

APPENDIX B

Matt Hillman - Assistant Director Assets	Housing Investment	QH	HI 1	Percentage of council properties that are not at the 'Decent Homes' standard (excluding refusals)	%	Low is good	1.20	1.00	Q1 - 24/25	0.36	Q2 - 24/25	0.64	G	▼	<p>There has been an increase in non-decent properties since quarter one, predominately as a result of a flat block roof being reported as needing repair. This block contains x10 flats which are all now considered as not decent.</p> <p>Other failures have come following recent stock condition surveys. There are now a total of x50 failures due to 21 Doors, 13 Roof, 3 Windows, 12 Electrics, 1 Kitchen and Bathroom.</p>
	Housing Investment	QH	HI 2	Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	225	Q2 - 24/25	243	V		<p>There has been an increase in the number of refusals compared to the previous quarter. Efforts continue to be made to work with tenants to address their reasons for refusing improvement works, with a view to ensuring these properties meet the Decent Homes Standard over time.</p>
	Housing Investment	QH	HI 3	Percentage of dwellings with a valid gas safety certificate	%	High is good	98.60	99.00	Q1 - 24/25	98.68	Q2 - 24/25	99.27	G	▲	<p>Year to date – 99.03%</p> <p>The annual gas servicing programme continually runs twelve months a year.</p> <p>The Investment team along with the contractor Aaron Services have recently focussed on reviewing existing gas access procedures and service delivery.</p> <p>As a result of this work, the service area reports a slight reduction in the number of tenants who did not allow access to the gas engineer prior to the deadline date of the service during Quarter 2.</p> <p>The number of failed access cases has been between four and seven addresses each month.</p> <p>With the support of housing management and legal services we have obtained a small number of injunctions to address some of the outstanding failed access cases.</p>
	Housing Maintenance	QH	HM 1a	Percentage of reactive repairs completed within target	%	High is good	98.50	99.50	Q1 - 24/25	99.89	Q2 - 24/25	99.89	G	—	<p>Year to date - 99.89%</p> <p>Performance in this area remains high, the service area meets regularly to assess demand in the priority and urgent teams and will adjust resources when needed to ensure these areas have adequate</p>

				time (priority 1 day only)										cover.
Housing Maintenance	QH	HM 1b	Percentage of reactive repairs completed within target time (urgent 3 day repairs only)	%	High is good	95.00	97.50	Q1 - 24/25	99.32	Q2 - 24/25	97.24	A	▼	<p>Year to date - 98.25%</p> <p>This area has seen a slight reduction since quarter 1 figures, this is predominantly down to a change in reporting no access. These are logged on the system, but we keep the original Job reference open and schedule up to 3 times prior to cancelling the order, this then provides a better audit trail of attempts and greater record keeping. However this can mean a few priority repairs go out of target due to having to be rescheduled due to tenant availability.</p>
Housing Maintenance	QH	HM 2	Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	%	High is good	90.00	92.00	Q1 - 24/25	98.00	Q2 - 24/25	98.68	G	▲	<p>Year to date - 98.35%</p> <p>Performance in this area remains high and above the high target. New impress stocks are starting to be rolled out and it is anticipated this will support the department in achieving consistent first time fix rates.</p>
Housing Maintenance	QH	HM 4	Appointments kept as a percentage of appointments made (priority and urgent repairs) - HRS only	%	High is good	96.00	98.00	Q1 - 24/25	98.76	Q2 - 24/25	99.27	G	▲	<p>Year to date - 99.02%</p> <p>Appointments made and kept is well above target for quarter 2, the service area ensures resource is relocated where possible through communication during the day to ensure these work types are completed and appointments kept.</p>
Housing Maintenance	QH	HM 5	Satisfaction with Repairs (Regulator of Social Housing Tenant Satisfaction Measure – TP02)	%	N/A	Volumetric	Volumetric	Q1 - 24/25	73.00	Q2 - 24/25	71.00	V		<p>Performance data for this measure is derived from 'Tenant Satisfaction Measures' data and is a reliable indicator of true tenant satisfaction with the repairs service.</p> <p>There is a slight decrease in satisfaction levels from the previous quarter. In addition to the 71% of tenants who told us they were 'satisfied' or 'very satisfied', 8% told us they were neither satisfied nor dissatisfied, and 22% indicated some level of dissatisfaction with the service.</p> <p>This performance is based on a survey size of 150 tenants. The service area intends to use feedback from these ongoing quarterly surveys to continue to improve tenant satisfaction with the repairs service.</p>

