

Performance Key

- 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 / year
- ▬ Performance has stayed the same since last quarter / year
- ▼ Performance has deteriorated since last quarter / year



Quarterly 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	75	90	Q1 - 22/23le	76	Q2 - 22/23	82	%	A	▲	This quarter has seen ongoing requests received about the repair work being undertaken at Yarborough Leisure Centre and our likely completion date of Christmas 2022. The fire caused by a discarded battery in one of our refuse trucks also appeared to captivate the media. Our proactive partnership communications around the unveiling of the George Boole statue outside Lincoln's main railway station attracted attention and enquiries from all major media in the city and beyond. Our work to help the vulnerable during July's heatwave resulted in a flurry of media enquiries, as did our work on the cost of living leaflet later on in the quarter. Summer months tend to be quieter for media enquiries and this, along with the team being at full capacity, has meant that an increased number of these enquiries were able to be responded to within the four hours we aim for.
	Work Based Learning	WBL 1	Percentage of apprentices completing their qualification on time	High is good	95	100	Q1 - 22/23	0	Q2 - 22/23	100	%	G	▲	In Q2 2022/23 2/2 apprentices completed their apprenticeships on time (100%).
	Work Based Learning	WBL 2	Number of new starters on the apprenticeship scheme	High is good	8	10	Q2 - 21/22	2	Q2 - 22/23	5	Number	R	▲	We had 5 new starts within Q2. The cumulative figure up to Q2 is 6.
	Work Based Learning	WBL 3	Percentage of apprentices moving into Education, Employment or Training	High is good	90	95	Q1 - 22/23	0	Q2 - 22/23	100	%	G	▲	In Q2 2022/23 100% (2/2) 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	Q1 - 22/23	40	Q2 - 22/23	30	Number	V		The number of face to face enquiries is lower when compared to the last quarter. 30 customers were seen in pre-booked appointments out of 144 seen by teams across the authority. Welfare saw 21.

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Customer Services	CS 2	Number of telephone enquiries answered in Channel Shift Areas (Rev & Bens, Housing & Env. Services)	N/A	Volumetric	Volumetric	Q1 - 22/23	28,315	Q2 - 22/23	28,197	Number	V	Very similar to the last quarter. We have answered 3,911 refuse/environmental calls, 4,578 housing solutions/homeless calls, 8,912 housing calls, 10,796 council tax/benefit calls, and 486 other calls. Although the overall number is similar, we dealt with an extra 2,397 calls for council/tax/benefits, which is as a result of the £150.00 energy rebate. We have also received 6,585 emails; this method of contact is increasing and is dealt with by the same team.
Customer Services	CS 3	Average time taken to answer a call to customer services	Low is good	300	180	Q1 - 22/23	484	Q2 - 22/23	795	Seconds	R	▼ This is a longer wait than previous quarters. We have had vacancies during this period as previously reported in the last quarter. We have now filled the posts. Two new staff members start at the beginning of quarter three. There will be a period of training before performance improves. Frustratingly we now have two new vacancies, so with recruitment, appointing and training we are unlikely to improve performance in the next quarter.
Customer Services	CS 4	Average customer feedback score (telephone, face to face and e-mail enquiries)	High is good	80	90	Q1 - 22/23	-	Q2 - 22/23	67	%	R	— This is now an integrated survey across phones, face to face and emails. We received 180 responses in quarter two. There are two selected customers comments below: - I was amazed at how caring and helpful your team was! - The lady I spoke to both times was so lovely, caring and professional. I'm facing homelessness, there was no judging, and she explained every step to me.
Accountancy	ACC 1	Average return on investment portfolio	High is good	0.15	0.25	Q1 - 22/23	0.90	Q2 - 22/23	1.64	%	G	▲ Bank of England rates continuing to increase so investment income is likely to continue to rise.
Accountancy	ACC 2	Average interest rate on external borrowing	Low is good	4.75	3.75	Q1 - 22/23	3.05	Q2 - 22/23	2.97	%	G	▲ Average current interest rate on borrowing for Q2 - interest rates are increasing so borrowing costs may increase in line.
Debtors & Creditors	DCT 1	Percentage of invoices paid within 30 days	High is good	95.00	97.00	Q1 - 22/23	98.11	Q2 - 22/23	97.01	%	G	▼ Figures are calculated on all supplier invoices and credit notes (not refunds or grants) paid 01/07/2022 - 30/09/2022. Figures are adjusted based on certain assumptions as below: -

