



Cabinet Housing Panel

Quarter One 2024-25

Performance KPIs



Key Performance Indicators

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

Title	Description	Commentary	Target	Q1	Q2	Q3	Q4	YTD	Last Year
<ul style="list-style-type: none"> [-] Housing Repairs <ul style="list-style-type: none"> [-] Service Manager (Housing Repairs And Building Safety) 									
BPI 113	Percentage of communal blocks with a current FRA	100% Complete	100.00	100.00				100.00	100.00
BPI 115	Percentage of communal blocks with a current LOLER	100% compliant	100.00	100.00				100.00	100.00
BPI 110	The percentage of communal blocks with a current EICR	100% with no remedial actions required	100.00	100.00				100.00	99.83
BPI 111	The percentage of communal blocks with an asbestos survey/re-inspection	100% with no remedial actions required	100.00	100.00				100.00	100.00
BPI 114	Percentage of communal blocks with a current LRA	100% with no remedial actions required	100.00	100.00				100.00	100.00
BPI 133	The number of disrepair cases open for every 1,000 council properties	Disrepair cases are currently high at 90 cases we have a dedicated team working on these to bring the numbers down.	1.10	10.10				10.10	9.20
BPI 151	The percentage of non-emergency repairs completed in target*	Performance for Qrt1 remains under target and urgent improvement needed. This is being addressed with the contractor.	95.00	73.95				73.95	
BPI 131	The percentage of repair appointments kept*	Performance for quarter one remains within target.	95.00	97.82				97.82	98.77
BPI 33	The percentage of council tenants satisfied overall with the responsive repairs service	Performance is showing within target for the target. A total of 187 customer surveys have been returned.	85.00	85.56				85.56	84.81
BPI 130	Percentage of responsive repairs completed in time - Emergency*	Q1 performance is within tolerance of target, at 97.97%. This underperformance is being addressed with the contractor.	99.00	97.97				97.97	100.00
BPI 34	The percentage of council properties with a valid gas safety certificate	some properties going through legal process due to access issues.	100.00	99.87				99.87	99.89
BPI 112	The percentage of domestic properties with a current EICR	There are some properties going through the legal process due to no access issues	100.00	98.72				98.72	99.15
BPI 152	Percentage of repairs not completed due to no access*	Within the period there were 256 no access cases across all priorities of repairs. This information is reviewed weekly with the contractor		6.76				6.76	



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<input type="checkbox"/> Housing Planned Maintenance									
<input type="checkbox"/> Investment & Planned Delivery Service Manager									
BPI 129	Overall customer satisfaction percentage with planned works	During the quarter a total of 294 customer satisfaction surveys were issued to residents who received a planned works refurbishment. out of the 294 surveys issued only 46 were returned.	85.00	43.48				43.48	100.00
BPI 157	The percentage of tenants satisfied overall with cyclical decorations completed	The Cyclical decs programme has not yet commenced. Morgan Sindall are developing the site specific surveys and costing for each property. We anticipate the programme to commence shortly.	0.00	0.00				0.00	
<input type="checkbox"/> Housing Allocations									
<input type="checkbox"/> Housing Allocations Manager									
BPI 65	The percentage of Housing Needs Register applications assessed within 35 days	The team continue to remain busy with significant numbers of newbuilds advertised this month, however they continue to work efficiently to stay on top of their workload and remain up to date with the processing of applications. As previously mentioned, applications received in June are lower than we have previously seen at this time of year, however the nominations and advertisement of new builds have kept the team busy.	90.00	100.00				100.00	93.26
<input type="checkbox"/> Housing Tenancy									
<input type="checkbox"/> Neighbourhood Team Leader									
BPI 37	The Average void property re-let time for standard council homes in days	The team are continuing to try and improve the void process, including additional contractor resource.	18.00	121.81				121.81	60.00
BPI 88	Average void relet time (days) for 'Major' voids (SH & GN)	When a property is void we are taking the opportunity to undertake any major works, such as kitchen and bathroom replacement, rewiring and damp and mould repair works. This means it is taking longer to complete works, but is more beneficial to do this when the property is unoccupied. We continue to monitor performance on a weekly basis and looking for ways to reduce void time.	35.00	203.33				203.33	257.00