




**Environmental Health**  
Recycling and Refuse Collection

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
BV091a.05 % households resident in the authority's area served by kerbside collection of recyclables	100.00	100.00	100.00	100.00		100.00	100.00	→	100% of domestic properties are served by kerbside collections of recyclables.	2
BV091b.05 % households served by kerbside collection of at least 2 recyclables	100.00	100.00	100.00	100.00		100.00	100.00	→	100% of household are served by kerbside collections of at least 2 recyclables	2
BV082bii.05 Tonnes Household Waste Composted	2012.03	569.70	678.56	1248.26		1100	2200	✓	There has been an encouraging growth in the number of households taking up our Green Waste service, with around 5,200 households now paying for a collection. The half year discounted cost of £10 for 6 months introduced in September has proved very popular.	10

Contaminated Land and Pollution Control










	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
BV216a.05 No. 'sites of potential concern' with respect to land contamination	346.00	345.00	345.00	345.00	★	345.00	340.00	No half year 0607 figure.	Work is progressing through the year to reach the year end target.	2
BV216b.05 % sites with sufficient information to decide whether remediation is necessary	83.00	83.00	83.00	83.00	●	83.00	84.00	✓	Work is progressing through the year to reach the year end target.	2

Environmental Health and Abandoned Vehicles

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
BV218a.05 % reports of abandoned vehicles investigated within 24 hrs	93.10	100.00	100.00	100.00	★	95.00	95.00	✓	The scrap value of vehicles has increased in recent years, leading to a reduction in abandoned vehicles overall. The process involves the Community Patrol investigating the vehicle, confirming that it is abandoned and arranging its swift removal by a private contractor	5
BV218b.05 % abandoned vehicles removed within 24 hrs from when legally entitled	97.65	100.00	100.00	100.00	★	95.00	95.00	✓	On confirmation that a vehicle is legally abandoned, removal and disposal is routinely arranged within 24 hours, using a private contractor.	5





**Housing**  
Asset Management and Rents

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
BV063 Average SAP (Energy Efficiency) rating of LA dwellings	68.55	68.67	68.76	68.76	★	68.70	69.00	✓		1.5
BV066b.05 % Tenants with more than 7 weeks Gross Arrears	4.06	3.59	4.21	4.21	▲	3.00	3.00	✗	The figure will reduce over the next two quarters in line with the rent arrears profile.	25
BV066c.05 % Tenants in arrears who have had Notices Seeking Possession served	32.83	19.94	24.08	24.08	★	25.00	25.00	✓		10
BV066d.05 % Tenants Evicted for Arrears	0.24	0.16	0.20	0.20	★	0.30	0.30	✓		10

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
BV184a % LA homes non-decent at the start of the Financial yr	30.00	22.31	22.31	22.31		22.31	22.31	No half year 0607 figure.		10
BV212.05 Average time to re-let local authority housing (in days)	23.75	18.87	26.23	22.98		20.00	20.00		Void performance affected by the success of the downsizing scheme where many of the released large family properties have required extensive work to bring them up to the required lettable standard	5
LPI HO4 % non-decent dwellings at the end of each quarter	22.00	24.94	23.80	23.80		21.70	15.00			10
LPI HO5 % of responsive repairs completed within target timescales	90.80	88.74	90.34	89.52		95.30	96.00		Figures have improved throughout Quarter 2. However, more work is required to ensure completion dates are reported quickly to ensure accuracy	5
LPI HO7 Arrears as a % of debit	1.31	1.70	1.89	1.89		1.60	1.60		The rent arrears profile follows previous years and it is predicted that the year end target will be met	10

Advice and Homelessness

	Year End 0607	Actual Q1 0708	Actual Q2 0708	Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
BV183b Length of stay in hostel accom'n	13.00	7.00	11.00	11.00	★	13.00	13.00	✖	Q2 reflects the very low number of cases included (19 for the 6 mth period), making the PI vulnerable to distortion. A single case account for more than half of the Q2 change	10
BV213.05 No. households who considered themselves homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation	8.01	6.44	6.44	12.88	▲	16.50	0.25	✖	A fall in the overall number of homeless presentations and a rise in the population of Exeter has resulted in this figure reducing.	10
LPI HO1 Homelessness acceptances as a % of new approaches to housing advice	15.00	8.47	10.63	9.50	★	20.00	20.00	✔		5

