

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	Q2 - 21/22	78.00	Q3 - 21/22	76.00	%	A	▼ A very busy quarter for the team as the Christmas Market returned. We received a large number of local and regional media enquiries related to the event - many of which came in the days before and during Market. A total of 23 media interviews were conducted between 30 November and 6 December. In addition, the announcement of Western Growth Corridor planning committee generating a flurry of enquiries in the run-up to Christmas and beyond. The number of enquires, combined with the Communications Officer role becoming vacant, resulted in a slight increase in response times, however, this will be rectified for the 4th quarter as enquiries decline and team recruitment takes place.
	Communications	COM 2	Number of proactive communications issued that help maintain or enhance our reputation	High is good	25	40	Q2 - 21/22	26	Q3 - 21/22	27	Number	A	▲ Usually, the number of enquiries increasing (see COM 1) would result in a need to issue further messaging ourselves but this proved not to be the case this quarter. Some were required, however, and these were mainly centred around the Christmas Market, the Central Market and various parking issues.
	Work Based Learning	WBL 1	Percentage of apprentices completing their qualification on time	High is good	92.00	95.00	Q2 - 21/22	0.00	Q3 - 21/22	0.00	%	R	▬ In Q3 2021/22 there were no completers. The reason being due to not having any apprentices who were expected to complete their apprenticeships within this period
	Work Based Learning	WBL 2	Number of new starters on the apprenticeship scheme	N/A	Volumetric	Volumetric	Q2 - 21/22	2	Q3 - 21/22	3	Number	V	We had 3 new starts within Q3. The cumulative figure up to Q3 is now 9
	Work Based Learning	WBL 3	Percentage of apprentices moving into Education, Employment or Training	N/A	Volumetric	Volumetric	Q2 - 21/22	0.00	Q3 - 21/22	0.00	%	V	In Q3 2021/22 there were no completers so no data available for WBL 3. *Please see notes for WBL1
	Customer Services	CS 1	Number of face to face enquiries in customer services	N/A	Volumetric	Volumetric	Q2 - 21/22	72	Q3 - 21/22	73	Number	V	Very similar to previous quarter, with other sections also mainly seeing customers by appointment 198 seen in total
	Customer Services	CS 2	Number of telephone enquiries answered in Channel Shift Areas (Rev & Bens, Housing & Env. Services)	N/A	Volumetric	Volumetric	Q2 - 21/22	31,960	Q3 - 21/22	29,692	Number	V	we had more calls than the same quarter last year. The breakdown is 3812 refuse/environmental calls 4985 housing solution/homeless calls, 13089 housing calls and 7806 council tax/benefit calls, plus 260 other calls, a total of 29952
	Customer Services	CS 3	Average time taken to answer a call to customer services	Low is good	300	180	Q2 - 21/22	413	Q3 - 21/22	272	Seconds	A	▲ An improvement on the previous quarter, over 3000 chasing a repair or an appointment and over 4000 calls for new repairs
	Accountancy	ACC 1	Average return on investment portfolio	High is good	0.12	0.18	Q2 - 21/22	0.13	Q3 - 21/22	0.14	%	A	▲ BoE rate increased to 0.25 - interest receivable expected to increase in future quarters
	Accountancy	ACC 2	Average interest rate on external borrowing	Low is good	4.75	3.75	Q2 - 21/22	3.15	Q3 - 21/22	3.10	%	G	▲ Shorter term borrowing and low rate PWLB loans accessed in Q3 reducing the overall rate of loans outstanding
	Revenues Administration	REV 1	Council Tax - in year collection rate for Lincoln	High is good	75.00	79.00	Q2 - 21/22	49.58	Q3 - 21/22	75.82	%	A	▲ Collection is down by 0.38%. We still have some covid funding to apply to the council tax accounts and are waiting for the scripts from our software supplier to add this discount onto the accounts. The total discount is equivalent to 1.10% of the council tax debt. The covid pandemic is still affecting the collection rates as this has not returned to pre-covid levels.
