

## **Report to Housing Scrutiny Panel**

**Date of meeting: 24<sup>th</sup> July 2012**

**Portfolio: Housing – Cllr D. Stallan**

**Subject: Housing Performance Indicators  
(Tenant-Selected and KPIs)  
Out-turn – 2011/12**



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**Committee Secretary: Mark Jenkins (01992 56 4607)**

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### **Recommendations/Decisions Required:**

**That the Council's performance in 2011/12 in relation to the Housing Performance Indicators, comprising all the Tenant-Selected Indicators (TSIs) and Key Performance Indicators (KPIs), be noted.**

### **Report:**

1. The Council has adopted a number of Key Performance Indicators (KPIs), which include 9 KPIs relating to the Housing Service. Performance against all of the Council's KPIs are monitored on a quarterly basis by the Finance and Performance Management Scrutiny Panel.
2. In addition, the Tenants and Leaseholders Federation has selected 21 "Tenant-Selected Indicators", as being areas of performance considered particularly important to tenants, which the Tenants and Leaseholders Federation monitor on a quarterly basis, and are reported to all tenants in the Annual Report to Tenants.
3. Consideration of the Council's performance in relation to these Housing Performance Indicators is included within the Scrutiny Panel's Work Programme.
4. The Out-turn Report for these Housing Performance Indicators in 2011/12 is attached as an Appendix, which includes:
  - The Target for 2011/12;
  - The Out-turn Performance for 2011/12; and
  - Whether or not the target has been achieved.

<b>Housing Performance Indicators (Tenant-Selected and KPIs)</b>				
<b>Out-turn 2011/12</b>				
<b>Service</b>	<b>Definition</b>	<b>Target (2011/12)</b>	<b>Out-turn (2011/12)</b>	<b>Target Achieved ?</b>
<b>Tenant-Selected Indicators (Including Key Performance Indicators - KPIs)</b>				
Careline	% of Careline calls responded to within 1 min (excl. routine calls from scheme managers & test calls)	99 %	99.7 %	√
Careline	Average (seconds) to respond to alarm calls	10 seconds	6.5 seconds	√
Rent Arrears	Rent collected as a proportion of rent owed <i>(Also a KPI)</i>	97 %	97.68 %	√
Estate Management	No. of estate inspections completed	93	89	X
Repairs	% of appointments kept	95 %	94 %	X
Repairs	Average time to complete urgent repairs	5 working days	4 working days	√
Repairs	Average time to complete non-urgent repairs	42 days (6 weeks)	13 days	√
Repairs	% Emergency repairs completed within target time of 24 hours <i>(Also a KPI)</i>	99 %	99 %	√
Repairs	% Priority repairs completed within target time of 3 working days	95 %	94 %	X
Repairs	% Urgent repairs completed within target time of 5 working days <i>(Also a KPI)</i>	95 %	90 %	X
Repairs	% Routine repairs completed within target time of 6 weeks <i>(Also a KPI)</i>	95 %	96 %	√

Repairs	% Satisfaction (good or satisfactory) with general standard of repairs (Also a KPI)	98 %	100 %	√
Repairs	Expressions of dissatisfaction: (a) Total no. (b) % of total repair requests (c) Poor satisfaction upheld	(a) 0 (b) 0 (c) 0	(a) N/A (b) N/A (c) N/A	N/A
Voids	Average overall void period (excluding difficult to let properties) (Also a KPI)	30 days	34 days	X
Adaptations (Minor)	Time taken from decision to completion of work	28 days	22.6 days	√
Adaptations (General)	Time taken from decision to completion of work	90 days	81 days	√
Gas Servicing	Tenant satisfaction: (a) % "Excellent" or "Good": (i) Gracelands (ii) Kinetics  (b) % "Poor": (i) Gracelands (ii) Kinetics	(a) 96 %  (b) < 5 %	(i) 98 % (ii) N/A  (i) 0 % (ii) N/A	√  √
Gas Servicing	No. of CP12 (annual safety certificates) lapsed - SNAPSHOT	0	11	X
Kitchen & Bathroom Programme	Overall satisfaction	96 %	95 %	X
Decent Homes	No. of homes that are non-decent (of total housing stock) (Also a KPI)	0	0	√
<b>Key Performance Indicators (not within TSI Set above)</b>				
Affordable Housing	No. of affordable homes delivered	112	43	X
Homelessness	No. of households living in temporary accommodation	60	63	X