Porfolio Holder for Quality Housing

NB: Changes are highlighted in blue. It should be noted that the impact of Covid-19 has meant that in some cases it has been difficult to forecast what a realistic target might be. Depending on the service area, some have changed to volumetric measures, some have changed to reflect expected performance, and in some cases because expected performance is not known and not within our control targets have been retained as in previous years.

known and not within our control targets have been retained as in previous years.							2020-2021									2021-2	.022]		
			Cumulative of	r High / Low is		Low Target	On	High Target	Q2/19/20	Q3/19/20	04/19/20	Q1/20/21	Q2/20/21	03/20/2	1 Low Targ	et On	High T	arget			
Service Area	Measure	Unit	Quarterly	Good	Volumetric							Outturn	Outturn	Outturn	_		et (Best)	_	Portfolio Holder	Owner	Comments (if required)
Quarterly Measu			- Lance Series	10000		itana	Jan. Boo	(1000)							(110100)	19	(2003)			10.1110	comments (marganisa)
	PH 1- Average time in weeks from occupational												Collection not						Cllr Donald Nannestad -	Sara Boothright -	
	therapy notification to completion of works on site			l	1. .								possible -						Portfolio Holder for Quality	Environmental Health &	This can be reported on from first
Private Housing	for a DFG grant (all DFG's exc. extensions)	Weeks	Quarterly	Low is good	No	20	26 <->	19	21	28	8	3 2	7 COVID			26 <->	•	19	Housing	Corporate Safety Manager	quarter 2021
	PH 2 - Average time (weeks) from receiving to												Collection not						Cllr Donald Nannestad -	Sara Boothright -	
	resolving a complaint about housing standards in												possible -						Portfolio Holder for Quality	Environmental Health &	This can be reported on from first
Private Housing	private rented accommodation (updated measure)	Weeks	Quarterly	Low is good	No	1:	.2	20	16.00	6.00	2.80	7.4	O COVID			12		20	Housing	Corporate Safety Manager	quarter 2021
																			Ü	, ,	High and low target has been reduced
			Quarterly										Collection not						Cllr Donald Nannestad -	Sara Boothright -	as it is unlikely that actively targeting
	PH 3 - Number of empty homes brought back into		(Collected 6			Q2 12		Q2 25					possible -		Q2 7		Q2 13		Portfolio Holder for Quality	Environmental Health &	empty homes will begin until
Private Housing	use	Number	monthly)	High is good	No	Q4 25	<->	Q4 50	17	37	54	1	7 COVID		Q4 13	<->	Q4 25		Housing Cllr Donald Nannestad -	Corporate Safety Manager	September 2021
Housing	HI 1 - Percentage of council properties that are not																		Portfolio Holder for Quality	Kevin Bowring - Investment	
Investment	at the 'Decent Homes' standard (excluding refusals)	%	Quarterly	Low is good	No	1.00%	% <->	0.00%	0.84%	0.55%	0.23%	0.88	% 0.81%	6	1	00% <->		0.00%	Housing	Manager	Remain as 2020/21
······································	HI 2 - Number of properties 'not decent' as a result	,,,	Quarterry	Low is good		2.007	,,,	0.0070	, 0.0 170	0.5576	0.237	0.00	0.017		_			0.007	Cllr Donald Nannestad -	manage.	Heman as 2020, 21
Housing	of tenants refusal to allow work (excluding																		Portfolio Holder for Quality	Kevin Bowring - Investment	
Investment	referrals)	Number	Quarterly	Low is good	Yes	n/a													Housing	Manager	
																			Cllr Donald Nannestad -		
Housing	HI 3 - Percentage of dwellings with a valid gas	0/	O contout.		N	00.000	0/ 4.5	00.000	00.000/	00.000/	00.000	05.04	02.500		00	000/		00.000	Portfolio Holder for Quality	Kevin Bowring - Investment	Barrain as 2020/24
Investment	safety certificate	%	Quarterly	High is good	NO	99.80%	% <->	99.96%	99.89%	99.86%	99.89%	85.84	93.589	%	99	0.80% <->	<u> </u>	99.96%	Housing Cllr Donald Nannestad -	Manager	Remain as 2020/21
	CC 2 - Percentage of Lincare Housing Assistance																		Portfolio Holder for Quality	Clive Thomasson -	
Control Centre	calls answered within 60 seconds	%	Quarterly	High is good	No	97.50%	% <->	98.75%	98.71%	98.63%	98.54%	97.85	97.679	6	97	'.50% <->		98.75%	Housing		r Remain as 2020/21 - in line with TSA
			,	<u> </u>															Cllr Donald Nannestad -		, , , , , , , , , , , , , , , , , , , ,
																			Portfolio Holder for Quality	Keeley Johnson - Tenancy	
