

SOI Ref	PI Description	Outcome 2016/17	Target or ICL 2017/18	Performance	Q 1	Q 2	Q 3	Q 4	Year to Date	Comments for Scrutiny
<b>Section 1 - Housing Services - Head of Service - Colin Moone</b>										
<b>Homelessness</b>										
SOI 1	Number of cases where positive action succeeded in preventing homelessness.	93	21 +/- 50% ICL	RAG	Amber	Green	Green		Green	<p>Quarterly</p> <p>For information here are the quarter return figures for 2016/17</p> <p>Q 1 = 18    Q 2 = 34</p> <p>Q 3 = 16    Q 4 = 25</p> <p>The Q3 figure of fifteen cases is down one on the equivalent quarter last year, but the year to date figure for this year is up five.</p>
				Actual	36	22	15		73	
SOI 2	Number of new homeless applications made	474	115 +/- 25% ICL	RAG	Green	Green	Green		Green	<p>Quarterly</p> <p>For information here are the quarter return figures for 2016/17</p> <p>Q 1 = 139    Q 2 = 119</p> <p>Q 3 = 112    Q 4 = 106</p> <p>The Q3 figure is up three on the same quarter last year but the year to date figure is down 42 application over the same three quarter period last year</p>
				Actual	90	123	115		328	
SOI 3	Of decision made in the quarter the average number of days to make decision	40	42 +25% /-30% ICL	RAG	Green	Green	Green		Green	<p>Quarterly</p> <p>For information here are the quarter return figures for 2016/17 (working days)</p> <p>Q 1 = 43    Q 2 = 41</p> <p>Q 3 = 45    Q 4 = 35</p> <p>We work hard to maintain this figure to be as low as possible, there has been a slight increase quarter on quarter but Q3 is still an improvement on any of the previous years quarter returns.</p>
				Actual	37	36	38		38	

SOI 4	% change in the number of homeless applications taken against previous year	0	-.34% +/- 10% ICL	RAG	Green	Green	Green		Green	<p>Quarterly</p> <p>For information here are the quarter return figures for 2016/17 Q 1 = 139 (21%)    Q 2 = 256 (8%) Q 3 = 368 (8%)    Q 4 = 474 (0%)</p> <p>The control limits on this indicator for this year was set using trend information from the previous years, Q3 has seen the percentage difference reduce as the total number of homeless applications taken gets closer to those taken last year</p>
				Actual	90	213	328		328	
					-34%	-17%	-11%		-11%	
Temporary Accommodation										
SOI 5	Number of families in B&B	0	0 +5/- No L/ICL	RAG	Green	Green	Green		Green	<p>Quarterly</p> <p>For information here are the end of quarter return figures for 2016/17 Q 1 = 9    Q 2 = 3 Q 3 = 0    Q 4 = 0</p> <p>This is the first quarter since quarter 2 last year that any families in B&amp;B have been reported.</p>
				Actual	0	0	4		4	
SOI 6	The number of cases in temporary accommodation and compared to previous year	301	343 +15% /-25% ICL	RAG	Green	Green	Amber		Green	<p>Quarterly</p> <p>The number of households residing in temporary accommodation is increasing at a slightly higher rate than anticipated when setting the control limits for this indicator at the beginning of the year, and the figure has breached the inner control limit so has been given an Amber RAG rating</p>
				Actual	314	356	376		376	
				% change from last	24%	20%	18%		18%	

