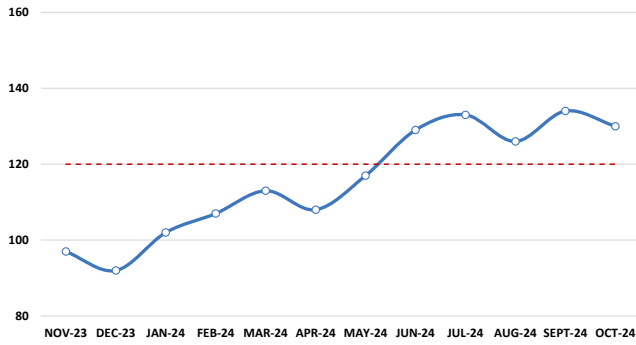


HOUSING PERFORMANCE

EMPTY COUNCIL HOMES

130

TARGET: <120

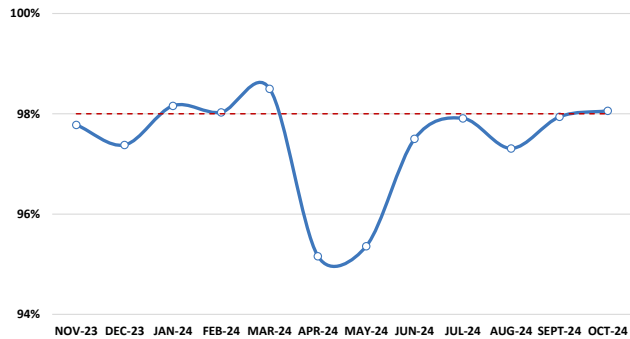


A slight reduction in number of empty council homes was seen during October.

HOUSING RENT

98.06%

TARGET: >98%



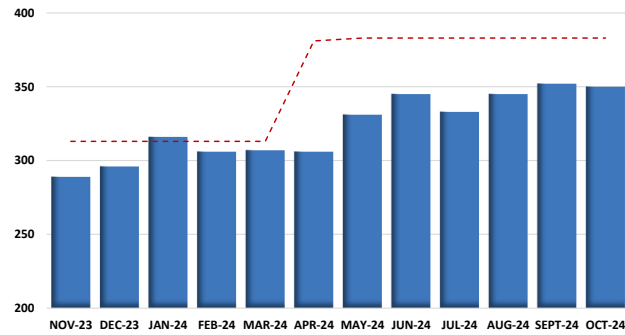
Rent collection performance for October increased to 98.06%, marginally above target and the highest collection figure for the financial year to date. This remains in line with previous years trends.

TEMPORARY ACCOMMODATION

350

23/24 TARGET: <313

24/25 TARGET: <383

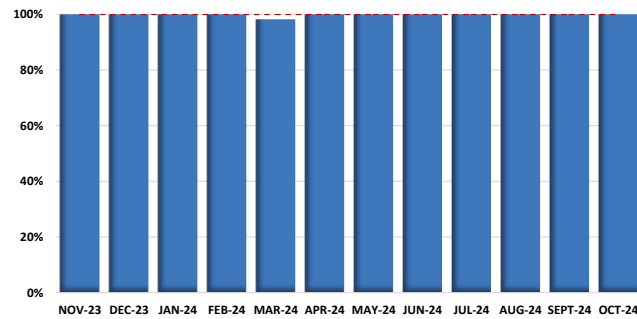


TA figure reduced slightly this month due to move on from temporary accommodation through the housing needs register/homeless end of duty requirements, we are still seeing increased presentations and due to the decant relating to Sycamore Field and Joseph Rank House this number is expected to increase.

LEASED SERVICE CHARGE COLLECTION

100%

TARGET: 100%

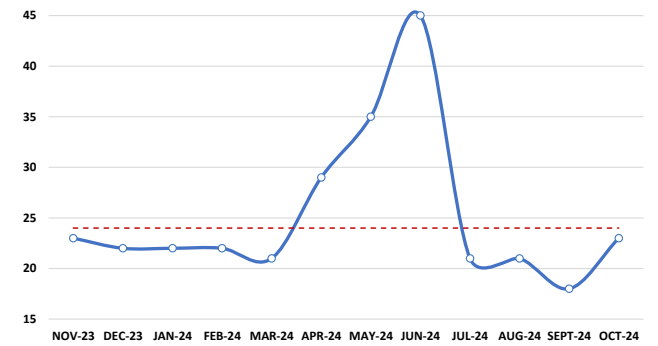


Leasehold Service Charge collections for October are on track to achieve year-end figures.

