







































Housing Performance Report – Q3 2024-25: Performance Scorecard

Key:  On target  Within 5% of target  Performance improving  No change
 Off target  No target (data only)  Performance worsening  Data is missing

| Performance Indicator | Q3 | Target | RAG | Performance Indicator | Q3 | Target | RAG | Performance Indicator | Q3 | Target | RAG |
|---|--------|--------|---|---|-------|------------------|---|---|-------|--------|---|
| Landlord Gas Safety Record (LGSR) | 99.96% | 100% |  | Percentage of capital programme spent | 56% | 70% (Q3 Profile) |  | Number of homelessness approaches | 292 | - |  |
| Blocks with Fire Risk Assessment | 100% | 100% |  | Properties at Decent Homes standard | 98% | 99% |  | No. households registered on the Housing Waiting List | 1,569 | - |  |
| Blocks Water Safety Risk Assessment | 100% | 100% |  | Average days to re-let homes (excl. MW) | 22 | 25 |  | Prevent & Relief duties closed as homelessness prevented/relieved | 43% | 40% |  |
| Electrical Safety Certificate (blocks) | 97.86% | 100% |  | Average days to re-let homes (incl. MW) | 28 | 35 |  | Average number of rough sleepers in the period | 11 | - |  |
| Electrical Safety Certificate (homes) | 99.94% | 100% |  | Current tenant arrears % rent due | 2.58% | 3% |  | Average number of households in temporary accommodation | 60 | 35 |  |
| Blocks Asbestos Risk Assessment | 100% | 100% |  | Former tenant arrears % rent due | 1.65% | 2% |  | Average number of households in Bed and Breakfast | 14 | 0 |  |
| Lift insurance visits (LOLER) completed | 100% | 100% |  | Rent collected as % rent due rent | 99.2% | 98% |  | Long-term empty homes brought back into use | 15 | 50 |  |
| Day to day repairs completed on time | 98% | 90% |  | Satisfaction with ASB case handling | 100% | 60% |  | Council home new builds and acquisitions started | 0 | 20 |  |
| Day to day repair appointments kept | 95% | 95% |  | Tenant complaints answered on time | 100% | 95% |  | Affordable homes delivered by the Council and its partners | 0 | 80 |  |
| Customer satisfaction with repairs | 88% | 90% |  | Satisfaction with complaint handling | 0% | 60% |  | Private sector homes improved through Council intervention | 73 | 300 |  |

Health & Safety Compliance

| Performance Indicator | Q1 2024/25 | Q2 2024/25 | Q3 2024/25 | Q4 2024/25 | YTD 2024/25 | Perf. Trend | Traffic Light Icon | Target |
|--|---------------|---------------|---------------|---------------|----------------|----------------|-----------------------|--------|
| Properties with Landlord Gas Safety Record (LGSR) | 100% | 100% | 99.96% | | 99.96% | ↓ | ⚠ | 100% |
| Blocks with a valid Fire Risk Assessment (FRA) | 100% | 100% | 100% | | 100% | ▬ | ✅ | 100% |
| Blocks with a valid Water Safety Risk Assessment | 100% | 100% | 100% | | 100% | ▬ | ✅ | 100% |
| Blocks with valid (in date) Electrical Certificate (EICR) | 100% | 99.29% | 97.86% | | 97.86% | ↓ | ⚠ | 100% |
| Homes with a valid (in date) Electrical Certificate (EICR) | 99.79% | 100% | 99.94% | | 99.94% | ↓ | ⚠ | 100% |
| Blocks with a valid Asbestos Risk Assessment | 100% | 100% | 100% | | 100% | ▬ | ✅ | 100% |
| Lift insurance visits (LOLER) completed on blocks | 100% | 100% | 100% | | 100% | ▬ | ✅ | 100% |

Compliance KPIs

| Indicator | Compliant (%) | Non-compliant (%) |
|-----------|---------------|-------------------|
| LGSR | 99.96 | 0.04 |
| Fire | 100 | 0 |
| Water | 100 | 0 |
| Elec Com | 97.86 | 2.14 |
| Elec Dom | 99.29 | 0.71 |
| Asbestos | 100 | 0 |
| Lifts | 100 | 0 |

Comments:

We are fully compliant (100%) on safety checks for Fire, Water, Asbestos and Lifts.