SOI 7	Total Net cost of all temporary accommodation	New	N/A		Q1	Q2	Q3	Q4	Full year	Quarterly As numbers in temporary accommodation continues to rise so the cost of provision of temporary accommodation rises. Due to wide fluctuation in the Net cost quarter on quarter it has not been possible to set RAG rating control limits for this indicator yet.
					*****	*****	*****		*****	
Development & Housing Supply										
SOI 9	Actual new homes completions in the year benchmarked - Total (PPB only)	13	N/A	RAG						Annually This indicator was established to measure Slough Borough Council Net home completions and is recorded as per the HouseMark definition.
				Actual	23	5	29		57	Q3 completions consist of 11 flats in Lydia Court and 18 houses in Wexham Green.
SOI 12	How many Right-to-Buys have been completed this year	64	15 +/- 50% ICL	RAG	Green	Amber	Green		Green	Quarterly For information here are the end of quarter return figures for 2016/17 Q1 = 14    Q2 = 23 Q3 = 15    Q4 = 12 Only 8 completions in Q3 compared to 15 last year this maybe due to the increase in property prices or changes to mortgage rules
				Actual	10	8	8		26	
SOI 13	How many buy backs have been completed under the Right-to-Buy scheme	0	0+3/- No lower ICL	RAG	Green	Green	Green		Green	Quarterly One property has been purchased within the right of first refusal. It is believed there are none currently active in the Buy Back Process
				Actual	0	1	0		1	

SOI 53	How many dwelling purchases have been completed outside of the RTB buy back	7	2 +150 %/- No lower ICL	RAG	Green	Green	Green		Green	Quarterly 1 buy backs completed in Q3. further buy backs to complete in Q4
				Actual	3	0	1		4	
<b>Fraud</b>										
SOI 14	Number of properties recovered as a result of fraud investigation	12	3 +3/- 2 ICL	RAG						Annually The annual return figure for 2016/17 was 12
				Actual	3	3	3		9	With 9 recovered properties in the first three quarters we are on track to meet the end of year target
SOI 15	Fraud interventions in relation to RTB	N/A	4 +100 %/- No lower ICL		Green	Green	Green	-	Green	Annually Have February court date with 3 cases and just completed investigation that came from RTB and Legal are preparing a letter to withdraw the offer but this will appear in Q4 result so no change in Q3.
				Actual	3	0	0		3	
<b>Rents</b>										
SOI 20	% of debt that is former tenant arrears	41%	N/A	RAG	N/A	N/A	N/A	N/A	N/A	Quarterly figures for 2016/17 Q 1 = 43% Q 2 = 39% Q 3 = 39% Q 4 = 41%
				Actual	40%	43%	42%		42%	New Former Tenant debt of over £300K has arisen in the first three quarters of 2017-18, and the total former tenant debt increased by a net 21.3%.  No RAG rating or control limits set as not a commercial KPI for arvato, so will appear in exception report.

SOI 21	% of former tenant arrears written off	15%	N/A	RAG	N/A	N/A	N/A	N/A	N/A	<p><b>Annually</b> No RAG rating or control limits set as not a commercial KPI for Arvato, so will appear in exception report.</p> <p>The % of write offs has increased in 3rd quarter. Net debt has increased, but a write off of £40k was approved and actioned in October 2017.</p>
				Actual	2.21%	2.02%	5.07%		5.07%	
SOI 22	Rent collected from current tenants as a percentage of rent due (including arrears b/f)	101%	103.24% +/- 5% ICL	RAG	Green	Green	Green		Green	<p><b>Quarterly</b> Normally over 100% because this is the main debit week, HB adjustments may not have been added yet.</p> <p>For information here are the end of quarter return figures for 2016/17 Q 1 = 103.24%      Q 2 = 101.84% Q 3 = 100.08%      Q 4 = 101.14%</p> <p>As the effects of the Benefit Cap and Universal Credit continue to increase it becomes increasingly difficult to maintain rent targets.</p>
				Actual	98.94%	100.00%	98.53%		98.53%	
SOI 23	The number of council tenant households subject to the benefits Cap	48	48 +/- 30% ICL	RAG	Green	Amber	Green		Green	<p><b>Quarterly</b> For information here are the end of quarter return figures for 2016/17 Q 1 = 8      Q 2 = 9 Q 3 = 45      Q 4 = 48</p> <p>There has been a very slight increase quarter on quarter and the case load has now stabilised again.</p>
				Actual	48	62	64		64	

