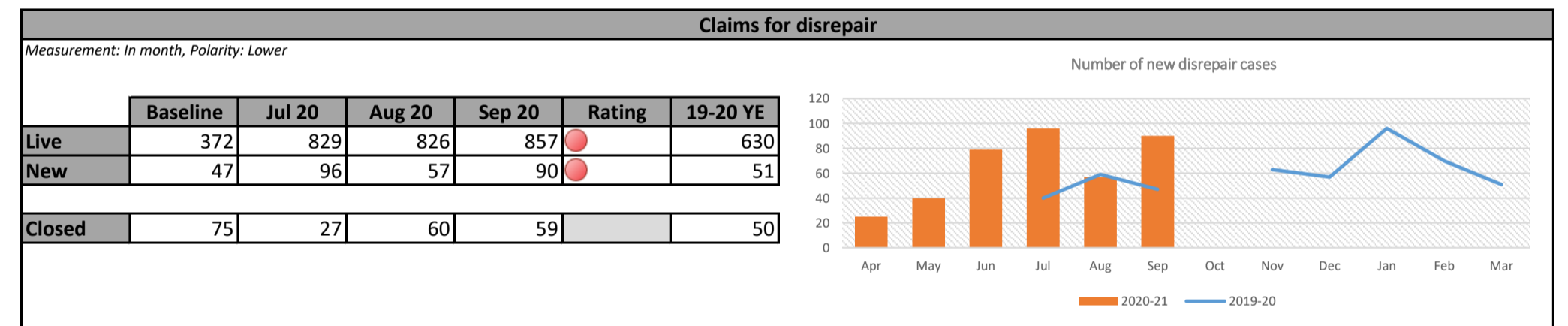
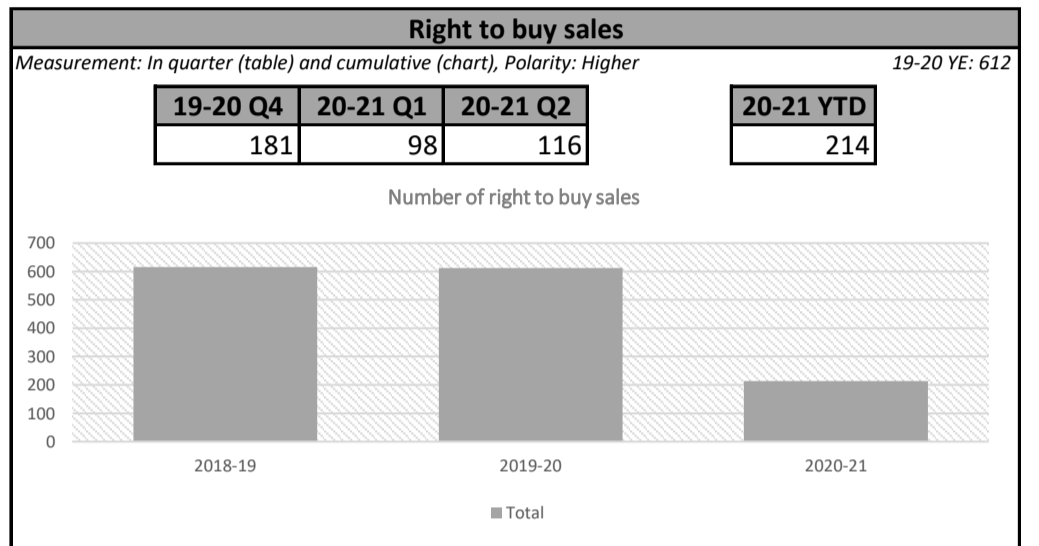
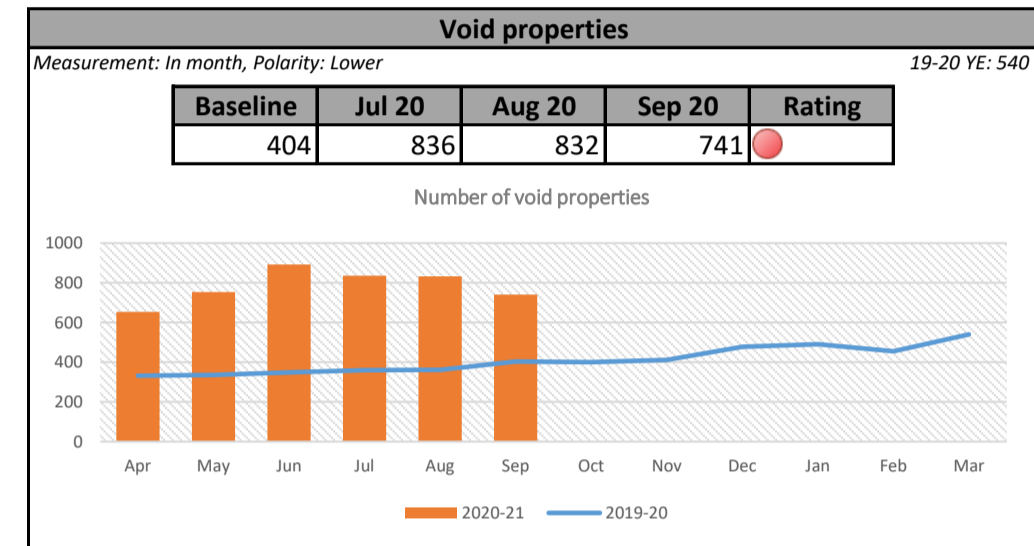
