

Housing Performance Scorecard 2018/19

Service Critical Performance Indicators

Key Performance Indicators			
KPI	Performance Indicators	2017-18	Target 2018-19
KPI01	% General Satisfaction of Tenants With Neighbourhoods / Services Provided by Housing	70%	75.00%
KPI02	% Satisfaction of Tenants With Transforming Homes (Contractor & Programme)	NEW	85.00%
KPI03	% of Repairs Completed Within Target	97.5%	97.00%
KPI04	% Rent Collected	98.5%	98.0%
KPI05	Average Time to Turnaround / Re-let Voids (in days)	30.6	28.0
KPI06	% of Gas Service Checks Carried out Within Statutory Timescale	100%	100%
KPI07	Number of "Family Connection" Homeless Households in Bed & Breakfast For Six Weeks or More	NEW	0.0
KPI08	Number of Category 1 & 2 Hazards Removed as a Direct Result of Private Sector Housing Team Intervention	NEW	800
Local Performance Indicators			
LPI	Performance Indicators	2017-18	Target 2018-19
LPI01	% Tenant Satisfaction With The ASB Service	58.3%	65%
LPI02	Properties Recovered as a Result of Joint Action With Corporate Fraud	23	30.00
LPI03	Number of CCTV Footage Packages Produced for Community Safety Partners	190	300
LPI04	% Tenant Satisfaction With The Responsive Repairs Service	90.2%	90%
LPI05	% Tenant Satisfaction With The Quality of Home	NEW	75%
LPI06	% Reductions in Repairs Costs Realised as a Result of Asset Management Team Validations	NEW	20.00%
LPI07	Average Number of Days Taken to Complete a Technical Survey	5.3	5.00
LPI08	Number Gas Warrants Obtained	NEW	<1%
LPI09	Percentage of calls substantively responded to within 2 working days	95%	95.00%
LPI10	Submission of all Statutory Returns by Deadline Date	100%	100%

LPI11	% Tenant Satisfaction with Grounds Maintenance	68.3%	75%
LPI12	% Tenant Satisfaction With The Caretaking Service	NEW	75%
LPI13	% of Caretaking Visits Completed on Schedule	99%	95.00%
LPI14	% of Tenants on Estates Represented by TRAs	30%	75%
LPI15	% of RTB Applications Processed in Target Timeframe	87%	100%
LPI16	% Leaseholder Satisfaction With Homeownership Services	52%	55%
LPI17	% New Tenant Satisfaction With The Sign-up Process	72.30%	75%
LPI18	% Tenant Satisfaction With Estates Officer	NEW	75%
LPI19	Average Days Taken to Complete Letting (sign up date) After Keys Returned by CVT to TM (General Needs)	NEW	4
LPI20	Number of Council Tenants Where Rent Arrears Reduced/Or Income Increased Through Financial Inclusion	NEW	125 PA
LPI21	Number of Private Tenants Where Rent Arrears Reduced/Or Income Increased Through Financial Inclusion	NEW	25
LPI22	% Void Loss - Dwellings	£396,846.00	£500,000
LPI23	% Void Loss - Garages	£296,077.00	£250,000
LPI24	Number of Homelessness Applications Where Preventions Have Been Achieved	NEW	350
LPI25	Number of Households Assisted to Downsize	67	65
LPI26	Average Days Taken to Provide Shortlist	4	3
LPI27	% of Cases Where Homelessness Relieved	NEW	30%
LPI28	% of Homeless Applications Where Decision is Made in 15 Working Days	NEW	85%
LPI29	CORE Data Submitted	100%	100%
LPI30	% Tenant Satisfaction With The Sheltered Housing Service	NEW	75%
LPI31	Sheltered Housing Tenant Activities	-	500 P/M
LPI32	% Sheltered Housing Tenant Enquiries Resolved at First Point of Contact	-	200 P/M

LPI33	% Rent Collected - Travellers	98%	98%
Tracker Items			
TRK	Performance Indicators	2017-18	Target 2018-19
TRK01	Number of Housing Queries Resolved at the Hubs	NEW	Tracker
TRK02	Waiting Times at Reception for Homelessness Prevention Customers	NEW	Tracker
TRK03	% of Lettings Achieved Through Direct Offers	NEW	Tracker
TRK04	Number of Households in Temporary Accommodation	145	Tracker
TRK05	Number of Properties Sold Through Right to Buy	NEW	Tracker
TRK06	Number of applicants on Housing Register; Bandings 1-3, 4,5	Band 1 - 3 Band 2 - 137 Band 3 - 508 Band 4 - 4040 Band 5 - 4125 Total - 8813	Tracker
TRK07	Number of mutual exchanges completed in the period	45	Tracker
TRK08	Number of new social lettings	681	Tracker
TRK09	Number of Households at Risk of Homelessness Approaching the Council For Assistance	1395	Tracker
TRK10	% of Homeless Cases Where Main Duty Accepted	NEW	Tracker
TRK11	Reported Households placed in Thurrock Borough Council by other Local Authorities	56	Tracker
TRK12	Number of cases where formal ASB action has been taken	88	Tracker
TRK13	Number of DA cases where formal enforcement action has been required	45	Tracker
TRK14	Number of tenants evicted	58	Tracker
TRK15	Tenants provided with support and assistance to retain homes	645	Tracker