

Corporate Plan 2020-2024

Performance Measure Report Index

Housing and Community Services Committee

Team: Organisational Development and Performance

Date: August 2021



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Performance Measure Report Index

Corporate Plan 2020-2024

Summary

The Corporate Plan 2020-2024 has 35 Corporate Measures which underpin the Council's three priorities Our Environment, Our People, Our Future.

The following Committees are responsible for overseeing the delivery of the following key aims and outcomes:

Environmental and Development Services Committee (E&DS) are responsible for 12 Corporate measures under the key aims:

- E1. Improve the environment of the District
- E2. Tackle climate change
- E3. Enhance the attractiveness of South Derbyshire
- P2. Supporting and safeguarding the most vulnerable
- F2. Support economic growth and infrastructure

Housing and Community Services Committee (H&CS) are responsible for seven Corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire
- P1. Engage with our communities
- P2. Supporting and safeguarding the most vulnerable

Finance and Management Committee (F&M) are responsible for 16 corporate measures under the key aims:

- E3. Enhance the attractiveness of South Derbyshire
- P2. Supporting and safeguarding the most vulnerable
- P3. Deliver Excellent Services
- F1. Develop skills and careers
- F2. Support economic growth and infrastructure
- F3. Transforming the Council



Housing and Community Services Committee (H&CS) is responsible for the following seven Corporate measures

Our Environment

Measure

- The number of Green Flag Awards for South Derbyshire parks

Our People

Measure

- Number of new and existing community groups supported
- Number of Anti-social behaviour (ASB) interventions by type
- % of households prevented from homelessness
- Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group
- Deliver the Planned Maintenance Housing programme over four years
- Average time taken to re-let Council homes



PRIORITY: OUR ENVIRONMENT

OUTCOME: E3.2 - Improve public spaces to create an environment for people to enjoy

Measure and Ref	E3.2A - The number of Green Flag Awards for South Derbyshire parks		Committee	H&CS	
Definition	Increase the Green Flag Awards for South Derbyshire green spaces by two so that there are four Green Flag Awards in South Derbyshire by 2024 The Green Flag Award scheme recognises and rewards well managed parks and green spaces, setting the benchmark standard for the management of recreational outdoor spaces across the United Kingdom and across the world. The green spaces are judged annually through their management plan and a site visit by external Green Flag Judges on the 27 different Green Flag criteria under the following eight headings: A Welcoming Place; Healthy Safe and Secure; Well Maintained and Clean; Environmental Management; Biodiversity; Landscape and Heritage; Community Involvement; Marketing and Communication; Management.		Why this is important	To ensure that everybody has access to quality attractive green and open spaces. Green Flag standard green spaces are important for mental and physical health and wellbeing, children's development and play, natural heritage including ecosystems and biodiversity and the economic benefits of adjacent residential and industrial premises. To ensure that these spaces are appropriately managed and meet the needs of the community they serve. To establish standards of good management and to promote and share best practice amongst the green space sector.	
What good looks like	The purpose of this PI is to see an upward trend over four years increasing the sites managed to Green Flag standard by 100%. The Green Flag Awards will be reported annually in quarter three of each year following the judging of the green spaces over the summer period.		Mitigating actions	Action plans following the Green Flag Judges recommendations fully completed each year, up to date management plans for the green spaces written each year, support for the volunteers and Friends' Groups and a good standard of management and maintenance throughout the year.	
History with this indicator	At present there are two Green Flag green spaces in South Derbyshire, Eureka Park and Maurice Lea Memorial Park.				
2019/20 baseline data		Two Green Flag Parks in 2019			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21					



2021/22	4 Green Flag Parks by 2024				
2022/23					
2023/24					
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
Q1 Swadlincote Woodlands has been judged and the Council are awaiting result. Further applications including for Newhall Park are planned for the next financial year.				Dialogue has commenced about potential and preferred sites. Park condition discussed and monitored at service meetings.	
Benchmarking		Not applicable			



