


SOSC Performance Indicators

Quarter 3

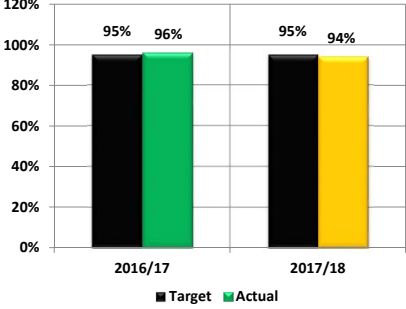
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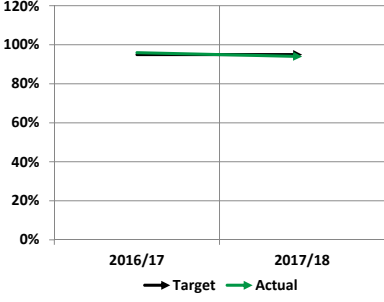
Performance Indicator – 8
The percentage of residents who feel safe in their neighbourhoods *during the day*

Q3



Year	Target	Actual
2016/17	95%	96%
2017/18	95%	94%

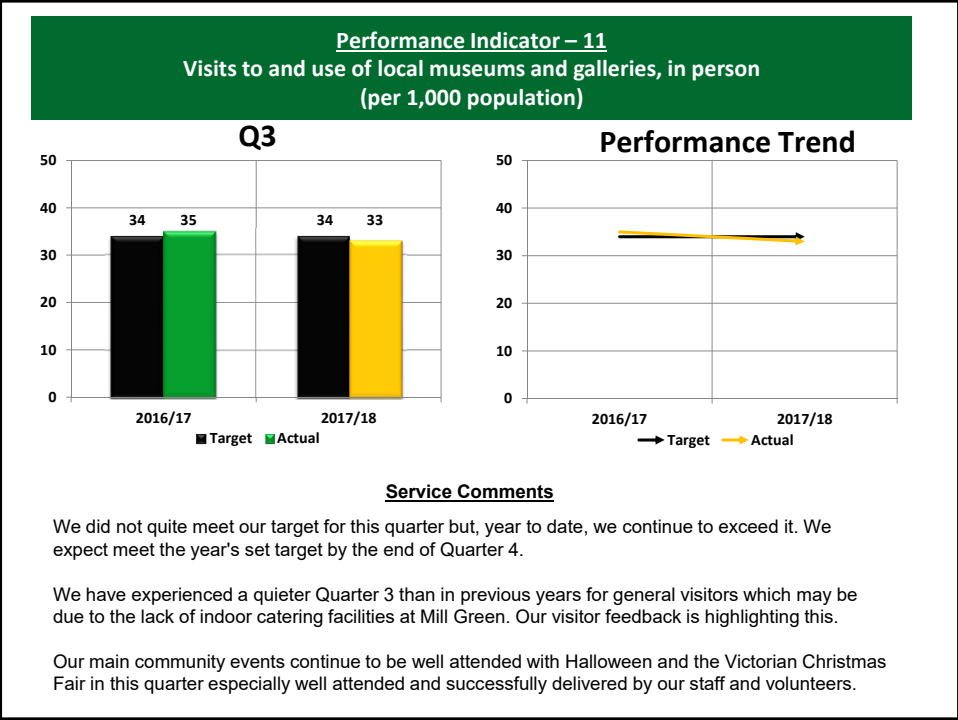
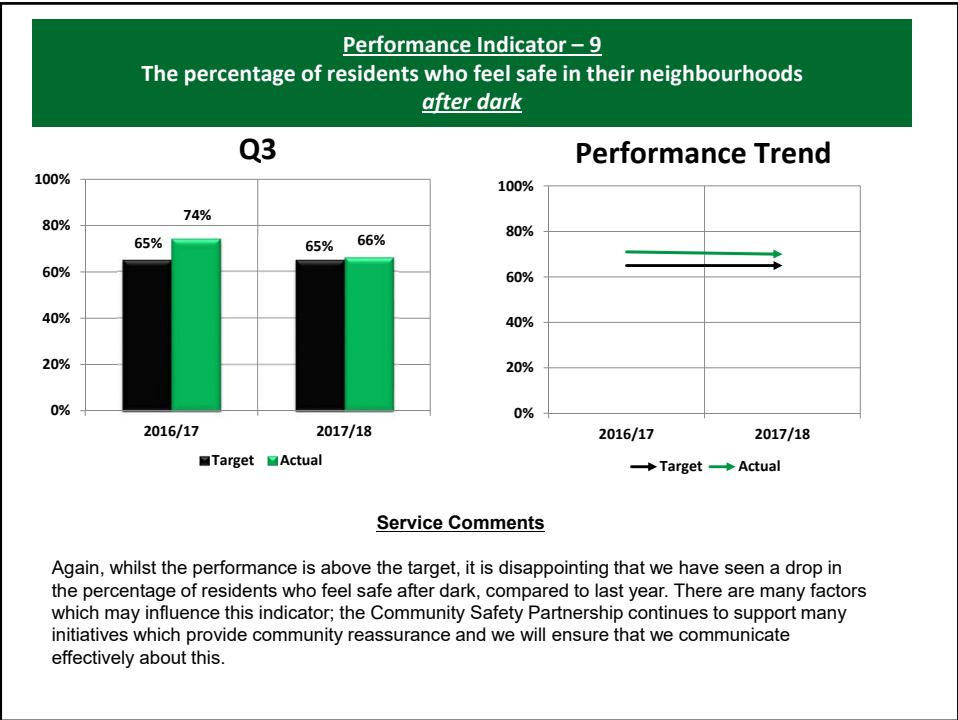
Performance Trend

