

Symbols used to identify each measure contributing to community outcomes

SC Services that support Communities CH Culture and Heritage

Council initiatives Halls maintenance and renewal		Measure Completion of preventative and regular maintenance checks and remedial work within set timescale (2 days urgent, 5 days not urgent).		SC CH
Result 2010/11: 100%	Target 2011/12: 90%	Result 2011/12: 92.75 %	Achieved - Comments: In house maintenance staff have enabled Council to provide a more comprehensive maintenance schedule and are able to carry out remedial work in a more consistent and timely manner.	

Council initiatives Maintaining housing for the elderly units in good condition		Measure Reduction of RFS received annually.		SC
Result 2010/11: 6%	Target 2011/12: 5%	Result 2011/12: 3.5 %	Not Achieved - Comments: Customer demand for maintenance services has significantly increased due to there being awareness that their requests are now being actioned.	

Council initiatives Maintaining housing for the elderly units in good condition		Measure Percentage of faults responded to in set time (2 days urgent, 5 days non urgent).		SC
Result 2010/11: 96.33%	Target 2011/12: 91.5%	Result 2011/12: 95.78%	Achieved - Comments: Through the provision of in house maintenance staff who have been able to respond to faults in a timely and programmed manner.	

