Housing and Development Control
Q2 12/13

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Outcomes and customers									Internal processes								
Measure	**Previous result**	**Target**	**Q1 update**	**Q2 update**	**Q3 update**	**Q4 update**	**Year end figure**	**Flag/Trend**	**Measure**	**Previous result**	**Target**	**Q1 update**	**Q2 update**	**Q3 update**	**Q4 update**	**Year end figure**	**Flag/Trend**
Number of hazards remediated through Local Authority intervention	230	250 by year end	59	106				No trend	% of service plan actions complete on target during quarter	88%	80%	100%					Not applicable
No. of households living in temporary accommodation	12	12	17	14				No trend	Percentage of urgent DFGs completed in 75 days	82% (year end 11/12)	80%	Reported at end of year					No trend
No. of households where homelessness has been prevented	185 (10/11)	200 by year end	65	78				Upward	Number of entry clearance inspections completed	108	115	33	9				No trend
No. of demolitions completed	182 (11/12)	TBC	0	0				Not applicable	% of homelessness apps determined within 30 days	91.26% (year end 11/12)	95%	94.60%	100.00%				Positive upward
No. of vacant properties brought back into use through Local Authority intervention	35 (11/12)	40 by year end	0	8				No trend	% of planning applications processed within target period	New	75%	79%	78%				No trend
% of planning appeals dismissed	57%	80%	50%	100%				No trend	% of planning applications determined under Scheme of Delegation	82%	80%	82%	80%				No trend
Number of landlords/agents becoming accredited	41	25 by year end	15	28				Positive upward									
Organisational development									**Finance**								
Measure	**Previous result**	**Target**	**Q1 update**	**Q2 update**	**Q3 update**	**Q4 update**	**Year end figure**	**Flag/Trend**	**Measure**	**Previous result**	**Target**	**Q1 update**	**Q2 update**	**Q3 update**	**Q4 update**	**Year end figure**	**Flag/Trend**
Average number of days sickness absence per employee	New unit	N/a	3.36	3.59				No trend	Forecast revenue budget outturn (£)	£912,323 (11/12)	£1,011,472	£1,024,972	£1,022,634				Not applicable
Compliance with attendance management procedures	New unit	100%	50%	66%				No trend	Selective licensing income	£61,268 (11/12)	N/a	£26,622.80	£32,100.46				No trend
% of staff who have completed PDR's	New unit	100%	97%					Not applicable	Proportion of capital budget spent	100%	95% at year end	3%	11%				Not applicable
% of training budget spent	New unit	90% at year end	5%	33%				Not applicable									
No. of complaints	New unit	N/a	1 (rejected)	0				Not applicable									