PRIORITY: OUR PEOPLE			
OUTCOME: P1.1 - Support and celebrate volunteering, community groups and the voluntary sector			
Measure and Ref	P1.1A - Number of new and existing Community Groups supported	Committee	H&CS
Definition	<p>The number of Community Groups (including Parish Councils) are supported by the District Council. Support will include:</p> <ul style="list-style-type: none"> • Assistance with setting up a new group • Providing advice and support on developing constitution, policy, legislation, seeking external funding, safeguarding, accessing training and coaching. • Referrals to other third-party agencies • Providing Financial support through Community partnership Scheme and Safer Neighbourhood Grants • Assisting with events and initiatives • General support through attending meetings, helping with promotion or obtaining third party support for group. • Neighbourhood Planning • Number of occasions each group is supported <p>The Services that are asked to record their support with Community Groups are those that will regularly work with Community groups, namely:</p> <ul style="list-style-type: none"> • Environmental Health • Housing (Community Engagement / Tenants Participation) • Communities Team • Cultural Services • Active Communities and Health • Economic Development • Environmental Development / Education • Planning (Neighbourhood Planning) 	Why this is important	The Service offers support to Community Groups, however, this is not always recorded to gauge the level of impact on the Community.
What good looks like	First year will be benchmarking and then see an increase in the numbers of groups supported.	Mitigating actions	Communities Team Manager to contact relevant staff to remind to input into Spreadsheet
History with this indicator	N/A		



2019/20 baseline data		N/A			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Proxy	28	66	113	153
2021/22	Upward trend	24			
Performance Overview – quarterly update				Actions to sustain or improve performance	
<p>During Q1– 20 different Community Groups were supported. Providing support to the following areas.</p> <ol style="list-style-type: none"> 1. Advice / Support with delivering an Event / Initiative 2. Advice / Support with setting up a Community Group 3. Advice/ Support with finding External Funding 4. Advice/ Support with Project Development 5. Advice/ Support with setting up Constitution 6. Community and Environmental Partnership Grant 7. General assisting i.e.: attendance at meetings 8. Neighbourhood Planning 9. Other: please provide information 10. Referral to 3rd Party Organisation 11. Safer and Stronger Neighbourhoods Grant 12. Support with Training / Coaching <p>Community groups to receive support Q1 included:</p> <p>Prince's Trust Rosliston Rangers x2 Birding for Beginners Group Drop In Gardening Group Hilton Parish Council Housing Services' Virtual Tenants' Panel (unofficial title) Castle Gresley Parish Council Church Broughton Parish Council Linton Parish Council Belmont Bowls Club</p>				<p>Promotion of Community Grants scheme and Safer Neighbourhoods' Scheme.</p>	



<p> Friends of Stenson Fields Community Centre x2 Woodville Parish Council Hilton FC Family Support Derbyshire Sharpe's Pottery x2 Hartshorne Parish Council SD CVS x2 Newhall Network Group Melbourne Arts Festival Newhall Scout Group Goseley Activity Project Swadlincote Junior Park Run Etwall Parish Council </p>	
Benchmarking	Not applicable



PRIORITY: OUR PEOPLE

OUTCOME: P1.2 - Help tackle anti-social behaviour & crime through strong and proportionate action

