



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 checked="" 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
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
BPI 112	The percentage of domestic properties with a current EICR	99.15% complaint there are a number of properties that are going through the access and legal process	100.00	99.15	99.15	99.22		99.22	99
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
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
BPI 115	Percentage of communal blocks with a current LOLER	100% complaint no potential issues to report	100.00	100.00	100.00	100.00		100.00	100
BPI 130	Percentage of responsive repairs completed in time - Emergency	Performance is above target	99.00	100.00	99.93	100.00		99.98	
BPI 131	The percentage of repair appointments kept	Data provided from contractor system	95.00	98.77	98.65	98.19		98.55	
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 and in time bring the number down.	0.00	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 have been a high number of damp and mould cases since the start of the year this slowed down during summer. we are completing surveys and works to ensure issues are addressed as soon as possible.	1.00	0.03	0.03	0.05		0.04	
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		77.72	88
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		85.41	87
BPI 34	The percentage of council properties with a valid gas safety certificate	There are properties going through the access and legal process which has had some delays.	100.00	99.89	99.91	99.87		99.89	100



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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	Number of cases that received an assessment within target time is 80.6% (320 of 397cases). Whilst the target of 95% of cases being assessed within 14 days has not been met, the average time taken to assess cases is 8.8 days.	95.00	78.98	81.79	80.60		80.47	
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 - 96.6% of PHPs issued within time	95.00	90.48	95.35	96.63		94.49	81
BPI 65	The percentage of Housing Needs Register applications assessed within 35 days	The team have been working hard to improve performance over the past year whilst managing long-term absences	95.00	93.22	76.02	100.00		100.00	88
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
☐ Housing Planned Maintenance									
BPI 129	Overall customer satisfaction percentage with planned works	There has been a low response in comparison to the number of surveys sent out. We received 2 satisfaction survey failures during the quarter which was shared with the contractor to investigate. Following their investigation the issues have been addressed with the tenants. The cases are also reviewed at the monthly contractor meeting to ensure learning from the feedback provided. We are investigating different methods of ensuring we receive a higher percentage of surveys moving forward which will produce more accurate data moving forward.	92.00	100.00		77.78		81.82	
BPI 135	The percentage of all planned repairs completed in target	The planned works programme is due to increase in the next quarter with Equans programme commencing in January. Novus is also expected to increase their programme as well which will result in an increase in the number of completed works.	90.00	100.00		100.00		100.00	



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☐ Housing Tenancy									
BPI 37	The average void property re-let time in days for normal general needs housing (YTD)	There were only 3 short term general needs voids during quarter 3. Contractor performance issues have resulted in these being over target. One was returned on time by the contractor however this was delayed at the allocations stage due to lack of confidence in the timescales being given by the contractors and because it is was a difficult to let property. These issues are being addressed at a senior level with the contractor.	18.00	41.67	46.00	60.00		49.58	28
BPI 88	Average void relet time (days) for 'Major' voids (SH & GN)	The Long Term Void key to key targets have not been met in quarter 3, the times have increased across the period. This is due mainly to contractor performance on voids. This is being addressed at a senior level with the contractor.	45.00	55.10	73.20	77.25		68.52	52

