

			Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
1. CUSTOMER/LANDLORD RELATIONSHIP																			
PI no.	COMPLAINTS																		
	No. received	ALL	19/20			57				55				57				44	212
			20/21			13				32				61				51	156
		Current				46				35				39				35	154
		1st stage				35				26				36				27	123
		2nd stage				11				9				3				8	31
	1st stage complaints received by service area	Current																	
		Allocations				9				0				1				1	11
		Asset Management				0				0				0				1	1
		Complaint About Staff				0				7				3				1	11
		Equalities Issues				0				0				0				0	0
		Housing Management				0				0				0				0	0
		Housing Estate Management				8				0				0				5	13
		Estates				0				0				0				2	2
		Gypsies/Travellers				2				0				0				0	2
		Homelessness				0				0				1				0	1
		Housing Disputes				0				0				1				0	0
		Housing Support				0				1				1				1	2
		Multiple				0				0				0				0	0
		Other				1				0				2				0	3
		Private Sector Housing Grants				0				0				0				0	0
		Process/Procedure				0				0				0				0	0
		Repairs/Capital/Planned Maintenance				15				18				27				19	78
		Strategy/Development				0				0				0				0	0
		Total				35				26				36				30	124
	2nd stage complaints received by service area	Current																	
		Allocations				2				2				1				1	6
		Asset Management				0				0				0				0	0
		Complaint About Staff				1				1				0				0	2
		Equalities Issues				0				0				0				0	0
		Housing Estate Management				1				0				0				0	2
		Housing Management				0				0				0				0	0
		Estates				0				0				0				0	0
		Gypsies/Travellers				0				0				0				0	0
		Homelessness				0				2				0				0	2
		Housing Disputes				0				1				0				1	1
		Housing Support				0				0				0				0	0
		Multiple				0				0				0				0	0
		Other				0				1				0				0	2
		Private Sector Housing Grants				0				0				0				0	0
		Process/Procedure				0				0				0				0	0
		Repairs/Capital/Planned Maintenance				7				2				2				6	19
		Strategy/Development				0				0				0				0	0
		Total				11				9				3				8	34

			Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
ARC 3	No. and % responded to in full/resolved ALL	Current				41 82.0%				39 88.6%				42 95.5%				37 102.8%	156 98.7%
1.4a Cttee	1st stage	19/20 20/21				40 7				38 17				46 46				37 33	160 103
	No. %	Current				31 88.6%				26 86.7%				39 97.5%				29 107.4%	122 99.2%
1.4b Cttee	2nd stage	19/20 20/21				18 7				14 9				13 18				8 20	53 53
	No. %	Current				10 66.7%				13 92.9%				3 75.0%				8 88.9%	34 97.1%
1.4c Cttee	No. & % upheld ALL	Current				20 48.8%				21 53.8%				29 69.0%				24 64.9%	90 57.7%
	1st stage	19/20 20/21				64.3% 25.0%				68.4% 76.5%				65.2% 67.4%				64.9% 63.6%	66.3% 66.0%
	No. %	Current				13 41.9%				14 53.8%				27 69.2%				18 62.1%	68 55.7%
	2nd stage	19/20 20/21				33.3% 71.4%				57.1% 44.4%				69.2% 61.1%				62.5% 65.0%	52.8% 64.2%
	No. %	Current				7 70.0%				7 53.8%				2 66.7%				6 75.0%	22 64.7%
	Reasons upheld/partially upheld	19/20 20/21				38 6				42 16				46 45				35 36	160 104
	Reinforcement (e.g. remind staff of correct procedures)	Current				15				15				17				18	65
	Redress (put right)					4				2				5				4	14
	Reimbursement (money)					2				1				5				0	8
	Review/advice (e.g. need to review procedures)					6				10				4				3	24
	Total					27				28				31				25	111
ARC 4	% complaints responded to in full/resolved within SPSO target ALL	19/20 20/21 Current				82.8% 64.3% 32 78.0%				65.4% 88.5% 31 79.5%				81.4% 67.2% 34 81.0%				71.1% 73.6% 22 59.5%	75.1% 84.0% 119 76.3%
1.5c Cttee	1st stage (5 working days)	19/20 20/21				82.5% 100.0%				65.8% 100.0%				82.6% 67.4%				75.7% 69.7%	76.9% 75.7%
	% responded to in SPSO target	Current				80.6%				76.9%				82.1%				69.0%	79.5%
	Avg time to respond (working days)	20/21				3				3				5				6	5
		Current				5				5				5				5	5
1.5d Cttee	2nd stage (20 working days)	19/20 20/21				83.3% 28.6%				64.3% 66.7%				76.9% 66.7%				50.0% 80.0%	69.8% 100.0%
	% responded to in SPSO target	Current				70.0%				84.6%				66.7%				25.0%	64.7%
	Avg time to respond (working days)	20/21				36				22				21				18	22
		Current				24				19				19				24	22
1.7a Cttee	MSP ENQUIRIES																		
	No. received	Current				43				49				38				60	190
	No. carried forward					13				13				6				4	13
	No. responded to					43				56				40				50	189
1.7b Cttee	No. responded to within target					41				51				33				43	168
	% responded to within target	19/20 20/21				93.6% 56.3%				93.5% 46.5%				89.5% 79.5%				89.7% 66.0%	91.7% 63.1%
		Current				95.3%				91.1%				82.5%				86.0%	88.9%
		90%																	

				Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
2. HOUSING QUALITY AND MAINTENANCE																				
ARC 6/2.1 Cttee SOLACE	SCOTTISH HOUSING QUALITY STANDARD																			
	No. properties within scope of SHQS	Current					6252				6297				6297				6297	6297
	No. meeting SHQS						3399				3527				3462				2978	2978
		19/20					96.1%				96.1%				92.4%				90.7%	90.7%
		20/21					89.7%				90.1%				90.2%				56.6%	56.6%
	% meeting SHQS	100%					54.4%				56.0%				55.0%				47.3%	47.3%
	No. exemptions (technical reasons)						0				0				1086				1003	1003
	No. abeyances (social reasons)						2				2				219				201	201
	No. SC properties failing SHQS						2851				2768				1530				2115	2115
	Failures/non-compliant by criteria (properties can fail multiple criteria)																			
	energy efficient						2633				2542				1332				1418	1418
	tolerable standard						20				20				30				879	879
	free from serious disrepair						58				58				24				24	24
	modern facilities and services						254				254				263				263	263
	healthy, safe and secure						47				47				57				57	57
ARC C10/ 2.2b Cttee	ENERGY EFFICIENCY STANDARD FOR SOCIAL HOUSING																			
	No. properties within scope of EESSH	Current					6252				6297				6297				6297	6297
	No. meeting the EESSH						3619				3755				3799				3806	3806
		19/20					57.4%				56.3%				56.6%				54.6%	54.6%
		20/21					55.7%				56.1%				56.5%				56.7%	56.7%
	% meeting the EESSH	67%					57.9%				59.6%				60.3%				60.4%	60.4%
	No. exemptions						1255				1185				1166				1073	1073
	No. compliance unknown						23				22				21				19	19
	No. failing the EESSH						1355				1335				1311				1399	1399
2.3 Cttee	NEW TENANT SATISFACTION																			
	Tenants satisfied with the standard of their home when moving in	19/20					90.9%				76.5%				100.0%				61.9%	80.9%
		20/21					50.0%				#DIV/0!				#DIV/0!				79.7%	79.7%
	No. responded to the question	Current					33				7				39				18	99
	No. satisfied						30				6				33				12	82
	% satisfied	90%					90.9%				85.7%				84.6%				66.7%	82.8%
ARC 8/2.7 Cttee	AVERAGE TIME TO COMPLETE RESPONSE REPAIRS																			
	Avg. time to complete emergency repairs	19/20	2.3	2.5	2.1	2.3	#DIV/0!	#DIV/0!	#DIV/0!	2.3	2.4	2.4	2.5	2.6	2.4	2.4	3.9	2.9	2.5	
		20/21				2.6				3.1				2.6				2.8	2.5	
	No. of emergency repairs completed	Current	0	0	0	1400	0	0	0	1280	0	0	0	1785	0	0	0	1704	6475	
	Avg. hours to complete		#DIV/0!	#DIV/0!	#DIV/0!	2.5	#DIV/0!	#DIV/0!	#DIV/0!	2.4	#DIV/0!	#DIV/0!	#DIV/0!	2.7	#DIV/0!	#DIV/0!	#DIV/0!	3.5	3.1	
		4																		
	Avg. time to complete non-emergency repairs (excludes voids)	19/20	8.8	9.0	8.8	8.9	#DIV/0!	#DIV/0!	#DIV/0!	9.8	9.3	8.5	8.3	8.7	9.8	8.9	8.7	9.8	9.5	
		20/21				2.6				3.9				7.3				5.4	6.1	
	No. of non-emergency repairs	Current	0	0	0	2376	0	0	0	2660	0	0	0	2668	0	0	0	2657	10884	
	Avg. working days to complete		#DIV/0!	#DIV/0!	#DIV/0!	8.1	#DIV/0!	#DIV/0!	#DIV/0!	8.0	#DIV/0!	#DIV/0!	#DIV/0!	6.5	#DIV/0!	#DIV/0!	#DIV/0!	7.9	8.0	
ARC 9/2.8 Cttee		10																		
	Avg. days to complete:	Urgent	#DIV/0!	#DIV/0!	#DIV/0!	2.2	#DIV/0!	#DIV/0!	#DIV/0!	1.7	#DIV/0!	#DIV/0!	#DIV/0!	1.6	#DIV/0!	#DIV/0!	#DIV/0!	1.8	2.4	
		Priority	#DIV/0!	#DIV/0!	#DIV/0!	4.0	#DIV/0!	#DIV/0!	#DIV/0!	3.8	#DIV/0!	#DIV/0!	#DIV/0!	3.7	#DIV/0!	#DIV/0!	#DIV/0!	4.8	4.1	
		Ordinary	#DIV/0!	#DIV/0!	#DIV/0!	15.2	#DIV/0!	#DIV/0!	#DIV/0!	14.4	#DIV/0!	#DIV/0!	#DIV/0!	11.4	#DIV/0!	#DIV/0!	#DIV/0!	13.8	14.0	

			Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
2.10a MI SOLACE	REPAIRS COMPLETED WITHIN LOCAL TARGET TIMESCALES (INCLUDES TEMP ACCOM AND GAS REPAIRS)																		
	Emergency (4 hours)	19/20 20/21	87.6%	86.5%	91.6%	88.3%	#DIV/0!	#DIV/0!	#DIV/0!	88.7%	86.6%	83.2%	83.9%	84.3%	86.5%	0.9	0.9	87.3%	87.1%
	No.	Current	0	0	0	1400	0	0	0	1280	0	0	0	1785	0	0	0	1704	6475
	No. in target		0	0	0	1294	0	0	0	1171	0	0	0	1577	0	0	0	1475	5726
	%		#DIV/0!	#DIV/0!	#DIV/0!	92.43%	#DIV/0!	#DIV/0!	#DIV/0!	91.48%	#DIV/0!	#DIV/0!	#DIV/0!	88.3%	#DIV/0!	#DIV/0!	#DIV/0!	86.6%	88.4%
	99.9%																		
2.10b MI SOLACE	Urgent (1 working day)	19/20 20/21	93.1%	93.7%	94.5%	93.9%	#DIV/0!	#DIV/0!	#DIV/0!	95.7%	91.6%	96.1%	94.1%	93.8%	95.5%	0.9	0.9	93.1%	94.0%
	No.	Current	0	0	0	692	0	0	0	640	0	0	0	585	0	0	0	618	2625
	No. in target		0	0	0	674	0	0	0	624	0	0	0	572	0	0	0	596	2540
	%		#DIV/0!	#DIV/0!	#DIV/0!	97.40%	#DIV/0!	#DIV/0!	#DIV/0!	97.50%	#DIV/0!	#DIV/0!	#DIV/0!	97.8%	#DIV/0!	#DIV/0!	#DIV/0!	96.4%	96.8%
2.10c MI SOLACE	Priority (5 working days)	19/20 20/21	91.8%	92.2%	94.9%	92.9%	#DIV/0!	#DIV/0!	#DIV/0!	93.8%	92.2%	90.7%	92.0%	91.6%	95.1%	0.9	1.0	94.5%	93.0%
	No.	Current	0	0	0	702	0	0	0	842	0	0	0	952	0	0	0	909	3529
	No. in target		0	0	0	680	0	0	0	818	0	0	0	937	0	0	0	873	3414
	%		#DIV/0!	#DIV/0!	#DIV/0!	96.87%	#DIV/0!	#DIV/0!	#DIV/0!	97.15%	#DIV/0!	#DIV/0!	#DIV/0!	98.4%	#DIV/0!	#DIV/0!	#DIV/0!	96.0%	96.7%
2.10d MI SOLACE	Ordinary (20 working days)	19/20 20/21	74.9%	75.3%	73.8%	74.3%	#DIV/0!	#DIV/0!	#DIV/0!	74.8%	74.7%	79.6%	78.6%	77.6%	69.0%	0.8	0.8	76.0%	75.6%
	No.	Current	0	0	0	982	0	0	0	1178	0	0	0	1131	0	0	0	1130	4730
	No. in target		0	0	0	902	0	0	0	999	0	0	0	1053	0	0	0	990	4181
	%		#DIV/0!	#DIV/0!	#DIV/0!	91.85%	#DIV/0!	#DIV/0!	#DIV/0!	84.80%	#DIV/0!	#DIV/0!	#DIV/0!	93.1%	#DIV/0!	#DIV/0!	#DIV/0!	87.6%	88.4%
2.9a Cttee	Voids (5 working days)	19/20 20/21	9.1%	0.0%	0.0%	8.0%	31.6%	33.3%	100.0%	34.4%	75.0%	14.3%	0.0%	40.7%	30.8%	0.3	0.4	31.9%	30.8%
	No.	Current	0	0	0	16	0	0	0	20	0	0	0	19	0	0	0	10	69
	No. where target extended		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	No. in target		0	0	0	14	0	0	0	17	0	0	0	17	0	0	0	9	60
	% in target		#DIV/0!	#DIV/0!	#DIV/0!	87.5%	#DIV/0!	#DIV/0!	#DIV/0!	85.0%	#DIV/0!	#DIV/0!	#DIV/0!	89.5%	#DIV/0!	#DIV/0!	#DIV/0!	90.0%	87.0%
	98%																		
	Avg. days to complete		0	0	0	3	0.0	0.0	0.0	3.2	0.0	0.0	0.0	2.7	0.0	0.0	0.0	2.5	3.1
	Voids (10 working days)	19/20 20/21	9.1%	0.0%	0.0%	8.0%	31.6%	33.3%	100.0%	34.4%	75.0%	14.3%	0.0%	40.7%	30.8%	0.3	0.4	31.9%	30.8%
	No.	Current	0	0	0	14	0	0	0	32	0	0	0	16	0	0	0	33	103
	No. where target extended		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
2.9a Cttee	No. in target		0	0	0	2	0	0	0	6	0	0	0	1	0	0	0	5	18
	% in target		#DIV/0!	#DIV/0!	#DIV/0!	14.3%	#DIV/0!	#DIV/0!	#DIV/0!	18.8%	#DIV/0!	#DIV/0!	#DIV/0!	6.3%	#DIV/0!	#DIV/0!	#DIV/0!	15.2%	17.5%
	98%																		
	Avg. days to complete		0	0	0	13	0	0	0	15	0	0	0	16	0	0	0	20	16
	Voids (15 working days)	19/20 20/21	16.7%	52.9%	30.8%	26.6%	23.5%	41.2%	71.4%	39.0%	44.8%	27.3%	57.1%	42.6%	20.8%	0.2	0.3	21.5%	30.9%
	No.	Current	0	0	0	64	0	0	0	49	0	0	0	93	0	0	0	62	290
	No. where target extended		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	No. in target		0	0	0	9	0	0	0	9	0	0	0	12	0	0	0	9	38
	% in target		#DIV/0!	#DIV/0!	#DIV/0!	14.1%	#DIV/0!	#DIV/0!	#DIV/0!	18.4%	#DIV/0!	#DIV/0!	#DIV/0!	12.9%	#DIV/0!	#DIV/0!	#DIV/0!	14.5%	13.1%
	98%																		
2.9a Cttee	All Repairs (Inc temp accom repairs)	19/20 20/21	86.6%	86.2%	88.6%	86.9%	#DIV/0!	#DIV/0!	#DIV/0!	87.7%	83.9%	85.5%	86.2%	86.1%	86.2%	0.9	0.9	87.4%	86.9%
	Total repairs	Current	0	0	0	3870	0	0	0	4041	0	0	0	4581	0	0	0	4466	17821
	Total excluding voids		0	0	0	3776	0	0	0	3940	0	0	0	4453	0	0	0	4361	17359
	No in target excluding voids		0	0	0	3550	0	0	0	3612	0	0	0	4139	0	0	0	3934	15861
	% within target excluding voids		#DIV/0!	#DIV/0!	#DIV/0!	94.0%	#DIV/0!	#DIV/0!	#DIV/0!	91.7%	#DIV/0!	#DIV/0!	#DIV/0!	92.9%	#DIV/0!	#DIV/0!	#DIV/0!	90.2%	91.4%
	98%																		

			Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
	PLANNED MAINTENANCE																		
	No. of planned maintenance works orders completed	19/20	366	366	358	1119	0	0	0	1070	313	261	244	818	377	0	0	857	3969
		20/21				7				61				274				683	1437
	Current	0	0	0	433	0	0	0	668	0	0	0	200	0	0	0	1176	2623	
7.6 Cttee	% planned maintenance works completed within agreed programme (annual figure)	Current																	98.2%
	98%																		
ARC 12/2.14 Cttee	REPAIR SATISFACTION																		
	Tenants satisfied with the repairs and maintenance service (cumulative) No. responded to survey No. satisfied % satisfied 90%	19/20				#DIV/0!				98.2%				99.2%				99.6%	99.2%
		20/21				98.8%				99.6%				100.0%				99.7%	99.7%
		Current				227				344				856				890	689
						227				344				856				890	577
						100.0%				100.0%				100.0%				100.0%	83.7%
	GAS REPAIRS																		
	Total no. of gas repairs	20/21				567				716				1109				1211	3723
		Current	0	0	0	814	0	0	0	655	0	0	0	1136	0	0	0	1110	3911
	Emergency (4 hr)	20/21				81.8%				83.7%				84.8%				85.3%	82.9%
		Current	0	0	0	460	0	0	0	331	0	0	0	721	0	0	0	714	2350
	% within target	#DIV/0!	#DIV/0!	#DIV/0!	85.7%	#DIV/0!	#DIV/0!	#DIV/0!	87.3%	#DIV/0!	#DIV/0!	#DIV/0!	81.3%	#DIV/0!	#DIV/0!	#DIV/0!	83.6%	84.2%	
	Urgent (1 day)	20/21				95.8%				94.1%				89.4%				95.1%	93.5%
		Current	0	0	0	137	0	0	0	110	0	0	0	135	0	0	0	154	561
	% within target	#DIV/0!	#DIV/0!	#DIV/0!	97.8%	#DIV/0!	#DIV/0!	#DIV/0!	97.3%	#DIV/0!	#DIV/0!	#DIV/0!	97.8%	#DIV/0!	#DIV/0!	#DIV/0!	97.4%	96.1%	
	Priority (5 working days)	20/21				81.8%				97.8%				96.5%				95.9%	96.4%
		Current	0	0	0	154	0	0	0	153	0	0	0	187	0	0	0	192	727
% within target	#DIV/0!	#DIV/0!	#DIV/0!	98.7%	#DIV/0!	#DIV/0!	#DIV/0!	98.0%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	95.3%	97.4%		
Ordinary (20 working days)	20/21				100.0%				100.0%				88.2%				100.0%	95.5%	
	Current	0	0	0	63	0	0	0	61	0	0	0	93	0	0	0	50	273	
% within target	#DIV/0!	#DIV/0!	#DIV/0!	96.8%	#DIV/0!	#DIV/0!	#DIV/0!	96.7%	#DIV/0!	#DIV/0!	#DIV/0!	95.7%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	97.8%		
ARC 10/2.11 Cttee	OTHER REPAIRS INDICATORS																		
	% of reactive repairs carried out right first time (cumulative - since 1 April) No. non-eme repairs completed No. completed right first time % completed right first time 90%	19/20				83.4%				82.7%				84.7%				79.8%	79.8%
		20/21				92.7%				92.1%				87.2%				89.2%	86.2%
		Current				2376				5036				7704				2657	10884
						2176				4452				7259				2350	9307
					91.6%				88.4%				94.2%				88.4%	85.5%	
2.12 Cttee	% of repairs appointments kept	19/20				92.3%				99.6%				100.0%				91.6%	92.4%
		20/21				93.3%				93.4%				100.0%				100.0%	97.6%
	No. of appointments made	Current				2535				2923				2989				3010	12005
	No. of appointments kept					2535				2923				2886				3006	12000
	% of appointments kept					100.0%				100.0%				96.6%				99.9%	99.96%
	% of repairs with no access at first visit	19/20	5.8%	6.1%	6.0%	6.0%	6.4%	5.2%	7.1%	6.2%	5.3%	4.5%	5.2%	5.0%	6.6%	5.4%	5.0%	5.7%	5.7%
		20/21	2.0%	0.8%	1.4%	1.4%	2.6%	2.0%	3.3%	2.7%	4.1%	3.9%	4.9%	4.3%	3.4%	2.8%	3.1%	3.1%	3.1%
	No. of works orders	Current	1380	1615	1858	4853	1653	1816	2231	5700	2327	2519	2169	7015	0	0	0	5909	23477
	No. of no access at first visit		46	72	89	207	62	75	72	209	89	70	78	237	0	0	0	267	920
	% no access at first visit		3.3%	4.5%	4.8%	4.3%	3.8%	4.1%	3.2%	3.7%	3.8%	2.8%	3.6%	3.4%	#DIV/0!	#DIV/0!	#DIV/0!	4.5%	3.9%

			Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
2.16 MI	GAS SAFETY																		
	% properties with a valid landlord gas safety certificate at period end	19/20	100.0%	100.0%	100.0%	100.0%	#DIV/0!	#DIV/0!	100.0%	100.0%	#DIV/0!	#DIV/0!	100.0%	100.0%	#DIV/0!	#DIV/0!	100.0%	100.0%	100.0%
		20/21			96.6%	96.6%			99.0%	99.0%				#DIV/0!				#DIV/0!	#DIV/0!
		Current	#DIV/0!	#DIV/0!	99.96%	99.96%	#DIV/0!	#DIV/0!	99.98%	99.98%	#DIV/0!	#DIV/0!	99.98%	99.98%	#DIV/0!	#DIV/0!	100.00%	100.00%	100.00%
ARC 11/ 2.13a Cttee	No. of services carried out	19/20	507	477	420	1426	519	463	429	1411	0	0	0	1210	402	473	467	1342	5389
		20/21	428	313	476	1217	698	892	572	2163	0	0	0	0	0	0	0	0	0
	No. of times did not meet statutory duty to	Current	0	0	0	1511	0	0	0	1642	0	0	0	1080	0	0	0	1332	0
		19/20				0				0				1				2	3
		20/21				169				73				0				198	198
		Current				2				1				1				0	4
	% no access at 1st appointment	19/20	12.9%	15.8%	16.9%	15.0%	0.0%	0.0%	0.0%	19.4%	0.0%	0.0%	0.0%	17.6%	5.2%	0.0%	0.0%	14.0%	16.7%
		20/21				15.1%				21.9%				15.7%				10.8%	16.9%
	No. of 1st appointments	Current	0	0	0	1556	0	0	0	1479	0	0	0	1017	0	0	0	1137	5153
	% no access at 1st appointment	19/20	#DIV/0!	#DIV/0!	#DIV/0!	11.2%	#DIV/0!	#DIV/0!	#DIV/0!	13.7%	#DIV/0!	#DIV/0!	#DIV/0!	13.5%	#DIV/0!	#DIV/0!	#DIV/0!	15.4%	13.3%
		20/21	0	1	0	1	0	0	0	2	0	0	0	2	1	0	0	1	6
	Total progressed to forced entry	Current	0	0	0	1	0	0	0	1	0	0	0	1	0	0	0	2	5
		19/20	1	1	1	3	0	0	0	7	0	0	0	12	7	0	0	12	0
		20/21	0	0	0	0	0	0	0	0	0	0	0	29	0	0	0	3	32
		Current	0	0	0	3	0	0	0	9	0	0	0	2	0	0	0	5	19
2.19 MI	% of service records kept to GSR standards	20/21	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Current	100.0%	#DIV/0!	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	#DIV/0!	100.0%	100.0%	100.0%	#DIV/0!	100.0%	100.0%	100.0%	100.0%
2.20 MI	% of services carried out to GSR standards	20/21	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
		Current	100.0%	#DIV/0!	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	#DIV/0!	100.0%	100.0%	100.0%	#DIV/0!	100.0%	100.0%	100.0%	100.0%
	Properties capped at end of period (including capped previously)	19/20	63	73	87	87	0	0	115	115	0	0	78	78	0	0	89	89	89
		20/21	0	0	87	87	0	0	106	106	0	0	0	0	0	0	0	0	0
		Current	0	0	90	90	0	0	113	113	0	0	97	97	0	0	89	89	0
		%	#DIV/0!	#DIV/0!	1.8%	1.8%	#DIV/0!	#DIV/0!	2.3%	2.3%	#DIV/0!	#DIV/0!	2.0%	2.0%	#DIV/0!	#DIV/0!	1.8%	1.8%	0.0%

			Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
3. NEIGHBOURHOOD AND COMMUNITY																			
ARC 14/3.2 Cttee	REFUSALS																		
	No. of offers made	Current	0	0	0	157	0	0	0	237	0	0	0	133	0	0	0	191	713
	% of tenancy offers refused (includes withdrawn offers per SHR guidance)	19/20 20/21	25.6% #DIV/0!	38.3% #DIV/0!	17.1% #DIV/0!	26.2% 64.3%	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	#DIV/0! #DIV/0!	33.3% 26.7%	17.3% #DIV/0!	37.2% #DIV/0!	26.3% #DIV/0!	27.6% 22.9%	26.7% #DIV/0!	42.1% #DIV/0!	22.4% #DIV/0!	29.5% 31.6%	29.1% 28.5%
	No. %	Current	0 #DIV/0!	0 #DIV/0!	0 #DIV/0!	44 28.0%	0 #DIV/0!	0 #DIV/0!	0 #DIV/0!	55 23.2%	0 #DIV/0!	0 #DIV/0!	0 #DIV/0!	39 29.3%	0 #DIV/0!	0 #DIV/0!	0 #DIV/0!	61 31.9%	194 27.2%
	30%																		
	Reasons for refusal (applicants can select more than one reason)																		
	location		0	0	0	14	0	0	0	9	0	0	0	14	0	0	0	20	57
	personal reasons		0	0	0	12	0	0	0	11	0	0	0	12	0	0	0	11	46
	property unsuitable/unacceptable		0	0	0	15	0	0	0	23	0	0	0	13	0	0	0	29	80
	issues with neighbours		0	0	0	0	0	0	0	0	0	0	0	3	0	0	0	1	4
	other		0	0	0	1	0	0	0	7	0	0	0	9	0	0	0	3	20
	withdrawn offers		0	0	0	8	0	0	0	12	0	0	0	6	0	0	0	10	31
	Total		0	0	0	50	0	0	0	62	0	0	0	57	0	0	0	74	238
ARC 15/3.4 Cttee	ANTI-SOCIAL BEHAVIOUR																		
	No. of ASB cases received	ALL	19/20 20/21			81 74				93 92				59 36				77 77	314 289
	No.	Current				131				124				84				102	429
	% acknowledged within target					71.0%				83.9%				89.3%				79.4%	79.7%
	100%																		
	% resolved within target	19/20 20/21				79.3% 100.0%				79.2% 100.0%				77.0% 100.0%				96.8% 87.5%	97.8% 84.3%
		Current				90.5%				39.7%				28.9%				44.6%	40.3%
	90%																		
	% of ASB cases reported which were resolved					14.5%				13.7%				61.9%				83.3%	74.4%
3.4a MI	Category A	19/20 20/21				0 0				0 0				0 0				0 0	0 0
	No.	Current				0				0				0				0	0
	% acknowledged within 1 day					#DIV/0!				#DIV/0!				#DIV/0!				#DIV/0!	#DIV/0!
	100%																		
	% resolved within 20 days	19/20 20/21				0.0% #DIV/0!				0.0% #DIV/0!				0.0% #DIV/0!				0.0% #DIV/0!	0.0% #DIV/0!
		Current				#DIV/0!				#DIV/0!				#DIV/0!				#DIV/0!	#DIV/0!
	90%																		
	Category B	19/20 20/21				62 47				65 73				48 24				55 47	0 196
	No.	Current				82				85				61				63	280
	% acknowledged within 2 days					80.5%				82.4%				91.8%				88.9%	85.0%
	100%																		
	% resolved within 35 days	19/20 20/21				78.3% 100.0%				78.9% 100.0%				66.7% 100.0%				95.3% 94.9%	96.9% 81.7%
		Current				92.9%				35.7%				33.1%				52.5%	44.1%
	90%																		
	Category C	19/20 20/21				46 27				51 19				27 12				31 30	150 93
	No.	Current				49				39				23				39	149
	% acknowledged within 5 days					55.1%				87.2%				82.6%				64.1%	69.8%
	100%																		
	% resolved within 40 days	19/20 20/21				81.8% 100.0%				80.0% 100.0%				66.7% 100.0%				100.0% 88.2%	100.0% 90.9%
		Current				85.7%				50.0%				20.0%				61.3%	32.8%
	90%																		

			Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
	SETTLING-IN VISITS																		
	No. of new tenancies	19/20	40	44	0	120	-	-	-	156	-	-	-	110	-	-	-	112	494
		20/21	0	0	0	18	0	0	0	103	0	0	0	154	0	0	0	156	431
		Current	0	0	0	112	0	0	0	143	0	0	0	122	0	0	0	123	500
	Settling in visits completed within 6 weeks (Run 2 mths behind)	19/20	67.5%	61.4%	#DIV/0!	60.0%	-	-	-	57.1%	-	-	-	55.5%	-	-	-	34.8%	52.8%
		20/21	#DIV/0!	#DIV/0!	#DIV/0!	22.2%	#DIV/0!	#DIV/0!	#DIV/0!	33.0%	#DIV/0!	#DIV/0!	#DIV/0!	18.8%	#DIV/0!	#DIV/0!	#DIV/0!	40.4%	34.6%
		Current	0	0	0	47	0	0	0	76	0	0	0	37	0	0	0	49	206
	No. completed within 6 weeks		#DIV/0!	#DIV/0!	#DIV/0!	42.0%	#DIV/0!	#DIV/0!	#DIV/0!	53.1%	#DIV/0!	#DIV/0!	#DIV/0!	30.3%	#DIV/0!	#DIV/0!	#DIV/0!	39.8%	41.2%
	% completed within 6 weeks		0	0	0	65	0	0	0	67	0	0	0	85	0	0	0	74	294
	No. completed out of 6 week target		0	0	0	64	0	0	0	65	0	0	0	83	0	0	0	70	285
	No. not completed		0	0	0	64	0	0	0	65	0	0	0	83	0	0	0	70	285
	% completed		#DIV/0!	#DIV/0!	#DIV/0!	42.9%	#DIV/0!	#DIV/0!	#DIV/0!	54.5%	#DIV/0!	#DIV/0!	#DIV/0!	32.0%	#DIV/0!	#DIV/0!	#DIV/0!	43.1%	43.0%
	TENANT PARTICIPATION																		
	No. of MTF members	Current				8				7				7				7	7
	No. of interested tenants					404				407				427				604	604
	No. of FB group members					313				314				311				302	302

