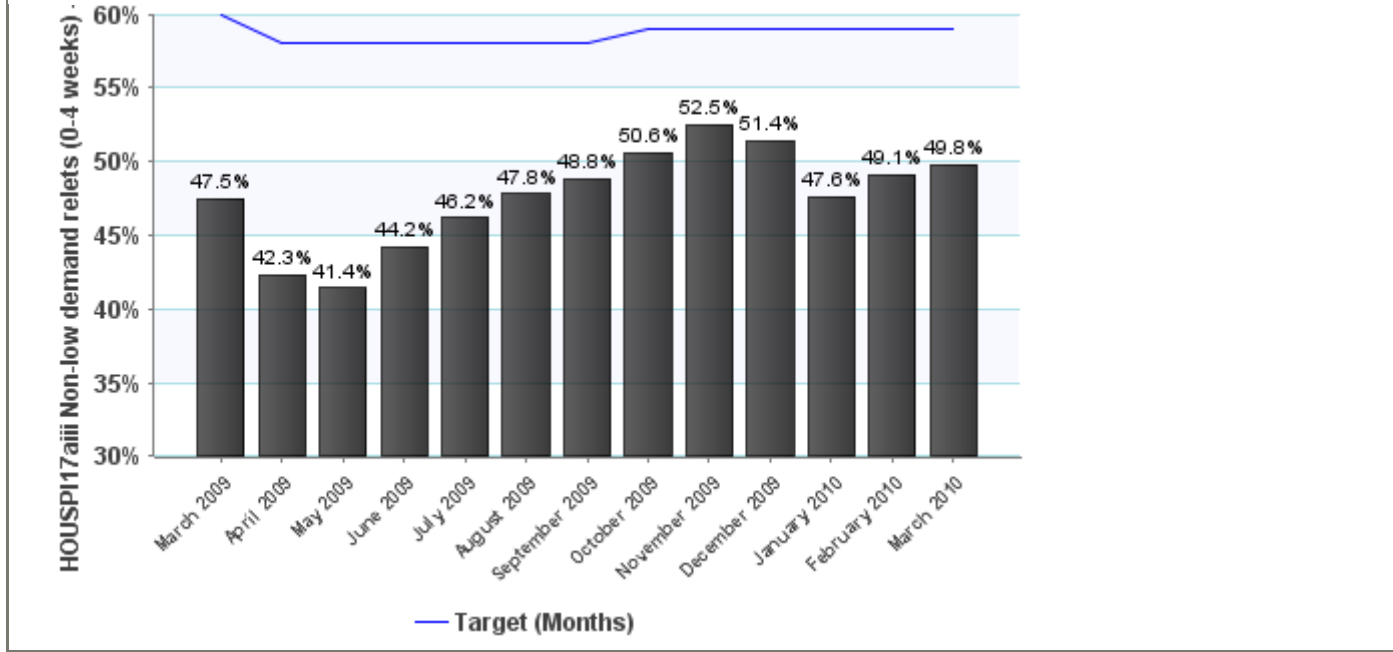
**Latest Note**

**Analysis** At the end of financial year 2009-10, Aberdeen City Council had lost a total of £681,094.40 through void council dwellings. This compared with £656,731.63 at the end of the previous year. However, the increase to the gross debit has ensured that the percentage void rent loss achievement remains at 1.0%. In terms of area performance, there were improvements to the North and South areas, but due to problems with the relet of a significant number of low demand properties in the Central area (in particular sheltered property types), performance in that area deteriorated. In terms of demand for this coming financial year, a review of the property classifications indicated that this will continue to be an issue we require to overcome.

In recent months, void rent loss performance has been much higher than in the previous financial year.

**Action** 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. The issue of low-demand sheltered is being analysed as this is continuing to place a barrier to improvement.


<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>	49.8%	<b>Current Target</b>	59%	<b>Traffic Light Icon</b>	

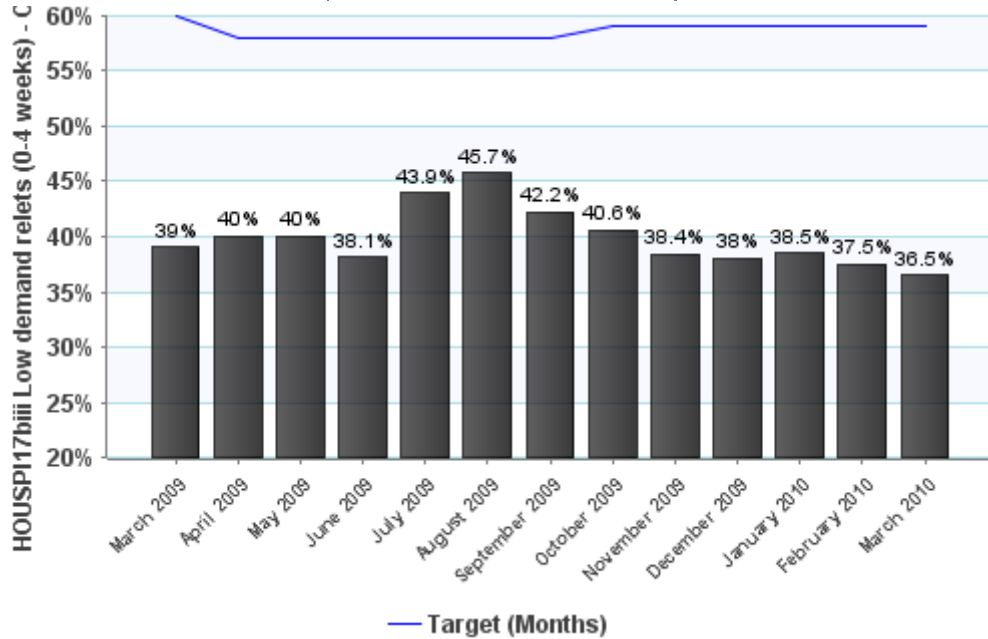


**Latest Note**

**Analysis:** Although the numbers of non low demand relets in March were comparable with February, a much higher percentage of these were done within 4 weeks (55.7%). This impacted on year end performance which improved from 47.5% in 2008-09 to 49.8% at this year end. In terms of the average number of days taken for a property to be relet within the financial year, this remained static at 41 days for non low demand properties both years running. There has been an increase in the numbers of non low demand properties taking over 17 weeks this year (171 compared to 117 in previous year). However, performance has not been affected because of the increase in properties taking less than 2 weeks this financial year - from 117 to 171.

**Action:** Consideration is being given to the re-introducing standards for transfer applicants and a review of the minimum letting standards has been completed. Introduction of both would have a positive impact on the standard of properties being returned and the turnover periods.


<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>	36.5%	<b>Current Target</b>	59%	<b>Traffic Light Icon</b>	

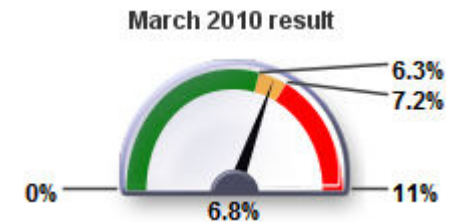
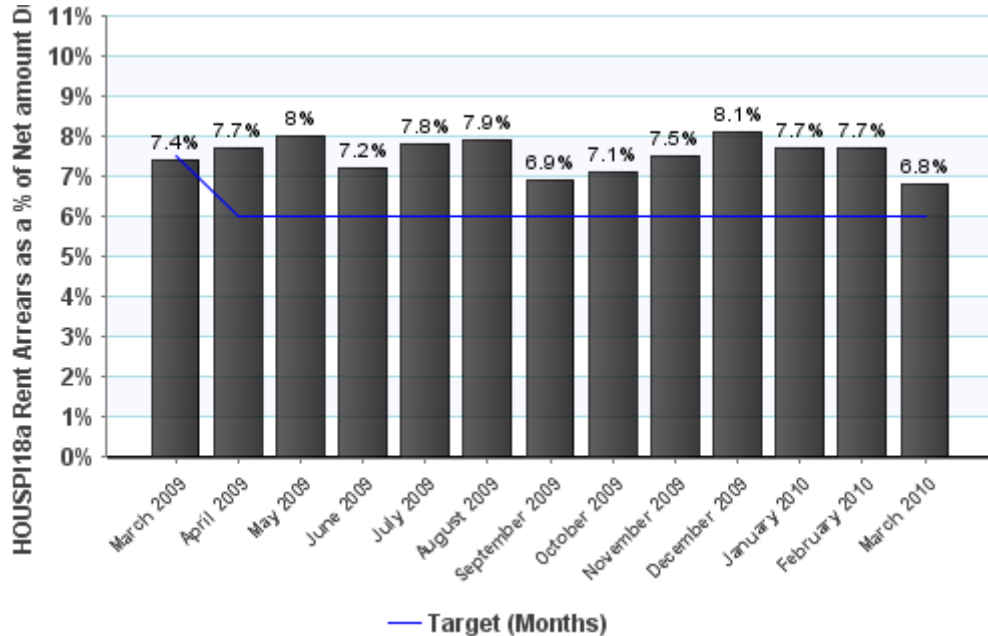


**Latest Note**

**Analysis:**  
The numbers of low demand relets in March remained similar to those in February. However, because of the low numbers of relets involved and the exaggerated percentage performance because of this, just 3 of the 12 were done within 4 weeks. In terms of year to date performance, just 36.5% of low demand relets were done in under 4 weeks, taking an average of 63 days. This compares to 39.0% and 59 days in the previous financial year. Following a review of all stock, the numbers of low demand properties have reduced from 1657 to 1249 for next financial year. These 1249 properties compose of a number of long term voids (especially in the sheltered multi storey category) and the poor demand for these properties coupled with the length of time these properties have already been void is undoubtedly going to impact on this indicator direction in the coming year.

**Action:** A review of low-demand sheltered being undertaken, which accounts for the majority of the low-demand turnover.

<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>	6.8%	<b>Current Target</b>	6%	<b>Traffic Light Icon</b>	




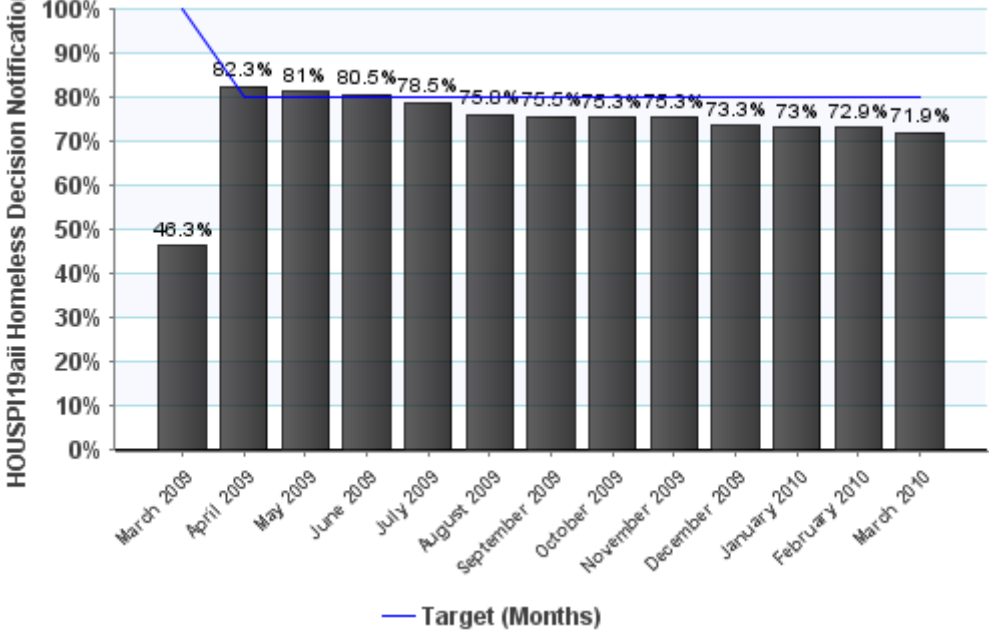

**Latest Note**

**Analysis** - The arrears position of 6.8% at year end (within one % point of target) is a 0.6% improvement on 2008/09 and as such has to be viewed positively in the current economic climate. The year on year trend of a marked decrease from February to March has been repeated and a 0.9% reduction in one month is hugely admirable. This is believed to have been achieved through intensive direct contact with tenants and if it is hoped to maintain the downward trend all staff resources possible should be made available. The actual monetary value of arrears at the end of the year was approx £2.4m, down £300,000 on February, with the number of cases falling by around 1,000. However, it must be taken into consideration that not all debt can be reduced quickly. Once cases pass into the Court stage, are involved in Rent Arrears Direct or set on an agreed arrangement, the progression towards clearing that debt can be slow. For example, as things currently stand, over 43% of current debt is at some point in the court process and approx 19% is being repaid through Rent Arrears Direct with a set amount of monies being deducted directly from tenants' benefits. Only approx 38% (£900,00) of the overall debt is at the pre-court stage of standard reminders etc and within this around 15% relates to accounts where an agreed arrangement has been made with the tenant to repay. From this it is clear that the majority of outstanding


debt is at a stage in the recovery process where reductions cannot be made instantaneously and it is essential to remember this when looking at the possible improvements to be made in coming years. As a result, the target for 2010/11 has been reviewed and is currently set at 6.4%.

