








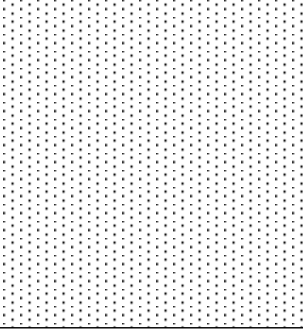






APPENDIX

A	B	C	D	E	F	G		
<b>APPENDIX 1 - Environment and Housing Performance Information (Housing) May 2015</b>								
1								
2	<b>Area</b>	<b>Objective</b>	<b>Priorities</b>	<b>Our Measures</b> (PI = Performance Indicator)	<b>Target/ Milestone</b>	<b>Quarter 4 2014/15 (Q4) Result</b> (*cumulative)	<b>May 2015 Result</b> (Unless noted otherwise) (*cumulative)	
3						<b>Best Council Plan 2015-20</b>	<b>Promoting sustainable and inclusive economic growth</b>	<b>Facilitating key infrastructure projects to deliver economic and housing growth</b>
4	<b>Supporting communities and tackling poverty</b>	<b>Helping people out of financial hardship</b>	<b>PI: Reduce the number of households in fuel poverty</b>	DECC 2012 data - 11.6%	11.6% (Annual DECC figure - 2013 data)			
5				<b>PI: Increase number of homeless preventions</b>	>4,862 (2014-15 YE)	4,862* 	931* 	
6					<b>PI: Reduce number of homeless acceptances</b>	<397 (2014-15 YE)	397* 	Not available
7					<b>Tracker: % of Capital Programme spend</b>	To spend 100% of annual profile by end of year	99%	9%
8					<b>PI: % of rent collected</b>	98%	97.45% 	96.07% 
9								

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2							
10	Other housing measures			Tracker: Current tenants arrears (£'s)		5.72m	6.24m
11				PI: % of annual home visits completed - YTD	Milestone Targets - Q1 - 25% Q2 - 50% Q3 - 75% Q4 - 100%	84.01% 	18.71% 
12				PI: % of repairs completed within target	99%	90.22% 	86.29% 
13				PI: % overall satisfaction with services provided	77% (Tenant Satisfaction Survey 2012-13)		77% (Tenant Satisfaction Survey 2014-15)
14				PI: gross average relet days	<30 days	32.10 	35.85 
15				PI: number of lettable voids	<544	544 	532 

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2							
16				<b>PI:</b> % adaptations completed within target timescales from date of application to completion of work (Social Care / H&H / P&C)		Council Housing - 83% Non-Council Housing - 94%	Council Housing - 80.8% Non-Council Housing - 89% (Q1 2015/16)
17				<b>Tracker:</b> number of households in PSL self-contained temporary accommodation		2	6
18				<b>Tracker:</b> number of new unauthorised encampments		0	2
19				<b>Tracker:</b> Count of all under-occupation cases		5,255	5,174
20							
21							