



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	1 Block is still non compliant - UKPN have now provided the required numbers and the meter is on its way to being installed. There is no immediate risk with this issue.	100.00	99.83				99.83	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
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
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
BPI 114	Percentage of communal blocks with a current LRA	100% compliant no outstanding actions at present	100.00	100.00				100.00	100
BPI 115	Percentage of communal blocks with a current LOLER	100% complaint not potential issues to report	100.00	100.00				100.00	100
BPI 130	Percentage of responsive repairs completed in time - Emergency	Currently sitting at 100%	99.00	100.00				100.00	
BPI 131	The percentage of repair appointments kept	currently sitting at 98.77%	95.00	98.77				98.77	
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	
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 has now started to slowed down. we are completing surveys and works to ensure issues are addressed as soon as possible.	1.00	0.03				0.03	
BPI 31	The percentage of housing repairs where the work is completed right first time	Currently within target.	70.00	90.38				90.38	80
BPI 33	The percentage of council tenants satisfied overall with the responsive repairs service	Currently sitting at 84.72%. We are currently looking at ways to improve survey returns.	85.00	84.72				84.72	0
BPI 34	The percentage of council properties with a valid gas safety certificate	99.89% compliant there are properties going through the access and legal process.	100.00	99.89				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 78.9% (293 of 371 cases). Whilst the target of 95% of cases being assessed within 14 days has not been met, the average time taken to assess cases is 12.4 days	95.00	78.98				78.98	
BPI 65	The percentage of Housing Needs Register applications assessed within 35 days	In order to try and improve and sustain performance in this area, officers are being given a 'quiet' morning each week where they can concentrate solely on the processing on their HNR applications. This is particularly needed at this time as we are down two members of staff due to long term sickness and are still doing our best to ensure performance in other areas (allocating of council and HA properties) is not impacted.	95.00	93.22				93.22	92
BPI 80	The number of households with children who are living in temporary hotel accommodation for more than six weeks	same household in B&B for longer than 6 week target. Suitable accommodation was identified and household was moved on 16 June (one day after this snapshot)	0.00	1.00				1.00	0
☐ Housing Planned Maintenance									
BPI 129	Overall customer satisfaction percentage with planned works	We have completed a small number of referrals until the planned works programme commences shortly	92.00	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)	The target has been exceeded due to a combination of factors. This is set out in the report to CHP for 31 July 2023. In summary, the factors were delays in getting the properties back from the contractor within the timescale, a delay in obtaining an asbestos report for one property and for another an administrative error which meant there was a delay in advertising the void. These issues are being addressed as detailed in the CHP report. The voids management process is being reviewed to make the process more efficient and to meet timescales and quality standards.	18.00	41.67				41.67	22
BPI 88	Average void relet time (days) for 'Major' voids (SH & GN)	The target has been exceeded due to a combination of factors. This is set out in the report to CHP for 31 July 2023. In summary, the factors were the condition of the properties when vacated, delays before commencement of works, and unsatisfactory workmanship. These issues are being addressed as detailed in the CHP report. The voids management process is being reviewed to make the process more efficient and to meet timescales and quality standards.	45.00	55.10				55.10	37