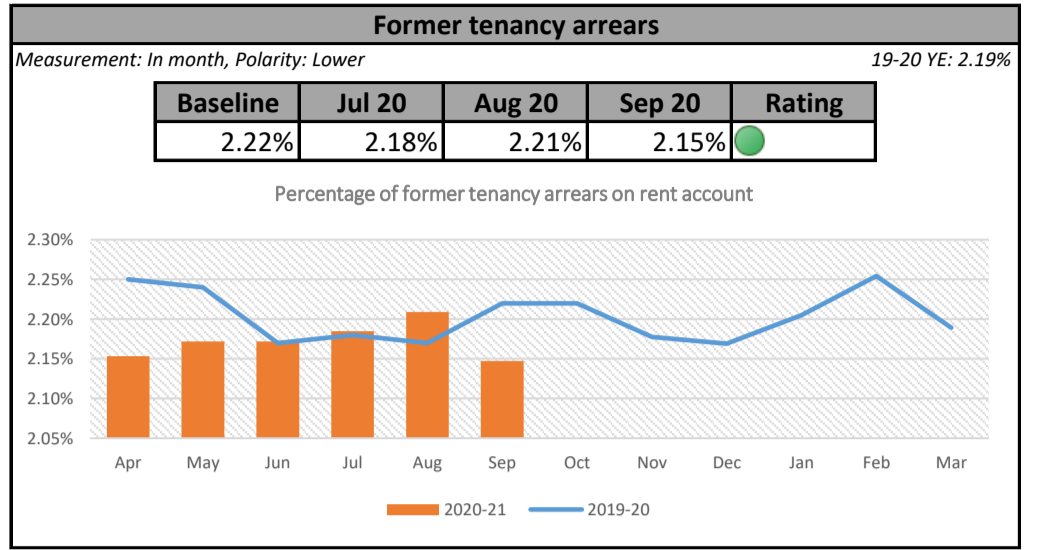
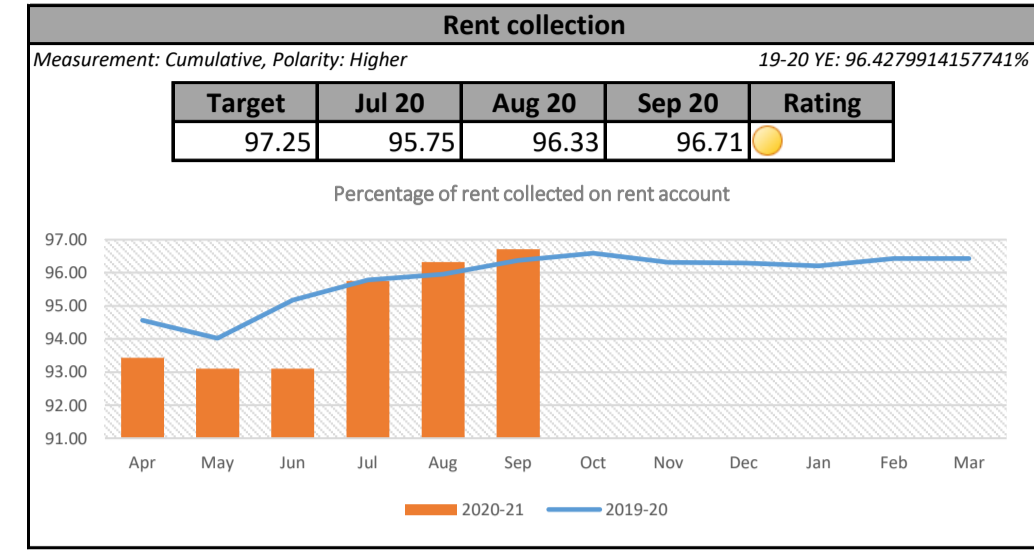