Measure	P1.2A - Number of ASB interventions by type compared to the overall reported incidents of various forms of anti-social behaviour.				Measure Ref	H&CS																						
Definition	The effectiveness of the delivery of the services will be assessed as High, Moderate, Minor or Minimal based on a comparison of the changes in numbers of anti-social behaviour complaints and relevant interventions				Why this is important	This is intended to show the service activity around interventions and the result of the interventions.																						
What good looks like	<div>The assessment will be based on the matrix shown and calculated in accordance with the separate published methodology</div> <table><tr><td></td><td colspan="4">Number of Enforcement Actions compared to baseline</td></tr><tr><td rowspan="4">Number of ASB Incidents compared to baseline</td><td></td><td>Increasing Actions</td><td>Same Level of Actions</td><td>Decreasing Actions</td></tr><tr><td>> 20% Decrease</td><td>High</td><td>High</td><td>Moderate</td></tr><tr><td>No significant change (<20%)</td><td>Moderate</td><td>Moderate</td><td>Moderate</td></tr><tr><td>> 20% Increase</td><td>Moderate</td><td>Minor</td><td>Minimal</td></tr></table>					Number of Enforcement Actions compared to baseline				Number of ASB Incidents compared to baseline		Increasing Actions	Same Level of Actions	Decreasing Actions	> 20% Decrease	High	High	Moderate	No significant change (<20%)	Moderate	Moderate	Moderate	> 20% Increase	Moderate	Minor	Minimal	Mitigating actions	Type of Interventions to help tackle anti – social behaviour includes: <ul style="list-style-type: none">• Penalty notice• Legal notice• Prosecution / injunction.
	Number of Enforcement Actions compared to baseline																											
Number of ASB Incidents compared to baseline		Increasing Actions	Same Level of Actions	Decreasing Actions																								
	> 20% Decrease	High	High	Moderate																								
	No significant change (<20%)	Moderate	Moderate	Moderate																								
	> 20% Increase	Moderate	Minor	Minimal																								
History with this indicator	No historical monitoring of this indicator																											
2019/20 baseline data		In 2019/20 there were 2893 reports of relevant forms of Anti-social behaviour (ASB) which were received by Derbyshire Constabulary and South Derbyshire District Council and 95 formal legal interventions of the type described in the detailed methodology.																										
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)																							
2020/21	‘Moderate’ or ‘High’	Minimal	Minimal.	Minimal	Minimal																							
2021/22	‘Moderate’ or ‘High’	Awaiting June data																										



2022/23	'Moderate' or 'High'				
2023/24	'Moderate' or 'High'				
<u>Performance Overview – quarterly update</u>				<u>Actions to sustain or improve performance</u>	
<p>April to May reports of ASB target < 598, Actual 616 (overall 3% increase) = Moderate increase</p> <p>Police data for June 2021 has not yet been received</p> <p>Q1 target for reports of ASB < 849</p> <p>Q2 target for reports of ASB < 800,</p> <p>Q3 target for reports of ASB < 540,</p> <p>Q4 target for reports of ASB < 704,</p> <p>The impacts of Covid 19 has created significant problems in enabling this PI to be meaningfully reported. The pandemic created a huge surge in reports of anti-social behaviour (ASB) for issues both directly related to the pandemic and in indirect issues. Therefore, comparing numbers of ASB reports to the pre-pandemic baseline did not provide a like for like comparison for the whole of the 2020/21 reporting year.</p> <p>Since April 2021, Derbyshire Constabulary has been able to exclude Covid related ASB incidents from their data. This is not possible for data from the Council.</p> <p>ASB reports (excluding Covid related incidents) to the Police reduced by 7% in April and May 2021 compared to April and May 2019 (394 reports in 2021, 424 reports in 2019)</p> <p>ASB reports to the Council (which still includes the impact of Covid) increased by 28% in April and May 2021 compared to April and May 2019 (222 reports in 2021, 174 reports in 2019)</p>				<p>Implementing systemic change in response to the unique circumstances of COVID-19 is not considered to be proportionate or sustainable. Many of the issues created by the circumstances are unlikely to ever recur. Nevertheless, Council officers involved in these services will look to embed the positive changes and impacts which COVID-19 forced upon services into how they are delivered in future.</p>	
Benchmarking		Level of crime rate (per 1.000 population) and Number of ASB Police calls for Service (per 1.000 population)			



PRIORITY: OUR PEOPLE

OUTCOME: P2.1 - With partners encourage independent living and keep residents healthy and happy in their homes.

Measure	P2.1A - Number of households prevented from Homelessness	Committee	H&CS
Definition	The purpose of the performance indicator is to measure the total number of homeless cases whereby homelessness was prevented or relieved. The Homelessness Reduction Act 2017 places duties on local authorities to take reasonable steps to assist households to ensure that accommodation does not cease to become available. These are known as <i>Prevention cases</i> . It also places duties on local authorities to take reasonable steps to assist households to secure suitable accommodation when it becomes available. These are known as <i>relief cases</i> .	Why this is important	To demonstrate the effectiveness of the Council's services in preventing homelessness from occurring.
What good looks like	Good performance would be to increase the level of prevention work to prevent households from becoming homeless and have a reduced level of relief work which focuses on supporting households in secure accommodation after they have become homeless.		
History with this indicator	This is a new performance indicator which is guided by the Homeless Reduction Act 2017.	Mitigating actions	<p>Not all Bed and Breakfasts have reopened, although a return to normal operation is expected during mid-July/August 2021. This has meant sourcing alternative provision. People approaching the Council can have pets and not all providers will accept placements. Placing people with disabilities and larger families is also challenging. The Council has made extra use of its own general needs stock (emergency temporary accommodation) during the Covid-19 pandemic to build in resilience. As this stock becomes available it will be returned to the general needs stock (going through the voids process) and re-let.</p> <p>During July 2021, the Council is working with Derbyshire Housing Officer's Group (DHOG) partners to identify and source accommodation for</p>



