

				Totals									
Housing Service	BPI Ref	Description	Last Note	Target	Tol	Q1	Q2	Q3	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)	There are currently 92 households in TA, with several placements over the holiday period. New TA is expected to come online in the coming days which will reduce the need for hotel, and additional resources being focused on private sector accommodation which should also reduce the number of households	100.	105.	94.	89.	92.	123	92	92.	91.	
	BPI 30	The number of Decent Home assessments undertaken in properties in the Private Sector	The team have been continuing to inspect properties, but the number of inspections have been reduced largely due to the impact of Covid, where occupiers are self isolating. Plus inspections take longer, as the process has to be controlled to reduce the risks. The team have also had a large number of complex enforcement cases, which takes resources away from day to day inspection activities.	200.	180.	154.	105.	121.	123	121	380.	64.	
	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	Targets were achieved for each month and therefore for the quarter, with consistently high standard demonstrated over the last three months. October saw a very high number of applicants at a time of reduced staffing and the maintained targets in the context of this high number is very pleasing.	95.	90.	96.14	98.61	95.81	%	206	96.87	95.1	
	BPI 65	The percentage of Housing Needs Register applications assessed within 28 days	The allocations team have met this quarters target and have done well to catch up on outstanding applications. We are pleased to report that the target has been met.	95.	90.	93.04	80.65	98.28	%	457	98.28	92.1	
	BPI 80	The number of households with children 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.	0.	0.	0.	123	0	0.	0.	
	BPI 89	The number of rough sleepers	the number of rough sleepers at the end of December 2021 was 3, however all 3 have been offered and refused accommodation. The effective number of known rough sleepers is zero, and the ReStart project workers continue to try and encourage those who have refused assistance to work with the project	0.	0.	0.	0.	0.	123	0	0.	0.	
Housing Operations (HOS)	BPI 35	Current council tenant arrears as a percentage of the annual rent debit	Q3 - Rent arrears performance continues to remain strong and is still within target of year end target of 2.20% and currently stands at 2.14%. This is a year on year improvement from 2.33% at the same period last year. We continue to focus on supporting our residents making sure they are able to maintain their rent accounts. Evictions continue to remain low with no further evictions carried out in quarter three. Currently only two rent arrears evictions have been carried out.	2.2	2.4	1.71	1.87	2.14	%	1,082,054	2.14	2.3	
	BPI 37	The average void property re-let time in days for normal general needs housing (YTD)	Q3 - Void turnaround times for normal, general needs stock has seen steady improvement each reporting period through Q1 and Q2. We continue to work on the key to key process to deliver further and sustainable improvements.	18.	20.	24.62	25.	21.	123	105	23.86	21.7	
	BPI 69	The percentage of customers satisfied with the way their anti-social behaviour case was handled	Q3 - During Q3 we received four surveys and three respondents were satisfied, with one dissatisfied that the case was closed with no further action. We will be working to try to increase the volume of returns to ensure we gain a more valuable insight.	80.	75.	100.	100.	75.	%	3	94.74	97.8	
	BPI 72	The percentage of customers satisfied with all services and facilities offered at The Hive	Q3 - The Centre continues to get busier through covid recovery. We continue to receive excellent customer satisfaction feedback with an increase in returned surveys in part due to the HAPpy programme.	90.	85.		100.	100.	%	20	100.	100.	
	BPI 87	% of total rent collected year to date	Q3 - Collection performance currently stands at 99.39% This is currently slightly under tolerance, however is a year on year improvement from last year (98.53%). We continue to monitor the effect of the Covid pandemic and the possible impact of the increased energy costs on our residents and the affect this could have performance. We do however continue to support our residents making sure they are receiving their relevant benefits so their rent can be paid on time.	100.	99.5	105.45	102.21	99.39	%	37,371,683	99.39	98.5	
	BPI 88	Average void relet time (days) for 'Major' voids (SH & GN)	Q3 - Performance continues to see positive improvement trend quarter on quarter, with performance now within tolerance. Work to continue to review the key to key processes is ongoing.	45.	50.	54.69	45.4	45.86	123	46	48.65	0.	

Property Services (HOS)	BPI 31	The percentage of housing repairs where the work is completed right first time	This KPI remains within tolerance levels.	90.	88.	88.95	93.56	91.49	%	3,945	91.4	93.6
	BPI 33	The percentage of council tenants 'satisfied' overall with the responsive repairs service provided (based on the last repair completed)	With the recent introduction of Survey Monkey in June 2021, we are expecting to see a higher volume of returned surveys. Historically, we relied on tenants returning to us their manually completed surveys, but we have noticed that, generally, only dissatisfied tenants would return their surveys, that gave us a negative picture of the situation. We hope that with the introduction of Survey Monkey, tenants will complete their surveys more willingly and this will give a more accurate assessment of the service. UPDATE Q3 Only SurveyMonkey surveys were sent this quarter.	85.	83.	69.39	83.33	77.39	%	89	76.54	74.3
	BPI 34	The percentage of council properties with a valid gas safety certificate	This area has two parts; domestic (dwellings); and, communal (blocks). The communal blocks are 100% compliant and the domestic is 99.97% compliant with three properties outstanding due to access issues which we are following the process to complete. we have had a high number of non access in the quarter	100.	100.	99.99	99.99	99.97	%	8,827	99.98	100.
	BPI 66	The percentage of all responsive repairs completed in target	There is question during validation that the raw data provided to us does not provide the accuracy required for validation. A simple formula has been used to establish the repairs that have been completed. The results produced in this data show that this is not within accepted tolerance levels The data has been sent to Mears for review and comment against the definition of the KPI. The question of whether we should be using third party data is to be raised and whether WHBC should be validating against their own data gathered through Orchard following interfacing of the two systems. Q3 update: we continue to validate and in meetings with Mears to establish data is correct	95.	92.	98.86	95.39	87.9	%	5,036	94.5	100.