

# (ADC) Performance Report - Tenant Gateway 2024 New Format

**Report Author:** Connor Powell  
**Generated on:** 15 July 2024


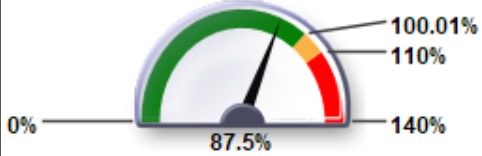


Rows are sorted by Code

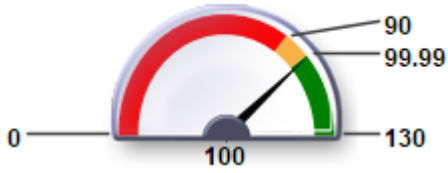
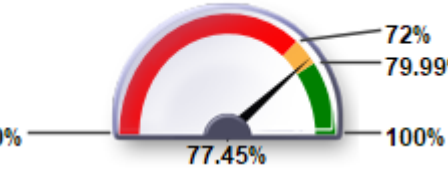
PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
Number of Council Tenants assisted with welfare and money management advice	322	237	Q1 2024/25	Improving	Improving	<p>Q1 2024/25 result</p>	<p>MMA - 170 for this quarter</p> <p>TSO - 152 for quarter one</p>
Percentage of Local Authority housing stock that is non-decent	2.81%	0.30%	Q4 2023/24	Improving	Getting Worse	<p>Q4 2023/24 result</p>	Data still to be cleansed and validated which is expected to reduce the figure.
Proportion of tenants who remain in their tenancy for 6 months or more following the completion of the support package	100%	95%	June 2024	No Change	No Change	<p>June 2024 result</p>	<p>In Dec 2023, there were 33 cases where Tenancy Sustainment support ended. Of these, 29 tenants still remain in their tenancy. Four tenancies ended due to tenant giving notice. These case's have been</p>

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
							excluded from the figures as the Tenancy Sustainment Team could not have prevented this
Average void re-let time of Council Homes (DAYS)	24.4	27.0	June 2024	Improving	Improving	<p>June 2024 result</p>	Performance target has been increased from 21 days to 27 days. This is still within the upper quartile.
Rent arrears as a proportion of Rent Roll (excluding court costs)	1.58%	1.6%	June 2024	Improving	Improving	<p>June 2024 result</p>	
Percentage of tenants that are 13 weeks in arrears (excluding those owing <£500)	0.88%	1%	June 2024	Getting Worse	Getting Worse	<p>June 2024 result</p>	
Former tenant arrears as a percentage of Local Authority Rent Roll	1.41%	0.9%	June 2024	Getting Worse	Getting Worse	<p>June 2024 result</p>	

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
Percentage of tenants paying by direct debit	45.92%	50.00%	Q4 2023/24	Getting Worse	Getting Worse	<p>Q4 2023/24 result</p>	This area of work has not hit the performance target for this year and has also decreased since the end of the last financial year. A number of issues with Direct Debit payments for the financial year 2024/25 have been identified with regard to this year comprising of 53 payment periods rather than 52. This may have an impact on how many tenants can service a direct debit payment.
Number of Evictions due to rent arrears	2	30	June 2024	No Change	Improving	<p>June 2024 result</p>	
Number of stage one formal complaints received in month (Housing and Asset Directorate)	7		June 2024	Getting Worse	Getting Worse		

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%	June 2024	Improving	Improving	<p>June 2024 result</p> 	
Number of new ASB cases reported	42		June 2024	Getting Worse	Getting Worse		There were 42 cases of ASB reported in the month of June 2024. 10 cases were low level cases and 32 were high level cases
Number of stage one and two formal complaints received in month per 1,000 (Housing and Asset Directorate)	1.06		June 2024	Getting Worse	Getting Worse		
Percentage of stage one and two complaints resolved within timescale in month (Housing and Asset Directorate)	87.5%	100%	June 2024	Getting Worse	Improving	<p>June 2024 result</p> 	One complaint responded to outside of CHC timescales.

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
Percentage satisfaction with repairs service (Transactional)	97.73	93	June 2024	Improving	Improving	<p>June 2024 result</p>	
BS02: Proportion of homes for which all required fire risk assessments have been carried out.	100	100	May 2024	No Change	No Change	<p>May 2024 result</p>	365 / 365 dwellings covered up to 31/05/24
BS03: Proportion of homes for which all required asbestos management surveys or re- inspections have been carried out.	100	100	May 2024	No Change	No Change	<p>May 2024 result</p>	161 / 161 properties covered up to 31/05/24.
Proportion of homes for which all required legionella risk assessments have been carried out.	93.84	100	May 2024	Improving	Improving	<p>May 2024 result</p>	Capita data = 6267 / 6678 covered by an LRA as at 21/06/24.

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
Proportion of homes for which all required communal passenger lift safety checks have been carried out.	100	100	May 2024	Improving	Improving	<p>May 2024 result</p> 	159 / 159 properties covered as at 31/05/24.
Rent in advance payments	77.45%	80%	June 2024	Getting Worse	Getting Worse	<p>June 2024 result</p> 	<p>Please provide a note for the following Performance Indicators:</p> <p>High number of lets to vulnerable households (stat homeless, DV fleeing) who are on low incomes - who have no furniture therefore, applicants have to prioritise.</p> <p>Agencies and Support Workers are aware that in exceptional cases we will still sign applicants for properties and accept an agreement to make extra weekly/mthly payments to get their account into advance.</p>

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
							Issue raised with the team to improve performance.
% of calls to the Repairs Call Centre answered as a proportion of calls received	97.2%	95%	June 2024	No Change	Improving	<p>June 2024 result</p>	
Percentage of repairs completed right first time	91.09%		April 2024	Improving	Improving	<p>April 2024 result</p> <p>91.09%</p>	
% Gas Services completed within anniversary date	100%	100%	June 2024	No Change	Improving	<p>June 2024 result</p>	
Average cost per responsive repair	£105.19		April 2024	Improving	Improving	<p>April 2024 result</p> <p>£105.19</p>	
Percentage of respondents very or fairly satisfied with the way the social housing provider deals with repairs and maintenance (GN & HfOP)	88%	85%	June 2024	Getting Worse	Getting Worse	<p>June 2024 result</p>	

PI Name	Latest Value	Latest Target	Last Updated	Short Trend	Long Trend	Trend Gauge	Latest Note
Percentage of routine repairs completed within target time	86.9%	95%	Q1 2024/25	Getting Worse	Getting Worse	<p>Q1 2024/25 result</p>	
Percentage of urgent repairs completed within target time	93.65%	97%	Q1 2024/25	Improving	Improving	<p>Q1 2024/25 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				