					Winter Provision starting Oct/Nov 21 through to March 2022. Options are currently being explored with Novatel, although the Council will need to consider the location of such accommodation. Updates will be provided in quarterly returns. Christmas provision for 2021 will be considered nearer the time.
2019/20 baseline data		During Q4 a total of 103 cases were either prevented or relieved.			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Proxy measure to show service activity	64 cases 19 cases ended in prevention and 45 cases ended in relief	63 cases 21 cases ended in Prevention and 42 cases ended in Relief (YTD 127 cases – 40 cases ended in Prevention and 87 cases ended in relief)	76 Cases 19 cases ended in Prevention and 57 Cases ended in relief. (YTD=203 cases – 59 cases ended in Prevention and 144 cases ended in relief)	62 cases -16 ended in prevention - 46 ended in relief (YTD = 265 cases -75 cases ended in prevention and 190 in relief)
2021/22	Proxy measure to show service activity	85 cases 31 cases ended in prevention and 54 cases ended in relief			
2022/23	Proxy measure to show service activity				
2023/24	Proxy measure to show service activity				



Performance Overview – quarterly update

Q1 Overview:

31 cases ended in prevention:

- 7 were offered and accepted a Part VI offer with SDDC.
- 14 were offered and accepted a Part VI offer with a Registered Provider.
- 3 found a private rent in South Derbyshire.
- 5 Cases went on to the Relief Stage.
- 1 household went into Supported Housing.
- 3 Cases end for other reasons.

54 cases ended in Relief:

- 7 were offered and accepted a Part VI offer with SDDC.
- 19 were offered and accepted a Part VI offer with a Registered Provider.
- 3 found a private rent in South Derbyshire.
- 8 Cases went on to a full homeless duty.
- 8 households went into Supported Housing.
- 9 cases ended for other reasons.

Actions to sustain or improve performance

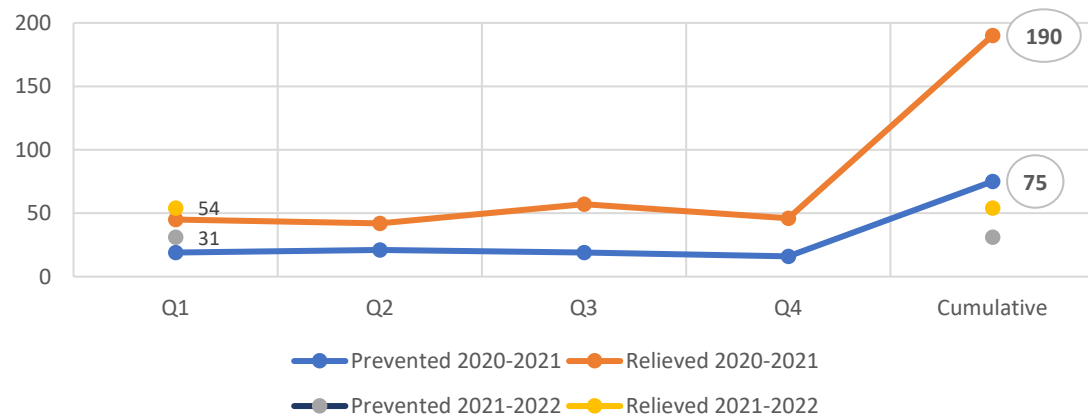
The complexities of households approaching the Council as homeless or threatened with Homelessness in the last 56 days or have been served with a section 21 notice has started to increase. This has been particularly noticed with households approaching due to Domestic Abuse. Trends are still difficult to predict, however, it is anticipated that an increase in approaches following Covid-19 restrictions being lifted, is mainly due to the following reasons:

- Section 21 on Private rents
- Issues with Domestic Abuse
- Issues with Mental Health.

