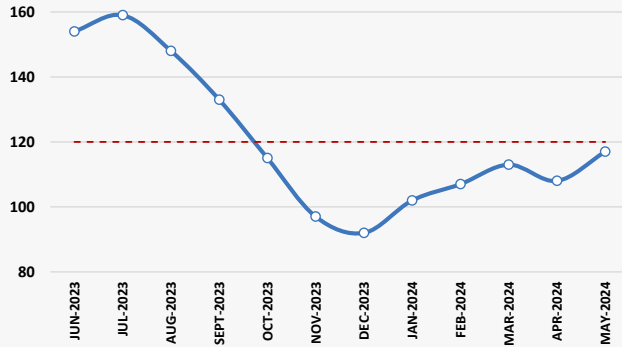


HOUSING PI DATA

EMPTY COUNCIL HOMES

117

TARGET : <120

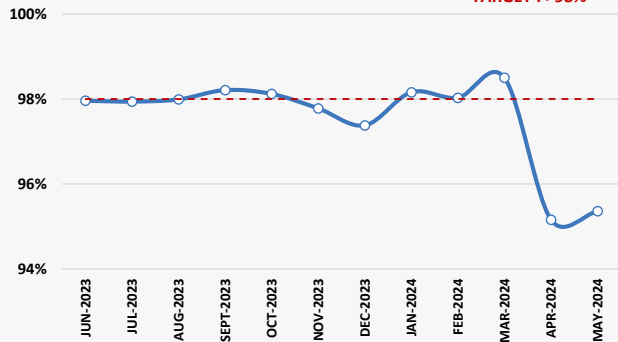


Number of council homes empty shows a slight increase.

HOUSING RENT

95.36%

TARGET : >98%



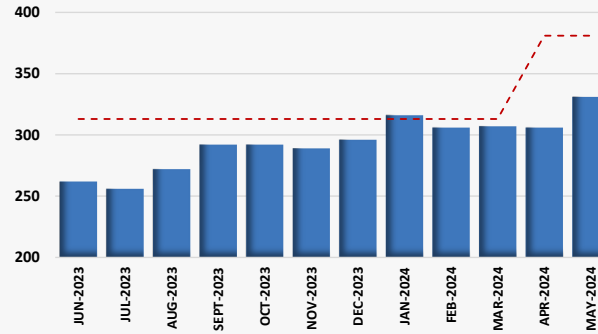
Performance improved by 0.20% from April 2024 and is in line with previous years trends.

TEMPORARY ACCOMMODATION

331

23/24 TARGET : <313

24/25 TARGET : <381

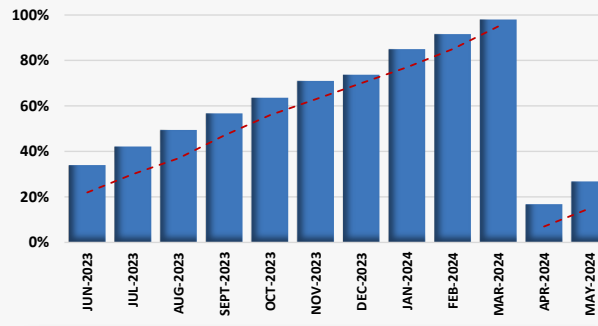


Volume of presentations have increased where these have required TA. Officers, due to the circumstances have been unable to prevent homelessness due to short notice, or excluder unwilling to negotiate further stays as examples.

LEASED SERVICE CHARGE COLLECTION

26.87%

TARGET : >7% to >95%

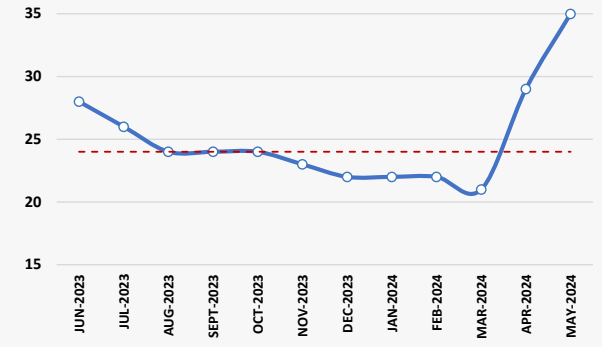


The figure for May is an increase on April as expected as service charges are collected on a monthly basis. This will also include those leaseholders who pay for the financial year in advance.

RE-LETTING HOUSING

35

TARGET : <24

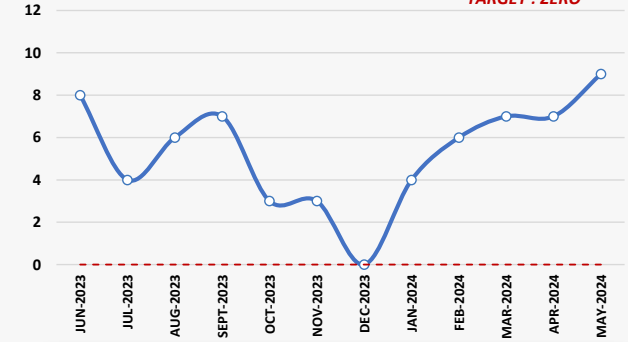


A number of factors have contributed to increase, including a higher rate of refusals following a property offer being made to successful bidders.

ROUGH SLEEPERS

9

TARGET : ZERO



This KPI remains relatively static; a number of innervations continue in line with the rough sleeper initiative action plan.