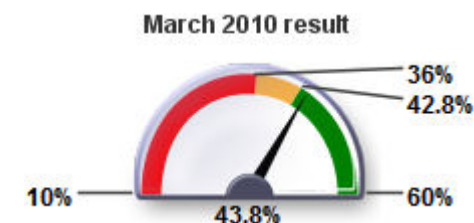
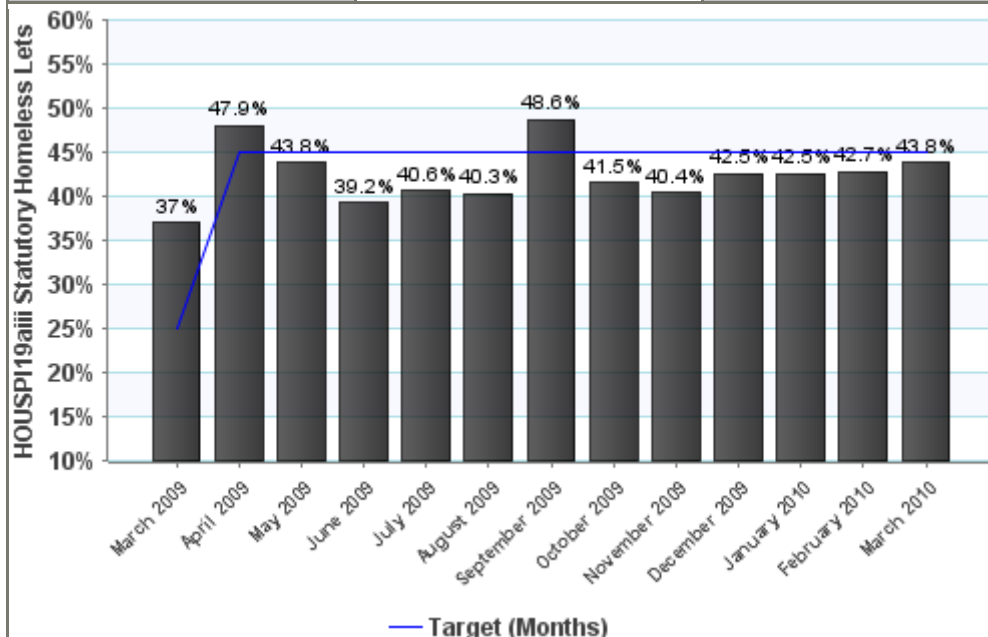
**Action** - We will continue to maximise collection of rent in 2010/11 by contacting tenants personally as early as possible through visits, cold calling, face to face interviews, etc and closely monitoring payment arrangements. Rent Management will work together with Estates and Homelessness to ensure tenants receive support in order to sustain their tenancies. Where cases are involved in the court process, we will continue to work with Citizens Advice, Trading Standards to ensure that tenants receive appropriate financial advice.

<b>Code</b>	HOUSPI19aii	Homeless Decision Notifications
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<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>	71.9%	<b>Current Target</b>	80%	<b>Traffic Light Icon</b>	
<b>HOUSPI19a11 Homeless Decision Notification</b>					
<b>Latest Note</b>	<p><b>Analysis:</b> The performance level for this indicator has slipped throughout the year from 82.3 per cent in April 2009 to 71.9% in March 2010. Having said that, the figure has fallen by only 1.4% during the last quarter. To some extent a fall in the reported performance figure is inevitable as some more complex cases take longer to resolve. This is because, in May for example, the 'exceptions' are only those cases not processed within 28 days in April and May; by October, however, the exceptions from that month and all the previous six months are taken into account. To combat this effect requires the target to be achieved or exceeded in more or less each and every month, and consideration is currently being given to an approach to identifying cases running close to the target timescale as a means of facilitating this.</p> <p><b>Action:</b> We will determine the specific reasons for falling behind on this target. (Paul Hannan)</p>				



<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>	43.8%	<b>Current Target</b>	45%	<b>Traffic Light Icon</b>	


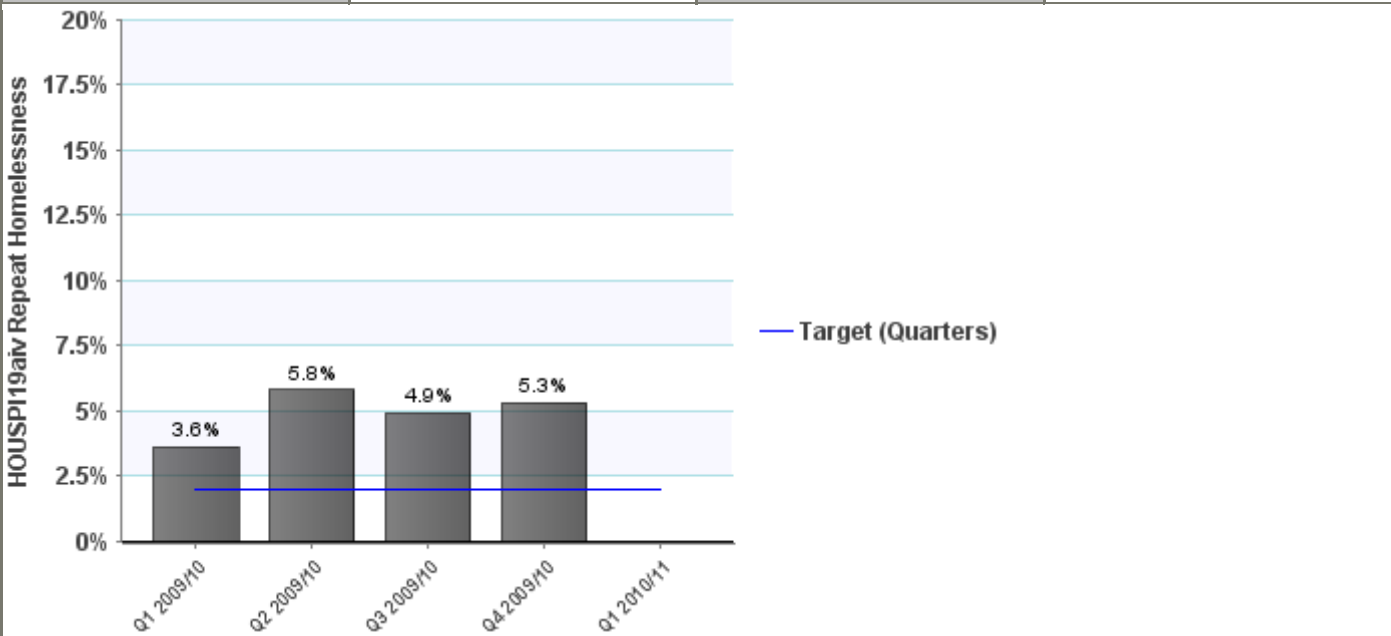
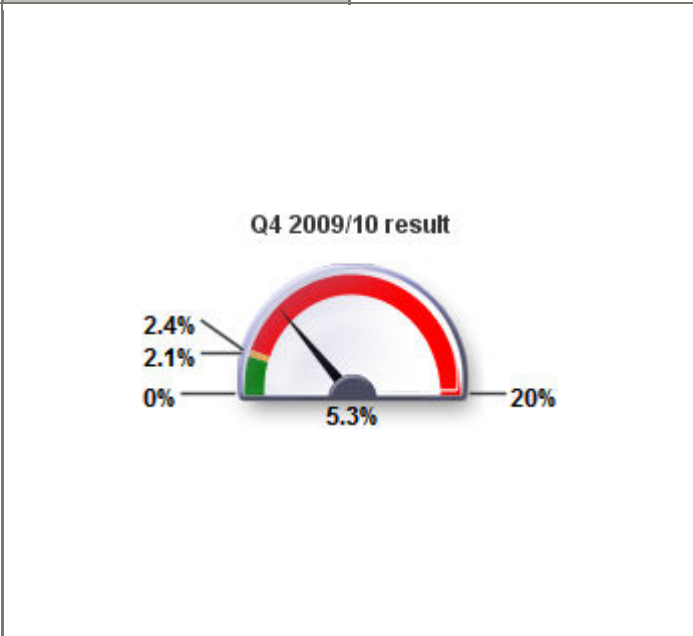


**Latest Note**

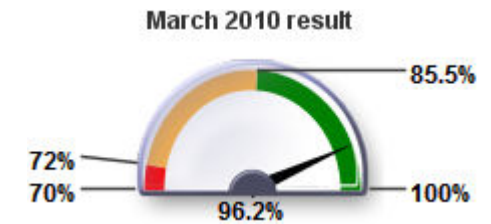
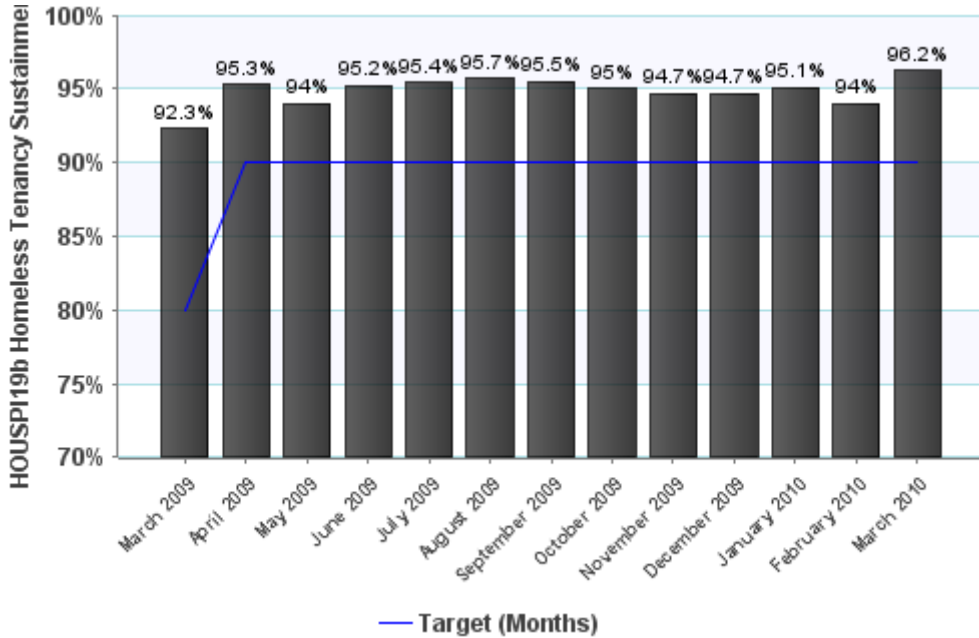
**Analysis:** Performance in March took the end of year figure to within 1.2 percentage points of target. This is a substantial increase on the 37% achieved in 2008/9, and the figure of 22.4% recorded in 2007/8. Setting aside amenity, extra care and very extra care properties, the percentage of mainstream lets to statutory homeless applicants in March was 53.7%. For three months from 5th April all mainstream properties are being offered to homeless applicants which, it is anticipated, will give a kick-start to overall performance in 2010-11.

**Action:** Although the additional lets will help, it is now becoming more apparent that it is lets to single person households that are required. (Paul Hannan)


<b>Code</b>	HOUSPI19aiv	Repeat Homelessness			
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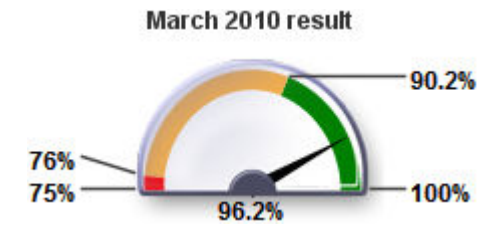
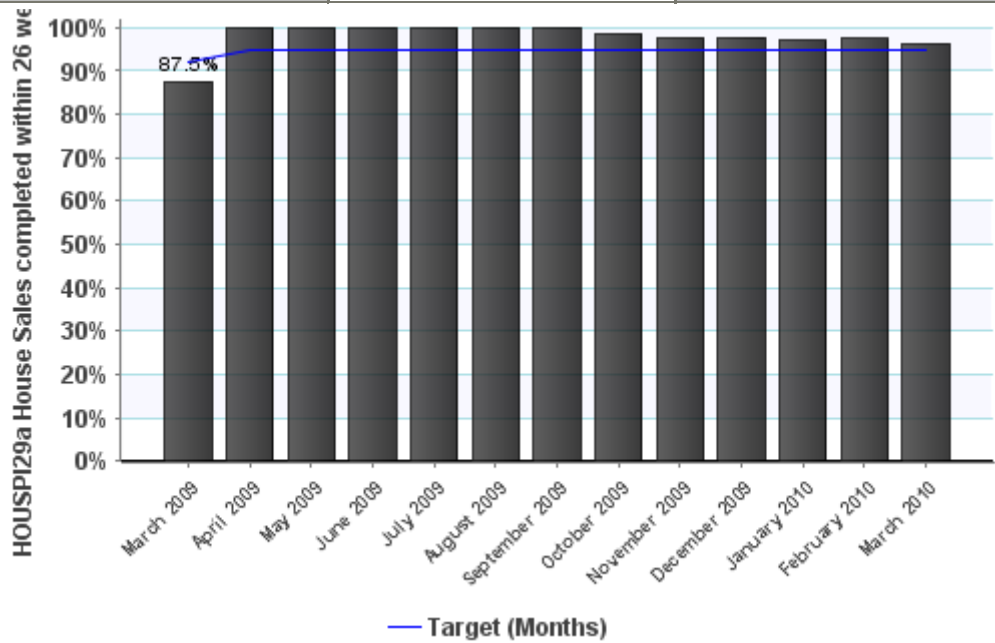
<b>Description</b>	The quarterly percentage of cases reassessed as being homeless or potentially homeless within 12 months of previous case being completed				
<b>Current Value</b>	5.3%	<b>Current Target</b>	2%	<b>Traffic Light Icon</b>	
					
<b>Latest Note</b>	<p><b>Analysis:</b> the out-turn figure for 2009/10 has, disappointingly, risen from the third quarter level of 4.9% to 5.3%. This is significantly higher than the 3.2% recorded at the end of 2008/9, and more than double the Council's target figure of 2%. The Scottish Government has again provided a list of the cases recorded in the last quarter, and this is being analysed in depth. Similar lists will continue to be acquired each quarter. A proactive homelessness prevention strategy is currently being developed for implementation in 2010/11 and it is anticipated that this, together with analysis of cases to try to better assess 'risk' cases, where a higher level of concentration may be needed to ensure contact is maintained, will positively impact on these figures over the next year.</p> <p><b>Action:</b> It is intended that this area will be tackled as prevention work is developed. (Paul Hannan)</p>				

