



# Cabinet Housing Panel

KPI's 2024/25





# Key Performance Indicators

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

Title	Description	Commentary	Target	Q1	Q2	Q3	Q4	YTD	Last Year
<input type="checkbox"/> Housing Repairs									
<input type="checkbox"/> Service Manager (Housing Repairs And Building Safety)									
BPI 110	The percentage of communal blocks with a current EICR	100% compliant	100.00	100.00	100.00			100.00	100.00
BPI 111	The percentage of communal blocks with an asbestos survey/re-inspection	100% compliant	100.00	100.00	100.00			100.00	100.00
BPI 113	Percentage of communal blocks with a current FRA	100% compliant	100.00	100.00	100.00			100.00	100.00
BPI 114	Percentage of communal blocks with a current LRA	100% compliant	100.00	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	100.00
BPI 133	The number of disrepair cases open for every 1,000 council properties	Disrepair cases are currently high at 102 cases we have a decicated team working on these to bring the numbers down. On average tthere are 100 cases open to the team. The vast majority of cases, around 90% have some aspect of damp and mould.	1.10	10.10	11.44			11.44	6.06
BPI 152	Percentage of repairs not completed due to no access*	no access has descreased in Q2 - we continue to meet weekly to address the no access issues.		8.76	7.91			8.31	
BPI 34	The percentage of council properties with a valid gas safety certificate	some properties going through legal process due to no access.	100.00	99.84	99.83			99.85	99.91
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	98.52			98.59	99.15
BPI 130	Percentage of responsive repairs completed in time - Emergency*	This is provisional data which is current being Scrutinised. looking at these figures there is currently on a downward trend.	99.00	98.59	99.16			98.88	100.00
BPI 33	The percentage of council tenants satisfied overall with the responsive repairs service	This is provisional data which is current being Scrutinised. looking at these figures there is currently on a downward trend. The amount of surveys that have been responded to are very low in the second quarter.	85.00	88.80	87.00			88.32	84.62
BPI 151	The percentage of non-emergency repairs completed in target*	This is provisional data which is current being Scrutinised. looking at these figures there is currently on a upward trend.	95.00	72.96	77.72			75.61	
BPI 131	The percentage of repair appointments kept*	This is provisional data which is currently being Scrutinised. looking at these figures there is currently on a downward trend.	95.00	97.96	97.18			97.53	98.65



# Key Performance Indicators

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Title	Description	Commentary	Target	Q1	Q2	Q3	Q4	YTD	Last Year
<input type="checkbox"/> <b>Housing Tenancy</b>									
<input type="checkbox"/> <b>Neighbourhood Team Leader</b>									
BPI 37	The Average void property re-let time for standard council homes in days	Void figures are currently being investigated for Q2	18.00	121.81					85.40
BPI 88	Average void relet time (days) for 'Major' voids (SH & GN)	Void figures are currently being investigated for Q2	35.00	201.50					273.00
<input type="checkbox"/> <b>Housing Planned Maintenance</b>									
<input type="checkbox"/> <b>Investment &amp; Planned Delivery Service Manager</b>									
BPI 129	Overall customer satisfaction percentage with planned works	During the quarter a total of 163 customer satisfaction surveys were issued to residents who received a planned works refurbishment. Out of the 163 surveys issued only 18 were returned. We have reduced the number of questions on the survey to make it easier for residents to respond and have also incentivised residents to return a survey through a prize draw.	85.00	43.48	55.56			46.88	0.00
BPI 157	The percentage of tenants satisfied overall with cyclical decorations completed	There has been 0 completions within this project this quarter and therefore WHBC have not been able to send customer satisfaction surveys. The pilot scheme has commenced so this will change from next quarter.	0.00	0.00	0.00			0.00	
<input type="checkbox"/> <b>Housing Options</b>									
<input type="checkbox"/> <b>Housing Allocations Manager</b>									
BPI 80	The number of households with children who are living in temporary hotel accommodation for more than six weeks	there were no families in hotel as of 30 September that had been in hotel for more than six weeks	0.00	0.00	0.00			0.00	
<input type="checkbox"/> <b>Housing Allocations</b>									
<input type="checkbox"/> <b>Housing Allocations Manager</b>									
BPI 65	The percentage of Housing Needs Register applications assessed within 35 days	<p>We received a more applications this quarter than last, however the team remain up to date with the processing of applications. They continue to complete applications and have also been removing non bidders during their casework days.</p> <p>We are still awaiting an update from MTVH regarding the lettings of the remaining Gilbert House over 55's properties, however anticipate that these will be ready to let soon.</p>	90.00	100.00	100.00			100.00	76.07