

2021-22 Quarter to March Housing and Property Services Performance Report - Performance Indicators

















1. NEIGHBOURHOOD AND COMMUNITY

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 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	89.6%	Not measured for Quarters	Not measured for Quarters				Drawn from 2021 Tenant Survey. Report on findings was presented to Housing and Safety committee on 8th Feb 2022. Improvement action plan will be presented to committee in due course.	
Nat(b)	H3.2 % of tenancy offers refused during the year	30%	29.1%	28.5%	27.2%	31.6%	28%	23.2%	29.3%	31.9%		
Nat(b)	H3.4 % ASB cases reported which were resolved	Data only	89.8%	70.6%	74.4%	72.7%	14.5%	13.7%	61.9%	83.3%		

2. ACCESS TO HOUSING AND SUPPORT

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 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%	96.7%	100.0 %	N/A	90.9%	100.0 %	97.0%		
Nat(b)	H4.1c % of new tenancies sustained for more than one year by source of let: housing list	Data only	93.2%	94.5%	92.9%	100.0 %	50.0%	85.7%	95.2%	96.4%		

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.1f % of new tenancies sustained for more than one year by source of let: All sources	Data only	92.6%	94.8%	91.9%	97.3%	88.9%	100.0%	92.9%	93.6%		
Nat(b)	H4.2 % of lettable houses that became vacant in the last year	Data only	7.9%	6.0%	7.3%	1.9%	1.3%	2.1%	1.9%	1.9%		
Nat(b)	H4.4 Average time to complete applications for medical adaptations (working days)		20	38	27	0	43	36	17	18		
Nat(b)	H4.4a Average time to complete applications for major medical adaptations (working days)	Data only	133	284	201	N/A	297	169	72	119		
Nat(b)	H4.4b Average time to complete applications for minor medical adaptations (working days)	Data only	10.7	37	13	N/A	9	12	15	16		
Nat(b)	H4.4c Number of households currently waiting for adaptations to their home	Data only	38	185	41	N/A	35	30	44	41		
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	£343,538.00	N/A	£53,895.00	£111,337.00	£74,251.00	£104,055.00		
Nat(b)	H4.5 % of court actions initiated which resulted in eviction	Data only	14.1%	0.0%	50.0%	N/A	N/A	0.0%	0.0%	0.0%		
Nat(b)	H4.5a No of court actions initiated	Data only	78	0	2	0	0	1	1	0		
Nat(b)	H4.5b No of repossession orders granted	Data only	31	0	1	0	0	0	1	0		
Nat(b)	H4.5c No of properties recovered for: Non payment of rent	Data only	10	0	1	0	0	0	0	1		
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	98.0	90.0	106.0	117.0	91.0	81.0		

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.6k Average length of time in temp accomm by type (days): HA/RSL ordinary dwelling	Data only	113.4	142.0	104.0	152.0	87.0	161.0	98.0	58.0		
Nat(b)	H4.6l Average length of time in temp accomm by type (days): Hostel - LA owned	Data only	61.0	81.0	94.0	0.0	99.0	215.0	25.0	0.0		
Nat(b)	H4.6m Average length of time in temp accomm by type (days): Hostel - RSL	Data only	105.6	75.0	77.0	73.0	53.0	95.0	98.0	72.0		
Nat(b)	H4.6n Average length of time in temp accom (days) Hostel-other	Data only	0.0	0.0	13.0	0.0	0.0	0.0	0.0	13.0		
Nat(b)	H4.6o Average length of time in temp accomm by type (days): Bed & Breakfast	Data only	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0		
Nat(b)	H4.6p Average length of time in temp accomm by type (days): Women's refuge	Data only	116.7	128.0	116.0	71.0	122.0	118.0	130.0	102.0		
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	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	0.0		
Local	H4.15 Percentage of housing applications admitted to list within 10 days	100%	98.4%	13.5%	54.7%	25.1%	78.4%	15.9%	30.9%	92.7%		
Local	H4.18b % allocations by group: Waiting List	32.0%	28.7%	29.5%	29.9%	35.3%	26.1%	35.4%	30.3%	25.2%		
Local	H4.18c % allocations by group: Transfer List	18.0%	19.9%	21.3%	17.5%	21.2%	11.7%	22.9%	14.8%	19.5%		

3. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q4 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 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	84%	N/A	N/A	86.4%	Not measured for	Not measured for Quarters				Drawn from 2021 Tenant Survey. Report on findings was presented to Housing and Safety committee on 8th Feb 2022. Improvement action plan will be	

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			Value	Value	Value	Value	Value	Value	Value	Value		
						Quarte rs					presented to committee in due course.	
Nat(b)	H5.2 Rent collected as % of total rent due	97.0 %	99.1 %	99.1 %	99.0 %	99.4 %	98.0 %	95.6 %	95.2 %	101.8 %		
Nat(b)	H5.3 Gross rent arrears as a % of rent due	2.8%	2.6%	3.2%	3.8%	3.7%	3.8%	4.1%	4.4%	4.2%	Rent arrears performance remains above target but we are still in the top quartile for local authorities. The cost of living crisis with increasing inflation, fuel and energy costs will pose a challenge next year.	
Nat(b)	H5.3a Total value of gross rent arrears (£)	Data only	£610,641	£711,812	£771,830	£711,812	£770,099	£839,571	£897,121	£870,056		
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%	4.5%	See 5.3	
Local	H5.10 Former tenant arrears - value	Data only	£121,695	£120,352	£115,958	£120,352	£121,812	£122,635	£118,616	£115,958		
Local	H5.11 % of tenants giving up tenancy in arrears	Data only	31.5%	32.1%	33.1%	32.1%	21.1%	29.5%	30.9%	33.1%		
Local	H5.12 % of Former Tenants Arrears written off & collected	Data only	42.5%	70.5%	87.6%	70.5%	12%	29.6%	54%	87.6%		

4. GYPSY/TRAVELLERS

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			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H6.1a No of new unauthorised encampments within period	Data only	27	17	12	2	7	5	0	0		
Local	H6.1b No of encampments ended within period	Data only	29	17	13	2	6	2	5	0		
Local	H6.1c Average duration of encampments ended within period (days)	Data only	39	35	37	6	9	41	76	0		
Local	H6.2 % of new unauthorised encampments visited within target timescale	100%	100%	94.1%	100%	100%	100%	100%	N/A	N/A	No new encampments during Q4.	