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												<p>1) No invoice collected for payment by supplier by direct debit or standing order is assumed to be late.</p> <p>2) No credit note taken by COLC outside of 30 days classified as late.</p> <p>3) 0.5% of those invoices paid over 30 days assumed to be in dispute at some point and hence paid late after dispute resolved not classified as late</p> <p>4) 1% of those invoices paid after 30 days were held back from payment because the overall balance with the supplier was in credit</p>
Debtors & Creditors	DCT 2	Percentage of invoices that have a Purchase Order completed	High is good	45	55	Q1 - 22/23	56	Q2 - 22/23	59	%	G	▲ Based on supplier expenditure ONLY: invoices dated between 01/07/2022 and 30/09/2022. Excluded are Gas, Water and Electricity bills where purchase orders are not required. Number of invoices included 2,825 of which 1,662 were linked to either an Agresso or UH (universal housing) order number.
Debtors & Creditors	DCT 3	Average number of days to pay invoices	Low is good	30	15	Q1 - 22/23	13	Q2 - 22/23	14	Days	G	▼ Figures are calculated on all supplier invoices and credit notes paid 01/07/2022 - 30/09/2022.
Revenues Administration	REV 1	Council Tax - in year collection rate for Lincoln	High is good	50.00	51.50	Q2 - 21/22	49.58	Q2 - 22/23	52.16	%	G	▲ This is an improvement of 2.58% on the end of Q2 for 2021-22. There may be a number of reasons for this increase, which include the application of covid hardship relief of £207k onto a number of council tax accounts - this figure equates to only 0.4%. We have also applied a number of the Energy Rebates onto the Council Tax accounts where customers did not request a refund. This ensures that the customer did not miss out on the rebate. We added 7,365 such payments to the council tax accounts. Just under 2,000 of these are customers who are on full council tax support or have already cleared their 2022-23 liability and therefore are expected to make a request for a refund (these equate to about 0.6% of the 'collection' figures).
Revenues Administration	REV 2	Business Rates - in year collection rate for Lincoln	High is good	54.00	57.00	Q2 - 21/22	55.70	Q2 - 22/23	62.99	%	G	▲ This is an improvement of 7.29% on last year's figures for end of Q2. There will be a number of reasons for this including the application of Covid-19 Additional Relief Fund. Approximately £852k rate relief was backdated into 2021-22 and where

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												customers have effectively overpaid 2021-22 due to this additional relief, credits will be overinflating the 2022-23 collection at this point. £852k equates to roughly 2% of the liability for 2022-23.
Revenues Administration	REV 3	Number of outstanding customer changes in the Revenues team	Low is good	1,800	1,400	Q2 - 21/22	3,737	Q2 - 22/23	3,025	Number	R	<p>▲ This is the number of documents outstanding in Enterprise - 3,025 for Lincoln. For almost a whole week in September we were unable to process correspondence due to an East Midlands Internet provider outage which reduced access to our systems. This will have adversely affected the number of documents outstanding.</p> <p>For the whole of both quarter 1 and quarter 2 resource has been moved from the day-to-day activities to deal with the Mandatory Energy Rebate and overtime has been offered to try to keep the backlog created by this scheme to a minimum.</p> <p>The outstanding correspondence level should improve soon as the system access appears to be resolved and the Mandatory Energy Rebate scheme is coming to an end. Resources can be moved from this scheme onto normal day to day activities. The Discretionary Energy Rebate scheme is still ongoing but is a considerably smaller scheme and does not require the same level of resource.</p>
Housing Benefit Administration	BE 1	Average (YTD) days to process new housing benefit claims from date received	Low is good	20.00	18.50	Q2 - 21/22	17.50	Q2 - 22/23	16.41	Days	G	▲ Slight improvement in performance as levels of outstanding work decrease.
Housing Benefit Administration	BE 2	Average (YTD) days to process housing benefit claim changes of circumstances from date received	Low is good	9.00	7.00	Q2 - 21/22	5.49	Q2 - 22/23	6.44	Days	G	▼ There has been a slight increase in the number of days to process housing benefit claim changes of circumstances. This was due to the amount of outstanding work within the team being slightly higher than at the same time last year.
Housing Benefit Administration	BE 3	Number of Housing Benefits / Council Tax support customers awaiting assessment	Low is good	2,000	1,800	Q2 - 21/22	1,411	Q2 - 22/23	1,502	Number	G	▼ 1,502 customers awaiting assessment, of which 1,169 are waiting a first contact from the council. Outstanding work has decreased within the team as annual up ratings and rent increases have been dealt with.

