

**QUARTERLY
MEASURES**

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G At or above target
 A Acceptable performance - results are within target boundaries
 R Below target
 V Volumetric/contextual measures that support targeted measures

▲ Performance has improved since last quarter
 ▬ Performance has stayed the same since last quarter
 ▼ Performance has deteriorated since last quarter

Strategic Measures

Service Area	Measure ID	Measure	High or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary
CX	Communications	COM 1	Percentage of media enquiries responded to within four working hours	High is good	70.00	85.00	Q3 - 20/21	84.00	Q4 - 20/21	87.00	%	G ▲ Little change to response times due to continued homeworking and ease of access to senior members of staff.
	Communications	COM 2	Number of proactive communications issued that help maintain or enhance our reputation	High is good	25	40	Q3 - 20/21	41	Q4 - 20/21	47	Number	G ▲ The introduction of the testing facilities in the city account for the increase in enquiries over the period. This will likely drop away slightly next quarter.
	Work Based Learning	WBL 1	Percentage of apprentices completing their qualification on time	High is good	92.00	95.00	Q3 - 20/21	75.00	Q4 - 20/21	100.00	%	G ▲ In Q4 2020/21 8/8 apprentices completed their apprenticeship on time
	Work Based Learning	WBL 2	Number of new starters on the apprenticeship scheme	N/A	18	20	Q3 - 20/21	9	Q4 - 20/21	11	Number	R We had 2 new starts in Q4 of 2020/21 - both of which were progressions. The cumulative figure up to Q4 is now 11
	Work Based Learning	WBL 3	Percentage of apprentices moving into Education, Employment or Training	N/A	Volumetric	Volumetric	Q3 - 20/21	100.00	Q4 - 20/21	75.00	%	R In Q4 2020/21 6/8 (75%) of apprentices on programme moved into Employment Education or Training
	Customer Services	CS 1	Number of face to face enquiries in customer services	N/A	Volumetric	Volumetric	Q3 - 20/21	32	Q4 - 20/21	15	Number	V City hall is still only offering limited face to face appointments mainly of for communal door keys
	Customer Services	CS 2	Number of telephone enquiries answered in Channel Shift Areas (Rev & Bens, Housing & Env. Services)	N/A	Volumetric	Volumetric	Q3 - 20/21	25,396	Q4 - 20/21	27,453	Number	V Lower than quarter 4 last year, we have seen an increase in email enquiries, especially for refuse and environment.
	Customer Services	CS 3	Average time taken to answer a call to customer services	Low is good	300	180	Q3 - 20/21	81	Q4 - 20/21	156	Seconds	G ▼ The waiting time has gone up, we answered 32529 calls in quarter 4, the highest number of quarterly calls answered this year. The number of calls in March was 12613, the highest month this year. The average length of call has gone up to 6 minutes 30 seconds, the reasons for this are not yet confirmed, it could show more complicated calls or delays with technology.
	Accountancy	ACC 1	Average return on investment portfolio	High is good	0.12	0.18	Q3 - 20/21	0.09	Q4 - 20/21	0.20	%	G ▲ Please note this is the average for 20/21 at the end of Q4 (0.20%)- rates are at historically low levels with little sign of improvement for the forthcoming financial year
	Accountancy	ACC 2	Average interest rate on external borrowing	Low is good	4.75	3.75	Q3 - 20/21	3.64	Q4 - 20/21	3.25	%	G ▲ 3.25% average achieved during 20/21 financial year
	Revenues Administration	REV 1	Council Tax - in year collection rate for Lincoln	High is good	96.75	97.00	Q3 - 20/21	76.20	Q4 - 20/21	94.78	%	R ▲ At the end of 20/21 the Council tax collection figure was 94.78% which is 1.99% below the 2019/20 collection - this equates to £896,741.
	Revenues Administration	REV 2	Business Rates - in year collection rate for Lincoln	N/A	98.60	99.00	Q3 - 20/21	90.42	Q4 - 20/21	98.97	%	A At the end of 2021 the Non-Domestic Rates collection figure was 98.97% which is 0.08% above the 2019/20 collection.
