

					2014 / 2015 Performance							
Ref No.	Indicator Title	Good Perf	Freq.	13/14 Year End Perf	Qtr 1 (Apr - Jun)	Qtr 2 (Jul - Sept)	Qtr 3 (Oct-Dec)	2014/15 Target	Direction of travel	National Comparator	RAG Status	Comments / Remedial Actions
<b>Corporate Priority 3: Ensuring all areas of Rotherham are safe, clean and well maintained</b>												
<b>Outcome - Service Plan Priority 3: We will reduce anti-social behaviour and crime and ensure people feel safe where they live</b>												
1	CP 3.3.3 NAS 79	% of ASB cases resolved	HIGH	Monthly	98.50%	98.00%	98.55%	98.6%	98%	↑	Upper Quartile 172 in sample RMBC ranked 44	
<b>Corporate Priority 4: Helping people to improve their health and wellbeing and reducing inequalities within the borough</b>												
<b>Outcome - Service Plan Priority 6: We will ensure that people are able to live in decent affordable homes</b>												
2	CP 4.3.3 NAS 17	Average re-let times from termination to start	LOW	Monthly	29.85	21.81	20.08	20.56%	25.00	↑	Upper Quartile 232 in sample RMBC ranked 73	
3	CP 4.3.2 NAS 54	% of responsive repairs completed right first time	HIGH	Monthly	97.73%	98.46%	98.07%	98.32%	94.0%	↑	Upper Quartile 142 in sample ranked 42	
4	NAS 55	% of gas safety certificates outstanding	HIGH	Monthly	0.04%	0.02%	0.03%	0.04%	0.40%	↔	Medium -Upper Quartile 214 in sample ranked 114	
5	CP 4.3.1 NAS 57	% of total repairs completed within target	HIGH	Monthly	99.29%	99.35%	99.41%	99.47%	99.0%	↑		
6	NAS 58	% of repairs appointments made and kept	HIGH	Monthly	99.21%	99.95%	99.56%	99.13%	99%	↓		
7	NAS 59	% of tenants satisfied with the repairs service	HIGH	Monthly	99.19%	99.92%	99.73%	99.77%	96.00%	↑		
8	NAS 78	% of rent lost through dwellings being vacant	LOW	Monthly	1.14%	0.87%	0.77%	0.85%	0.89%	↑		
<b>Outcome - Service Plan Priority 5: We will respond quickly to people's needs, mitigating the effects of poverty and helping them thrive</b>												
9	NAS 34	Average length of time waiting for major adaptations from assessment to work beginning (weeks)	LOW	Monthly	16.53	4.66	3.72	4.12%	8	↑		
10	NAS 76	Rent collected as a percentage of rent owed (excluding arrears b/f)	HIGH	Monthly	99.77%	98.64%	98.32%	99.40%	Yr End 99.8% monthly control target 99.37%	↓	Medium Quartile 171 in sample ranked 110	
11	NAS 77	Current tenant arrears as a percentage of the annual rent debit	LOW	Monthly	2.18%	2.58	3.04	2.86%	Yr End 2.1% monthly control 2.15%	↓		
12	NAS 82 (NI156)	Number of households living in temporary accommodation	LOW	Monthly	21	28	29	30	26	↓		There has been an increase of 2 in the number of households in temporary accommodation since quarter 1. However numbers are still low in comparison nationally. The highest numbers continues to be households 'leaving Home Office accommodation.'
<b>Outcome - Service Plan Priority 4: We will help people to improve their health and wellbeing and reduce inequalities within the Borough</b>												
13	NAS 65 (NI184)	Food establishments broadly compliant with the food hygiene law	HIGH	Monthly	85.00%	85%	85%	85%	85.00%	↔		

14	NAS 66	Satisfaction of business with regulated services	HIGH	Monthly	100.0%	100.0%	100.0%	100.0%	99%	↔			
15	NAS 80 (NI156)	Number of high risk premises due for a trading standards inspection that are inspected within the required timescale	HIGH	Monthly	100.0%	100.0%	100.0%	100.0%	100%	↔			