

Community Outcome: A safe and healthy district

About this Outcome: The district's elderly, young and disabled citizens are valued.

Actual achievements against the Key Performance Indicators (KPI) and targets that the Council uses to monitor levels of service are detailed below:

KPI: Percentage of occupancy of pensioner housing	LTP Target	Result 2012/13
ACHIEVED: Demand for pensioner housing is variable and steps are taken monthly to ensure appropriate agencies are advised of availability and in tandem public advertising is undertaken.	95%	95%
* KPI above is new in the LTP 2012/13. Unable to provide a three year view of performance		

KPI: Percentage of faults responded to in set time (2 days urgent, 5 days non-urgent)	LTP Target	Result 2012/13												
ACHIEVED: Continued utilisation of provision of in-house maintenance staff that have been able to respond to faults in a timely and programmed manner.	96.33%	100%												
Graph shown below details a three year view of performance:														
<table border="1"> <caption>Three year view of performance data</caption> <thead> <tr> <th>Year</th> <th>Target (%)</th> <th>Result (%)</th> </tr> </thead> <tbody> <tr> <td>2009/10</td> <td>90.5%</td> <td>99%</td> </tr> <tr> <td>2010/11</td> <td>91%</td> <td>96%</td> </tr> <tr> <td>2011/12</td> <td>91.5%</td> <td>93%</td> </tr> </tbody> </table>			Year	Target (%)	Result (%)	2009/10	90.5%	99%	2010/11	91%	96%	2011/12	91.5%	93%
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