Paula Burton - Assistant Director of Housing Management	Control Centre	QH	CC 1	Percentage of customers satisfied with their new Lincare Housing Assistance service connection to the control centre	%	High is good	90.00	95.00	Q1 - 24/25	100.00	Q2 - 24/25	100.00	G	—	<p>24 surveys have been returned so far in relation to lifeline connections installed in Quarter two, all of which were satisfied with the overall service provided.</p> <p>Retrospective data has been added for Quarter one after surveys were not sent out in the previous quarter due to the two pre-elections periods. Performance for quarter one was 100% satisfaction based on 60 returned surveys.</p>
	Control Centre	QH	CC 2	Percentage of Lincare Housing Assistance calls answered within 60 seconds	%	High is good	97.50	98.00	Q1 - 24/25	98.97	Q2 - 24/25	98.95	G	▼	<p>Year to date - 98.96%</p> <p>Performance for this quarter has stayed steady with 98.95% of calls answered within 60 seconds well above the TSA target of 97.5%.</p>
	Housing Solutions	QH	HS 1	The number of people currently on the Housing Register	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	2,029	Q2 - 24/25	2,076	V		Numbers on the housing register have continued to increase slightly but remain reasonably consistent.
	Housing Solutions	QH	HS 2	The number of people approaching the council as homeless	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	330	Q2 - 24/25	328	V		The number of approaches is consistent with the previous two quarters, there continues to be a high demand for the service with the year to date total of approaches 658.
	Housing Solutions	QH	HS 3	Successful preventions and relief of homelessness against total number of homelessness approaches	%	High is good	45.00	50.00	Q1 - 24/25	37.87	Q2 - 24/25	36.14	R	▼	<p>Year to date - 36.98%</p> <p>The percentage of cases successfully prevented or relieved is similar to the previous quarter, albeit showing a slight decrease.</p> <p>The service area have prevented or relieved 113 homelessness approaches within the quarter. The number of preventions and reliefs through the first two quarters of this year is consistent with that of quarters one and two last financial year</p> <p>This measure is currently shown as a percentage. It is suggested by the service that presenting the data this way does not show the effectiveness of the prevention work that takes place, nor whether the preventions achieved have been sustained over the longer term.</p>

														It is therefore under consultation for this measure in future to be presented as a number, be volumetric rather than a targeted measure, and be presented by comparing it to the number of approaches recorded for accompanying measure HS 2, as is detailed above.
Housing Solutions	QH	HS 4	Number of rough sleepers	Number	N/A	Volumetric	Volumetric	Q1 - 24/25	11	Q2 - 24/25	13	V		The figure is slightly higher than last quarter however the service area reports it is expected that the figure will fluctuate into the teen numbers. As we move into colder weather there is potential to see a reduction in figures due to temporary accommodation being provided.
Housing Voids	QH	HV 1	Percentage of rent lost through dwelling being vacant	%	Low is good	1.10	1.00	Q1 - 24/25	1.27	Q2 - 24/25	1.36	R	▼	<p>Year to date – 1.31%</p> <p>Rent lost through vacant dwellings has increased on the previous quarter, due in part to some of the service challenges experienced in the re-letting process. This is explained in the commentary accompanying measure HV3 below and relates to a combination of factors that have impacted re-letting times including the condition of properties entering the voids process and a small number of sensitive decisions made by the service to hold specific properties empty beyond the voids process.</p>
Housing Voids	QH	HV 3	Average re-let time calendar days for all dwellings (including major works)	Days	Low is good	45.00	42.00	Q1 - 24/25	48.79	Q2 - 24/25	51.59	R	▼	<p>Year to date – 50.28 days</p> <p>As in Quarter 1, a small proportion of void properties re-let during the second quarter were affected by issues outside of the council's direct control. Three flats in one communal block were re-let in Quarter 2 as sensitive lettings, following a decision to hold these properties vacant whilst a tenancy matter was resolved. This decision, which was anticipated and referred to in the Quarter 1 performance report, resulted in re-letting delays of 121, 78 and 222 days.</p> <p>There was a 47.5% increase in the number of void properties requiring major works in Quarter 2, rising from 40 in Quarter 1 to 59 in Quarter 2. Whilst this will have affected the overall average re-let time for all void properties in the quarter, a reduction in the average number of days taken to re-let void properties requiring major works will have gone some way to mitigate this.</p> <p>As highlighted in the previous quarterly performance report, the amount of time taken to re-let properties between tenants is complex and strongly influenced by external factors. The voids process involves most services within the council's landlord function, and re-let times are a good example of both how these different services work together as a system, and how decisions made across this</p>

															system can impact performance.
	Rent Collection	QH	RC 1	Rent collected as a proportion of rent owed	%	High is good	96.50	97.50	Q1 - 24/25	96.48	Q2 - 24/25	96.37	R	▼	<p>Year to date - 96.42%</p> <p>The percentage of income collection is showing a decrease. In addition to collection level generally showing a lower rate until the end of Q3 (because each year we carry a technical debt due to having a 50 or 51 week payment schedule, which means regular payments are adjusted for that & it does not equalise until the non-payment weeks at Christmas), there was a change to the structure of the Tenancy Services Team at the beginning of the quarter.</p>
	Rent Collection	QH	RC 2	Current tenant arrears as a percentage of the annual rent debit	%	Low is good	4.15	4.00	Q1 - 24/25	3.50	Q2 - 24/25	4.47	R	▼	<p>The arrears amount has increased since the end of Q1. Although the pilot structure introduced a specialist team to manage rent collection & arrears, these Officers have had to familiarise themselves with much larger patches & what actions have been taken by previous Officers before they could begin the process of contacting tenants about arrears. There are only 4.4 FTE Housing Officers in the rent team. They have also been focussing on making sure that Notices & Court Orders are in place & have not expired. It should also be taken into consideration that Q2 is the peak time for taking leave, which means there is less capacity available.</p>