
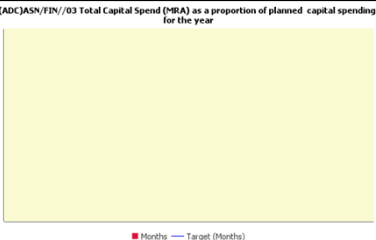


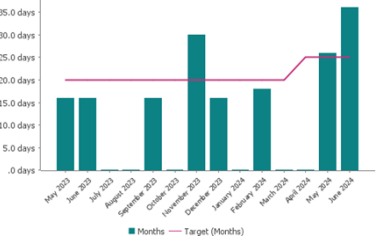


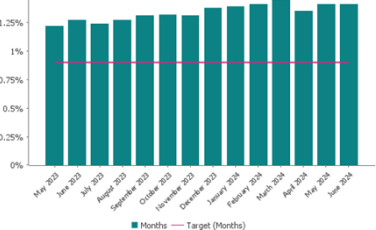


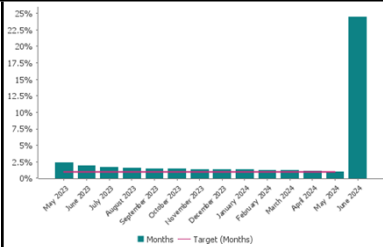


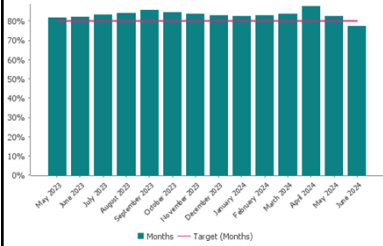



(ADC) Below Target Housing Indicators (Monthly)

Title	Value	Target	Value Vs Target	Traffic Light Icon	Trend Chart	Trend Versus Previous Year	Assignee	Latest Note	Performance Data Last Update
Total Capital Spend (MRA) as a proportion of planned capital spending for the year	99%	100%	-1%		<p>(ADC)ASH/FIN/03 Total Capital Spend (MRA) as a proportion of planned capital spending for the year</p> 		Ian Bailey; Neil Rowley	Across all HRA Capital (based on October Capital Programme - approved March 2024)	2023/24
Average number of working days to respond to Stage two Housing complaints	36.0 days	25.0 days	11.0 days				Peter Curry; Paul Whittingham	1 stage two complaint responded to during June 2024, an extension was required to the complaint response timescale.	June 2024
Former tenant arrears as a percentage of Local Authority Rent Roll	1.41%	0.9%	0.51%				Paul Whittingham		June 2024

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Percentage of rent lost through properties being vacant	0.97%						Caroline Greasley; Phil Warrington; Paul Whittingham		June 2024
Rent in advance payments	77.45%	80%	-2.55%				Caroline Greasley; Phil Warrington	<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> <p>Issue raised with the team to improve performance.</p>	June 2024