

Yearly Performance Report  
Housing and Community OSC - Steve Baker  
2012

Ref	Indicator	Q4 Result	Qtrly Trend	2012 Target	2012 Result	Yrly Trend	Updater Comments	Sign Off	Approval Comments
<b>Finance &amp; Governance &gt;&gt; Legal Democratic &amp; Regulatory &gt;&gt; Legal Governance - Mark Brookes</b>									
LG04	Percentage of homelessness appeal decision letters sent to appellants/their Solicitors within 14 working days of the date of the appeal hearing	100.00% (1/1)	➡	Info only	100.00% (9/9)			⚠	Approval not complete
LG06	Percentage of housing possession proceedings commenced within 20 working days of receipt of full instructions	No workflow (0/0)		Info only	100.00% (4/4)			✅	Approved. 100% of housing possession proceedings were commenced within the target date and this is pleasing to note.
<b>Finance &amp; Governance &gt;&gt; Legal Democratic &amp; Regulatory &gt;&gt; Regulatory Services - Rita McGinlay</b>									
REG01	Percentage of abandoned vehicles removed within 24 hours	No workflow (0/0)		95.00%	100.00% (22/22)			✅	Approved.
REG02	Percentage of high risk (category A and B) food premises inspected that were due in the quarter	100.00%		100.00%	100.00%			✅	Approved.
REG03	Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	99.51% (1022/1027)	⬆	95.00%	99.31% (8254/8311)			✅	Approved.
REG04	Health and Safety work programme milestones met	No data		Info only	No data			✅	Approved.
REG05	Percentage of Noise cases closed within 60 days	100.00% (95/95)	⬆	85.00%	87.47% (817/934)			✅	Approved.
REG06	Disabled Facilities Grants: percentage of final payments made within 6 months following approval	92.00% (23/25)	⬆	75.00%	88.51% (131/148)			✅	Approved.