	Revenues Administration	REV 3	Number of outstanding customer changes in the Revenues team	Low is good	450	300	Q3 - 20/21	963	Q4 - 20/21	1,650	Number	R ▼ In quarter four there were 1,650 outstanding council tax support changes to make.
	Housing Benefit Administration	BE 1	Average (YTD) days to process new housing benefit claims from date received	Low is good	25.00	23.50	Q3 - 20/21	16.72	Q4 - 20/21	16.91	Days	G ▼ Weekly monitoring has continued all year to ensure prompt decision making
	Housing Benefit Administration	BE 2	Average (YTD) days to process housing benefit claim changes of circumstances from date received	Low is good	6.00	4.50	Q3 - 20/21	4.27	Q4 - 20/21	3.00	Days	G ▲ Numerous 1-day changes due to rent increases and income uprating's
Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Low is good	1,100	950	Q3 - 20/21	1,835	Q4 - 20/21	2,123	Number	R ▼ 2123 customers have work outstanding on their claims, workload continues to increase due to effects of Covid, leading to changes in people's circumstances. As people return to work, and wages increase this creates further work in amending and ending claims.	
Housing Benefit Administration	BE 4	Percentage of risk-based quality checks made where Benefit entitlement is correct	High is good	88.00	91.00	Q3 - 20/21	92.31	Q4 - 20/21	92.87	%	G ▲ We have increased the number of Quality Checks for this quarter	
Housing Benefit Administration	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	N/A	Volumetric	Volumetric	Q3 - 20/21	4,192	Q4 - 20/21	5,335	Number	V 937 Housing Benefit and 4398 Council Tax reduction	
DCE	Food and Health & Safety Enforcement	FHS 1	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	High is good	96.00	98.00	Q2 - 20/21	95.00	Q4 - 20/21	n/a	%	A ▼ A zero value has been inputted as this measure will not have changed as there has been limited risk rating of food businesses during the pandemic. A significant resource of the team has been focused on Covid outbreak management and the prevention of spread of the disease.
	Food and Health & Safety Enforcement	FHS 2	Average time from actual date of inspection to achieving compliance	Low is good	13.00	8.00	Q2 - 20/21	13.00	Q4 - 20/21	n/a	Days	A ▲ Please read the commentary for FHS3.
	Food and Health & Safety Enforcement	FHS 3	Percentage of food inspections that should have been completed and have been in that time period	High is good	85.00	97.00	Q2 - 20/21	85.00	Q4 - 20/21	n/a	%	A ▼ The food premise inspection programme has been impacted significantly by the pandemic and lockdown measures. The Food Standards Agency provided a framework on how LA's should manage food official controls over the last year. This has seen the team focus on those premises where the risk to public health is high or the risk is unknown. This means that in terms of inspections were have targeted the 0, 1 and 2 rated businesses in the City and have processed all new food business registrations. A total of 153 inspections have been carried during the year following strict Covid protocols. In addition to this Covid compliance inspections and visits have been undertaken to reduce the likelihood of community spread of Covid.

													<p>The team have had to implement a substantial amount of new legislation during the year and as a result of Covid the number of complaints and service requests increased over 120% on the previous year with 2659 being recorded, that is in excess of 650 cases per officer. The team have been instrumental in managing and co-ordinating the Covid Ambassadors across the City since November last year.</p> <p>There are nearly 400 food inspections that would ideally have been carried out during the year that will now be carried forward. The Food Standards Agency have issued a local authority recovery proposal and within this there are a number of deadlines set based on risk for the inspection backlog and ongoing programmed to be managed with full recovery expected by March 2023.</p>
Development Management (Planning)	DM 1	Number of applications in the quarter	N/A	Volumetric	Volumetric	Q3 - 20/21	266	Q4 - 20/21	271	Number	V		A slight increase here reflecting the steady increase in confidence in the sector.
