

Appendix 3

PIs to be Removed or Amended

Subject to Cabinet approval, it is proposed that the following changes are made to the Corporate PI set. A justification for the changes is also included.

PI	Strategic Theme and Directorate	Justification
<p>PRS04 PRS - 'Number of tenant complaints/LL interventions closed with positive outcomes'</p> <p>Will be removed and replaced with:</p> <p>PRS04a PRS - '% of Private Rented Sector disrepair cases processed to formal notice, civil action / prosecution or closed with positive outcome within processing times'</p>	<p>Living in Sandwell Place (Housing)</p>	<p>The previous measure provided information on the number of interventions closed with positive outcomes, but the new measure is more meaningful as it provides information on if we are providing a timely and good service to residents.</p>
<p>'Visits to Sandwell Valley Visitor Centre' to be removed</p>	<p>Thriving in Sandwell Place (Environment)</p>	<p>There isn't currently a means of counting visits to Sandwell Valley Visitors Centre. In Q1 installing people-counters was explored, however the cost was prohibitive given the wider review of the service.</p>