	Revenues Administration	REV 2	Business Rates - in year collection rate for Lincoln	High is good	82.50	83.39	Q2 - 21/22	55.70	Q3 - 21/22	84.11	%	G	▲ The NDR collection is still down by 6.31% when compared to last year. The mathematics of how the liability is spread over 2021-22 will still be affecting this figure as explained at the end of quarter 2. The government have announced a new rate relief - Covid Additional Relief Fund and Lincoln have received £2.7m to target the people who have been most affected by the pandemic. these monies are to be paid towards their 2021-22 liability. Unfortunately, this has only just been announced but we are currently working with our partners in creating a scheme for applying this monies to the accounts. As customers have to evidence their losses, this is not likely to be applied to accounts before the end of the financial year and will therefore be backdated. £2.7m equates to 7% of the NDR liability for 2021/22.
	Revenues Administration	REV 3	Number of outstanding customer changes in the Revenues team	Low is good	700	550	Q2 - 21/22	3,737	Q3 - 21/22	1,738	Number	R	▲ The council tax admin team are still in the position of having one member of the team on long term sickness. In quarter 2, vacancies had been filled but since then there have been two FTE who have left the team and gone to work elsewhere, leaving the team understaffed once again. To ensure that the council tax documents are brought up to date as quickly as possible we have had some staff working overtime and have taken on an agency worker. There has certainly been a huge improvement in the documents outstanding. As some of these are in the emails and some are in Enterprise, we are reporting the number of documents and not the number of customers as we are unable to get that information.
	Housing Benefit Administration	BE 1	Average (YTD) days to process new housing benefit claims from date received	Low is good	19.50	17.50	Q2 - 21/22	17.50	Q3 - 21/22	16.45	Days	G	▲ Weekly monitoring of HB claims continues to enable 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	8.00	6.50	Q2 - 21/22	5.49	Q3 - 21/22	5.37	Days	G	▲ Monthly changes in UC continue as Covid cases increase again and people's circumstances alter.
	Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Low is good	1,500	1,300	Q2 - 21/22	1,411	Q3 - 21/22	1,643	Number	R	▼ 1643 customers of which 1383 are awaiting a first contact from us.

DCE	Housing Benefit Administration	BE 4	Percentage of risk-based quality checks made where Benefit entitlement is correct	High is good	88.00	91.00	Q2 - 21/22	95.26	Q3 - 21/22	96.40	%	G	▲	There has been an increase in QA completed and less errors.
	Housing Benefit Administration	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	N/A	Volumetric	Volumetric	Q2 - 21/22	1,995	Q3 - 21/22	2,966	Number	V		645 Housing Benefit and 2321 Council Tax Reduction
	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 - 21/22	0.00	Q3 - 21/22	97.90	%	A	▲	This measure must be treated with some caution as it is the first time, we are reporting on this and the number of businesses that are included is less than half (465) of the total businesses that are food registered in the City (1164). As we move through the next 2 or 3 quarters, we could see this measure change as more of the businesses are included. What we can report is that there was a high percentage of new business inspection 49% which tend to be on the first assessment to be fully or broadly compliant.
	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 - 21/22	33.21	Q3 - 21/22	40.30	Days	R	▼	During this quarter there was a member of staff off on long term sick but who returned to full duties towards the end of the quarter. I reviewed those inspections which caused the value to increase, and compliance was delayed due to structural work that needed to be completed or the businesses had shut and so revisits could not be undertaken.
	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 - 21/22	0.00	Q3 - 21/22	100.00	%	G	▲	The FSA Recovery Plan was officially put in place from the 1 October; however, we had identified which of the businesses would have been included in the recovery plan before the recovery plan date. Inspections were carried from late June onwards to ensure that we used our resources as effectively as possible. This had meant that a total of 94 premises have been inspected up to the end of December.
	Development Management (Planning)	DM 1	Number of applications in the quarter	N/A	Volumetric	Volumetric	Q2 - 21/22	235	Q3 - 21/22	227	Number	V		Figure remains high shows continued confidence in the market generally
	Development Management (Planning)	DM 2	End to end time to determine a planning application (Days)	Low is good	85.00	65.00	Q2 - 21/22	61.91	Q3 - 21/22	68.96	Days	A	▼	End to end times remain within our target tolerance
	Development Management (Planning)	DM 3	Number of live planning applications open	Low is good	180	120	Q2 - 21/22	135	Q3 - 21/22	156	Number	A	▼	Live applications remain constant and within manageable levels with current resource levels
	Development Management (Planning)	DM 4	Percentage of applications approved	High is good	85.00	97.00	Q2 - 21/22	97.00	Q3 - 21/22	95.00	%	A	▼	Consistently high figure which reflects 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	Q2 - 21/22	0.00	Q3 - 21/22	0.00	%	G	▬	Shows robust decisions are made as no decisions overturned
	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	Q2 - 21/22	94.00	Q3 - 21/22	90.89	%	G	▼	Slight reduction, however level is well within national threshold and is due to a few applications with specific issues to resolve
	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	Q2 - 21/22	88.00	Q3 - 21/22	82.50	%	A	▼	Figure remains within national thresholds and major applications remain the focus of prioritisation for performance
	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 - 21/22	30.80	Q3 - 21/22	23.60	Weeks	A	▲	17 adaptations were completed in this quarter and there has been an improvement in the end to end time from quarter 2 which was anticipated as restrictions were being lifted.