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	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	Q2 - 22/23	95.56	%	G	▲ Large amount of Quality Checks have been done over the last quarter.
	Housing Benefit Administration	BE 5	The number of new benefit claims year to date (Housing Benefits/Council Tax Support)	N/A	Volumetric	Volumetric	Q1 - 22/23	1,056	Q2 - 22/23	2,251	Number	V	499 Housing Benefit and 1,752 Council Tax reduction new claims have been received so far in 2022.
DCE	Affordable Housing	AH1	Cumulative number of affordable homes delivered	High is good	15	45	Q1 - 20/21	109	Q2 - 22/23	0	Number	R	▼ There were no housing schemes which met the threshold/criteria for delivering affordable housing. It is only where there are sites of 11 houses, or more being built where affordable housing contributions are sought. This is set out in Policy LP11 of the current adopted Central Lincolnshire Local Plan. We are expecting some AH delivery during Q3 from the Romangate site (near Waitrose), which is a large housing site currently being built up by Taylor Lindsey.
	Food and Health & Safety Enforcement	FHS 1	Percentage of premises fully or broadly compliant with Food Health & Safety inspection	High is good	95.00	97.00	Q1 - 22/23	98.15	Q2 - 22/23	98.64	%	G	▲ This measure still should be treated with some caution as we are still operating in accordance with the FSA Recovery Plan. The number of businesses that are included is 738 of the total businesses 1,121 that are food registered in the city. What we can report is that there is a focus on less compliant businesses in the city - currently there are 10 businesses that are non-compliant, and we continue to work with them to get them to a level that is at least broadly compliant.
	Food and Health & Safety Enforcement	FHS 2	Average time from actual date of inspection to achieving compliance	Low is good	15.00	10.00	Q1 - 22/23	14.55	Q2 - 22/23	12.86	Days	A	▲ There continues to be an improvement in the average time taken to get a food business compliant. We prioritise inspections within the scope of the FSA Recovery Plan, then businesses within the Lincoln Recovery Plan. There were 146 businesses inspected in this quarter.
	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	97	Q1 - 22/23	100	Q2 - 22/23	100	%	G	— All of the businesses that fell within the scope of the FSA Recovery Plan were completed. The team were able to focus on inspecting businesses that had not been inspected during lockdown periods. 146 inspections were carried out during this quarter.

