



Code	Code	Short Name	Current Target	2021/22	2022/23	2023/24	Q4 2022/23	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Latest Note	Short Term Trend Arrow	Status
				Value	Value	Value	Value	Value	Value	Value	Value			
H2.7	Nat(b)	Average length of time (hours) to complete emergency repairs	4	3.1	2.4	2.2	2.4	2	2.4	2.2	2.3		↓	✓
H2.8	Nat(b)	(HSN04b) Average length of time (working days) to complete non-emergency repairs	10	7.9	5.46	5	5.46	4.48	5.62	4.68	5		↓	✓
H2.9b	MI	% of repairs completed within target time (excl voids)	98%	91.4%	93.95%	94.87%	93.57%	95.41%	94.25%	94.54%	94.3%		↓	⚠
H2.11	Nat(b)	% of repairs completed right first time	95%	85.5%	90.2%	92.4%	94.2%	98%	93.6%	93.4%	95%		↑	✓
H2.12	Local	% of repairs appointments kept	95%	99.9%	99.8%	95.5%	99.9%	95.9%	99.9%	99.9%	95.1%		↓	✓
H1.8a	Local	Number of Complaints Closed	Data only	189	194	189	60	40	36	53	50		↓	📊
H1.8b	Local	Number of complaints received relating to Repairs/Capital/Planned Maintenance	Data only	94	130	120	43	26	22	29	30		↑	📊
H1.8c	Local	% of complaints closed relating to Repairs/Capital/Planned Maintenance	Data only	49.74%	67.01%	63.49%	71.67%	65%	61.11%	54.72%	60%		↓	📊

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

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				Value	Value	Value	Value	Value	Value	Value	Value			
H2.3	Local	% of tenants satisfied with the standard of their home when moving in	90	82.8	72	81.2	59.1	82.6	70.6	80	90		↑	✓
H4.1f	Nat(b)	% of new tenancies sustained for more than one year by source of let: All sources	Data only	91.9%	92.0%	93.6%	92.7%	99.2%	91.4%	93.9%	93.9%		▬	📊

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				Value	Value	Value	Value	Value	Value	Value	Value			
H5.3	Nat(b)	(HSN01b) Gross rent arrears as a % of rent due	2.8%	3.8%	5.1%	4.7%	5.1%	5.8%	5.7%	5.1%	4.7%			

Section 5 - Service Level Outcomes or Priorities
5.5 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 %	Data only		80.7%	0%	42.8%	0%	0%			ERDP programme is established and we are on track for all members of staff to have the opportunity to take part in the ERDP process throughout the course of the year	