<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>	96.2%	<b>Current Target</b>	90%	<b>Traffic Light Icon</b>	✔



**Latest Note** **Analysis:** Performance for the year is substantially above the 90% target. Of those households who failed to maintain their tenancy for at least 12 months, 18 (34.6%) abandoned either before recovery action was implemented or during the course of such action, while a further six died and three were imprisoned. The remainder either simply moved to non-ACC addresses or declined to give details.  
**Action:** Future work is required to look at abandonments. (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>	96.2%	<b>Current Target</b>	95%	<b>Traffic Light Icon</b>	


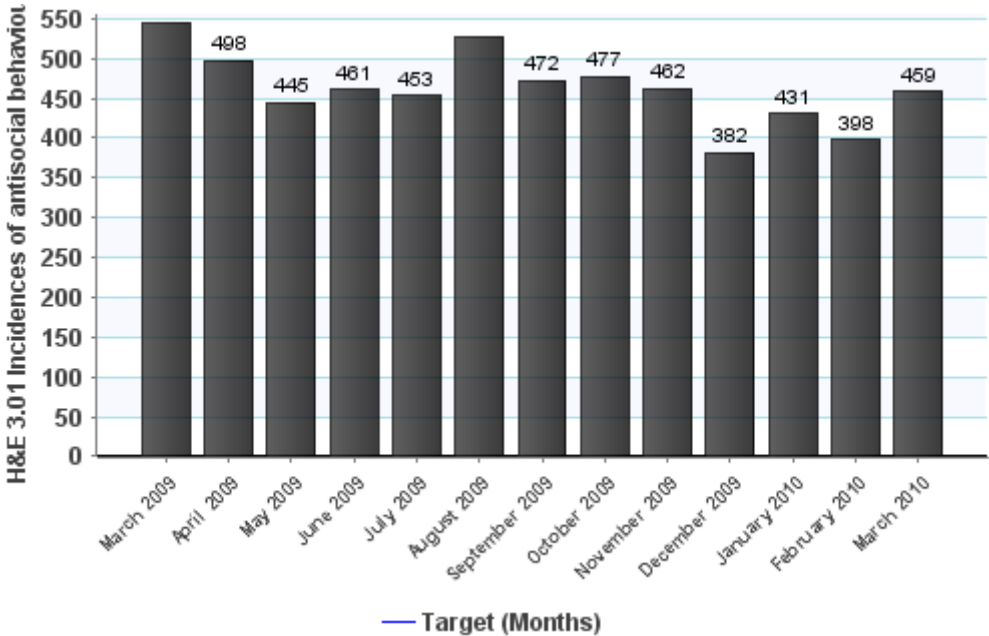


**Latest Note**


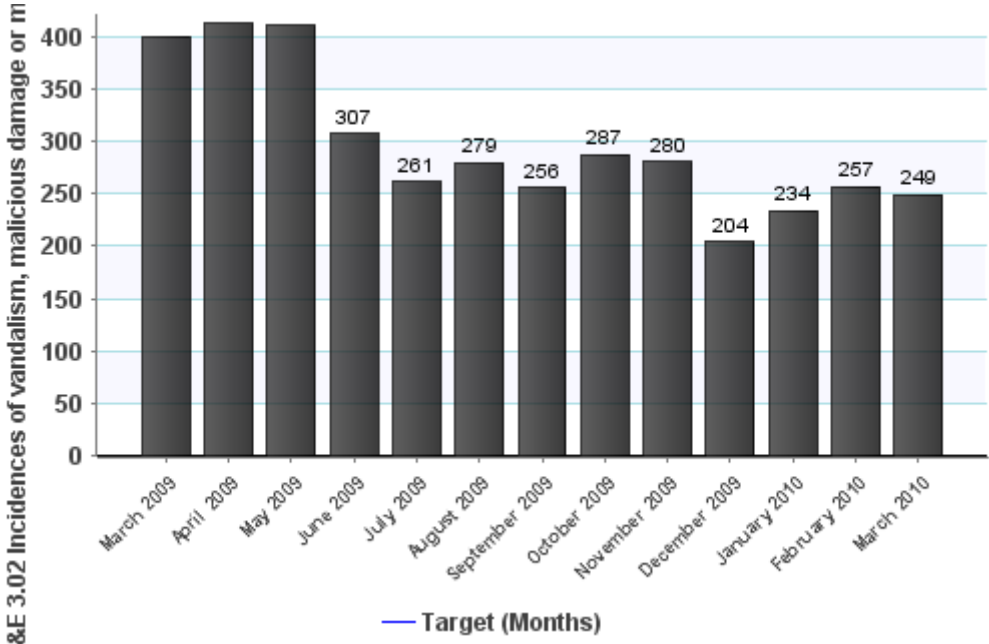
**Analysis:** Performance for this indicator remains high with only 5 sales for the year to date completing outwith the statutory 26 week target . This is no doubt aided by the low level of sales for 2009/10 which takes pressure off service delivery, the average number of sales per month so far this year being 11.1 as compared to last year's average of 15.25. The overall number of sales for 2009/10 totals 133, 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 within target, currently sitting at 22.2 weeks against an annual target of 22.4. This has been pushed up during March due to the completion of a sale which took over 150 weeks, due to repeated corrective conveyancing. 20 sales actually completed during March, the largest number for any one month in 2009/10. The average number of applications to buy received per month for 2009/10 is 20, compared with 30 for 2008/09 so based on this we would not expect to see any dramatic 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. All stages in the house sales process are closely examined to ensure that procedures are followed and performance maximised. Service Standards are examined on a quarterly basis, along with other detailed performance information, to allow for close monitoring of various time banded stages in the process allowing for any individual 'blips' influencing outcomes to be examined and addressed as soon as possible after they occur. This will become more and more important as the number of sales falls and one or two negative outcomes have the ability to cause a downturn. This will continue on a frequent basis throughout 2010/11 to ensure all aspects of the sales process within the Council's control are managed as efficiently as possible.


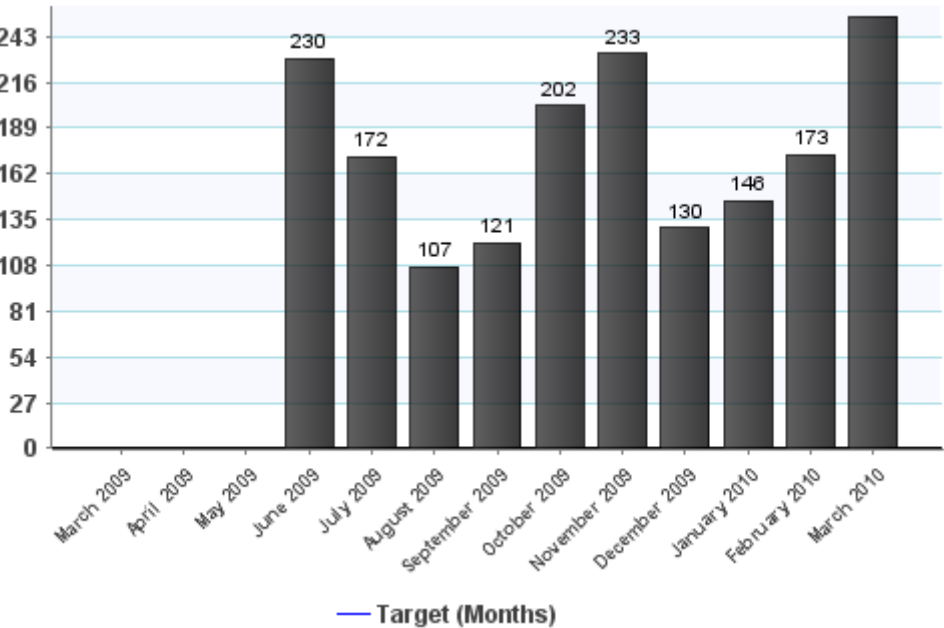
<b>Code</b>	H&E 3.01	Incidences of antisocial behaviour
<b>Description</b>	The incidences of antisocial behaviour - breach of the peace, urinating in public, drunk and incapable, underage drinking.	

<b>Current Value</b>	502	<b>Current Target</b>		<b>Traffic Light Icon</b>																															
 <table border="1" data-bbox="100 255 1086 893"> <caption>H&amp;E 3.01 Incidences of antisocial behavior</caption> <thead> <tr> <th>Month</th> <th>Incidents</th> </tr> </thead> <tbody> <tr><td>March 2009</td><td>545</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>525</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> <tr><td>January 2010</td><td>431</td></tr> <tr><td>February 2010</td><td>398</td></tr> <tr><td>March 2010</td><td>459</td></tr> <tr><td><b>Target (Months)</b></td><td><b>502</b></td></tr> </tbody> </table>						Month	Incidents	March 2009	545	April 2009	498	May 2009	445	June 2009	461	July 2009	453	August 2009	525	September 2009	472	October 2009	477	November 2009	462	December 2009	382	January 2010	431	February 2010	398	March 2010	459	<b>Target (Months)</b>	<b>502</b>
Month	Incidents																																		
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November 2009	462																																		
December 2009	382																																		
January 2010	431																																		
February 2010	398																																		
March 2010	459																																		
<b>Target (Months)</b>	<b>502</b>																																		
<b>Latest Note</b>	<p>There was a 9% reduction in incidents in 2009/10 compared with 2008/9. Incidents are also significantly lower than 2007/8. There was an increase of 4 incidents in April 2010 compared with April 2009. Incidents are likely to increase in the short term due to seasonal factors.</p>																																		

<b>Code</b>	H&E 3.02	Incidences of vandalism, malicious damage or malicious mischief
<b>Description</b>		


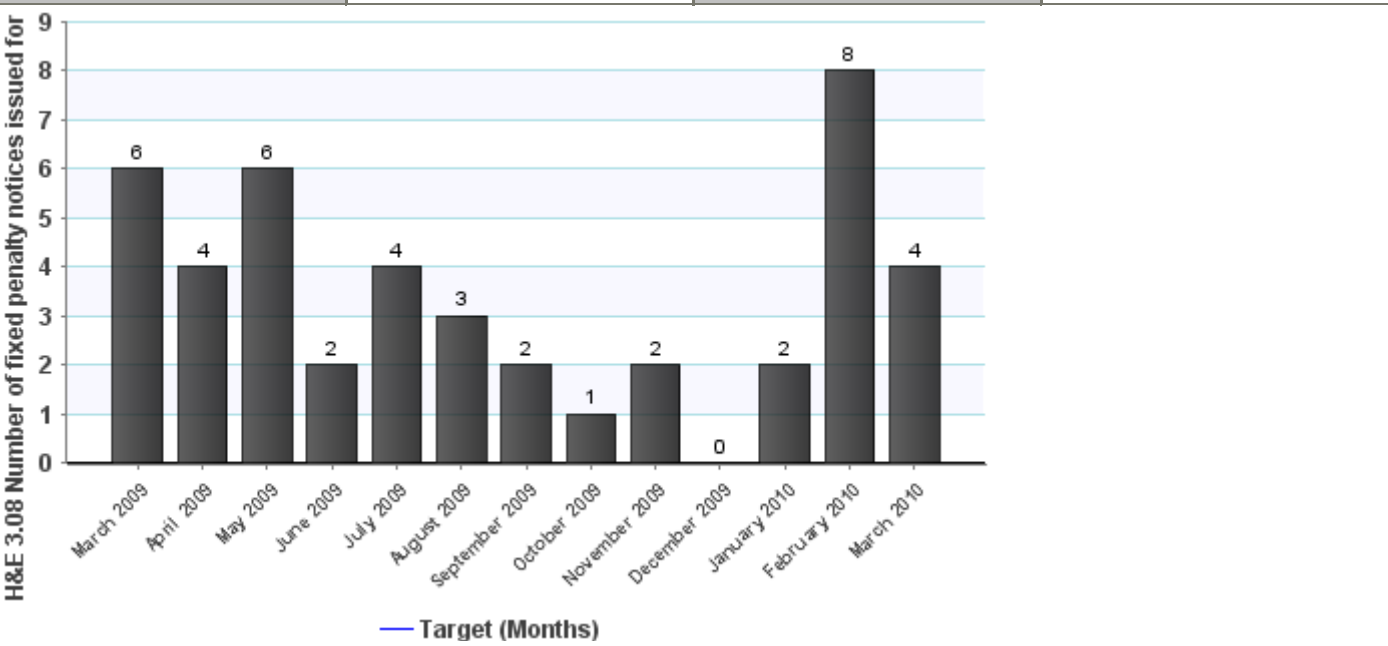
<b>Current Value</b>	323	<b>Current Target</b>		<b>Traffic Light Icon</b>																																											
 <p><b>&amp;E 3.02 Incidences of vandalism, malicious damage or m</b></p> <table border="1"> <thead> <tr> <th>Month</th> <th>Value</th> <th>Target (Months)</th> </tr> </thead> <tbody> <tr><td>March 2009</td><td>400</td><td>400</td></tr> <tr><td>April 2009</td><td>420</td><td>420</td></tr> <tr><td>May 2009</td><td>420</td><td>420</td></tr> <tr><td>June 2009</td><td>307</td><td>307</td></tr> <tr><td>July 2009</td><td>261</td><td>261</td></tr> <tr><td>August 2009</td><td>279</td><td>279</td></tr> <tr><td>September 2009</td><td>256</td><td>256</td></tr> <tr><td>October 2009</td><td>287</td><td>287</td></tr> <tr><td>November 2009</td><td>280</td><td>280</td></tr> <tr><td>December 2009</td><td>204</td><td>204</td></tr> <tr><td>January 2010</td><td>234</td><td>234</td></tr> <tr><td>February 2010</td><td>257</td><td>257</td></tr> <tr><td>March 2010</td><td>249</td><td>249</td></tr> </tbody> </table>						Month	Value	Target (Months)	March 2009	400	400	April 2009	420	420	May 2009	420	420	June 2009	307	307	July 2009	261	261	August 2009	279	279	September 2009	256	256	October 2009	287	287	November 2009	280	280	December 2009	204	204	January 2010	234	234	February 2010	257	257	March 2010	249	249
Month	Value	Target (Months)																																													
March 2009	400	400																																													
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June 2009	307	307																																													
July 2009	261	261																																													
August 2009	279	279																																													
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November 2009	280	280																																													
December 2009	204	204																																													
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February 2010	257	257																																													
March 2010	249	249																																													
<b>Latest Note</b>	323																																														

