

HOUSING PERFORMANCE

EMPTY COUNCIL HOMES

162

24/25 TARGET : <120

25/26 TARGET : <135



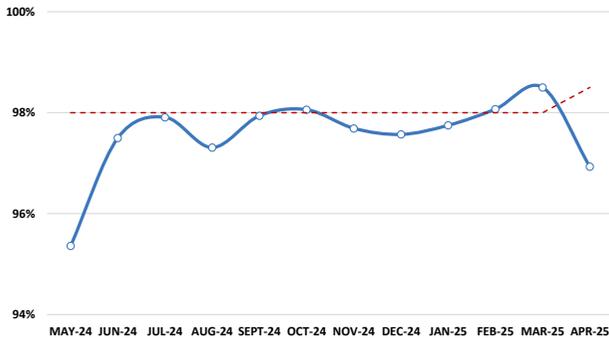
April's report shows further increases in BVPI 212 (void turnaround time) and HMS 8 (number of void properties). Contributing factors include poor property conditions, a new allocation system, and higher-than-expected void levels. The Council and HTS will now review current processes to drive significant improvements, though notable progress is unlikely before Q3.

HOUSING RENT

96.93%

24/25 TARGET : >98%

25/26 TARGET : >98.50%

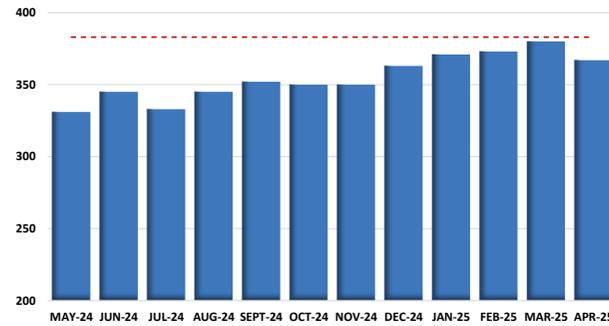


Collection performance reduced by 1.57% from end of year figure - this is in line with general trends and is 1.77% higher than for the same period for the previous year.

TEMPORARY ACCOMMODATION

367

TARGET : <383

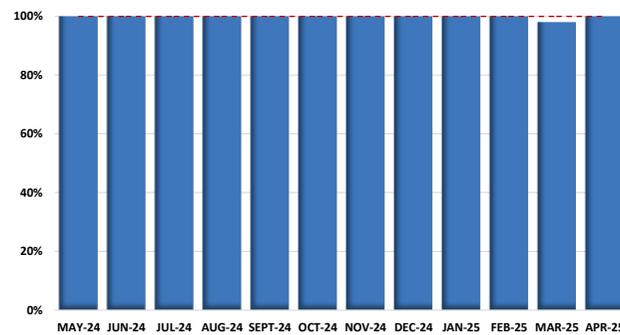


Slight reduction in TA due to decisions being made and Part VI offers extended to homeless households. Figure expected to rise next month due to Redstone House decant.

LEASED SERVICE CHARGE COLLECTION

100%

TARGET : 100%



Collection rates within expected levels for this point in the financial year.

RE-LETTING HOUSING

37

24/25 TARGET : <24

25/26 TARGET : <28



April's report shows further increases in BVPI 212 (void turnaround time) and HMS 8 (number of void properties). Contributing factors include poor property conditions, a new allocation system, and higher-than-expected void levels. The Council and HTS will now review current processes to drive significant improvements, though notable progress is unlikely before Q3.

CALL WAITING TIMES

02:10

TARGET : <02:30 to <03:30

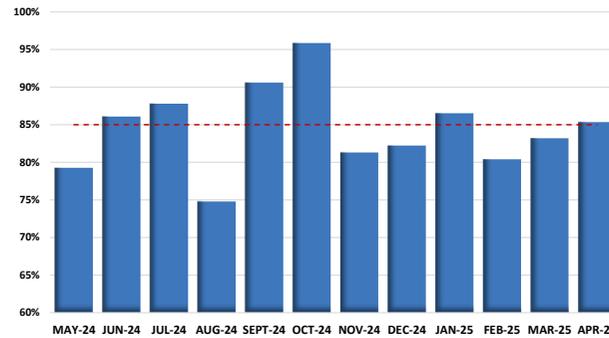


The level of calls and performance remains consistent with the expected outturn.