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
LPI HO2 % of homelessness determinations made within 33 working days	91.00	86.67	91.18	89.06		90.00	90.00			10
LPI HO3 No. of households in temporary accomodation	228.00	231.00	221.00	221.00		240.00	220.00			5

Leasehold and Enabling

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
LPI HO8 Service charge arrears as a % of the total service charge income	7.68	19.10	18.35	18.35	▲	6.40	5.00	No half year 0607 figure.	The service charge arrears accounts have been reconciled and cleaned. A new method of calculation of this PI now means it includes all outstanding arrears and not just those occurring within the year. This year is a baseline year to which improvement targets will be met	0.5
LPI HO9 % of service charges collected	92.30	85.00	85.63	85.63	▲	96.50	96.50	No half year 0607 figure.	both the receiveable and collected figures for this PI have been annualised (including pro-rating of b/f arrears), to produce a figure comparable with previous quarters and against the target. DGS 12/10/2007	0.2










	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
LPI HO10 No. of affordable housing units provided during the year	518.00	10.00	5.00	15.00	▲	66.00	100.00	✘	The profile of the programme for this year is such that most properties will be completed within the next two quarters, although it is unlikely that 100 will be achieved.	10
LPI HO11 % of affordable housing units suitable for disabled people	4.39	0.00	40.00	13.33	★	5.00	5.00	✔		0
BV064.02 No. Private sector vacant dwellings returned to occupation or demolished	62.00	12.00	2.00	14.00	▲	23.00	30.00	✔	The profile of this years expected completions shows a higher number in Quarters 3 & 4.	10

### Leisure and Museums

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
BV170a Visits to / usage of museums per 1000 population	2370.77	497.76	717.48	1215.24	★	700.00	350.00	✓		10
BV170b No. visits to museums in person per 1000 population	2041.39	363.61	457.18	820.80	★	200.00	100.00	✗		5
BV170c No. pupils visiting museums & galleries in organised school groups	15617.00	3595.00	1622.00	5217.00	★	3500	1750	✗		5

**Contracts and Direct Services**

	Year End 0607	Actual Q1 0708	Actual Q2 0708	Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared to 0607 half year figure	Q2 Commentary	Tolerance
LPI CD2 % essential small reactive works completed within 10 working days	95.35	95.00	89.19	92.63		95.00	95.00	No half year 0607 figure.		10
LPI CD4 % of 12 working day grass cutting route completed	88.50	86.00	81.00	83.50		100.00	100.00	No half year 0607 figure.	Mildest winter on record followed by the wettest summer meant that even with an early start to grasscutting it was impossible to catch up	10
LPI CD5 % of programmed cyclical work completed within quarter	93.88	89.00	87.96	88.19		98.00	98.00	No half year 0607 figure.	Additional work caused by grasscutting (see LPI CD4) has had a negative impact	10
LPI CD9 % tenants satisfied with organisation of housing programme works	96.00	98.00	97.00	97.00		99.00	99.00			10
LPI CD10 % of tenants provided with the min of 2 wks notice of planned maintenance on their homes	98.00	98.00	97.00	97.00		100.00	100.00			10

**Admin and Bereavement**

	Year End 06/07	Actual Q1 0708	Actual Q2 0708	Half Year	Performance Half Year	Target Half Year	Target Annual 0708	Compared with 06/07 half year figure	Q2 Commentary	Tolerance
LPI AB1 Customer satisfaction with direct contact with Bereavement Services	n/a	95.00	95.31	95.31	★	85.00	85.00	No half year 0607 figure.	New indicator for 2007/08	10
LPI AB2 Customer satisfaction with written information from Bereavement Services	n/a	95.00	94.64	94.64	★	80.00	80.00	No half year 0607 figure.	New indicator for 2007/08	10
LPI AB3 Customer satisfaction with Bereavement Services Website	n/a	100.00	100.00	100.00	★	80.00	80.00	No half year 0607 figure.	New indicator for 2007/08	10
LPI AB4 No. of records backfilled	n/a	2432.00	1879.00	4311.00	★	2500	5000	No half year 0607 figure.	New indicator for 2007/08	10
LPI AB5 No. of memorials inspected	n/a	467.00	1536.00	2003.00	★	1950	3000	No half year 0607 figure.	New indicator for 2007/08	10