<b>Code</b>	H&E 3.07	Crime and antisocial behaviour incident reports made by City Wardens
<b>Description</b>		


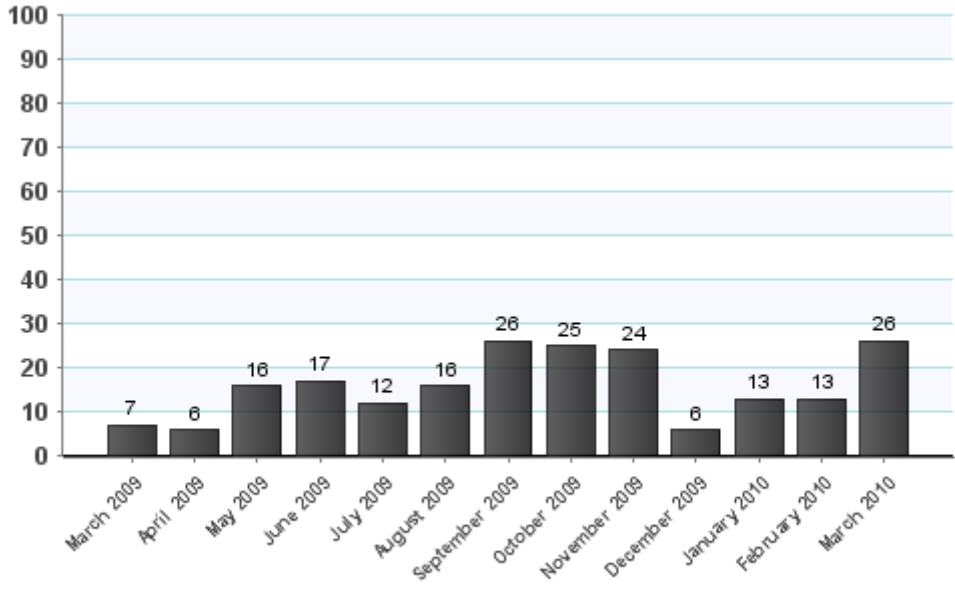
<b>Current Value</b>	259	<b>Current Target</b>		<b>Traffic Light Icon</b>																							
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p data-bbox="100 255 134 901">: 3.07 Crime and antisocial behaviour incident reports ma</p>  <table border="1" data-bbox="145 263 1086 893"> <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>233</td></tr> <tr><td>December 2009</td><td>130</td></tr> <tr><td>January 2010</td><td>146</td></tr> <tr><td>February 2010</td><td>173</td></tr> <tr><td>March 2010</td><td>259</td></tr> </tbody> </table> </div> <div style="width: 50%; text-align: center;"> <p data-bbox="1780 574 1825 598">259</p> </div> </div>						Month	Value	June 2009	230	July 2009	172	August 2009	107	September 2009	121	October 2009	202	November 2009	233	December 2009	130	January 2010	146	February 2010	173	March 2010	259
Month	Value																										
June 2009	230																										
July 2009	172																										
August 2009	107																										
September 2009	121																										
October 2009	202																										
November 2009	233																										
December 2009	130																										
January 2010	146																										
February 2010	173																										
March 2010	259																										
<b>Latest Note</b>	<p>Since June 2009 city wardens have made 2,028 reports of crime and antisocial behaviour to police, housing service, fire service and other community safety partners. Evidence reported is increasing.</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	


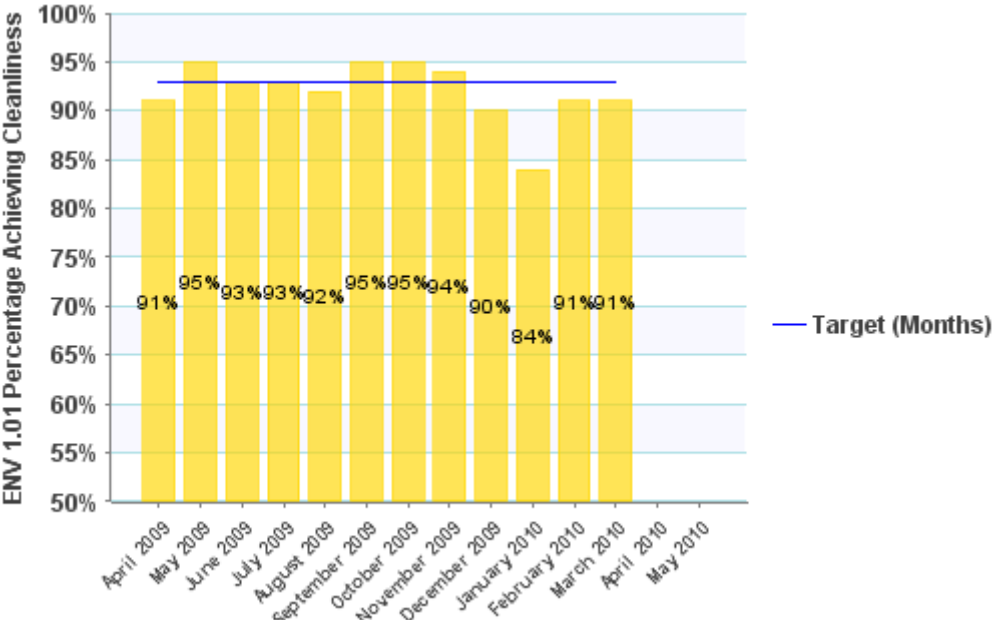
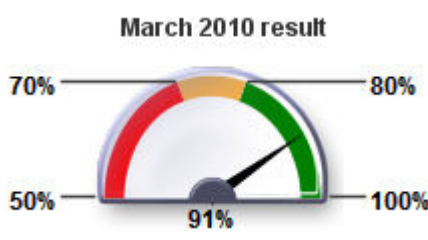


<b>Current Value</b>	6	<b>Current Target</b>		<b>Traffic Light Icon</b>																												
 <table border="1"> <caption>H&amp;E 3.08 Number of fixed penalty notices issued for</caption> <thead> <tr> <th>Month</th> <th>Number of Notices</th> </tr> </thead> <tbody> <tr><td>March 2009</td><td>6</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> <tr><td>March 2010</td><td>4</td></tr> </tbody> </table>				Month	Number of Notices	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	March 2010	4	6
Month	Number of Notices																															
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December 2009	0																															
January 2010	2																															
February 2010	8																															
March 2010	4																															
<b>Latest Note</b>	10 times more dog fouling fixed penalty notices were issued in 2009/10 compared with the previous year. City wardens continue to make use of their powers and 6 fixed penalty notices were issued in April 2010.																															


<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	

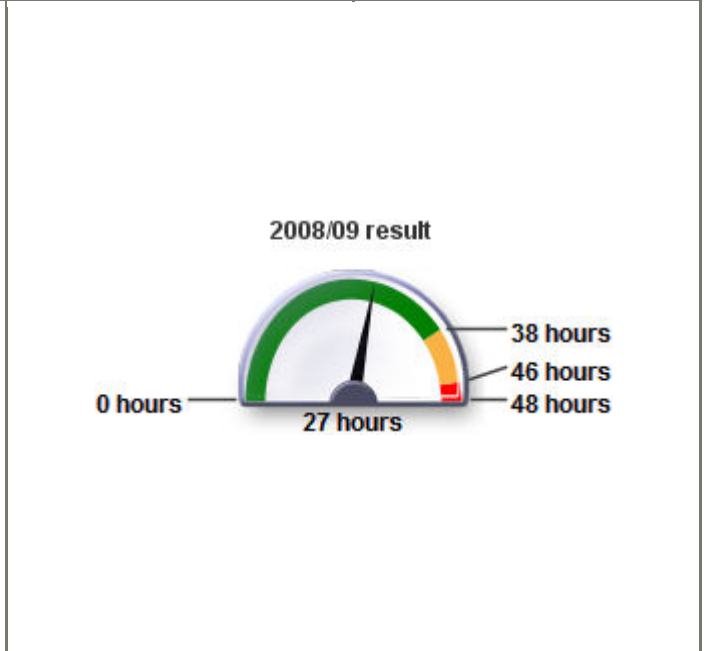
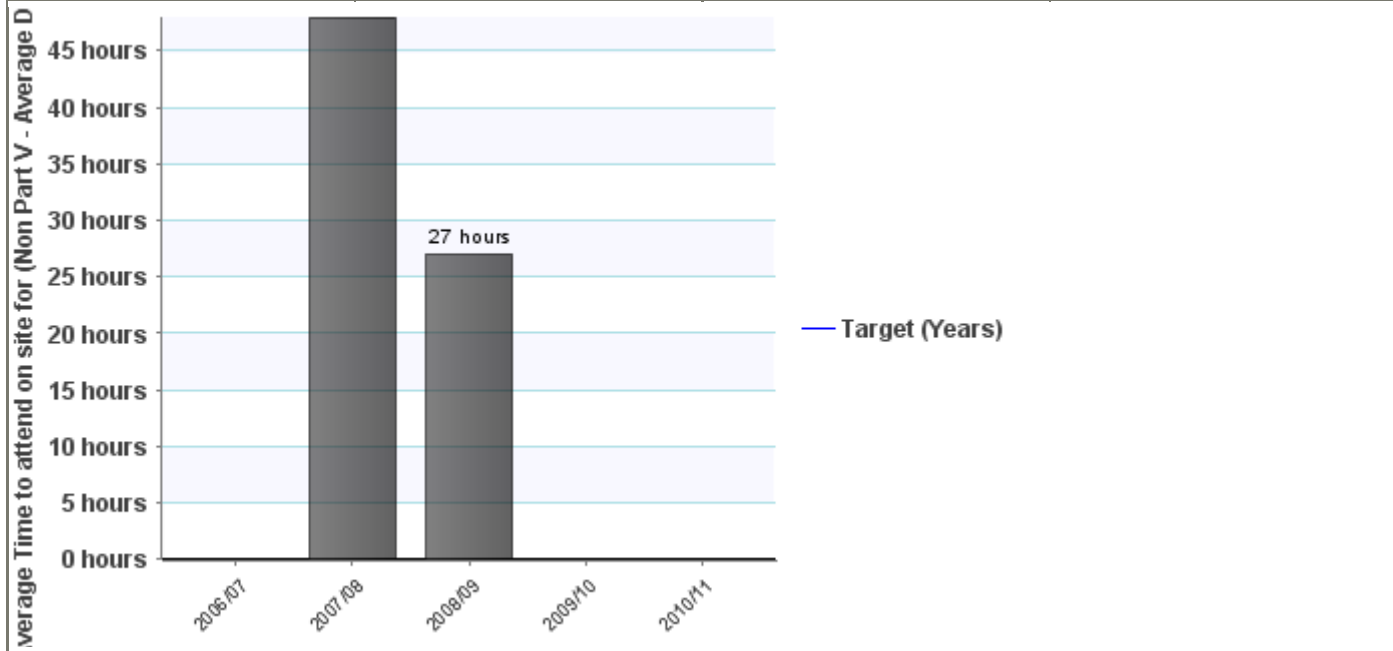
<b>Current Value</b>	33	<b>Current Target</b>		<b>Traffic Light Icon</b>																													
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p data-bbox="100 255 134 829" style="writing-mode: vertical-rl; transform: rotate(180deg);">H&amp;E 3.09 Number of fixed penalty notices issued fc</p>  <table border="1" data-bbox="134 255 1086 861"> <thead> <tr> <th>Month</th> <th>Number of Notices</th> </tr> </thead> <tbody> <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> <tr><td>January 2010</td><td>13</td></tr> <tr><td>February 2010</td><td>13</td></tr> <tr><td>March 2010</td><td>26</td></tr> </tbody> </table> <p data-bbox="481 869 705 893">— Target (Months)</p> </div> <div style="width: 45%; text-align: center;"> <p data-bbox="1780 574 1825 598">33</p> </div> </div>						Month	Number of Notices	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	January 2010	13	February 2010	13	March 2010	26
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December 2009	6																																
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February 2010	13																																
March 2010	26																																
<b>Latest Note</b>	40 more fixed penalty notices were issued in 2009/10 compared with 2008/9. Numbers of notices per month is increasing since the severe winter weather. April 2010 saw the highest amount of litter enforcement in a single month since the service started.																																