4. ACCESS TO HOUSING AND SUPPORT

ARC 16/4.1 Cttee	TENANCY SUSTAINMENT																						
	% of new tenancies sustained > 12 mths	19/20	84.4%	95.7%	89.1%	91.0%	84.6%	90.3%	90.0%	88.0%	95.9%	96.1%	90.0%	95.0%	100.0%	-	-	96.7%	92.6%				
		20/21	#DIV/0!	#DIV/0!	#DIV/0!	93.3%	#DIV/0!	#DIV/0!	#DIV/0!	94.2%	#DIV/0!	#DIV/0!	#DIV/0!	92.7%	#DIV/0!	#DIV/0!	#DIV/0!	97.3%	94.7%				
	ALL: no. of new tenancies no. sustained %	Current	0	0	0	18	0	0	0	103	0	0	0	154	0	0	0	156	431				
			0	0	0	16	0	0	0	103	0	0	0	143	0	0	0	146	396				
	Transfers: no. of new tenancies no. sustained %	Current	#DIV/0!	#DIV/0!	#DIV/0!	88.9%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	92.9%	#DIV/0!	#DIV/0!	#DIV/0!	93.6%	91.9%				
			0	0	0	0	0	0	0	22	0	0	0	37	0	0	0	33	92				
	Homeless: no. of new tenancies no. sustained %	Current	0	0	0	16	0	0	0	53	0	0	0	75	0	0	0	68	212				
			0	0	0	15	0	0	0	47	0	0	0	66	0	0	0	61	189				
	Waiting list: no. of new tenancies no. sustained %	Current	#DIV/0!	#DIV/0!	#DIV/0!	93.8%	#DIV/0!	#DIV/0!	#DIV/0!	88.7%	#DIV/0!	#DIV/0!	#DIV/0!	88.0%	#DIV/0!	#DIV/0!	#DIV/0!	89.7%	89.2%				
0			0	0	2	0	0	0	28	0	0	0	42	0	0	0	55	127					
ARC 17/4.2 Cttee	TURNOVER																						
	% of lettable houses that became vacant	19/20	36	42	19	96	47	40	36	123	48	32	33	113	36	-	-	123	475				
		20/21	0	0	43	43	0	0	88	88	0	0	0	115	0	0	0	114	367				
	No. that became vacant %	Current	0	0	0	78	0	0	0	131	0	0	0	118	0	0	0	118	452				
			#DIV/0!	#DIV/0!	#DIV/0!	1.3%	#DIV/0!	#DIV/0!	#DIV/0!	2.1%	#DIV/0!	#DIV/0!	#DIV/0!	1.9%	#DIV/0!	#DIV/0!	#DIV/0!	1.9%	7.3%				
	MEDICAL ADAPTATIONS																						
	% of approved applications for medical adaptations completed Approved applications carried forward and approved in period No. completed in period % completed in period % minors completed % majors completed	19/20 20/21 Current					74.4%					68.7%					53.5%					57.8%	88.2%
							#DIV/0!					#DIV/0!					#DIV/0!					#DIV/0!	#DIV/0!
							98					89					103					106	287
							63					59					59					65	246
				64.3%					66.3%					57.3%					61.3%	85.7%			
				78.8%					78.7%					70.5%					73.4%	91.0%			
ARC 19/4.4c Cttee ARC 20/4.4d Cttee ARC 21/4.4 Cttee 4.4a Cttee 4.4b Cttee	No of households currently waiting on adaptations to their home	Current					35					30					44					41	41
							£53,895					£111,337					£74,251					£104,055	£343,538
	Total cost of adaptations completed in the year	Current																					
							21					14					31					12	20
	Avg time to complete (working days) (18/19 figures are calendar days)	19/20 20/21					#DIV/0!					#DIV/0!					#DIV/0!					0	0
							43					36					17					18	27
	ALL majors	Current					297					169					72					119	201
							9					12					15					16	13

			Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
ARC 22	EVICTIONS																		
4.5a Cttee	No. of court actions initiated	Current	0	0	0	0	0	0	0	1	0	0	0	1	0	0	0	0	2
4.5b Cttee	No. of repossession orders granted	Current	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
4.5c Cttee	No. of properties recovered (evictions)	19/20	0	0	0	0	-	-	-	4	1	1	0	3	3	0	1	4	11
		20/21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	ALL	Current	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
	non-payment of rent		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
	anti-social behaviour		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4.5cii Cttee	other		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
4.5 Cttee	% of court actions initiated resulting in eviction	Current	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	50.0%
	non-payment of rent		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	50.0%
	anti-social behaviour		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%
	other		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%
TEMPORARY & EMERGENCY ACCOMMODATION																			
4.6j Cttee	No. of households who occupied TA & moved on or case closed:	19/20	52	48	66	166	-	-	-	158	-	-	-	123	-	-	-	145	593
		20/21	0	0	0	74	0	0	0	139	0	0	0	156	0	0	0	123	492
	ALL	Current	0	0	0	129	0	0	0	113	0	0	0	131	0	0	0	124	500
	LA ordinary dwelling		0	0	0	91	0	0	0	77	0	0	0	95	0	0	0	91	355
	HA/RSL ordinary dwelling		0	0	0	9	0	0	0	13	0	0	0	13	0	0	0	11	46
	Hostel - LA		0	0	0	3	0	0	0	1	0	0	0	2	0	0	0	0	6
	Hostel - RSL		0	0	0	22	0	0	0	17	0	0	0	17	0	0	0	18	75
	Hostel - other		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1
	B&B		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Refuge		0	0	0	4	0	0	0	5	0	0	0	4	0	0	0	3	17
	Private sector lease		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Other placed by MC		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Average length of stay (days):	19/20	92	85	96	93	-	-	-	76	-	-	-	91	-	-	-	102	91
		20/21	#DIV/0!	#DIV/0!	#DIV/0!	91	#DIV/0!	#DIV/0!	#DIV/0!	97	#DIV/0!	#DIV/0!	#DIV/0!	109	#DIV/0!	#DIV/0!	#DIV/0!	91	98
	ALL	Current	#DIV/0!	#DIV/0!	#DIV/0!	96.1	#DIV/0!	#DIV/0!	#DIV/0!	119.7	#DIV/0!	#DIV/0!	#DIV/0!	92.6	#DIV/0!	#DIV/0!	#DIV/0!	77.7	95.6
	LA ordinary dwelling		#DIV/0!	#DIV/0!	#DIV/0!	106	#DIV/0!	#DIV/0!	#DIV/0!	117	#DIV/0!	#DIV/0!	#DIV/0!	91	#DIV/0!	#DIV/0!	#DIV/0!	81	98
	HA/RSL ordinary dwelling		#DIV/0!	#DIV/0!	#DIV/0!	87	#DIV/0!	#DIV/0!	#DIV/0!	161	#DIV/0!	#DIV/0!	#DIV/0!	98	#DIV/0!	#DIV/0!	#DIV/0!	58	104
	Hostel - LA		#DIV/0!	#DIV/0!	#DIV/0!	99	#DIV/0!	#DIV/0!	#DIV/0!	215	#DIV/0!	#DIV/0!	#DIV/0!	25	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	94
	Hostel - RSL		#DIV/0!	#DIV/0!	#DIV/0!	53	#DIV/0!	#DIV/0!	#DIV/0!	95	#DIV/0!	#DIV/0!	#DIV/0!	98	#DIV/0!	#DIV/0!	#DIV/0!	72	77
	Hostel - other		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	13	13
	B&B		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Refuge		#DIV/0!	#DIV/0!	#DIV/0!	122	#DIV/0!	#DIV/0!	#DIV/0!	118	#DIV/0!	#DIV/0!	#DIV/0!	130	#DIV/0!	#DIV/0!	#DIV/0!	102	116
	Private sector lease		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
	Other placed by MC		#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!
4.7 Cttee	% of households requiring temp or emerg accomm to whom an offer was made	19/20	100.0%	100.0%	100.0%	100.0%	-	-	-	100.0%	-	-	-	100.0%	-	-	-	100.0%	100.0%
		20/21	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	100.0%
	No. requiring temp accom	Current	0	0	0	125	0	0	0	112	0	0	0	116	0	0	0	122	477
	% offered		#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	100.0%
4.8 Cttee	% of offers refused	19/20	0.0%	9.5%	1.7%	3.2%	-	-	-	2.2%	-	-	-	5.2%	-	-	-	0.7%	2.9%
		20/21	#DIV/0!	#DIV/0!	#DIV/0!	1.0%	#DIV/0!	#DIV/0!	#DIV/0!	3.5%	#DIV/0!	#DIV/0!	#DIV/0!	2.3%	#DIV/0!	#DIV/0!	#DIV/0!	2.3%	2.8%
	No.	Current	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
	%		#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.9%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	0.2%
4.9 Cttee	% of households satisfied with quality of accommodation	19/20	100.0%	100.0%	71.4%	94.7%	-	-	-	100.0%	-	-	-	77.78%	-	-	-	87.5%	90.0%
		20/21	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	100.00%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	96.0%
	No. surveys returned	Current	0	0	0	7	0	0	0	3	0	0	0	5	0	0	0	11	26
	No. satisfied		0	0	0	7	0	0	0	3	0	0	0	4	0	0	0	8	22
	% satisfied		#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	80.00%	#DIV/0!	#DIV/0!	#DIV/0!	72.7%	84.6%

			Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
	No. of temp accom units and % void at period end	19/20	174	176	176	176	175	-	-	175	-	-	-	169	-	-	-	164	164
		20/21	12.6%	19.9%	23.9%	23.9%	14.9%	-	-	12.6%	-	-	-	15.4%	-	-	-	15.9%	15.9%
			0	0	0	184	0	0	0	177	0	0	0	158	0	0	0	155	155
			#DIV/0!	#DIV/0!	#DIV/0!	17.9%	#DIV/0!	#DIV/0!	#DIV/0!	11.3%	#DIV/0!	#DIV/0!	#DIV/0!	24.7%	#DIV/0!	#DIV/0!	#DIV/0!	17.4%	17.4%
	No. of units at period end	Current	0	0	0	152	0	0	0	147	0	0	0	145	0	0	0	140	140
	% void at period end		#DIV/0!	#DIV/0!	#DIV/0!	15.8%	#DIV/0!	#DIV/0!	#DIV/0!	16.3%	#DIV/0!	#DIV/0!	#DIV/0!	22.1%	#DIV/0!	#DIV/0!	#DIV/0!	24.3%	24.3%
OTHER HOMELESSNESS INDICATORS																			
	No. of section 11 referrals received	19/20	5	8	4	17	-	-	-	23	-	-	-	22	-	-	-	15	79
		20/21	0	0	0	1	0	0	0	0	0	0	0	3	0	0	0	4	8
			0	0	0	4	0	0	0	8	0	0	0	11	0	0	0	15	46
	Total	Current	0	0	0	4	0	0	0	8	0	0	0	11	0	0	0	15	46
	social landlords		0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	1	4
	private landlords		0	0	0	1	0	0	0	3	0	0	0	4	0	0	0	5	19
	creditors		0	0	0	2	0	0	0	5	0	0	0	6	0	0	0	9	23
			0	0	0	2	0	0	0	5	0	0	0	6	0	0	0	9	23
	No. of new housing options cases	19/20	92	89	78	260	-	-	-	291	-	-	-	232	-	-	-	239	985
		20/21	0	0	0	129	0	0	0	252	0	0	0	198	0	0	0	265	844
			0	0	0	231	0	0	0	256	0	0	0	218	0	0	0	276	990
	Current		0	0	0	231	0	0	0	256	0	0	0	218	0	0	0	276	990
	No. of housing options cases closed	19/20	76	130	84	286	-	-	-	226	-	-	-	328	-	-	-	191	1030
		20/21	0	0	0	61	0	0	0	209	0	0	0	318	0	0	0	214	802
			0	0	0	236	0	0	0	230	0	0	0	292	0	0	0	170	928
	Total	Current	0	0	0	236	0	0	0	230	0	0	0	292	0	0	0	170	928
	Referred for HL assessment		0	0	0	78	0	0	0	94	0	0	0	92	0	0	0	74	338
	Remained in current accom		0	0	0	102	0	0	0	72	0	0	0	104	0	0	0	61	339
	Not known/lost contact		0	0	0	5	0	0	0	4	0	0	0	10	0	0	0	4	18
	Friends/relatives		0	0	0	18	0	0	0	21	0	0	0	37	0	0	0	14	90
	Private let tenancy		0	0	0	11	0	0	0	12	0	0	0	16	0	0	0	2	41
	LA/RSL tenancy		0	0	0	3	0	0	0	7	0	0	0	0	0	0	0	1	11
	other Prevent 1 outcomes		0	0	0	0	0	0	0	4	0	0	0	10	0	0	0	5	24
			0	0	0	0	0	0	0	4	0	0	0	10	0	0	0	5	24
	No. of homeless applications registered	19/20	48	32	52	132	-	-	-	144	-	-	-	117	-	-	-	137	530
		20/21	0	0	0	88	0	0	0	135	0	0	0	100	0	0	0	132	455
			0	0	0	118	0	0	0	114	0	0	0	138	0	0	0	142	512
	Current		0	0	0	118	0	0	0	114	0	0	0	138	0	0	0	142	512
ARC 24/4.12 Cttee	% of homeless households referred to RSL (Section 5 & other routes)																		
	No. of referrals	Current				43				19				29				25	88
	As a % of all hless (on hl list at period start + assessed as unintentionally hless in period)					24.7%				11.2%				18.0%				13.7%	21.5%
4.13 Cttee	% of homelessness assessments completed within 28 days	19/20	100.0%	97.8%	100.0%	99.3%	-	-	-	100.0%	-	-	-	99.2%	-	-	-	100.0%	99.6%
		20/21	#DIV/0!	#DIV/0!	#DIV/0!	98.9%	#DIV/0!	#DIV/0!	#DIV/0!	98.5%	#DIV/0!	#DIV/0!	#DIV/0!	97.1%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	98.7%
	assessments completed	Current	0	0	0	114	0	0	0	128	0	0	0	125	0	0	0	142	509
	completed within 28 days		0	0	0	112	0	0	0	126	0	0	0	124	0	0	0	139	501
	%		#DIV/0!	#DIV/0!	#DIV/0!	98.2%	#DIV/0!	#DIV/0!	#DIV/0!	98.4%	#DIV/0!	#DIV/0!	#DIV/0!	99.2%	#DIV/0!	#DIV/0!	#DIV/0!	97.9%	98.4%
	100%																		
	Homeless reviews requested	19/20	0	4	0	4	-	-	-	2	-	-	-	4	-	-	-	3	14
	in period	20/21	0	0	0	2	0	0	0	2	0	0	0	4	0	0	0	0	9
		Current	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	2	3
	completed in period	19/20	0	1	4	5	-	-	-	2	-	-	-	5	-	-	-	1	14
		20/21	0	0	0	4	0	0	0	2	0	0	0	1	0	0	0	2	9
		Current	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	1
	% completed within 28 days	19/20	#DIV/0!	100.0%	25.0%	40.0%	-	-	-	0.0%	-	-	-	60.0%	-	-	-	100.0%	42.9%
		20/21	#DIV/0!	#DIV/0!	#DIV/0!	25.0%	#DIV/0!	#DIV/0!	#DIV/0!	50.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	22.2%
	No.	Current	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	%		#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	0.0%
	avg. length of time for review		0	0	0	35	0	0	0	0	0	0	0	0	0	0	0	40	40
	no. decision overturned		0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0
	% decision overturned		#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	0.0%
			#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	0.0%

			Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
4.15 Cttee	APPLICATIONS																		
	% of applications admitted to list within target (10 working days)	19/20	99.0%	98.3%	99.3%	99.2%	-	-	-	100.0%	-	-	-	100.0%	-	-	-	94.9%	98.4%
		20/21	#DIV/0!	#DIV/0!	#DIV/0!	3.6%	#DIV/0!	#DIV/0!	#DIV/0!	3.7%	#DIV/0!	#DIV/0!	#DIV/0!	4.3%	#DIV/0!	#DIV/0!	#DIV/0!	25.1%	13.5%
		No. Current	0	0	0	229	0	0	0	69	0	0	0	80	0	0	0	407	874
		% 100%	#DIV/0!	#DIV/0!	#DIV/0!	78.4%	#DIV/0!	#DIV/0!	#DIV/0!	15.9%	#DIV/0!	#DIV/0!	#DIV/0!	30.9%	#DIV/0!	#DIV/0!	#DIV/0!	92.7%	54.7%
	% of housing list at status pending/awaiting info	19/20	6.8%	7.2%	7.7%	7.7%	-	-	-	0.0%	-	-	-	8.3%	-	-	-	7.1%	7.1%
		20/21	#DIV/0!	#DIV/0!	6.6%	6.6%	#DIV/0!	#DIV/0!	8.7%	8.7%	#DIV/0!	#DIV/0!	#DIV/0!	8.3%	#DIV/0!	#DIV/0!	#DIV/0!	4.8%	4.8%
		No. at pending/awaiting info Current	0	0	0	246	0	0	0	313	0	0	0	438	0	0	0	470	470
		%	#DIV/0!	#DIV/0!	#DIV/0!	8.0%	#DIV/0!	#DIV/0!	#DIV/0!	9.8%	#DIV/0!	#DIV/0!	#DIV/0!	12.9%	#DIV/0!	#DIV/0!	#DIV/0!	13.6%	13.6%
	No. suspended	19/20	4.0%	3.7%	3.9%	3.9%	-	-	-	3.3%	-	-	-	3.3%	-	-	-	2.9%	2.9%
		20/21	#DIV/0!	#DIV/0!	2.9%	2.9%	#DIV/0!	#DIV/0!	1.8%	1.8%	#DIV/0!	#DIV/0!	#DIV/0!	2.1%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.5%
		No. Current	0	0	0	63	0	0	0	80	0	0	0	80	0	0	0	0	84
		%	#DIV/0!	#DIV/0!	#DIV/0!	2.1%	#DIV/0!	#DIV/0!	#DIV/0!	2.5%	#DIV/0!	#DIV/0!	#DIV/0!	2.4%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	2.4%
4.18a Cttee	ALLOCATIONS																		
	New tenancies by source: Homeless list	19/20	26	20	21	67	-	-	-	68	24	19	19	62	18	22	19	59	256
		20/21	65.0%	44.4%	58.3%	55.8%	-	-	-	43.6%	52.2%	55.9%	63.3%	56.4%	46.2%	55.0%	57.6%	52.7%	51.4%
		No. Current	0	0	0	16	0	0	0	54	0	0	0	75	0	0	0	68	212
		% (+/- 5%) 50%	#DIV/0!	#DIV/0!	#DIV/0!	88.9%	#DIV/0!	#DIV/0!	#DIV/0!	52.4%	#DIV/0!	#DIV/0!	#DIV/0!	67.0%	#DIV/0!	#DIV/0!	#DIV/0!	43.6%	49.2%
	Waiting list	19/20	11	11	7	28	-	-	-	53	16	10	6	32	10	9	11	30	143
		20/21	27.5%	24.4%	19.4%	23.3%	-	-	-	34.0%	34.8%	29.4%	20.0%	29.1%	25.6%	22.5%	33.3%	26.8%	28.7%
		No. Current	0	0	0	2	0	0	0	28	0	0	0	2	0	0	0	55	127
		% (+/- 5%) 32%	#DIV/0!	#DIV/0!	#DIV/0!	11.1%	#DIV/0!	#DIV/0!	#DIV/0!	27.2%	#DIV/0!	#DIV/0!	#DIV/0!	1.8%	#DIV/0!	#DIV/0!	#DIV/0!	35.3%	29.5%
	Transfer list	19/20	3	14	8	25	-	-	-	35	6	5	5	16	11	900.0%	300.0%	23	99
		20/21	7.5%	31.1%	22.2%	20.8%	-	-	-	22.4%	13.0%	14.7%	16.7%	14.5%	28.2%	22.5%	9.1%	20.5%	19.9%
		No. Current	0	0	0	0	0	0	0	21	0	0	0	35	0	0	0	33	92
		% (+/- 5%) 18%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	20.4%	#DIV/0!	#DIV/0!	#DIV/0!	31.3%	#DIV/0!	#DIV/0!	#DIV/0!	21.2%	21.3%
	Total lets	19/20	40	45	36	120	-	-	-	156	46	34	30	110	39	40	33	112	498
		20/21	0	0	0	18	0	0	0	103	0	0	0	112	0	0	0	156	431
		No. Current	0	0	0	111	0	0	0	144	0	0	0	122	0	0	0	123	502
		%	#DIV/0!	#DIV/0!	#DIV/0!	92.5%	#DIV/0!	#DIV/0!	#DIV/0!	93.5%	#DIV/0!	#DIV/0!	#DIV/0!	94.4%	#DIV/0!	#DIV/0!	#DIV/0!	92.7%	94.2%
	Homeless list	19/20	26	20	21	67	-	-	-	68	24	19	19	62	18	22	19	59	256
		20/21	65.0%	44.4%	58.3%	55.8%	-	-	-	43.6%	52.2%	55.9%	63.3%	56.4%	46.2%	55.0%	57.6%	52.7%	51.4%
		No. Current	0	0	0	16	0	0	0	54	0	0	0	75	0	0	0	68	212
		% (+/- 5%) 50%	#DIV/0!	#DIV/0!	#DIV/0!	88.9%	#DIV/0!	#DIV/0!	#DIV/0!	52.4%	#DIV/0!	#DIV/0!	#DIV/0!	67.0%	#DIV/0!	#DIV/0!	#DIV/0!	43.6%	49.2%
	Waiting list	19/20	11	11	7	28	-	-	-	53	16	10	6	32	10	9	11	30	143
		20/21	27.5%	24.4%	19.4%	23.3%	-	-	-	34.0%	34.8%	29.4%	20.0%	29.1%	25.6%	22.5%	33.3%	26.8%	28.7%
		No. Current	0	0	0	2	0	0	0	28	0	0	0	2	0	0	0	55	127
		% (+/- 5%) 32%	#DIV/0!	#DIV/0!	#DIV/0!	11.1%	#DIV/0!	#DIV/0!	#DIV/0!	27.2%	#DIV/0!	#DIV/0!	#DIV/0!	1.8%	#DIV/0!	#DIV/0!	#DIV/0!	35.3%	29.5%
	Transfer list	19/20	3	14	8	25	-	-	-	35	6	5	5	16	11	900.0%	300.0%	23	99
		20/21	7.5%	31.1%	22.2%	20.8%	-	-	-	22.4%	13.0%	14.7%	16.7%	14.5%	28.2%	22.5%	9.1%	20.5%	19.9%
		No. Current	0	0	0	0	0	0	0	21	0	0	0	35	0	0	0	33	92
		% (+/- 5%) 18%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	20.4%	#DIV/0!	#DIV/0!	#DIV/0!	31.3%	#DIV/0!	#DIV/0!	#DIV/0!	21.2%	21.3%
	Total lets	19/20	40	45	36	120	-	-	-	156	46	34	30	110	39	40	33	112	498
		20/21	0	0	0	18	0	0	0	103	0	0	0	112	0	0	0	156	431
		No. Current	0	0	0	111	0	0	0	144	0	0	0	122	0	0	0	123	502
		%	#DIV/0!	#DIV/0!	#DIV/0!	92.5%	#DIV/0!	#DIV/0!	#DIV/0!	93.5%	#DIV/0!	#DIV/0!	#DIV/0!	94.4%	#DIV/0!	#DIV/0!	#DIV/0!	92.7%	94.2%

			Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual		
5. GETTING GOOD VALUE FROM RENTS AND SERVICE CHARGES																					
	ARREARS																				
ARC 26/5.2 Cttee	Rent collected as % of total rent due	19/20	96.9%	77.4%	101.7%	95.5%	128.6%	72.4%	98.6%	104.8%	83.0%	79.4%	116.0%	93.9%	75.4%	98.3%	103.8%	91.6%	99.1%		
		20/21	94.1%	77.0%	105.0%	97.5%	84.8%	93.4%	81.1%	94.0%	77.8%	100.5%	86.7%	93.8%	94.8%	91.4%	101.0%	99.4%	99.1%		
		Current	96.6%	102.1%	87.5%	98.0%	91.1%	98.5%	84.6%	95.6%	82.1%	105.5%	104.2%	95.2%	102.7%	86.9%	91.0%	101.8%	99.0%		
		97%																			
ARC 27/5.3 Cttee	Gross rent arrears (current and former) as % of rent due (excluding voids)	19/20	2.6%	3.3%	3.5%	3.5%	2.3%	2.7%	2.8%	2.8%	3.0%	3.7%	3.0%	3.0%	3.2%	3.4%	3.2%	3.2%	2.6%		
		20/21	3.4%	3.9%	3.6%	3.6%	3.4%	3.8%	4.0%	4.0%	4.4%	4.2%	3.9%	3.9%	3.9%	4.1%	3.7%	3.7%	3.2%		
		Current	3.5%	3.6%	3.8%	3.8%	3.6%	3.8%	4.1%	4.1%	4.8%	4.7%	4.4%	4.4%	4.4%	4.5%	4.2%	4.2%	3.8%		
		2.8%																			
5.5 Cttee	Current tenant arrears as a % of net rent due	19/20	3.4%	4.4%	4.6%	4.6%	2.7%	3.2%	3.3%	3.3%	3.5%	4.5%	3.4%	3.4%	3.6%	3.8%	3.5%	3.5%	3.5%		
		20/21	4.0%	4.7%	4.3%	4.3%	3.9%	4.4%	4.7%	4.7%	5.3%	4.9%	4.5%	4.5%	4.3%	4.6%	3.9%	3.9%	3.9%		
		Current	4.0%	4.1%	4.3%	4.3%	4.0%	4.3%	4.6%	4.6%	5.5%	5.3%	4.9%	4.9%	4.9%	5.0%	4.5%	4.5%	4.5%		
		3.5%																			
5.8 MI	% of current tenants owing more than £250 and owing for 13+wks	19/20	1.7%	1.7%	1.8%	1.8%	1.5%	1.7%	1.9%	1.9%	1.7%	2.4%	1.8%	1.8%	2.1%	2.1%	2.0%	2.0%	2.0%		
		20/21	2.3%	2.9%	3.0%	3.0%	2.8%	3.2%	3.5%	3.5%	3.6%	3.9%	4.0%	4.0%	3.5%	3.6%	3.1%	3.1%	3.1%		
		No.	189	187	199	199	191	203	208	208	228	254	251	251	252	256	239	239	239		
		%	3.1%	3.1%	3.3%	3.3%	3.1%	3.3%	3.4%	3.4%	3.7%	4.2%	4.1%	4.1%	4.1%	4.2%	3.9%	3.9%	3.9%		
5.9 MI	Arrears bands	£0-£100	£	Current	20622	24062	25899	25899	16773	25842	26765	26765	102745	24810	19043	19043	24121	25011	17650	17650	17650
			a/cs	479	524	521	521	398	516	527	527	1737	520	411	411	499	500	394	394	394	
		£100-£250	£		60172	62491	66375	66375	59474	62631	72058	72058	82079	80442	62785	62785	63758	63773	55542	55542	55542
			a/cs	356	375	393	393	350	370	420	420	489	477	377	377	386	388	335	335	335	
		£250-£500	£		105590	115702	111361	111361	100125	109484	117887	117887	121908	128076	111436	111436	102947	102210	85129	85129	85129
			a/cs	294	319	309	309	280	314	337	337	343	364	312	312	289	285	235	235	235	
		£500-£750	£		79819	77164	93862	93862	77656	78605	97292	97292	109815	115048	100712	100712	94646	96455	83827	83827	83827
			a/cs	131	124	153	153	125	130	160	160	180	187	162	162	153	160	136	136	136	
		£750-£1000	£		74345	57385	67844	67844	71459	70868	70719	70719	65297	81253	82456	82456	76264	70575	66150	66150	66150
			a/cs	86	66	78	78	84	82	81	81	76	93	94	94	87	81	77	77	77	
		£1000+	£		251952	269514	277643	277643	263767	286409	304889	304889	339240	367887	354447	354447	369897	396337	369247	369247	369247
			a/cs	149	159	161	161	154	164	172	172	194	205	199	199	204	218	202	202	202	
		Total	£		592502	606319	642984	642984	589253	633838	689611	689611	821082	797516	730878	730878	731632	754361	677546	677546	677546
			a/cs		1495	1567	1615	1615	1391	1576	1697	1697	3019	1846	1555	1555	1618	1632	1379	1379	1379
5.10 Cttee	Former tenant arrears	£	19/20	82651	87448	84123	84123	91033	96452	100848	100848	108780	112913	113007	113007	114024	119640	121695	121695	121695	
			a/cs	150	162	153	153	167	175	161	161	175	180	186	186	171	185	183	183	183	
		£	20/21	122622	122290	123590	123590	111437	116481	114794	114794	111484	119010	123863	123863	139041	141053	120352	120352	120352	
			a/cs	187	189	195	195	171	181	179	179	176	187	185	185	196	203	170	170	170	
		£	Current	121217	122066	121812	121812	126682	128280	122635	122635	123472	130448	118616	118616	124928	130873	115958	115958	115958	
			a/cs	165	171	175	175	189	200	182	182	184	204	185	185	200	212	192	192	192	
5.11 Cttee	Tenants giving up tenancy in arrears	19/20	33.3%	26.4%	30.6%	21.1%	30.0%	37.2%	33.3%	31.5%	38.9%	18.4%	22.2%	30.4%	29.4%	40.7%	33.3%	31.5%	31.5%		
		20/21	30.0%	57.1%	34.5%	21.1%	42.1%	47.4%	20.5%	35.5%	20.5%	26.5%	27.8%	30.5%	54.5%	37.5%	24.1%	32.1%	32.1%		
		Current		22	28	37	89	54	62	46	251	31	59	41	382	46	41	66	535	535	
				3	11	14	28	17	15	14	74	8	21	15	118	22	18	19	177	177	
5.12 Cttee	% of FT arrears written off & collected	19/20	5.9	2.2	12.2	20.2	8.0	0.5	7.1	31.7	4.4	2.9	2.6	38.0	6.4	2.2	5.4	42.5	42.5		
		20/21	3.2	0.3	2.8	6.3	13.7	4.6	2.8	27.5	7.1	4.7	5.6	41.9	3.0	3.9	19.3	70.5	70.5		
		£	Current	7,063	3,498	4,034	14,595	5,581	3,793	12,388	36,357	2,989	2,662	21,998	64,006	4,458	3,010	30,119	101,593	101,593	
			%	5.8	2.9	3.3	12.0	4.4	3.0	10.1	29.6	2.4	2.0	18.5	54.0	3.6	2.3	26.0	87.6	87.6	

			Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
ARC 18/5.4 Cttee SOLACE	VOIDS																		
	% rent lost due to voids	19/20	0.93%	1.03%	1.01%	0.99%	1.15%	1.01%	0.80%	0.96%	0.95%	0.83%	0.85%	0.88%	0.98%	0.92%	0.98%	0.96%	0.95%
		20/21	1.22%	1.18%	1.11%	1.17%	1.19%	1.04%	1.09%	1.09%	1.17%	0.95%	1.37%	1.11%	1.61%	1.24%	1.04%	1.30%	1.17%
		Current	1.45%	0.96%	1.00%	1.12%	0.98%	1.39%	1.55%	1.34%	1.30%	1.17%	1.34%	1.25%	1.47%	1.16%	1.20%	1.30%	1.25%
ARC 30/5.6 Cttee			0.63%																
	Overall avg time to re-let (calendar days)	19/20	40	38	38	115	-	-	-	135	46	34	30	110	0	0	0	113	475
	EXCLUDES NEW LETS	20/21	22	70	82	73	#DIV/0!	#DIV/0!	#DIV/0!	99	#DIV/0!	#DIV/0!	#DIV/0!	61	#DIV/0!	#DIV/0!	#DIV/0!	57	72
	No. voids ending	Current	0	0	0	101	0	0	0	99	0	0	0	122	0	0	0	124	448
	Avg. calendar days		#DIV/0!	#DIV/0!	#DIV/0!	62	#DIV/0!	#DIV/0!	#DIV/0!	61	#DIV/0!	#DIV/0!	#DIV/0!	65	#DIV/0!	#DIV/0!	#DIV/0!	59	62
	Cumulative avg re-let time		#DIV/0!	#DIV/0!	#DIV/0!	62	#DIV/0!	#DIV/0!	#DIV/0!	62	#DIV/0!	#DIV/0!	#DIV/0!	63	#DIV/0!	#DIV/0!	#DIV/0!	62	62
	NOT LOW DEMAND																		
	No. of not low demand voids		0	0	0	100	0	0	0	96	0	0	0	121	0	0	0	123	442
	Let within 0-2 wks	19/20	10.3%	5.3%	7.9%	7.9%	-	-	-	5.3%	11.1%	9.1%	20.0%	13.0%	-	-	-	8.2%	8.4%
		20/21	50.0%	0.0%	6.7%	5.9%	#DIV/0!	#DIV/0!	#DIV/0!	2.2%	#DIV/0!	#DIV/0!	#DIV/0!	11.4%	#DIV/0!	#DIV/0!	#DIV/0!	1.7%	5.2%
	No.	Current	0	0	0	3	0	0	0	4	0	0	0	4	0	0	0	7	18
	%		#DIV/0!	#DIV/0!	#DIV/0!	3.00%	#DIV/0!	#DIV/0!	#DIV/0!	4.2%	#DIV/0!	#DIV/0!	#DIV/0!	3.3%	#DIV/0!	#DIV/0!	#DIV/0!	5.7%	4.1%
	30%																		
	Let within 2-4 wks	19/20	12.8%	7.9%	7.9%	9.6%	-	-	-	22.7%	24.4%	45.5%	43.3%	37.0%	-	-	-	24.5%	23.2%
		20/21	0.0%	0.0%	0.0%	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	7.5%	#DIV/0!	#DIV/0!	#DIV/0!	14.0%	#DIV/0!	#DIV/0!	#DIV/0!	2.5%	7.1%
	No.	Current	0	0	0	5	0	0	0	10	0	0	0	13	0	0	0	13	40
	%		#DIV/0!	#DIV/0!	#DIV/0!	5.0%	#DIV/0!	#DIV/0!	#DIV/0!	10.4%	#DIV/0!	#DIV/0!	#DIV/0!	10.7%	#DIV/0!	#DIV/0!	#DIV/0!	10.6%	9.0%
	40%																		
	Let within 5-8 wks	19/20	43.6%	50.0%	52.6%	48.2%	-	-	-	46.2%	37.8%	39.4%	20.0%	33.3%	-	-	-	39.1%	42.1%
		20/21	50.0%	29.4%	26.7%	29.4%	#DIV/0!	#DIV/0!	#DIV/0!	31.2%	#DIV/0!	#DIV/0!	#DIV/0!	43.0%	#DIV/0!	#DIV/0!	#DIV/0!	39.5%	35.1%
	No.	Current	0	0	0	47	0	0	0	51	0	0	0	40	0	0	0	48	183
	%		#DIV/0!	#DIV/0!	#DIV/0!	47.0%	#DIV/0!	#DIV/0!	#DIV/0!	53.1%	#DIV/0!	#DIV/0!	#DIV/0!	33.1%	#DIV/0!	#DIV/0!	#DIV/0!	39.0%	41.4%
	25%																		
	Let within 9-16 wks	19/20	33.3%	34.2%	31.6%	33.3%	-	-	-	22.0%	24.4%	3.0%	16.7%	14.8%	-	-	-	20.9%	22.7%
		20/21	0.0%	70.6%	46.7%	55.9%	#DIV/0!	#DIV/0!	#DIV/0!	23.7%	#DIV/0!	#DIV/0!	#DIV/0!	23.7%	#DIV/0!	#DIV/0!	#DIV/0!	41.2%	30.8%
	No.	Current	0	0	0	39	0	0	0	20	0	0	0	55	0	0	0	50	170
	%		#DIV/0!	#DIV/0!	#DIV/0!	39.0%	#DIV/0!	#DIV/0!	#DIV/0!	20.8%	#DIV/0!	#DIV/0!	#DIV/0!	45.5%	#DIV/0!	#DIV/0!	#DIV/0!	40.7%	38.5%
	4%																		
	Let within > 16 wks	19/20	0.0%	2.6%	0.0%	0.9%	-	-	-	3.8%	2.2%	3.0%	0.0%	1.9%	-	-	-	7.3%	3.6%
		20/21	0.0%	0.0%	20.0%	8.8%	#DIV/0!	#DIV/0!	#DIV/0!	35.5%	#DIV/0!	#DIV/0!	#DIV/0!	7.9%	#DIV/0!	#DIV/0!	#DIV/0!	15.1%	21.8%
	No.	Current	0	0	0	6	0	0	0	11	0	0	0	9	0	0	0	5	31
	%		#DIV/0!	#DIV/0!	#DIV/0!	6.0%	#DIV/0!	#DIV/0!	#DIV/0!	11.5%	#DIV/0!	#DIV/0!	#DIV/0!	7.4%	#DIV/0!	#DIV/0!	#DIV/0!	4.1%	7.0%
	1%																		
	Avg. re-let time (calendar days) for non-low demand properties	19/20	48	52	47	49	-	-	-	48	44	33	32	36	-	-	-	48	46
		20/21	22	70	82	73	#DIV/0!	#DIV/0!	#DIV/0!	97	#DIV/0!	#DIV/0!	#DIV/0!	57	#DIV/0!	#DIV/0!	#DIV/0!	57	76
		Current	#DIV/0!	#DIV/0!	#DIV/0!	60	#DIV/0!	#DIV/0!	#DIV/0!	58	#DIV/0!	#DIV/0!	#DIV/0!	65	#DIV/0!	#DIV/0!	#DIV/0!	59	61
	32																		

			Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
	LOW DEMAND																		
	No. of low demand properties	Current	0	0	0	38	0	0	0	38	0	0	0	38	0	0	0	38	38
	No. of low demand voids		0	0	0	1	0	0	0	3	0	0	0	1	0	0	0	1	6
	Let within 0-2 wks	19/20	0.0%	0.0%	0.0%	0.0%	-	-	-	0.0%	0.0%	0.0%	#DIV/0!	0.0%	-	-	-	0.0%	0.0%
		20/21	#DIV/0!	#DIV/0!	0.0%	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	0.0%
		No.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	0.0%
	Let within 2-4 wks	19/20	0.0%	0.0%	0.0%	0.0%	-	-	-	33.3%	0.0%	0.0%	#DIV/0!	0.0%	-	-	-	0.0%	11.1%
		20/21	#DIV/0!	#DIV/0!	0.0%	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	0.0%
		No.	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	0.0%
	Let within 5-8 wks	19/20	0.0%	0.0%	0.0%	0.0%	-	-	-	0.0%	0.0%	100.0%	#DIV/0!	100.0%	-	-	-	33.3%	33.3%
		20/21	#DIV/0!	#DIV/0!	0.0%	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	33.3%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	22.2%
		No.	0	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	1
		%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	16.7%
	Let within 9-16 wks	19/20	0.0%	0.0%	0.0%	100.0%	-	-	-	33.3%	0.0%	0.0%	#DIV/0!	0.0%	-	-	-	33.3%	33.3%
		20/21	#DIV/0!	#DIV/0!	100.0%	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	33.3%	11.1%
		No.	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	1	2
		%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	33.3%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	33.3%
	Let > 16 wks	19/20	0.0%	0.0%	0.0%	0.0%	-	-	-	33.3%	0.0%	0.0%	#DIV/0!	0.0%	-	-	-	33.3%	22.2%
		20/21	#DIV/0!	#DIV/0!	0.0%	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	66.7%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	33.3%	66.7%
		No.	0	0	0	1	0	0	0	2	0	0	0	0	0	0	0	0	2
		%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	66.7%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	#DIV/0!	#DIV/0!	#DIV/0!	0.0%	33.3%
	Avg. re-let time (calendar days) for low demand properties	19/20	99	n/a	n/a	99	-	-	-	73	30	53	0	33	-	-	-	101	76
		20/21	#DIV/0!	#DIV/0!	75	75	#DIV/0!	#DIV/0!	#DIV/0!	160	#DIV/0!	#DIV/0!	#DIV/0!	295	#DIV/0!	#DIV/0!	#DIV/0!	249	252
		Current	#DIV/0!	#DIV/0!	#DIV/0!	203	#DIV/0!	#DIV/0!	#DIV/0!	173	#DIV/0!	#DIV/0!	#DIV/0!	40	#DIV/0!	#DIV/0!	#DIV/0!	105	144

