

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















1. NEIGHBOURHOOD AND COMMUNITY

Cat	PI Code & Short Name	Target	2020/21	2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H3.2 % of tenancy offers refused during the year	30%	28.5%	27.2%	23.2%	29.3%	31.9%	34.3%	N/A	Q2 Figures expected to be available in November 2022.	
Nat(b)	H3.4 % ASB cases reported which were resolved	Data only	70.6%	74.4%	13.7%	61.9%	83.3%	41%	N/A	Q2 Figures expected to be available in November 2022.	




2. ACCESS TO HOUSING AND SUPPORT

Cat	PI Code & Short Name	Target	2020/21	2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Latest Note	Status
			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	97.9%	96.7%	90.9%	100.0%	97.0%	92.3%	N/A	Q2 Figures expected to be available in November 2022.	
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%	88.7%	88.0%	89.7%	89.9%	N/A	Q2 Figures expected to be available in November 2022.	
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%	85.7%	95.2%	96.4%	93.3%	N/A	Q2 Figures expected to be available in November 2022.	




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			Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.2 % of lettable houses that became vacant in the last year	Data only	6.0%	7.3%	2.1%	1.9%	1.9%	2.0%	N/A	Q2 Figures expected to be available in November 2022.	
Nat(b)	H4.4 Average time to complete applications for medical adaptations (working days)		38	27	36	17	18	N/A	N/A	Q2 – There are still issues with the data, unable to calculate as actions raised at validation visit are still to be implemented and data isn't recorded in the correct format on the template.	
Nat(b)	H4.4a Average time to complete applications for major medical adaptations (working days)	Data only	284	201	169	72	119	N/A	N/A	Q2 – There are still issues with the data, unable to calculate as actions raised at validation visit are still to be implemented and data isn't recorded in the correct format on the template.	
Nat(b)	H4.4b Average time to complete applications for minor medical adaptations (working days)	Data only	37	13	12	15	16	N/A	N/A	Q2 – There are still issues with the data, unable to calculate as actions raised at validation visit are still to be implemented and data isn't recorded in the correct format on the template.	
Nat(b)	H4.4c Number of households currently waiting for adaptations to their home	Data only	185	41	30	44	41	N/A	N/A	Q2 – There are still issues with the data, unable to calculate as actions raised at validation visit are still to be implemented and data isn't recorded in the correct format on the template.	
Nat(b)	H4.4d Total cost of adaptations completed in the year by source of funding (landlord funded/grant funded/other sources)	Data only	£75,354.00	£343,538.00	£111,337.00	£74,251.00	£104,055.00	N/A	N/A	Q2 – There are still issues with the data, unable to calculate as actions raised at validation visit are still to be implemented and data isn't recorded in the correct format on the template.	
Nat(b)	H4.5 % of court actions initiated which resulted in eviction	Data only	0.0%	50.0%	0.0%	0.0%	0.0%	14.3%	N/A	Q2 Figures expected to be available in November 2022.	
Nat(b)	H4.5a No of court actions initiated	Data only	0	2	1	1	0	7	N/A	Q2 Figures expected to be available in November 2022.	
Nat(b)	H4.5b No of repossession orders granted	Data only	0	1	0	1	0	0	N/A	Q2 Figures expected to be available in November 2022.	
Nat(b)	H4.5c No of properties recovered for: Non payment of rent	Data only	0	1	0	0	1	1	N/A	Q2 Figures expected to be available in November 2022.	
Nat(b)	H4.5ci No of properties recovered for: Anti Social Behaviour	Data only	0	0	0	0	0	0	N/A	Q2 Figures expected to be available in November 2022.	
Nat(b)	H4.5cii No of properties recovered for: Other	Data only	0	0	0	0	0	0	N/A	Q2 Figures expected to be available in November 2022.	

3. RESPONSE REPAIRS TO COUNCIL HOUSES

Cat	PI Code & Short Name	Target	2020/21	2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H2.7 Average length of time (hours) to complete emergency repairs	4	2.5	3.1	2.4	2.7	3.5	2.5	2.3		
Nat(b)	H2.8 Average length of time (working days) to complete non-emergency repairs	10	6.1	7.9	8	6.5	7.9	6.1	5.76		
Nat(b)	H2.9a Number of repairs completed within target time (excl voids)	Data only	12,196	15,861	3,612	4,139	3,934	3,226	2,898		
MI	H2.9b % of repairs completed within target time (excl voids)	98%	90.4%	91.4%	91.7%	92.9%	90.2%	93.37%	95.11%		
MI	H2.10a Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	89.4%	88.4%	91.4%	88.3%	86.6%	87.35%	89.59%		
MI	H2.10b Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	98%	93.2%	96.8%	97.5%	97.8%	96.4%	96.72%	97.96%		
MI	H2.10c Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	98%	95.6%	96.7%	97.1%	98.4%	96%	98.95%	99.28%		
MI	H2.10d Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	98%	84.5%	88.4%	84.8%	93.1%	87.6%	95.3%	98.13%		
MI	H2.10e Percentage of reactive repairs by category completed within timescale: Voids	98%	36%	25%	32%	23%	22%	10%	17%		
Nat(b)	H2.11 % of repairs completed right first time	90	86.2	85.5	88.4	94.2	88.4	95	93		
Local	H2.12 % of repairs appointments kept	95%	97.6%	99.9%	100%	96.6%	99.9%	96.2%	100%		
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	1	1	0	1	1	A failure occurred due to the gas scheduling team incorrectly assuming that a property due to be serviced had recently received a new boiler (similar street names). This human error led to a 5 week delay from expiry of the existing gas certificate until the new one was completed.	

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MI	H2.16 Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	96%	100%	99.9%	99.9%	100%	99.98%	N/A	Q2 Figures expected to be available in November 2022	
MI	H2.19 Percentage of service records kept to Gas Safe Register acceptable standards	100%	N/A	100%	100%	100%	100%	100%	N/A	Q2 Figures expected to be available in November 2022	
MI	H2.20 Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	N/A	100%	100%	100%	100%	100%	N/A	Q2 Figures expected to be available in November 2022	

4. GYPSY/TRAVELLERS

Cat	PI Code & Short Name	Target	2020/21	2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Latest Note	Status
			Value	Value	Value	Value	Value	Value	Value		
Local	H6.1a No of new unauthorised encampments within period	Data only	17	12	5	0	0	7	6		
Local	H6.1b No of encampments ended within period	Data only	17	13	2	5	0	4	7		
Local	H6.1c Average duration of encampments ended within period (days)	Data only	35	37	41	76	0	13.5	21.14		
Local	H6.2 % of new unauthorised encampments visited within target timescale	100%	94.1%	100%	100%	N/A	N/A	71.4%	33.3%		