Leasehold										
SOI 27	Of leasehold service charges invoiced during the year the percentage of service charge collected	New	N/A	RAG						Quarterly  We are now regularly collecting & reporting outturn figures for this indicator. We will wait until we have a set of full year figures considering the RAG rating for this indicator.
				Actual	-50%	65%	-12%		45%	
Section 2 Neighbourhood Services - Head of Service - John Griffiths										
Contractual Repairs (Interserve supplied outturn data)										
SOI 36	Of those who completed and returned the repair satisfaction survey card the percentage who were satisfied with the repair carried out	100%	100% + no upper ICL set / - 98% ICL	RAG	Green	Green			Green	Quarterly  Contract with Interserve has ended and new performance monitoring framework is in place with OPSL
				Actual	99.25%	100%	Not Reported		99.56%	
Housing Management										
SOI 11	Number of total units managed - General Needs	6199	6195 +/-4 ICL	RAG	-	-	-			Annually  End of year figure 2016/17 for this indicator was 6199. This indicator performance is based on the end of year figure but Q2 is showing an decrease of seven units from Q2.
				Actual	6203	6223	6216		6216	

Voids										
SOI 17	Average re-let time in days (standard re-lets)	0	N/A	RAG						<b>Quarterly</b> A void report was presented to the Neighbourhoods & Communities Scrutiny Panel on the 2nd November. This quarter saw the transition of repairs maintenance contract and none of the completed voids were initiated before the 1st December, the start of the new RMI contract.
				Actual	57	81	94		77	
SOI 18	Number of major works voids	0	N/A	RAG						<b>Quarterly</b> A void report was presented to the Neighbourhoods & Communities Scrutiny Panel on the 2nd of November. There has been a slight increase in the number of major works voids and this trend is likely to continue as a review of the classification of works takes place.
				Actual	Not reported	15	18		18	
SOI 19	Total cost of major works voids	0	N/A		-	-	-	-		<b>Quarterly</b> As previously reported it is anticipated that this indicator will start reporting at the end of the first quarter 18/19
				Actual	Not reported	Not reported	Not reported	£ -	£ -	

Housing Regulation										
SOI 29	Number of CAT1 removed	51	14 +/- 50% ICL	RAG	Green	Green	Amber		Green	<b>Quarterly</b> Q3 recorded the fourth consecutive rise for this indicator and is a 50% increase on the same quarter last year. It just breached the upper inner control limit that was set at 21 cases for the quarter. Amber RAG rating has been given.
				Actual	15	16	21		52	
SOI 30	Number of HMO found that were not licenced	3	1+ 200% / - no ICL	RAG	Green	Amber	Green		Green	<b>Quarterly</b> Q3 has seen a decrease against this indicator and moved back within the indicator inner control limits. It has returned the same figure as the equivalent quarter for the previous year.
				Actual	1	4	2		7	

SOI 31	Number of licensed Mandatory HMO	73	73 +/- 10% ICL	RAG	Green	Green	Green		Green	Quarterly Q3 has recorded a slight increase, but remains well within the indicators inner control limits.
				Actual	72	72	76		76	
SOI 32	Number of private rented sector dwellings improved	New	N/A	RAG	Green				Green	Quarterly After reporting for Q1 it was decided to review the reporting method and no outturn data has been available for the last two quarters.
				Actual	24	Not reported	Not reported		24	
Anti Social Behaviour (Council Tenant and Leaseholder related only)										
SOI 33	Number of new ASB cases reported	122	30 +/- 30% ICL	RAG	Green	Green	Amber		Green	Quarterly These are council tenant and leaseholder related ASB figures captured on Capita and are based on the first incident reported date. The anticipated drop in Q3 was just outside the inner control limit set at 12, this means an Amber RAG status has been given.
				Actual	27	19	11		57	
SOI 34	% of ASB cases closed and resolved successfully	95%	95% + 6%/- 10% ICL	RAG	Green	Green	Green		Green	Quarterly These are council tenant and leaseholder related ASB figures captured on Capita and are based on the first incident reported date. The performance figure has returned back to 100% for Q3.
				Actual	100%	96%	100%		99%	
SOI 35	Average number of days to resolve an ASB case	26	91 +/- 35% ICL	RAG	Green	Green	Green		Green	Quarterly These are council tenant and leaseholder related ASB figures captured on Capita and are based on the first incident reported date. Although there has been an increase during Q3 the performance within inner target limits.
				Actual	89	74	103		111	



