Black Text - Qtrly	Purple Text - Cumulative		Vestment - Quai			Cumulative Target		2020-21						2021-2022							2022-23					\top
Service Area Code	Measure	Uni	t QT	K or Lo	gh / w is pod	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	2020-21 O1 Outfurn		2020-21 Q3 Outturn	10 =	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn	2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)		Reduce Last Yea	Lahout
Business Development & ICT BD 1	Number of users logged into the on-line self service system this quarter	Num r	be c	HK I	gh is ood	Cllr Chris Burke - Portfolio Holder for Customer Experience and Review	Development & IT Manager	Profiled: Q4 = 10,000 Qs1-3 = 8,409	Profiled: Q4 = 10,500 Qs1-3 = 8,700	11064			15276	Profiled:	Profiled: Q4 = 10,500 Qs1-3 = 8,700	11625	10515	9026		Υ	H (Increased Target)	10000	11000	Very seasonal and depends heavily of notices given e.g. government benefits		
Control Centre CC 1	Percentage satisfied of new connections for the control centre Percentage of Lincare Telecare		C	ur i "	nh is ood	Cllr Donald Nannestad - Portfolio Holder for Quality Housing Cllr Donald Nannestad -	Clive Thomasson - Supported Housing Manager Clive Thomasson -								I					Υ	A (Adjusted Target)	90.00%	95.00%	New measure TSA sets target standard nationally at 97.5%. This is our		
Control Centre CC 2	Alarm calls answered within 60 seconds		C	ur i "	nh is nod	Portfolio Holder for Quality Housing	Supported Housing Manager	97.50%	98.75%	97.85	97.67	97.53	97.37	97.50%	98.75%	98.04	98.25	98.30		Υ	L (Reduced Target)	97.50%	98.00%	lower limit as aspire to a higher target of 98% which remains above the national standard Higher target of 0% never achieved and is unrealistic.		_
Housing Investment HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	%	C	TR I	w is ood	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Kevin Bowring - Investment Manager	0.20%	0.00%	0.88	0.81	0.89	0.84	1.00%	0.00%	2.10	1.50	1.06		Υ	L (Reduced Target)	1.5%	1.0%	There will always be a few properties where access is difficult or a slight delay in gaining access. Targets are therefore more aligned to the performance over recent years		
Housing Investment HI 3	Percentage of dwellings with a valid gas safety certificate	%	c	uk i '	gh is pod	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Kevin Bowring - Investment Manager	99.80%	99.96%	85.84	93.58	95.45	96.28	99.80%	99.96%	99.46	99.26	99.14		Υ	L (Reduced Target)	98.20%	99.20%	99.96% will be impossible to achieve due to some having to go through the legal process for the council to gain access to the property. 99.96% as a target would mean the council would miss the target once only 2 or3 properties went to legal stage. That is not realistic so a more accurate reset target has been inserted		
Housing Maintenance	Percentage of reactive repairs completed within target time (priority 1 day ONLY)	%	a	TR Hig	nh is pod	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Assistant Director Investment	97.00%	99.00%	96.00	96.00	99.18	98.32	97.00%	99.00%	91.90	91.74	92.66		Υ	A (Adjusted Target)	98.50%	99.50%	The previous measure needs refining now the council has adopted a new approach to housing repairs. There are now priority jobs on a 1 day repair, urgent jobs on a 3 day repair and then scheduled repairs when the team are working in the area/estate. The focus is on reporting the priority and urgent repairs so the measure has been split into HM 1a and HM1b.		
Housing Maintenance	(urgent - 3 day repairs ONLY)	%	C	ur i "	nh is ood	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Assistant Director Investment													Υ	L (Reduced Target)	95.00%	97.50%	as above		
Housing Maintenance HM 2	Percentage of repairs fixed first time (priority and urgent repairs only)		C	TR Hig	nh is ood	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Assistant Director Investment	90.00%	93.00%	89.57	7 90.11	89.85	92.00	90.00%	93.00%	92.48	91.95	92.91				90%	93%	No Change		
Housing Maintenance HM 3	Percentage of tenants satisfied with repairs and maintenance	%	a	TR Hig	gh is pod	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Assistant Director Investment	94.0%	96.0%					Remove indicator (reviewing current customer feedback framework)	Remove indicator (reviewing current customer feedback framework)							94.00%	96.00%	Measure has returned from Q4 2021-22 and targets are the same as before.	19	Retur
Housing Maintenance HM 4	Appointments kept as a percentage of appointments made (priority and urgent repairs)	%	C	TR Hig	gh is bod	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Assistant Director Investment	94.00%	96.00%	99.57	7 99.95	99.81	99.89	94.00%	96.00%	99.07	99.40	99.30		Υ	H (Increased Target)	95%	97%	Whilst the measure has been set at a higher target - it is still below actual performance in the last two years. However, the council is extending the pilot for the scheduled housing repairs as covid did impact on the early pilot. As this pilot completes the targets for priority and urgent repairs will be re considered as resources are allocated accordingly		
