

Metrics Collector - Service Standards

| SERVICE | SERVICE AREA | SERVICE STANDARD NUMBER | SERVICE STANDARDS | CORPORATE PLAN THEME | CORPORATE PLAN PROMISE | RESPONSIBLE OFFICER | COMPILING OFFICER | FREQUENCY (Monthly, Quarterly etc) | TARGET | TOLERANCE |
|------------------------------|--------------|-------------------------|---|----------------------------------|------------------------|---------------------|----------------------------|------------------------------------|-----------------|-----------------|
| Communities & Neighbourhoods | People | 1 | We will make a decision within 28 working days on Homelessness applications | People, Places | 2,7 | Ronan Browne | Janette White | Monthly | 28 days | 5% = 30 days |
| Communities & Neighbourhoods | People | 2 | On receipt of all the required information we will process all new claims for benefit within 2 working days | People, Places, Well-run Council | 1,2,3,7,10 | Ronan Browne | Jackie MacSp | Monthly | 95% | 5% |
| Communities & Neighbourhoods | People | 3 | We will demonstrate how let properties in a fair and transparent way | People, Well-run Council | 2,10 | Ronan Browne | Janette White | Annual report | 100% | 5% |
| Communities & Neighbourhoods | People | 4 | On receipt of all the required information we will register all housing applicants in 3 working days | People, Places | 2,9 | Ronan Browne | Janette White | Quarterly | 95% | 5% |
| Communities & Neighbourhoods | People | 5 | We will advertise all available properties through the Choice Based lettings scheme within 8 working days | People, Places | 2,7,9 | Ronan Browne | Janette White | Monthly | 98% | 5% |
| Communities & Neighbourhoods | People | 6 | We will respond to ASB complaints within 1 working day and take action within 24 hours for high risk and 3 days for all others | People | 2,3,4 | Kevin Quinn | Michael Moncrie | Monthly | 100% | 10% |
| Communities & Neighbourhoods | Places | 1 | We will complete all emergency repairs to council dwellings within 24 hrs | People, Places | 2,9 | Martyn Bowen | Natalie James | Monthly | 100% | 0% |
| Communities & Neighbourhoods | Places | 2 | We will complete all urgent repairs to council dwellings within 7 days | People, Places | 2,9 | Martyn Bowen | Natalie James | Monthly | 100% | 0% |
| Communities & Neighbourhoods | Places | 3 | We will make 95% of all appointments made for Housing repairs | People, Places | 2,9 | Martyn Bowen | Natalie James | Monthly | 95% | 5% |
| Communities & Neighbourhoods | Places | 4 | We will carryout annual inspections and upgrade work on gas and electrical systems | People, Places | 2,9 | Martyn Bowen | Natalie James | Annual report | Y | n/a |
| Communities & Neighbourhoods | Places | 5 | We will commit to carrying out quarterly environmental audits of each of the priority neighbourhoods and ensure issues are dealt with quickly and effectively | People, Places | 4,6,8 | Martyn Bowen | Raman Selvon | Quarterly | 100% | 5% |
| Communities & Neighbourhoods | Places | 6 | We will progress and publicise issues raised and dealt with at resident groups | People, Places | 4,8 | Ronan Browne | Sam Spencer | Quarterly | 14 days | 5% = 15 days |
| Communities & Neighbourhoods | Places | 7 | Following notification we will aim to remove fly tips within 1 working day | Places | 6,8 | Raman Selvon | Robert Hewson | Monthly | 90% | 5% |
| Communities & Neighbourhoods | Places | 8 | We will aim to cut the grass on a fourteen working day cycle and weed spraying will be carried out on housing owned internal estate areas twice a year | People, Places | 4,6,7,8 | Raman Selvon | Claire Matchett | Quarterly | 90% | 5% |
| Communities & Neighbourhoods | Places | 9 | Shrub bed maintenance will be carried out during the winter maintenance program and street furniture will be maintained on a five year rolling programme | People, Places | 4,6,7,8 | Raman Selvon | Claire Matchett | Annual report | 90% | 5% |
| Communities & Neighbourhoods | Places | 10 | A Pest Control Officer will visit and treat within 24hrs upon receiving a report of a rat inside the home | People, Places | 2,7 | Raman Selvon | Robert Hewson | Monthly | 90% | 5% |
| Communities & Neighbourhoods | Places | 11 | We will aim to turnaround empty council homes within 20 working days | People, Places | 2,9 | Martyn Bowen | Stewart Tiltman | Monthly | 20 working days | 22 working days |
| Communities & Neighbourhoods | Places | 12 | Through Quality Assurance Checks we will reach a minimum of 95% satisfaction for housing repairs | People, Places | 2,4,9 | Martyn Bowen | Stewart Tiltman | Monthly | 95% | 0% |
| Communities & Neighbourhoods | Places | 13 | We will send quarterly Business Newsletters | People, Places | 1,7 | Martyn Bowen | Lisa Hammond /Shelagh Core | Quarterly | 446 | 5% = 424 |
| Communities & Neighbourhoods | Places | 14 | We will carry out monthly vacant unit audits in the town | People, Places | 1,5,6 | Martyn Bowen | Lisa Hammond /Shelagh Core | Monthly | 25 | 5% = 26 |
| Communities & Neighbourhoods | Places | 15 | We will carry out 6 monthly Town centre health checks and business confidence analysis | People, Places | 1,5,6 | Martyn Bowen | Lisa Hammond /Shelagh Core | 6 Monthly | 446 | 5% = 424 |
| Communities & Neighbourhoods | Places | 16 | We will remove offensive graffiti within 1 working day and all other graffiti within 5 days | People, Places | 4,6,8 | Raman Selvon | Claire Matchett | Monthly | 90% | 5% |
| Communities & Neighbourhoods | Places | 17 | When all of the statutory requirements have been satisfied we will remove abandoned cars within 1 working day | People, Places | 4,6,8 | Raman Selvon | Amanda Hume | Quarterly | 90% | 5% |
| Communities & Neighbourhoods | Places | 18 | We will keep public open spaces clean and tidy | People, Places | 4,6,8 | Raman Selvon | Claire Matchett | Annual report | 90% | 5% |
| TOTAL | | 24 | | | | | | | | |