# APPENDIX 1 - HOUSING DASHBOARD (SEPTEMBER 2020)

## HRA BUSINESS PLAN

Target references target set for service or contractor. Baseline references same position in previous financial year.



## HOUSING STRATEGY

Target references target set for service or contractor. Baseline references same position in previous financial year.

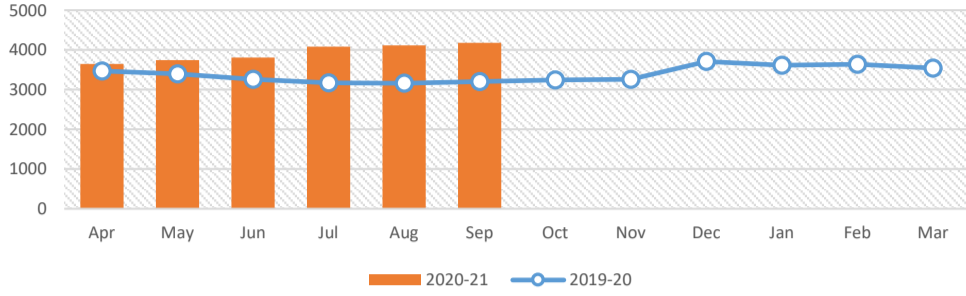
### Long term (6+ months) empty properties all sectors

Measurement: In month, Polarity: Lower

19-20 YE: 3545

Target	Jul 20	Aug 20	Sep 20	Rating
3777	4078	4112	4178	●

Number of long term (6+ months) empty properties all sectors



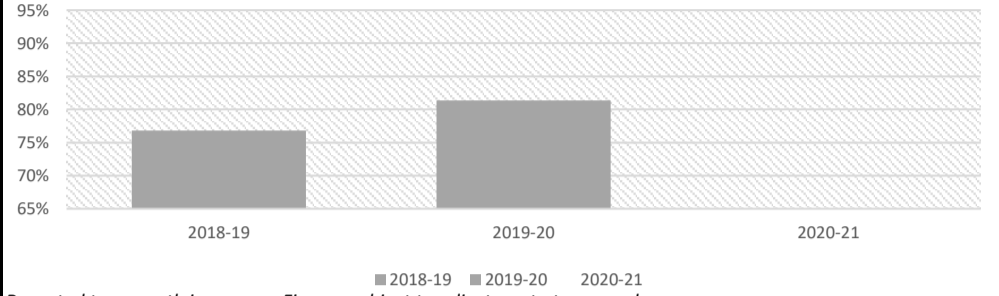
### Housing Association nominations

Measurement: In quarter (table) and cumulative (chart), Polarity: Higher

19-20 YE: 81.4%

Baseline	19-20 Q4	20-21 Q1	20-21 Q2	Rating
73.0%	80.0%	92.0%	80.0%	●

% of successful Housing Association Nominations



Reported two month in arrears. Figures subject to adjustment at year end.

