**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% | **☺** |