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Development Management (Planning)	DM 1	Number of applications in the quarter	N/A	Volumetric	Volumetric	Q1 - 22/23	218	Q2 - 22/23	231	Number	V	There has been a small increase in applications submitted keeping a fairly consistent pattern at the moment.
Development Management (Planning)	DM 2	End to end time to determine a planning application (Days)	Low is good	85.00	65.00	Q1 - 22/23	87.86	Q2 - 22/23	105.21	Days	R	▼ Increase in end-to-end times that reflects both the complexity of some of the proposals determined in the quarter as well as the fact that we are currently carrying a vacancy within the team.
Development Management (Planning)	DM 3	Number of live planning applications open	Low is good	180	120	Q1 - 22/23	126	Q2 - 22/23	120	Number	G	▲ Live applications remain fairly consistent in this quarter.
Development Management (Planning)	DM 4	Percentage of applications approved	High is good	85	97	Q1 - 22/23	95	Q2 - 22/23	97	%	G	▲ High approval rate is maintained due to the effectiveness of pre-application screening and officer negotiation.
Development Management (Planning)	DM 5	Percentage of decisions on planning applications that are subsequently overturned on appeal	Low is good	10	5	Q1 - 22/23	0	Q2 - 22/23	0	%	G	▬ Continued strong appeal performance reflecting the quality of decisions made.
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	90	Q1 - 22/23	84.2	Q2 - 22/23	88.3	%	A	▲ This figure remains high at the moment in the quarter, but it is likely to dip as the effects of reduced staffing resource start to take effect on overall performance.
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	60.0	90.0	Q1 - 22/23	89.3	Q2 - 22/23	84.2	%	A	▼ This figure remains high at the moment in the quarter but is likely to dip as the effects of the reduced staffing resource start to take effect on overall 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	26.0	19.0	Q1 - 22/23	30.4	Q2 - 22/23	29.4	Weeks	R	▲ 29 adaptations have been completed between April and end of September. The measure is the time in weeks from when the first Occupational Therapy (OT) notification is received. The time from when the application is approved (and this means that all design has been agreed with the OT and the client, a contractor has priced and accepted the work) to works being completed is 12.4 weeks. There were 35 cases that have been assigned to case officers and 22 are awaiting allocation to a case officer. This measure has been

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												performing at RED for a number of quarters and this is unlikely to improve in the next quarter as a Technical Officer has resigned and we will be running the service with a decrease in staffing resources.
Private Housing	PH 2	Average time from date of inspection of accommodation to removing a severe hazard to an acceptable level	Low is good	20.0	12.0	Q1 - 22/23	15.1	Q2 - 22/23	20.4	Weeks	R	During this quarter 41 housing disrepair/condition cases were resolved. Park and Abbey wards still have the highest private rented accommodation complaints in the city with 61% recorded into these 2 wards. The team is managing a number of workstreams, such as HMO licencing, licence condition visits, Home for Ukraine checks and housing assistance applications and this is impacting on the time taken to get issues resolved.
Private Housing	PH 3	Number of empty homes brought back into use (YTD)	High is good	8	18	Q2 - 21/22	12	Q2 - 22/23	16	Number	A	11 properties were successfully bought back into use during this quarter.
Public Protection and Anti-Social Behaviour Team	PPASB 1	Number of cases received in the quarter (ASB cases only)	N/A	Volumetric	Volumetric	Q1 - 22/23	128	Q2 - 22/23	133	Number	V	This is a 51.14% increase compared to the amount of ASB cases received in Q2 of 21/22. It is comparable with the Q1 figure for 22/23 but will need to be monitored over the second half of 22/23.
Public Protection and Anti-Social Behaviour Team	PPASB 2	Number of cases closed in the quarter (across full PPASB service)	N/A	Volumetric	Volumetric	Q1 - 22/23	953	Q2 - 22/23	1,036	Number	V	This figure is up 22% compared with Q2 of 21/22. The team have received 1,134 cases in this quarter (Q2 of 22/23), which is up 6.47% compared with the Q2 figure of 21/22.
Public Protection and Anti-Social Behaviour Team	PPASB 3	Number of live cases open at the end of the quarter (across full PPASB service)	Low is good	260	220	Q1 - 22/23	282	Q2 - 22/23	208	Number	G	This is a 26.24% decrease compared to Q1 of 22/23 and a 10.05% increase when compared to Q2 of 21/22. The decrease from Q1 22/23 is positive and demonstrates that the team is managing the incoming cases effectively. The team has been short staffed and missing both the Team Leader and Service Manager for a large section of Q2 22/23. The Team Leader is going to work closely with the team to ensure that all cases are reviewed regularly.
Public Protection and Anti-Social Behaviour Team	PPASB 4	Satisfaction of complainants relating to how the complaint was	High is good	75	85	Q1 - 22/23	0	Q2 - 22/23		%	Data not available	Satisfaction surveys have not been being sent to customers. The trial was unsuccessful due to satisfaction surveys being sent to all customer who contacted the PPASB team, regardless of their query or whether or not the PPASB team handed