Properties with Landlord Gas Safety Record (LGSR): 1 property was outstanding at the end of the quarter due to access issues and Christmas close down period.

Blocks with a valid (in date) Electrical Certificate (EICR): decreased to 97.86% (137/140) from previous quarter. Three blocks were outstanding certification at the end of Q3, one block is currently outstanding due a heating and electrical project that is currently underway, once concluded, the EICR will be updated. The other two have had inspections completed but were awaiting final paperwork.

Homes with a valid (in date) Electrical Certificate (EICR): 2 properties outstanding at end of quarter due being unable to gain access. Team are managing situation.

Repairs and Maintenance

| Performance Indicator | Q1 2024/25 | Q2 2024/25 | Q3 2024/25 | Q4 2024/25 | YTD 2024/25 | Perf. Trend | Traffic Light Icon | Target |
|---|---------------|---------------|---------------|---------------|----------------|----------------|-----------------------|---------------------|
| Percentage of all responsive repairs completed on time | 97% | 98% | 98% | | 98% | ↑ | ✓ | 90% |
| Repair appointments kept | 96% | 96% | 95% | | 95% | ↑ | ✓ | 95% |
| Percentage of tenants satisfied with day-to-day repairs | 87% | 88% | 88% | | 88% | ▬ | ⚠ | 90% |
| Capital programme spent | 7% | 30% | 56% | | 56% | ↑ | ✖ | 70% (Q3 Profile) |
| Properties that meet decent homes standard | 91% | 94% | 98% | | 98% | ↑ | ⚠ | 99% |



Comments:

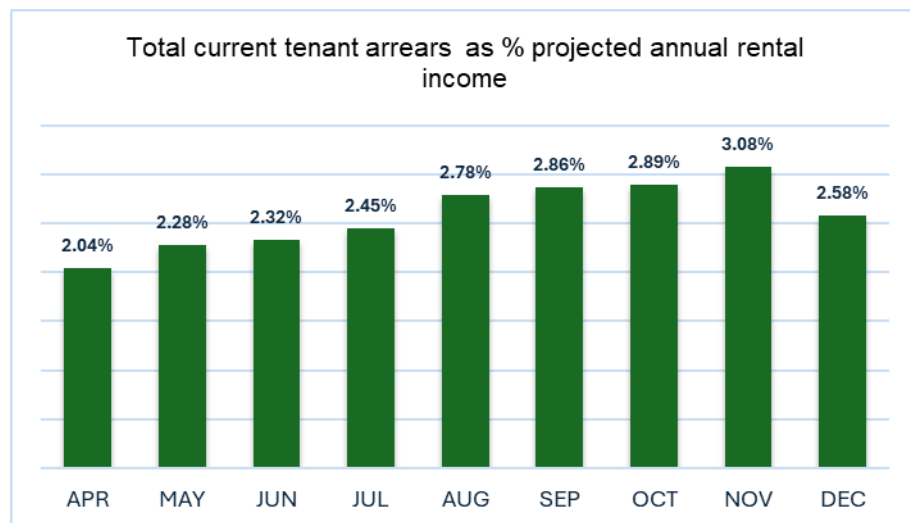
Overall performance on repairs completed on time remained at 98% and is above target. Percentage of repair appointments remains on target in Q3 – 1,845 repairs completed on time out of total 1,951 repairs in period.

Our **capital programme** expenditure (which covers long-term improvement to homes) was at 56% in Q3 against profile target for the quarter of 70%. A programme of works is in place. £5,975,595 spent at the end of Q2 on the latest agreed capital budget of £10.6m.

