

Housing KPI/PIs and Targets 2014-15

Housing Board 24th April 2014

PI Code & Short Name	2013/14	Q1 2014/15	Q2 2014/15	Q3 2014/15	Q4 2014/15	2014/15 (Annual)	Ownership Assigned To	Comments
	Target	Target	Target	Target	Target	Target		
KPI 08 (GNPI 36) <i>Average re-let time in days (General Needs only)</i>	21	11	11	11	11	11	Paula Evans	Target brought in line with current performance levels after improvements to Void process
KPI 16 <i>Rent collected as percentage of rent owed (including arrears b/f)</i>	96.30%	88.5%	93.55%	94.55%	96.50%	96.50%	Robert Patterson-Smith	
PI 13 (NI 158) <i>% of homes that are non-decent at the end of the period</i>	0%	Not measured for Quarters				0%	Roz Millership	
PI 14a <i>Homelessness: Number of people presenting as homeless</i>	75	25	25	25	25	100	Becca Collins/ Charmaine Horsfield	Realistic target set based on current trends
PI 14b <i>The number of cases where positive intervention by the Council has prevented homelessness</i>	140	35	35	35	35	140	Becca Collins/ Charmaine Horsfield	Realistic target set based on current trends
PI 15 (HMPI 102) <i>% Residents satisfied with the most recent responsive repair</i>	98.0	98.5%	98.5%	98.5%	98.5%	98.5%	David Turner	Satisfaction levels are currently high. Realistic target set to further improve performance.
PI 16 <i>Number of households living in temporary accommodation</i>	15	15	15	15	15	15	Becca Collins/ Charmaine Horsfield	

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PI 17 <i>Number of service users who are supported to establish and maintain independent living</i>	1,300	1,300	1,300	1,300	1,300	1,300	Judith Snares	