



BusinessUnit	KPI Description	Latest Note	Target	Q1	Q2	YTD	Last Year
⊟ Housing Needs/Options							
BPI 29	Total number of households living in temporary accommodation	There are currently 146 households in temporary accommodation. A strategy is in place to reduce this number.	100	146.0	146.0	146.0	89
BPI 63	The percentage of customers who have a Housing Support Plan agreed	Target was not achieved (89%) but it is anticipated this will improve from Q3.	95	94.0	89.0	91.6	99
BPI 65	The percentage of Housing Needs Register applications assessed within 35 days	Of the 156 applications received 67 have been processed and all have been within the 35 day target.	95	91.9	81.7	81.7	81
BPI 80	The number of households with children who are living in hotel accommodation for more than six weeks	No households with dependent children (families) in hotels beyond 6 weeks	0	0.0	0.0	0.0	0
BPI 89	The number of rough sleepers	The number of known rough sleepers is 2 who have been evicted from all current projects and are extremely hard to place. Options continue to be investigated, including exploring solutions used by other districts for placing customers with challenging and complex needs.	0	0.0	2.0	2.0	0
⊟ Income and Home ownership							
BPI 35	Council tenant arrears as a percentage of rent debit	Arrears performance currently stands at 2.20%. This is within target but in an increase from Q2 last year however a decrease from 2 years ago. Residents are advising us that they are being affected by the cost-of-living increases and we are monitoring these closely. We have seen an increase in court action in Qtr 2 moving into qtr3 and expect this to continue. No evictions were carried out in Qtr 2, however our largest arrears case with an eviction date cleared their arrears in full. This shows the importance of taking the necessary steps.	2	1.9	2.2	2.2	2
BPI 87	% of total housing rent collected year to date	Collection performance stands at 98.20% against a target of 100%. This is below target and there has been an increase in new cases due to cost of living increases. The Council continue to work with our residents and give support where it is necessary.	100	102.8	98.2	98.2	102
⊟ Neighbour and Enforcement							
BPI 37	The average void property re-let time in days for normal general needs housing (YTD)	Sustainable improvement is anticipated in Q3/Q4 once the new contract is embedded.	18	22.0	22.5	22.2	25
BPI 69	Percentage of customers satisfied with the way their anti-social behaviour case was handled	Out of 6 surveys returned for the period, 5 respondents were satisfied with the case handling. one responded felt that we should not close the case although there were no further actions to be taken.	80	100.0	83.3	90.9	100
BPI 88	Average void relet time (days) for 'Major' voids	With the change in contractor there has been a delay on some void properties being processed to avoid them being incomplete at the contract changeover date. This has invariably led to a delay on works progressing and has pushed the major void relet time slightly out of target. It is expected that this will improve by Q4.	45	36.9	52.4	44.6	45





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Housing Repairs							
BPI 109	Percentage Voids returned on time by contractor	<p>Some voids were not completed on time due to the changeover between Housing Maintenance and Repairs contractors.</p> <p>The Morgan Sindall contract started on the 1st October and 17 voids were handed over to be completed. Morgan Sindall continue to successfully mobilise this major contract and it is anticipated performance will increase from Q3.</p>	80	30.1	7.8	7.8	
BPI 31	The percentage of housing repairs where the work is completed right first time	The new Maintenance and Repairs contract started on the 1st October. The Council continue to work closely with Morgan Sindall to successfully mobilise this major contract and it is anticipated performance will increase from Q3.	90	79.6	59.1	69.7	94
BPI 33	The percentage of tenants satisfied overall with the repairs service	There has been no data gathered in this period due to the changeover between Housing Maintenance and Repairs contractors. Satisfaction data will be reported from Q3 onwards.	85	0.0	0.0	0.0	83
BPI 66	The percentage of all responsive repairs completed in target	The new Maintenance and Repairs contract started on 1st October. The Council continue to work closely with Morgan Sindall to successfully mobilise this major contract and it is anticipated performance will increase from Q3.	95	82.3	82.3	82.3	95