

2023-24 Quarter December Performance Report - Service Performance Indicators



1. NEIGHBOURHOOD AND COMMUNITY

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H3.2	Nat(b)	% of tenancy offers refused during the year	30%	27.2%	34.3%		33.7%	30.7%	36.2%	29.4%	28.2%		↑	✔
H3.4	Nat(b)	% ASB cases reported which were resolved	Data only	74.4%	76.3%		50%	43%	45.4%	72.6%	66.7%		↓	📊





2. ACCESS TO HOUSING AND SUPPORT

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H4.5	Nat(b)	% of court actions initiated which resulted in eviction	Data only	50.0%	16.7%		0.0%	50.0%	0.0%	27.3%	7.7%		↓	📊







3. RESPONSE REPAIRS TO COUNCIL HOUSES

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H2.9a	Nat(b)	Number of repairs completed within target time (excl voids)	Data only	15,861	14,416		3,601	3,768	2,871	2,510	3,581		↑	📊

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H2.9b	MI	% of repairs completed within target time (excl voids)	98%	91.4%	93.95%		93.56%	93.57%	95.41%	94.25%	94.54%			
H2.10a	MI	Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	88.4%	88.33%		87.34%	88.22%	91.97%	91.03%	89.12%	Emergency repair numbers has significantly increased in Qtr. 3 due to adverse weather. Average completion times remain good (2.2 hours), however, a few 4-hour emergency responses have failed particularly in relation to out of hours, where the volume of repairs for tradesman on call can lead to delays due to travel and prioritisation of more serious emergencies (e.g. water leaks).		
H2.10b	MI	Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	95%	96.8%	97.85%		98.71%	97.26%	97.94%	98.07%	98.7%			
H2.10c	MI	Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	95%	96.7%	99.14%		99.14%	99.33%	99.83%	97.72%	99.88%			
H2.10d	MI	Percentage of reactive repairs by category completed within timescale: Ordinary – within 20 days	98%	88.4%	97.04%		98.09%	97%	96.41%	93.96%	98.41%			
H2.10e	MI	Percentage of reactive repairs by category completed within timescale: Voids	90%	25%	18%		15%	26%	16%	7%	75%	There has been a significant improvement in void repair performance in Qtr. 3, because of a recording error identified that had previously adversely impacted on performance. This was due to invoice dates rather than repair completion dates being added and has now been rectified, which will continue to improve and record realistic performance in this area.		
H2.16	MI	Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	100%	100%		100%	100%	100%	99.98%	100%			
H2.19	MI	Percentage of service records kept to Gas Safe Register acceptable standards	100%	100%	98.8%		87.5%	100%	100%	93.3%		A slight dip in performance in Qtr. 2 occurred following audits identifying two gas certificates with non-conformances that included a missing signature. These issues are fed back to Gas Engineers as part of training and did not present any risk to tenants.		

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H2.20	MI	Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	100%	96.5%		87.5%	100%	100%	93.3%	N/A	A slight dip in performance in Qtr. 2 occurred following audits identifying two gas certificates with non-conformances that included a leaking condensate pipe and incorrect bonding. These issues are fed back to Gas Engineers as part of training and did not present any risk to tenants,		
H2.13a	Nat(b)	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	4	4		1	0	0	1	0			

Cannot group these rows by Theme
4. GYPSY/TRAVELLERS

Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q3 2022/23	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value				
H6.1a	Local	No of new unauthorised encampments within period	Data only	12	12	14	0	0	8	6	0			
H6.1b	Local	No of encampments ended within period	Data only	13	12	14	1	1	5	8	1			
H6.1c	Local	Average duration of encampments ended within period (days)	Data only	37	41.3		64	237	26.8	11.5	80			
H6.2	Local	% of new unauthorised encampments visited within target timescale	100%	100%	58.3%		N/A	N/A	75%	100%	N/A	N/A - no new unauthorised encampments (cf H6.1a)	