

APPENDIX A – Housing Performance

H01 - Local Council rent collection and arrears: proportion of rent collected

April-June 2021	July-September 2021	October-December 2021	January-March 2022	Target
2.44%	2.45%	2.70%	2.23%	Met

Performance Summary

- The current rent arrears total was 0.27% lower than the annual target of 2.50%. This figure is 0.20% lower than the same period in 2020/21 when arrears were 2.43%.

Target: 2.5% (2021/22)

H02a - Average time taken to re-let local authority housing (days)

<u>April-June 2021</u>	<u>July-September 2021</u>	<u>October-December 2021</u>	<u>January-March 2022</u>	<u>Target</u>
19.4	23	26.3	31.8	Not met

Performance Summary

- Performance has been affected this quarter by a number of properties that have proved difficult to let in the current climate as well as the increased void time caused by CoVID-19 compliant practices.

Target: 25 days (2021/22)

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HO2b - Average time taken to re-let local authority sheltered housing (days)

April-June 2021	July-September 2021	October-December 2021	January-March 2022	Target
104.6	85.5	67.9	68.2	Not Met

Performance Summary

- The figure has been inflated by 3 properties that were vacant for much of 2020/21 but were let early in 2021/22 and are, therefore, included in the current figure. It is evident that demand for older persons and, particularly, sheltered housing decreased significantly prior to the vaccination programme. As a result, the length of time taken to let these properties has increased significantly. This is in line with effects seen by other local authorities.

Target: 30 days (2021/22)

HO3 - Number of cases where it is known that advice and/or support from the Council successfully prevented or relieved the threat of homelessness

April-June 2021	July-September 2021	October-December 2021	January-March 2022	Target
34	68	105	137	120
				Met

Performance Summary

- On target.
- Please note our target is for the end of the year and therefore cumulative per quarter. Also, figures are provisional and may be subject to change following government audits.

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Target: 120 cases (2021/22)

HO4 – Number of households living in temporary accommodation

April-June 2021	July-September 2021	October-December 2021	January-March 2022	Target
23	21	20	21	Met

Performance Summary

- On target. Figures are provisional and may be subject to change following government audits.

Target: 30 (2021/22)

HO5 – Number of people in 'urgent need' (bands A&B) on the Housing Register

April-June 2021	July-September 2021	October-December 2021	January-March 2022	Target
424	401	408	414	Not Met

Performance Summary

This figure has improved minimally from the same quarter last year. It remains high due to high demand & a limited supply of affordable housing. The Housing Team continues to work with colleagues in strategy and development to ensure a continued supply of affordable housing is provided throughout the District, as well as pursuing other initiatives, including the Tenants' Incentive Scheme, Assisted Purchase Scheme and relocation strategies within our own housing stock.

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Target: 275 (2021/22)

HO7 – Average cost of repairs per property for Council Tenants (exc. Leaseholders)

April-June 2021	July-September 2021	October-December 2021	January-March 2022	Target
£65	£109	-	£215.92	£325
				Met

Performance Summary

- On target.
- While on target, the amount per property is significantly lower than previous years. This is due to fewer repairs being completed because of the pandemic plus resourcing restraints within the community surveyor and operational service teams.
- Q3 data is missing due to the reconciliation issues between the Housing Management system Orchard and the Councils finance system Agresso.

Target: £325 (2021/22)

HO8 - First time fixes (responsive repairs)

April-June 2021	July-September 2021	October-December 2021	January-March 2022	Target
89%	85%	-	87%	85%
				Met

Performance Summary

- On target for the periods where data was available.

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- Q3 data is missing due to the reconciliation issues between the Housing Management system Orchard and the Councils finance system Agresso.

Target: 85% (2021/22)

HO9 - Recall Visits (responsive repairs)

<u>April-June 2021</u>	<u>July-September 2021</u>	<u>October-December 2021</u>	<u>January-March 2022</u>	<u>Target</u>
0.57%	0.9%	-	1.09%	Met

Performance Summary

- On target for the periods where data was available.
- Q3 data is missing due to the reconciliation issues between the Housing Management system Orchard and the Councils finance system Agresso.

Target: 2% (2021/22)

HO10a - Percentage of emergency responsive repairs completed within the timescales set for the contractor

<u>April-June 2021</u>	<u>July-September 2021</u>	<u>October-December 2021</u>	<u>January-March 2022</u>	<u>Target</u>
92.1%	-	-	97.3%	Not Met

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Performance Summary

- Target not met – This is due to a low number of returned customer surveys. We are continuing to review this indicator and investigate more thorough ways of monitoring performance.
- Q2 and 3 data is missing due to the reconciliation issues between the Housing Management system Orchard and the Councils finance system Agresso.

Target: 98% (2021/22)

HO10b - Percentage of non-emergency responsive repairs completed within the timescales set for the contractor

<u>April-June 2021</u>	<u>July-September 2021</u>	<u>October-December 2021</u>	<u>January-March 2022</u>	<u>Target</u>
92.5%	94%	-	88.4%	90%
				Not Met

Performance Summary

- Target not met due to very low numbers of customer surveys being returned during the quarter.
- Q3 data is missing due to the reconciliation issues between the Housing Management system Orchard and the Councils finance system Agresso.

Target: 90% (2021/22)