Development Management (Planning)	DM 2	End to end time to determine a planning application (Days)	Low is good	85.00	65.00	Q3 - 20/21	56.91	Q4 - 20/21	66.85	Days	A	▼	This increase is due to the knock-on effect of additional pre application enquiries combined with significant complexities of specific applications which have taken more officer time and therefore prevented a higher degree of throughput. It is still an acceptable range however, and is to some extent part of a natural fluctuation
Development Management (Planning)	DM 3	Number of live planning applications open	Low is good	180	120	Q3 - 20/21	129	Q4 - 20/21	148	Number	A	▼	A slight increase here reflecting the steady increase in confidence in the sector
Development Management (Planning)	DM 4	Percentage of applications approved	High is good	85.00	97.00	Q3 - 20/21	96.00	Q4 - 20/21	95.00	%	A	▼	This figure continues to remain consistently high reflecting the positive approach of the service
Development Management (Planning)	DM 5	Percentage of decisions on planning applications that are subsequently overturned on appeal	Low is good	10.00	5.00	Q3 - 20/21	50.00	Q4 - 20/21	0.00	%	G	▲	No decision overturned on appeal this quarter, so target met
Development Management (Planning)	DM 6	Percentage of Non-Major Planning Applications determined within the government target (70% in 8 weeks) measured on a 2-year rolling basis	High is good	70.00	90.00	Q3 - 20/21	92.00	Q4 - 20/21	82.71	%	A	▼	This statistic is closely aligned with DM2 and is still comfortably above the threshold set nationally.
Development Management (Planning)	DM 7	Percentage of Major Planning Applications determined within the government target (60% in 13 weeks) measured on a 2-year rolling basis	High is good	60.00	90.00	Q3 - 20/21	100.00	Q4 - 20/21	100.00	%	G	→	Critically, focus remains on the performance of major applications
Private Housing	PH 1	Average time in weeks from occupational therapy notification to completion of works on site for a DFG grant (all DFG's exc. extensions)	Low is good	26.00	19.00	Q2 - 20/21	26.00	Q4 - 20/21	23.00	Weeks	A	▲	It has been challenging delivering housing assistance during the last year. There have been some difficulties with contractors being able to obtain building supplies and clients have been shielding. In the period from the 1 April 2020 to the 31 March 2021 we completed 81 adaptations. Very few were undertaken in quarter 1 and 2 although the recommendations had been received. Quarter 3 and 4 has seen an upsurge in the completion of adaptations and works. It is expected that performance in 21/22 will improve.
Private Housing	PH 2	Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	N/A	Volumetric	Volumetric	Q2 - 20/21	0.00	Q4 - 20/21	n/a	Weeks	V		Collection has not been possible, actual inspections of properties and accommodations has been limited to those where intelligence has given reason to believe that a serious health and safety issue may be present. Complaints regarding housing standards have been managed remotely with tenants providing photographs or video footage of the matters that they have been concerned about. The private housing team have engaged with landlords and letting agents to seek the required improvement to the properties complained about. A total of 113 have been completed in the period and further 22 cases are subject to ongoing investigation and negotiation.
Private Housing	PH 3	Number of empty homes brought back into use	High is good	25	50	Q2 - 20/21	12	Q4 - 20/21	30	Number	A	▲	<p>The Empty Homes has not been able to follow our strategy fully in the last year due to the restrictions on inspections and the survey letters to owners at 6 months empty, this following year 2021 to 22 could see a different set of results for next year. That said to achieve the 30 against a target of 50 is exceptional. There has been a dramatic rise in the number of furnished empty properties, this is in part due to the number of students who did not return to university and therefore did not take up occupancy as expected..</p> <p>Nationally the number of Empty Homes has continued to increase over this last year, most local authorities have reported an increase in their 6 months plus figures and their two year plus figures however the City of Lincoln has been able to resist this trend and figures for both of these empty homes categories have seen a small decrease since last April.2020.</p>
Public Protection and Anti-Social Behaviour Team	ASB 1	Number of cases received in the quarter (ASB)	N/A	Volumetric	Volumetric	Q3 - 20/21	65	Q4 - 20/21	80	Number	V		this is up considerably on q4 2019/20. The team have seen an increase overall in ASB complaints, we believe this is in part due to lockdown and the impact this is having on behaviour and tolerance levels. the highest number of ASB cases are normally during warmer months and so this is particularly high for this time of year.