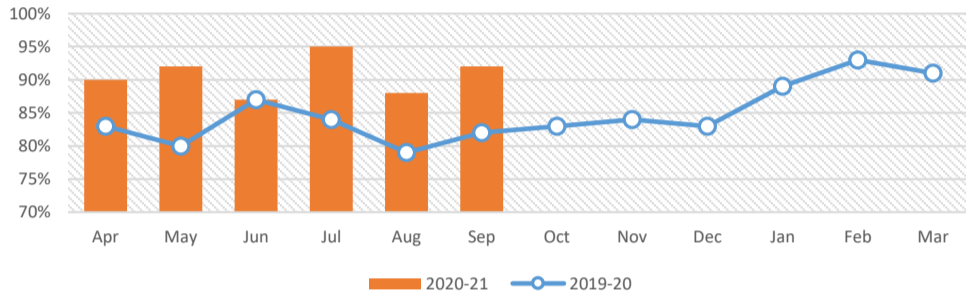
### Homeless preventions

Measurement: In month, Polarity: Higher

19-20 YE: 91%

Baseline	Jul 20	Aug 20	Sep 20	Rating
82%	95%	88%	92%	●

Percentage of homeless preventions



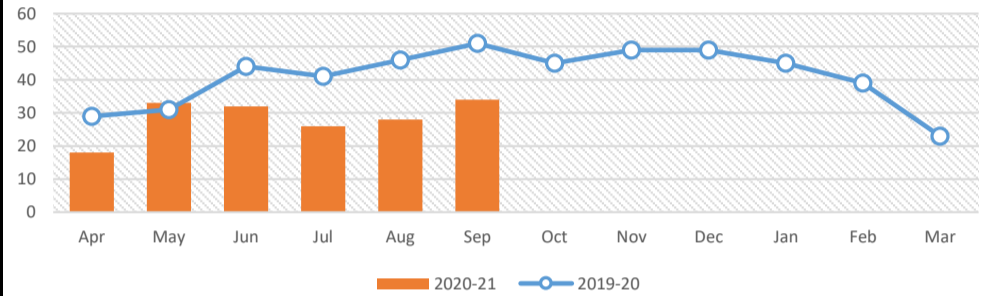
### Temporary accommodation

Measurement: In month, Polarity: Lower

19-20 YE: 23

Baseline	Jul 20	Aug 20	Sep 20	Rating
51	26	28	34	●

Number of temporary accommodation reliefs



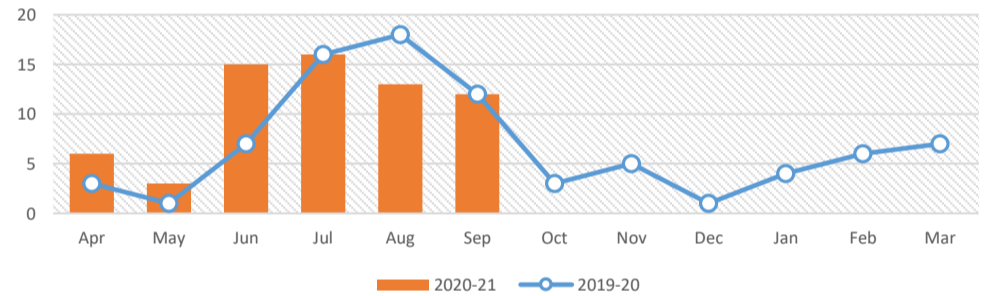
### Unauthorised encampments

Measurement: In month, Polarity: Lower

19-20 YE: 7

	Baseline	Jul 20	Aug 20	Sep 20	Rating
<b>Council Owned Land</b>	11	12	11	12	●
<b>Privately Owned Land</b>	1	4	2	0	●
<b>Total</b>	12	16	13	12	●

Number of total unauthorised encampments



## HOUSING CONSUMER STANDARDS

Target references target set for service or contractor. Baseline references same position in previous financial year.