	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 - 21/22	13.60	Q3 - 21/22	4.90	Weeks	V		During this quarter, 22 disrepair/condition cases were resolved. Once again Park and Abbey wards in the city had the highest disrepair reported at 60% of cases. As from the beginning of September 2021 we started to carry out more onsite visits and this could be one of the reasons why this measure has improved.
	Private Housing	PH 3	Number of empty homes brought back into use	High is good	7	25	Q2 - 21/22	12	Q3 - 21/22	17	Number	A	▲	Whilst we continue to assist owners to bring back their empty properties, the restrictions on inspections and face to face interactions with owners has severely curtailed the effectiveness of the Empty Homes Officer's role. In the last quarter a further 5 properties were returned to use which had involvement from the Empty Homes work. So far this year 17 properties have been returned to use with the project's assistance. Sincil Bank LTE numbers have started to climb back upwards with more empty properties remaining empty for more than 6 months. An increase of 12 properties in the last quarter.
	Public Protection and Anti-Social Behaviour Team	ASB 1	Number of cases received in the quarter (ASB)	N/A	Volumetric	Volumetric	Q2 - 21/22	88	Q3 - 21/22	73	Number	V		this is slightly higher than q3 of 2020/21 and shows the continued increase in demand which is currently across all PPASB services. so far in 2021/22 we have received a total of 276 ASB Service requests. in 2020/21 full year we received 314 and the current projection is that this we be exceeded.
	Public Protection and Anti-Social Behaviour Team	ASB 2	Number of cases closed in the quarter	N/A	Volumetric	Volumetric	Q2 - 21/22	849	Q3 - 21/22	747	Number	V		this remains higher than Q3 last year but is relative compared to requests for services which remains higher for 2021/22 than 2020/21
	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	Q2 - 21/22	189	Q3 - 21/22	194	Number	G	▼	this is a little higher than normal but currently isn't of concern, the monthly data shows that in October the cases open were 192, November 177 and December 194.
	Sport & Leisure	SP 1	Quarterly visitor numbers to Birchwood and Yarborough Leisure Centres	High is good	213,355	213,991	Q2 - 21/22	122,034	Q3 - 21/22	110,339	Number	R	▼	Quarter 3 with being the winter months and the approach to Christmas is usually lower than Quarter 2 which is the summer and the lighter months, this is a drop of 4% visits for Birchwood and 12% for Yarborough. Yarborough is 44% of pre-pandemic levels (Q3 19/20) Birchwood is 58% of pre-pandemic levels (Q3 19/20) Resistance to re-join fitness gyms is industry wide (nationally), this could be due to the surge in Omicron numbers on the lead up to Christmas with the possibility of a lock down, new members

												<p>were low, with the fear regarding the transmissibility of Omicron there is still a resistant to going back into public places.</p>
Sport & Leisure	SP 2	Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre	High is good	520.00	650.00	Q2 - 21/22	790.00	Q3 - 21/22	806.00	Hours	G	<p>▲ Q3 Total slots used 806 Birchwood 471 bookings which is approx. 50% capacity and is up on Q2 by 52 slots. Yarborough 371 which is 35% capacity and is slightly down on Q2 by 35 slots. The 12 week period includes the Christmas and New Year period when a reduced amount of training takes place.</p>
CCTV	CCTV 1	Total number of incidents handled by CCTV operators	N/A	Volumetric	Volumetric	Q2 - 21/22	2,665	Q3 - 21/22	2,181	Number	V	<p>Numbers fell slightly during this period possibly as a result of a reduction in staffing numbers. Public order incidents specifically drunken behaviour increased as venues began to open.</p>
Waste & Recycling	WM 1	Percentage of waste recycled or composted	High is good	33.50	39.00	Q2 - 21/22	35.39	Q3 - 21/22	34.82	%	A	<p>▼ This figure relates to Quarter 2 (July - September 2021). 15.14% has been recorded as waste being recycled, whereas 19.68% was recorded of waste being composted, equating to 34.82% being composted or recycled.</p>