<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>	
					
<b>Latest Note</b>					

<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
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<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>	

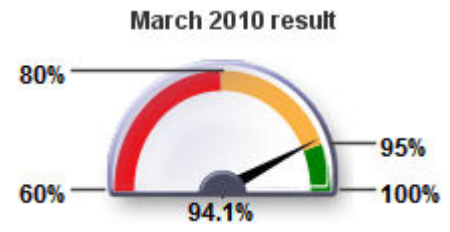
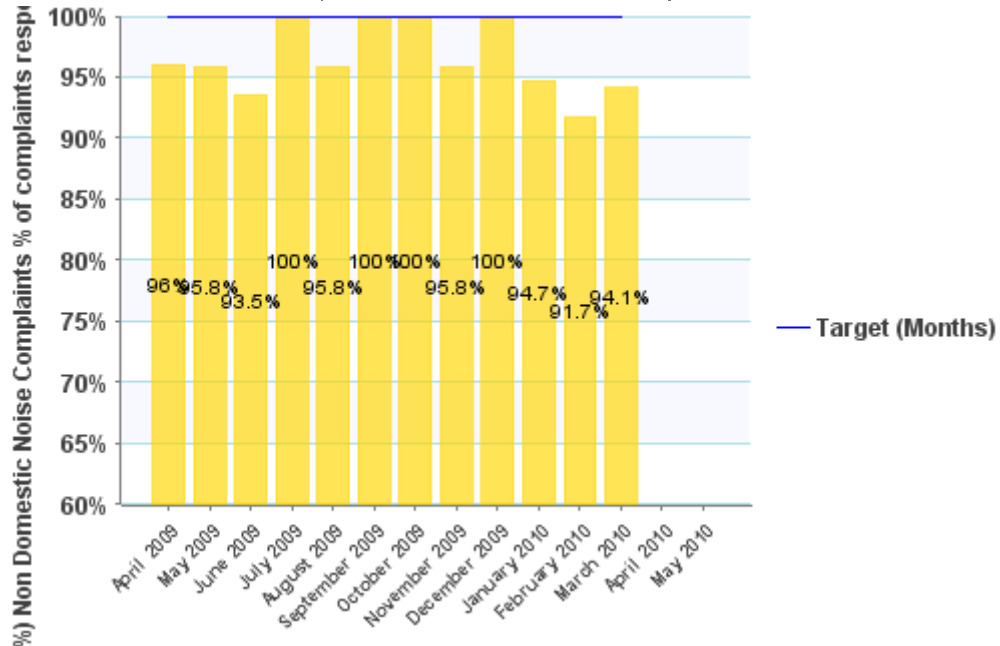


**Latest Note**

**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>	94.1%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	
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**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.

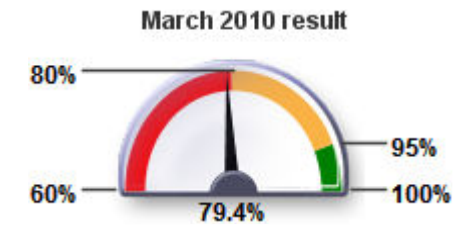
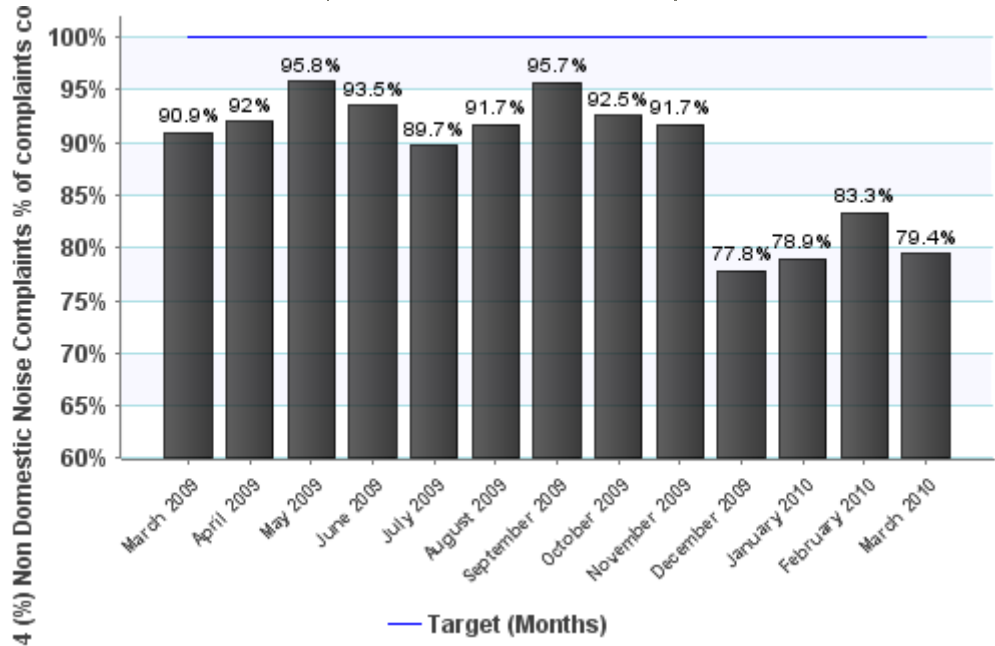
**2009/2010:** The total number of complaints received shows a slight decrease over the same period last year. However the percentage response improved to between 93 and 100%. The percentage of complaints completed within 30 days also showed an improvement over this period.

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

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

<b>Code</b>	ENV 1.04 (%)	Non Domestic Noise Complaints % of complaints completed within 30 days
<b>Description</b>		

<b>Current Value</b>	79.4%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	
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**Latest Note**

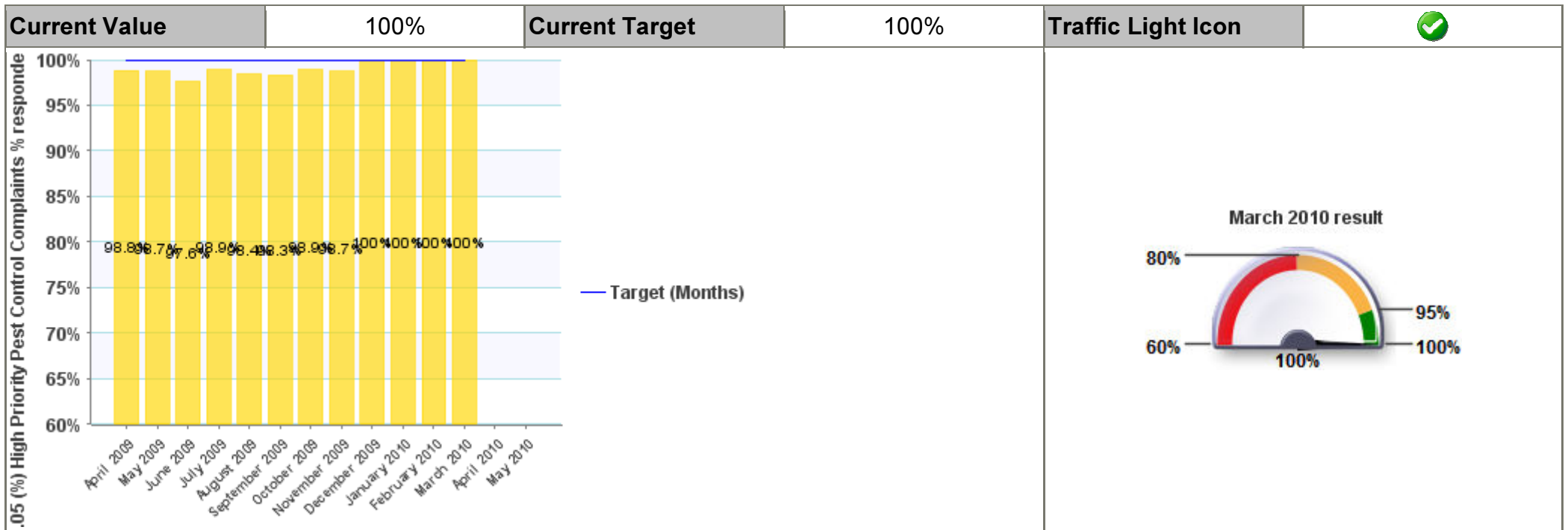
**2008/2009:** New monthly outcome indicators were introduced in 2008/2009 which require the more timeous completion of complaints. Previously, noise data of this nature was only reported on an annual basis.

**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 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010

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

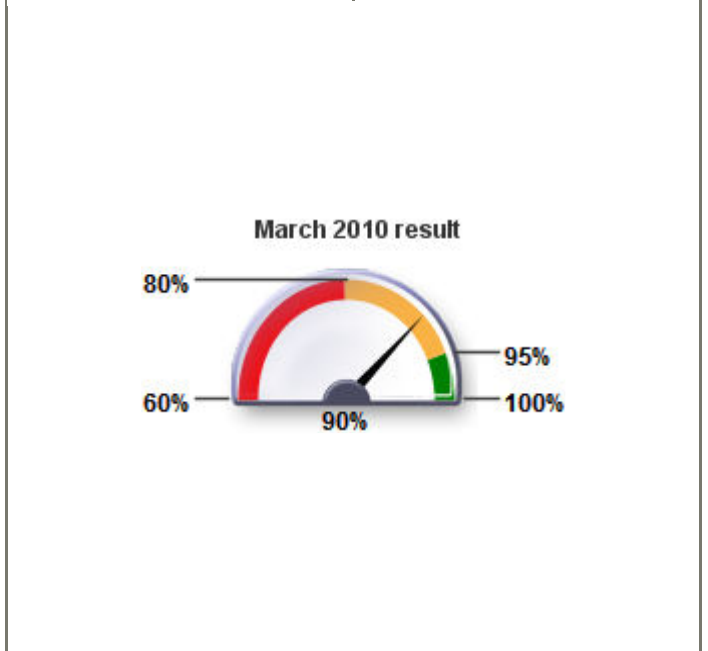
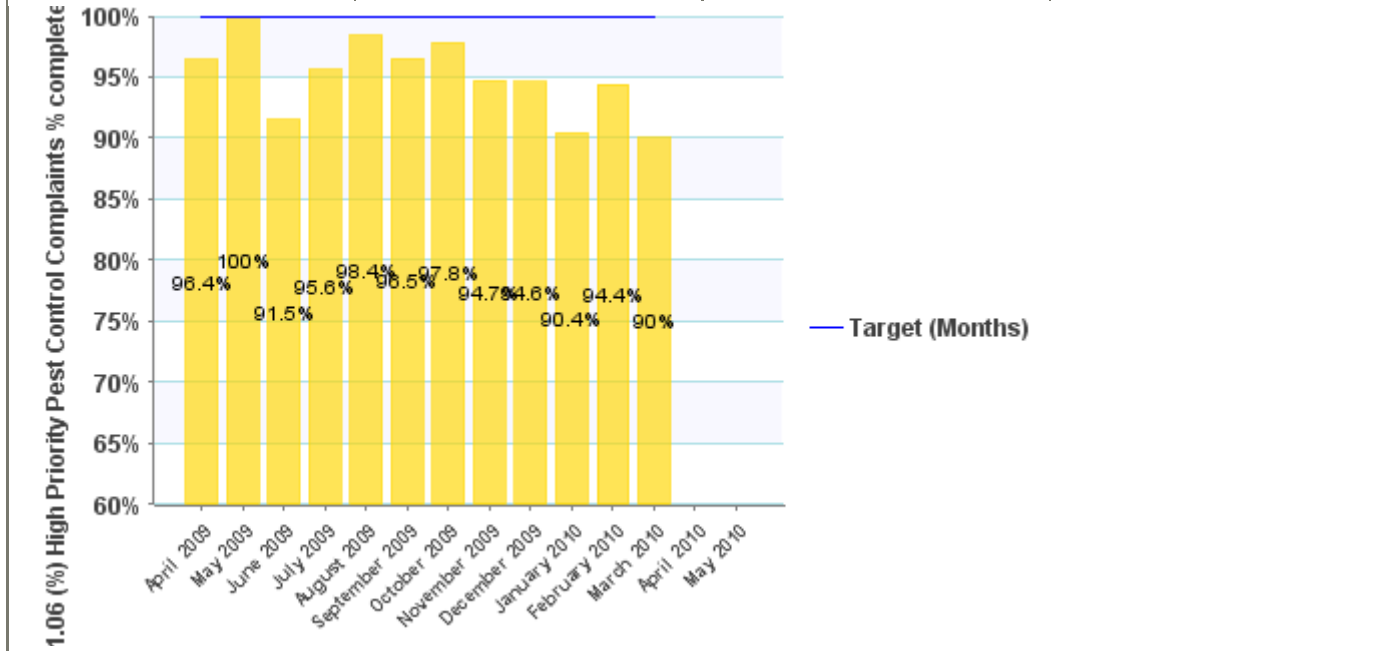
<b>Code</b>	ENV 1.05 (%)	High Priority Pest Control Complaints % responded to within 2 days
<b>Description</b>		



<b>Latest Note</b>	<p><b>2008/09:</b> 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%.</p> <p><b>2009/10:</b> In the April to March 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% for March 2010 represents 72 of 80 complaints meeting the outcome target.</p> <p>Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010</p> <p><b>Action:</b> Continue to monitor and challenge performance.</p>
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<b>Code</b>	ENV 1.06 (%)	High Priority Pest Control Complaints % completed within 30 days
<b>Description</b>		

<b>Current Value</b>	90%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	
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**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 March 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% for March 2010 represents 72 of 80 complaints meeting the outcome target.