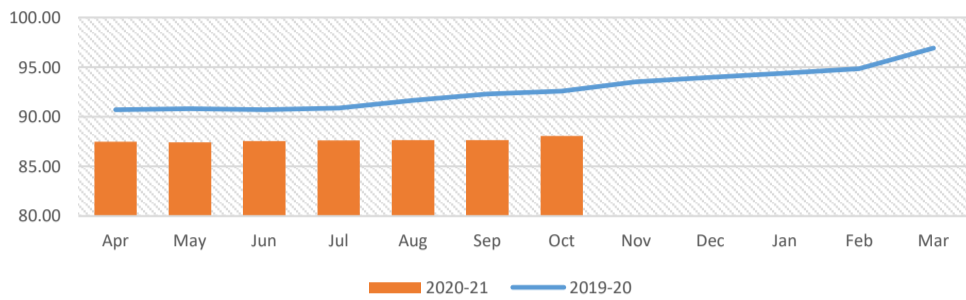
### HOME STANDARD

#### Properties meeting the Decency Standard

Measurement: In month, Polarity: Higher 19-20 YE: 96.92%

Baseline	Jul 20	Aug 20	Sep 20	Rating
92.30%	87.62%	87.64%	87.64%	●

Percentage of properties meeting decency standard

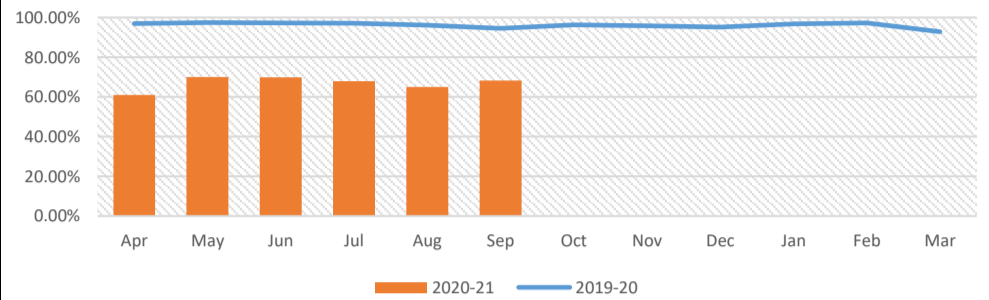


#### Responsive repairs completed within timescales

Measurement: In month, Polarity: Higher 19-20 YE: 92.84%

	Target	Jul 20	Aug 20	Sep 20	Rating
Percentage	99.00%	67.97%	65.04%	68.21%	●
Total jobs		11329	12237	14218	
Jobs completed		7700	7959	9698	

Percentage of responsive repairs completed within timescales



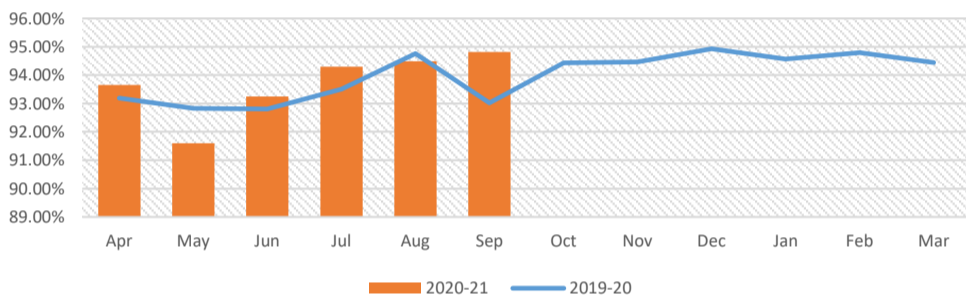
Excludes adaptations

#### Responsive repairs completed right first time

Measurement: In month, Polarity: Higher 19-20 YE: 94.44%

	Target	Jul 20	Aug 20	Sep 20	Rating
Percentage	90.50%	94.29%	94.48%	94.82%	●
Total jobs		4450	4786	6366	
Jobs completed		4196	4522	6036	