Waste & Recycling	WM 2	Contractor points achieved against target standards specified in contract - Waste Management	Low is good	150	50	Q2 - 21/22	125	Q3 - 21/22	95	Number	A	<p>▲ 95 points were recorded in Q3. This has been broken down into 30 points in October, 20 points in November, and 45 points in December.</p>
Street Cleansing	SC 1	Contractor points achieved against target standards specified in contract - Street Cleansing	Low is good	150	50	Q2 - 21/22	75	Q3 - 21/22	80	Number	A	<p>▼ Points were recorded as 80 collectively. This has been broken down into 35 points in October, 30 points in November and 15 points in December.</p>
Grounds Maintenance	GM 1	Contractor points achieved against target standards specified in contract - Grounds Maintenance	Low is good	150	50	Q2 - 21/22	75	Q3 - 21/22	135	Number	A	<p>▼ Points were recorded as 135 collectively, broken down into 105 in October 10 in November and 20 in December. The large peak in October was due to Verge grass cutting.</p>
Allotments	AM 1	Percentage occupancy of allotment plots	High is good	84.00	92.00	Q2 - 21/22	97.00	Q3 - 21/22	97.00	%	G	<p>▬ As at the end of December 2021, 1061, plots of a total 1153 were let. Of the 1153 total plots, 1099 plots are currently lettable. 1061 occupied lettable plots equates to 97% occupancy rate. There continues to be a steady demand for allotment tenancies. All allotment sites currently have waiting lists for plots now and when plots become available , we try to re-let the plots to those on the waiting lists as quickly as possible.</p> <p>We are also mindful that allotment tenancies may decrease from February 2022, as allotment rent charges are being increased significantly (and the age-related discount is being removed; discounts are still available for anyone on unemployment and means-tested benefits). This will undoubtedly have an impact on whether tenants decide to continue with their plots or not.</p>
Parking Services	PS 1	Overall percentage utilisation of all car parks	High is good	50.00	60.00	Q2 - 21/22	40.00	Q3 - 21/22	48.00	%	R	<p>▲ Good figure reflecting the Christmas period and no Covid restrictions re shops closing this year</p>
Parking Services	PS 2	Number of off street charged parking spaces	N/A	Volumetric	Volumetric	Q2 - 21/22	3,796	Q3 - 21/22	3,796	Number	V	<p>No change</p>
Licensing	LIC 1	Total number of committee referrals (for all licensing functions)	N/A	Volumetric	Volumetric	Q2 - 21/22	6	Q3 - 21/22	9	Number	V	<p>1 PH Vehicle revocation, 1 LA2003 contested variation, 7 PH drivers due to points/convictions.</p>
Licensing	LIC 2	Total number of enforcement actions (revocations, suspensions and prosecutions)	N/A	Volumetric	Volumetric	Q2 - 21/22		Q3 - 21/22	1	Number	V	<p>1 PH Driver suspended with immediate effect following allegations of sexual assault.</p>
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	Q2 - 21/22	1.50	Q3 - 21/22	1.06	%	R	<p>▲ We currently have 82 properties that do not currently meet the decent homes standard. A majority of these (58) are in programme for a replacement door. A further 22 are recorded as electrical failures, this is due to encountering failed access to undertake the 5 year electrical inspection of the property. 2 properties require a replacement roof.</p>
Housing Investment	HI 2	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	N/A	Volumetric	Volumetric	Q2 - 21/22	188	Q3 - 21/22	178	Number	V	<p>The level of refusals is recorded but cannot be controlled by the Council. We have had a slight drop in the number of refusals during the current reporting year. A vast majority of these refusals relate to the declining of boiler replacement work.</p>
Housing Investment	HI 3	Percentage of dwellings with a valid gas safety certificate	High is good	99.80	99.96	Q2 - 21/22	99.26	Q3 - 21/22	99.14	%	R	<p>▼ We continue to encounter a small number of properties each month, which do not allow access for the annual gas service/safety inspection. Our robust processes are followed, and these failed access addresses are referred to legal services to obtain access.</p>
