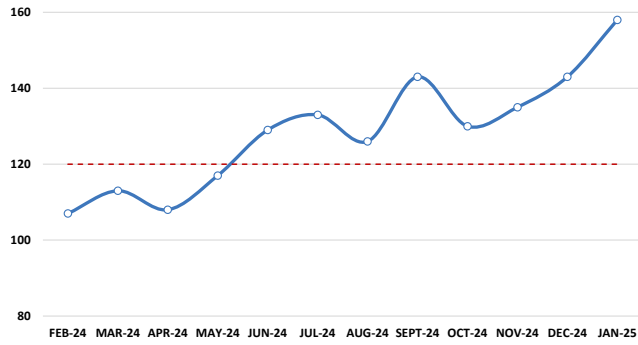


HOUSING PERFORMANCE

EMPTY COUNCIL HOMES

158

TARGET: <120

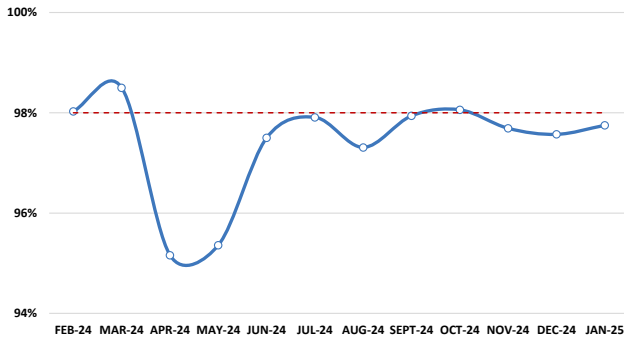


The number of void properties held has increased to 158 properties. A high number of properties continues to be received by the Council requiring works beyond what would normally be expected prior to reletting. The Council and HTS are working together to reduce this number with a focus on making offers of accommodation and aligning HTS' resources accordingly. It is expected that as stock condition surveys in progress any similar issues will be identified and remedied prior to a property becoming void, thereby reducing the amount of work that needs to be done during the turnaround period.

HOUSING RENT

97.75%

TARGET: >98%



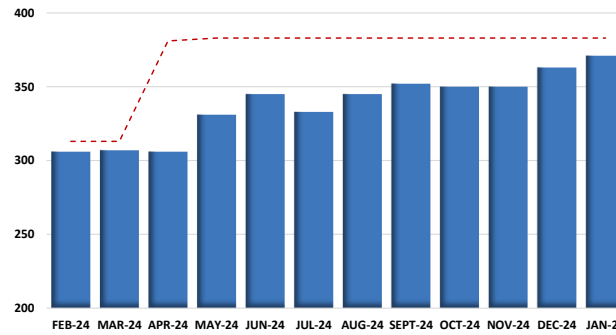
Rent collection performance for January improved by 0.18% from December, and performance remains on track to meet target, based on previous trends.

TEMPORARY ACCOMMODATION

371

23/24 TARGET: <313

24/25 TARGET: <383

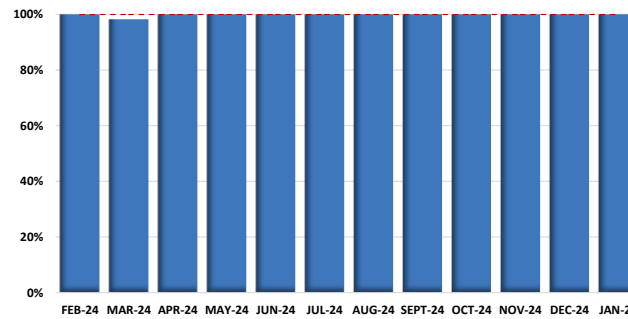


The number of households living in Temporary Accommodation increased by 8 during January, homeless applicants in TA are now being moved on via the Housing Needs Register.

LEASED SERVICE CHARGE COLLECTION

100%

TARGET: 100%

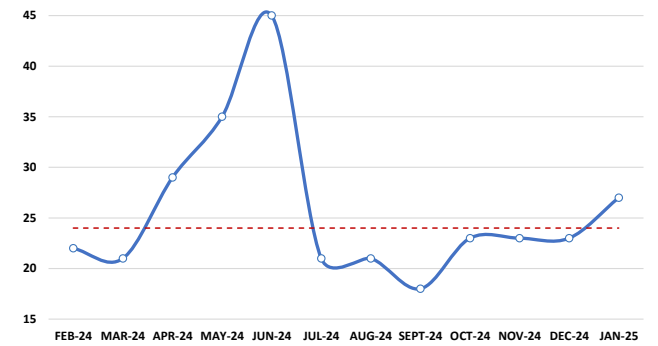


Collection rates remain within expected levels for this point in the financial year.

