

Housing Service Performance

(as at 30-Nov-2022)

● Within Target, ● Close to Target (within 5%), ● Outside Target, 📊 Cumulative Measure, ↓ Minimum Target, ↑ Maximum Target

TABULAR SUMMARY 2022/23

PI Code	Indicator Title	Final 2021/22	Q1 (Apr-Jun)	Q2 (Jul-Sep)	Q3 (Oct-Dec) <small>(Partial)</small>	Q4 (Jan-Mar)	October 2022	November 2022	Year To Date	2022/23 Target	Top Quartile	Status	①
INCOME MANAGEMENT													
IM01	% of rental income for all dwellings that was collected	100.21	● 99.60	● 99.83	● 99.63	N/A	● 98.55	● 99.33	● 99.33	98.00 ↓	100.64		
IM02	% of rental income for general needs housing that was collected	100.33	● 99.39	● 99.74	● 99.63	N/A	● 98.32	● 99.25	● 99.25	98.00 ↓	-		
IM03	% of rental income for sheltered housing that was collected	99.95	● 100.03	● 100.02	● 99.63	N/A	● 99.02	● 99.48	● 99.48	98.00 ↓	-		
IM04	Rent arrears of current and former tenants as a % of annual rent debit	2.11	● 2.13	● 2.12	● 2.99	N/A	● 2.65	● 2.33	● 2.33	2.53 ↑	2.53		
IM05	Rent arrears of current tenants as a % of annual rent debit	1.63	● 1.70	● 1.71	● 2.58	N/A	● 2.21	● 1.89	● 1.89	1.82 ↑	1.82	AMBER	
IM06	Rent arrears of former tenants as a % of annual rent debit	0.48	● 0.43	● 0.41	● 0.41	N/A	● 0.44	● 0.44	● 0.44	0.77 ↑	0.77	GREEN	
IM07	Rent arrears of current general needs tenants as a % of annual rent debit	2.01	● 2.09	● 2.09	● 3.07	N/A	● 2.67	● 2.29	● 2.29	1.90 ↑	-		
IM08	Rent arrears of current sheltered tenants as a % of annual rent debit	0.85	● 0.89	● 0.92	● 1.57	N/A	● 1.26	● 1.08	● 1.08	1.82 ↑	-		
IM09	% of rent lost through properties becoming vacant	2.11	● 3.10	● 3.37	● 3.46	N/A	● 3.40	● 3.44	● 3.44	2.00 ↑	1.36		
IM10	% of rent lost through general needs properties becoming vacant	1.53	● 2.45	● 2.64	● 2.69	N/A	● 2.66	● 2.69	● 2.69	1.50 ↑	-		
IM11	% of rent lost through sheltered needs properties becoming vacant	3.28	● 4.41	● 4.83	● 4.98	N/A	● 4.85	● 4.93	● 4.93	3.00 ↑	-	RED	
IM12	Rent written off for all dwellings as a % of rent debit	0.01	● 0.09	● 0.14	● 0.10	N/A	● 0.12	● 0.11	● 0.11	2.00 ↑	-		
IM13	% of rental income for all garages that was collected	100.58	● 100.18	● 99.88	● 99.90	N/A	● 97.83	● 98.89	● 98.89	99.00 ↓	-		
IM14	Rent arrears of current and former garage tenants as a % of annual rent debit	1.54	● 1.56	● 1.50	● 2.48	N/A	● 2.17	● 1.76	● 1.76	2.53 ↑	-		
IM15	% of rent lost through garages becoming vacant	43.20	● 43.88	● 44.53	● 44.50	N/A	● 44.37	● 44.46	● 44.46	0.00 ↑	-		
ASSET MANAGEMENT													
AM01	% of routine repairs completed within target	84.76	● 78.20	● 84.05	● 84.94	N/A	● 85.48	● 85.81	● 82.44	98.00 ↓	95.00	DRAFT	
AM02	% of emergency repairs completed within target	99.24	● 93.11	● 89.88	● 86.42	N/A	● 91.99	● 95.91	● 92.38	100.00 ↓	100.00	DRAFT	
AM03	% of repairs outstanding and overdue	22.74	● 22.71	● 26.64	● 12.66	N/A	● 24.77	● 27.11	● 27.11	5.00 ↑	-	DRAFT	
AM04	% of gas servicing carried out within 12 months of previous service	99.94	● 99.90	● 100.00	● 100.00	N/A	● 100.00	● 100.00	● 100.00	100.00 ↓	100.00		
AM05	% of job variations	23.46	● 54.82	● 39.65	● 30.48	N/A	● 25.94	● 29.58	● 41.82	20.00 ↑	100.00		
AM06	% of social housing rental stock failing to meet the decent homes standard	-	○ -	○ -	○ -	N/A	○ -	○ -	○ -	0.00 ↑	-	DRAFT	
AM07	Number of dwellings taken out of management	5	● 6	● 7	● 5	N/A	● 7	● 5	● 5	N/A	-		
AM08	Number of garages taken out of management	353	● 356	● 360	● 362	N/A	● 360	● 361	● 361	N/A	-	DRAFT	
AM09	% of garages vacant and available to let	0.96	○ 0.14	○ 0.41	○ 0.28	N/A	○ 0.14	○ 0.28	○ 0.28	- ↑	-		
AM10	% of garages vacant and not available to let	48.56	○ 48.97	○ 49.59	○ 49.86	N/A	○ 49.59	○ 49.72	○ 49.72	- ↑	-		
AM11	% satisfaction with day to day repairs	77.56	● 94.09	● 96.17	● 96.72	N/A	● 100.00	● 88.24	● 94.93	95.00 ↓	92.78	DRAFT	
AM12	% satisfaction with major works	-	○ -	○ -	○ -	N/A	○ -	○ -	○ -	- ↓	-	DRAFT	
AM13	Number of dwellings in Housing stock	4,199	● 4,191	● 4,191	● 4,184	N/A	● 4,185	● 4,184	● 4,184	N/A	-		