Going forward, dependent upon trends, namely households approaching, there will be an increased need to work more closely with Housing Partners to identify, plan and support households with complexities which are being exacerbated from the knock on effects of Covid -19. Bed and Breakfast and Temporary Accommodation are currently at a minimum; there are vacancies and currently a dedicated Temporary Post that supports this function particularly with move on plans to suitable accommodation. This post will be extended with effect from 28.07.2021 for a further period of 18 months. In line with the Homeless Strategy the aim is to identify and work with households at the earliest opportunity to facilitate prevention as opposed to relief.



P2.1 Number of Households Prevented from Homelessness



Benchmarking

The Service was benchmarked against other Derbyshire Councils as part of the review of Homelessness and Rough Sleeping which was presented to Housing and Community Services Committee in January 2021.

The pressure on homeless services is expected to increase locally and nationally due to the impact of the global pandemic. The Council is working closely across all services and collaboratively with other agencies. There is regular contact with other Local Authorities to address issues arising due to the pandemic and progressing individual homeless cases.



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PRIORITY: OUR PEOPLE

OUTCOME: P2.2 - Promote health and wellbeing across the District

Measure and Ref	P2.2A - Deliver the objectives identified in the South Derbyshire Health and Wellbeing Group			Committee	H&CS
Project detail	Delivery against the key themes identified in the Health and Wellbeing Group Action Plan as appropriate to the Council. The current key themes are: <ul style="list-style-type: none"> • Health inequalities between different communities are reduced. • People are supported to improve both their physical and mental wellbeing. • Older people, people with dementia and other long-term conditions and their carers have a good quality of life, retain their independence for as long as possible, and receive the support they need at the end of their lives. • Social Connectedness – reducing social isolation and loneliness. • Supporting communities to respond to and recover from the impact of the Covid 19 pandemic. 			Why this is important	To support the overall health and wellbeing of South Derbyshire residents.
				Mitigating actions	The action plan for the Health and Wellbeing Group drafted and presented at June meeting to partners. Actions achieved in each quarter will be reported.
Project Action Plan	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar)	
2020/21	Action plan developed and adopted	Ongoing delivery of the action plan by partners	Ongoing delivery of the action plan by partners	Ongoing delivery of plan	
2021/2022	Draft action plan to be ratified				
Project Overview: <u>Quarterly update</u> Action plan drafted and to be ratified at the SDP Co-ordinating group and the board meeting in Q1 Work taking place around the Mental Health Partnership and Young People Emotional Health Fund. Recognition of Community Heroes supporting the Covid-19 response taken place through the South Derbyshire Awards in volunteers' week – first week of June.				<u>Actions to sustain or improve performance</u> Ongoing assessment and work to identify the opportunities for the Health and Wellbeing Group and action plan to support Covid-19 recovery.	



PRIORITY: OUR PEOPLE

OUTCOME: P2.3 - Improve the condition of housing stock and public buildings.

Measure and Ref	P2.3A - Deliver the Planned Maintenance Housing programme over four years		Committee	H&CS
Project detail	<p>Deliver 100% of the planned maintenance project over four years</p> <p>Each financial year a programme of planned maintenance will be drawn up which addresses statutory and other guidance for maintaining homes up to any regulatory standard and safety standard. These works can be funded through either capital or revenue and will all be either procured appropriately as contracted work or completed by the in-house Direct Labour Organisation.</p> <p>The plan will change annually subject to stock condition surveys and any other property fitness assessment.</p> <p>The annual maintenance and expenditure plan will be reported to Housing and Community Services Committee and progress measured against this plan.</p>		Why this is important	To ensure that Council properties are being maintained through a programme of planned and contracted works
			Mitigating actions	<p>Contracts for the maintenance of dwellings in order to comply with all relevant legislation and guidance</p> <p>Programme revised to set deliverable targets based on current environment /supply chain</p>
Project Action Plan	Q1 (Apr-June)	Q2 (Apr - Sept)	Q3 (Apr - Dec)	Q4 (Apr 21 - Mar 22)
2021/22 Projected Spend	£ 594,406	£ 1,188,813	£ 1,783,219	£ 2,377,625
2021/22 Actual Spend	£662,477.87			
Project Overview: Quarterly update During Q1, £662,477.87 in quarter spend against a target of £594,406, which represents an 111.5% of target in quarter spend.				Actions to sustain or improve performance Negotiations with contractors have ensured that they have capacity to meet