Properties that meet decent homes standard has improved since the Q2 position with 72 failings currently across the stock at the end of Q3. 317 properties have been made 'decent' so far year to date.

Housing Management

| Performance Indicator | Q1 2024/25 | Q2 2024/25 | Q3 2024/25 | Q4 2024/25 | YTD 2024/25 | Perf. Trend | Traffic Light Icon | Target |
|--|---------------|---------------|---------------|---------------|----------------|----------------|-----------------------|--------|
| Average days to re-let homes (excluding major work) | 25 | 20 | 22 | | 23.5 | ↓ | ✓ | 25 |
| Average days to re-let homes (including major works) | 36 | 31 | 28 | | 32.5 | ↑ | ✓ | 35 |
| Satisfaction with ASB case handling | 100% | 100% | 100% | | 100% | ▬ | ✓ | 60% |
| Current tenant arrears % of projected annual rent | 2.32% | 2.86% | 2.58% | | 2.58% | ↑ | ✓ | 3% |
| Former tenant arrears as % of projected annual rent | 1.63% | 1.66% | 1.65% | | 1.65% | ↑ | ✓ | 2% |
| Rent collected as a percentage of rent due | 97.6% | 97% | 99.2% | | 99.2% | ↑ | ✓ | 98% |



Comments:











Average re-let times (excluding major work) remains within target position. We are also within target for overall re-lets (including major works) in the period.

Current tenant arrears decreased slightly from £571k (2.86%) in Q2 to £511k (2.58%) in Q3 of total rent due for the year (£19M).

Former tenant arrears have decreased slightly from 1.66% (£331k) in Q2 to 1.65% (£328k) in Q3 of total rent due for the year (£19M) but continues to remain within target.







For **rent collection**, we collected 99.2% of all the rent and service charges at end of Q3 up from 97% at end of Q2.

Strategic Housing and Homelessness

| Performance Indicator | Q1 2024/25 | Q2 2024/25 | Q3 2024/25 | Q4 2024/25 | YTD 2024/25 | Perf. Trend | Traffic Light Icon | Target |
|---|---------------|---------------|---------------|---------------|----------------|----------------|---|--------|
| Number of homelessness approaches | 338 | 365 | 292 | | 995 | ↓ |  | - |
| No. households registered on the Housing Waiting List | 1,382 | 1,408 | 1,569 | | 1,569 | ↓ |  | - |
| Prevent & Relief duties closed as homelessness prevented/relieved | 46% | 49% | 43% | | 44% | ↓ |  | 40% |
| Average number of rough sleepers in the period | 17 | 22 | 11 | | 16 | ↓ |  | - |
| Average number of households in temporary accommodation | 51 | 57 | 60 | | 56 | ↓ |  | 35 |
| Average number of households in Bed and Breakfast | 11 | 17 | 14 | | 14 | ↑ |  | 0 |
| Long-term empty homes brought back into use | 27 | 16 | 15 | | 58 | ↓ |  | 50 |
| Council home new builds and acquisitions started | 0 | 0 | 0 | | 0 | ↓ |  | 20 |
| Affordable homes delivered by the Council and its partners | 4 | 0 | 0 | | 4 | ↓ |  | 80 |
| Private sector homes improved through Council intervention | 77 | 64 | 73 | | 214 | ↑ |  | 300 |