Public Protection and Anti-Social Behaviour Team	ASB 2	Number of cases closed in the quarter	N/A	Volumetric	Volumetric	Q3 - 20/21	594	Q4 - 20/21	676	Number	V		during q4 the service has received a total of 660 service requests and has closed 676 with 157 open/ongoing cases remaining. This number is higher than q4 2019/20.
Public Protection and Anti-Social Behaviour Team	ASB 3	Number of live cases open at the end of the quarter	Low is good	260	220	Q3 - 20/21	147	Q4 - 20/21	157	Number	G	▼	As we have changed how this is captured there isn't comparative data from q4 2019/20 however from the data available from 2020/21 this looks to be in keeping with the overall number of open cases
Public Protection and Anti-Social Behaviour Team	ASB 4	Satisfaction of complainants relating to how the complaint was handled	High is good	75.00	85.00	Q3 - 20/21	75.00	Q4 - 20/21	75.00	%	A	→	A 'Low Target' value has therefore been inserted to indicate an 'acceptable' performance status, reflecting the special circumstances during the quarter.
Sport & Leisure	SP 1	Quarterly visitor numbers to Birchwood and Yarborough Leisure Centres	High is good	213,355	213,991	Q3 - 20/21	36,488	Q4 - 20/21	10,631	Number	R	▼	Quarter 4 January - March 21. Lockdown 3 from the 4th of January to the 28th of March. Leisure Centres reopened on the 29th of March with outdoor areas being able to host, children's group use and individual adults, adult group use was in line with the governing body guidance and only where it was professionally organised. Online fitness classes were available for all ages.

Sport & Leisure	SP 2	Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre	High is good	520.00	650.00	Q3 - 20/21	1980.00	Q4 - 20/21	83.00	Hours	R	▼	Q4 Due to lockdown 3 maximum use was 3 days use 29th of March - 31st March.	
CCTV	CCTV 1	Total number of incidents handled by CCTV operators	N/A	Volumetric	Volumetric	Q3 - 20/21	2,503	Q4 - 20/21	2,216	Number	V		Ongoing government restrictions are still having an effect on the general public accessing businesses in the city. As a result reduced numbers of incidents are being recorded. It is anticipated incidents will rise as the lockdown is eased in the first quarter of 2021.	
Waste & Recycling	WM 1	Percentage of waste recycled or composted	High is good	Volumetric	Volumetric	Q3 - 20/21	36.25	Q4 - 20/21	33.45	%	R	▼	This figure relates to Q3 (October - December 2020). 19.09% of waste was recycled, 14.36% of waste was composted, equating to 33.45% of waste being composted or recycled.	
Waste & Recycling	WM 2	Contractor points achieved against target standards specified in contract - Waste Management	Low is good	150	50	Q3 - 20/21	105	Q4 - 20/21	245	Number	R	▼	Points were recorded as 245 collectively. This was broken down to 70 in January, 85 in February and 90 in March.	
Street Cleansing	SC 1	Contractor points achieved against target standards specified in contract - Street Cleansing	Low is good	150	50	Q4 - 20/21	245	Q4 - 20/21	110	Number	A	▲	The street cleansing points for quarter 4 is 110 collectively. This has been broken down into 20 in January, 20 in February and 70 in March	
Grounds Maintenance	GM 1	Contractor points achieved against target standards specified in contract - Grounds Maintenance	Low is good	150	50	Q3 - 20/21	15	Q4 - 20/21	20	Number	G	▼	Contractor points have been recorded as 20 collectively, spreading out as 4 Category E incidents, 5 points each.	
