

Appendix 2: Performance Data - Quarter 4 – 2020 - 2021

PI Code	Performance Indicators	Year End 2016/17	Year End 2017/18	Year End 2018/19	Year End 2019/20	Quarter 1	Quarter 2	Quarter 3	Quarter 4	End of Year	Target	Tolerance	Great
BS-HR1	Average number of working days lost through sickness	6.50	6.73	8.19	7.65	N/A	8.60	7.90	8.10	8.10	7	7.15	6
P-CC1	% of valid Landlord Gas Safety Records for tenanted properties	99.99	99.99	99.98	99.93	97.45	99.22	99.98	99.98	99.99	99.90	99.80	99.95
P-AM2	The management of fire risk assessments; the percentage re-inspected within timescale (Regulatory Reform (Fire Safety) Order 2005)	99.25	98	99.35	100	94.00	98.15	100	97	97	99.50	98.00	100
H-HSL1	% of Service Charges inc Ground Rent collected from Leaseholders	106	102	100.20	103	48	61	80	98.10	98.10	98	96	99
H-IM1	% of Rent collected (City Wide)	98.17	98.08	97.57	96.75	96.02	96.31	96.29	97.20	97.20	95.45	N/A	N/A
H-IM2	% of Rent arrears of current tenants as a proportion of rent roll (GNPI 29) (WH only)	1.18	1.28	1.87	2.38	2.57	2.60	2.95	2.17	2.17	4.20	N/A	N/A
H-IM3	% Rent arrears of former tenants as a proportion of rent roll	1.12	0.90	0.91	1.45	1.48	1.11	1.20	1.07	1.07	1.48	N/A	N/A
H-HD1	Homes Direct: % of Customers calls answered within 80 seconds	-	70.50	58.50	51.5	60.1	24.40	40.60	23.80	35.90	55	50	60
H-HD2	Homes Direct - % of Customer calls answered	-	93	90.7	88.6	92.1	78.7	85.2	81.4	82.9	85	80	90
H-HD3	Homes Direct: % of calls abandoned	17.20	7.00	9.30	11.40	7.9	21.30	14.80	17.7	15.3	15	20	10
BS-CF1	% of Complaints/members enquiries responded to within timescales	-	-	-	87.68	95.86	91.93	88.36	87.66	90.76	92	87	97
H-NS1	% of Fire Safety Checks completed	100	100	100	100	100	100	100	100	100	99	98	99.5
H-NS3	% of Telecare calls answered within 60 Seconds (SLA)	-	-	97.75	98.64	99.14	99.07	99.85	98.9	99.28	98	95	98.5
H-NS5	% of Out of hours calls answered	-	-	-	93.62	96.94	98.83	98.86	N/A	98.29	85	80	90
H-ASB1	% Satisfied with the way their ASB complaint was dealt with	98.73	96.81	97.92	97.23	100	97.37	96.8	100	98.56	97	95	98
CI-HO2	% Homeless Cases Prevented (SLA)	-	-	-	15.23	5.58	7.78	10.07	10.58	9.02	17	12	22
CI-HO3	% Homeless Cases Relieved (SLA)	-	-	-	26.78	21.21	14.01	12.75	17.99	16.37	33	19	38
CI-HO4	% of Homeless Applicants housed in private sector (SLA)	-	-	-	25.04	27.97	24.07	26	12.73	22.71	31	19	36
CI-LT1	Average time taken to relet properties (once repairs is complete)	-	-	-	10	29	39	33	40	36	10	12	9
CI-LT3	% Rent lost from empty properties	-	-	0.83	1.66	2.04	2.10	1.88	1.71	1.71	0.88	0.92	0.84
P-R1	% Responsive repairs during period for which an appointment was made/kept	95.99	95.58	94.74	94.92	93.72	93.55	93	92.18	92.98	95	90	98
P-R2	% of Planned repairs completed within timescales	83.25	93.67	89.31	90.34	86.12	79.68	90.82	83.76	85.94	90	85	98
P-R3	% Total response repairs completed within target	97.28	98.10	95.99	96.92	92.48	95.83	96.68	94.67	94.66	98	95	99
P-V1	Average time taken to repair voids: In House - Standard (Minor) voids	-	-	9	8	0	-	-	-	0.00	10	11	8
P-V2	Average time taken to repair voids: In House - Major Voids	-	-	38	53	75	84	93	75	83	36	39	29

Key

	Achieved a stretched "Great" target (purple)
	Achieved target (green)
	Below target but within an acceptable tolerance (amber)
	Off target (pink)