# 2022-23 Quarter to December
# Housing and Property Performance Report - Service Plan 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 | | | | |

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

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| H2.1 | Nat(b) | (HSN3) % of stock meeting the SHQS | 100% | 56.6% | 6.3% | | | | Not measured for Quarters | | | There is currently a discrepancy between the 2021/22 figure here (6.3%, correct) and the latest LGBF figure (84.32%, incorrect) because the 2021 stock condition survey used to produce the figure had not accounted for new builds: LGBF figure is as at May 2021 and correction has been submitted. | ⬇ | 🔴 |
| H2.2b | Nat(b) | (HSN5) Percentage of stock meeting the Energy Efficiency Standard for Social Housing (EESSH) | 67 | 56.7 | 60.4 | | | | Not measured for Quarters | | | See 2.1 | ⬆ | 🔺 |

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| H7.6 | Local | % of planned maintenance works completed within agreed programme | 98% | 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)

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| H1.1 | Nat(b) | % of tenants satisfied with the overall services provided by their landlord | 90% | 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. | ❓ | 🛑 |
| H1.3 | Nat(b) | % who feel landlord is good at keeping them informed about services | 90% | N/A | 91.3% | | Not measured for Quarters | | | | | See 1.1 | ❓ | ✅ |
| H1.6 | Nat(b) | % tenants happy with opportunity to participate in decision making process | 90% | N/A | 96.2% | | Not measured for Quarters | | | | | See 1.1 | ❓ | ✅ |
| H2.3 | Local | % of tenants satisfied with the standard of their home when moving in | 90 | 79.7 | 82.8 | | 84.6 | 66.7 | 87.5 | 64.3 | 80 | | ⬆ | 🛑 |
| H2.4 | Nat(b) | % of tenants satisfied with the quality of their home | 90% | 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. | ❓ | 🛑 |
| H3.1 | Nat(b) | % of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in | 85% | 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

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| H5.4 | Nat(b) | (HSN2) % of rent lost due to voids | 0.63% | 1.17% | 1.25% | | 1.25% | 1.3% | 1.31% | 1.25% | 0.61% | Q3 - Reduction in Q3 figure reduction due to adjustment to account for additional exclusions of rent loss identified by Voids Officers | ⬆ | ✅ |
| H5.6 | Nat(b) | Average time taken to re-let empty properties (calendar days) | 32 | 72 | 62 | | 65 | 59 | 58 | 56 | 45 | | ⬆ | 🛑 |
| H5.6a | Local | Average calendar days between the KEYC (keys to contractor) and WORC (all works complete) | Data only | N/A | N/A | | N/A | N/A | 41 | 42 | 27 | New PI introduced for 2022/23 for monitoring purposes only at this stage. | ⬆ | 📈 |

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

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| H5.1 | Nat(b) | % of tenants who feel that the rent for their property represents good value for money | 84% | 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. | ❓ | ✅ |
| H5.2 | Nat(b) | Rent collected as % of total rent due | 97.0 % | 99.1 % | 99.0 % | 104.2 % | 95.2 % | 101.8 % | 96.4 % | 95.2 % | 104.2 % | | ⬆ | ✅ |
| H5.3 | Nat(b) | (HSN1b) Gross rent arrears as a % of rent due | 2.8% | 3.2% | 3.8% | | 4.4% | 4.2% | 4.7% | 5.5% | 5.2% | | ⬆ | 🛑 |
| H5.3a | Nat(b) | Total value of gross rent arrears (£) | Data only | £711,812 | £771,830 | £1,098,050 | £897,121 | £870,056 | £984,419 | £1,146,332 | £1,098,050 | | ⬆ | 📈 |
| H5.5 | Local | Current tenants' arrears as a % of net rent due | 3.5% | 3.9% | 4.5% | 4.5% | 4.9% | 4.5% | 5.3% | 6.3% | 5.7% | | ⬆ | 🛑 |
| H5.10 | Local | Former tenant arrears - value | Data only | £120,352 | £115,958 | £136,484 | £118,616 | £115,958 | £132,130 | £125,413 | £136,484 | | ⬆ | 📈 |
| H5.11 | Local | % of tenants giving up tenancy in arrears | Data only | 32.1% | 33.1% | 35.8% | 30.9% | 33.1% | 38.6% | 34.6% | 35.8% | | ⬆ | 📈 |
| H5.12 | Local | % of Former Tenants Arrears written off & collected | Data only | 70.5% | 87.6% | 58.6% | 54% | 87.6% | 20.2% | 42.5% | 58.6% | | ⬆ | 📈 |