Repairs and Capital Investment										
SOI 37	The percentage of dwellings with a valid gas safety certificate (RAMIS)	100%	100%	RAG	Red	Green	Green		Green	<p>Quarterly</p> <p>The figure is based on a snapshot produced on the last day of the quarter, the information for the indicator is obtained from RAMIS.</p> <p>At the end of Q3 this indicator has reported a 100% gas compliance, the same as Q2 and retained the Green RAG rating.</p>
				Actual	99.95%	100%	100%		100.00%	
Neighbourhood & Tenancy Team										
SOI 39	% of expected income against actual income received (of total garage stock)	47%	46% +/- 10% ICL	RAG	Green	Green	Green		Green	<p>Quarterly</p> <p>The percentage figure displayed is of actual income received against the total possible income from all garage stock.</p> <p>There has been no significant change this quarter. Whilst work continues to implement the proposed new uses of existing garage sites this indicator will remain at around this level.</p>
				Actual	47%	48%	47%		47%	
SOI 40	% of garages let from total stock	41%	43% +/- 5% ICL	RAG	Green	Green	Green		Green	<p>Quarterly</p> <p>The rate of 41% is misleading as this year we have included every garage unit as being available to rent regardless of the condition of the unit. There has been no change this quarter. Work continues to implement the proposed new uses of existing garage sites resulting in fewer garages (but of a better quality), these will be actively marketed.</p>
				Actual	42%	41%	41%		41%	

## Neighbourhood Enforcement

SOI 42	Quarter 4 Target or M/CP	RAG	Green	Green	Green		Green	<p>Quarterly</p> <p>The RAG rating for this indicator is based on the percentage that the top ten reported cases represent out of all reported cases, the reason for this RAG rating is to focus on reducing the percentage the top ten represent out of all reported cases.</p> <p>The winter months tend to be quieter for noise-related and waste related service requests.</p>
	66% +/- 10% ICL	Case type	Q1	Q2	Q3	Q4	Full year	
Top ten reported case types by volume of all reported cases		Fly Tipping (Public Land)	285	406	239		930	
		Vehicles	229	267	119		615	
		Noise - Other	97	50			147	
		Planning Application	48	51	33		132	
		Untaxed Vehicle	43	41	27		111	
		Noise-Single family house	33	51	28		112	
		Fly Tipping (Private Land)	31	35	36		102	
		Messy Garden /Overgrown Land	27		19		46	
		Other	26	128			154	
		Rats	26	35	52		113	
		Neighbour dispute			38		38	
		Nuisance neighbour		44	20		64	
		<b>Total top ten</b>	<b>845</b>	<b>1108</b>	<b>611</b>		<b>2564</b>	
	<b>Total number of cases reported</b>	<b>1201</b>	<b>1570</b>	<b>900</b>		<b>3671</b>		
	<b>% against all cases</b>	<b>70%</b>	<b>71%</b>	<b>68%</b>		<b>70%</b>		

