Team / KPI	KPI Description	Q1 Note	Target	Q1	YTD	Last Year
Housing Needs / Options						
BPI 29	Total number of households living in temporary accommodation	There are currently 146 households in TA, which is a large increase on previous numbers. The ability to move households on into other accommodation and the difficulty in securing private sector accommodation has contributed to this number. We are also experiencing an increase in the amount of reviews that are requested, increasing the length of time in accommodation. Measures are being implemented which should improve all of these issues and reduce TA numbers in future months.	100.0	146.0	146.0	94.0
BPI 63	The percentage of customers who have a Housing Support Plan agreed	Targets were not achieved in the period, as they were impacted by staff turnover in the quarter, compounded by increases in caseload. 94% of cases were on target, and recruitment has taken place to fill the vacant roles.	95.0	94.0	94.0	96.1
BPI 65	The percentage of Housing Needs Register applications assessed within 35 days	A reasonably high number of applications were received in quarter one (493). In April and May a total of 8 applications took over 35 days to process. For June, of the 130 processed so far, none are over target. It is hoped that performance will continue to improve in quarter two as the team are now fully staffed again following a long term sickness and a new starter in May following a retirement in mid-March.	95.0	91.9	91.9	93.0

Team / KPI	KPI Description	Q1 Note	Target	Q1	YTD	Last Year
BPI 80	The number of households with children who are living in hotel accommodation for more than six weeks	No households with dependent children (families) in hotels beyond 6 weeks	0.0	0.0	0.0	0.0
BPI 89	The number of rough sleepers	The number of rough sleepers at the end of June 2022 was 3, however both 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. We are exploring more options in terms of self contained accommodation, so that the offer is not only shared accommodation.	0.0	0.0	0.0	0.0

Team / KPI	KPI Description	Q1 Note	Target	Q1	YTD	Last Year
Neighbourhood & Enforcement						
BPI 37	The average void property re-let time in days for normal general needs housing (YTD)	There are some challenges to normal void turnaround times linked to demobilisation of the contract and resourcing. Sustainable improvement is anticipated in Q3/Q4 once the new contract is embedded.	18.0	22.0	22.0	24.6
BPI 69	Percentage of customers satisfied with the way their anti-social behaviour case was handled	We achieved 100% satisfaction with respondents surveyed during Q1, which continues the positive trend.	80.0	100.0	100.0	100.0
BPI 88	Average void relet time (days) for 'Major' voids	We have seen a positive improvement in the turnaround time for major voids, well within target as we continue to refine the key to key process and mapping continues.	45.0	36.9	36.9	54.7
Private Sector Housing						
BPI 30	Number of private sector homes significantly improved following an intervention	118 out of 200 homes made decent for Q1. shortfall due to number of cases reported in to the Authority being less than expected.	200.0	118.0	118.0	154.0