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		handled (across full PPASB service)										the complaint to another team (for example housing cases). This needs some work to agree on which pool of customers are sent satisfaction surveys and how the system can accommodate. The new Service Manager and Team leader will aim to progress this.
Sport & Leisure	SP 1a	Quarterly visitor numbers to Birchwood Leisure Centre	N/A	Volumetric	Volumetric	Q1 - 22/23	33,468	Q2 - 22/23	37,616	Number	V	Birchwood usage is up on Q1 by 4,148. In comparison Q2 pre pandemic usage is approximately 65%. In comparison to last year Q2 usage is up 8%.
Sport & Leisure	SP 1b	Quarterly visitor numbers to Yarborough Leisure Centre	N/A	Volumetric	Volumetric	Q1 - 22/23	51,958	Q2 - 22/23	60,934	Number	V	At quarter 2 Yarborough Leisure Centre was at 32% of pre-pandemic levels for this time of year and up 17% on Q1 this year. The main swimming pool remains closed for essential repairs, which continues to lower the attendance significantly. Work will be commencing this month with a predicted reopening being around Christmas time (the works are bespoke and as such can only be estimated).
Sport & Leisure	SP 2	Artificial Grass Pitch usage at Yarborough Leisure Centre & Birchwood Leisure Centre	High is good	520	650	Q1 - 22/23	689	Q2 - 22/23	635	Hours	A	▼ Q2 total slots used at Birchwood Leisure Centre was 530 bookings, which was approximately 55% capacity. Yarborough Leisure Centre was 105 bookings, which was 11% capacity. This was down due to an original daytime booking leaving Yarborough as their own pitch/s have now been refurbished and this space has not been refilled. It is important to note that nationally grass pitch usage is operating at 70% pre-pandemic levels.
Sport & Leisure	SP 3a	Customers who would recommend Birchwood Leisure Centre	High is good	62	70	Q1 - 22/23	77	Q2 - 22/23	81	%	G	▲ Q2 National Bench Marking Score 39 Active Nation Organisational Target 40 Active Nation Organisational Average Score 32. Birchwood Bench Marking Score 43 (No. 1 in the Active Nation organisation) 81% of customers who replied to the survey would recommend Birchwood Leisure Centre This quarter a mystery shopper has attended Birchwood, the customer service has received a score of 94.6%.
Sport & Leisure	SP 3b	Customers who would recommend Yarborough Leisure Centre	High is good	62	70	Q1 - 22/23	50	Q2 - 22/23	55	%	R	▲ Quarterly National Bench Marking Score 39, Active Nation Organisational Target 40, Active Nation Average Score 32, Yarborough Average Score -3