CUSTOMERS COMPLAINTS

85.34%

TARGET : >85%

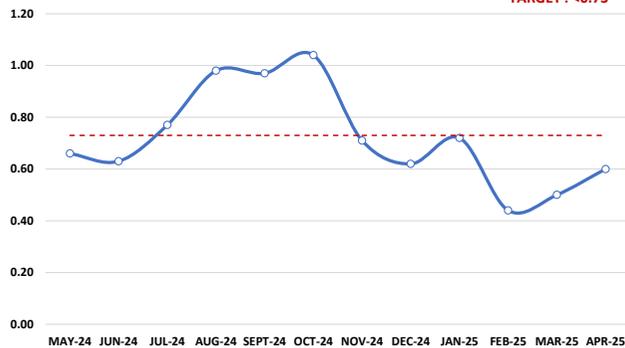


Although there has been an increase in the volume of complaints, performance has returned to within target for response rates.

STAFF SICKNESS ABSENCE

0.60

TARGET : <0.73



Sickness levels has increased by 0.1 per FTE from March 2025, however remains lower than target. Management and HR continue to support employees with phased returns, reasonable adjustment, referrals to HOHS, AtW and counselling. HR will be rolling out employee trigger reports within the next few weeks in order to support Managers.

ABANDONED CALLS

9.87%

TARGET : <11% to <18%



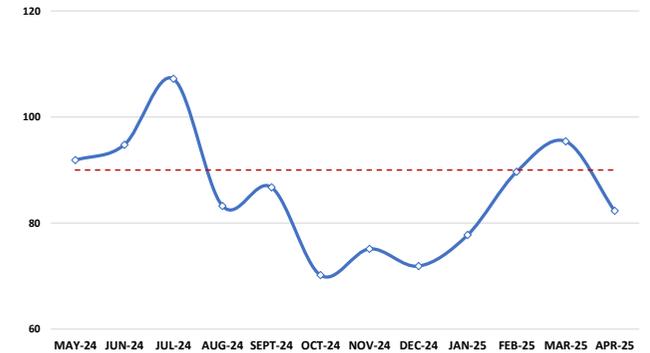
The level of calls and performance remains consistent with the expected outturn.

ENVIRONMENT & SUSTAINABILITY PERFORMANCE

MISSED BIN COLLECTIONS

82.29

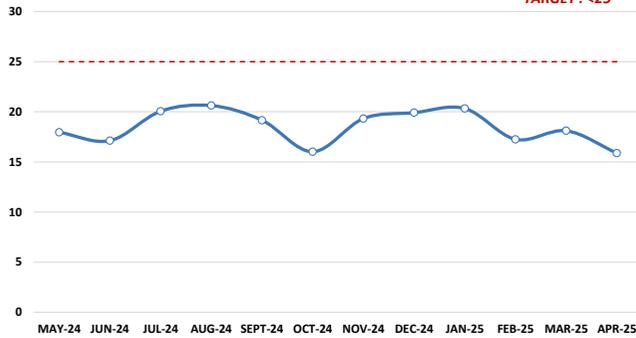
TARGET : <90



The number of missed bins.

NEW BENEFIT CLAIMS **15.88**

TARGET: <25

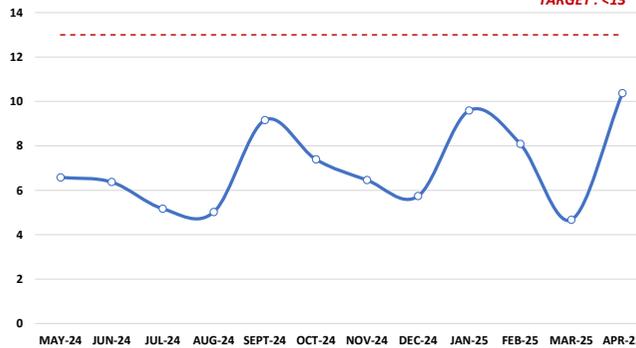


MAY-24 JUN-24 JUL-24 AUG-24 SEPT-24 OCT-24 NOV-24 DEC-24 JAN-25 FEB-25 MAR-25 APR-25

Processes within the benefits team continue to provide good turnaround times for new claimant applications to be processed.

CHANGES IN CIRCUMSTANCES **10.37**

TARGET: <13

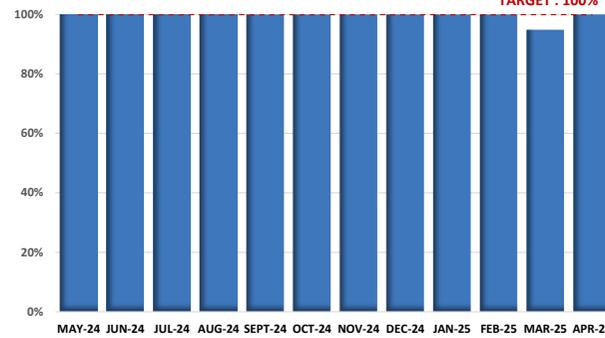


MAY-24 JUN-24 JUL-24 AUG-24 SEPT-24 OCT-24 NOV-24 DEC-24 JAN-25 FEB-25 MAR-25 APR-25

Processes within the benefits team continue to provide good turnaround times for changes in circumstances to be implemented.