Year to date progress stands at 27.9% due to the commencement of the delayed Fire Door programme and Replacement Doors programmes at properties on Midland Road, Swadlincote. The live programmes are progressing well and at a sufficient pace to exceed the planned position when utilising a flat annual profile. It is anticipated that this will level out throughout the year in line with varying programme lengths. The inclusion of the value of Kitchen and Bathroom replacements on VOID properties has led to a significant increase in spend.

COVID-19 restrictions that were in place have impacted on the ability to obtain access to properties and has had significant impact on the materials supply chain and the availability of contractors, staff and tradespeople. As these have become less restrictive work has progressed at a near normal pace and additional resources have been utilised to allow programmes to continue. Material issues are now arising based on Brexit related supply issues.

Additional workstreams have been added to the Planned programme during the year.

Programme for 2021/2022.

Workstream	Average Cost	Number of Installs	PROJECTED COST	COMMENTS
Repairs & PEM				
DLO Support/VOID works			£ 425,000	
Electrical Day to Day Repairs			£ 150,000	-
Electrical Testing	£120	1125	£ 135,000	<u>VOIDS,</u> <u>MUTUALS &</u> <u>PLANNED &</u> <u>RESPONSIVE</u>
PEM			£ 289,000	-
Anticipated Day to Day Repairs HRA Annual Spend			£ 999,000	-
Compliance / Enabling Works (Planned)				
Asbestos Removal			£ 35,000	-

spend targets by switching programmes from internal to external works where necessary.



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Asbestos Survey			£ 20,000	-
Legionella Testing & Remedial			£ 20,000	-
SPRINKLER SERVICING (IMIST)			£ 5,000	-
Lift Servicing & Remedial			£ 20,000	-
DAMP WORKS			£ 20,000	-
FIRE RISK ASSESSMENT			£ 30,000	-
REPLACEMENT SMOKE ALARMS	£1,000	50	£ 50,000	<u>D2D / VOID</u> <u>ELEC WORKS</u>
Active Fire Protection - Servicing			£ 100,000	-
Passive Fire Protection - Firestopping			£ 100,000	REMEDIALS GENERATED BY <u>FRAS</u>
GAS SERVICING & Heating maintenance			£ 356,400	-
Anticipated Planned HRA Annual Spend			£ 756,400	
Planned Works				
Kitchens	£4,500	95	£ 427,500	
Bathrooms	£3,700	40	£ 148,000	
Roof Coverings	£7,000	85	£ 595,000	
Rewires (INC VOIDS)	£3,400	100	£ 340,000	-
Active Fire Protection - Installs			£ 30,000	-



Communal Doors (Bamford)		2	£ 17,500	-
Passive Fire Protection - Fire Doors	£2,000	210	£ 420,000	-
Heating Installs	£3,475	115	£ 399,625	
Anticipated Planned Capital Annual Spend			£ 2,377,625	
Overall MRA Budget			£ 2,383,000	



