

Red - Out of target

Amber - Within tolerance

Green - On target

BusinessUnit	KPI Description	Latest Note	Target	Q1	Q2	Q3	Q4	YTD	Last Year
☐ Housing Repairs									
BPI 109	Percentage Voids returned on time by contractor	Void performance is currently sitting at 100%	80	30.12	7.81	93.85	100.00	100.00	
BPI 31	The percentage of housing repairs where the work is completed right first time	First time fix currently sitting at 87.7%	90	79.64	59.13	88.33	87.70	78.74	92.72
BPI 33	The percentage of tenants satisfied overall with the repairs service	Customer satisfaction sitting at 87.8%	85	0.00	0.00	86.87	87.80	87.39	0.00
BPI 34	The percentage of council properties with a valid gas safety certificate	10 properties currently outstanding. The legal process is being followed however there are currently delays in the court side of the process.	100	99.99	100.00	99.95	99.89	99.96	100.00
BPI 66	The percentage of all responsive repairs completed in target	Currently sitting at 97.94%	95	82.28	82.34	95.88	97.94	90.55	84.34
☐ Income and Home ownership									
BPI 35	Council tenant arrears as a percentage of rent debit	Q4 - Arrears performance currently stands at 1.6%. This is within target but in a increase from last year. Residents are advising us that they are being effected by the cost of living increases and we are monitoring these closely. Court action still remains low and we continue to work with our residents making sure the necessary support, directing them to additional support externally where appropriate.	2	1.92	2.22	2.35	1.65	1.65	1.43
BPI 87	% of total housing rent collected year to date	Qtr 4 Collection performance stands at 99.40% against a target of 100%. This is below target due to a slight increase in arrears and the impacts of cost of living on residents. However performance remains strong with high level arrears cases remaining low. We continue to work with our residents and give support where it is necessary.	100	102.80	98.20	98.39	99.42	99.42	100.23
☐ Neighbour and Enforcement									
BPI 37	The average void property re-let time in days for normal general needs housing (YTD)	Q4 - We need to increase the number of general needs short term voids overall. The target has not been met in Q4 due to the property being hard to let with multiple refusals	18	22.00	22.50	28.13	35.00	25.74	24.00
BPI 69	Percentage of customers satisfied with the way their anti-social behaviour case was handled	Q4 - Out of 8 surveys returned, 7 were satisfied with the handling of their case with one respondent requesting that the case remain open where no further action could be taken. Overall, satisfaction with the service is very positive.	80	100.00	83.33	100.00	87.50	92.00	100.00
BPI 88	Average void relet time (days) for 'Major' voids	Q4 - There is a positive improvement in the trend in the major void turnaround times for Q4, heading in the right direction.	45	36.90	52.36	52.18	46.50	46.99	44.77

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<input type="checkbox"/> Housing Needs/Options									
BPI 29	Total number of households living in temporary accommodation	The number at the end of Q4 was 162 households in temporary accommodation. The situation remains the same as previous quarters. 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. highest amount of approaches in Q4 with 253 in March has impacted on teams ability to move people on. The new development at Shredded Wheat should lead to several families moving on though, which is now expected throughout May and June 23	100	146.00	146.00	144.00	162.00	162.00	114.00
BPI 63	The percentage of customers who have a Housing Support Plan agreed	The team have seen a significant improvement in performance since Q3 and are performing well against a very high target, with one vacancy in the team and very high levels of new cases causing a slight under-performance.	95	93.99	89.00	81.28	92.18	89.71	94.68
BPI 65	The percentage of Housing Needs Register applications assessed within 35 days	As the stats show, a very high number of applications were received in Q4. This is on top of the high number of properties the team have had to allocate (162 compared to 133 in Q3) with no additional resource. The team are now each having a casework morning each week where they can concentrate solely on HNR applications without interruption. It is hoped this will improve performance in the coming months. Also, for the applications received in March (219), 141 of these have so far been processed with none being over the 35 day target.	95	91.89	81.73	88.47	86.14	86.14	75.96
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	0.00
BPI 89	The number of rough sleepers	The number of known rough sleepers is 3, and these are individuals who have been through accommodation services but who have had accommodation ended. We continue to try and seek engagement but as weather improves this reduces willingness of individuals to engage. Members of public giving donations is also a factor. 2 others have been reported however are known to have accommodation available to them.	0	0.00	2.00	1.00	3.00	6.00	0.00