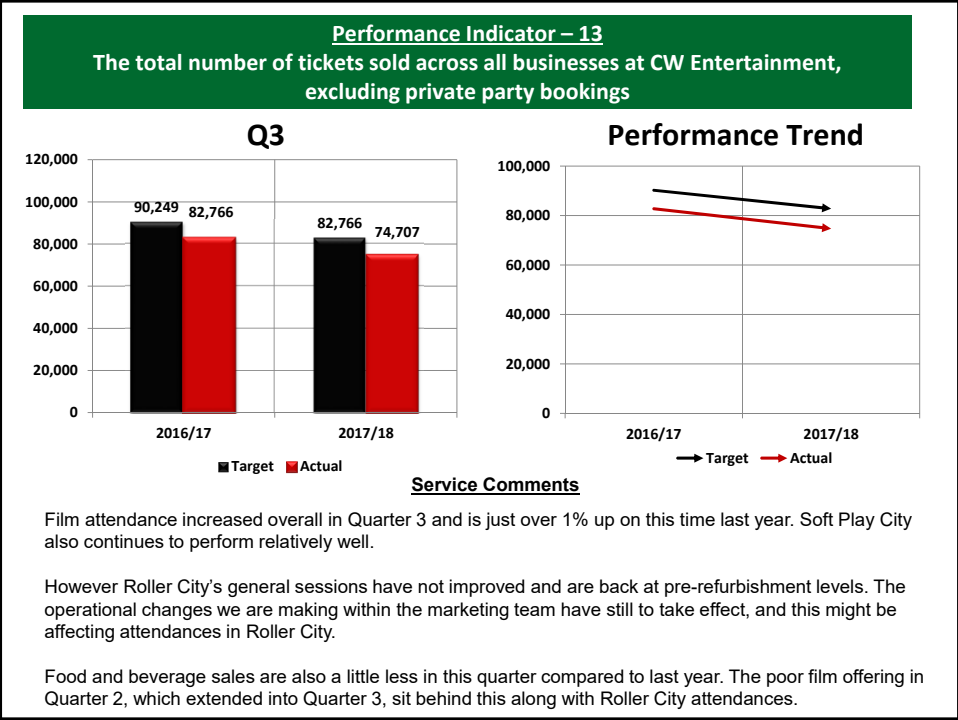
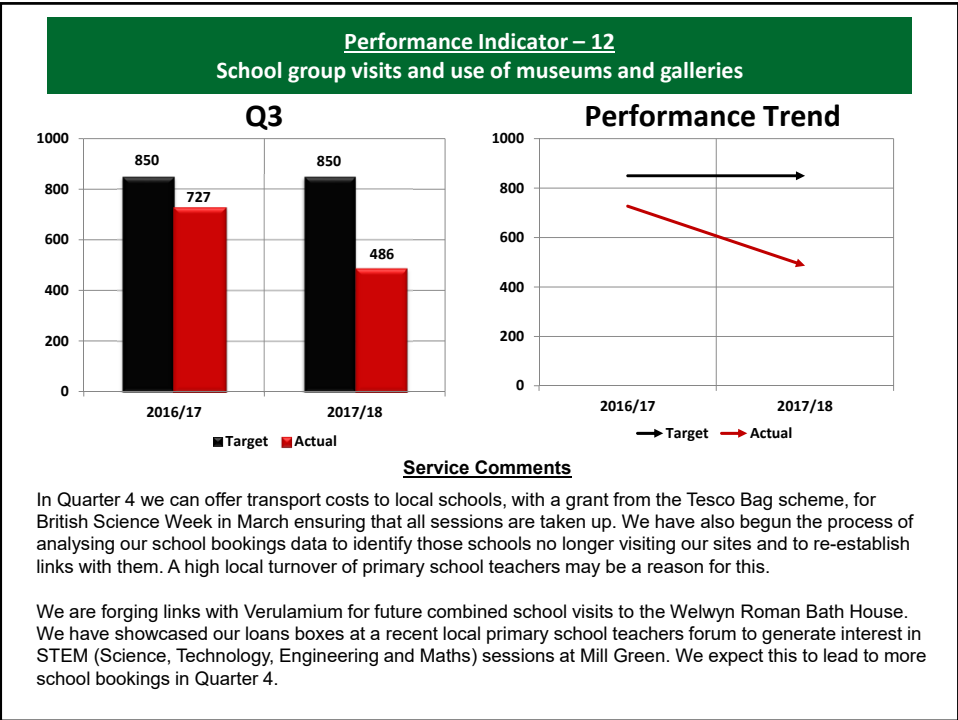


