

				Totals									
Housing Service	BPI Ref	Description	Last Note	Target	Tol	Q1	Q2	Q3	Q4	Method	Source value	YTD	Last year
Housing Operations (HOS)	BPI 35	Current council tenant arrears as a percentage of the annual rent debit	Final arrears performance finished at 1.71% this is well within the end of year target of 2.20%. This is a reduction from quarter three performance of 2.33%. We continue to see an increase of universal credit (UC) cases, however this has slowed compared to the start of the financial year. In quarter four there have been 78 new claims made. We now have a total of 2164 cases in receipt of UC. UC arrears outturn has increased as a monetary value from £414k to 505K, however as a percentage this is a reduction from 4.69% (2019/20) to 4.12%. This also is well within the year end target of 10%. We have seen a big drop in cases in arrears where the tenant is in receipt of UC. This currently stands at 40.25% compared to quarter three performance of 53.31%. This is also a reduction compared to last years performance of 52.37%. We continued to see a drop in cases with arrears >£2k, reducing from 59 to 45 cases in the last quarter.	2.2	2.4	2.05	2.26	2.33	1.71	%	842,501	1.71	1.5
	BPI 36	The number of council tenant evictions due to rent arrears as a percentage of council homes managed (YTD)	There were no evictions carried out in the last quarter due to the ongoing suspension on evictions due to the pandemic. This has been extended until the 31st May 2021. Only two evictions were carried out in 2020/21.	0.3	0.4	0	0	0.02	0	%	0	0.02	0
	BPI 37	The average void property re-let time in days for normal general needs housing (YTD)	The 'key to key' void process is being reviewed to drive up void performance. This is involving our contractor, Mears. Additional dedicated resources have been brought into the council's surveying team to manage voids.	18	20	25	20.88	21.67	25.88	123	440	23.3	22.2
	BPI 38	The average time for a mobile warden to attend an address in response to an emergency alarm call from a resident (YTD)	The average mobile response time is 11.03 minutes. The mobile wardens have delivered a reduced service throughout the pandemic which has resulted in fewer call outs.	12	13	10	10	10.4	11.03	123	11	10.36	10.9
	BPI 67	The number of customers involved in tenant engagement activities	We have seen an unfortunate decline in the number of residents enrolling for our training courses during quarter four - mostly due to the continuation of home schooling. However, we are working with our training providers to plan some face to face classes with smaller numbers of people, whilst still having an online offer for those who prefer to continue learning in this way. 800 tenants and leaseholders responded to the recent planned maintenance survey. There are currently 14 active Neighbourhood Improvement bids. We will be further promoting our engagement opportunities via the next Community Edit newsletter.	400	381	79	133	91	879	123	879	1,182	104
	BPI 69	The percentage of customers satisfied with the way their anti-social behaviour case was handled	Another strong result from the ASB team, having closed 104 cases with 102 satisfied with how their case had been resolved before closure. This is a fantastic achievement given we are continuing to experience a high number of reports concerning low level neighbour disputes, noise and cannabis use.	90	85	98.48	98.68	97.83	98.08	%	102	98.27	0
	BPI 72	The percentage of customers satisfied with all services and facilities offered at The Hive	Lockdown forced further closure on the centre with only the Nursery running and the introduction of Blood Donation sessions. Being a new booking a customer satisfaction survey was sent to the blood donation service who responded with 100% satisfaction and positive comments about the facility and staff, and 100% satisfaction in feeling covid secure and our covid safe systems.	90	85		100	100	100	%	1	100	0