Allotments	AM 1	Percentage occupancy of allotment plots	High is good	84.00	92.00	Q3 - 20/21	95.00	Q4 - 20/21	98.00	%	G	▲	As at the end of March 2021, 1059 plots of a total 1144 were let. Of the 1144 total plots, 1083 plots are currently lettable. 1059 occupied lettable plots equates to 98% occupancy rate. There has been a significant increase in demand for allotment tenancies since the Covid-19 pandemic began in March 2021. This occupancy level is the highest it has been for a number of years. It is hoped that the high levels of occupancy remain when some kind of normality resumes and hope that people continue with the plots they have chosen and not decide to give them up. All sites now have waiting lists for plots. It must be noted that February 2021 was the start of the new allotment year (and annual invoices issued) so we are still in the process of identifying unpaid accounts. This could lead to more plots being given up but as there are waiting lists, hopefully, if this happens, plots will be re-allocated quite speedily, and we can keep occupancy levels where they are.	
Parking Services	PS 1	Overall percentage utilisation of all car parks	High is good	50.00	60.00	Q3 - 20/21	31.00	Q4 - 20/21	9.67	%	R	▼	Very low figure due to lockdown over the whole of the quarter.	
Parking Services	PS 2	Number of off street charged parking spaces	N/A	Volumetric	Volumetric	Q3 - 20/21	3,750	Q4 - 20/21	3,750	Number	V		No change	
Licensing	LIC 1	Total number of committee referrals (for all licensing functions)	N/A	Volumetric	Volumetric	Q3 - 20/21	1	Q4 - 20/21	6	Number	V		1 PH driver for points, 1 HC vehicle, 4 premises licence review applications.	
Licensing	LIC 2	Total number of enforcement actions (revocations, suspensions and prosecutions)	N/A	Volumetric	Volumetric	Q3 - 20/21		Q4 - 20/21	3	Number	V		3 LA03 premises licence revocations for criminal activity/breaches of licence.	
DHI	Housing Investment	HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	Low is good	1.00	0.00	Q3 - 20/21	0.89	Q4 - 20/21	0.84	%	R	▲	Failures are now: Doors x53, Electrical Testing x11 and Roofs x4 (3x properties fail on two criteria). Most outstanding properties for Electrical Testing have long-term access issues but progress being made. The situation with doors remains the same as previous months. Expect to see a continued increase until new supplier is instated and on site – expected May.
	Housing Investment	HI 2	Number of properties 'not decent' as a result of tenant's refusal to allow work (excluding referrals)	N/A	Volumetric	Volumetric	Q3 - 20/21	197	Q4 - 20/21	199	Number	V		As this measure focuses on tenant refusal, it can be difficult to comment on why it has either increased or decreased. It is however maintaining around this figure for the last financial year.
	Housing Investment	HI 3	Percentage of dwellings with a valid gas safety certificate	High is good	99.80	99.96	Q3 - 20/21	95.45	Q4 - 20/21	96.28	%	R	▲	The servicing team and our contractor Aaron Services have worked very well together over the last year. The Health and Safety Executive advised that gas servicing must continue throughout the Covid 19 pandemic. Additionally the government advised some of our most vulnerable customers to shield during lockdown. Therefore these customers would not allow us to access their homes to undertake the annual gas servicing. To enable us to continue with our gas servicing programme, our contractor revised risk assessments and method statements in accordance with government guidance to ensure the safety of our customers when working within properties. We worked closely with our most vulnerable customers and individually risk assessed those properties in relation to gas safety, then reviewed when gas servicing appointments would take place. Our performance has not reached the target of 100%, during the year, however our programme quickly recovered following the governments shielding period ending. Our gas servicing programme has been managed and delivered exceptionally well by both Council officer's and our contractor Aaron Services during a very difficult year.
	Control Centre	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	High is good	97.50	98.75	Q3 - 20/21	97.53	Q4 - 20/21	97.37	%	R	▼	The data from quarter four shows that response times have fallen again slightly, just below its lower target of 97.50%, reporting at 97.37%.
