

Appendix A				Totals									
Housing Service	BPI Ref	Description	Last Note	Target	Tol	Q1	Q2	Q3	Q4	Method	Source value	YTD	Last year
Community & Housing Strategy (HOS)	BPI 29	The total number of families living in temporary accommodation in the borough (where the council have a duty)	Government Everyone In Directive has added to the number in TA, with 18 individuals accommodated that would not otherwise be owed a duty. Taking this into account, a fair comparator in TA is 78 which is the lowest number since November 2017	100	105	131	103	91	96	123	96	96	115
	BPI 30	The number of Decent Home assessments undertaken in properties in the Private Sector	The decent homes inspections are a reflection of the inspection of premises by the team either resulting from their pro-active work or responding to complaints or HMO license applications. Inspections have been undertaken in accordance with Government guidance on how to safely work in people's homes and undertake enforcement activity and are done in accordance with a bespoke Covid risk assessment to ensure the safety of both the property occupiers and inspecting officers. It should be noted that this does mean that the time taken to arrange and undertake inspections is considerably longer. Furthermore wherever possible complaints have been resolved without visits to the property and hence would have not generated a 'Decent Homes' assessment for the purposes of this indicator. The desktop investigations into suspected HMOs and planning for the promotion of the service and HMO licensing requirements when have been ongoing. As Covid restrictions ease 'routine' inspections have been restarted, albeit on a risk based priority basis, and as restrictions are further eased we would anticipate returning to 'normal' and being able to achieve the decent homes inspection target.	800	780	8	56	64	89	123	89	217	149
	BPI 63	The percentage of customers who have a suitable Housing Support Plan agreed within the target time, once the Prevention Duty is triggered under the Homeless Reduction Act	Overall the quarter target was achieved, with consistently high levels of demand over the last three months. Focus on prevention tools enable plans issued to be more effective in finding solutions.	95	90	95.6	94.83	95.11	94.58	%	192	95.02	90.8
	BPI 65	The percentage of Housing Needs Register applications assessed within 28 days	Similar to last quarter, the Housing Allocations team have received an increased number of applications in the last quarter than in previous years, which is impacting on the ability of the team to be able to meet the 28 day target. In Quarter 4, a total of 655 applications were made - which is around 200 more than expected per quarter. Of the 205 made in January, 15 took longer than 28 days to process. Of the 238 made in February, 48 took longer than 28 days to process. In March, a total of 212 were made. 117 of those have already been processed and are all within 28 days, so the current performance is back on track.	95	90	98.95	78.76	92.11	75.88	%	497	75.88	100
	BPI 80	The number of households who are living in temporary hotel accommodation for more than six weeks	No households with dependent children (families) in hotels beyond 6 weeks	0	1	1	0	0	0	123	0	0	0
Property Services (HOS)	BPI 31	The percentage of housing repairs where the work is completed right first time	Performance is above target. 5169 jobs were carried out in Quarter four with 4842 completed right first time.	90	88	96.56	95.31	93.57	93.67	%	4,842	94.48	97.6
	BPI 33	The percentage of council tenants 'satisfied' overall with the responsive repairs service provided (based on the last repair completed)	The backlog of repairs has now reduced significantly, and outstanding complaints are being addressed. The team is now working back in the office. A full review has commenced of the response repairs service and a number of temporary surveying staff have been recruited. Plans are in place to fully modernise the council's approach to the managing the 'customer journey', including better use of technology, to 'design out' issues identified which are driving low satisfaction levels. Actions have been identified and implementation is being planned. This will also include changing the way customer surveys are carried out, to increase response rates, which are currently very low.	92	90	90.32	84.4	74.34	71.96	%	136	78.57	87.5
	BPI 34	The percentage of council properties with a valid gas safety certificate	At the end of Quarter Three we are able to report that 99.91% of properties containing gas have a valid and in date LGSR with one (1) property overdue out of a stock of 18714 with a gas supply	100	100	99.84	99.39	99.99	100	%	8,824	99.93	100
	BPI 66	The percentage of all responsive repairs completed in target	The modernisation programme for the service aims to ensure that the customer experience is improved during the repairs process and this will include a review of repairs performance reporting.	95	92	100	100	100	100	%	7,196	100	100