
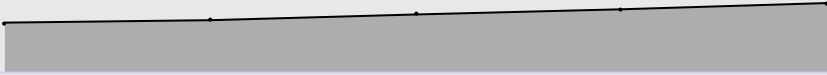


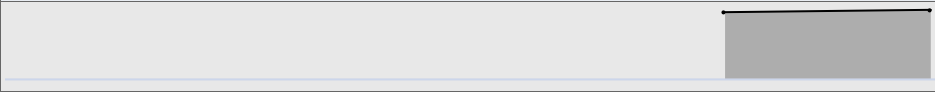
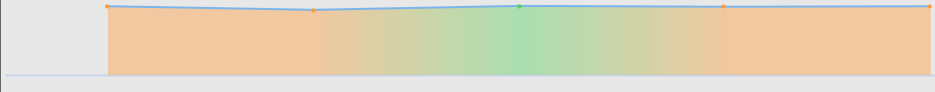
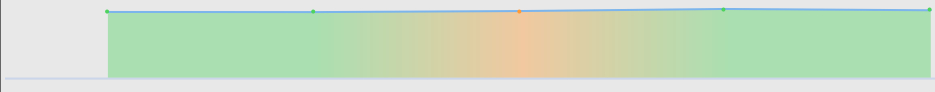
Housing & Community OSC
Resident Services - Housing Report

Housing Management - Quarterly Performance Scorecard

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
HM04 (Q)	Number of estate inspections completed (Q)	Dec 2022	427.00	427.00	?	
TST02 (Q)	Percentage of Tenancy Sustainment cases where rent arrears were reduced (Q)	Dec 2022	90.91%		✔	

Housing Property Services - Quarterly Performance Scorecard

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
HPS02 (Q)	Percentage of stock condition surveys undertaken (as % of total stock) (Q)	Dec 2022	0.00		?	
HPS03 (Q)	Average time to re-let an HRA property (Q)	Dec 2022	63.38		?	
HPS04 (Q)	Percentage of Fire Risk Assessments (FRA) in place (Q)	Dec 2022	100.00%	100.00%	?	
HPS05 (Q)	Percentage of outstanding High risk FRA actions (Q)	Dec 2022	7%		?	
HPS06 (Q)	Percentage of valid Landlord Gas Safety Records (LGSR) in place (annual check) (Q)	Dec 2022	100%	100%	?	
HPS07 (Q)	Percentage of communal areas with a current Electrical Installation Condition Report (EICR) (Q)	Dec 2022	100.00%	100.00%	?	
HPS08 (Q)	Percentage of Water Hygiene inspections completed (Q)	Dec 2022	100%	100%	?	
HPS09 (Q)	Percentage of annual Asbestos re-inspections completed (Q)	Dec 2022	100%	100%	?	
HPS10 (Q)	Percentage of lift inspections completed (Q)	Dec 2022	100%	100%	?	

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
HSP01 (Q)	Percentage of all repairs completed within target (Q)	Dec 2022	85%		?	
PP10 (Q)	Percentage of emergency repairs completed within 4 hours (Q)	Dec 2022	98.25%	99.47%	✖	
PP13b (Q)	Percentage of responsive repairs completed right first time (Q)	Dec 2022	87.67%	86.00%	✔	

Strategic Housing - Quarterly Performance Scorecard

Measure Code ↑	Measure	Date	Actual	Target	DoT	Performance Trend
SH01 (Q)	Number of homelessness applications (Q)	Dec 2022	545		?	
SH02 (Q)	Average time spent in temporary accommodation (for those leaving TA in the period) (Q)	Dec 2022	882		?	
SH03 (Q)	Number of households in Bed & Breakfast (Q)	Dec 2022	15		?	
SH04 (Q)	Average time spent in Bed & Breakfast (for those leaving B&B in the period) (Q)	Dec 2022	24		?	
SH05 (Q)	Cost of Bed & Breakfast in Period (Q)	Dec 2022	10,981		?	
SH34 (Q)	Total number of Houses in Multiple Occupation (HMO's) with a license (Q)	Dec 2022	126.00	126.00	✓	
SH52 (Q)	Total Number of placements in temporary accommodation (Q)	Dec 2022	521.00		n/a	