

## Appendix D - Key Performance Indicators

### Current Housing Committee Key Performance Indicators:

Performance Indicator	Target
Local Council rent collection and arrears: proportion of rent collected	2.5%
Average time taken to re-let local authority housing (days)	25 Days
Average time taken to re-let local authority sheltered housing (days)	30 Days
Number of cases where it is known that advice and/or support from the Council successfully prevented or relieved the threat of homelessness	120 cases
Number of households living in temporary accommodation	30
Number of people in 'urgent need' (bands A&B) on the Housing Register	275
Average cost of repairs per property for Council Tenants (exc. Leaseholders)	£325
First time fixes (responsive repairs)	85%
Recall Visits (responsive repairs)	2%
Percentage of emergency responsive repairs completed within the timescales set for the contractor	98%
Percentage of non-emergency responsive repairs completed within the timescales set for the contractor	95%

### Proposed Housing Committee Key Performance Indicators 2024/25:

Performance Indicator	Target
Rent arrears as a percentage of annual rent receivable	2.5%
Average time taken to re-let local authority housing (days)	25 Days
Average time taken to re-let local authority sheltered housing (days)	30 Days
Number of cases where it is known that advice and/or support from the Council successfully prevented or relieved the threat of homelessness	120 cases
Number of households living in temporary accommodation	30
Number of households living in Bed and Breakfast Of which are families	10 total
Average cost of repairs per property per year for Council Tenants (exc. Leaseholders)	£325
First time fixes (responsive repairs)	85%
Recall Visits (responsive repairs)	2%
Percentage of emergency responsive repairs completed within the timescales set for the contractor	98%
Percentage of non-emergency responsive repairs completed within the timescales set for the contractor	95%

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### Monitoring information – Data Only 2024/25

Performance Indicator	Target – where relevant
Number of Estate Inspections completed per month	
Number of Tenancy Audits per month	
Number of people in 'urgent need' (bands A&B) on the Housing Register	
Number of Housing Complaints received each Quarter	
Number of Complaints referred to the Ombudsman	
Percentage of annual boiler services and gas safety checks undertaken on time	100%
Percentage of Fire Risk Assessments undertaken on time	100%
Number of Damp and Mould cases resolved in quarter	
Number of major home adaptations completed each year	70

### Tenant Satisfaction Measures collected annually and reported to Committee each March:

Code	Issue
<b>TSMs collected from tenant perception surveys</b>	
TP01	Overall satisfaction
TP02	Satisfaction with repairs
TP03	Satisfaction with time taken to complete most recent repair
TP04	Satisfaction that the home is well maintained
TP05	Satisfaction that the home is safe
TP06	Satisfaction that the landlord listens to tenant views and acts upon them
TP07	Satisfaction that the landlord keeps tenants informed about things that matter to them
TP08	Agreement that the landlord treats tenants fairly and with respect
TP09	Satisfaction with the landlord's approach to handling complaints
TP10	Satisfaction that the landlord keeps communal areas clean and well maintained
TP11	Satisfaction that the landlord makes a positive contribution to neighbourhoods
TP12	Satisfaction with the landlord's approach to handling anti-social behaviour
<b>TSMs generated from management information</b>	
CH01	Complaints relative to the size of the landlord
CH02	Complaints responded to within Complaint Handling Code timescales
NM01	Anti-social behaviour cases relative to the size of the landlord

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<b>RP01</b>	Homes that do not meet the Decent Homes Standard
<b>RP02</b>	Repairs completed within target timescale
<b>BS01</b>	Gas safety checks
<b>BS02</b>	Fire safety checks
<b>BS03</b>	Asbestos safety checks
<b>BS04</b>	Water safety checks
<b>BS05</b>	Lift safety checks