

2022-23 Quarter to June Housing and Property Performance Report - Service Performance Indicators



1. NEIGHBOURHOOD AND COMMUNITY

Cat	PI Code & Short Name	Target	2020/21	2021/22	2022/23	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Latest note	Status
Nat(b)	H3.2 % of tenancy offers refused during the year	30.0%	28.5%	27.2%		28.0%	23.2%	29.3%	31.9%	34.3%		
Nat(b)	H3.4 % ASB cases reported which were resolved	Data Only	70.6%	74.4%		14.5%	13.7%	61.9%	83.3%			

2. ACCESS TO HOUSING AND SUPPORT

Cat	PI Code & Short Name	Target	2020/21	2021/22	2022/23	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Latest note	Status
Nat(b)	H4.1a % of new tenancies sustained for more than one year by source of let: existing tenants	Data Only	97.9%	96.7%		N/A	90.9%	100.0%	97.0%	92.3%		
Nat(b)	H4.1b % of new tenancies sustained for more than one year by source of let: statutory homeless	Data Only	93.7%	89.2%		93.8%	88.7%	88.0%	89.7%	89.9%		
Nat(b)	H4.1c % of new tenancies sustained for more than one year by source of let: housing list	Data Only	94.5%	92.9%		50.0%	85.7%	95.2%	96.4%	93.3%		
Nat(b)	H4.2 % of lettable houses that became vacant in the last year	Data Only	6.0%	7.3%		1.3%	2.1%	1.9%	1.9%	2.0%		
Nat(b)	H4.4 Average time to complete applications for medical adaptations (working days)	Data Only	38	27		43	36	17	18	N/A		

Nat(b)	H4.4a Average time to complete applications for major medical adaptations (working days)	Data Only	284	201		297	169	72	119	N/A		
Nat(b)	H4.4b Average time to complete applications for minor medical adaptations (working days)	Data Only	37	13		9	12	15	16	N/A		
Nat(b)	H4.4c Number of households currently waiting for adaptations to their home	Data Only	185	41		35	30	44	41	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	£75,354	£343,538		£53,895	£111,337	£74,251	£104,055	N/A		
Nat(b)	H4.5 % of court actions initiated which resulted in eviction	Data Only	0.0%	50.0%		N/A	0.0%	0.0%	0.0%	14.3%		
Nat(b)	H4.5a No of court actions initiated	Data Only	0	2		0	1	1	0	7		
Nat(b)	H4.5b No of repossession orders granted	Data Only	0	1		0	0	1	0	0		
Nat(b)	H4.5c No of properties recovered for: Non payment of rent	Data Only	0	1		0	0	0	1	1		
Nat(b)	H4.5ci No of properties recovered for: Anti Social Behaviour	Data Only	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		

3. RESPONSE REPAIRS TO COUNCIL HOUSES

Cat	PI Code & Short Name	Target	2020/21	2021/22	2022/23	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Latest note	Status
Nat(b)	H2.7 Average length of time (hours) to complete emergency repairs	4	2.5	3.1		2.5	2.4	2.7	3.5	2.5		
Nat(b)	H2.8 Average length of time (working days) to complete non-emergency repairs	10	6.1	7.9		8.1	8	6.1	7.9	6.1		
Nat(b)	H2.9a Number of repairs completed within target time (excl voids)	Data Only	12,196	15,861		3,550	3,612	4,139	3,934	3,226		
MI	H2.9b % of repairs completed within target time (excl voids)	98.0%	90.40%	91.40%		94.00%	91.70%	92.90%	90.20%		Pentana says 3226% miskey from previous? Check with Daska LM – guessing its red	
MI	H2.10a Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	89.40%	88.40%		92.40%	91.40%	88.30%	86.60%	87.35%		

MI	H2.10b Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	98.0%	93.20%	96.80%		97.40%	97.50%	97.80%	96.40%	96.72%		
MI	H2.10c Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	98.0%	95.60%	96.70%		96.90%	97.10%	98.40%	96.00%	98.95%		
MI	H2.10d Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	98.0%	84.50%	88.40%		91.90%	84.80%	93.10%	87.60%	95.3%		
MI	H2.10e Percentage of reactive repairs by category completed within timescale: Voids	98.0%	36%	25%		27%	32%	23%	22%	10%		
Nat(b)	H2.11 % of repairs completed right first time	90.0%	86.2%	85.5%		91.6%	88.4%	94.2%	88.4%	95%		
Local	H2.12 % of repairs appointments kept	95.0%	97.60%	99.90%		100.00%	100.00%	96.60%	99.90%	96.2%		
Nat(b)	H2.13a Number of times did not meet statutory obligations to complete a gas safety check within 12 months of a gas appliance being fitted or its last check	0	198	4		2	1	1	0	1		
MI	H2.16 Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100.0%	96%	100%		100%	100%	100%	100%	99.98%		
MI	H2.19 Percentage of service records kept to Gas Safe Register acceptable standards	100.0%	N/A	100%		100%	100%	100%	100%	100%		
MI	H2.20 Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100.0%	N/A	100%		100%	100%	100%	100%	100%		

4. GYPSY/TRAVELLERS

Cat	PI Code & Short Name	Target	2020/21	2021/22	2022/23	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Latest note	Status
Local	H6.1a No of new unauthorised encampments within period	Data Only	17	12		7	5	0	0	7		
Local	H6.1b No of encampments ended within period	Data Only	17	13		6	2	5	0	4		
Local	H6.1c Average duration of encampments ended within period (days)	Data Only	35	37		9	41	76	0	13.5		
Local	H6.2 % of new unauthorised encampments visited within target timescale	100.0%	94.10%	100%		100.0%	100.0%	N/A	N/A	71.4%		