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												55% of customers would recommend Yarborough Leisure Centre. This score has dropped since the temporary closure of the pool, with most of the negative feedback being related to the pool not being in use.
CCTV	CCTV 1	Total number of incidents handled by CCTV operators	N/A	Volumetric	Volumetric	Q1 - 22/23	2,628	Q2 - 22/23	2,462	Number	V	The number of cameras operated by the service has risen to 522. The increase is the result of an upgrade at Trent View & Jarvis House flats. The aim to present the CCTV department as an open and transparent service has been successful with numerous visits by various organisations. With regard to incidents, public order, shoplifting, and mental health continue to produce the highest incident numbers.
Waste & Recycling	WM 1	Percentage of waste recycled or composted	High is good	36	39	Q2 - 21/22	35.39	Q2 - 22/23	35	%	R	▼ This figure relates to Quarter 1 (April 2022 - June 2022). 16.80% has been recorded as waste being recycled, whereas 18.20% was recorded as waste being composted, equating to 35% being composted or recycled.
Waste & Recycling	WM 2	Contractor points achieved against target standards specified in contract - Waste Management	Low is good	150	50	Q1 - 22/23	75	Q2 - 22/23	130	Number	A	▼ 130 points were recorded in the new quarter. This has been broken down into 40 points in July, 40 points in August and 50 points in September. These points were mostly in connection to missed assisted waste collections.
Street Cleansing	SC 1	Contractor points achieved against target standards specified in contract - Street Cleansing	Low is good	150	50	Q1 - 22/23	150	Q2 - 22/23	105	Number	A	▲ Points were recorded as 30 in July, 45 in August and 30 in September, resulting in 105 for the quarter. These points were mostly in connection to full litter and dog waste bins.
Grounds Maintenance	GM 1	Contractor points achieved against target standards specified in contract - Grounds Maintenance	Low is good	150	50	Q1 - 22/23	75	Q2 - 22/23	45	Number	G	▲ The collective points totalled to 45. This has been broken down into 20 in July, 5 in August and 20 in September. Majority of points were a combination of grass cutting (missed or poor quality) and fairly small maintenance issues.
Allotments	AM 1	Percentage occupancy of allotment plots	High is good	84	92	Q1 - 22/23	94	Q2 - 22/23	96	%	G	▲ As at the end of September 2022, 1,075 plots of a total 1,172 were let. Of the 1,172 total plots, 1,118 plots are currently lettable. 1,075 occupied lettable plots equates to 96% occupancy rate. There continues to be a steady demand for allotment tenancies (this may increase dramatically if the

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													cost-of-living crisis continues in the long-term). Most of the 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. New charge levels introduced in February 2022 do not, as yet, seem to have had a major impact on demand.
	Parking Services	PS 1	Overall percentage utilisation of all car parks	High is good	50	60	Q1 - 22/23	46.00	Q2 - 22/23	47	%	R	▲ This quarter covers the main summer school holidays. Uphill car parks have done well this quarter with the tourist season and then with one of the University of Lincoln graduation days falling on the September survey date.
	Parking Services	PS 2	Number of off street charged parking spaces	N/A	Volumetric	Volumetric	Q1 - 22/23	3,771.00	Q2 - 22/23	3,771	Number	V	No change to the number of spaces.
	Licensing	LIC 1	Total number of committee referrals (for all licensing functions)	N/A	Volumetric	Volumetric	Q1 - 22/23	5.00	Q2 - 22/23	2	Number	V	Two Private Hire drivers - both for accruing points for driving offences.
	Licensing	LIC 2	Total number of enforcement actions (revocations, suspensions and prosecutions)	N/A	Volumetric	Volumetric	Q1 - 22/23	3.00	Q2 - 22/23	0	Number	V	No enforcement actions of this nature were taken during this quarter.
DHI	Housing Investment	HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	Low is good	1.5	1.0	Q1 - 22/23	0.93	Q2 - 22/23	1.6	%	R	▼ At the end of the quarter, we had 125 non decent properties which excludes refusals. The breakdown consists of 32 doors, 56 windows, 37 electrics and 1 roof (1 property fails both door and windows). We saw a reduction in non-decent properties from the previous month, this was mainly as a result doors and windows installed in September and all previous failures for Chimneys now being resolved.
	Housing Investment	HI 2	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	N/A	Volumetric	Volumetric	Q1 - 22/23	222.00	Q2 - 22/23	249	Number	V	The level of refusals is recorded but cannot be controlled by the Council. We have had an increase of 27 since the end of quarter one.
	Housing Investment	HI 3	Percentage of dwellings with a valid gas safety certificate	High is good	98.20	99.20	Q1 - 22/23	98.89	Q2 - 22/23	99.69	%	G	▲ We have seen an increased in no access to carry out a gas safety check within our stock. This is a trend since the Covid-19 pandemic, and we are