## Section 5 - Service Level Outcomes or Priorities

## 5.3 Review of Rapid Rehousing Transition Plan (RRTP) – Housing Needs Manager - Gordon McCluskey

| 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 |
|------|------|-----------|---------|-------|-------|-------|-------|-------|-------|-------|-------|-------------|------------|--------|
| H4.1f | Nat(b) | % of new tenancies sustained for more than one year by source of let: All sources | Data only | 94.7% | 91.9% | | 92.9% | 93.6% | 91.1% | 93.1% | 91.0% | | ⬇ | 📈 |
| H4.6j | Nat(b) | Average length of time in temp accomm by type (days): LA ordinary dwelling | Data only | 102.0 | 98.0 | | 91.0 | 81.0 | 70.0 | 81.0 | 87.0 | | ⬆ | 📈 |
| H4.6k | Nat(b) | Average length of time in temp accomm by type (days): HA/RSL ordinary dwelling | Data only | 142.0 | 104.0 | | 98.0 | 58.0 | 44.0 | 43.0 | 56.0 | | ⬆ | 📈 |
| H4.6l | Nat(b) | Average length of time in temp accomm by type (days): Hostel - LA owned | Data only | 81.0 | 94.0 | | 25.0 | 0.0 | N/A | 0.0 | 21.0 | | ❓ | 📈 |
| H4.6m | Nat(b) | Average length of time in temp accomm by type (days): Hostel - RSL | Data only | 75.0 | 77.0 | | 98.0 | 72.0 | 64.0 | 102.0 | 0.0 | | ⬇ | 📈 |
| H4.6n | Nat(b) | Average length of time in temp accom (days) Hostel-other | Data only | 0.0 | 13.0 | | 0.0 | 13.0 | N/A | 189.0 | 125.0 | | ⬇ | 📈 |
| H4.6o | Nat(b) | Average length of time in temp accomm by type (days): Bed & Breakfast | Data only | 0.0 | 0.0 | | 0.0 | 0.0 | N/A | 3.0 | 6.0 | | ⬆ | 📈 |
| H4.6p | Nat(b) | Average length of time in temp accomm by type (days): Women's refuge | Data only | 128.0 | 116.0 | | 130.0 | 102.0 | 71.0 | 117.0 | 155.0 | | ⬆ | 📈 |
| H4.6q | Nat(b) | Average length of time in temp accomm by type (days): Private Sector Lease | Data only | 0.0 | 0.0 | | 0.0 | 0.0 | N/A | 0.0 | 0.0 | | ➖ | 📈 |
| H4.6r | Nat(b) | Average length of time in temp accomm by type (days): Other | Data only | 0.0 | 0.0 | | 0.0 | 0.0 | N/A | 0.0 | 0.0 | | ➖ | 📈 |
| H4.7 | Nat(b) | % of households requiring temp or emergency accomm to whom an offer was made | 100% | 100% | 100% | | 100% | 100% | 100% | 100% | 100% | | ➖ | ✅ |
| H4.8 | Nat(b) | % of temp or emergency accomm offers refused in the last year by accommodation type | 7% | 2.8% | 0.2% | | 0.9% | 0% | 2.1% | 0% | 0% | | ➖ | ✅ |
| H4.9 | Local | % satisfied with the quality of temporary or emergency | 90% | 96% | 84.6% | | 80% | 72.7% | 100% | 100% | N/A | | ❓ | ❓ |

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | accommodation (of those households homeless in the last 12 months) | | | | | | | | | | | | |
| H4.12a | Nat(b) | Percentage of homeless households referred to RSLs under Section 5 and through other referral routes | Data only | 7.2% | 21.5% | | 18% | 13.7% | 16.4% | 11.2% | 5.8% | | ⬇ | 📊 |
| H4.13 | Local | Percentage of homelessness assessments completed within 28 days | 100% | 98.7% | 98.4% | | 99.2% | 97.9% | 98.6% | 97.8% | 96.8% | | ⬇ | 🔺 |
| H4.15 | Local | Percentage of housing applications admitted to list within 10 days | 100% | 13.5% | 54.7% | | 30.9% | 92.7% | 45.9% | 85.8% | 90.7% | | ⬆ | 🛑 |
| H4.18a | Local | % allocations by group: Homeless list | 50.0% | 49.2% | 52.6% | | 54.9% | 55.3% | 48.4% | 45.2% | 61.1% | | ⬇ | 🔺 |
| H4.18b | Local | % allocations by group: Waiting List | 32.0% | 29.5% | 29.9% | | 30.3% | 25.2% | 32.0% | 38.3% | 26.5% | | ⬆ | 🔺 |
| H4.18c | Local | % allocations by group: Transfer List | 18.0% | 21.3% | 17.5% | | 14.8% | 19.5% | 19.7% | 16.5% | 12.4% | | ⬇ | 🔺 |
| H4.14 | Local | 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 | 16 | 17.7 | 18.3 | Q3 – new PI introduced in Q1 for monitoring purposes only. | ⬇ | 📊 |

## Section 5 - Service Level Outcomes or Priorities
## 5.7 Workforce Training and Development - to meet demands and deliver priorities – Head of Service  - Edward Thomas

| 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 |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| ERDP.H&P3 | | Housing & Property ERDP % | 50% | | | 37.9% | | | 24% | 13.9% | | Q3 – figures not known but there is a focus on getting these underway before the deadline in March 2023. There are currently 302 members of staff in the service. | ⬇ | 🛑 |