AM14	% of garage checks completed (TO BE DEVELOPED)	-	○	○	○	N/A	○	○	○	-	↓	-	DRAFT	
AM15	Ian Williams WIP (Work In Progress)	708	●	●	●	N/A	●	●	●	650	↑	-		
TENANCY MANAGEMENT														
TM01	% of self contained dwellings vacant and available to let	0.36	○	○	○	N/A	○	○	○	-	↑	0.34	DRAFT	
TM02	% of self contained dwellings vacant and not available to let	2.64	○	○	○	N/A	○	○	○	-	↑	-		
TM03	Average days to relet a social housing rental dwelling (Standard)	198.68	○	○	○	N/A	○	○	○	-	↑	43.12		
TM04	Number of ASB cases reported	345	●	●	●	N/A	●	●	●	N/A		25	DRAFT	
TM05	Number of affordable homes delivered	230	●	●	No Data	N/A	No Data	No Data	○	-	↓	-	Manual	ⓘ
TM06	Number of acquisitions	11	●	●	●	N/A	●	●	○	-	↓	-		
TM07	Number of completed RTB sales	12	●	●	●	N/A	●	●	●	N/A		-		
TM08	Number of evictions	4	●	●	●	N/A	●	●	●	0	↑	-		
TM09	% of tenancy visits completed (TO BE DEVELOPED)	-	○	○	○	N/A	○	○	○	-	↓	-	DRAFT	
HOUSING ALLOCATIONS & OPTIONS														
HA01	Number of properties ready to let	15	○	○	○	N/A	○	○	○	-	↑	-		
HA02	Number of properties allocated (including mutual exchanges)	267	●	●	●	N/A	●	●	●	N/A		-		
HA03	Number of residential tenancies terminated	307	●	●	●	N/A	●	●	●	N/A		-	DRAFT	
HA04	Number of households on the waiting list	4,547	●	●	No Data	N/A	No Data	No Data	●	N/A		-	Manual	ⓘ
HA05	Number of homelessness cases	313	●	●	●	N/A	●	●	●	N/A		-		
HA06	Number of homeless approaches	1,006	●	●	●	N/A	●	●	●	N/A		-		
HA07	Number of households living in temporary accommodation	55	○	○	○	N/A	○	○	○	-	↑	-		
HA08	Number of households placed in temporary accommodation	157	●	●	●	N/A	●	●	●	N/A		-		
HA09	Successful homeless preventions as a % of prevention cases	73.68	●	●	●	N/A	●	●	○	-	↓	-	DRAFT	
HA10	Successful homeless reliefs as a % of relief cases	69.43	●	●	●	N/A	●	●	○	-	↓	-	DRAFT	
HA11	Number of verified rough sleepers	3	●	●	●	N/A	●	●	●	N/A		-	Manual	
BUSINESS MANAGEMENT														
BM01	Average number of working days per person lost through sickness	11.83	●	●	●	N/A	●	●	●	8.50	↑	-	Manual	
BM02	% of employee PERS completed	No Data	●	●	●	N/A	●	●	●	100.00	↓	-	Manual	
BM03	% satisfaction with the way your complaint was dealt with	No Data	○	○	○	N/A	○	○	○	-	↓	-	DRAFT	
BM04	% of complaints responded to and closed within 20 days	No Data	●	●	●	N/A	●	○	●	97.52	↓	97.52	Manual	ⓘ
BM05	% of calls answered within 1 minute	54.58	○	○	○	N/A	○	○	○	-	↓	-		
BM06	Number of accidents reported	2	●	●	●	N/A	●	●	●	0	↑	-	Manual	