Percentage of responsive repairs completed right first time



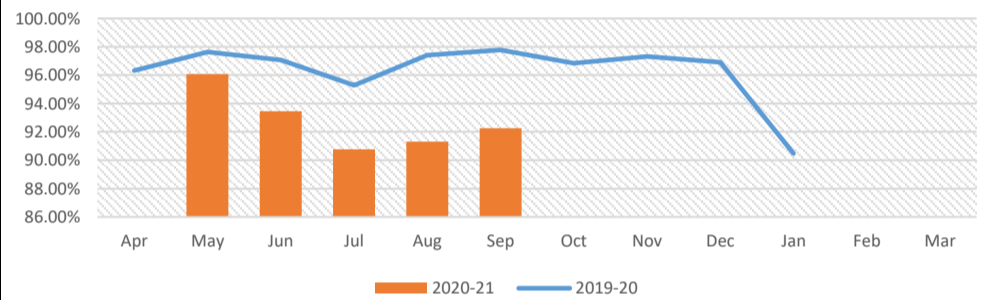
Excludes adaptations

#### Satisfaction with responsive repairs completed

Measurement: In month, Polarity: Higher 19-20 YE: 90.91%

	Target	Jul 20	Aug 20	Sep 20	Rating
Percentage	90.00%	90.77%	91.32%	92.27%	●
Total surveys		379	265	401	
Positive responses		344	242	370	

Percentage satisfied responses for responsive repairs completed



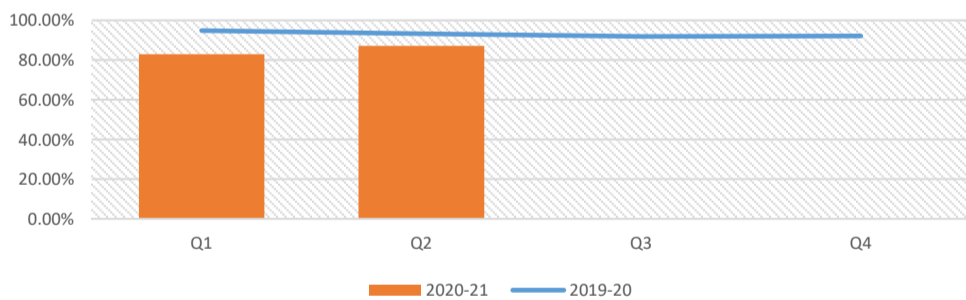
Excludes BITMO and adaptations

#### Satisfaction with capital works completed

Measurement: In quarter, Polarity: Higher 19-20 YE: 92.12%

	Target	19-20 Q4	20-21 Q1	20-21 Q2	Rating
Percentage	90.00%	92.12%	82.99%	87.10%	●
Total surveys		457	147	186	
Positive responses		421	122	162	

