




















Void Indicator Comparative Data

PI Code & Short Name	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Short Term Trend	Long Term Trend	Latest Note
KPI 08 (a) Average re-let time in days (all re-lets including time spent in works)	75	49	59	52	51			Q2 2018/19 Numerator: 2,611 (void days) Denominator: 51 (re-lets) NOTE: INDICATOR REVISED <i>Review of void indicator calculations undertaken to ensure accurate benchmarking can be completed.</i> <i>Revised KPI 08 (a) includes both major and standard works as per current Housemark guidance (previously only standard)</i> <i>Retrospective data re-calculated and shown in report for comparison purposes.</i> The overall void target has been impacted by specific properties where the programme of works increased beyond the initial assessment as the initial works progressed. These types of properties involve multiple contractors, requiring tight management to ensure contractors are on site in the required order to complete the work in a timely manner. This is where slippage has occurred. Going forward works programmes will be developed and managed more affectively by the appointed Surveyor, who has overall flexibility to select contractors who are able to deliver within our targets. We have also implemented changes within the current process to track trends in contractor performance to increase overall void management.
								There have been no delays with the general needs lettings as each one has been let from the Monday immediately following completion of the void works. Some sheltered accommodation and housing for older persons has proven to be more difficult to let, especially sheltered bedsits and bungalows in outlying villages with more limited services/public transport. This has resulted in some of the properties having to be advertised more than once as people have refused them. We are monitoring which properties are hard to let and this information will be considered within our future development programme
	42	42	42	42	42			

Void Indicator Comparative Data

PI Code & Short Name	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Short Term Trend	Long Term Trend	Latest Note		
HSG 16 (a) Average re-let time in days (major works units, including time spent in works)	91	66	89	61	68	↓	↑	Q2 2018/19 Numerator: 1,778 Denominator: 68 NOTE: INDICATOR REVISED <i>Review of void indicator calculations undertaken to ensure accurate benchmarking can be completed in conjunction with KPI 08 and HSG 4. Retrospective data re-calculated and shown in report for comparison purposes.</i>		
								↓	↑	This target has been impacted as five properties became complex during the initial void works, this impacted upon the work programme and included multiple Contractors. Going forward works programmes will be developed and managed more affectively by the appointed Surveyor, who has overall flexibility to select Contractors who are able to deliver within our targets.
	56	56	56	56	56			↓	↑	There have been no delays with the general needs lettings as each one has been let from the Monday immediately following completion of the void works. Some sheltered accommodation and housing for older persons has proven to be more difficult to let, especially sheltered bedsits and bungalows in outlying villages with more limited services/public transport. This has resulted in some of the properties having to be advertised more than once as people have refused them. We are monitoring which properties are hard to let and this information will be considered within our future development programme

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PI Code & Short Name	Q2 2017/18	Q3 2017/18	Q4 2017/18	Q1 2018/19	Q2 2018/19	Short Term Trend	Long Term Trend	Latest Note
HSG 48 Average re-let time in days (standard re-lets) (min)	51	34	44	42	33			<p>Q2 2018/19 Numerator: 833 Denominator: 25</p> <p>NOTE: INDICATOR REVISED <i>Review of void indicator calculations undertaken to ensure accurate benchmarking can be completed in conjunction with KPI 08 and HSG 16 (a). Retrospective data re-calculated and shown in report for comparison purposes.</i></p> <p>Asbestos surveys have continued to impact on this target, change of processes within the contract management of this service area including a planned programme of Asbestos surveys to all properties has been accelerated, this positive move will assist in our ability to achieve the desired target.</p> <p>There have been no delays with the general needs lettings as each one has been let from the Monday immediately following completion of the void works. Some sheltered accommodation and housing for older persons has proven to be more difficult to let, especially sheltered bedsits and bungalows in outlying villages with more limited services/public transport. This has resulted in some of the properties having to be advertised more than once as people have refused them. We are monitoring which properties are hard to let and this information will be considered within our future development programme.</p>
								
	28	28	28	28	28			