	Rent Collection	RC 1	Rent collected as a proportion of rent owed	High is good	96.00	97.00	Q3 - 20/21	99.86	Q4 - 20/21	99.46	%	G	▼	Central government's restrictions on enforcement action for rent arrears in response to the Covid-19 pandemic has meant a challenging year for income collection. Whilst Tenancy Services has continued to support tenants through the Hardship Fund, DHP and general advice and guidance it has not permitted the team to take robust action when tenants have the means to pay but fail to do so. In year collection as of the end of March reached 99.46% ahead of the 98% collection target. Arrears overall increased to £1,060,439 compared to £825,237 at the end of March 2020, an increase of £235,201 resulting in arrears as a % of the debit standing at 3.75%, only marginally ahead of the 3.65% target. Universal Credit claims have continued to increase with 727 more Universal Credit claims this financial year with arrears across all 2,145 claims standing at £625,765, an increase of £222,100 compared to the same point last year. Tenancy Services continue to focus on rent collection and income maximisation for tenants and are committed to reducing the arrears over this coming financial year.

Rent Collection	RC 2	Current tenant arrears as a percentage of the annual rent debit	Low is good	4.50	3.50	Q3 - 20/21	4.00	Q4 - 20/21	3.74	%	A	▲	Central government's restrictions on enforcement action for rent arrears in response to the Covid-19 pandemic has meant a challenging year for income collection. Whilst Tenancy Services has continued to support tenants through the Hardship Fund, DHP and general advice and guidance it has not permitted the team to take robust action when tenants have the means to pay but fail to do so. In year collection as of the end of March reached 99.46% ahead of the 98% collection target. Arrears overall increased to £1,060,439 compared to £825,237 at the end of March 2020, an increase of £235,201 resulting in arrears as a % of the debit standing at 3.75%, only marginally ahead of the 3.65% target. Universal Credit claims have continued to increase with 727 more Universal Credit claims this financial year with arrears across all 2,145 claims standing at £625,765, an increase of £222,100 compared to the same point last year. Tenancy Services continue to focus on rent collection and income maximisation for tenants and are committed to reducing the arrears over this coming financial year.
Housing Solutions	HS 1	The number of people currently on the housing list	N/A	Volumetric	Volumetric	Q3 - 20/21	1,436	Q4 - 20/21	1,380	Number	V	▲	It is pleasing to see a further continued decrease in the number of people on the council homes waiting list. Its testament to the team in being able to effectively and sensitively rehouse families and residents.
Housing Solutions	HS 2	The number of people approaching the council as homeless	N/A	Volumetric	Volumetric	Q3 - 20/21	497	Q4 - 20/21	704	Number	V	▲	To date, we have had 704 homelessness approaches to the council. 575 of which have come via our Housing Solutions Team and 129 through our Rough Sleeper Team.
Housing Solutions	HS 3	Successful preventions against total number of homelessness approaches	High is good	50.00	55.00	Q3 - 20/21	397.00	Q4 - 20/21	525.00	%	G	▲	There are a number of reasons why we are successfully preventing more vulnerable people from becoming homeless. We continue to improve our relationship with partners and other agencies. We are proud of this figure, and it shows how valuable cross collaborating between local authority and external agencies is.
Housing Voids	HV 1	Percentage of rent lost through dwelling being vacant	Low is good	0.80	0.90	Q3 - 20/21	1.06	Q4 - 20/21	1.12	%	R	▼	At the start of the first lockdown, the Government instructed local authorities to restrict people moving home to those with an urgent need to move or households who were homeless or threatened with homelessness. In addition, restrictions were introduced on the number of people able to work in a property and there were difficulties obtaining some essential building materials. This meant that the council was unable to repair properties as they had done before, letting some properties, e.g. sheltered housing, was extremely difficult and properties requiring substantial works took longer to repair. All these factors contributed to the delay in repairing and letting void properties which meant that the rental income target was not achieved. The team prioritised lettings to homeless households in line with Government Guidance and have successfully minimised the time households have spent in B+B, met the requirement to get 'Everybody in' and continued to keep rough sleeping and homelessness numbers managed well throughout the past year.
