

Yearly Performance Report
Housing and Community OSC - Steve Baker
2013

Ref	Indicator	Q4 Result	Qtrly Trend	2013 Target	2013 Result	Yrly Trend	Updater Comments	Sign Off	Approval Comments
Finance & Governance >> Legal Democratic & Regulatory >> Legal Governance - Mark Brookes									
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% (4/4)		90.00%	100.00% (9/9)	→		✓	Approved. The team continues to meet their performance targets in this area.
LG06	Percentage of housing possession proceedings commenced within 20 working days of receipt of full instructions	100.00% (2/2)	→	90.00%	100.00% (11/11)	→		✓	Approved. The team continues to meet their performance targets in this area.
Finance & Governance >> Legal Democratic & Regulatory >> Regulatory Services - Nicholas Egerton									
REG01	Percentage of abandoned vehicles removed within 24 hours	83.33% (5/6)	↓	95.00%	77.78% (14/18)	↓		✓	Approved. Quarter 2 performance identified that the collection of abandoned vehicles was inadequately recorded. As a result additional steps were put in place. As a result quarters 3&4 are much improved and reflect the actual performance achieved, with only one vehicle recorded outside of the target period. This vehicle was removed within 48hrs.
REG02	Percentage of high risk (category A and B) food premises inspected that were due in the quarter	96.70%	↑	100.00%	96.70%	↓		✓	Approved.
REG03	Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	98.67% (740/750)	↓	95.00%	99.01% (3089/3120)	↓		✓	Approved.
REG04	Health and Safety work programme milestones met	100%	→	Info only	100%			✓	Approved.
REG05	Percentage of Noise cases closed within 60 days	83.52% (76/91)	↓	85.00%	89.00% (364/409)	↑		✓	Approved. This year the service has experienced long term sickness, this could have resulted in the target not being achieved. Therefore the fact that the performance level has remained high is testament to the efforts made.
REG06	Disabled Facilities Grants: percentage of final payments made within 6 months following approval	90.91% (10/11)	↑	75.00%	79.63% (43/54)	↓		✓	Approved.