

**EXETER CITY COUNCIL**

**SCRUTINY COMMITTEE – COMMUNITY  
6 NOVEMBER 2007**

**PERFORMANCE MONITORING**

**1. PURPOSE OF REPORT**

- 1.1 This report advises Members of performance in the middle of the year on a range of services across the Directorate.

**2. INFORMATION**

- 2.1 Attached to this report at Appendix I is a summary of the performance indicators for a range of services provided by Community & Environment Directorate. In line with commitments made in our best value service reviews and the Best Value Performance Plan, it was agreed that Directors would report on performance in November for the first half of the year and late spring to finalise the information for the previous financial year.
- 2.2 We are generally on course to meet our targets. Any apparent anomalies are commented upon in the appendix.
- 2.3 Where some of the Housing PIs appear to be below target this is either because the profile over the year is uneven (eg BV066b, BV064.02) or because a time lag in reporting of figures skews the result (eg LP1H05).
- 2.4 The average time it took to re-let a Council property has increased (BV212.05) This is a direct result of the success of our incentive scheme to encourage tenants to downsize. Many of the larger family homes released have required extensive work before re-letting.
- 2.5 It is particularly pleasing to note the excellent take up of the green waste scheme which is doing better than expected.
- 2.6 We have improved the way we deal with reports of abandoned vehicles and 100% were investigated within 24 hours.

**3. RECOMMENDED**

- (1) that this report is noted.

DIRECTOR COMMUNITY & ENVIRONMENT

H:LP/committee/1106SCC5  
25 October 2007

COMMUNITY AND ENVIRONMENT DIRECTORATE

**Local Government (Access to Information) Act 1985 (as amended)**

**Background papers used in compiling the report:-**

Performance Monitoring Database