

Q1 & Q2 2023/24 Housing and Nurse Performance Indicators

Performance Indicator	Q2 2022/23 Performance	Q1 2023/24 Performance	Q2 2023/24 Target	Q2 2023/24 Performance	Aim of PI	Status	Short Trend	Long Trend	Q2 2023/24 Performance Note	Last Update
Corporate Core Indicators (CCIs)										
CCI 13 (NHSG 42) Council Housing: Gas Safety - % domestic dwellings on programme with valid LGSR gas safety certificate (max)	99.00%	99.00%	100.00%	99.59%	Maximise				Numerator: 1,960 Denominator: 1,968 The outturn of 99.59% has not met target but is within 10%. There are 8 out of compliance, all have been referred to legal/housing.	2022/23
CCI 14 Council Housing: % properties compliant with Carbon Monoxide and smoke detector regulations (max)	N/A	99.40%	100.00%	99.60%	Maximise				Numerator: 2,508 Denominator: 2,518 The outturn of 99.60% has not met target but is within 10%. CO monitors are checked by Dodds, if a cert states that a property does not have a CO monitor a works order is raised to fit one. Out of 2,518 properties 10 are out of compliance.	Q2 2023/24
CCI 15 (HSG 84) Council Housing: Asbestos Management - % of High Priority recommendations outstanding from current and previous risk assessments (min)	N/A	0%	0%	0%	Minimise				Numerator: 0 Denominator: 0 General Asbestos Note: Surveys carried out for all blocks, reinspection programme being created. Knight Park added to register as a Post 2000 build so not survey required. Willow House added to register as a Post 2000 build so not survey required.	Q2 2023/24
CCI 16 (HSG 83) Council Housing: Water Hygiene - % of High Priority recommendations outstanding from current and previous risk assessments (min)	3%	0%	0%	0%	Minimise				Numerator: 0 Denominator: 0 The outturn of 0.00% has met target.	Q2 2023/24
CCI 17 (NHSG 85) Council Housing: Fire Safety - % of High Priority recommendations outstanding from current and previous risk assessments (min)	0%	0%	0%	0%	Minimise				Numerator: 0 Denominator: 0 The outturn of 0.00% has met target.	Q2 2023/24
CCI 23 (KPI 08a) Council Housing: Average re-let time in days (all re-lets including time spent in works) (min)*	61	87	35	79	Minimise				Numerator: 7,402 days Denominator: 94 lets An average of 67 days were spent in works and 12 days accounted for the lettings process. In quarter 2 we had to re-advertise and re-offer 9 sheltered flats, several multiple times. The average lettings days for sheltered properties was 23 days compared with an average of 7 lettings days for non-sheltered properties.	Q2 2023/24
CCI 18 (NHSG 87) Council Housing: Lift Safety - % lifts with an-in date safety inspection (LOLER) (min)	100%	98.11%	100.00%	98.15%	Maximise				Numerator: 53 Denominator: 54 The outturn of 98.15% has not met target but is within 10%. 2 new lifts as Knight Park have been added to the Zurich LOLER examination list by Peter Lock/Amber Smith. Lift fully certified at handover. 30 Watt Close – Sold so removed from programme. John Dane Player Stairlift. LOLER examination – new lift ordered on 15/09/23. 1 New lift added at Willow House.	Q2 2023/24
CCI 19 Council Housing: Damp & Mould - % reported damp & mould cases responded to (within 14 days/ 7 days)	N/A	30%	100%	5%	Maximise				Numerator: 3 Denominator: 59 The outturn of 5.08% has not met target. In Q2 three mould washes were completed within 14 days of the notification date out of 59 completed in that quarter. No internal UNSL surveys were completed within 14 days of the notification date. UNSL currently do not have dates of when Savills surveys were completed. This figure therefore only reflects mould washes.	Q2 2023/24
Key Performance Indicators (KPIs & PIs)										
PI 16 Number of households living in temporary accommodation (min)	26	22	18	26	Minimise				Bed and Breakfast: 7 Uttlesford District Council: 14 Private sector: 5 There has been an increase in the use of B&B this month, this is a reflection of the reduction in our homelessness prevention activity. The Accommodation Officer is on long-term sick and we do not have cover for this post. We have avoided increased use of bed and breakfast by accessing private rooms in shared houses. This is not an ideal solution. We need to ensure that we are engaging applicants through their personal housing plans to ensure their housing options and offers of support are maximised. We can continue to explore opportunities for settled accommodation in the private sector using the homeless prevention fund.	Q2 2023/24
Housing Service Level Indicators (HSGs)										
HSG 04 (a) % New Tenants visits completed within 6 weeks (max)	90%	100%	100%	93.20%	Maximise				No. NTV to be completed = 61 (although 2x properties called within 6 weeks but not been able to get hold of tenant/s yet, therefore 59 used for statistical purposes) Completed within 4 weeks = 34 (57.6%) Completed within 5 weeks = 9 (15.3%) Completed within 6 weeks = 12 (20.3%) Completed within 7+ weeks = 3 (5.1%) Total within 6 weeks = 51 (93.2%) Not done = 1 (1.7%)	Q2 2023/24
HSG 05 Percentage of rent lost through dwellings being vacant (GN & HFOP) (min)	3.03%	3.81%	2.00%	3.85%	Minimise				Numerator: £166,462.06 dwelling void loss Denominator: £4,328,270.52 dwelling debit This figure includes long term sheltered voids at Parkside and Alexia House that are awaiting redevelopment.	Q2 2023/24

