

Quarterly Performance Report
Housing and Community OSC - Steve Baker/Cllr Neil Harden - Residents & Regulatory Services
Qtr 2, 2012

Ref	Indicator	Target	Qtr 2 Result	Qtr 1 Result	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	90.00%	100.00% (1/1)	100.00% (4/4)	→		✓	Approved. No comment
LG06	Percentage of housing possession proceedings commenced within 20 working days of receipt of full instructions	90.00%	100.00% (6/6)	100.00% (2/2)	→		✓	Approved. It is pleasing to note that all proceedings have been issued within the PI target date.
Finance & Governance >> Legal Democratic & Regulatory >> Regulatory Services - Rita McGinlay								
REG01	Percentage of abandoned vehicles removed within 24 hours	Info only	57.14% (4/7)	No workflow (0/0)			✓	Approved. The reasons for 3 vehicles not being removed within 24 hours will be investigated.
REG02	Percentage of high risk (category A and B) food premises inspected that were due in the quarter	Info only	90.90%	100.00%	↓	22 out of 24 premises inspected.	✓	Approved.
REG03	Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Info only	98.33% (884/899)	99.86% (721/722)	↓		✓	Approved.
REG04	Health and Safety work programme milestones met	Info only	100%	No data			✓	Approved.
REG05	Percentage of Noise cases closed within 60 days	Info only	91.74% (1111/121)	87.78% (79/90)	↑	This period includes the busiest period of the year and also providing cover for long term sickness	✓	Approved.
REG06	Disabled Facilities Grants: percentage of final payments made within 6 months following approval	Info only	81.82% (9/11)	72.22% (13/18)	↑		✓	Approved.