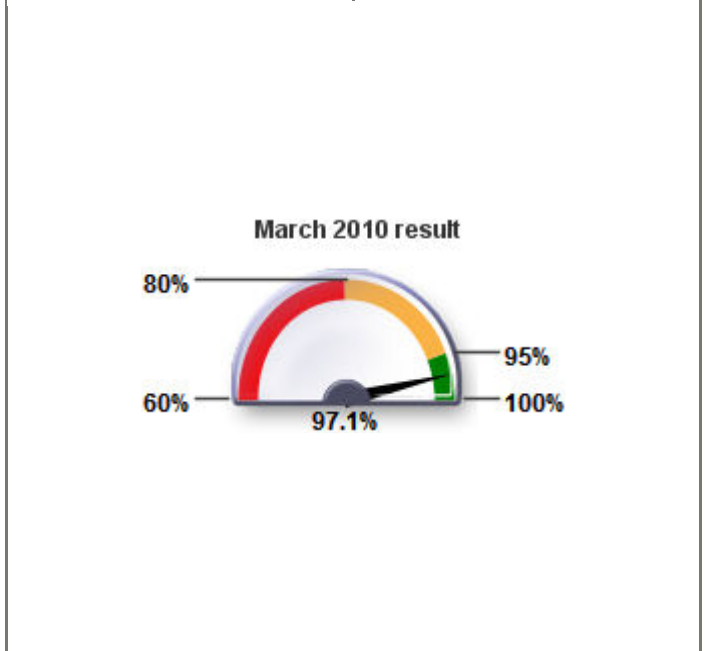
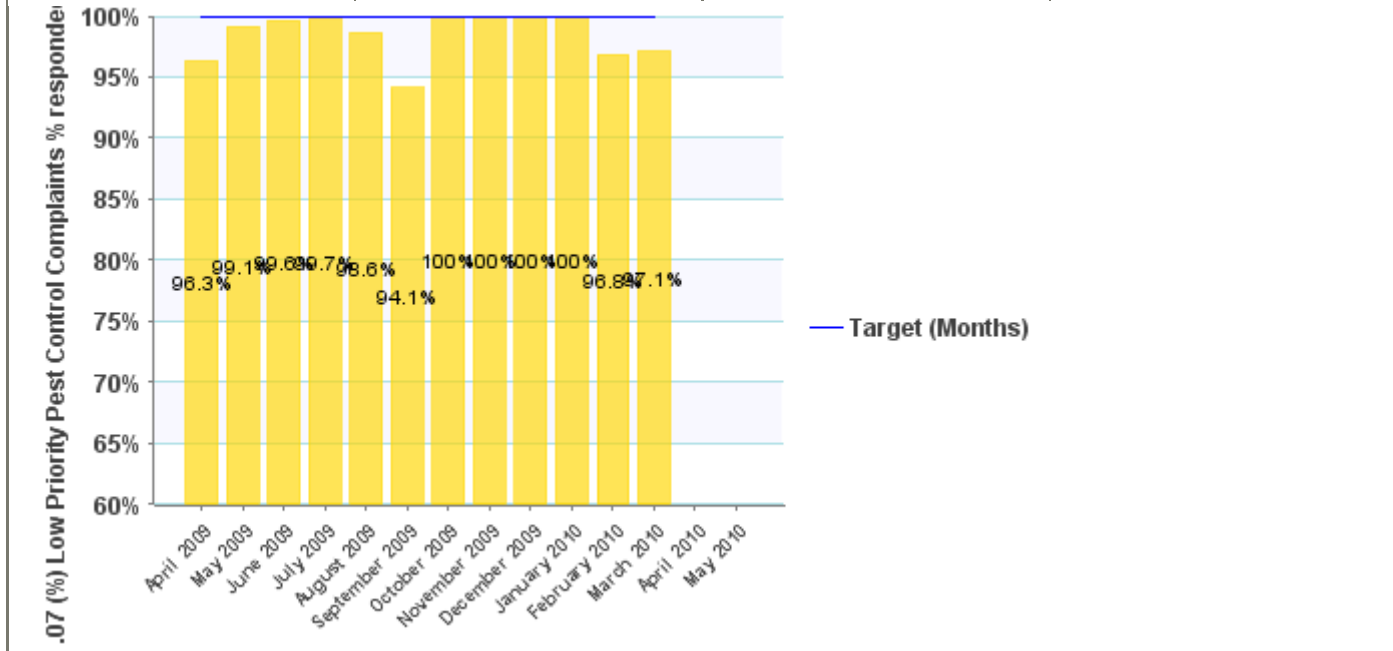
Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010

**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>	97.1%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	
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**Latest Note**

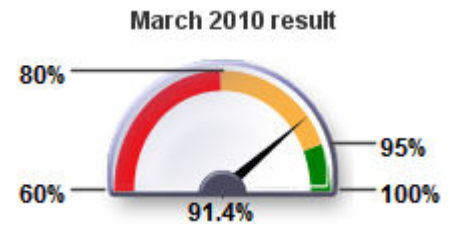
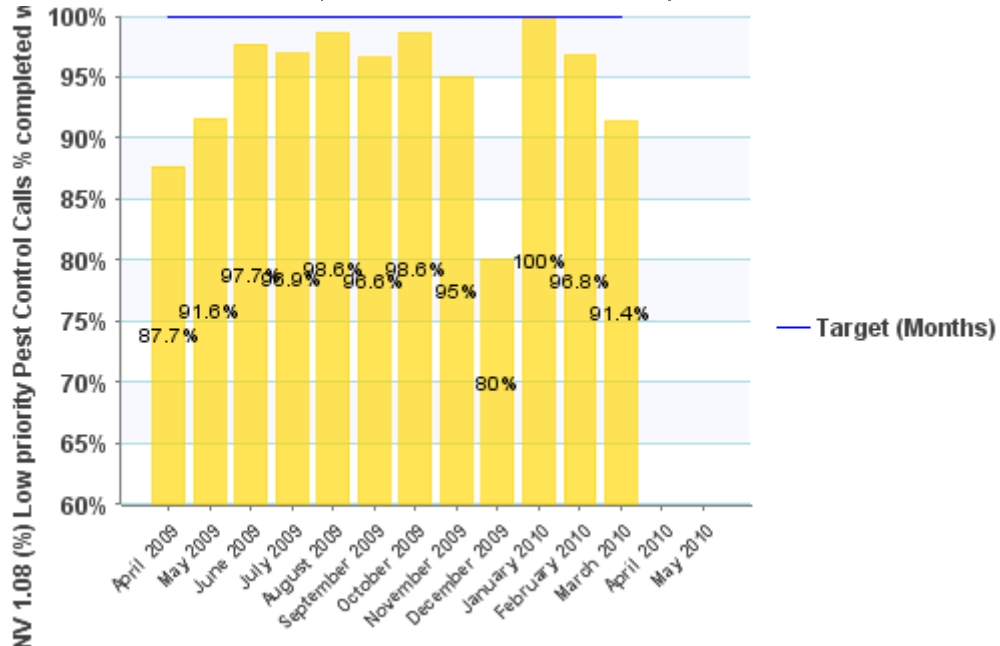
**2008/09:** The number of priority 2 complaints received showed a traditional summer increase mainly due to wasp and bee complaints. The percentage of priority 2 complaints responded to within 5 days in 2008/9 varied between 80% and 99% while those completed within 30 days varied between 80% and 100%.

**2009/10:** The total number of complaints received between April 2009 and February 2010 is lower than last year, which is mainly due to a decrease in wasp complaints during 2009. 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 February 2010 was undertaken in early April 2010 as the data input completion date for February 2010 data was 31 March 2010. Completed data and analysis for March 2010 will be available from 8 May 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>	91.4%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	
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**Latest Note**

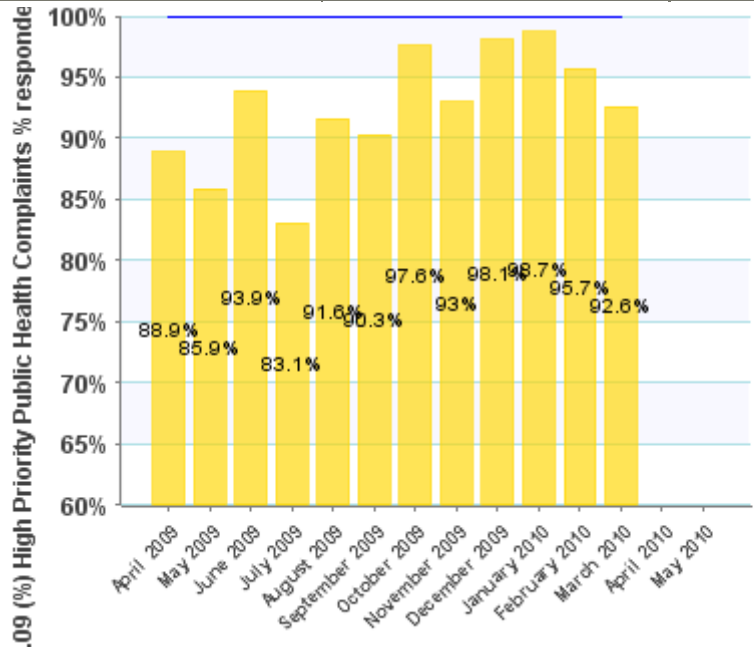
**2008/09:** The number of priority 2 complaints received showed a traditional summer increase mainly due to wasp and bee complaints. The percentage of priority 2 complaints responded to within 5 days in 2008/9 varied between 80% and 99% while those completed within 30 days varied between 80% and 100%.

**2009/10:** The total number of complaints received between April 2009 and March 2010 is lower than last year, which is mainly due to a decrease in wasp complaints during 2009. 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%.

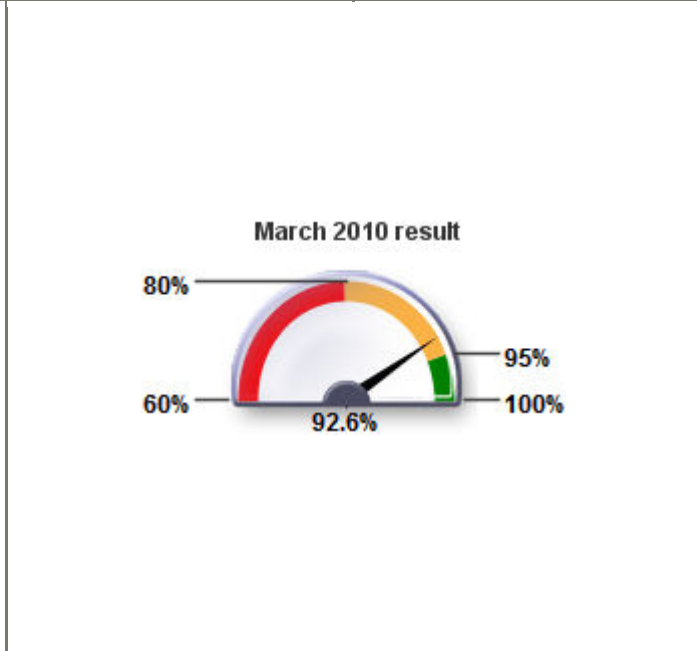
Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010

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

<b>Code</b>	ENV 1.09 (%)	High Priority Public Health Complaints % responded to within 2 days			
<b>Description</b>					
<b>Current Value</b>	92.6%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	



— Target (Months)




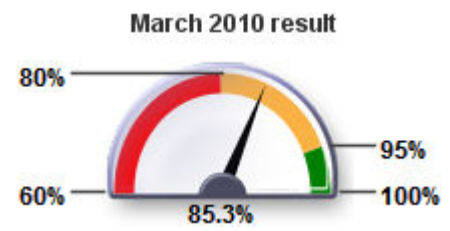
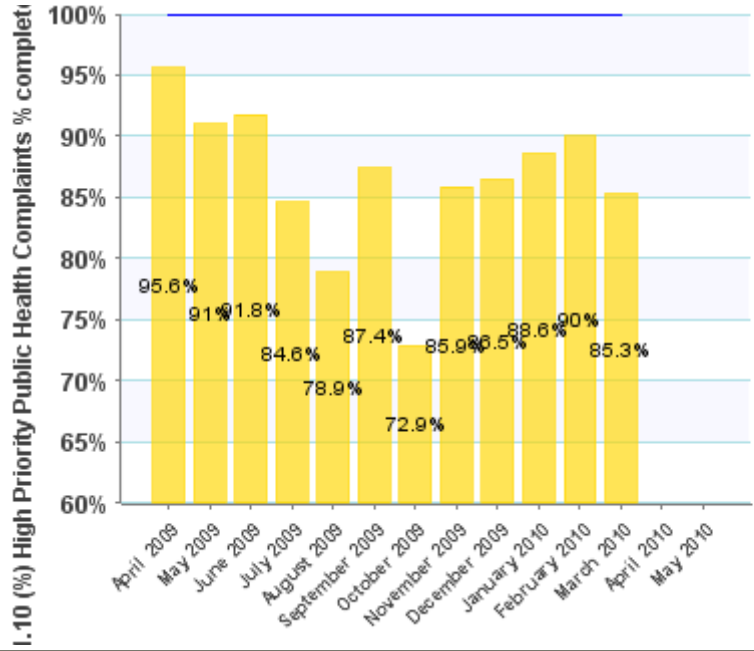
**Latest Note**

**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 2009 -March 2010, 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 86.6%). 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 at that time. Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 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>	85.3%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	