Rent Collection	RC 1 - Rent collected as a proportion of rent owed	%	Quarterly	High is good	No	96.50%	% <->	98.00%	98.04%	100.30%	100.00%	103.14	% 100.75%	%	96	5.00% <->		97.00%	Housing	Services Manager	
	DC 2 Comment to contract the contract of the																		Cllr Donald Nannestad -	Kaalay lahaasa Tasasay	
Pont Collection	RC 2 - Current tenant arrears as a percentage of the annual rent debit	0/	Quarterly	Low is good	No	4.00%	% <->	3.00%	3.72%	2.82%	2.87%	3.26	% 3.47%	/	4	1.50% <->		2 50%	Portfolio Holder for Quality Housing	Keeley Johnson - Tenancy Services Manager	
Kent Conection	HS 3 - Successful preventions and relief of	70	Quarterly	Low is good	INO	4.007	70 <->	3.00%	3.72%	2.0270	2.0770	3.20	3.477	70	4	1.30%		3.30%	Cllr Donald Nannestad -	Services ividilager	
Housing	homelessness against total number of																		Portfolio Holder for Quality	Paula Burton - Housing	
Solutions	homeslessness approaches (updated measure)	%	Quarterly	High is good	No	50.00%	% <->	55.00%	290	338	377	7 11	4 25	9	50	0.00% <->		55.00%	Housing	Solutions Manager	Remain as 2020/21
																			Cllr Donald Nannestad -		
	HV 1 - Percentage of rent lost through dwelling																		Portfolio Holder for Quality	Keeley Johnson - Tenancy	
Housing Voids	being vacant	%	Quarterly	Low is good	No	0.80%	% <->	0.90%	1.06%	0.89%	0.85%	0.90	% 0.99%	%	0).80% <->	·	0.90%	Housing Cllr Donald Nannestad -	Services Manager	Remain as 2020/21
	HV 2- Average re-let time calendar days for all																		Portfolio Holder for Quality	Keeley Johnson - Tenancy	
Housing Voids	,	Days	Quarterly	Low is good	No	30 day	/S <->	27 days	35.71	31.52	31.98	47.8	46.1	6	32	days <->		29 days	Housing	Services Manager	
Treatming terms		3.75	- Caure Corry			30000	, , ,		3017 =	0 1.0 1	0 2.00	1110				o.o.yo			Cllr Donald Nannestad -		
	HV 3 - Average re-let time calendar days for all																		Portfolio Holder for Quality	Keeley Johnson - Tenancy	
Housing Voids		Days	Quarterly	Low is good	No	31 day	/s <->	28 days	44.06	36.95	39.91	49.4		6	38	days <->	•	35 days	Housing	Services Manager	
	HM 1 - Percentage of reactive repairs completed												Collection not						Cllr Donald Nannestad -	NACHIC IIII	
Housing	within target time (priority and urgent repairs) -	0/	Overterly.	lliah is as ad	N _o	97%	0/	99.00%	00.260/	07.670/	06 710/	06.00	possible -			070/		00.000	Portfolio Holder for Quality	Matthew Hillman - Assistan	
Maintenance	HRS only	%	Quarterly	High is good	INO	979	% <->	99.00%	98.26%	97.67%	96.71%	96.00	% COVID			97% <->	^	99.00%	Housing Cllr Donald Nannestad -	Director Investment	Remain as 2020/21
Housing	HM 2 - Percentage of repairs fixed first time																		Portfolio Holder for Quality	Matthew Hillman - Assistan	t
Maintenance	(priority and urgent repairs) - HRS only	%	Quarterly	High is good	No	90%	% <->	93.00%	95.04%	94.67%	94.07%	89.57	% 90.119	6		90% <->		93.00%	Housing	Director Investment	Remain as 2020/21
				9									Collection not						Cllr Donald Nannestad -		
Housing	HM 3- Percentage of tenants satisfied with repairs												possible -				_		Portfolio Holder for Quality	Matthew Hillman - Assistan	Remove indicator (reviewing current
Maintenance	and maintenance	%	Quarterly	High is good	No	94%	%	96.00%	98.72%	97.41%	97.15%	97.00	% COVID		custon	ner feedba	ck frame	vork)	Housing Class Control	Director Investment	customer feedback framework)
Housing	HM 4 - Appointments kept as a percentage of																		Cllr Donald Nannestad - Portfolio Holder for Quality	Matthew Hillman - Assistan	.
Housing Maintenance	appointments made (priority and urgent repairs) - HRS only	%	Quarterly	High is good	No	949	% <->	97.00%	97.73%	97.82%	97.89%	99.57	% 99.95%	6		94% <->		97 NN%	Housing	Director Investment	Remain as 2020/21
Annual Measures		1/0	Quarterly	I light is good	1110	347	/0 \-/	37.0076	91.13/0	37.02/0	37.03/0	<u> </u>	/o 33.33/	· •		J-70 \-7		57.00/0	ді ючэнів	וייים ווייפים ווייפים ווייים	NCMain as 2020/21
																			Cllr Donald Nannestad -		
	AH 1 - Cumulative number of affordable homes																		Portfolio Holder for Quality	Kieron Manning - Assistant	
Affordable Hous	delivered to date this year	Number	Annual Q4	High is good	No	2.	25 <->	125	11	21	231	L	7			25 <->	•	125	Housing	Director for Planning	Retain as 2020/21