



## APPENDIX 2 2010/11 Housing KPI's




### Traffic Light Amber

PI Code & Short Name	2010/11 Target	2010/11 Value	Traffic Light Icon	Division
KPI 08 (HSG15) Re-let times for general needs void properties requiring minor works (days) (Min)	28	30		Housing Services



### Traffic Light Green

PI Code & Short Name	2010/11 Target	2010/11 Value	Traffic Light Icon	Division
KPI 10 Rent collected as a proportion of rents owed on the HRA (Max)	99%	102%		Housing Services

### Traffic Light Red

PI Code & Short Name	2010/11 Target	2010/11 Value	Traffic Light Icon	Division
PI 13 (CI 20) % non-decent council homes (NI 158) (Min)	1.5%	1.7%		Housing Services
PI 14 (SI 21a) Homeless: Number of people presenting as homeless (Min) #	8	20		Housing Services
PI 16 (SI 54) Number of households living in temporary accommodation (CI 19 & NI 156) (Min)	10	13		Housing Services

### Traffic Light Green





PI Code & Short Name	2010/11 Target	2010/11 Value	Traffic Light Icon	Division
PI 15 (SI 23) Customer satisfaction with repairs service (Max)	96%	99%		Housing Services
PI 17 (CI 37) Number of service users who are supported to establish and maintain	1,250	Page 1 1,337		Housing Services

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<b>PI Code &amp; Short Name</b>	<b>2010/11 Target</b>	<b>2010/11 Value</b>	<b>Traffic Light Icon</b>	<b>Division</b>
independent living				

## 2010/11 Housing Local PI's




### Traffic Light Red








PI Code & Short Name	2010/11 Target	2010/11 Value	Traffic Light Icon	Division
HSG 13 % of housing stock void as at 31st March each year - long term voids	0.75%	1.78%		Housing Services
HSG 20 (SI 19) Current tenant rent arrears as a percentage of the gross dwelling debit	3%	3.35%		Housing Services
HSG 21 (SI 21b) Homeless: Number of people accepted as homeless (Min)	4	7		Housing Services
HSG 22 (SI 22a) Average length of stay in bed and breakfast accommodation for accepted priority needs families (Min)	1	2.4		Housing Services

### Traffic Light Amber

PI Code & Short Name	2010/11 Target	2010/11 Value	Traffic Light Icon	Division
KPI 08 (HSG15) Re-let times for general needs void properties requiring minor works (days) (Min)	28	30		Housing Services

### Traffic Light Green

PI Code & Short Name	2010/11 Target	2010/11 Value	Traffic Light Icon	Division
HSG 4 (H4) New tenants visits completed within 3 months	87%	100%		Housing Services
HSG 6 The number of cases where positive intervention by the Council has prevented homelessness	30	39		Housing Services
HSG 7 Average time taken to process new housing applications (Days)	20	5.75		Housing Services

PI Code & Short Name	2010/11 Target	2010/11 Value	Traffic Light Icon	Division
HSG 9 Percentage of BME applicants on the housing register	2%	3%		Housing Services
HSG 10 Average time taken (days) to process homeless applications	33	13		Housing Services
HSG 14 % of housing stock void as at 31st March each year - normal voids	1%	0.87%		Housing Services
HSG 16 Re-let times for all general needs void properties (including major works) (days)	35	26.37		Housing Services
HSG 23 (SI 22b) Average length of stay in bed and breakfast accommodation for accepted priority needs others (Min)	4	4		Housing Services
HSG 24 (SI 22c) Average length of stay in bed and breakfast accommodation for rejected (all groups) (Min)	6	3.3		Housing Services
HSG 25 (SI 79 ) Rent collection and arrears recovery: No. LA tenants with >7wks arrears (Min) (BV 66b)	7.00%	6.90%		Housing Services