

Appendix 2 – ODS Mid-year performance data

Building Services

Indicator	Target	Result	
Decent Home Kitchens in Amount installed (YTD)	188 Kitchens	180 Kitchens	☺
Number of bathrooms installed (YTD)	195 Bathrooms	150 Bathrooms	☹
Void contractor turnaround time	17 Days	15.22 days	☺
Percentage of Gas Services in date	99.00%	98.75%	☺
Percentage of Emergency Gas Repairs completed on time YTD	99.50%	100%	☺
Percentage of Urgent Gas Repairs completed on time YTD	99.00%	97.9%	☹
Percentage of Routine Gas Repairs completed on time YTD	98.30%	95.6%	☹
Tenant Satisfaction with Repairs Service	95.00%	96.63%	☺
Percentage of Emergency Responsive Repairs completed on time YTD	99.6%	97.74%	☺
Percentage of Urgent Responsive Repairs completed on time YTD	99.00%	99.29%	☺
Percentage of Routine Responsive Repairs completed on time YTD	96.50%	96.09%	☺
Percentage of repairs appointments kept YTD	99.00%	99.38%	☺
Number of Electrical rewires YTD	91 Rewires	95 Rewires	☺
Percentage of communal areas passing inspection (Estate officers)	96.00%	96.9%	☺

Recycling and Waste, Streetscene, Parks and Open Spaces and Highways

Indicator	Target	Result	
Household recycling rate	50.00%	51.68%	☺
Amount of refuse waste per household	315Kg	259.07Kg	☺
Percentage of streets with litter levels that fall below Grade B (YTD)	1.75%	0.58%	☺
Percentage of streets with detritus levels falling below Grade B (YTD)	3.00%	0.29%	☺
Percentage of streets with Graffiti levels falling below Grade B (YTD)	1.00%	0%	☺
Percentage of streets with fly posting levels falling below Grade B (YTD)	1.00%	0%	☺
Number of Parks / cemeteries with Green Flag accreditation	5 Parks	6 Parks	☺
Percentage of highways and engineering category 1 works completed on time YTD	Info only	100%	☺
Percentage of highways and engineering category 2 works completed on time	Info only	100%	☺
Satisfaction for the highways and engineering last larger assessed scheme	85.00%	100%	☺
Satisfaction with line painting and sign shop	85.00%	100%	☺

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