

## 2007/08 2<sup>nd</sup> Quarter PERFORMANCE REVIEW TEAM MEETING

**SERVICE AREA:       CORPORATE ACTION**

**DATE:                    2 NOVEMBER 2007**

**PRESENT:                COUNCILLOR R MACE, R MUCKLE, R TULEJ**

### UPDATED SHOWING PROGRESS FOR Q3 CORPORATE MEETING WITH COUNCILLOR A JOHNSON ON 13 FEBRUARY

NO	AGREED ACTION	RESPONSIBILITY	PROGRESS
1	Comments and Actions following identification of failing target need completing.	RT MD x 2 SL SM	<p><b>SUZANNE LODGE</b> completed comments under “Additional Comments” for Quarter 3 in Escendency. She was unable to go back and input comments for Quarter 2. Comments as follows: <b>Performance affected by vacant post but scheduling to take place to ensure target met by year end.</b></p> <p><b>FROM STEVEN MILCE:</b>  <b><u>BV63 - Energy Efficiency of Housing Stock.</u></b> (Target = 71.00 SAP, Q2 Performance = 69.00 SAP). Energy efficiency calculation is only updated annually following the completion of all energy efficiency works. Revised SAP Rating for 2007/2008 will therefore only be reflected in Quarter 4 figures.</p> <p><b><u>BV66a - Percentage of Rent Collected.</u></b> (Target = 98.5%, Q2 Performance = 98.2%). Performance in early part of the year adversely affected by delays in obtaining hearing dates from the county court. Quarter 3 performance is now 98.5% and it is now anticipated that target will be met.</p> <p><b><u>CH04 - Urgent Repairs Completed Within Time Limits.</u></b> (Target = 98%, Q Performance = 97%). Last year's target was 95% and the Service over performed and achieved 97%. It had been hoped that performance could continue to improve and a target of 98% was set for 2007/2008. However, we are continuing to perform consistently at 97%</p>

			<p>and the target improvement for this year is therefore over ambitious and unlikely to be met.</p> <p><b>FROM MARK DAVIES</b> Failing is a very strong / misleading / inaccurate term for these two targets and they were explained in detail at the actual PRT.</p> <p>BV 199b (graffiti)- expected to be on target by outturn-actual figure is extremely low relative to some other Councils.</p> <p>BV84 - expected to be on target by outturn - as a Council we are a top quartile performer in respect of this indicator. National trend towards collecting a wider range of waste (ie garden waste) means that this figure may well increase (because we are collecting more waste).</p> <p>BV82a+b (% recycled + composted) increase and as long as we maintain our top quartile performance then it is inconsequential. The new set of indicators from 2008/9 may help tackle this anomaly.</p>
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