

Introduction

This report shows the latest KPI figures alongside those from the previous reporting period. Performance against targets for the month is indicated using a traffic light system as illustrated on the right. A commentary box for trend analysis is included to ensure a focus on continuous improvement. Current performance is measured against Year 1 targets

Housing Property (Tenants Services)

Amber (Marginal): Maintaining communal areas in a clean state and carry out cleaning in accordance with the agreed schedules. Each quarter 10% check undertaken of communal areas (of varying types) in accordance with the Upkeep of Communal Areas Method Statement.

Reason: 1 non-conformity identified during inspections.

Corrective action: Mobile cleaning inspections identified 1 non-conformity where the cleansing team missed a task on the cleaning schedule. This has now been carried out and the team reminded of adhering to cleansing tasks and frequencies.

KEY TO SYMBOLS

Traffic lights



Performance below availability floor. Immediate corrective action required.



Performance between target and availability floor. Continuous monitoring and improvement required.



Performance just short of target. Continuous monitoring and improvement required.



Performance within target. Continuous monitoring of performance.

KPI DESCRIPTION	REF	FREQ	YR 1 TARGET	PREVIOUS KPI FIGURE	KPI FIGURE	TREND COMMENTARY
Street Scene (10%)						
Remove hypodermic or other drug related paraphernalia within 8 Working hours of the report.	2.2	Quarterly	100%	100% June 17	100% September 17	Stable performance.
Repair or replace damaged litter and dual use bins within 2 working days of the report being received.	2.7	Quarterly	100%	100% June 17	100% September 17	Stable performance.
Empty full and overflowing litter and dual use bins within 3.5 hours of the report being received.	2.9	Quarterly	100%	100% June 17	100% September 17	Stable performance.
Remove all reported graffiti or fly posting of a racist or obscene nature removed within 24 hours.	2.11	Quarterly	100%	100% June 17	100% September 17	Stable performance.
Abandoned a) vehicles investigated within 24 hours (BVPI 218a). b) vehicles removed within 24 hours (BVPI 218b).	2.26 (a & b)	Quarterly	100%	100% June 17	100% September 17	Stable performance.

KPI DESCRIPTION	REF	FREQ	YR 1 TARGET	PREVIOUS KPI FIGURE	KPI FIGURE	TREND COMMENTARY
Grounds Maintenance						
Control vegetation to facilitate the use of footpaths and roads and to maintain clear sight lines.	3.3	Quarterly	93.5%	100% June 17	97% September 17	Decreased performance.
Procure an independent condition survey annually of all hardstanding and play equipment, which are the responsibility of the Council.	3.13	Annually	100%	100% June 16	100% June 17	Stable performance.
Attend any reports of defective or dangerous playground equipment within the urgent response/rectification time. Other reports relating to hard standing areas and playgrounds to be classified as Important or Routine in accordance with the definitions.	3.16	Quarterly	100%	100% June 17	100% September 17	Stable performance.
Provide goal posts to facilitate play, erect at appropriate times in accordance with the users wishes.	3.24	Annually	100%	100% June 16	100% June 17	Stable performance.

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Housing Property (Tenants Services)						
Maintaining communal areas in a clean state and carry out cleaning in accordance with the agreed schedules. Each quarter 10% check undertaken of communal areas (of varying types) in accordance with the Upkeep of Communal Areas Method Statement.	4.3	Quarterly	99%	100% June 17	91% September 17	Decreased performance. See front of report.
HTS (P&E) Ltd shall regularly clean bins and bin storage areas in accordance with the Upkeep of Communal Areas Method Statement.	4.4	Quarterly	99%	100% June 17	100% September 17	Stable performance.
Remove dumped rubbish within 5 working days of notification.	4.7	Quarterly	100%	100% June 17	100% September 17	Stable performance.
Minor adaptations to Tenants' homes at the Council's direction.	4.8	Quarterly	100%	100% June 17	100% September 17	Stable performance.
Grass shall be cut on a three-week cycle in the Council nominated properties and maintained at the cut level height recommended in the Ground Maintenance specification.	4.9	Quarterly	100%	100% June 17	100% September 17	Stable performance.
One off clearance works on circa 70 domestic gardens each year at the request of the Council.	4.10	Quarterly	100%	100% June 17	100% September 17	Stable performance.

KPI DESCRIPTION	REF	FREQ	YR 1 TARGET	PREVIOUS KPI FIGURE	KPI FIGURE	TREND COMMENTARY
Non-Housing Property						
Number of cleaning requests for Non-Housing premises not being carried out to agreed standard.	5.5	Quarterly	1	0 June 17	0 September 17	Stable performance.
Miscellaneous Services						
Collection and seizure of dogs reported to the Council as being stray as required by the Environmental Protection Act 1990s 149 and in accordance with the agreed Method Statement.	7.7	Quarterly	100%	100% June 17	100% September 17	Stable performance.
Monitor and report the number of abandoned calls that occur in the Call Centre.	Not required	Monthly	10%	3.29% October 17	3.24% November 17	Increased performance.
Return of Callsys job number for Repairs via report.	Not required	Monthly	98%	90.48% October 17	100% November 17	Increased performance.