HSG 09 Percentage of BME applicants on the housing register	12.90%	12.70%	7.40%	12.90%	Maximise				Numerator: 176 Denominator: 1,360 176 from minority ethnic groups (note: 60 not stated), 1360 total on register. Figures for monitoring purposes.	Q2 2023/24
HSG 16 (a) Average re-let time in days (major works units, including time spent in works) (min)	N/A	N/A	42	89	Minimise				Numerator: 3,229 days Denominator: 36 lets 79 days were spent in works and 10 days were with the lettings process. The lettings time has increased because 2 of the major voids were sheltered flats that needed to be re-advertised 18 times and 3 times. One property was refused twice before it was sent back to voids for additional works. Another four properties were refused at least once and had to be reoffered. The average days with lettings for non-sheltered major voids was 6 days whereas the major sheltered voids average lettings days was 31 days due to the sheltered properties that needed to be advertised multiple times before they were let.	Q2 2023/24
HSG 21 (a) Homelessness: Number of people accepted as being owed the full housing duty under current homelessness legislation *	7	9	15	9	Minimise				Count: 9 The reduction seen into quarter 1 has been maintained into this quarter. This is likely explained by the stability in the flow of people presenting as homeless. A reduction in this figure is a reflection of how effectively we have minimised time in homeless accommodation. It's important to be meeting this target as the service explores how to tackle the increased pressures sustained in the last 3 years.	Q2 2023/24
HSG 22 Average length of stay in B&B accommodation for families with children under 18 (Days) (min)	40	41	10	57	Minimise				Numerator: 396 (total number of nights in B&B) Denominator: 7 (number of families placed in B&B) The reduction in the use of B&B for families plateaued this quarter in respect of the number of families placed (it reduced by 1). We have been intensively working with a migrant family whose stay was more than 4 times that of any other (they were ineligible for the housing register). They were assisted into settled accommodation in September. Accounting for the unusual circumstances with this one family, there was a further 25% reduction in the use of B&B for families this quarter with an average stay of 31 days. We are consistently looking to improve our services to the migrant families with the help of other services; the majority of this cohort have benefitted from the existing additional resources. Moreover, we need to maintain a reduction in the general use of B&B for families. Our Accommodation Officer is currently absent long-term so, the Team have been working together to manage the demand. We have sourced self-contained private temporary accommodation and have utilised additional Council stock on a temporary basis. Our aim is to secure settled accommodation for families in the private sector using the homeless prevention fund.	Q2 2023/24
HSG 35 (a) Percentage of Pre-Void Inspections completed by Housing Officers on all voids that can be pre-inspected for the period (max)	92%	93%	100%	92%	Maximise				Of the 50 properties that could have been inspected 35 inspections were done, 11 were not inspected for valid reasons and 4 were not inspected when they should have been = 92% Breakdown of the 11 inspections not done for valid reasons: 4x Tenants died. 4x Tenants moved to residential care. 1x Tenants would not allow access for visit. 1x Tenant had MH issues and did not return to property from hospital. 1x Tenant moved due to DV. Breakdown of the 4 inspections not done when should have been: 4x Transfer not visited in last 3 months.	Q2 2023/24
HSG 44 (a) Homelessness: Number of people presenting as homeless (max) *	88	50	100	98	Maximise				Cumulative count: 98 There was a dramatic upturn in the number of approaches into this quarter last year. The numbers have remained very consistent since that time, this quarter there were 48 approaches. The main reason for homelessness has been the end of private sector tenancy. Many people are also having to leave homes they have shared with family or friends.	Q2 2023/24
HSG 44 (b) The number of cases where homelessness has been prevented or relieved in accordance with the Homelessness Reduction Act (max)*	49	26	120	48	Maximise				Cumulative total: 48 Q2 count: Prevention: 6 Relief: 16 The 50% increase in prevention work in Quarter 1 was attributed to the success attained with the resources available to Ukrainian refugees. Approaches from this demographic peaked last quarter when sponsors had expected placements to end. Therefore the increase in prevention work has not been sustained. Although, we have had success housing almost one third of our applicants into settled privately sourced accommodation. We now need to consider how to increasingly facilitate these solutions before someone loses their home (half of these applicants were owed a relief duty) to improve the prevention outcomes for our applicants	Q2 2023/24
HSG 48 Average re-let time in days (standard re-lets) (min)	47	90	21	72	Minimise				Numerator: 4173 days Denominator: 58 lets 59 days were spent in works and the remaining 13 were with the lettings process. The 13 days with lettings were due to 7 sheltered flats needing to be re-advertised multiple times. 1 property was ready with no prior notice so we were unable to arrange a sign up in time and one property had a 2 week delay on sign up as the tenant was working abroad and the ready to let date was put back 2 weeks. Had the property been ready when it should have been then the tenant could have signed up.	Q2 2023/24
Norse Indicators (NHSGs)										
NHSG 51 (a) Average turnaround time for standard voids (min)	25	55.4	10	34.2	Minimise				Numerator: 1,301 Denominator: 38	Q2 2023/24
NHSG 51 (b) Average turnaround time for major voids (min)	58	66.5	28	80.4	Minimise				Numerator: 1,527 Denominator: 19 Void KPI's are now split by standard and major. The above data covers major voids (major includes "whole house" data).	Q2 2023/24

