

(ADC) Performance Report - Tenant Gateway

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Rows are sorted by Code

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
Percentage of Local Authority housing stock that is non-decent	2.54%	0.30%	Q2 2023/24		Getting Worse	<p>Q2 2023/24 result</p>	<p>The Capita database is being improved to be more robust and accurate in terms of reporting. Significant numbers of stock surveys have been commissioned to increase the currency and accuracy of the data. A significant proportion of DH failures are HHSRS related, which may have been completed which the Responsive Repair team is reviewing.</p>

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
Number of Council Tenants assisted with welfare and money management advice	507	475	Q2 2023/24	Improving	Improving	<p>Q2 2023/24 result</p>	<p>We have exceeded this performance target.</p> <p>TSO - Supported 269 tenants during this period</p> <p>MMA- Supported 238 tenants during this period</p>
Average void re-let time of Council Homes (DAYS)	28.1	21.0	November 2023	Getting Worse	Getting Worse	<p>November 2023 result</p>	<p>Continued work with the Voids Team to identify causes for any delays and put plans put in place, inc weekly monitoring of key movements. Likewise, weekly monitoring with the Lettings Officers. This is demonstrated by continued slight improvements to performance.</p>
Percentage of tenants that are 13 weeks in arrears (excluding those owing <£500)	0.95%	1%	November 2023	No Change	Getting Worse	<p>November 2023 result</p>	

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
Former tenant arrears as a percentage of Local Authority Rent Roll	1.31%	0.9%	November 2023	Improving	Getting Worse	<p data-bbox="1518 719 1771 743">November 2023 result</p> <p data-bbox="1420 890 1458 911">0%</p> <p data-bbox="1608 906 1682 927">1.31%</p> <p data-bbox="1800 767 1861 788">0.9%</p> <p data-bbox="1800 799 1861 820">0.99%</p> <p data-bbox="1800 890 1861 911">1.7%</p>	<p data-bbox="1895 292 2130 903">Whilst performance is below target in this area, performance has improved on the same period last year (1.54%) and based on last month's performance (1.32%), despite 4 more tenants being evicted for rent arrears, since this time last year. However, it remains unlikely that target will be met at the end of the financial year.</p> <p data-bbox="1895 938 2130 1241">Schedule 3 write off recommendations for irrecoverable debts are currently being reviewed and schedule 4 write off recommendations will be prepared early in the new calendar year.</p> <p data-bbox="1895 1278 2130 1362">A restructure of the Income Team has been proposed,</p>

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							which is hoped would bring improvements to the collection of former tenant arrears.
Percentage of tenants paying by direct debit	47.40%	50.00%	Q2 2023/24	Getting Worse	Getting Worse	<p>Q2 2023/24 result</p>	This figure is impacted by the transfer of tenants onto Universal Credit. Income Officers continue to promote Weekly, Fortnightly and Monthly DD payments.
Number of Evictions due to rent arrears	13	30	November 2023	Getting Worse	Getting Worse	<p>November 2023 result</p>	
Number of safeguarding referrals made picked up by relevant agencies	4		Q2 2023/24	Getting Worse	Getting Worse	<p>Q2 2023/24 result</p> <p>4</p>	<p>Between 1st July 2023 and 30th September 2023 there were 25 safeguarding referrals made.</p> <p>These consisted of:</p> <ul style="list-style-type: none"> • 9 children referrals • 16 adult referrals

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							<p>Outcome of the referrals made were as follows:</p> <ul style="list-style-type: none"> • • 14 referrals made, 4 accepted, 8 declined, 2 awaiting outcomes. • 1 referral declined as didn't meet safeguarding criteria. • 1 referral declined as upon Social Care contacting parents re concerns received, they had no concerns and closed the case. • 1 referral declined as child's mother moved to Derby with her 2 children so the case would sit with Derby City Council. • 1 referral declined following contact made with the adult concerned. • 1 referral declined as concerns related to mental health. Since the referral was made the adult

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							<p>had been detained under the Mental Health Act.</p> <ul style="list-style-type: none"> • 1 referral declined as measures in place to prevent any further financial abuse. • 1 referral declined as adult referred was not deemed at risk and they had no care or support needs. • 1 children referral declined as lack of evidence to deem child at risk following allegations of drug activity occurring within the home. • 4 referrals that didn't meet safeguarding criteria were passed to another NCC team to action. • 2 referrals are awaiting outcomes.

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Number of safeguarding referrals made	25		Q2 2023/24	Improving	Improving	Q2 2023/24 result 25	<p>Between 1/7/23 and 30/9/23 there were 25 safeguarding referrals made due to the following issues identified</p> <p>Adult referrals - 16</p> <ul style="list-style-type: none"> • 1 physical, financial and psychological abuse • 3 Psychological • 1 physical, financial and self-neglect • 8 self-neglect • 1 self neglect and financial abuse • 1 sexual abuse • 1 neglect and acts of omission <p>Child referrals - 9</p> <ul style="list-style-type: none"> • 2 neglect • 2 concern for children due to alleged drug activity within the home.

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							<ul style="list-style-type: none"> • 1 concern for children due to brother being arrested for threatening neighbour with a knife. • 1 concern for child due to being seen at the bedroom window wearing only underwear and urinating out of bedroom window. • 1 concern for children due to mother allegedly engaging in Anti-social Behaviour. • 2 concerns for children due to unacceptable property conditions.
Number of stage one formal complaints received in month (Housing and Asset Directorate)	2		November 2023	Improving	Improving		

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
Percentage of stage one complaints resolved within timescale in month (Housing and Asset Directorate)	100%	100%	November 2023	Improving	Improving	<p>November 2023 result</p>	
Number of new ASB cases reported	7		November 2023	No Change	Improving		
Number of dwellings vacant but available to let at the end of the month	23		November 2023	Getting Worse	Getting Worse		
Rent in advance payments	83.64%	80%	November 2023	Getting Worse	Getting Worse	<p>November 2023 result</p>	
Percentage of tenants satisfied with the repairs service	86.50%	87.00%	2022/23	No Change	No Change	<p>2022/23 result</p>	this indicator is currently being reviewed inline with the housing white paper

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Percentage of repairs completed within time limits (Priority 35)	50%	100%	November 2023	No Change	No Change	<p>November 2023 result</p>	1 job missed out of 2 hence bid drop, this indicator is currently under review
Percentage of repairs completed on time (PR30)	86.34%	99.5%	November 2023	Improving	Improving	<p>November 2023 result</p>	This is due to a legacy of the old it system – new system now in place however there will be a lag that will affect figures for the remainder of the year which will carry through the cumulative figures,
Percentage of priority 90 & 249 completed on time	98.34%		2022/23	Improving	Getting Worse		
Percentage of repairs completed within government time limits PR1,3 & 7	95.51%	99.7%	November 2023	Getting Worse	Getting Worse	<p>November 2023 result</p>	

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Percentage of repair jobs for which an appointment was made and kept	98.37%	99.8%	November 2023	Improving	Getting Worse	<p>November 2023 result</p>	Marginally off target. issues such as staff sickness affect this indicator which can be legislated for during busy periods
% Gas Services completed within anniversary date	100%	100%	November 2023	No Change	Improving	<p>November 2023 result</p>	

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				