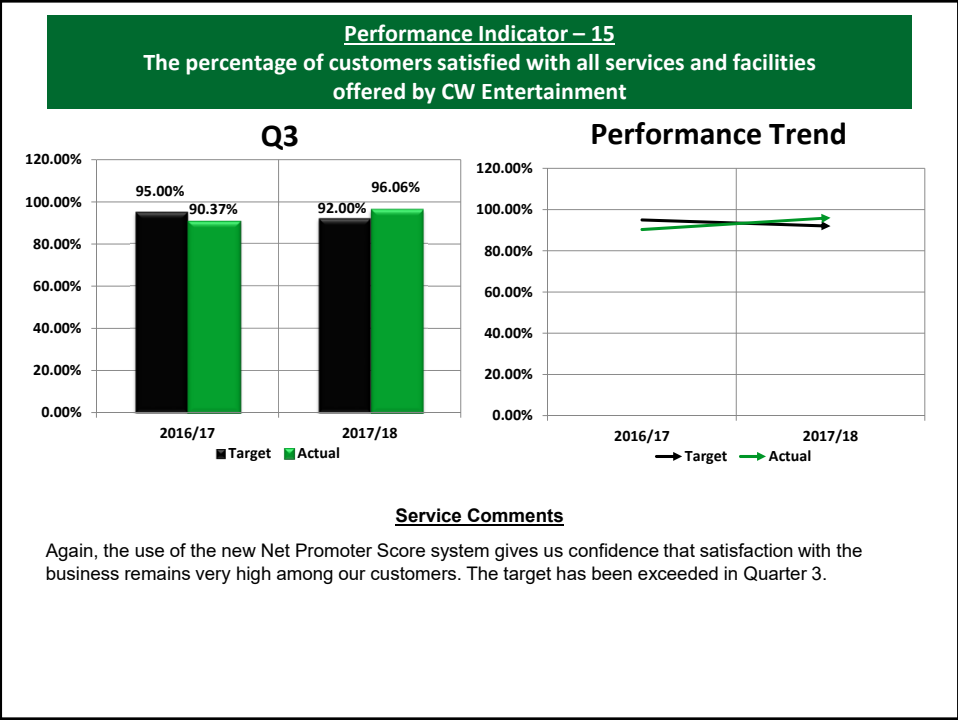
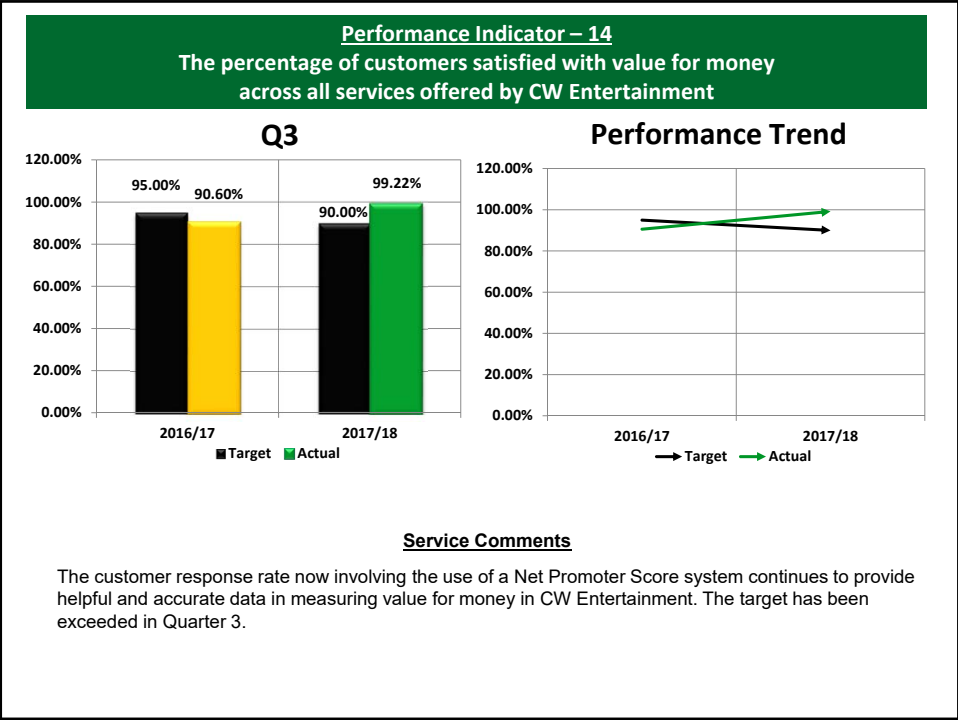
Year	Target	Actual
