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

PI Status		Long Term Trends		Short Term Trends	
🔴	Alert	⬆	Improving	⬆	Improving
🔺	Warning	▬	No Change	▬	No Change
✅	OK	⬇	Getting Worse	⬇	Getting Worse
❓	Unknown				
📈	Data Only				

1. NEIGHBOURHOOD AND COMMUNITY

Code	Code	Short Name	Current Target	2020/21 Value	2021/22 Value	2022/23 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q2 2022/23 Value	Q3 2022/23 Value	Latest Note	Short Term Trend Arrow	Status
H3.2	Nat(b)	% of tenancy offers refused during the year	30%	28.5%	27.2%		29.3%	31.9%	34.3%	39.4%	33.7%		⬆	🔺
H3.4	Nat(b)	% ASB cases reported which were resolved	Data only	70.6%	74.4%		61.9%	83.3%	41%	10.5%	50%		⬆	📈

2. ACCESS TO HOUSING AND SUPPORT

Code	Code	Short Name	Current Target	2020/21 Value	2021/22 Value	2022/23 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q2 2022/23 Value	Q3 2022/23 Value	Latest Note	Short Term Trend Arrow	Status

Code	Code	Short Name	Current Target	2020/21 Value	2021/22 Value	2022/23 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q2 2022/23 Value	Q3 2022/23 Value	Latest Note	Short Term Trend Arrow	Status
H4.1a	Nat(b)	% of new tenancies sustained for more than one year by source of let: existing tenants		97.9%	96.7%		100.0%	97.0%	92.3%	97.0%	94.4%		⬇	
H4.1b	Nat(b)	% of new tenancies sustained for more than one year by source of let: statutory homeless	Data only	93.7%	89.2%		88.0%	89.7%	89.9%	93.2%	89.6%		⬇	
H4.1c	Nat(b)	% of new tenancies sustained for more than one year by source of let: housing list	Data only	94.5%	92.9%		95.2%	96.4%	93.3%	90.4%	91.9%		⬆	
H4.2	Nat(b)	% of lettable houses that became vacant in the last year	Data only	6.0%	7.3%		1.9%	1.9%	2.0%	1.8%	1.6%		⬇	
H4.4	Nat(b)	Average time to complete applications for medical adaptations (working days)	Data only	38	27		17	18	N/A	N/A	N/A	Q3 – 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.	⬇	?
H4.4c	Nat(b)	Number of households currently waiting for adaptations to their home	Data only	185	41		44	41	N/A	N/A	N/A	Q3 – 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.	⬆	
H4.4a	Nat(b)	Average time to complete applications for major medical adaptations (working days)	Data only Data only	284	201		72	119	N/A	N/A	N/A	Q3 – 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.	⬇	
H4.4b	Nat(b)	Average time to complete applications for minor medical adaptations (working days)	Data only	37	13		15	16	N/A	N/A	N/A	Q3 – 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.	⬇	
H4.5	Nat(b)	% of court actions initiated which resulted in eviction	Data only	0.0%	50.0%		0.0%	0.0%	14.3%	0.0%	0.0%		▬	
H4.5a	Nat(b)	No of court actions initiated	Data only	0	2	8	1	0	7	1	0		⬇	
H4.5b	Nat(b)	No of repossession orders granted	Data only	0	1	0	1	0	0	0	0		▬	
H4.5c	Nat(b)	No of properties recovered for: Non payment of rent	Data only	0	1	1	0	1	1	0	0		▬	

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H4.5ci	Nat(b)	No of properties recovered for: Anti Social Behaviour	Data only	0	0	0	0	0	0	0	0		▬	📊
H4.5cii	Nat(b)	No of properties recovered for: Other	Data only	0	0	0	0	0	0	0	0		▬	📊
H4.4d	Nat(b)	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		£74,251.00	£104,055.00	N/A	N/A	N/A	Q3 – 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.	⬇	📊