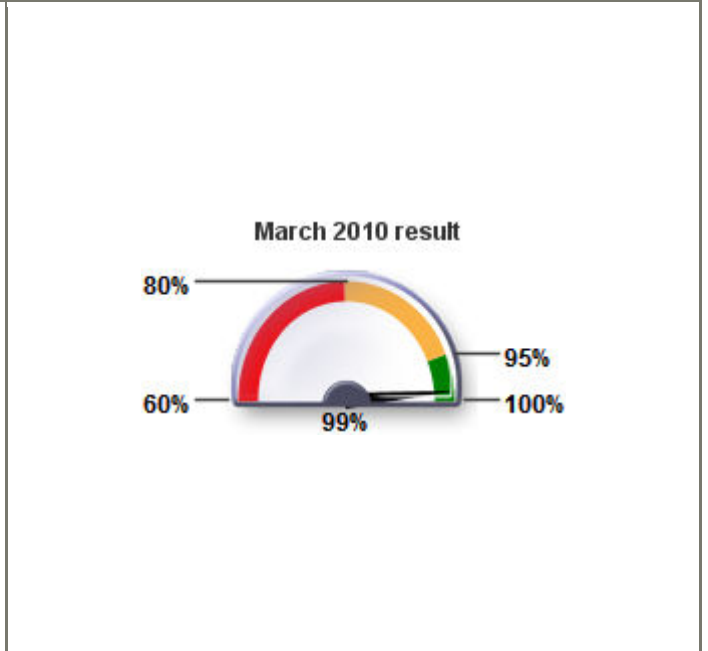
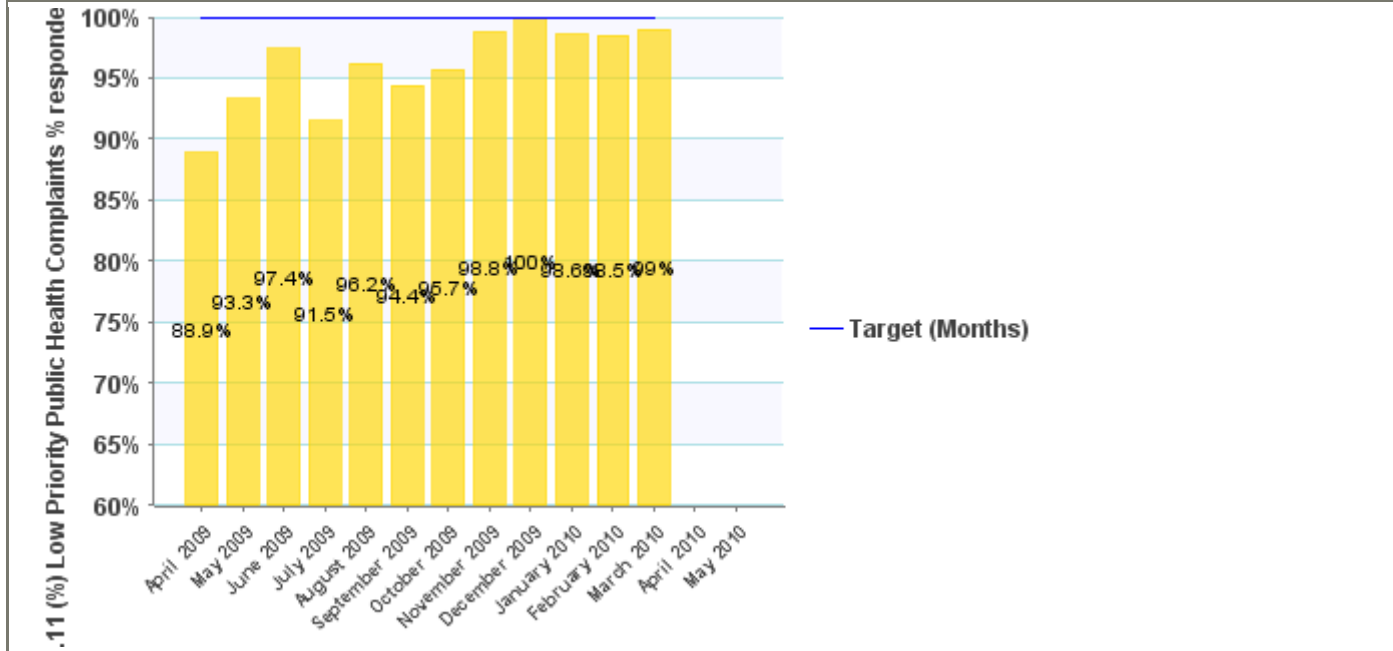
**Latest Note**

**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%.

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**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>	99%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	



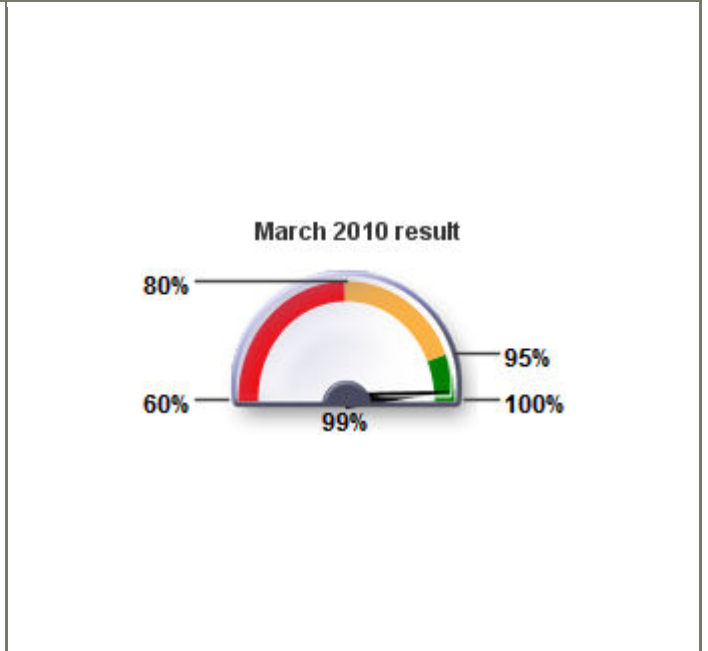
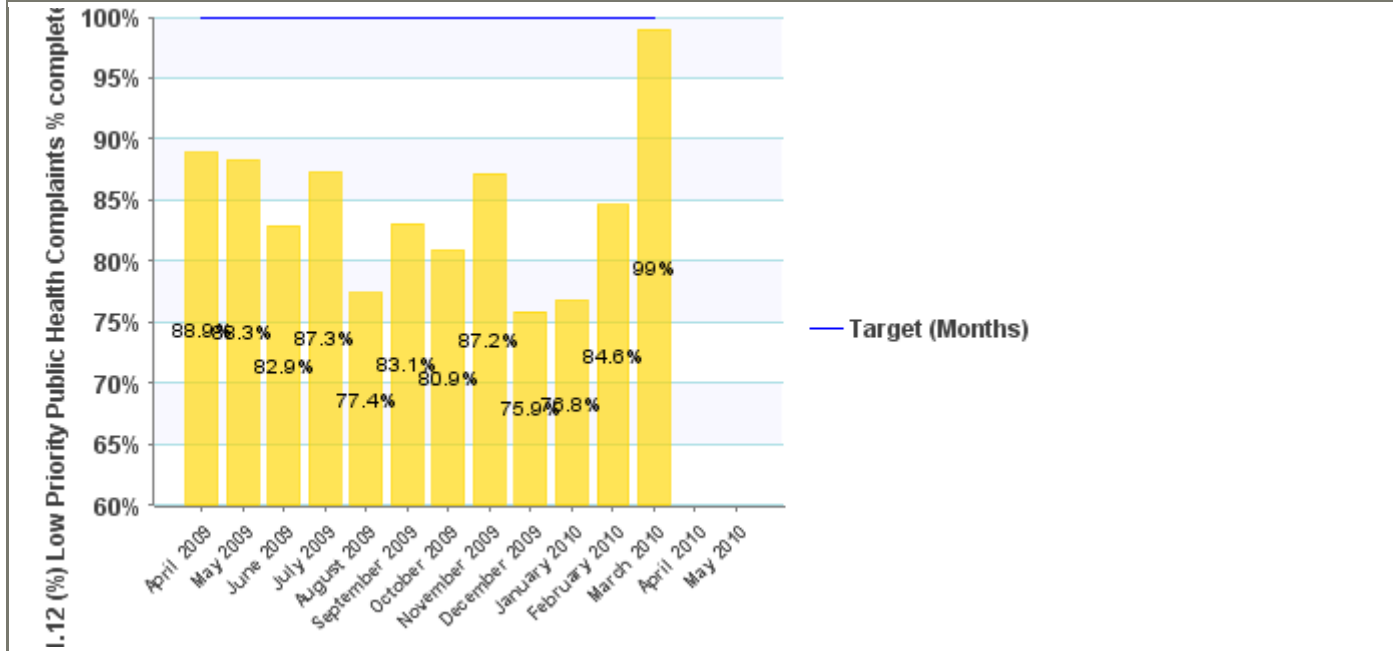
**Latest Note**

**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 -March 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 99% 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. Progress of complaints received since December 2009 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 March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 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>	99%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	✓




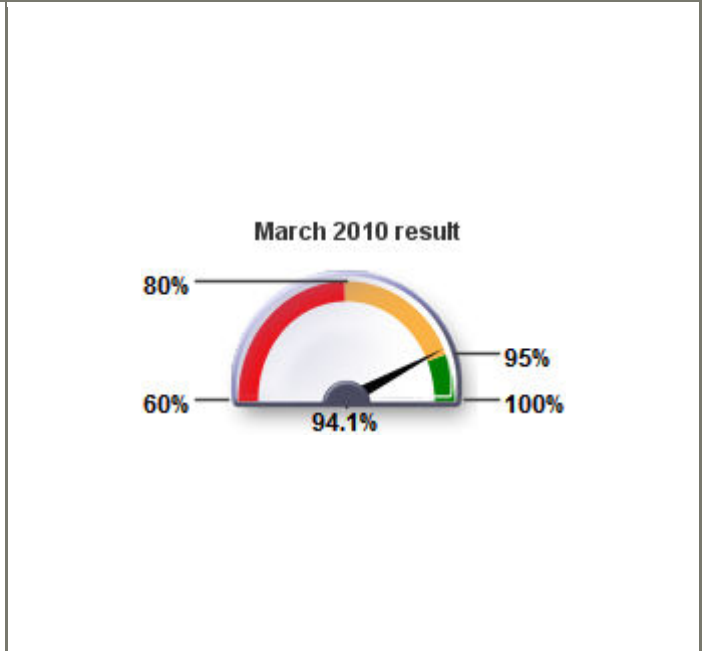
**Latest Note**

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**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>	94.1%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	




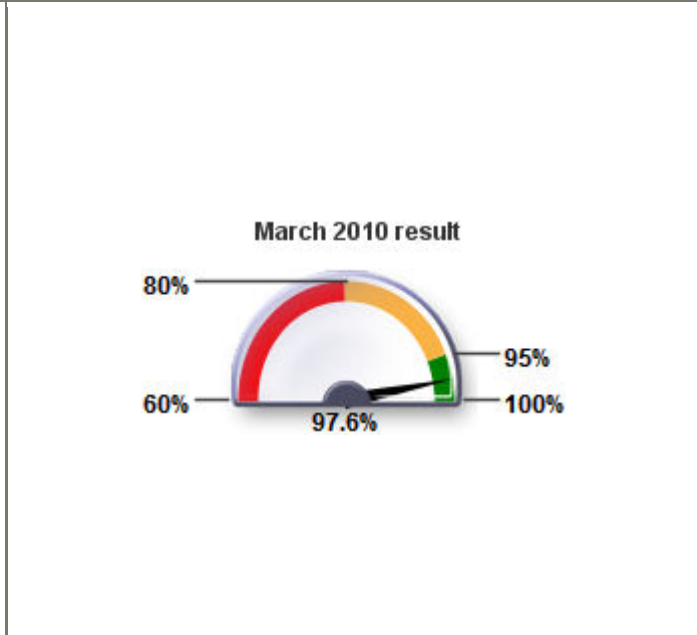
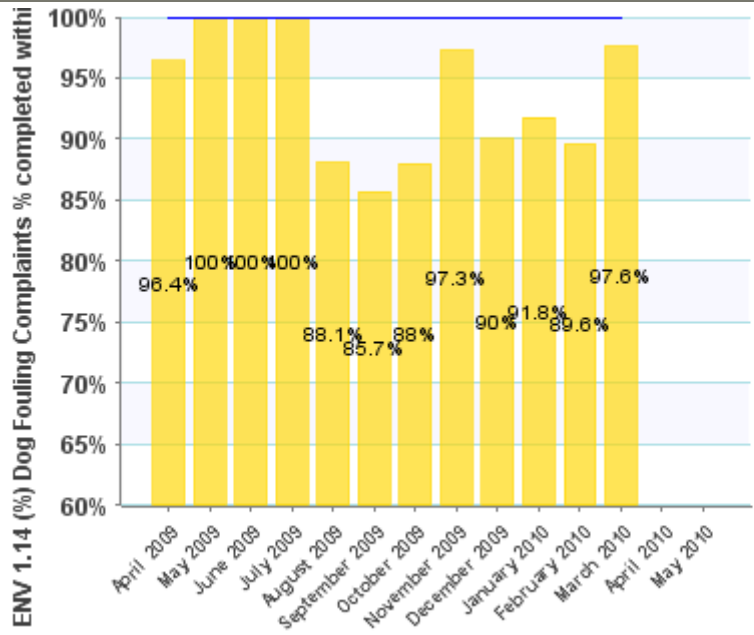
**Latest Note**

**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%.

**2009/10:** The number of dog fouling complaints over the April 2009 to March 2010 period is comparable to the same period in 2008/09. 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 can be contacted directly, in the field, and are thus able to respond quicker to priority issues. Complaints completed within 30 days vary between 86% and 100%. Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010

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

<b>Code</b>	ENV 1.14 (%)	Dog Fouling Complaints % completed within 30 days			
<b>Description</b>					
<b>Current Value</b>	97.6%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	