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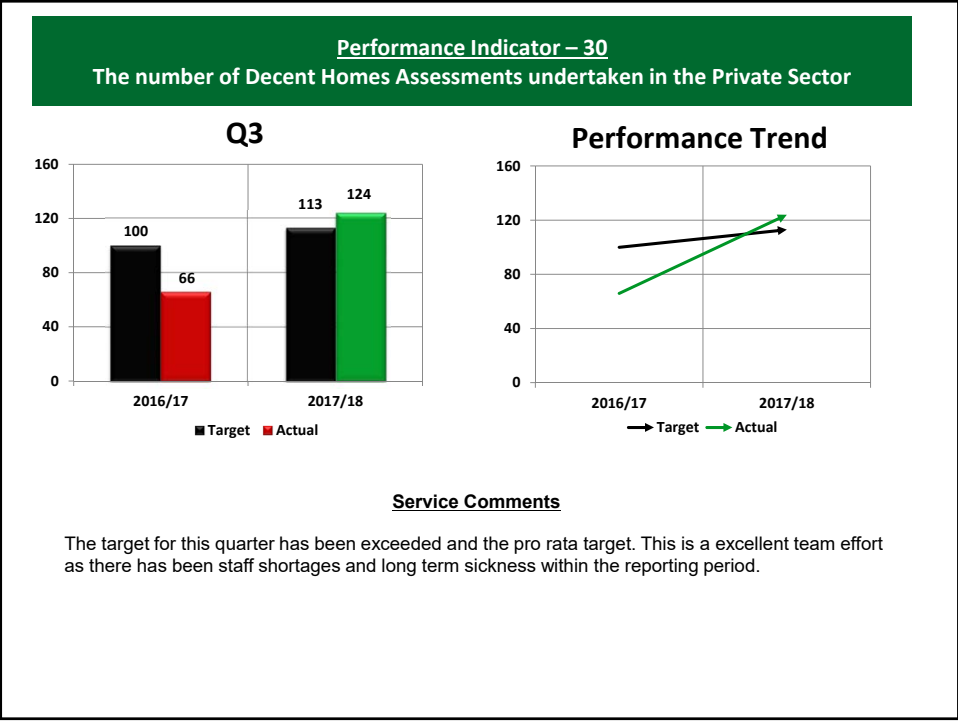
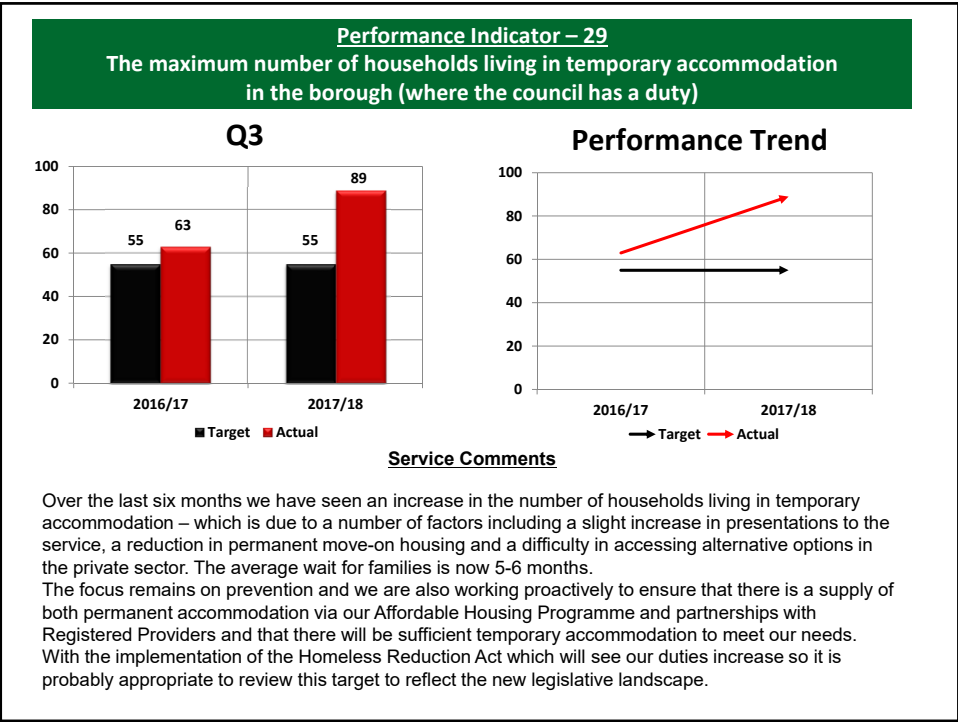
Service Comments

