

# 2021-22 Quarter to December Housing and Property Services Performance Report – Service Performance Indicators



## 1. THE CUSTOMER/LANDLORD RELATIONSHIP















Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value			
Nat(b)	H1.4a % of 1st stage complaints resolved	Data only	100	100		93.9	90.9	88.6	86.7	97.5		
Nat(b)	H1.4b % of 2nd stage complaints resolved	Data only	93	93		85.7	87.5	66.7	92.9	75		
Local	H1.4c % of complaints upheld	Data only	62.9	65.4		65.6	64.2	48.8	53.8	69		
Nat(b)	H1.5c The average time in working days for a full response to stage 1 complaints	5	5	5		5	6	5	5	5		
Nat(b)	H1.5d The average time in working days for a full response to stage 2 complaints	20	19	19		21	18	24	19	19		
Local	H1.7a No of MSP enquiries received in period	Data only	144	151		45	46	43	49	38		
Local	H1.7b % of MSP enquiries responded to within target	90	91.7	63.1	89.9	79.5	65.7	95.3	91.1	82.5		

### 3. NEIGHBOURHOOD AND COMMUNITY

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H3.1 % of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	85%	N/A	N/A		Not measured for Quarters		Not measured for Quarters			Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H3.2 % of tenancy offers refused during the year	30%	29.1%	28.5%		22.9%	31.6%	28%	23.2%	29.3%		
Nat(b)	H3.4 % ASB cases reported which were resolved	Data only	89.8%	79.6%		25%	72.7%	N/A	N/A	N/A		

### 4. ACCESS TO HOUSING AND SUPPORT



Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.1a % of new tenancies sustained for more than one year by source of let: existing tenants	Data only	96.3%	97.9%		93.8%	100.0 %	N/A	90.9%	100.0 %		
Nat(b)	H4.1c % of new tenancies sustained for more than one year by source of let: housing list	Data only	93.2%	93.1%		90.9%	100.0 %	50.0%	85.7%	95.2%		
Nat(b)	H4.1f % of new tenancies sustained for more than one year by source of let: All sources	Data only	92.6%	94.3%		92.7%	97.3%	88.9%	100.0 %	92.9%		
Nat(b)	H4.2 % of lettable houses that became vacant in the last year	Data only	7.9%	6.0%		1.9%	1.9%	1.3%	2.1%	1.9%		
Nat(b)	H4.4 Average time to complete applications for medical adaptations (working days)	Data only	19.5	37.6		N/A	N/A	N/A	N/A	N/A		
Nat(b)	H4.4a Average time to complete applications for major medical adaptations (working days)	Data only	132.7	284		N/A	N/A	N/A	N/A	N/A		
Nat(b)	H4.4b Average time to complete applications for minor medical	Data only	10.7	37		N/A	N/A	N/A	N/A	N/A		

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			Value	Value	Value	Value	Value	Value	Value	Value		
	adaptations (working days)											
Nat(b)	H4.4c Number of households currently waiting for adaptations to their home	Data only	38	185		N/A	N/A	N/A	N/A	N/A		
Nat(b)	H4.4d Total cost of adaptations completed in the year by source of funding (landlord funded/grant funded/other sources)	Data only	£418,039.00	£75,354.00		N/A	N/A	N/A	N/A	N/A		
Nat(b)	H4.5 % of court actions initiated which resulted in eviction	Data only	14.1%	0.0%		N/A	N/A	N/A	0.0%	0.0%		
Nat(b)	H4.5a No of court actions initiated	Data only	78	0		0	0	0	1	1		
Nat(b)	H4.5b No of repossession orders granted	Data only	31	0		0	0	0	0	1		
Nat(b)	H4.5c No of properties recovered for: Non payment of rent	Data only	10	0	0	0	0	0	0	0		
Nat(b)	H4.5ci No of properties recovered for: Anti Social Behaviour	Data only	1	0	0	0	0	0	0	0		
Nat(b)	H4.5cii No of properties recovered for: Other	Data only	0	0	0	0	0	0	0	0		
Nat(b)	H4.6j Average length of time in temp accomm by type (days): LA ordinary dwelling	Data only	84.6	102.0		119.0	90.0	106.0	117.0	91.0		
Nat(b)	H4.6k Average length of time in temp accomm by type (days): HA/RSL ordinary dwelling	Data only	113.4	142.0		161.0	152.0	87.0	161.0	98.0		
Nat(b)	H4.6l Average length of time in temp accomm by type (days): Hostel - LA owned	Data only	61.0	81.0		73.0	0.0	99.0	215.0	25.0		
Nat(b)	H4.6m Average length of time in temp accomm by type (days): Hostel - RSL	Data only	105.6	75.0		66.0	73.0	53.0	95.0	98.0		
Nat(b)	H4.6n Average length of time in temp accom (days) Hostel-other	Data only	0.0	0.0		0.0	0.0	0.0	0.0	0.0		
Nat(b)	H4.6o Average length of time in temp accomm by type (days): Bed & Breakfast	Data only	0.0	0.0		6.0	0.0	0.0	0.0	0.0		




