



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 33	The percentage of council tenants satisfied overall with the responsive repairs service	444 surveys were returned in Q3 and 371 tenant were satisfied with their repair.	85.00	88.80	87.00	83.56		85.44	86.79
BPI 152	Percentage of repairs not completed due to no access*	470 repairs were not completed in Quarter 3 due to no access from the tenant.		8.76	7.91	7.32		7.96	
BPI 111	The percentage of communal blocks with an asbestos survey/re-inspection	All asbestos inspections are completed.	100.00	100.00	100.00	100.00		100.00	100.00
BPI 110	The percentage of communal blocks with a current EICR	All block have a current EICR.	100.00	100.00	100.00	100.00		100.00	100.00
BPI 113	Percentage of communal blocks with a current FRA	all Blocks have a current FRA new FRA are currently being completed and we are reviewing actions.	100.00	100.00	100.00	100.00		100.00	100.00
BPI 115	Percentage of communal blocks with a current LOLER	All LOLER inspections have been carried.	100.00	100.00	100.00	100.00		100.00	100.00
BPI 114	Percentage of communal blocks with a current LRA	All LRAs have been completed all actions have been reviewed and are currently being quoted all are in date.	100.00	100.00	100.00	100.00		100.00	100.00
BPI 34	The percentage of council properties with a valid gas safety certificate	At the End of December there were 17 home with a valid gas safety certificate. A number of cases going through the legal to gain access.	100.00	99.84	99.83	99.84		99.84	99.91
BPI 133	The number of disrepair cases open for every 1,000 council properties	At the end of Quarter 3 we have 113 open cases and solutions are being investigated to fix the homes.	1.10	10.10	11.44	12.68		12.68	10.10
BPI 112	The percentage of domestic properties with a current EICR	In Quarter 3 there were some properties going through the legal process due to no access issues. Without those holding us back, we would have been at 100%.	100.00	98.72	98.52	98.45		98.54	99.22
BPI 130	Percentage of responsive repairs completed in time - Emergency*	In Quarter 3 we booked 2232 emergency repairs and completed 2200 in the agreed time.	99.00	98.59	99.16	98.57		98.77	97.63
BPI 151	The percentage of non-emergency repairs completed in target*	In Quarter 3 we booked 4173 non emergency repairs and completed 3860 in time.	95.00	72.96	77.72	92.50		81.30	
BPI 131	The percentage of repair appointments kept*	In Quarter 3 we booked 6539 appointments and kept 6139. Conversations are ongoing with our repairs contractor to understand why.	95.00	97.96	97.18	93.88		96.34	97.44



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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 we issued 267 satisfaction surveys on completion of planned works. We only received 29 surveys back during this period and 15 of those met the required standard. Due to the low number of surveys returned it is difficult to get an accurate picture of the levels of satisfaction with the works carried out. Where we have had negative feedback, this has related to issues with snagging being completed in time and communication issues. We have addressed these with the contractors as part of our continuing monitoring processes.	85.00	43.48	55.56	51.72		48.39	82.35
BPI 157	The percentage of tenants satisfied overall with cyclical decorations completed	Following the completion of Morgan Sindall's pilot programme of 13 properties, we sent out customer satisfaction surveys to all residents and have only received 1 return which scored 10/10 and therefore passed the KPI.	0.00	0.00	0.00	100.00		100.00	
<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	During Q3 of 2024-25, a total of 24 void properties were recorded, consisting of 14 General Needs (GN) and 10 Sheltered Housing (SH) properties. The total void period across all properties was 4,380 days, resulting in an overall average of 182.5 days per property. Whilst improvement measures have been implemented the benefit of these will not be reflected in the figures until the backlog of legacy voids have been cleared. A more collaborative approach between Voids, Allocations and Neighbourhoods has been taken which will result in a tighter process key to key.	18.00	121.81	140.65	185.22		141.26	133.33
BPI 88	Average void relet time (days) for 'Major' voids (SH & GN)	The Q3 void performance underscores several key challenges that need urgent attention to achieve void management efficiency. The data highlights a mix of legacy voids, operational inefficiencies, and repair delays that continue to impact performance across both General Needs (GN) and Sheltered Housing (SH) categories. Legacy voids have had a particularly significant impact, especially in the GN category, where properties from 2023 required extensive repairs, including structural renovations and a complete gas system replacement. These legacy voids are not only inflating the average void duration but also consuming valuable resources that could otherwise be used for addressing newer cases. Delays between property offers and lettings, have emerged as a recurring issue, identifying what causes the delay and addressing this will have a positive impact on the figures in Q4.	35.00	201.50	179.05	185.92		150.64	253.00



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<input type="checkbox"/> Income and Home ownership									
<input type="checkbox"/> Income & Home Ownership Manager									
BPI 35	Current council tenant arrears as a percentage of the annual rent debit	Arrears performance improved in December achieving target. Significant improvement in performance in comparison to December 2023 (Q3) which stood at 2.29%. This performance is extremely positive with us expecting to continue to improve on last years final performance.	2.00	1.97	1.96	2.00		2.00	1.55
BPI 87	Percentage of housing rent collected in year against debt for the year	Collection performance improved in December exceeding target. This is extremely positive and is also a significant improvement from the collection rate December in 2023 (Q3) which was 99.24%.	98.00	99.44	101.77	101.07		101.07	99.74
<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 remain on target with the processing of their applications and continue to work on the processing of applications weekly.	90.00	100.00	100.00	100.00		100.00	100.00
<input type="checkbox"/> Housing Options									
<input type="checkbox"/> Housing Allocations Manager									
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 for more than six weeks at any point this quarter	0.00	0.00	0.00	0.00		0.00	