









Housing Key Performance Indicator (KPI) Report

Q1-Q4 2022-23

Version: 1

Updated: 19/05/2023

Key:

 On target	 Within 5% of target	 Performance improving	 Performance is the same
 Off target	 No target/data only	 Performance worsening	 Data is missing

EXCEPTIONS at Year-End (YE):















KPIs Off target

- Lift insurance visits: 92.9% (1 non-compliant)
- Capital programme: 64% (£5.79M spent/£9M budget)
- Former tenant arrears: 1.96% (target 1.15%)
- Satisfaction ASB case handling: 40% (2/5 satisfied)
- Satisfaction complaints handling: 16% (3/19 satisfied)
- Average number of rough sleepers: 10 (target 6)
- Average households in Bed & Breakfast: 6 (target 0)
- Empty homes brought back into use: 50 (target 70)
- New builds and acquisitions started: 0 (target 20)
- Affordable home for low-cost H/O: 26 (target 32)















KPIs within 5% of target

- Landlord Gas Safety Record (LGSR): 99.62% (11 non-compliant)
- Fire Risk Assessments: 98.31% (3 outstanding)
- Electrical Safety certificate (blocks): 98.6% (2 outstanding)
- Electric Safety certificate (homes): 95.8% (140 outstanding)
- Satisfaction with repairs: 88% (target 90%)
- Properties at Decent Homes standard: 97% (101 failings)

Performance Scorecard 2022-23 YE:

Performance Indicator	YE	Target	RAG
Landlord Gas Safety Record (LGSR)	99.6%	100%	
Blocks with Fire Risk Assessment	98.3%	100%	
Blocks Water Safety Risk Assessment	100%	100%	
Electrical Safety Certificate (blocks)	98.6%	100%	
Electrical Safety Certificate (homes)	95.8%	100%	
Blocks Asbestos Risk Assessment	100%	100%	
Lift insurance visits completed (LOLER)	92.9%	100%	
Day to day repairs completed on time	96%	90%	
Day to day repair appointments kept	97%	95%	
Customer satisfaction with repairs	88%	90%	
Percentage of capital programme spent	64%	95%	
Properties at Decent Homes standard	97%	99%	
Average days to re-let homes (excl. MW)	25	25	
Average days to re-let homes (incl. MW)	35	38	

YE: Year-End
RAG: Red/Amber/Green (traffic light)
LGSR: Landlord Gas Safety Record
LOLER: Lifting Operations and Lifting Equipment Regulations

Performance Indicator	YE	Target	RAG
Current tenant arrears as % of rent due	2.1%	2.3%	
Former tenant arrears as % of rent due	1.96%	1.15%	
Satisfaction with ASB case handling	40%	75%	
Complaints closed on time	97%	95%	
Satisfaction with complaint handling	16%	75%	
Approaches closed as homeless prevented	11%	4%	
Average number of rough sleepers	10	6	
Average households in Temporary Accom.	27	35	
Average households in Bed & Breakfast	6	0	
Long-term empty homes brought back	50	70	
Council home new builds and acquisitions	0	20	
Affordable homes delivered	103	80	
Affordable homes for low-cost HO delivery	26	32	
Private sector homes improved	437	200	

Excl. MW: Excluding time spent undertaking Major Works (standard re-let time)
Incl. MW: Including time spent undertaking Major Works (overall re-let time)
ASB: Anti-Social Behaviour
HO: Homeownership

Performance detail (Trend compares 2022-23 YE performance to 2021-22 YE)