Housing Solutions HS 3	Successful preventions and reliej of homelessness against total number of homelessness approaches (updated measure)	%	a	ur i "	nh is pod	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Alison Timmins - Housing Solutions Manager	150	300	114.0	0 259.00	397.00	525.00	50.00%	55.00%	52.40	45.93	43.70		Υ	L (Reduced Target)	45.00%	50.00%	The implications arising from Covid have significantly altered the housing market in the city, meaning we are less able to assist with successful preventions for our applicants at present. The impact ahs bene felt in two ways -significantly more homeless cases for the team to address leading to waiting times for clients to get advice and a lack of accommodation (temporary and move on) within the housing market. Target needs to be viewed within the context of increasing volumes for cases		
Housing Voids HV 1	Percentage of rent lost through dwelling being vacant	%	C	TTR Lo	w is	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Yvonne Fox - Assistant Director Housing	0.90%	0.80%	0.90	0.99	1.06	1.12	0.90%	0.80%	1.28	1.37	1.44		Υ	L (Reduced Target)	1.00%	0.90%	Due to council's void contractor going out of business a while back and currently having a number of temporary contractors in place we won't be in a stable position until June 2022. Council also has over 100 voids currently in the system. Significant work is being done to address the voids backlog as reported to committee previously and so this target will be reviewed again mid term in 2022/23 as these improvement stake effect. The target as set here is still a stretch in the current circumstances		

DHI	Housing Vo	oids ł		Average re-let time calendar days for all dwellings - standard re-lets (minor works)		LOIRI	ow is good	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Yvonne Fox - Assistant Director Housing	30 days	27 days	47.81 46.	16 44.58	44.44	32 days	29 days	40.39	44.83	51.94	У	L (Reduced Target)	34	32	Due to council's void contractor going out of business a while back and currently having a number of temporary contractors in place we won't be in a stable position until June 2022. We also have over 100 voids currently in the system, with a high number of those being longer voids, once these become let it will increase our voids times before we then eventually get in to a more stable position bringing the re-let times down. It should be noted that looking across local government the targets still represent upper quartile performance and the council continues to focus on keeping re-let standards high i.e. quality not sacrificed for speed	17	Decrease d
DHI	Housing Vo	oids F		Average re-let time calendar days for all dwellings (including minor and major works)	1	LOIRI	ow is good	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Yvonne Fox - Assistant Director Housing	31 days	28 days	49.40 46.	16 50.34	50.21	38 days	35 days	48.17	53.09	59.88	У	L (Reduced Target)	40	38	Reasons for void target would be that the higher target would match our internal goal of 38 days (32 minor only). Due to our void contractor going bust a while back and currently having a number of temporary contractors in place we won't be in a stable position until June on that front. We also have over 100 voids currently in the system, with a high number of those being longer voids, once these become let it will increase our voids times before we then eventually get in to a more stable position bringing the re-let times down. It should be noted that looking across local government the targets still represent upper quartile performance. Finally some properties are not re-let for some time due to external factors such as court cases, which impact.	18	Decrease d
IHO	Rent Collect	tion f	RC 2	Current tenant arrears as a percentage of the annual rent due	%	I OTR I	ow is lood	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Yvonne Fox - Assistant Director Housing	4.00%	3.00%	3.26 3.4	7 4.00	3.74	4.50%	3.50%	4.20	4.88	3.68	Υ	L (Reduced Target)	4.65%	4.55%	Reasons for arrears target would be that the new target would still reduction of around £30,000 off the arrears which would still be challenging with the amount of UC cases we have (over 2,000 and rising), a lot of these cases contribute to our overall arrears total. We haven't be able to our usual eviction protocols due to covid so there will be cases of arrears that pre covid would of come off the balance. We have increased UC cases by 428 since same time last year, the % increase of arrears due to UC cases has also increased by 8%. We don't know what our final outturn will be so it's difficult to pick a target. Like all targets here, portfolio holder has agreed these as more realistic in the current environment	16	Decrease d