RE-LETTING HOUSING

27

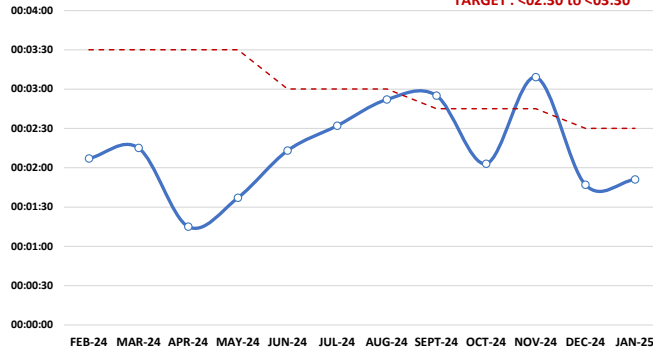
TARGET: <24



Void turnaround time has increased to slightly above target at 27 days, which is related to the impact of higher numbers on resource capacity.

CALL WAITING TIMES **01:51**

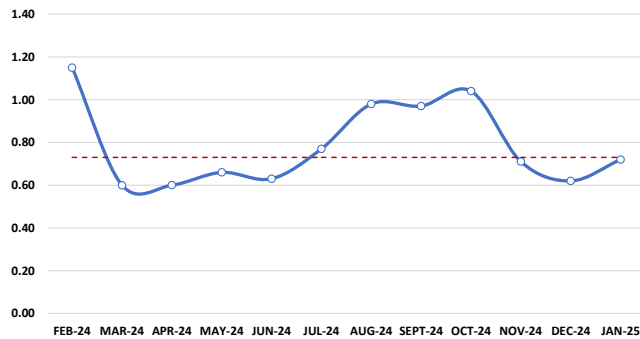
TARGET : <02:30 to <03:30



Despite an increase in the number of calls received in January waiting times remain relatively static.

STAFF SICKNESS ABSENCE **0.72**

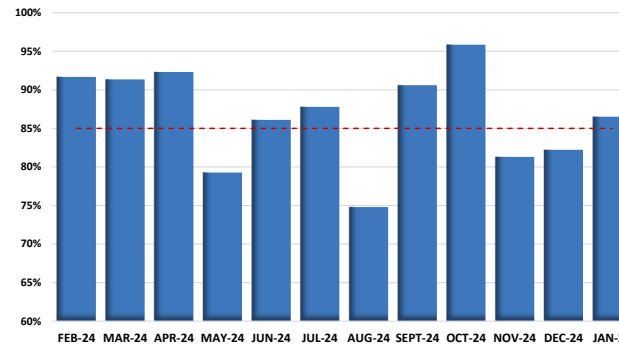
TARGET : <0.73



There has been a slight (0.10 or 25 employees) increase in number of days absence per FTE due to increase in cold/cough/flu/respiratory/virus instances.

CUSTOMERS COMPLAINTS **86.52%**

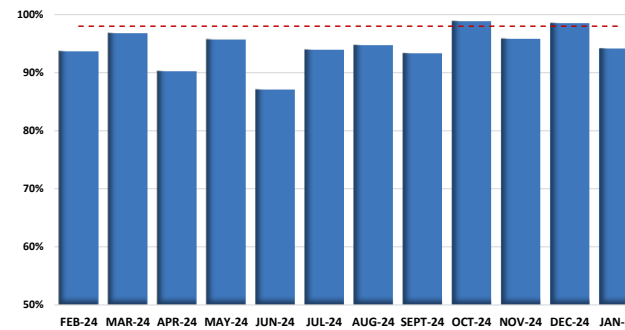
TARGET : >85%



Complaints responded to within targeted timeframes are on target, with the number of complaints received remaining static when compared to the previous month (89 for January compared to 90 in December).

INVOICE PAYMENTS **94.16%**

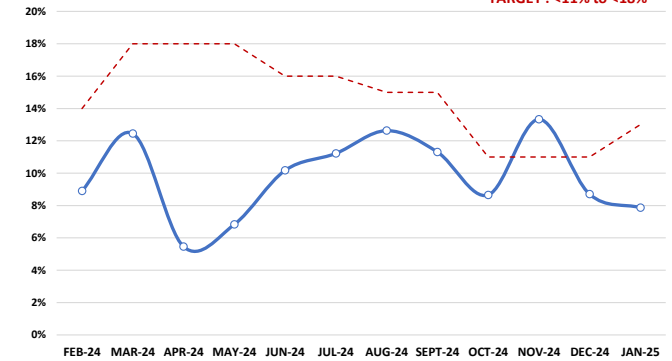
TARGET : >98.0%



Performance fell slightly during January, with 70 invoices paid outside the 30 day target.