COUNCIL TAX **100%**

TARGET: 100%

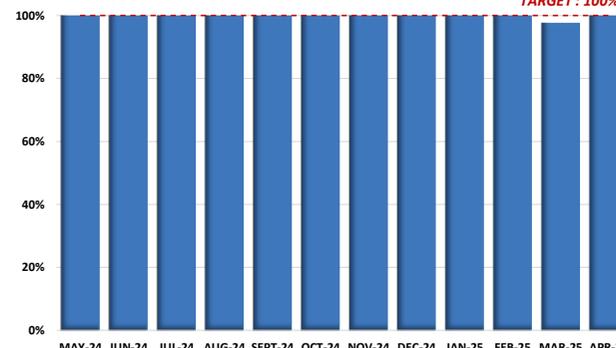


MAY-24 JUN-24 JUL-24 AUG-24 SEPT-24 OCT-24 NOV-24 DEC-24 JAN-25 FEB-25 MAR-25 APR-25

Collection rates within expected levels for this point in the financial year.

BUSINESS RATES **100%**

TARGET: 100%



MAY-24 JUN-24 JUL-24 AUG-24 SEPT-24 OCT-24 NOV-24 DEC-24 JAN-25 FEB-25 MAR-25 APR-25

Collection rates within expected levels for this point in the financial year.

INVOICE PAYMENTS **98.50%**

TARGET: >98%



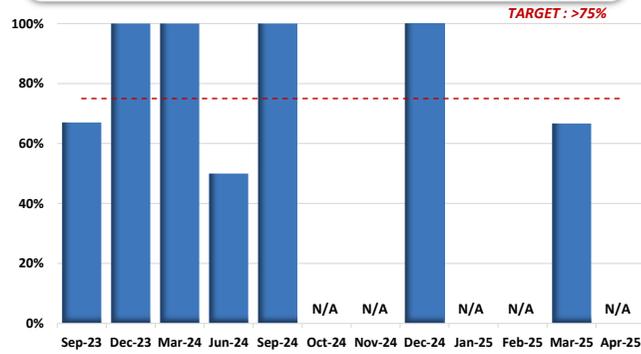
MAY-24 JUN-24 JUL-24 AUG-24 SEPT-24 OCT-24 NOV-24 DEC-24 JAN-25 FEB-25 MAR-25 APR-25

45 invoices were paid between 31-40 days just missing the 30 day target

GARDEN TOWN & PLANNING PERFORMANCE

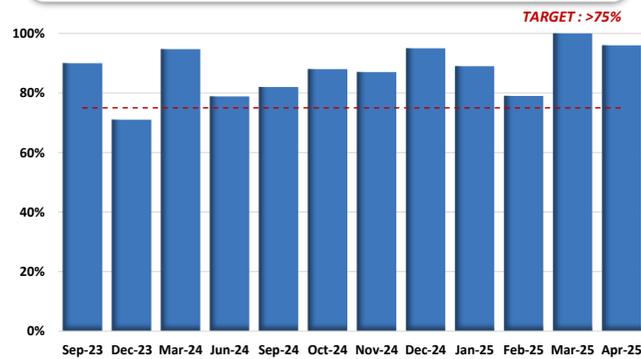
APR-25

MAJOR PLANNING APPLICATIONS -



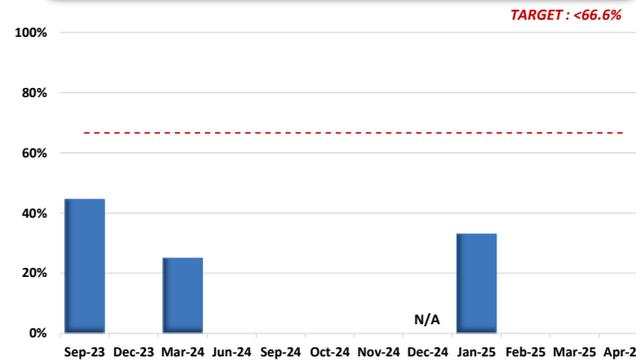
None determined.

OTHER PLANNING APPLICATIONS 96.00%



This indicator continues to perform well above targeted performance.

PLANNING APPEALS 0.00%



This indicator continues to perform above targeted performance.