




Appendix A - Watford BC - Measures Of Performance (in-house services)– Progress report as of quarter 1 – 2014/15

WATFORD BOROUGH COUNCIL – MEASURES OF PERFORMANCE (in-house services)






April - June 2014 (Quarter 1) 2014/15

Ref	Indicator	Target for year	Profile for period (Q1)	Results for period (Q1)	Cumulative result (Q1)	   % variance	Trend since last year (Q1 2013/14)	Trend since last period (Q4 2013/14)	Comment
COMMUNITY AND CUSTOMER SERVICES									
CS1	Per capita reduction in CO ₂ emissions from local authority operations (over 5 yr period) (Annual indicator)	-	-	-	-	-	-	-	Annual indicator – not reported this quarter.
CS2	Improved street and environmental cleanliness (levels of fly tipping)	Effective	-	-	-	-	-	-	Annual indicator – not reported this quarter.
CS3	Affordable homes on identified sites (Biannual indicator)	76	76	50	Reported at qu. 2 and qu. 4	-	-	-	Target revised to 74 includes 8 Rent for Less not let through WBC housing register (not part of affordable housing allocation) Sites are Benskin House St Albans Road, Upton Road, Aldenham Road. Not reported this quarter.











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CS4	Number of households living in temporary accommodation	120 (3.1 per 1,000 households)	112	113	113	[1%]	↓ [105] [Q1:13/14]	↓ [110] [Q4:13/14]	Likely to increase due to possessions in private rented sector.
CS5	Number of private sector units secured for use under HomeLet	60 new placements	15	5 plus 10 renewals	5	! [66.7%]	↓ [10] [Q1:13/14]	Not comparable as a cumulative figure for the year end was reported at end of Q4.	HomeLet review in progress, due to report Aug 14.
CS6	The number of households in bed and breakfast accommodation and nightly lets who are pregnant/with dependent children	25 nightly let 10 B&B	16 nightly let 7 B&B	16 nightly let 8 B&B	16 nightly let 8 B&B	[0%] [Nightly] ! [14.3%] [B&B]	↓ [13] [Q1:13/14] ↓ [6] [Q1:13/14]	↓ [12] [Q4:13/14] ↓ [7] [Q4:13/14]	No cases over the 6 week statutory time limit

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CS7	Number of households who considered themselves as homeless, who approached the local authority's housing advice service(s), and for who housing advice casework intervention resolved their situation	180	45	52	52	 [15.56%]	↑ [32] [Q1:13/14]	↑ [37] [Q4:13/14]	
CS8	The number of people sleeping rough on a single night within the area of the local authority	15	-	-	-	-	-	-	This indicator is reported in Q3. Not reported this quarter.
CS9	CSC service levels 80% calls answered in 20 secs	80%	80%	84%	N/A	 [5%]	↑ [58%] [Q1:13/14]	↓ [87%] [Q4:13/14]	
CS10	Long Waits' for calls received to CSC Long wait = calls not answered within 2 minutes	CSC 6% or less	CSC 6% or less	CSC 6%	N/A	 [0%]	Not collected in Q1 2013.	↔ [6%] [Q4:13/14]	
CS11	CSC service levels 95% all calls answered	95%	95%	98%	N/A	 [3.15%]	↑ [95%] [Q1:13/14]	↓ [99%] [Q4:13/14]	

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CS12	Calls resolved at first point of contact	80%	80%						Unable to report for Quarter 1 due to fault with Lagan reporting.
CS13	Complaints resolved at stage one	90%	90%	43%	N/A	 [52.2%]	 [43%] [Q1:13/14]	 [64%] [Q4:13/14]	Total complaints received = 14 Unresolved Complaints R&B – 7 of 7 C&CS Housing – 1 of 2
CS14	% of stage 1 complaints resolved within 10 days	80%	80%	48%	N/A	 [35.5%]	 [36%] [Q1:13/14]	 [91%] [Q4:13/14]	
REGENERATION AND DEVELOPMENT									
RD1	Processing of planning applications as measured against targets for 'major' applications (% determined within 13 weeks)	85%	85%	100%	100%	 [17.6%]	 [33%] [Q1:13/14]	 [78.57%] [Q4:13/14]	The total of major, minor and other applications does not equal the total number of applications dealt with, because DCLG has identified a number of additional application types that are not included in any of the three categories. 4 Applications in Q1.

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RD2	Processing of planning applications as measured against targets for 'minor' applications (% determined within 8 weeks)	90%	90%	100%	100%	[11.1%]	↔ [100%] [Q1:13/14]	↑ [97.14%] [Q4:13/14]	63 applications in Q1
RD3	Processing of planning applications as measured against targets for 'other' applications (% determined within 8 weeks)	90%	90%	99.19%	99.19%	[10.2%]	↓ [100%] [Q1:13/14]	↓ [99.58%] [Q4:13/14]	From 1 April this year, DCLG has redefined "other" applications and this has had the effect, in Quarter 1, of reducing by 36 the number of applications that would have been reported in this category. 123 applications in Q1

on target/in budget **or** above target

not on target/ over budget but there is no cause for concern at this stage.

! not on target/ more than 10% variance or £50k over budget and is a cause for concern.