ABANDONED CALLS **7.87%**

TARGET : <11% to <18%

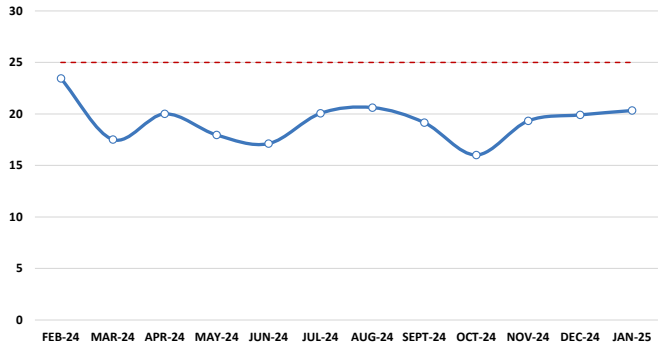


Performance has improved compared to the previous month despite an increase in call volumes.

FINANCE & GOVERNANCE PERFORMANCE

NEW BENEFIT CLAIMS **20.33**

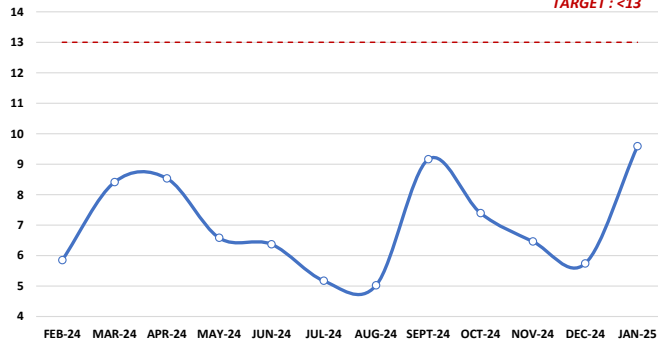
TARGET : <25



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

CHANGES IN CIRCUMSTANCES **9.59**

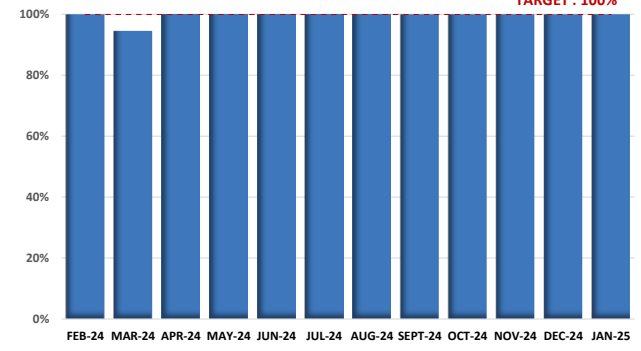
TARGET : <13



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

COUNCIL TAX **100%**

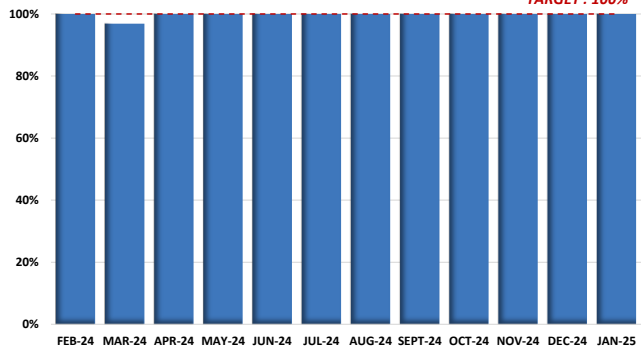
TARGET : 100%



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

BUSINESS RATES **100%**

TARGET : 100%

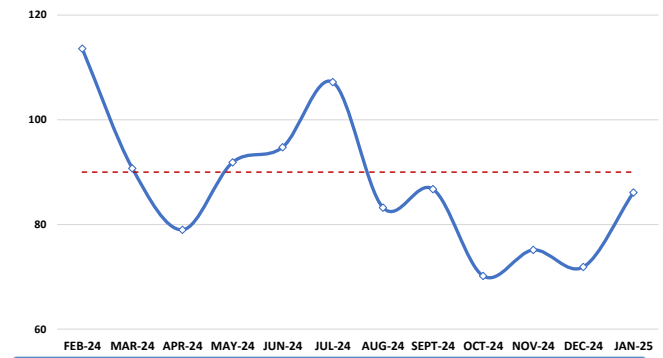


Collection rates remain within expected levels for this point in the financial year.

ENVIRONMENT PERFORMANCE

MISSED BIN COLLECTIONS **86.12**

TARGET : <90



There was a slight decrease in performance in January (although still within target) due to an increased use of agency staff during the catch up period from Christmas and New Year collections