

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









Section 4 - Strategic Outcome or Priority 4.1 (CP) A Sustainable Council: that provides valued services to our communities


Cat	PI Code & Short Name	Target	2019/20	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	Value		
Nat(b)	H2.1 % of stock meeting the SHQS	100%	90.7%	56.6%	6.3%	Not measured for Quarters					At 31 March 2022, 1003 properties were classed as exemptions (technical reasons) and 242 were classed as abeyances (social reasons). 4653 properties did not meet the SHQS. This was mainly due to non-compliance with EESSH which became a requirement from Jan 2021, the amended fire safety regulations which changed from Feb 2022 and following changes to the tolerable standard relating to electrical testing from Mar 2022. A programme to address SHQS compliance will be considered as part of the Housing Investment Plan.	
Nat(b)	H2.2b Percentage of stock meeting the Energy Efficiency Standard for Social Housing (EESSH)	67	54.6	56.7	60.4	Not measured for Quarters					See 2.1	
Local	H7.6 % of planned maintenance works completed within agreed programme	98%	92.5%	94.3%	98.2%	Not measured for Quarters						

Section 4 - Strategic Outcome or Priority 4.3 Review and Further Enhance Tenant Participation following Best Audit - Housing Strategy & Development Manager - Fiona Geddes (Acting)

Cat	PI Code & Short Name	Target	2019/20	2020/21	2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Q1 2022/23	Q2 2022/23	Latest Note	Status
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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H1.1 % of tenants satisfied with the overall services provided by their landlord	90%	N/A	N/A	82.8%	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)	H1.3 % who feel landlord is good at keeping them informed about services	90%	N/A	N/A	91.3%	Not measured for Quarters					See 1.1	
Nat(b)	H1.6 % tenants happy with opportunity to participate in decision making process	90%	N/A	N/A	96.2%	Not measured for Quarters					See 1.1	
Local	H2.3 % of tenants satisfied with the standard of their home when moving in	90	80.9	79.7	82.8	85.7	84.6	66.7	87.5	64.3	Q2 - Only 6 surveys were returned in Qtr2, with 2 expressing dissatisfaction regards the standard of cleaning. This has now been addressed by the Voids team after discussion/updated guidance issued to cleaners.	
Nat(b)	H2.4 % of tenants satisfied with the quality of their home	90%	N/A	N/A	82.7%	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)	H3.1 % 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					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.	


Section 5 - Service Level Outcomes or Priorities
5.1 Systemic Review of Voids – Building Services Manager - Mike Rollo

Cat	PI Code & Short Name	Target	2019/20	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	Value		
Nat(b)	H5.4 % of rent lost due to voids	0.63%	0.95%	1.17%	1.25%	1.34%	1.25%	1.3%	1.31%	1.25%	Q2 - Overall void rent loss has reduced in comparison to the same period in the previous year, however, significant improvement are still required to meet the 0.63% target, which is likely not to be achieved in 2022/23. The Void Review Group continues to meet regularly and a number of improvements have been implemented that has started to see a reduction in overall re-let timescales, which will reduce void rent loss.	











Cat	PI Code & Short Name	Target	2019/20	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	Value		
Nat(b)	H5.6 Average time taken to re-let empty properties (calendar days)	32	46	72	62	61	65	59	61	60	Q2 - Overall relet times have reduced in comparison to the same period in the previous year, however, significant improvement is still required to meet the 32 day target, which is likely not to be achieved in 2022/23. The Void Review Group continues to meet regularly and a number of improvements have been implemented that have started to see a reduction in overall relet timescales. Q2 - This figure is PROVISIONAL figure at this time - no exclusions applied. Actual figure likely to be lower	
Local	H5.6a Average calendar days between the KEYC (keys to contractor) and WORC (all works complete)	Data only	N/A	N/A	N/A	N/A	N/A	N/A	41	42	New PI introduced at the start of the 2022/23 year, currently for monitoring purposes only.	

