

Red - Out of target

Amber - Within tolerance

Green - On target

BusinessUnit	KPI Description	Latest Note	Target	Q1	Q2	Q3	Q4	YTD	Last Year
<b>☐ Housing Repairs</b>									
BPI 109	Percentage Voids returned on time by contractor	There has been significant improvement in Q3 since the start of the new repairs contract.	80	30.12	7.81	93.85		93.85	
BPI 31	The percentage of housing repairs where the work is completed right first time	The new repairs contract started in October 2022 and there have been significant improvements in this area compared to Q2	90	79.64	59.13	88.33		75.08	91.49
BPI 33	The percentage of tenants satisfied overall with the repairs service	Data has been collected since the start of the new repairs contract in October 2022 and is within target	85	0.00	0.00	86.87		86.87	77.39
BPI 34	The percentage of council properties with a valid gas safety certificate	This area is 99.95% compliant figures include all properties Communal and domestic. There is currently 4 domestic properties that are overdue which are going through the access process. There are delays at present in the court process to gain access.	100	99.99	100.00	99.95		99.98	99.97
BPI 66	The percentage of all responsive repairs completed in target	There has been significant improvement in this area since the start of the new repairs contract and Q3 is within target	95	82.28	82.34	95.88		87.17	87.90
<b>☐ Income and Home ownership</b>									
BPI 35	Council tenant arrears as a percentage of rent debit	Q3 - Rent arrears performance remains strong and just sits outside year end target. Currently the arrears are at 2.3% against year end target of 2.2%. We continue to focus on supporting our residents making sure they are able to maintain their rent accounts. Evictions continue to remain low with no further evictions carried out in quarter three. There have been no evictions carried out this financial year.	2	1.92	2.22	2.35		2.35	2.14
BPI 87	% of total housing rent collected year to date	Collection performance stands at 98.40% against a target of 100%. This is below target and there has been an increase in new cases due to cost of living increases, although has shown a slight improvement from quarter 2. The Council continue to work with our residents and give support where it is necessary.	100	102.80	98.20	98.39		98.39	99.39
<b>☐ Neighbour and Enforcement</b>									
BPI 37	The average void property re-let time in days for normal general needs housing (YTD)	Q3 - Naturally, with the mobilisation of the new contractor we saw some delays in Oct and Nov. Dec usually has some delays in letting due to the Christmas period. There is an improvement in the turnaround time of voids generally now that the new contractor is bedded in and this should be reflected in Q4 figures.	18	22.00	22.50	28.13		25.16	21.00
BPI 69	Percentage of customers satisfied with the way their anti-social behaviour case was handled	Q3 - All respondents to surveys during Q3 were happy with the way in which their case had been handled, which continues a positive trend.	80	100.00	83.33	100.00		94.12	75.00
BPI 88	Average void relet time (days) for 'Major' voids	Q3 - With the change in contractor the major void re-let time has been pushed out of target. We hope to realign this comfortably by Q4 and we already see improvements. December also impacts our re-let times due to Christmas.	45	36.90	52.36	52.18		47.15	45.86

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<b>☐ Housing Needs/Options</b>									
BPI 29	Total number of households living in temporary accommodation	The number at the end of Q3 was 144 households in temporary accommodation. There have been a number of factors which have prevented the reduction since Q1. The amount of properties available in the private sector has reduced to nearly zero, limiting the possibility of moving people on. There has been an increase in households approaching us at a late stage, reducing the ability to prevent homelessness. The new development at Shredded Wheat should lead to several families moving on though, which is expected throughout Jan and Feb 23	100	146.00	146.00	144.00		144.00	92.00
BPI 63	The percentage of customers who have a Housing Support Plan agreed	value of 81% is reduced due to a reduction in available staff in December. October and November value is 96% and Q4 is expected to return a figure within target. This is not unusual and the plans put in place for focus on this target seem to be working well.	95	93.99	89.00	81.28		88.55	95.81
BPI 65	The percentage of Housing Needs Register applications assessed within 35 days	December 2022 saw a big reduction in the number of new HNR applications received (93 compared to 153 the month before). Whilst this is a regular pattern for December, it normally leads to an increased number of applications in January. In October, six of the 153 applications received took more than 35 days to process. None of the 153 received in November took more than 35 days to process. So far, 53 of the 93 applications received in December have been processed and none have taken more than 35 days.	95	91.89	81.73	88.47		88.47	98.28
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	0.00	0.00	0.00		0.00	0.00
BPI 89	The number of rough sleepers	The number of known rough sleepers is 1, an individual who has resisted attempts to assist him, but for whom we have received multiple reports. the team continues to attempt engagement. 2 others have been reported however are known to have accommodation available to them.	0	0.00	2.00	1.00		3.00	0.00