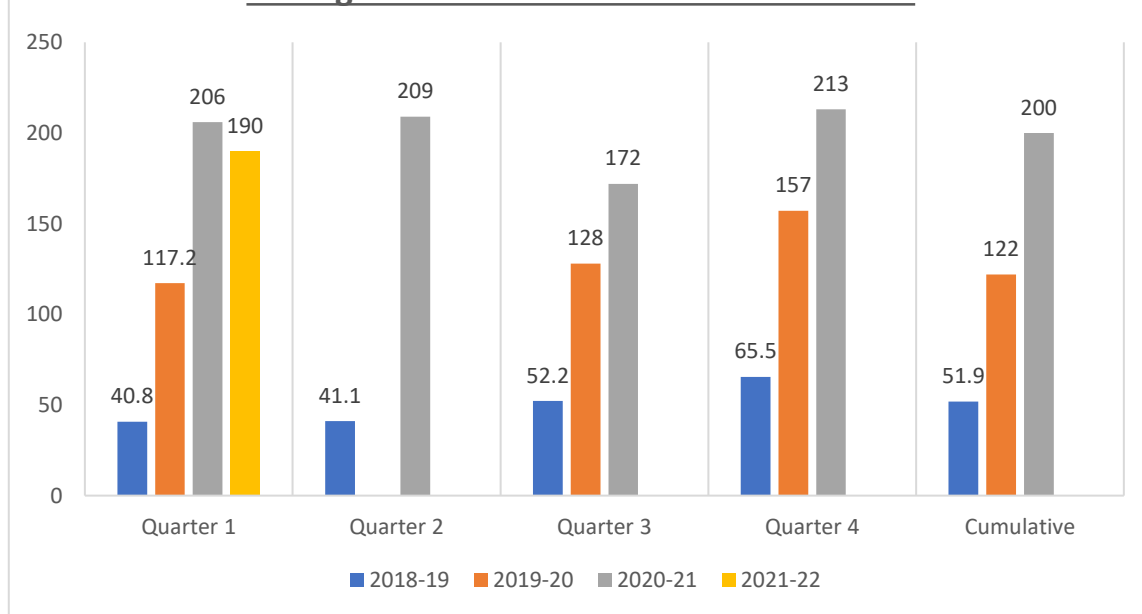
PRIORITY: OUR PEOPLE

P2.3C OUTCOME: Average time taken to re-let Council homes

Measure	P2.3C Average time taken to re-let Council homes			Committee	H&CS
Definition	This indicator measures the average time (in calendar days) to re-let all vacant Council properties during the reporting period.			Why this is important	Re-letting Council homes in a timely manner reduces the amount of rent loss (£) and ensures stock is available to allocate to applicants on the waiting list.
What good looks like	This measure will be benchmarked via Housemark, the benchmarking provider for Housing Services. Good performance would be to achieve ‘Median Quartile’ performance when benchmarked against a similar peer group.				
History with this indicator	This is a new indicator, in the previous Corporate Plan performance was reported for day-to-day responsive properties and excluded properties which had undergone major works, for example a new kitchen, new bathroom or a re-wire. For the current Corporate Plan (2020-24) this indicator will report against the average time to re-let <u>all</u> Council homes.			Mitigating actions	There is an ongoing national problem with sourcing a variety of building materials. There has been an impact on the delivery of external works owing to managing various demands.
2019/20 baseline data		During Q4 the average re-let time was 157 days (this includes all council properties, irrespective of whether major or minor repair work was carried out) The average re-let time for 2019/20 was 122 days.			
	Annual target	Q1 Outturn (Apr-June)	Q2 Outturn (Apr - Sept)	Q3 Outturn (Apr - Dec)	Q4 Outturn (Apr 20 - Mar 21)
2020/21	Median Quartile Performance	206 days average all properties (COVID-19)	209 days average all properties (Covid-19)	192 average all properties (Covid-19)	200 average all properties (Covid-19)
2021/22	Median Quartile Performance	190 days average			
2022/23	Median Quartile Performance				
2023/24	Median Quartile Performance				
Performance Overview – quarterly update				Actions to sustain or improve performance	
Total no of properties let during Q1: 62 Quarter 1 = 62 properties over 11,789 days = average 190 days.				The Council is progressing with producing a good quality property to be re-let offering best value within agreed budgets.	



Average time taken to re-let Council homes



Going forward, the production of a better-quality property will reduce re-let times and be more attractive and lettable to customers applying for housing with the Council in future years.

There has been improved communication and planning between all involved. Novus has now taken over from Hispec and is cleaning all voids at the end of the process.

There are some hard to let properties owing to type and location, namely over 60's first floor, two bed flats. Since Covid-19, the Council has received more approaches for tenants wishing to transfer. During the Covid-19 pandemic and the resulting lockdowns, tenants with needs / vulnerabilities (as a result of Covid) have self-identified the need to be closer to their support networks.

Benchmarking

This performance indicator will be benchmarked with Housemark once performance data has been validated.



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