

			<b>Aim: Provide High Quality Services</b>		<b>2022-23 Q1-4</b>	<b>2023-24 Q1-4</b>		
<b>Aims</b>	<b>Goals</b>	<b>Ownership</b>	<b>Indicators of progress</b>	<b>Curr target</b>			<b>RAG</b>	<b>New Comments</b>
<b>Provide High Quality Services</b>	<b>A quick and reliable repairs and maintenance service that gets the job done right first time</b>	<b>Repairs and Maintenance</b>	(RR1) Repairs done right first time	95%	Not available	Not available	N/A	Continued issues with BI Power reporting. Manual figures for last quarter only.
			(RR2) Repairs completed within target timescale	95%	Not available	69.72%	R	2,753 completed from 3,949. Quarter 3 & 4 figures considered more reliable.
			(RR3) Repairs appointments made and kept	95%	Not available	Not available	N/A	Continued issues with BI Power reporting
			(Mears) Repairs - Post Inspections	10%	Not undertaken	12%	G	All jobs are checked via desktop inspections to post completion photos.
			(BITMO) Repairs - Number of post inspections	10%	2%	16%	G	Started 17.2.23
			(Mears Only) Repairs - Customer satisfaction surveys	90%	No data	89.00%	A	Average of 38 responses per month
			Satisfaction with repairs - most recent (internal survey)	90%	98.14%	86.52%	A	Contact by phone.
			Satisfaction with repairs - last 12 months (TSM survey)	90%	76.00%	77.00%	R	TSM survey via consultancy. 237 tenants Q1-3. LCC average 70%.
			Percentage of estate issues completed from 1/4ly estate walkabout	100%	N/A	89%	A	28 issues identified, 25 actioned.
	<b>Quality and targeted investment that maintains decent homes</b>	<b>Repairs and Maintenance</b>	Homes that do not meet the Decent Homes Standard	0	0	1	G	Surveys re-started
			Percentage of communal areas meeting the required standard	100%	100%	100%	G	Inspections completed weekly
			Properties with a stock condition survey completed in the last 5 years	1843	c.200	544	R	Staff post being advertised.
			Capital Investment programme completed (100% for the year)	100%	100%	95%	A	Commitments will ensure that spend will equal budget by the year-end.
	<b>Maximise rent collected with timely intervention and support</b>	<b>Income &amp; Tenancy</b>	Percentage of rent collected	96%	95.99%	96.22%	G	Ahead of city - in upper quartile - City 94.87%
			Percentage of rent owed	3%	3.58%	2.85%	G	Ahead of city 4.38% / Ranked 1st in City
			Amount of rent owed	£250k	£268,069	£226,299	G	£268,069 at end Mar 2023 / Hunslet £390k, Middleton £330k, Beeston £354k
			% of arrears cases owing 7 weeks rent plus	7.7% (LCC end Mar 23)	5.70%	3.91%	G	At end Mar 2023 City was 7.70%.
			Number of Household Supported with Financial Hardship	TBC	160	179	N/A	Target to be set based on resource
			Income generated	TBC	£107,170	£386,352	N/A	2 FI Officers
			Number of notices served	N/A	98 (11.38%)	133 (14.86%)	N/A	Hunslet 108 (11.25%) Middleton 50 (4.81%) Beeston 88 (8.94%)
Number of cases entered to court			N/A	9	14	N/A	1 April, 1 May, 1 June, 1 July, 1 Aug, 1 Sep, 1 Oct, 2 Nov, 2 Dec , 1 Jan, 2 Feb	
		Number of Court orders obtained	N/A	8	13	N/A	63% increase	

		Number of evictions	N/A	3	7	N/A	1 April, 1 May, 3 June, 0 July, 0 Aug, 0 Sep, 0 Oct, 0 Nov, 0 Dec, 1 Jan, 1 Feb
		% of Financial Hardship cases closed with a positive	N/A	N/A	N/A	N/A	
<b>Local and responsive Tenant and Customer Contact</b>	<b>Tenancy Support</b>	Quick and reliable telephone service - number of	Not Available	Not Available	Not Available	N/A	Phone statistics being developed.
		Tenancy Amendments completed within target time	10 working days	100%	100%	G	100% within target - 3 April, 2 May, 1 June, 2 July, 4 Aug, 2 Sep, 3 Oct, 2 Nov, 1 Dec, 3 Jan, 4 Feb, 4 Mar (31)
		Mutual Exchanges completed within target time	42 days	26	26	G	100% within target - 1 April, 2 May, 4 June, 5 July, 3 Aug, 2 Sep, 0 Oct, 1 Nov, 1 Dec, 1 Jan, 2 Feb, 3 Mar
<b>Effective reletting of properties to minimise time properties are empty</b>	<b>Tenancy Support</b>	Time taken to relet empty properties - Gross Relet	28 days	72.96 days	46.86	R	Above target but improvement over the year as new systems adopted.
		Number of tenancy terminations	N/A	85	102	N/A	Opening of new housing our of area.
		Number of commencements	N/A	101	111	N/A	Affected by higher terminations
		Number of voids at period end	18	9	11	G	New procedures introduced.
		Percentage of properties untenanted	1.00%	0.40%	0.60%	G	11 of 1832
<b>Support for those older tenants who need it</b>	<b>Tenancy Support</b>	Retirement Life Residents with a Support Plan	N/A	108	101	G	Service review to follow.
		Support Plan reviewed within target time	95%	97.22%	98.09%	G	Exceeding target
		RL Residents receiving Warden Service	N/A	63	65	N/A	Service review to follow.
		Number of residents signed up for floating support	N/A	3	5	N/A	Partially countering the overall decline in numbers.
		Yearly RL service review report	May annually	May-22	Due July 24	G	Due July 2024