Control Centre	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	High is good	97.50	98.75	Q2 - 21/22	98.25	Q3 - 21/22	98.30	%	A	<p>▲ Although with staff shortages and continuing covid disruption we have maintained the target at above 97.5% for this quarter</p>
Rent Collection	RC 1	Rent collected as a proportion of rent owed	High is good	96.50	98.00	Q2 - 21/22	97.61	Q3 - 21/22	100.52	%	G	<p>▲ The in-year collection rate achieved at the end of Q3 was 100.52%, compared to 98.9% for the same point last financial year. This is a positive improvement in collection, resulting in a decrease in arrears from last year.</p>
Rent Collection	RC 2	Current tenant arrears as a percentage of the annual rent debit	Low is good	4.50	3.50	Q2 - 21/22	4.88	Q3 - 21/22	3.68	%	A	<p>▲ Current rent arrears as of the end Q3 are £1,052,680. This is £78,149 less than Q3 for the 2020/21 financial year. Arrears as a % of the debit stands at 3.68% compared to 4% for the comparative quarter last year. Rent collection has continued to be challenging with continued changes to legislation for landlords in place until October 2021. Universal Credit claims have increased by 1,028 claims on last year with an increase of £48,796 of arrears on these cases, taking the total arrears on Universal Credit claims to £666,390. Despite these challenges, the arrears have reduced, and their year collection achieved was 100.52%, compared to 98.9% at the same point last year. Tenancy have placed significant emphasis on contact through calls and visits, with new targets in place for staff.</p>
Housing Solutions	HS 1	The number of people currently on the housing list	N/A	Volumetric	Volumetric	Q2 - 21/22	1,338	Q3 - 21/22	1,448	Number	V	<p>During the first two months of the Covid pandemic we saw a small decrease in the number of Housing Register applications submitted, however since that time we have continued to receive significant numbers. On average in 21-22 we have received around 250 applications each month, compared to an average of around 190 during the same period in 20-21.</p>
Housing Solutions	HS 2	The number of people approaching the council as homeless	N/A	Volumetric	Volumetric	Q2 - 21/22	461	Q3 - 21/22	707	Number	V	<p>During the pandemic we saw slightly lower numbers of approaches, however those we did receive tended to be extremely complex and often involved domestic abuse. Since the eviction ban was lifted, we have received much higher numbers of enquiries and applications, including higher numbers of applicants who require temporary accommodation. We expect this situation to remain steady, or worsen, in the coming months as many eviction notices will expire meaning the landlords can legally pursue court action.</p>
Housing Solutions	HS 3	Successful preventions and relief of homelessness against total number of homelessness approaches	High is good	50.00	55.00	Q2 - 21/22	45.93	Q3 - 21/22	43.70	%	R	<p>▼ The team continues to work with applicants to try to prevent or relieve homelessness. This has been extremely challenging over the past 18 months as shared living arrangements have irretrievably broken down following the national lockdowns and there have been fewer properties</p>

													available in both the private rented sector, and within our own stock. Wherever possible and in accordance with government instruction, we have continued to prioritise those facing homelessness for available accommodation.
Housing Voids	HV 1	Percentage of rent lost through dwelling being vacant	Low is good	0.80	0.90	Q2 - 21/22	1.37	Q3 - 21/22	1.44	%	R	▼	Current rent lost through vacant dwellings is 1.44% against the target of 0.9% and has increased by 0.07% compared to last quarter. The void process has faced several challenges with labour, contractors, lettings, and difficulty carrying our pre-termination inspections which has resulted in an increase in void time and consequently % of rent lost. Voids Repair Team are currently instituting a plan with the voids support team which will utilise additional contractors, maximise supplies in order to reduce the voids turnaround time.