RE-LETTING HOUSING

23

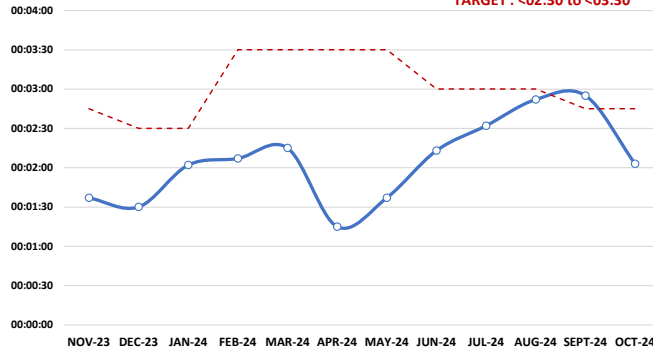
TARGET: <24



There is a slight increase due to a number of of homelessness cases which were subject to review extending amount of time voids were empty.

CALL WAITING TIMES **02:03**

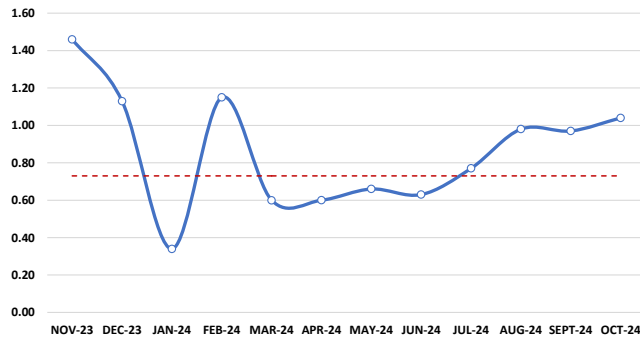
TARGET : <02:30 to <03:30



A reduction in call volumes in October has resulted in improved performance for the month which is the expected trend.

STAFF SICKNESS ABSENCE **1.04**

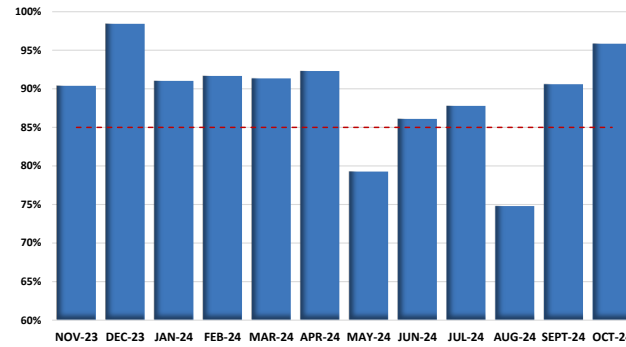
TARGET : <0.73



Reporting from October - sickness per month - including long-term and short-term sickness.

CUSTOMERS COMPLAINTS **95.86%**

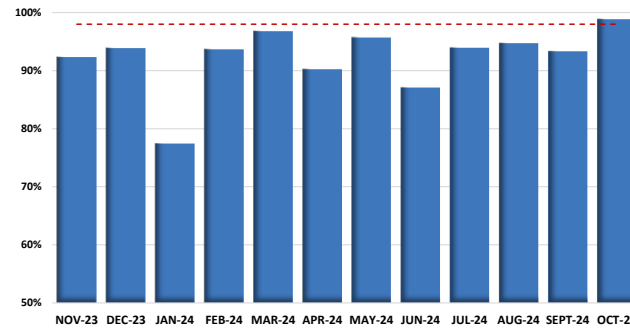
TARGET : >85%



The number of customer complaints responded to within the given time period in the council's complaints policy has been on target for the past two months.

INVOICE PAYMENTS **98.84%**

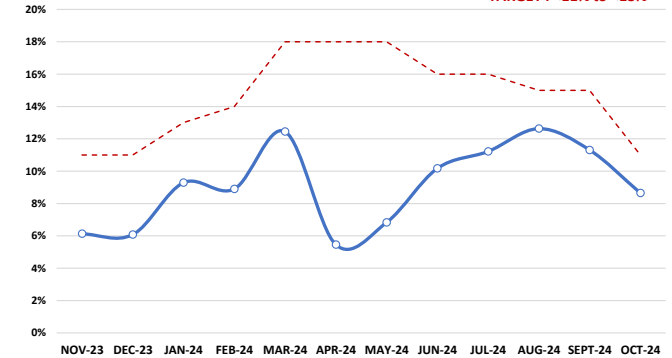
TARGET : >98.0%



Internal process reviews have resulted in improved payment times.