| | | Q1 | | | Q2 | | | Q3 | | | Q4 | | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|-----|-----|-----|--|--|
| APRIL | MAY | JUNE | JULY | AUG | SEP | OCT | NOV | DEC | JAN | FEB | MAR | | |
| ● 2 | ● 17 | ● 10 | ● 13 | ● 3 | ● 4 | ● 24 | ● 21 | ● 18 | | | | | |
| ● 65.3 | ● 77.1 | ● 84.7 | ● 73.4 | ● 77.5 | ● 84.8 | ● 76.8 | ● 75 | ● 81 | | | | | |
| | | ● 90 | | | ● 95 | | | ● 95 | | | | | |
| ● 95 | ● 95 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | | | | | |
| N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | | | | | |
| ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | | | | | |
| ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | | | | | |
| ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | | | | | |
| | | ● 100 | | | ● 100 | | | ● 0 | | | | | |
| | | ● 12 | | | ● 10 | | | ● 11 | | | | | |
| ● 73 | ● 100 | ● 81 | ● 100 | ● 100 | ● 69 | ● 100 | ● 100 | ● 88.6 | | | | | |
| | | ● 100 | | | ● 100 | | | ● 100 | | | | | |
| ● 100 | n/a | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | | | | | |
| ● 24.6 | ● 26.4 | ● 18.1 | ● 12.8 | ● 25.8 | ● 44.1 | ● 28.3 | ● 26.3 | ● 21.7 | | | | | |
| N/A | N/A | N/A | N/A | N/A | N/A | ● 96 | ● 89 | ● 100 | | | | | |
| | | ● 446 | | | ● 446 | | | ● 446 | | | | | |
| ● 25 | ● 25 | ● 25 | ● 25 | ● 22 | ● 23 | ● 23 | ● 23 | ● 26 | | | | | |
| | | | | | ● 446 | | | | | | | | |
| N/A | ● 87.5 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | ● 100 | | | | | |
| | | N/A | | | N/A | | | ● 100 | | | | | |

