

# Housing Services - Q4 2021/22

Indicator	Comment	Frequency	Result	Target	Status	Short Trend	Long Trend
% gas servicing certificates completed (%)	In March there are currently 7 outstanding services. Five of these have appointments in place and the remaining two are being dealt with by Housing Management. Outturn for 2021-22: 98.85%	Monthly	99.2	100			
Emergency repairs complete within 24hrs (%)	Performance is slightly below target for March 2022 with 22 priority 1 jobs not completed on time: 3 x Joinery; 8 x Heating; 1 x Electrical; 4 x Plumbing; 1 x Drainer; 1 x Bricklayer; 3 x Fencing; 1 x Roofing. Outturn for 21/22: 95.05%. Performance is below target due to resource issues within the teams and storm damaged properties have caused an increase in workload.	Monthly	97.3	99			
Homelessness cases prevented (%)	Performance for quarter 4 is above target at 73.51%, showing significant improvement compared to previous quarters and also the 2020/21 outturn. Our focus over the last quarter has been on prevention and utilising the vulnerable renters funding and the protect and vaccinate funding in order to prevent homelessness.	Quarterly	73.51	55			
Homeless cases relieved (%)	Performance for quarter 4 is below target at 52.27% . Our focus over the last quarter has been on prevention and utilising the vulnerable renters funding and the protect and vaccinate funding. The outturn for 2021/22 is 61.46%, showing an improvement compared to the 2020/21 outturn of 55.59%.	Quarterly	52.27	65			
Housing Capital Programme (%)	Delays in kitchen supply, sickness within the internal heating delivery team, unable to replace staff which have left within the internal delivery team and a knock on effect of isolation during previous months.	Monthly	81.9	96			
Positive feedback following improvement works (%)	Out of 60 responses, 49 were positive. Negative comments were received throughout the internal workstreams and will be picked up by the relevant Project Officers / Managers and discussed with the internal delivery team. Outturn 21-22: 86.07%	Monthly	81.7	96			
Routine repairs completed on time (%)	Performance remains good and above target for March 2022 with 1556 out of 1559 routine repairs completed in time this month. Outturn for 21/22: 99.10%.	Monthly	99.8	98			
Tenant rent collected (%)	Performance has exceeded target. Collected over 100% of rent therefore reducing cumulative arrears balance. Outturn for 2021-22: 100.87%	Monthly	100.87	98			