3. RESPONSE REPAIRS TO COUNCIL HOUSES

Code	Code	Short Name	Current Target	2020/21 Value	2021/22 Value	2022/23 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q2 2022/23 Value	Q3 2022/23 Value	Latest Note	Short Term Trend Arrow	Status
H2.7	Nat(b)	Average length of time (hours) to complete emergency repairs	4	2.5	3.1		2.7	3.5	2.5	2.3	2.4		⬇	✅
H2.8	Nat(b)	(HSN4b) Average length of time (working days) to complete non-emergency repairs	10	6.1	7.9		6.5	7.9	6.1	5.76	5.44		⬆	✅
H2.9a	Nat(b)	Number of repairs completed within target time (excl voids)	Data only	12,196	15,861		4,139	3,934	3,226	2,898	3,601		⬆	📊
H2.9b	MI	% of repairs completed within target time (excl voids)	98%	90.4%	91.4%		92.9%	90.2%	93.37%	95.11%	93.56%		⬇	🔺
H2.10a	MI	Percentage of reactive repairs by category completed within timescale: Emergency – within 4 hours	99.9%	89.4%	88.4%		88.3%	86.6%	87.35%	89.59%	87.34%		⬇	🛑
H2.10b	MI	Percentage of reactive repairs by category completed within timescale: Urgent – within 1 day	98%	93.2%	96.8%		97.8%	96.4%	96.72%	97.96%	98.71%		⬆	✅
H2.10c	MI	Percentage of reactive repairs by category completed within timescale: Priority – within 5 days	98%	95.6%	96.7%		98.4%	96%	98.95%	99.28%	99.14%		⬇	✅
H2.10d	MI	Percentage of reactive repairs by category completed within	98%	84.5%	88.4%		93.1%	87.6%	95.3%	98.13%	98.09%		⬇	✅

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		timescale: Ordinary – within 20 days												
H2.10e	MI	Percentage of reactive repairs by category completed within timescale: Voids	98%	36%	25%		23%	22%	10%	17%	15%		⬇	🔴
H2.11	Nat(b)	% of repairs completed right first time	90	86.2	85.5		94.2	88.4	95	93	92.2		⬇	✅
H2.12	Local	% of repairs appointments kept	95%	97.6%	99.9%		96.6%	99.9%	96.2%	100%	99.9%		⬇	✅
H2.16	MI	Percentage of properties compliant with current Gas Regulations (holding a valid Landlord Gas Safety Record)	100%	96%	100%		99.9%	100%	99.98%	100%	100%		▬	✅
H2.19	MI	Percentage of service records kept to Gas Safe Register acceptable standards	100%	N/A	100%		100%	100%	100%	100%	100%		▬	✅
H2.20	MI	Percentage of services carried out to Gas Safe Register standards of satisfactory workmanship	100%	N/A	100%		100%	100%	100%	100%	100%		▬	✅
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	198	4		1	0	1	2	1	Failures for 2023/24 so far: Q1 - Admin error, safety check recorded on incorrect property record so check was carried out 30 days late. Q2 - 1. Engineer visited incorrect address so check was 20 days late. 2. Property services responsible as check carried out 16 days late by engineer on communal boiler. Q3 - Admin error, new boiler installation was recorded on incorrect property record so check was carried out 6 days late.	⬆	🔴

4. GYPSY/TRAVELLERS

Code	Code	Short Name	Current Target	2020/21 Value	2021/22 Value	2022/23 Value	Q3 2021/22 Value	Q4 2021/22 Value	Q1 2022/23 Value	Q2 2022/23 Value	Q3 2022/23 Value	Latest Note	Short Term Trend Arrow	Status

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H6.1a	Local	No of new unauthorised encampments within period	Data only	17	12	12	0	0	7	5	0		⬇	
H6.1b	Local	No of encampments ended within period	Data only	17	13	11	5	0	4	6	1		⬇	
H6.1c	Local	Average duration of encampments ended within period (days)	Data only	35	37		76	0	13.5	23.5	64		⬆	
H6.2	Local	% of new unauthorised encampments visited within target timescale	100%	94.1%	100%		N/A	N/A	71.4%	40%	N/A		?	?