

Housing Portfolio - Performance Indicators & Targets
Inc. Housing Advice, Maintenance & Contracts and Tenancy Services

PI number	PI description	Q4 23/24		Q4 22/23		Q4 21/22	
		Target	Actual	Target	Actual	Target	Actual
LI 215S (reducing)	Housing Advice: Number of households in temporary accommodation	80	90	75	68	75	87
LI 304 (cumulative)	Housing Advice: Number of households prevented from becoming homeless	700	661	800	722	800	888
LI 304a (cumulative)	Housing Advice: Number of households where homelessness was relieved	220	158	240	179	260	214
LI 305s (reducing & cumulative)	Housing Advice: Number of households accepted as homeless	75	59	60	73	80	59

PI number	PI description	Q4 23/24		Q4 22/23		Q4 21/22	
		Target	Actual	Target	Actual	Target	Actual
LI 306s (cumulative)	Housing Advice: Number of properties let through Choice Based Lettings	715	721	800	651	800	622
LI 416s (reducing & cumulative)	Housing Advice: Number of households being placed into temporary accommodation in the borough by other Local Authorities	160	166	160	150	160	96
LI 417 (reducing & cumulative)	Housing Advice: Number of households being placed by IBC in temporary accommodation in other Local Authorities' areas.	3	13	0	2	0	0
LI 428s	Housing Advice: Number of people sleeping rough on a single night within the local authority area	5	5	3	9	5	3
LI 520 (cumulative)	Housing Advice: Number of properties signed up to the Rent Guarantee Scheme	25	26	35	27	33	39
LI 521 (cumulative)	Housing Advice: Number of Households Found Accommodation by LET	50	36	75	39	71	65

PI number	PI description	Q4 23/24		Q4 22/23		Q4 21/22	
		Target	Actual	Target	Actual	Target	Actual
BS 01	Maintenance & Contracts: Gas safety checks	100	100	N/A	N/A	N/A	N/A
BS 02a	Maintenance & Contracts: Fire safety checks (sheltered)	100	100	N/A	N/A	N/A	N/A
BS 02b	Maintenance & Contracts: Fire safety checks (general needs)	100	100	N/A	N/A	N/A	N/A
BS 03	Maintenance & Contracts: Asbestos safety checks	100	99	N/A	N/A	N/A	N/A
BS 04	Maintenance & Contracts: Water safety checks	100	100	N/A	N/A	N/A	N/A
BS 05	Maintenance & Contracts: Lift safety checks	100	100	N/A	N/A	N/A	N/A
LI 211	Maintenance & Contracts: % achieved the national Decent Homes standard (excluding tenant refusals)	100	100	100	100	100	100
LI 235a	Maintenance & Contracts: Major Capital works: Customer satisfaction (%)	96	96	96	99	96	100
LI 474	Maintenance & Contracts: Average SAP rating of Council Housing Stock	73	69.79	73	73	73	73

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LI 475s (reducing)	Maintenance & Contracts: Number of tenants (properties) refusing Decent Homes works	150	66	179	56	179	94
LI 500	Maintenance & Contracts: Number of apprentice and apprenticeship course opportunities	6	9	6	10	6	13
LI 548	Maintenance & Contracts: 90% of all disabled adaptations to be completed on time	90	92	90	99	90	93
LI 592 (reducing)	Maintenance & Contracts: Number of voids in progress at any one time	35	17	N/A	N/A	N/A	N/A
LI 593 (reducing)	Maintenance & Contracts: Number of repairs in progress at any one time	850	1,108	N/A	N/A	N/A	N/A
RP 01 (reducing)	Maintenance & Contracts: Homes that do not meet the Decent Homes Standard	0	0	N/A	N/A	N/A	N/A
RP 02	Maintenance & Contracts: Repairs completed within target timescale	95	83	N/A	N/A	N/A	N/A

PI number	PI description	Q4 23/24		Q4 22/23		Q4 21/22	
		Target	Actual	Target	Actual	Target	Actual
TP 02	Maintenance & Contracts: Satisfaction with repairs	90	82	N/A	N/A	N/A	N/A
TP 03	Maintenance & Contracts: Satisfaction with time taken to complete most recent repair	90	82	N/A	N/A	N/A	N/A
TP 04	Maintenance & Contracts: Satisfaction that the home is well maintained	90	84	N/A	N/A	N/A	N/A
TP 05	Maintenance & Contracts: Satisfaction that the home is safe	90	86	N/A	N/A	N/A	N/A

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		Target	Actual	Target	Actual	Target	Actual
TP 10	Maintenance & Contracts: Satisfaction that the landlord keeps communal areas cleaned and well maintained	90	77	N/A	N/A	N/A	N/A
LI 208 6monthly (reducing)	Tenancy Services: Rent Arrears: % Gross Annual Rent Debit outstanding	2	1.97	2.50	2.29	2.75	2.11
LI 208a	Tenancy Services: % Rent Collected	99	98	99	98	98.5	96.75
LI 212s	Tenancy Services: Right to Buy: Net loss of units (number)	80	73	80	38	80	0
LI 231 (reducing)	Tenancy Services: Average void turnaround times (days)	25	34	19	50	19	117.1

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LI 316a	Tenancy Services: % properties let on time within 21 days following completion of void works - General Needs	95	77	95	70.59	95	81.08
LI 316b	Tenancy Services: % properties let on time within 21 days following completion of void works - Sheltered	90	100	90	66.67	90	60
LI 319S 6monthly (reducing)	Tenancy Services: Number of tenants in receipt of support from IBC	80	38	80	27	60	65

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LI 493	Tenancy Services: Area Housing Panels: Expenditure of allocated budgets (end of year target £7k per panel)	21000	17438	21000	15527	N/A	N/A
LI 495s (cumulative)	Tenancy Services: Total number of voids re-let	390	445	390	423	430	422
LI 498s 6monthly	Tenancy Services: Sheltered housing occupancy rate	98	98	98	98.31	99.50	98.28
LI 575 6monthly	Tenancy Services: % Garage Occupancy Rate	80	85	80	70	N/A	N/A

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LI 576 (cumulative)	Tenancy Services: % tenants ordering repairs online	25	7	70	0	N/A	N/A
LI 577	Tenancy Services: % complaints responded to on time	100	100	100	100	N/A	N/A
NM 01 (reducing)	Tenancy Services: Anti-social behaviour cases relative to the size of the landlord - measured by: landlords' management information	50	56	N/A	N/A	N/A	N/A
TP 06	Tenancy Services: Satisfaction that the landlord listens to tenant views and acts upon them	75	70	N/A	N/A	N/A	N/A

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		Target	Actual	Target	Actual	Target	Actual
TP 07	Tenancy Services: Satisfaction that the landlord keeps tenants informed about things that matter to them	75	73	N/A	N/A	N/A	N/A
TP 11	Tenancy Services: Satisfaction that the landlord makes a positive contribution to neighbourhoods	75	81	N/A	N/A	N/A	N/A
TP 12	Tenancy Services: Satisfaction with the landlord's approach to handling anti-social behaviour	75	59	N/A	N/A	N/A	N/A