

Housing KPI Report







Q1-Q3 2022-23

Version: 1















Updated: 03/02/2023

Targets are set against the **Q3** position (except *); trend compares **Q3** performance to **Q2**

Key:

	On target		Within 5% of target		Performance improving		Performance is the same
	Off target		No target/data only		Performance worsening		Data is missing

Landlord Compliance KPIs

Performance Indicator	2021-22 Year-end	Q1	Q2	Q3	2022-23 YTD	Perf. Trend	Traffic Light Icon	Target
Properties with a valid Landlord Gas Safety Record (LGSR)	100%	99.93%	99.58%	99.79%	99.79%			100%
Blocks with a valid Fire Risk Assessment	100%	100%	100%	100%	100%			100%
Blocks with a valid Legionella Risk Assessment	100%	100%	100%	100%	100%			100%
Blocks with valid (in date) Electrical Certificate (EICR)	100%	95.17%	97.2%	100%	100%			100%
Domestic properties with a valid (in date) EICR ¹	91.37%	92.14%	92.96%	94.86%	94.86%			100%
Properties Asbestos compliant (Communal)	97.14%	100%	100%	100%	100%			100%
Insurance visits completed on communal lifts (LOLER ²)	100%	100%	100%	100%	100%			100%

¹ Electrical Installation Condition Report

² Lifting Operations and Lifting Equipment Regulations







Repairs and Maintenance KPIs

Performance Indicator	2021-22 Year-end	Q1	Q2	Q3	2022-23 YTD	Perf. Trend	Traffic Light Icon	Target
Percentage of all responsive repairs completed on time	96.12%	97.32%	96.94%	95.54%	96.58%	↓	🟢	90%
Repair appointments kept	96.46%	96.96%	97.19%	97.55%	97.24%	↑	🟢	95%
Percentage of tenants satisfied with day-to-day repairs	82%	87%	89.67%	85%	87%	↓	🔴	90%
Capital programme spent	100.6%	1.65%	18.45%	33.74%	33.74%	↑	🔴	95% YE
Percentage of properties that meet decent homes standard	97.69%	96.51%	96.71%	96.95%	96.95%	↑	🟡	99%






Housing Operations KPIs

Performance Indicator	2021-22 Year-end	Q1	Q2	Q3	2022-23 YTD	Perf. Trend	Traffic Light Icon	Target
Average re-let time (standard re-lets, excluding major work)	24.33	26.06	25.61	18.59	23.66	↑	🟢	25 days
Average re-let time (including major works)	37.03	38.21	34.48	31.62	34.65	↑	🟢	38 days
Current tenant arrears as % of projected annual rent	1.78%	2.3%	2.92%	2.97%	2.97%	↓	🔴	2.3%
Former tenant arrears as % of projected annual rent	1.49%	1.5%	1.69%	1.86%	1.86%	↓	🔴	1.15%




Strategic Housing KPIs

Performance Indicator	2021-22 Year-end	Q1	Q2	Q3	2022-23 YTD	Perf. Trend	Traffic Light Icon	Target
Number of homelessness approaches	1,619	410	453	421	1,284	↑		-
Approaches closed as 'homelessness prevented'	4.2%	9.76%	8.61%	17.1%	11.76%	↑		>4%
Average number of rough sleepers in the period	5.63	11	12	10	12	↑		<6
Number of households registered on the Housing Waiting List	1,464	1,426	1,548	1,628	1,628	↓		-
Average households in temporary accommodation	29	27	26	27	28	↓		<35
Average households in Bed and Breakfast accommodation	2	2	3	5	4	↓		0

*Strategic Housing KPIs Year-end targets set against year-to-date (YTD) position

Performance Indicator	2021-22 Year-end	Q1	Q2	Q3	2022-23 YTD	Perf. Trend	Traffic Light Icon	YE Target
Long-term Empty Homes brought back into use	49	9	5	15	29	↑		70
Council home new builds and acquisitions started on site	30	0	0	0	0	→		20
Affordable homes delivered by the Council and partners	44	33	10	38	81	↑		80
Affordable homes low-cost h/o delivery Council/partners	0	17	4	4	25	→		32
Private sector homes improved by council intervention	287	77	110	110	297	→		200

Corporate Health KPIs

Performance Indicator	2021-22 Year-end	Q1	Q2	Q3	2022-23 YTD	Perf. Trend	Traffic Light Icon	Target
The number of formal complaints received	98	11	23	20	54	↑		-
Percentage of all complaints closed on time	96.34%	100%	100%	100%	100%	—		95%
Percentage working days lost to sickness	2.65%	4.10%	3.01%	3.10%	3.39%	↓		-

[Back to top](#)