SOI 43	Quarter 4 Target or M/CP	RAG	Green	Green	Green		Green	Quarterly	
	38 +50%/-25% ICL	Case type	Q 1	Q 2	Q 3	Q 4	Full year		
	The number of formal enforcement notices served by notice type	Y01 NET S. 6 Ref Disp AA 1978 Avs	10	17	11		38	There has been an decrease of 32% of the total number of formal enforcement notices served during Q3 compared to Q2. The outturn figure is just above the lower inner control limit.	
		U00 NET S4 PDPA 1936 Removing Rats & Mice	6	7	7		20		
		E02 S80 EPA 1990 Noise Not VME	6	8	3		17		
		X01 NET S.61 COPA 1974	4				4		
		E11 S80 EPA 1990 Fumes or Gases	2				2		
		E01 S80 EPA 1990 - Premises	1				1		
		E03 S80 EPA 1990 Noise VME	1				1		
		E06 S80 EPA 1990 Smoke Etc.	1	4	1		6		
		E07 S47 EPA 1990 Provn Waste Receipts	1	1			2		
		E20 S34 EPA 1990 Duty of Care Notice	1		1		2		
		E04 S80 EPA 1990 Accumulations		3			3		
		L22 NET S29 LGMP 82 Prev.Unauth.Access		1			1		
		X00 NET S.60 COPA 1974 ControlNoiseConstn/Demo		3			3		
		E24 S.59 EPA 1990, Fly Tipping				1	1		
		E29 Flytipping FPN S33 EPA				2	2		
		Q01 ASB Crime & Policing Act 2014 s43- CPN				1	1		
		R11 NET DoC Controlled Waste Notice				1	1		
		U03 NET Animal Welfare Act 2006				1	1		
		<b>Total for Top Nine</b>		<b>33</b>	<b>44</b>	<b>29</b>	<b>0</b>		<b>106</b>
		<b>Total number of Notices issued</b>		<b>35</b>	<b>44</b>	<b>30</b>			<b>109</b>

SOI 47	Volume of new service requests received this quarter	4993	991 +/- 15% ICL	RAG	Green	Amber	Green	Green	<p>Quarterly</p> <p>For information here are the quarter return figures for 2016/17            Q1 = 1283 Q2 = 1552            Q3 = 1134 Q4 = 1024</p> <p>The drop in Flare recorded ASB related service requests is slightly steeper than anticipated but still within the inner control limits set for this indicator.</p>
				Actual	1201	1570	900	3671	
SOI 48	The number of closed service requests that took 90 or more days to close	390	975 +20% /-25% ICL	RAG	Green	Green	Red	Green	<p>Quarterly</p> <p>90 days is seen as the reasonable time scale to have closed most if not all enforcement cases.</p>
				Actual	939	161	259	1359	
Complaints, Compliments and Enquiries									
SOI 49	Number of stage 1 complaints received	94	20 +/- 50% ICL	RAG	Green	Amber	Green	Green	<p>Quarterly</p> <p>The number of 'Stage 1' complaints dropped back within the inner control limit during the third quarter so received a Green RAG rating.</p>
				Actual	15	34	18	67	
SOI 50	Number of stage 2 complaints received	16	4 +50% /-No lower ICL	RAG	Green	Green	Green	Green	<p>Quarterly</p> <p>There were no stage 2 complaints recorded during Q3.</p>
				Actual	1	2	0	3	
SOI 51	Number of stage 3 complaints received	2	1 +100% /- No lower ICL	RAG	Green	Green	Green	Green	<p>Quarterly</p> <p>There have been no stage 3 complaints recorded during the first three quarters of the year.</p>
				Actual	0	0	0	0	

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Quarter 4 Target or M/CP		Q1	Q2	Q3	Q4	Full year	Quarterly A revised complaints procedure is now being finalised, this procedure incorporates the process to communicate and recording of compliments. It is anticipated that this procedure should have a positive impact on the number of compliments being recorded.
2 +400%/-No LCL	RAG	Green	Green	Green		Green	
Number of compliments received broken down by team	Neighbourhood North	1	1	1		3	
	Neighbourhood South	2	1	1		4	
	Neighbourhood East	1	0	0		1	
	Resilience & Enforcement	0	0	0		0	
	Information & Participation	0	0	0		0	
	Neighbourhood Business Services	0	0	0		0	
	Arrears and Investigation	0	0	0		0	
	Housing Allocation	0	0	0		0	
	Housing Demand	1	0	0		1	
	Housing Development	0	0	0		0	
	Home Improvement	0	0	0		0	
	Leasehold & Right to Buy	1	0	0		1	
	<b>Total</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>10</b>	