









## Housing Key Performance Report Q1- Q4 (Apr-Mar) 2021-22











The following report presents the performance of our Housing Service against Key Performance Indicators (KPIs) for the period Apr-Mar 2021-22 (Quarters 1-4). Quarterly performance is shown against the cumulative year-end position. **Traffic Light Icon (RAG)** indicates whether we are on target for the year; **Perf. Trend Arrow** indicates direction of performance from the previous quarter.

**Key:**

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

### Key Performance Scorecard (Year-end):

Landlord Health & Safety Compliance	2021-22	Target	RAG
Properties with a valid LGSR	100%	100%	
Blocks with a valid Fire Risk Assessment	100%	100%	
Blocks with a valid Legionella Risk Assessment	100%	100%	
Blocks with valid Electrical Certificate	100%	100%	
Domestic properties with a valid Electrical Certificate	91.37%	100% (May 2022)	
Blocks that are Asbestos compliant	97.14%	100%	
Lift services completed on communal properties	100%	100%	
Repairs and Maintenance	2021-22	Target	RAG
Percentage of responsive repairs completed on time	96.12%	90%	
Percentage of repair appointments kept	96.46%	95%	
Satisfaction with repairs	82%	98%	
Percentage of capital programme spent	100.6%	95%	

Re-lets and rent arrears	2021-22	Target	RAG
Average re-let time all properties (standard re-lets)	24.33	23 days	
Current tenant arrears as % of rental income	1.78%	2.3%	
Homelessness	2021-22	Target	RAG
Number of homelessness approaches	1,619	n/a	
Approaches closed as 'homelessness prevented'	4.20%	4%	
Average number of rough sleepers in the period	5.63	<6	
Strategic Housing	2021-22	Target	RAG
Long-term Empty Homes brought back into use	49	70	
Council home new builds and acquisitions started	30	20	
Affordable homes delivery	44	80	
Homes for low cost homeownership delivery	0	32	
Private sector homes improved through intervention	287	200	

## Key Performance detail:







### Landlord Health & Safety Compliance

PI Code	Performance Indicator	Year-end 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Year-end 2021/22	Perf. Trend	Traffic Light Icon	Target
GAS01 🔑	Properties with a valid LGSR	100%	100%	99.93%	100%	100%	100%	➡	🟢	100%
FRA01 🔑	Blocks with a valid Fire Risk Assessment	100%	100%	100%	100%	100%	100%	➡	🟢	100%
LEG01 🔑	Blocks with a valid Legionella Risk Assessment	100%	100%	100%	100%	100%	100%	➡	🟢	100%
ELE01 🔑	Blocks with valid (in date) Electrical Certificate (EICR)	88.28%	100%	100%	100%	100%	100%	➡	🟢	100%
ELE02 🔑	Properties with valid (in date) Electrical Certificate (EICR)	44.18%	64.04%	74.68%	86.2%	91.37%	91.37%	⬆	🟡	100% (May 2022)
ABS01 🔑	Blocks that are Asbestos compliant	100%	100%	100%	100%	97.14%	97.14%	⬇	🟡	100%
LIF01 🔑	Lift services completed on communal properties	100%	100%	100%	100%	100%	100%	➡	🟢	100%










### Repairs and Maintenance

PI Code	Performance Indicator	Year-end 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Year-end 2021/22	Perf. Trend	Traffic Light Icon	Target
REP01 🔑	Responsive repairs completed on time	99.26%	98.29%	92.93%	95.48%	97.2%	96.12%	⬆	🟢	90%
REP05 🔑	Repair appointments kept	97.76%	96.66%	96.3%	96.09%	96.74%	96.46%	⬆	🟢	95%
REP07 🔑	Satisfaction with most recent repair	79%	82.51%	81.33%	84%	80.33%	82%	⬇	🔴	98%
CAP01 🔑	Percentage of Capital programme spent	92.69%	9.19%	28.47%	55.63%	100.6%	100.6%	⬆	🟢	95%
















## Housing Management

PI Code	Performance Indicator	Year-end 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Year-end 2021/22	Perf. Trend	Traffic Light Icon	Target
VOID01 	Average days to re-let all properties (standard re-lets)	28.05	28.8	21.6	25.6	19.45	<b>24.33</b>			23 days
ARR01 	Current tenant arrears as % of annual rental income	2.03%	2.21%	2.31%	2.51%	1.78%	<b>1.78%</b>			2.3%

## Homelessness

PI Code	Performance Indicator	Year-end 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Year-end 2021/22	Perf. Trend	Traffic Light Icon	Target
HML01 	Number of homelessness approaches	1,402	373	369	396	481	<b>1,619</b>			No target
HML02 	Approaches closed as 'homelessness prevented'	3.50%	3.59%	3.72%	4.80%	4.58%	<b>4.20%</b>			4%
HML04 	Average number of rough sleepers in the period	6.1	4.2	7.4	8.9	1.9	<b>5.63</b>			<6

## Strategic Housing

PI Code	Performance Indicator	Year-end 2020/21	Q1 2021/22	Q2 2021/22	Q3 2021/22	Q4 2021/22	Year-end 2021/22	Perf. Trend	Traffic Light Icon	Target
HOU01 	Long-term Empty Homes brought back into use	78	8	7	17	17	<b>49</b>			70
HOU02 	Council home new builds and acquisitions started on site	19	15	0	0	15	<b>30</b>			20
HOU04 	Affordable homes delivered by the Council and its partners	80	27	0	11	6	<b>44</b>			80
HOU05 	Affordable homes low cost homeownership delivered by the Council and its partners	32	0	0	0	0	<b>0</b>			32
HOU06 	Private sector homes improved through intervention from Council	241	54	74	49	110	<b>287</b>			200