NHSG 52 Percentage (and number) of responsive repairs which are completed right first time (max)	93%	94.02%	90.00%	91.60%	Maximise				Numerator: 1,918 Denominator: 2,094	Q2 2023/24
HSG 53 Percentage (and number) of responsive repairs completed on time (max)	90.77%	80.01%	95.00%	80.66%	Maximise				Numerator: 1,689 Denominator: 2,094 The outturn of 80.66% has not met target.	Q2 2023/24
NHSG 56 Percentage (and number) of responsive repairs for which appointments are made and kept (max)	91%	91.36%	98.00%	92.55%	Maximise				Numerator: 1,678 Denominator: 1,813 The outturn of 92.55% has not met target but is within 10%.	Q2 2023/24
NHSG 57 Percentage of tenants who are satisfied with the responsive repair service (max)	85%	87.95%	95.00%	86.44%	Maximise				Numerator: 51 Denominator: 59 The outturn of 86.44% has met target.	Q2 2023/24
NHSG 58 Percentage (and number) of calls to contact centre that were answered within best practice timescales (5 rings) (max)	69.72%	69%	80.00%	81.25%	Maximise				Numerator: 1,482 Denominator: 1,824 The outturn of 81.25% has met target. Early on during Q2 the SLA was updated to 120 seconds on CISCO, 158 calls were handled according to the previous SLA of 20 seconds. The new SLA cannot be backdated to the start of Q2 therefore the final figure is a mixture of calls answered to the SLA of 20 seconds and 120 seconds.	Q2 2023/24
NHSG 59 Percentage (and number) of calls to the contact centre that were abandoned (min)	7.13%	9.41%	5.00%	11.93%	Minimise				Numerator: 247 Denominator: 2,071 The outturn of 11.93% has not met target.	Q2 2023/24
NHSG 60 Average time taken to answer incoming calls to the contact centre (secs) (min)	88	87	20	106	Minimise				Numerator: 193,344 Denominator: 1,824 The outturn of 106 seconds has met target. Average speed of answer according to 20 second SLA data 00:02:22. Average speed of answer according to 120 second SLA data 00:01:09. Average of both figures 00:01:46 (106 seconds).	Q2 2023/24
NHSG 61 (a) Average repair cost of a minor void property (min)	£5,555.00	£3,705.65	£2,762.39	£5,135.40	Minimise				Numerator: 195,145.37 Denominator: 38 Void costs have increased. Minor voids have been affected by the capital budgets as voids that would have had a new kitchen/bathroom have instead been reconfigured to make them compliant. These voids would previously have been classified as major voids but as they do not have a new capital element they are now classified as a minor void.	Q2 2023/24
NHSG 61 (b) Average repair cost of a major void property (min)	£5,778.00	£10,235.98	£9,202.26	£16,458.28	Minimise				Numerator: 312,707.3 Denominator: 19 Our average void costs have increased as we have been dealing with an aging housing stock so the average void cost is high as we need to rectify the issues prior to relet. More costs are being allocated to the void budget as we are spending more money configuring kitchens and bathrooms as opposed to full replacements, so the money is not spent on the capital works budgets.	Q2 2023/24
NHSG 62 Average cost of a responsive repair (min)	£190	£211	£140	£220	Minimise				Numerator: 459,723 Denominator: 2,094 The outturn of £219.54 has not met target.	Q2 2023/24
HSG 65 Percentage of gas safety certificates outstanding at the end of the measured period (min)	N/A	N/A	0%	N/A	Minimise	N/A	N/A	N/A	No quarterly data available at present. PI to have data entered every month and reported quarterly.	
NHSG 86 Electrical testing: Number of properties with an electrical installation condition report of more than 5 years old (min)	N/A	N/A	0%	N/A	Minimise	N/A	N/A	N/A	PI revised - new target identified. No quarterly data available at present. PI to have data entered every month and reported quarterly.	
NHSG 88 % Planned and Cyclical maintenance works completed to time from agreed schedules (max)	N/A	N/A	100%	N/A	Maximise	N/A	N/A	N/A	No quarterly data available at present.	

Q2 Performance Summary

Status		Short Trends			Long Trends			
	Alert	16 (52%)		Improving	9 (29%)		Improving	11 (35%)
	Warning (within 10% of target)	8 (26%)		No Change	4 (13%)		No Change	4 (13%)
	OK	7 (22%)		Getting Worse	18 (58%)		Worsening	16 (52%)