Section 5 - Service Level Outcomes or Priorities
5.2 Rent Setting Policy Review – Housing Strategy & Development Manager - Fiona Geddes

Cat	PI Code & Short Name	Target	2019/20	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	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 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)	H5.2 Rent collected as % of total rent due	97.0 %	99.1 %	99.1 %	99.0 %	95.6 %	95.2 %	101.8 %	96.4 %	95.2 %		
Nat(b)	H5.3 Gross rent arrears as a % of rent due	2.8%	2.6%	3.2%	3.8%	4.1%	4.4%	4.2%	4.7%	5.5%		
Nat(b)	H5.3a Total value of gross rent arrears (£)	Data only	£610,641	£711,812	£771,830	£839,571	£897,121	£870,056	£984,419	£1,146,332		
Local	H5.5 Current tenants' arrears as a % of net rent due	3.5%	3.5%	3.9%	4.5%	4.6%	4.9%	4.5%	5.3%	6.3%		
Local	H5.10 Former tenant arrears - value	Data only	£121,695	£120,352	£115,958	£122,635	£118,616	£115,958	£132,130	£125,413		
Local	H5.11 % of tenants giving up tenancy in arrears	Data only	31.5%	32.1%	33.1%	29.5%	30.9%	33.1%	38.6%	34.3%		

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			Value	Value	Value	Value	Value	Value	Value	Value		
Local	H5.12 % of Former Tenants Arrears written off & collected	Data only	42.5%	70.5%	87.6%	29.6%	54%	87.6%	20.2%	42.5%		

Section 5 - Service Level Outcomes or Priorities
5.3 Review of Rapid Rehousing Transition Plan (RRTP) – Housing Needs Manager - Gordon McCluskey

Cat	PI Code & Short Name	Target	2019/20	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	Value		
Nat(b)	H4.1f % of new tenancies sustained for more than one year by source of let: All sources	Data only	92.6%	94.7%	91.9%	100.0 %	92.9%	93.6%	91.1%	93.1%		
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	117.0	91.0	81.0	70.0	81.0		
Nat(b)	H4.6k Average length of time in temp accomm by type (days): HA/RSL ordinary dwelling	Data only	113.4	142.0	104.0	161.0	98.0	58.0	44.0	43.0		
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	215.0	25.0	0.0	N/A	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	95.0	98.0	72.0	64.0	102.0		
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	13.0	N/A	189.0		
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	N/A	3.0		
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	118.0	130.0	102.0	71.0	117.0		
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	N/A	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	N/A	0.0		

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			Value	Value	Value	Value	Value	Value	Value	Value		
Nat(b)	H4.7 % of households requiring temp or emergency accomm to whom an offer was made	100%	100%	100%	100%	100%	100%	100%	100%	100%		
Nat(b)	H4.8 % of temp or emergency accomm offers refused in the last year by accommodation type	7%	2.9%	2.8%	0.2%	0%	0.9%	0%	2.1%	0%		
Local	H4.9 % satisfied with the quality of temporary or emergency accommodation (of those households homeless in the last 12 months)	90%	90%	96%	84.6%	100%	80%	72.7%	100%	100%		
Nat(b)	H4.12a Percentage of homeless households referred to RSLs under Section 5 and through other referral routes	Data only	13.5%	7.2%	21.5%	11.2%	18%	13.7%	16.4%	11.2%		
Local	H4.13 Percentage of homelessness assessments completed within 28 days	100%	99.6%	98.7%	98.4%	98.4%	99.2%	97.9%	98.6%	97.8%		
Local	H4.14 Average time (weeks) between presentation and completion of duty by council for cases assessed as homeless or potentially homeless	Data only	N/A	N/A	N/A	N/A	N/A	N/A	16	17.7	New PI introduced at the start of the 2022/23 year, currently for monitoring purposes only.	
Local	H4.15 Percentage of housing applications admitted to list within 10 days	100%	98.4%	13.5%	54.7%	15.9%	30.9%	92.7%	45.9%	85.3%		
Local	H4.18a % allocations by group: Homeless list	50.0%	51.4%	49.2%	52.6%	41.7%	54.9%	55.3%	48.4%	45.2%		
Local	H4.18b % allocations by group: Waiting List	32.0%	28.7%	29.5%	29.9%	35.4%	30.3%	25.2%	32.0%	38.3%		
Local	H4.18c % allocations by group: Transfer List	18.0%	19.9%	21.3%	17.5%	22.9%	14.8%	19.5%	19.7%	16.5%		

Section 5 - Service Level Outcomes or Priorities

5.7 Workforce Training and Development - to meet demands and deliver priorities – Head of Service - Edward Thomas

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			Value	Value	Value	Value	Value	Value	Value	Value		
	ERDP.H&P3 Housing & Property ERDP %	100%	N/A	N/A	N/A	N/A	N/A	N/A	24%		New PI introduced for 2022/23	