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Nat(b)	H4.6p Average length of time in temp accomm by type (days): Women's refuge	Data only	116.7	128.0		144.0	71.0	122.0	118.0	130.0		
Nat(b)	H4.6q Average length of time in temp accomm by type (days): Private Sector Lease	Data only	0.0	0.0		0.0	0.0	0.0	0.0	0.0		
Nat(b)	H4.6r Average length of time in temp accomm by type (days): Other	Data only	473.0	0.0		0.0	0.0	0.0	0.0	0.0		
Local	H4.15 Percentage of housing applications admitted to list within 10 days	100%	98.4%	13.5%		4.3%	25.1%	78.4%	15.9%	N/A		
Local	H4.18b % allocations by group: Waiting List	32.0%	28.7%	29.5%		1.8%	35.3%	26.1%	35.4%	30.3%		
Local	H4.18c % allocations by group: Transfer List	18.0%	19.9%	21.3%		31.3%	21.2%	11.7%	22.9%	14.8%		

#### 5. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H5.1 % of tenants who feel that the rent for their property represents good value for money		N/A	N/A		Not measured for Quarters		Not measured for Quarters			Major tenant satisfaction survey carried out every three years. A report presented to Communities Committee on 27 August 2019 sets out the areas identified for improvement.	
Nat(b)	H5.2 Rent collected as % of total rent due	97.0 %	99.1 %	99.4 %	90.6 %	93.8 %	99.4 %	94.0 %	91.4 %	90.6 %		
Nat(b)	H5.3 Gross rent arrears as a % of rent due	2.8%	2.6%	3.2%		3.9%	3.7%	3.8%	4.1%	4.4%		
Nat(b)	H5.3a Total value of gross rent arrears (£)	Data only	£610,641	£711,812	£896,485	£764,723	£711,812	£770,099	£839,571	£896,485		
Local	H5.5 Current tenants' arrears as a % of net rent due	3.5%	3.5%	3.9%		4.5%	3.9%	4.3%	4.6%	4.9%		
Local	H5.10 Former tenant arrears - value	Data only	£121,695	£120,352	£118,616	£123,863	£120,352	£121,812	£122,635	£118,616		

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			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H5.11 % of tenants giving up tenancy in arrears	Data only	31.5%	32.1%	30.7%	30.5%	32.1%	21.1%	29.2%	30.7%		
Local	H5.12 % of Former Tenants Arrears written off & collected	Data only	42.5%	70.5%	55.8%	41.9%	70.5%	12%	29.6%	55.8%		

## 6. GYPSY/TRAVELLERS

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q3 2020/21	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H6.1a No of new unauthorised encampments within period	Data only	27	17	12	4	2	7	5	0		
Local	H6.1b No of encampments ended within period	Data only	29	17	13	4	2	6	2	5		
Local	H6.1c Average duration of encampments ended within period (days)	Data only	39	34.82		53.75	6	8.8	41	76		
Local	H6.2 % of new unauthorised encampments visited within target timescale	100%	100%	94.1%		100%	100%	100%	100%	N/A	No new cases	