Landlord Compliance KPIs									
Performance Indicator	2021-22 Year-end	Q1	Q2	Q3	Q4	2022-23 Year-end	Perf. Trend	Traffic Light	Target
Properties with a valid Landlord Gas Safety Record	100%	99.93%	99.58%	99.79%	99.62%	99.62%	↓	⚠	100%
Blocks with a valid Fire Risk Assessment	100%	100%	100%	100%	98.31%	98.31%	↓	⚠	100%
Blocks with a valid Water Safety Risk Assessment	100%	100%	100%	100%	100%	100%	-	✅	100%
Blocks with valid (in date) Electrical Certificate (EICR)	100%	95.17%	97.2%	100%	98.6%	98.6%	↓	⚠	100%
Domestic properties with a valid (in date) EICR	91.37%	92.14%	92.96%	94.86%	95.84%	95.84%	↑	⚠	100%
Properties Asbestos compliant (Communal)	97.14%	100%	100%	100%	100%	100%	↑	✅	100%
Insurance visits completed on communal lifts (LOLER)	100%	100%	100%	100%	92.86%	92.86%	↓	🛑	100%
Repairs and Maintenance KPIs									
Performance Indicator	2021-22 Year-end	Q1	Q2	Q3	Q4	2022-23 Year-end	Perf. Trend	Traffic Light	Target
Percentage of all responsive repairs completed on time	96.12%	97.32%	96.94%	95.54%	93.66%	95.77%	↓	✅	90%
Repair appointments kept	96.46%	96.96%	97.19%	97.55%	95.96%	96.87%	↑	✅	95%
Percentage of tenants satisfied with day-to-day repairs	82%	87%	89.67%	85%	90%	88%	↑	⚠	90%
Capital programme spent	100.6%	1.65%	18.45%	33.74%	64.21%	64.21%	↓	🛑	95%
Properties that meet decent homes standard	97.69%	96.51%	96.71%	96.95%	97.02%	97.02%	↓	⚠	99%

Housing Operations KPIs

Performance Indicator	2021-22 Year-end	Q1	Q2	Q3	Q4	2022-23 Year-end	Perf. Trend	Traffic Light	Target
Average re-let time (standard re-lets excl. major works)	24.33	26.06	25.61	18.59	27.42	24.73	↓	🟢	25 days
Average re-let time (overall re-lets incl. major works)	37.03	38.21	34.48	31.62	35.86	34.99	↑	🟢	38 days
Satisfaction with ASB cases handling	50%	40%	0%	-	40%	40%	↓	🔴	75%
Satisfaction with ASB cases outcome	50%	40%	0%	-	40%	40%	↓	🔴	75%
Current tenant arrears as % of annual rent due	1.78%	2.3%	2.92%	2.97%	2.11%	2.11%	↓	🟢	2.3%
Former tenant arrears as % of annual rent due	1.49%	1.5%	1.69%	1.86%	1.96%	1.96%	↓	🔴	1.15%

Strategic Housing KPIs

Performance Indicator	2021-22 Year-end	Q1	Q2	Q3	Q4	2022-23 Year-end	Perf. Trend	Traffic Light	Target
Number of homelessness approaches	1,619	410	453	421	496	1,780	↓	🌍	-
Approaches closed as 'homelessness prevented'	4.2%	9.76%	8.61%	17.1%	9.88%	11.24%	↑	🟢	4%
Average number of rough sleepers in the period	5.63	11	12	10	5	10	↓	🔴	6
No. households registered on the Housing Waiting List	1,464	1,426	1,548	1,628	1,608	1,608	↓	🌍	-
Average households in temporary accommodation	29	27	26	27	24	27	↑	🟢	35
Average households in Bed and Breakfast	2	2	3	5	12	6	↓	🔴	0

Strategic Housing KPIs

Performance Indicator	2021-22 Year-end	Q1	Q2	Q3	Q4	2022-23 Year-end	Perf. Trend	Traffic Light	YE Target
Long-term empty homes brought back into use	49	9	5	15	21	50	↑	🛑	70
Council home new builds and acquisitions started on site	30	0	0	0	0	0	↓	🛑	20
Affordable homes delivered by the Council and partners	44	33	10	38	22	103	↑	✅	80
Affordable homes low-cost h/o delivery Council/partners	0	17	4	4	1	26	↑	🛑	32
Private sector homes improved by Council intervention	287	77	110	110	140	437	↑	✅	200

Corporate Health (Housing Service) KPIs

Performance Indicator	2021-22 Year-end	Q1	Q2	Q3	Q4	2022-23 Year-end	Perf. Trend	Traffic Light	Target
The number of formal complaints received	98	11	23	20	25	79	↑	🌄	-
Percentage of all complaints closed on time	96.34%	100%	100%	100%	90.48%	96.83%	↑	✅	95%
Satisfaction with complaints handling	50%	-	0.00%	0.00%	17%	16%	↓	🛑	75%
Satisfaction with complaints outcome	50%	-	0.00%	0.00%	33%	21%	↓	🛑	75%
Percentage working days lost to sickness	2.65%	4.10%	3.01%	3.10%	4.28%	3.62%	↓	🌄	-

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