| Performance Indicator | Q1 2024/25 | Q2 2024/25 | Q3 2024/25 | Q4 2024/25 | YTD 2024/25 | Perf. Trend | Traffic Light Icon | Target | | | | | | | | | | | | | | | |
|--|---------------|----------------|---------------|---------------|----------------|----------------|-----------------------|--------|----------|---------------|----------------|-------------|----|---|------------------|---|-----|------------|---|----|---------|----|----|
| <div><div>Strategic Housing delivery</div><table><caption>Strategic Housing delivery Data</caption><tr><th>Category</th><th>Delivered (%)</th><th>Target gap (%)</th></tr><tr><td>Empty homes</td><td>88</td><td>0</td></tr><tr><td>New builds & Acq</td><td>0</td><td>100</td></tr><tr><td>Affordable</td><td>5</td><td>95</td></tr><tr><td>PS Impr</td><td>72</td><td>28</td></tr></table></div> <div>Comments:<p>Households in temporary accommodation: The number of households in temporary accommodation remains high in line with national trends. The placements into this accommodation have included a significant number of single people with more complex issues, for whom providing suitable long-term accommodation is proving more difficult. The council is actively looking into utilising a further 10-20 suitable units from the HRA to be utilised as TA over the short-term (2 years).</p><p>Households in Bed and Breakfast: The number of households in bed and breakfast accommodation is impacted by the number of people rough sleeping which has decreased over the quarter. Current placements are for single people with more complex needs, for whom long-term move on accommodation is much more limited and has also been used as accommodation for families in emergency situations.</p><p>Council home new builds and acquisitions started: No council home builds or acquisitions started on site during Quarter 3. Affected by outside developers and there has been slow progress on getting these through. A total of 9 new Council homes for rent will be completed in early February 2025 and a further 40+ units will be acquired at Risborough Barracks late in 2025.</p><p>Affordable homes delivered: Developers are finding it difficult to source 'registered provider' partners to acquire affordable housing schemes that are being provided through planning agreements in the district. This trend is due to RPs reducing their development programme because of costs they are facing such as higher borrowing costs and costs for zero carbon retrofitting. We have seen a number of schemes due to complete in 2024/25 delayed because of these issues.</p></div> | | | | | | | | | Category | Delivered (%) | Target gap (%) | Empty homes | 88 | 0 | New builds & Acq | 0 | 100 | Affordable | 5 | 95 | PS Impr | 72 | 28 |
| Category | Delivered (%) | Target gap (%) | | | | | | | | | | | | | | | | | | | | | |
| Empty homes | 88 | 0 | | | | | | | | | | | | | | | | | | | | | |
| New builds & Acq | 0 | 100 | | | | | | | | | | | | | | | | | | | | | |
| Affordable | 5 | 95 | | | | | | | | | | | | | | | | | | | | | |
| PS Impr | 72 | 28 | | | | | | | | | | | | | | | | | | | | | |

Customer Service and Complaints

| Performance Indicator | Q1 2024/25 | Q2 2024/25 | Q3 2024/25 | Q4 2024/25 | YTD 2024/25 | Perf. Trend | Traffic Light Icon | Target |
|--|---|---------------|---------------|---------------|----------------|----------------|---|-----------|
| Housing Case management – Total received calls | 2,407 | 2,244 | 1,828 | | 6,479 | ↑ |  | - |
| Housing Case management – Percentage of calls served | 98% | 97.8% | 97.8% | | 97.8% | ▬ |  | 98% |
| The number of tenant complaints received | 16 | 16 | 7 | | 39 | ↑ |  | No target |
| Tenant complaints answered on time | 100% | 85% | 100% | | 95% | ↑ |  | 95% |
| Satisfaction with complaints handling | 11% | 0% | 0% | | 11% | ▬ |  | 60% |
| Satisfaction with complaints outcome | 0% | 0% | 0% | | 0% | ▬ |  | 50% |
| | <p>Comments:</p> <p>Housing Case management – Percentage of calls served. In Q3 97.8% of calls were served (1,788/1,828). 23 calls were abandoned, 17 were dissuaded.</p> <p>Tenant complaints answered on time: 7 complaints closed in Q3 of which 7 were closed on time.</p> <p>Satisfaction with complaints handling: In Q3 we have received zero positive responses (fairly/very satisfied) for complaint ‘handling’ (11%) and zero satisfaction with complaints ‘outcome’. A total of 3 surveys were sent out during the quarter due to a further issue being identified regarding the changing of the ‘status’ of a complaint cases within our system. Further work has been undertaken with Systems team to address the issue.</p> | | | | | | | |