Housing Voids	HV 2	Average re-let time calendar days for all dwellings - standard re-lets	Low is good	32.00	29.00	Q2 - 21/22	44.83	Q3 - 21/22	51.94	Days	R	▼	<p>The current void turn-around time for void requiring minor works is 51.94 days against the target of 32 days. Void Repairs Team have experienced increased challenges since their initial contractor went into administration in the summer, leaving significant pressure on the DLO. There is a high, national demand for labour, coupled with covid restrictions and isolation within our workforce meaning that COLC has had difficulty in securing the necessary workforce to turnaround the empty properties to achieve the target of 32 days. There have also been additional pressures on tenants when trying to move, meaning delays throughout the void process. We have experienced delays in ordering kitchens, plastering products and certain timber lines.</p> <p>The Voids Support Team has seen an increase in the number of terminations through deaths meaning that pre-termination inspections cannot be completed, resulting in more difficulty when planning required works. The data shows that when we can complete a pre-termination our average time for void repairs, cleansing and overall end to end time reduces.</p> <p>We have now appointed five additional contractors to carry out void works and have allocated additional staff from the DLO. Subsequently, we are seeing an increase in the properties being completed and relet so performance for the remainder of the financial year will likely increase however this is due to numerous longer-term voids now being completed. This will put us in a better position as we move into quarter one 2022/23.</p>
Housing Voids	HV 3	Average re-let time calendar days for all dwellings (including major works)	Low is good	38.00	35.00	Q2 - 21/22	53.09	Q3 - 21/22	59.88	Days	R	▼	<p>The current void turnaround time for all properties is 59.98 days against the target of 38 days. This has increased by just over 6 days since last financial year. Properties requiring major works have seen increased difficulty with sourcing necessary materials and labour, resulting in an increase in the re-let time.</p> <p>As with all relets, new tenants have often struggled to move due to isolation, or difficulty sourcing removals in a timely manner resulting in further delays.</p> <p>With the additional contractors that are now in place and the increase in available materials, the current voids in the system should be completed and the overall voids in the system will reduce, however we won't see the average re-let time reduce until they are cleared.</p> <p>We've also experienced a deterioration in the standard and condition of the properties being returned to COLC. This is a knock-on effect due to the reduction in the repairs carried out during the national lockdowns and the limited amount of inspections carried out on our properties by our officers.</p>
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	Q2 - 21/22	91.74	Q3 - 21/22	92.66	%	R	▲	<p>Performance is still below target and not where we aspire to be, this mainly down to the urgent repairs (3 days) tickets. This has prompted further investigation into the reasons why. The conclusions are materials/ supplier/ limited resources issues are still in play however this is not exclusive to ourselves and benchmarking will confirm this. More to the point the issues we can fix ourselves are to be addressed, this includes resource planners prioritising 1- & 3-day jobs over 100 day tickets that are already in the diaries, any reluctance to follow this guideline, resource planners will escalate to Team Leaders for action.</p> <p>The introduction of a new Repairs co-ordinator who will reinforce best practice and improve communication between the operatives and the planners. This closer management of the function will result in improved performance and ultimately see this performance improving quickly and see it reach an acceptable level.</p>
Housing Maintenance	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	High is good	90.00	93.00	Q2 - 21/22	91.95	Q3 - 21/22	92.91	%	A	▲	Performance is within target; however, we aspire to improve further on this measure by reviewing our stock and increasing the stock in time for our new fleet provision in August 2022. We have also increased the amount of inspections carried out in the planning stage of scheduled repairs to ensure materials are ordered and delivered prior to the delivery stage of scheduled repairs.
Housing Maintenance	HM 4	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	High is good	94.00	97.00	Q2 - 21/22	99.40	Q3 - 21/22	99.30	%	G	▼	Performance is in line with previous quarters. During the year there are only a minority of appointments that get missed, however we continue to communicate updates to the tenant and rebook these appointments. This element is being reviewed in the scheduled repairs pilot.
Business Development	D 1	Number of users logged into the on-line self service system this quarter	High is good	8,409	8,700	Q2 - 21/22	10,515	Q3 - 21/22	9,026	Number	G	▼	Reduction in numbers. May possibly be affected by performance issues in aging system. Staff are working to resolve and look at options for replacement
IT	ICT 1	Number of calls logged to IT helpdesk	N/A	Volumetric	Volumetric	Q2 - 21/22	927	Q3 - 21/22	993	Number	V		General variation in call numbers. More incidents recorded due to some recurring issues
IT	ICT 2	Percentage of first time fixes	N/A	Volumetric	Volumetric	Q2 - 21/22	56.30	Q3 - 21/22	58.60	%	V		General variation in issues - log on issues meaning can be resolved quickly