Whilst it is only a small drop, it is disappointing that the number of residents who have said they feel safe during the day has slightly decreased and is below our target. There are many factors which may influence this indicator; the Community Safety Partnership continues to support many initiatives which provide community reassurance and we will ensure that we communicate effectively about this.

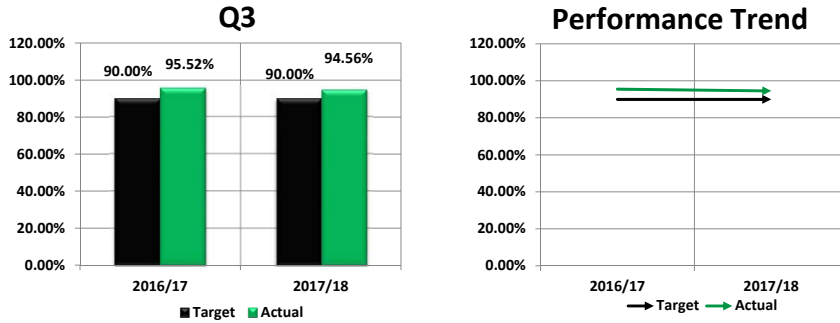








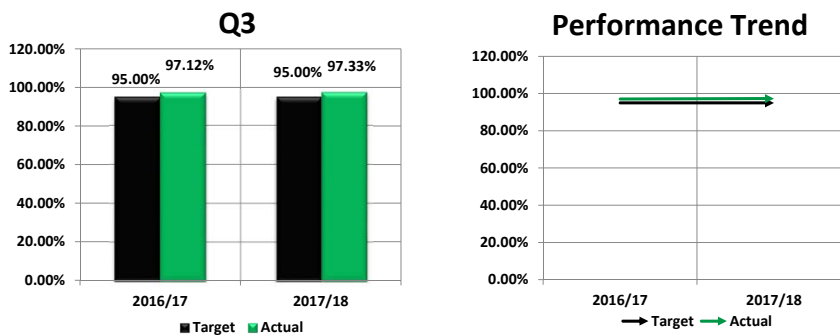
Performance Indicator – 31
The percentage of housing repairs where work was completed right first time



Service Comments

This PI measures all urgent and routine jobs including jobs where scaffolding is required. We would expect a small proportion of jobs to be unable to be completed in one visit. Performance remains strong at 4.56% above target and an improvement on Q2. 4,227 repairs order were raised, and 3,997 were completed 'right first time'.

Performance Indicator – 32
The percentage of housing repairs appointments made and kept



Service Comments

Performance is above target for Q3 and shows a 0.57% improvement on Q2. Out of 6,992 jobs, 187 appointments were missed. We will continue to analyse and monitor closely to see if we can identify any trends where the failures are occurring to help improve the service we are offering.