Percentage satisfied responses for capital works completed

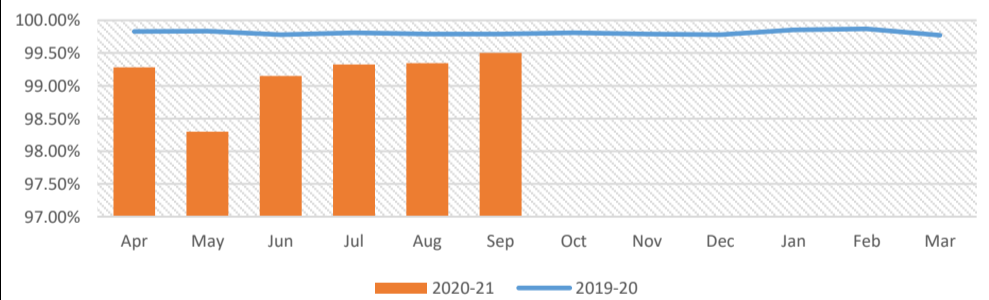


#### Gas services completed on time

Measurement: In month Polarity: Higher 19-20 YE: 99.77%

	Target	Jul 20	Aug 20	Sep 20	Rating
Percentage	99.78%	99.32%	99.34%	99.50%	●
Dwellings with gas		43893	43896	43899	
Dw. with valid cert.		43596	43608	43680	

Percentage of gas services completed on time



### TENANCY STANDARD

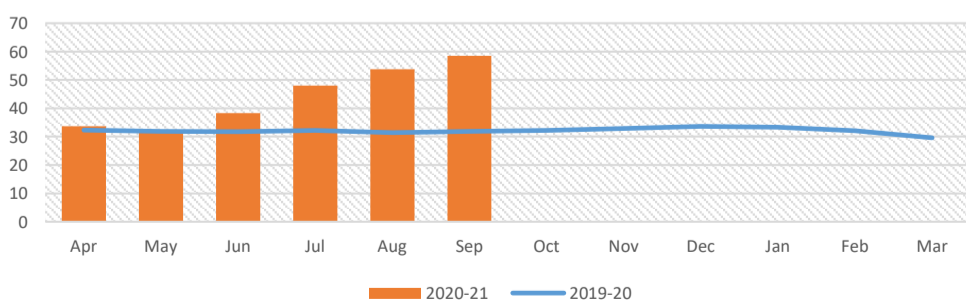
Satisfaction with advice and guidance whilst moving home indicator is being developed and will be reported under the tenancy standard

#### Average relet times

Measurement: In month Polarity: Lower 19-20 YE: 29.6

Target	Jul 20	Aug 20	Sep 20	Rating
30.00	48.00	53.81	58.53	●

Average days taken to relet empty properties

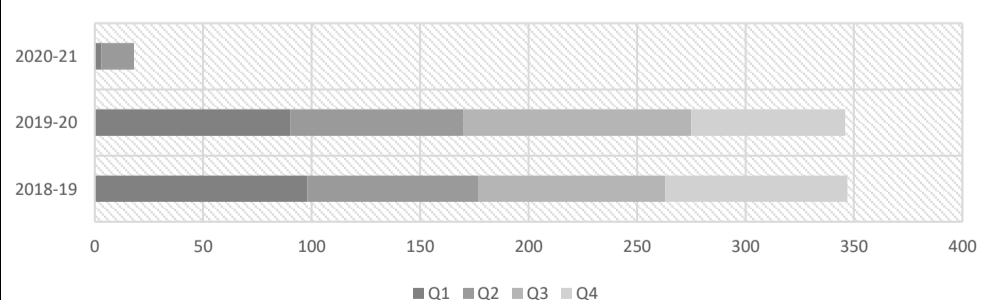


#### Mutual exchanges

Measurement: In quarter and cumulative, Polarity: Higher 20-21 YE: 18

19-20 Q4	20-21 Q1	20-21 Q2	20-21 YTD
71	3	15	18

Number of mutual exchanges (latest month reported in current year)