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												following the correct protocols with the tenancy and Legal teams.
Control Centre	CC 1	Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre	High is good	90	95	Q1 - 22/23	0	Q2 - 22/23		%	Data not available	The team originally didn't have the required info to send out the surveys. This has now been resolved and the team has already sent out around 60 surveys for new lifelines installed in September and October – data will be supplied for Q3.
Control Centre	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	High is good	97.50	98.00	Q1 - 22/23	98.09	Q2 - 22/23	97.87	%	A	Performance remains above the Telecare Accredited Body target. In September we did encounter some IT and broadband issues which affected our performance causing a slight dip compared to quarter one.
Rent Collection	RC 1	Rent collected as a proportion of rent owed	High is good	92.50	95.00	Q2 - 21/22	97.61	Q2 - 22/23	97.69	%	G	Income collected as a percentage has exceeded target and reached 97.69% for the end of Q2.
Rent Collection	RC 2	Current tenant arrears as a percentage of the annual rent debit	Low is good	4.65	4.55	Q1 - 22/23	4.16	Q2 - 22/23	4.76	%	R	The arrears as a percentage of the debit is marginally above target with 4.76% achieved. Arrears are normally at their highest at this time with a reduction due at the end of Q3 and Q4 due to the rent-free weeks. Increased numbers of tenant are migrating over to UC meaning increasing arrears and the heightened costs of living has put pressure on households. The national period of mourning almost meant a hiatus in arrears collection which has had an impact on collection.
Housing Solutions	HS 1	The number of people currently on the housing waiting list	N/A	Volumetric	Volumetric	Q1 - 22/23	1,558.00	Q2 - 22/23	1,574	Number	V	We are currently receiving increased numbers of applications to the Housing Register. This is likely due to local residents trying to reduce their monthly outgoings due to the current cost of living crisis.
Housing Solutions	HS 2	The number of people approaching the council as homeless	N/A	Volumetric	Volumetric	Q1 - 22/23	204.00	Q2 - 22/23	631	Number	V	Homelessness approaches continue to be higher than normal. Family and friends are no longer able to accommodate, and private rented accommodation is becoming unaffordable with the increase in utility bills plus other costs of living increases. It is important to note homelessness applications are increasing nationally and we have seen an increase in line with national averages.

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Housing Solutions	HS 3	Successful preventions and relief of homelessness against total number of homelessness approaches	High is good	45.00	50.00	Q1 - 22/23	49.49	Q2 - 22/23	41.24	%	R	▼ It is increasingly difficult to prevent or relieve homelessness into anything other than council accommodation as most of our applicants are not able to afford privately rented accommodation. We currently have high numbers of applicants waiting for suitable social housing. It is important to note homelessness applications are increasing nationally and we have seen an increase in line with national averages.
Housing Voids	HV 1	Percentage of rent lost through dwelling being vacant	Low is good	1.00	0.90	Q1 - 22/23	1.15	Q2 - 22/23	1.42	%	R	▼ Rent lost as a percentage due to dwellings being vacant is currently 1.42%, which is behind target. The teams are working to turn properties around as quickly as possible. The team are receiving a higher number of keys in than the same point last year meaning higher pressure on resources.
Housing Voids	HV 2	Average re-let time calendar days for all dwellings - standard re-lets	Low is good	34.00	32.00	Q1 - 22/23	37.26	Q2 - 22/23	39.04	Days	R	▼ The re-let time for standard dwellings is behind target but has improved compared to the same point last financial year. The voids team have faced an increase in the number of properties post pandemic. Keys are now coming in at around 10 sets per week. Some dwelling are in poor condition and therefore needing a considerable amount of works. Some contractors have struggled to meet this demand due to the current market condition regarding labour shortages in the construction sector. This is also affecting many local authorities. There have also been some delays with asbestos and sign ups where trying to accommodate tenants who are struggling to move. The teams are working to bring this closer to target for Q3.
Housing Voids	HV 3	Average re-let time calendar days for all dwellings (including major works)	Low is good	40.00	38.00	Q1 - 22/23	50.71	Q2 - 22/23	50.30	Days	R	▲ There has been a slight reduction in over-all relet times from 50.71 days in Q1 although this is still behind target. There have been a number of challenges faced by the teams and a high number of transfers this quarter due to De Wint Court sign ups. The team is working to reduce the overall number of days and contractors have placed additional labour into properties where necessary.
Housing Maintenance	HM 1a	Percentage of reactive repairs completed within target time (priority 1 day only)	High is good	98.50	99.50	Q1 - 22/23	99.50	Q2 - 22/23	99.47	%	A	▼ Performance is slightly below the target of 99.5%. Since April there are 10 priority repairs that were completed outside the 24-hour window. HRS are continually monitoring the volume of priority repairs and ensuring tickets are being closed down when

Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary
												<p>repairs are made safe.</p> <p>The repairs service is experiencing issues with the repairs booked in on the DRS systems and its links to Universal Housing. Some Asbestos information, job descriptions and time allocations are not transferring on to DRS or the mobile devices and more manual input is required until the replacement system is in place. This has impacted across measure HM 1a, HM 1b, HM 2 and HM 4, although the impact is slightly different across the measures.</p>
Housing Maintenance	HM 1b	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	High is good	95.00	97.50	Q1 - 22/23	96.71	Q2 - 22/23	96.92	%	A	<p>▲ Performance is slightly below target; however, we have seen a marginal improvement during quarter two. We are analysing the types of repairs that are being assigned as urgent tickets to ensure these are true urgent repairs and to see if we can identify any changes we can make in the process as we are receiving a high volume of priority and urgent repairs.</p>
Housing Maintenance	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	High is good	90.00	93.00	Q1 - 22/23	92.04	Q2 - 22/23	91.23	%	A	<p>▼ We suffered a dip in performance in the month of August with a number of repairs requiring a second visit. Work is ongoing on adding some further codes to the system so we can determine the need for further visits i.e., the need for a secondary trade, insufficient time to complete on the first visit.</p>
Housing Maintenance	HM 3	Percentage of tenants satisfied with repairs and maintenance	High is good	94.00	96.00	Q1 - 22/23	88.57	Q2 - 22/23		%	Data not available	<p>There is an issue with DRS (works allocation system) pulling customer contact numbers across from the Universal Housing system so the team is unable send out the SMS texts – a call has been logged to Kirona the software supplier.</p>
Housing Maintenance	HM 4	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	High is good	95.00	97.00	Q1 - 22/23	99.07	Q2 - 22/23	98.76	%	G	<p>▼ Performance levels remain consistent with previous quarters. Despite this we still scrutinise when we do miss appointments to see if it's a resource, training, or communication issue.</p>
Business Development	BD 1	Number of users logged into the on-line self-service system this quarter	High is good	10,000	11,000	Q1 - 22/23	11,424	Q2 - 22/23	9,958	Number	R	<p>▼ Similar levels to previous periods. Replacement system project is about to commence which will mean the PI needs to be reconsidered when in place.</p>

	Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Quarter	Current Value	Unit	Status	Commentary
	IT	ICT 1	Number of calls logged to IT helpdesk	N/A	Volumetric	Volumetric	Q1 - 22/23	957	Q2 - 22/23	861	Number	V	Change largely due to implementation of new email filtering software, which has resulted in less manual intervention being required.
	IT	ICT 2	Percentage of first time fixes	N/A	Volumetric	Volumetric	Q1 - 22/23	60.30	Q2 - 22/23	58	%	V	Slight reduction, but still around the same level as normally expected.

Annual measures

	Service Area	Measure ID	Measure	High Or Low	Low Target	High Target	Previous Data Period	Previous Value	Current Year	Current Value	Unit	Status	Commentary
DCE	Grounds Maintenance	GM 2	Satisfaction with play areas, parks and open spaces (collected via Citizens' Panel)	High is good	85.00	90.00	2021/22	77.80	2022/23	80.00	%	R	80% of respondents reported being very satisfied or satisfied with the overall management of our parks and open spaces.
	Street Cleansing	SC 2	Satisfaction that public land and public highways are kept clear of litter and refuse (Street Cleansing) (collected via Citizens' Panel)	High is good	68.00	80.00	2021/22	62.50	2022/23	72.80	%	A	Citizens' Panel results show 72.8% of those asked were satisfied or very satisfied with the cleanliness of highways and open spaces.