Ар	endix A	A - Dir	ector	rate Housing and Inv	estm	ent - C	umu	lative					,					,	•							
	Black Te	ext - Otrly						Constall a Transit				2020 21					21-202	2					_	2022-23		
		1		Purple Text - Cumulative	Blue	Text - Annua	ally	Cumulative Target			2	2020-21 				20			c c				<u> </u>	T		
	Service Are				Unit	QTR or	igh / ow is	Portfolio Holder	Owner	Low Target (Worst)	High Target (Best)	1 2 1	Q2 Outturn 2020-21 Q3 Outturn	2020-21 Q4 Outturn	Low Target (Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-22 Q2 Outturn	2021-22 Q3 Outturn 2021-22 Q4 Outturn	Target Changed?	How?	Low Target (Worst)	High Target (High)		Reduced Last Year	What about this year
IHO	Service Are	ea C	Code	Purple Text - Cumulative		QTR or Cumul Hi	igh / ow is		Owner Yvonne Fox - Assistant Director Housing		High Target	.0-21 utturn :0-21		2 Q4	(Worst)	High Target (Best)	2021-22 Q1 Outturn	2021-25 OZ Onttnru	Q ₄ 2 Q ₃ 2		How? A (Adjusted Target)	(Worst)	High Target (High) Q1 - 93% Q2 - 95% Q3 - 96.5%			about this
IHO Apj	Rent Collect	tion F	Code RC 1 rector	Purple Text - Cumulative Measure Rent collected as a proportion of rent due rate Housing and Inv	Unit % /estm	QTR or Cumul Hi ative g	igh / ow is Good igh is rood	Portfolio Holder Cllr Donald Nannestad - Portfolio Holder for Quality Housing netric	Yvonne Fox - Assistant	(Worst)	High Target (Best)	2020-21 Q1 Outturn 2020-21		2 Q4	(Worst)	High Target (Best) Q1-2 97.0% Q3<98.0%	2021-22 Q1 Outturn	2021-22 Q2 Outturn	Q ₄ 2 Q ₃ 2		A (Adjusted	(Worst) Q1 - 92% Q2 - 92.5% Q3 - 95.5%	High Target (High) Q1 - 93% Q2 - 95% Q3 - 96.5% Q4 - 98.5%	Comment The end of year overall target is the same but moved target to a phased cumulative to take account of the 3%+ jump each Christmas.	Last Year	about this year
Ap ₁	Rent Collect	tion F	Code RC 1 rector	Purple Text - Cumulative Measure Rent collected as a proportion of rent due	Unit % /estm	QTR or Cumul Hi ative g	igh / pw is food igh is food Olum ally	Portfolio Holder Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Yvonne Fox - Assistant Director Housing	(Worst) 96.5%	High Target (Best)	103.14 100 2020-21	75 99.86	99.46	(Worst) Q1-2 96.0% Q3< 96.5%	High Target (Best) Q1-2 97.0% Q3<98.0%	2021-27 07 Onttnru	2021-25 97.61	100.52	Changed?	A (Adjusted Target)	Q1 - 92% Q2 - 92.5% Q3 - 95.5% Q4 - 96.5%	High Target (High) Q1 - 93% Q2 - 95% Q3 - 96.5% Q4 - 98.5%	Comment The end of year overall target is the same but moved target to a phased cumulative to take account of the 3%+ jump each Christmas.	Last Year	about this year
Ap.	Rent Collect	tion F A - Direct - Qtrly	Code RC 1 rector	Measure Rent collected as a proportion of rent due rate Housing and Inv Purple Text - Cumulative Measure	Unit % /estm	Cumul Hi ative g Text - Annua QTR or Cum	igh / ow is Good igh is rood	Portfolio Holder Cllr Donald Nannestad - Portfolio Holder for Quality Housing netric Cumulative Target	Yvonne Fox - Assistant Director Housing	(Worst) 96.5%	High Target (Best) 98.0%	103.14 100 2020-21	75 99.86	1-21 2 2 4 tturn Q4	(Worst) Q1-2 96.0% Q3< 96.5% Low Target	High Target (Best) Q1-2 97.0% Q3<98.0% 20 High Target	2021-22 tturn C1 Outturn Q1 Outturn	2021-22 tturn Q2 Outturn	Q ₄ 2 Q ₃ 2	Changed?	A (Adjusted Target)	Q1 - 92% Q2 - 92.5% Q3 - 95.5% Q4 - 96.5%	High Target (High) Q1 - 93% Q2 - 95% Q3 - 96.5% Q4 - 98.5%	Comment The end of year overall target is the same but moved target to a phased cumulative to take account of the 3%+ jump each Christmas.	Last Year 15	about this year
	Rent Collect Dendix A	tion Fext - Qtrly	Code RC 1 Code	Measure Rent collected as a proportion of rent due rate Housing and Inv	Unit % /estm Blue	QTR or Cumul Hi ative g Text - Annua QTR or Cum	igh / ow is igh is igh ood Olum ally igh / ow is igh ood	Portfolio Holder Cllr Donald Nannestad - Portfolio Holder for Quality Housing netric Cumulative Target Portfolio Holder Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Yvonne Fox - Assistant Director Housing Owner	(Worst) 96.5% Low Target	High Target (Best) 98.0% High Target (Best)	2020-21 Q1 Outturn Q1 Out Q1 Outturn Q1 Out Q1	2020-21 C3 Outturn C5	2020-21 Q4 Outturn Q4	(Worst) Q1-2 96.0% Q3< 96.5% Low Target	High Target (Best) Q1-2 97.0% Q3<98.0% 20 High Target (Best)	2021-22 tturn C1 Outturn Q1 Outturn	2021-22 tturn Q2 Outturn	tturn Q4 2 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	Changed?	A (Adjusted Target)	(Worst) Q1 - 92% Q2 - 92.5% Q3 - 95.5% Q4 - 96.5% Low Target	High Target (High) Q1 - 93% Q2 - 95% Q3 - 96.5% Q4 - 98.5% High Target (High)	Comment The end of year overall target is the same but moved target to a phased cumulative to take account of the 3%+ jump each Christmas.	15 Reduced	about this year Returned and adjusted What about this
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