Housing Voids	HV 2	Average re-let time calendar days for all dwellings - standard re-lets	Low is good	32.00	29.00	Q3 - 20/21	44.58	Q4 - 20/21	44.44	Days	R	▲	The Voids Team have repaired and let 410 properties with an average re-let time of 44.44 days overall against the target of 32. Due to Covid-19 pandemic, a number of restrictions were put into place to protect the workforce but had a subsequent negative impact on performance. Restricting the number of trades people working in a void property at any one time resulted in an increase in void time as did our inability to enter homes to carry out pre-termination inspections. New tenants have also found moving accommodation difficult throughout the pandemic, with many having to isolate or unable to secure assisting moving which has further challenged our performance. The temporary pressure on Voids due to the 'Everyone In' MHCLG initiative also meant that a significant level of resource spent on providing temporary homelessness accommodation which is not included in the over- all performance . Over the past three months the repairs Team have seen an improvement in performance with the restrictions easing and will continue to work to reduce the overall void time.
Housing Voids	HV 3	Average re-let time calendar days for all dwellings (including major works)	Low is good	38.00	35.00	Q3 - 20/21	50.34	Q4 - 20/21	50.21	Days	R	▲	This indicator includes all void properties, some of which have required major works at the voids stage to bring the properties back to the Councils lettable standard. Managing the repairs to a major works void often requires co-ordination of trades and contractors and over the past year, this has not been an easy task. An explanation of some of the challenges is outline above (HV2) As a result the figure reported of 50.21 days is significantly higher than the target of 38 days. Repairs, Void support and allocations continue to work together to ensure the processes involved work together. Again, as restrictions ease, the repairs teams are confident that repairs times will improve, and the difficulties people may encounter trying to organise furniture or removal will hopefully ease over the coming months
Housing Maintenance	HM 1	Percentage of reactive repairs completed within target time (priority and urgent repairs) - HRS only	High is good	97.00	99.00	Q3 - 20/21	99.18	Q4 - 20/21	98.32	%	G	▼	The percentage of repairs fixed first time has increased from quarter three's figure of 89.95%, to 92% in quarter four. Performance throughout quarter four has improved. It has been a tough year to navigate due to the Covid pandemic, but HRS are having ensured our first-time fix rate has exceeded target and the need to revisit properties for follow on visits has reduced.
Housing Maintenance	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	High is good	90.00	93.00	Q3 - 20/21	89.85	Q4 - 20/21	92.00	%	A	▲	Performance throughout quarter four has improved. It has been a tough year to navigate due to the Covid pandemic, but HRS have ensured our first-time fix rate has exceeded target and the need to revisit properties for follow on visits has reduced.
Housing Maintenance	HM 3	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	High is good	94.00	97.00	Q3 - 20/21	99.81	Q4 - 20/21	99.89	%	G	▲	HRS have ensured a significant percentage of appointments have been made and kept in 2020/21, with only a handful of appointments not met in the initial time window. This measure only includes priority and urgent repairs (1 and 3 day tickets). With the introduction of a pilot for a scheduled repairs service and the ongoing difficulties with Covid-19 and the ever-changing guidelines, it is pleasing to see that our performance is near 100%.
Business Development	BD 1	Number of users logged into the on-line self-service system this quarter	High is good	Volumetric	Volumetric	Q3 - 20/21	10,232	Q4 - 20/21	15,276	Number	G	▲	Significant increase due to online services requirement
IT	ICT 1	Number of calls logged to IT helpdesk	N/A	Volumetric	Volumetric	Q3 - 20/21	701	Q4 - 20/21	614	Number	V	▲	Less incidents recorded in February - general activity variation
IT	ICT 2	Percentage of first-time fixes	N/A	Volumetric	Volumetric	Q3 - 20/21	52.80	Q4 - 20/21	56.50	%	V	▲	General Activity variation - lower overall activity in this quarter