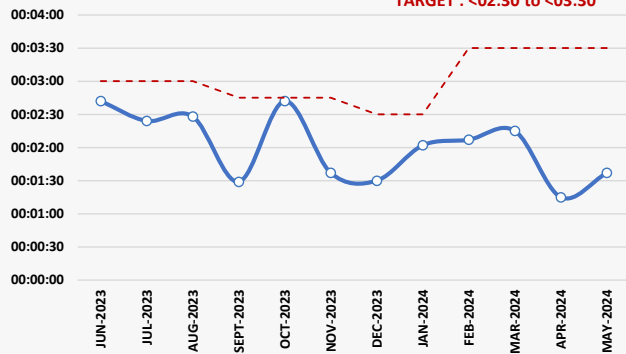
FINANCE & GOVERNANCE PI DATA

MAY-2024

CALL WAITING TIMES

01:37

TARGET : <02:30 to <03:30

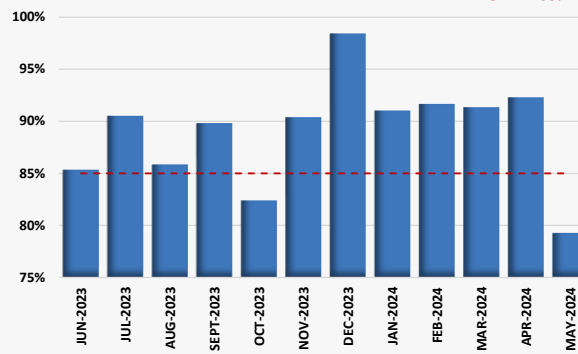


Performance is improved in this area.

CUSTOMERS COMPLAINTS

79.28%

TARGET : >85%

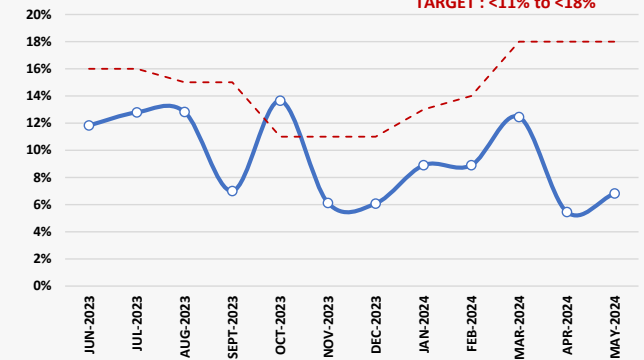


Complaint numbers have seen a small rise linked to updated allocations policy & grass cutting. Operational issues are being addressed through performance management and a communications plan is in place for those affected by changes to allocations policy.

ABANDONED CALLS

6.83%

TARGET : <11% to <18%

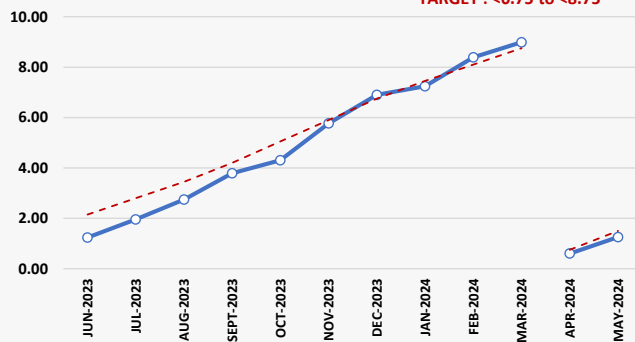


Performance is improved in this area.

STAFF SICKNESS ABSENCE

1.26

TARGET : <0.75 to <8.75

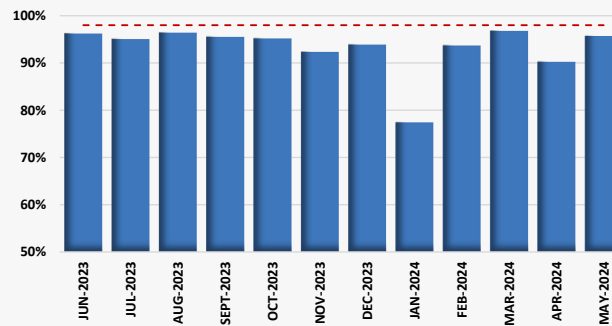


Overall sickness absence report for the year so far is low.

INVOICE PAYMENTS

95.70%

TARGET : >98.0%



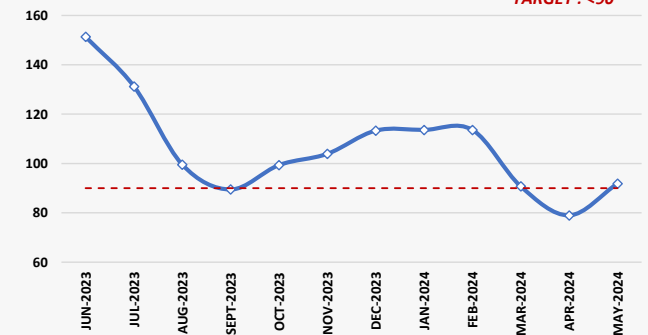
97% of invoices were paid within 40 days, with remaining invoices outstanding as the council has queried or disputed the successful delivery of services or goods that they are for.

ENVIRONMENT PI DATA

MISSED BIN COLLECTIONS

91.86

TARGET : <90



The number of bins missed has seen a slight increase during May and will be monitored.