6. GYPSY/TRAVELLERS

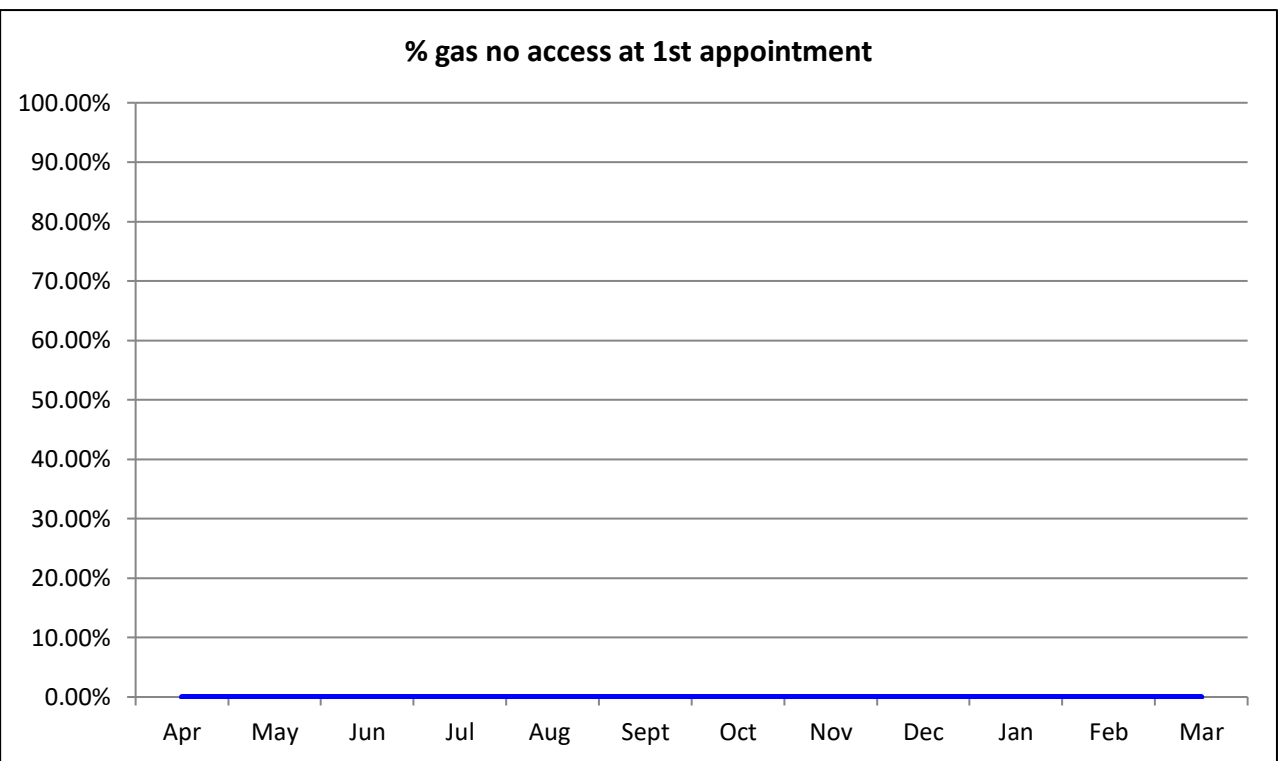
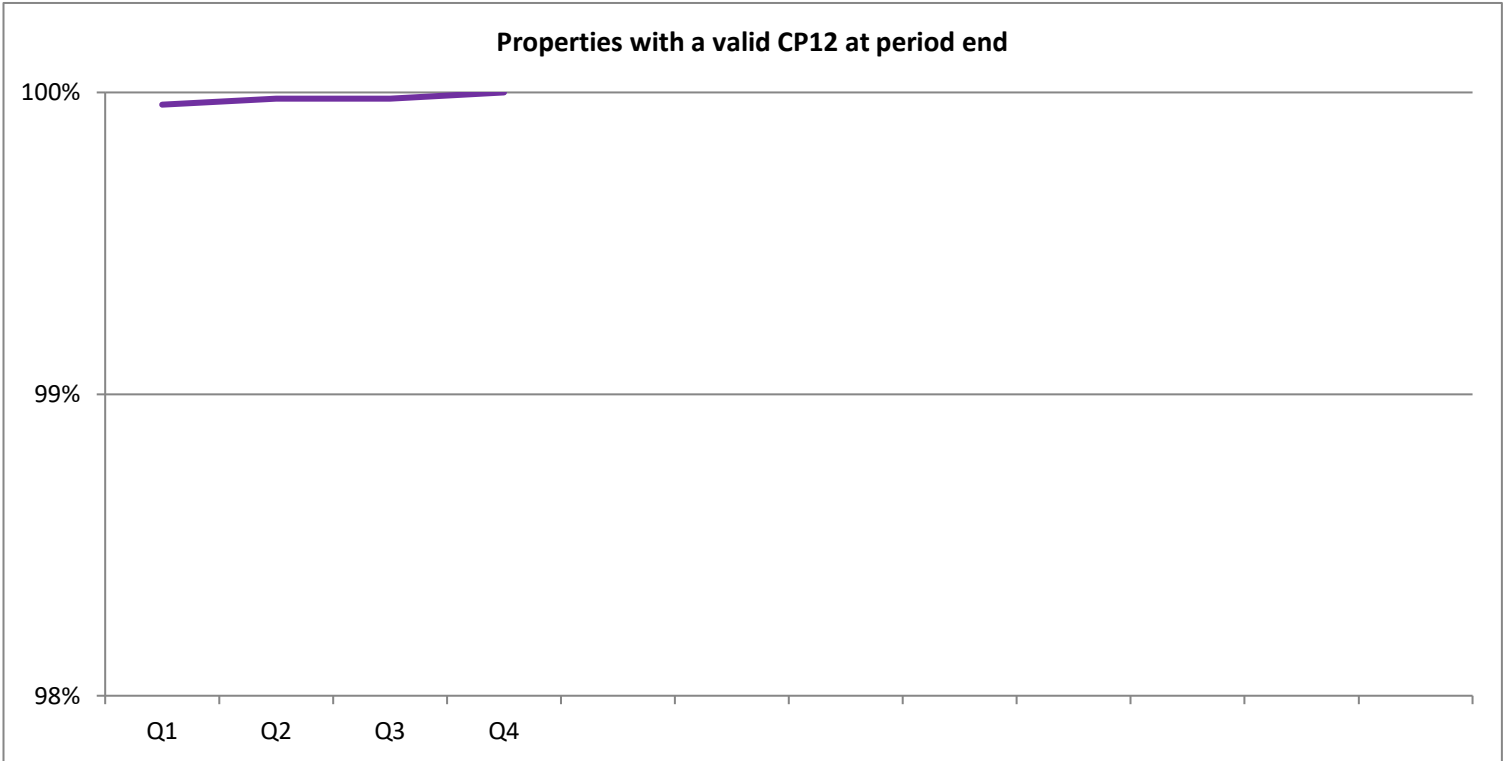
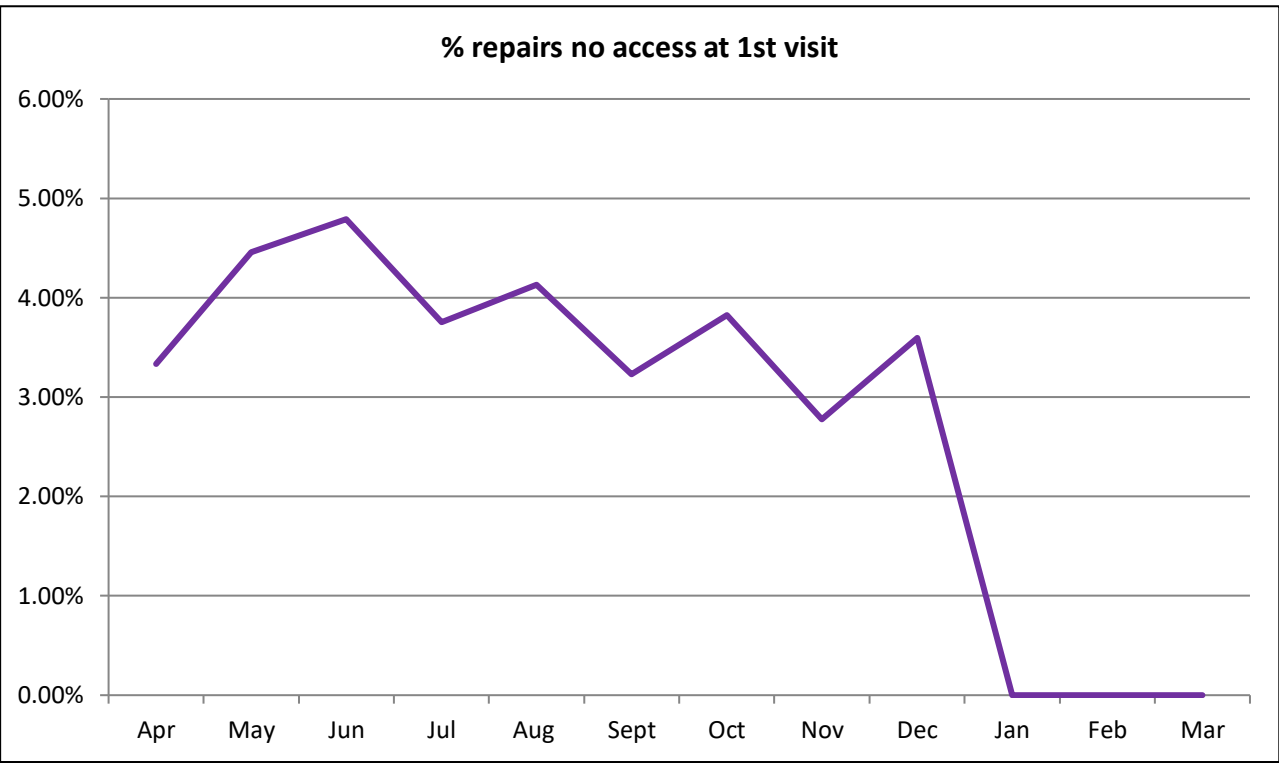
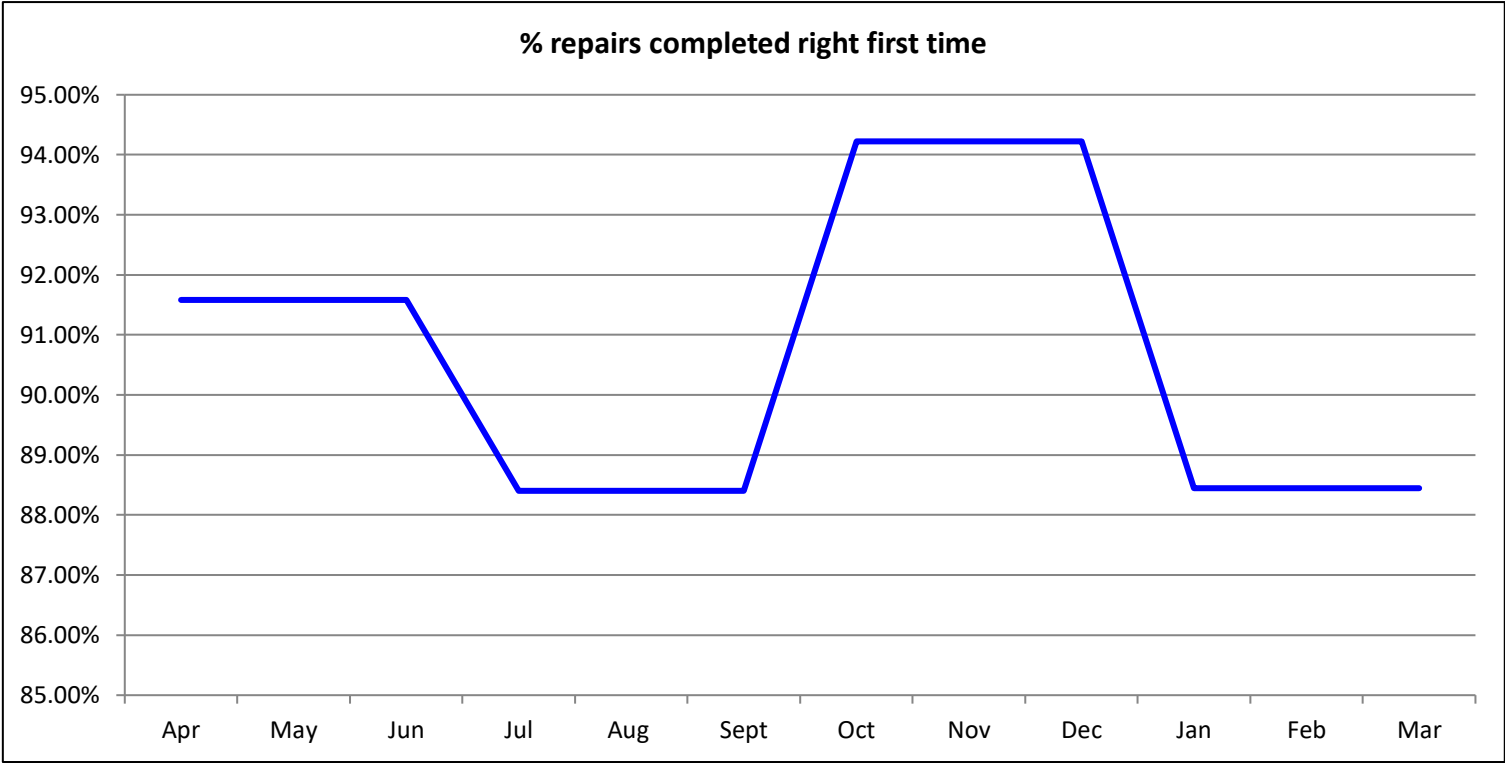
6.1a Cttee	No. of new unauth encampments within period	20/21	0	0	0	5	0	0	0	8	0	0	0	4	0	0	0	2	17
		Current	0	0	0	7	0	0	0	5	0	0	0	0	0	0	0	0	12
6.1b Cttee	No. unauth encampments ended within period	20/21	0	0	0	3	0	0	0	8	0	0	0	4	0	0	0	2	17
		Current	0	0	0	6	0	0	0	2	0	0	0	5	0	0	0	0	13
6.1c Cttee	Avg. duration of those ended within period (days)	20/21	0	0	0	20	0	0	0	38	0	0	0	54	0	0	0	6	35
		Current	0	0	0	8.8	0	0	0	41	0	0	0	76	0	0	0	0	37.42
6.2 Cttee	% of new unauthorised encampments visited within target of 1 working day (2 working days for rural locations)	20/21	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	87.5%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	94.1%
		Current	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	100.0%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	100.0%
	100%																		

7. BUILDING SERVICES

7.1 MI	% overtime expenditure	20/21	7.5%	5.9%	5.2%	5.2%	5.0%	5.0%	5.4%	5.4%	5.7%	6.3%	6.5%	6.5%	6.7%	6.8%	7.0%	7.0%	7.0%
	10%	Current	7.6%	7.8%	7.4%	7.4%	7.4%	7.9%	7.9%	7.9%	8.3%	9.0%	9.1%	9.1%	9.2%	9.4%	9.6%	9.6%	9.6%
7.2 MI	% absence craft & manual	20/21	5.5%	4.0%	2.9%	4.1%	2.2%	1.2%	2.4%	1.9%	2.9%	5.1%	5.6%	4.5%	2.3%	2.1%	2.3%	2.2%	3.3%
		Current	3.1%	2.8%	3.6%	3.2%	3.9%	3.7%	3.3%	3.6%	2.8%	5.0%	5.4%	4.4%	2.6%	3.2%	2.9%	2.9%	4.1%
	% absence all staff	20/21	5.7%	4.3%	3.3%	4.3%	2.2%	1.3%	2.2%	1.9%	2.7%	4.9%	5.3%	4.3%	2.1%	2.2%	2.2%	2.2%	3.3%
		Current	2.8%	2.6%	3.1%	2.8%	3.6%	3.2%	2.8%	3.2%	2.7%	4.9%	5.3%	4.3%	3.7%	3.2%	2.3%	3.0%	3.7%
7.3 MI	Rate of return on investment	20/21																	-22.4%
		Current																	1.9%
7.4 MI	% sub-contractor expenditure (against overall expenditure)	20/21	3.7%	5.0%	2.3%	2.3%	2.8%	2.9%	2.4%	2.4%	2.5%	2.7%	2.8%	2.8%	3.2%	3.2%	3.7%	3.7%	3.7%
		Current	1.4%	3.1%	3.6%	3.6%	4.0%	4.6%	4.5%	4.5%	6.4%	6.2%	7.1%	7.1%	7.3%	9.1%	10.0%	10.0%	10.0%
7.5 MI	No. of reportable incidents (RIDDOR)	20/21	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		Current	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		2																	

Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
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GRAPHS



Apr	May	Jun	Qtr1	Jul	Aug	Sept	Qtr2	Oct	Nov	Dec	Qtr 3	Jan	Feb	Mar	Qtr4	Annual
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