**TENANT INVOLVEMENT AND EMPOWERMENT STANDARD**

**Complaints responded to within timescale**

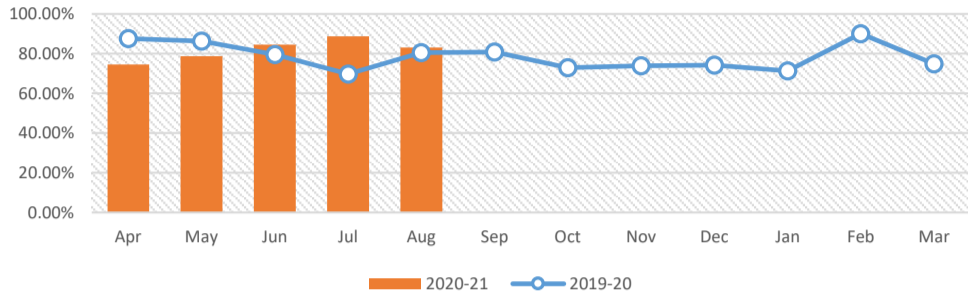
Measurement: In month, Polarity: Higher 19-20 YE: 74.85%

	Target	Jul 20	Aug 20	Sep 20	Rating
<b>Complaints received</b>		134	130	155	
<b>Responded to on time</b>		119	108	128	
<b>Stage 1</b>	95.00%	88.81%	83.08%	82.60%	●

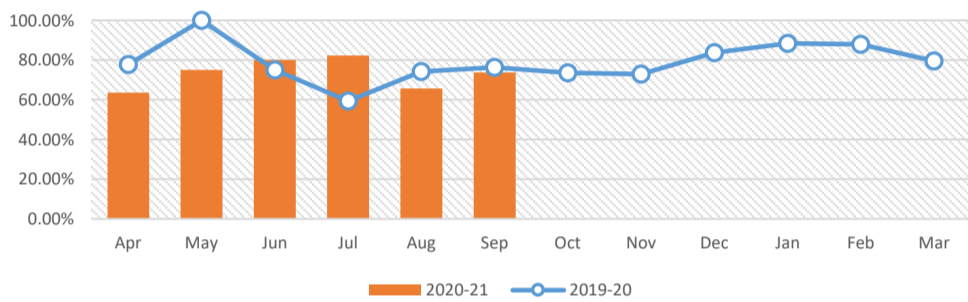
19-20 YE: 79.49%

<b>Complaints received</b>		17	32	19	
<b>Responded to on time</b>		14	21	14	
<b>Stage 2</b>	95.00%	82.35%	65.63%	73.70%	●

Percentage of stage 1 complaints responded to within timescale



Percentage of stage 2 complaints responded to within timescale



Excludes BITMO

**Calls answered at the contact centre**

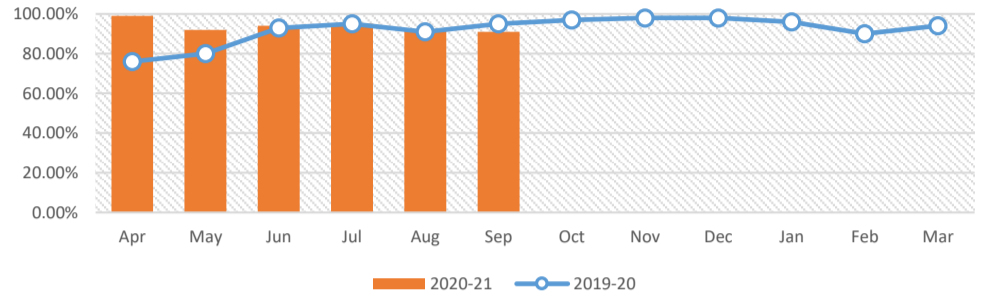
Measurement: In month, Polarity: Higher 19-20 YE: 94.00%

	Target	Jul 20	Aug 20	Sep 20	Rating
<b>Calls received</b>		6218	5908	6124	
<b>Calls answered</b>		5894	5430	5565	
<b>Housing Line</b>	90.00%	95.00%	92.00%	91.00%	●

19-20 YE: 96.00%

<b>Calls received</b>		9813	9237	11585	
<b>Calls answered</b>		9538	8839	10866	
<b>Repairs Line</b>	90.00%	97.00%	96.00%	94.00%	●

Percentage of calls answered on the housing line



Percentage of calls answered on the repairs line

