



Cabinet Housing Panel





Key Performance Indicators

Red - Out of target Amber - Within tolerance Green - On target

BusinessUnit	Description	Latest Note	Target	Q1	Q2	Q3	Q4	YTD	Last Year
<input type="checkbox"/> Housing Repairs									
BPI 110	The percentage of communal blocks with a current EICR	currently 100% compliant no outstanding actions	100.00	99.83	100.00	100.00	100.00	100.00	99.83
BPI 111	The percentage of communal blocks with an asbestos survey/re-inspection	100% compliant no outstanding actions at present	100.00	100.00	100.00	100.00	100.00	100.00	100.00
BPI 112	The percentage of domestic properties with a current EICR	All outstanding properties are due to no access being given and are going through legal process.	100.00	99.15	99.15	99.22	99.22	99.22	99.15
BPI 113	Percentage of communal blocks with a current FRA	100% complaint forward programme is already booked to ensure risk assessments stay at 100%	100.00	100.00	100.00	100.00	100.00	100.00	100.00
BPI 114	Percentage of communal blocks with a current LRA	100% compliant no outstanding actions at present	100.00	100.00	100.00	100.00	100.00	100.00	100.00
BPI 115	Percentage of communal blocks with a current LOLER	100% complaint	100.00	100.00	100.00	100.00	100.00	100.00	100.00
BPI 130	Percentage of responsive repairs completed in time - Emergency	data provided from contractor system	99.00	100.00	99.93	100.00	97.63	99.31	
BPI 131	The percentage of repair appointments kept	data provided from contractor system	95.00	98.77	98.65	98.19	97.44	98.28	
BPI 133	The number of disrepair cases open for every 1,000 council properties	There are a high number of cases as present. We have improved the resources and process to manage this	0.00	0.01	0.01	0.01	0.01	0.01	
BPI 134	The number of open damp and mould cases being investigated and works identified for every 1,000 council properties	there are high amounts of damp and mould jobs currently - we are expecting more from the stock condition surveys	1.00	0.03	0.03	0.05	0.07	0.05	
BPI 31	The percentage of housing repairs where the work is completed right first time	data provided from contractor system	70.00	85.47	58.60	89.80	86.12	79.67	87.70
BPI 33	The percentage of council tenants satisfied overall with the responsive repairs service	data provided by Rant and Rave	85.00	84.72	84.66	86.99	86.79	85.56	87.80
BPI 34	The percentage of council properties with a valid gas safety certificate	All outstanding properties are due to no access being given and are going through legal process.	100.00	99.89	99.91	99.87	99.91	99.89	99.89



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☐ Housing Needs/Options									
BPI 126	Housing options applicants to receive an assessment within 14 days of being assigned to an officer	There has been a consistent improvement in performance throughout the year, despite the service seeing a high level of demand. We are reviewing to ensure this is continued in to the new year.	95.00	78.98	81.79	80.60	84.81	81.48	
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	Target met - 94% of PHPs issued within time	95.00	90.48	95.35	96.63	93.81	94.32	92.18
BPI 65	The percentage of Housing Needs Register applications assessed within 35 days	Quarter 4 saw the highest number of applications received so far this year. The team continue to work hard to meet performance with all applications for this quarter completed within the set target of 35 days.	95.00	93.22	76.02	100.00	100.00	100.00	86.14
BPI 80	The number of households with children who are living in temporary hotel accommodation for more than six weeks	target met, zero family households in hotel for more than six weeks	0.00	1.00	0.00	0.00	0.00	0.00	0.00
☐ Housing Planned Maintenance									
BPI 129	Overall customer satisfaction percentage with planned works	There has been a low return in the number of surveys received during the quarter with only 17 surveys having been returned. 3 surveys received during the quarter were below the required level which has resulted in a lower than expected satisfaction rating. This has been raised with the contractors as part of regular contract performance meetings to ensure any learnings are followed through.	92.00	100.00		77.78	66.67	71.43	
BPI 135	The percentage of all planned repairs completed in target	Within target for the quarter.	90.00	100.00		100.00	98.07	98.52	



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▲									
☐ Housing Tenancy									
BPI 37	The average void property re-let time in days for normal general needs housing (YTD)	<p>There was an improved performance in Q4 compared to Q3. There are new and additional resources from the contractor working on voids and there is improvement in meeting the quality standards required for the completed voids work and more voids were completed in Q4 also. Completion of works is still taking longer than the target so we are working to reduce the void time but there are improvements stating to be seen.</p> <p>We continue to work on performance improvements. Asbestos surveys are being turned around quickly to enable works, the voids process has been streamlined, and a damp and mould specialist is being used by Morgan Sindall where needed. We continue to monitor the performance weekly and seek to reduce the void time further.</p>	18.00	60.00	85.40	157.62	132.71	112.12	35.00
BPI 88	Average void relet time (days) for 'Major' voids (SH & GN)	<p>The performance for Q4 has decreased. When a property is void we are taking the opportunity to undertake any major works such as kitchen and bathroom replacement, damp and mould repair works and electrical rewiring. This is taking longer to complete works but is more beneficial whilst the property is unoccupied.</p> <p>We continue to work on performance improvements. Asbestos surveys are being turned around quickly to enable works, the voids process has been streamlined, and a damp and mould specialist is being used by Morgan Sindall where needed. We continue to monitor the performance weekly and seek to reduce the void time further.</p>	45.00	55.10	73.20	77.25	108.33	78.47	46.50

