



















Status	 Indicator has not met the target	 Indicator has met target	 New 2019-20 indicator
Trends	 The value of this indicator has improved	 The value of this indicator has worsened	 The value of this indicator has not changed

Actions being taken on indicators that have not met target are outlined on the accompanying Action Report









Housing

Ref	Link to Corporate Priority	Name	Good Performance	2018/19 cumulative performance	Q3 2019/20 target	Q3 2019/20 cumulative performance	Q3 2019/20 status	Versus this time last year	Note
HS1	2	% of HMO's inspected in accordance with the programmed inspection regime	Aim to maximise	-	100%	54%			During Q3 Housing Standards operated with reduced resources for various reasons, the limited resources available primarily dealt with new HMO licence applications and priority service requests.
HS2	2	Spend on bed and breakfast accommodation (gross)	Aim to minimise	£45,648	-	£36,814	-		Q2 £20,815
HS3	2	No of households with a homelessness declaration	Aim to minimise	-	-	350	-		Q2 260
HS4	2	No of households prevented from becoming homeless for a minimum of 6 months	Aim to maximise	489	-	23	-		Q2 16
HS5	2	No of households accepted as homeless with a need to be rehoused (Full housing duty)	Aim to minimise	-	-	30	-		Q2 21
HS6	2	% of cases who were offered a prevention and relief duty who remain homeless and are owed no further duty.	Aim to minimise	-	-	43.1%	-		Q2 27%
HS7	2	No of rough sleepers	Aim to minimise	5	-	0	-		Q2 22
HS8	2	No in temporary accommodation - bed and breakfast	Aim to minimise	55	-	54	-		Q2 35
HS9	2	No of social housing lettings - against a baseline	Aim to maximise	464	-	421	-		Q2 272
HS10	6	% of Careline alarms installed within 10 days from date of enquiry	Aim to maximise	93.8%	90.0%	90.3%			638 alarm units installed and 576 within 10 days

Performance Monitoring Q3 2019-20

Ref	Link to Corporate Priority	Name	Good Performance	2018/19 cumulative performance	Q3 2019/20 target	Q3 2019/20 cumulative performance	Q3 2019/20 status	Versus this time last year	Note
HS11	6	Time taken (in weeks) from first contact to completion of work on Disabled Facilities Grant	Aim to minimise	28.0	30.0	48.0			See notes in Action Report.
HS12	6	Time taken (in weeks) from first contact to completion of work on Adapt passported cases with a value under £6,000	Aim to minimise	18.0	25.0	28.0			
HS13	6	Time taken (in weeks) from first contact to completion of work on Adapt grant means-tested cases with a value under £12,000	Aim to minimise	10.4	30.0	33.0			
HS14	1	No of days to process new benefit claims	Aim to minimise	14	17	13			
HS15	1	No of days to process changes of circumstances	Aim to minimise	10	11	12			This indicator has achieved 8.03 days in Q3 compared to 14 days in Q2, the improvement in performance levels has helped to bring the cumulative figure down to 12 days which is only slightly behind the 2019/20 target.

Environment

Ref	Link to Corporate Priority	Name	Good Performance	2018/19 cumulative performance	Q3 2019/20 target	Q3 2019/20 cumulative performance	Q3 2019/20 status	Versus this time last year	Note
EV1	3	Average response time for removal of fly-tips (days)	Aim to minimise	1.0	1.0	0.7			
EV2	3	No of fly tipping incidents recorded	Aim to minimise	1,460	–	897	–		Monitor only Q2 650
EV3	3	Total of waste recycled and composted (tonnage)	Aim to maximise	28,068	28,000 annual target	22,118	–		Q2 15,274
EV4	3	No of brown bins in use for composting	Aim to maximise	26,667	27,000 annual target	26,949	–		Q2 25,226
EV5	3	Premises rated 3 or above in accordance with the food hygiene rating system	Aim to maximise	96.3%	95.0%	97.3%			
EV6	3	% of food interventions achieved	Aim to maximise	–	80.0%	–	–		Annual monitoring