**Latest Note**


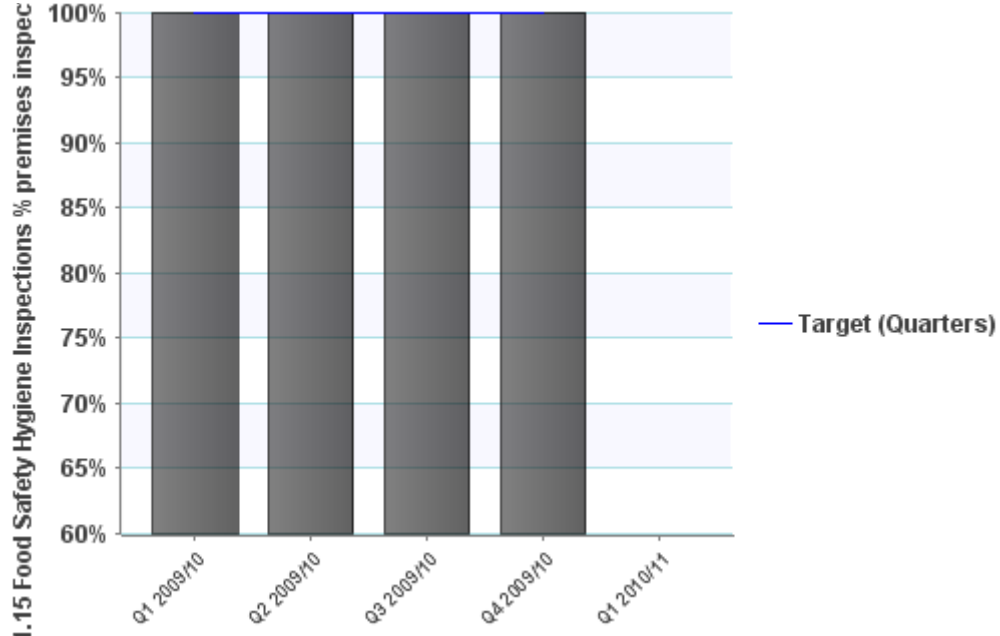

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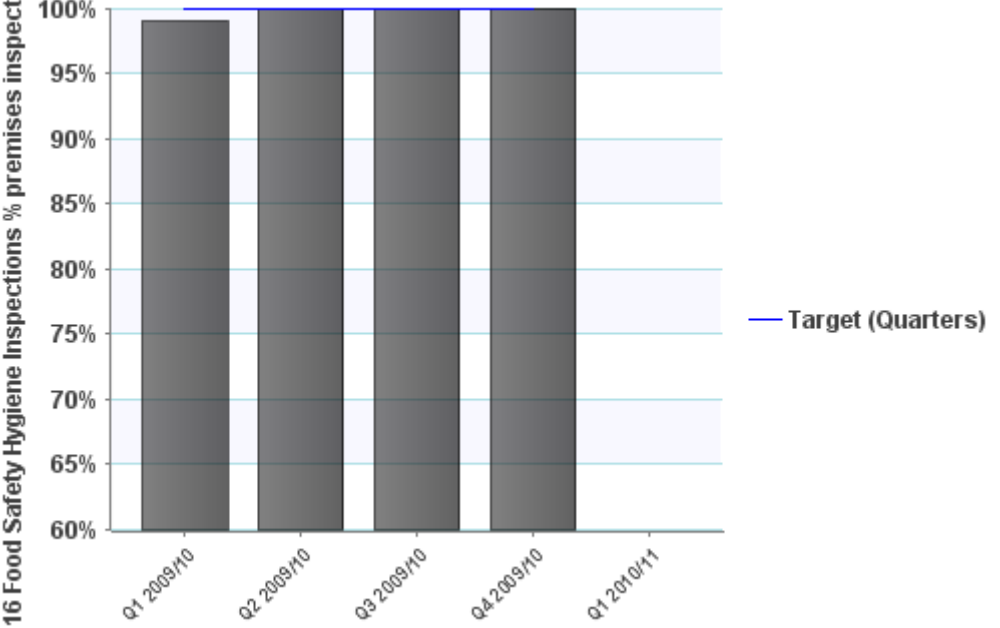

Having regard to the 30 day outcome timescale this analysis for March was undertaken in early May as the data input completion date for March data was 30 April 2010. Completed data and analysis for April 2010 will be available from 8 June 2010

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


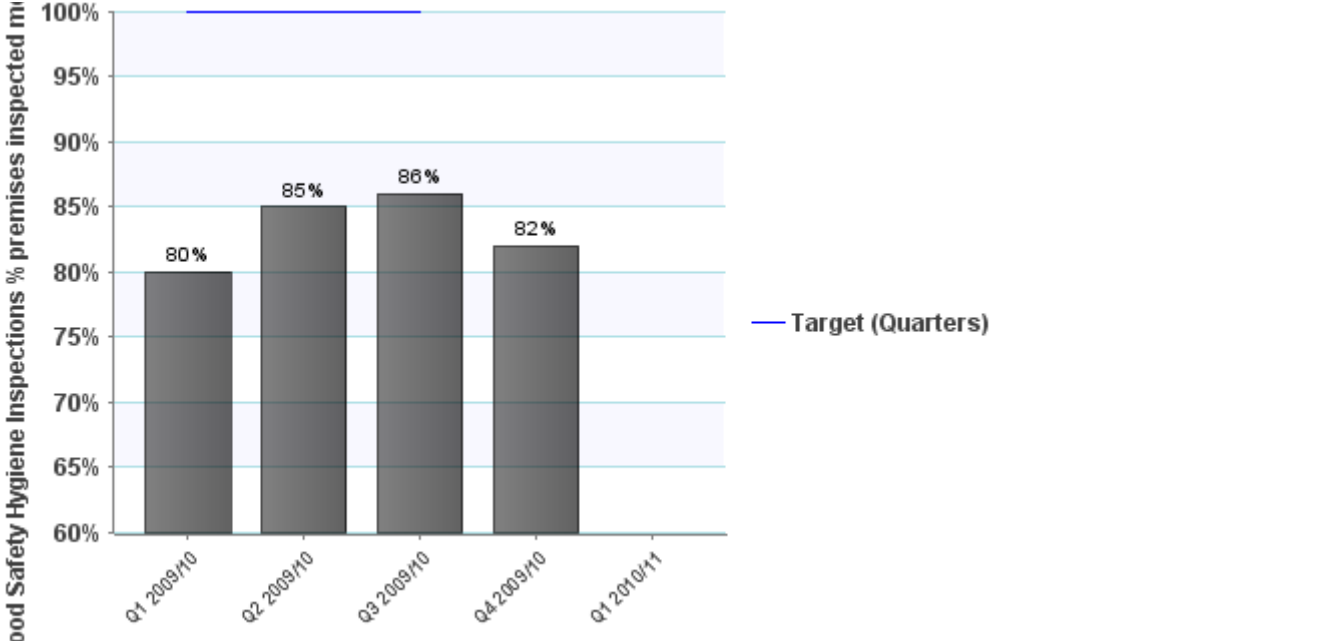


<b>Code</b>	ENV 1.15	Food Safety Hygiene Inspections % premises inspected 6 monthly			
<b>Description</b>					
<b>Current Value</b>	100%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	
<b>1.15 Food Safety Hygiene Inspections % premises inspected</b>	 <p>— Target (Quarters)</p>			 <p>Q4 2009/10 result</p>	
<b>Latest Note</b>					


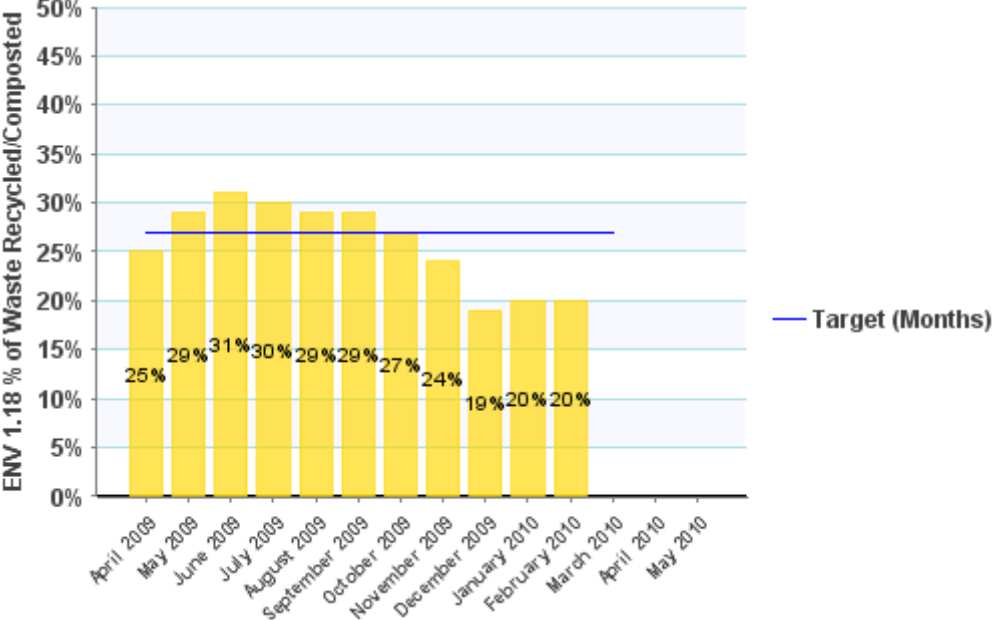

<b>Code</b>	ENV 1.16	Food Safety Hygiene Inspections % premises inspected 12 monthly			
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<b>Description</b>					
<b>Current Value</b>	100%	<b>Current Target</b>	100%	<b>Traffic Light Icon</b>	
<b>1.16 Food Safety Hygiene Inspections % premises inspected</b> 					
<b>Latest Note</b>					



<b>Code</b>	ENV 1.17	Food Safety Hygiene Inspections % premises inspected more than 12 monthly
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<b>Description</b>																
<b>Current Value</b>	82%	<b>Current Target</b>		<b>Traffic Light Icon</b>												
 <p>Food Safety Hygiene Inspections % premises inspected m</p> <table border="1"> <thead> <tr> <th>Quarter</th> <th>% premises inspected m</th> </tr> </thead> <tbody> <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>82%</td> </tr> <tr> <td>Q1 2010/11</td> <td>-</td> </tr> </tbody> </table> <p>— Target (Quarters)</p>					Quarter	% premises inspected m	Q1 2009/10	80%	Q2 2009/10	85%	Q3 2009/10	86%	Q4 2009/10	82%	Q1 2010/11	-
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Q1 2010/11	-															
<b>Latest Note</b>																


<b>Code</b>	ENV 1.18	% of Waste Recycled/Composted
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<b>Description</b>																																															
<b>Current Value</b>	20%	<b>Current Target</b>	27%	<b>Traffic Light Icon</b>																																											
<b>ENV 1.18 % of Waste Recycled/Composted</b>	 <table border="1"> <caption>Monthly Waste Recycling/Composting Data</caption> <thead> <tr> <th>Month</th> <th>Percentage</th> </tr> </thead> <tbody> <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> <tr><td>September 2009</td><td>29%</td></tr> <tr><td>October 2009</td><td>27%</td></tr> <tr><td>November 2009</td><td>24%</td></tr> <tr><td>December 2009</td><td>19%</td></tr> <tr><td>January 2010</td><td>20%</td></tr> <tr><td>February 2010</td><td>20%</td></tr> <tr><td>March 2010</td><td>20%</td></tr> <tr><td>April 2010</td><td></td></tr> <tr><td>May 2010</td><td></td></tr> </tbody> </table>				Month	Percentage	April 2009	25%	May 2009	29%	June 2009	31%	July 2009	30%	August 2009	29%	September 2009	29%	October 2009	27%	November 2009	24%	December 2009	19%	January 2010	20%	February 2010	20%	March 2010	20%	April 2010		May 2010		<p><b>February 2010 result</b></p>  <table border="1"> <caption>Traffic Light Gauge Values</caption> <thead> <tr> <th>Value</th> <th>Color</th> </tr> </thead> <tbody> <tr><td>0%</td><td>Red</td></tr> <tr><td>20%</td><td>Yellow</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	Color	0%	Red	20%	Yellow	21.6%	Yellow	25.6%	Green	50%	Green
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<b>Latest Note</b>																																															

<b>Code</b>	ENV 1.19	Refuse Complaints received per 1000 households in each 4 week period
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<b>Description</b>																	
<b>Current Value</b>	27.6	<b>Current Target</b>	20	<b>Traffic Light Icon</b>													
 <table border="1"> <caption>Refuse Complaints received per 1000 households in each year</caption> <thead> <tr> <th>Year</th> <th>Value</th> </tr> </thead> <tbody> <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> <tr> <td>2010/11</td> <td>0</td> </tr> </tbody> </table>				Year	Value	2006/07	0	2007/08	28.8	2008/09	34.2	2009/10	27.6	2010/11	0	27.6	
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2010/11	0																
<b>Latest Note</b>																	

<b>Code</b>	ENV 1.20	Turnaround Times
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<b>Description</b>	Period for completing analysis process related to target expectation.				
<b>Current Value</b>	94.76%	<b>Current Target</b>	90%	<b>Traffic Light Icon</b>	
<p>ENV 1.20 Turnaround Times</p> <p>— Target (Months)</p>	<p>February 2010 result</p>				
<b>Latest Note</b>	Low score due to ICT failure, meeting schedule and leave of Public Analyst.				

<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>	98.7%	<b>Current Target</b>	95%	<b>Traffic Light Icon</b>	✓																								
<b>ENV 1.21 % Quality Assurance Performance</b>	<table border="1"> <caption>Quarterly 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>~97.5%</td> </tr> <tr> <td>Q4 2009/10</td> <td>~98.5%</td> </tr> <tr> <td>Q1 2010/11</td> <td>98.7%</td> </tr> </tbody> </table>				Quarter	Performance (%)	Q1 2009/10	96.4%	Q2 2009/10	~98.5%	Q3 2009/10	~97.5%	Q4 2009/10	~98.5%	Q1 2010/11	98.7%	<table border="1"> <caption>Gauge Chart Data</caption> <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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<b>Code</b>	ENV 1.22 %	Productivity Hours																											
<b>Description</b>	Percentage of labour resource involved in technical result generation.																												
<b>Current Value</b>	83.88%	<b>Current Target</b>	75%	<b>Traffic Light Icon</b>	✓																								
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