ABANDONED CALLS **8.65%**

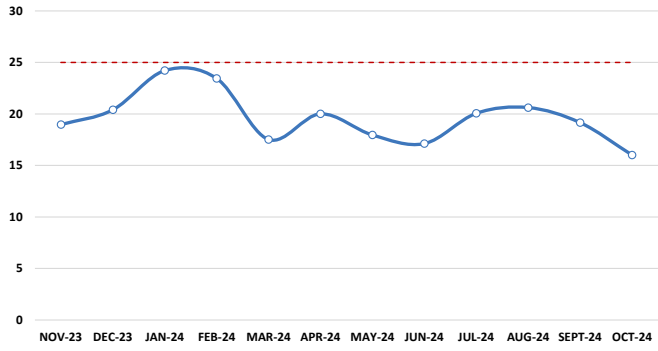
TARGET : <11% to <18%



A reduction in call volumes in October has resulted in improved performance for the month which is the expected trend.

NEW BENEFIT CLAIMS **16.02**

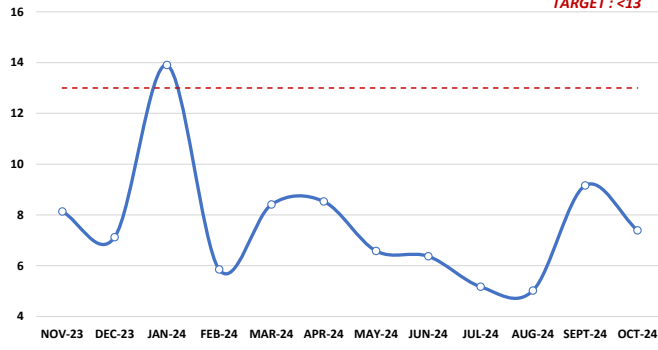
TARGET: <25



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

CHANGES IN CIRCUMSTANCES **7.39**

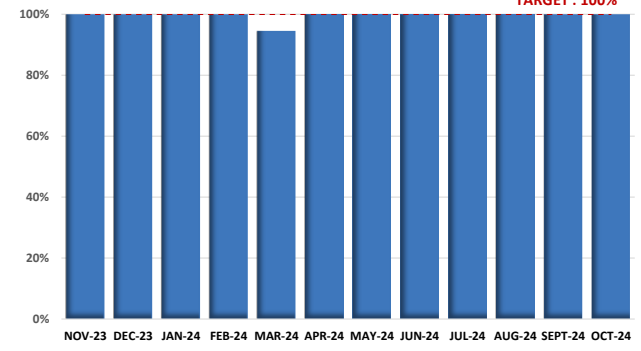
TARGET: <13



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

COUNCIL TAX **100%**

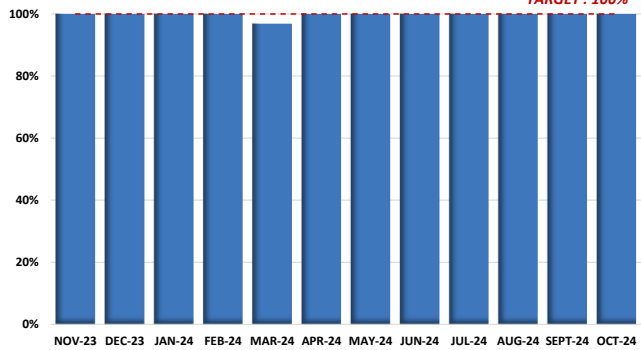
TARGET: 100%



Council Tax collections for October are on track to achieve year-end figures.

BUSINESS RATES **100%**

TARGET: 100%

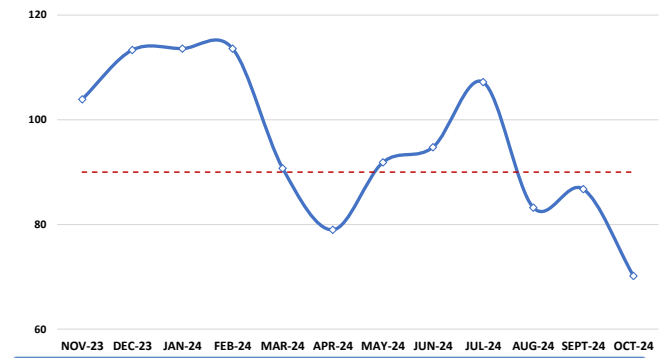


Business Rate collections for October are on track to achieve year-end figures.

ENVIRONMENT PERFORMANCE

MISSED BIN COLLECTIONS **70.16**

TARGET: <90



The number of missed bins.