



North Kesteven
DISTRICT COUNCIL

Housing and Property Services

Challenge Plan For 2024/25

Accountable to you

Our Tenants, Customers, Colleagues, Members and Partners



Overview

This challenge plan sets out the current position for 2023/24 of the Council's Housing and Property Service with our aspirational plan for improvement we have considered with other social housing providers of similar stock size or UK wide dependent on the benchmarking data available for 2022/23 or at that time.

We have set put this plan in the themes of the Regulator of Social Housing Consumer Standards, introduced on 1st of April 2024 and wider service delivery for the Housing and Property Service, looking at our landlord services for overall performance.

Setting out the our aims for the future to enable the best services possible to be delivered. Within each of these sections it includes current performance showing the direction of travel, aspiration of top quartile or internal ambitions and how we intend to reach these goals.

As a whole, for Housing and Property Services we have:

- Key Performance Indicators (KPI) aligning with the Council's ambitions of the NK Plan;
- 27 Housing Regulatory Key Performance Indicators (HP) cover the requirements under the five areas of the consumer standards as per the Social Housing (Regulation) Act 2023;
- Operational Performance Indicators (HPS) shows a range of performance and management information to assist with operational delivery.

Summary of Plan

Landlord Functions

Transparency, Influence and Accountability Standard (TIA)

Requires landlords to be open with tenants, treat them with fairness and respect, enabling tenants to access services, raise complaints, when necessary, influence decision making and hold their landlord to account.

Safety and Quality Standard (SAQ)

Requires landlords to provide safe and good quality homes and landlord services to tenants. There are other repairs indicators classed under this standard which are not currently included but will be in future report as this plan develops.

Neighbourhood and Community Standard (NAC)

Requires landlords to engage with other relevant parties so that tenants can live in safe and well maintained homes and neighbourhoods.

Tenancy Standard (TEN)

Requirements for the fair allocation and letting of homes and for how those tenancies are managed and ended by landlords.

There is also an anticipated additional fifth standard relating to conduct and competency, which the Regulator of Social Housing consultation on this standard closed on 5th of April, and the Council is waiting information is awaiting.

The performance indicators relating to Tenant Satisfaction Measures were captured in February 2024 based on the expectations and requirement of the Regulator of Social Housing and we plan to commence the next survey at the end of 2024.

For more information about the regulatory consumer standards please visit the Government website - <https://www.gov.uk/government/collections/regulatory-standards-for-landlords>

There is also a section for those performance indicators for the housing and property service that aren't part of the consumer standards that have been compared to other social housing providers.

Wider HPS Service Delivery

This includes the areas within the service that are not currently required by the consumer standards above.

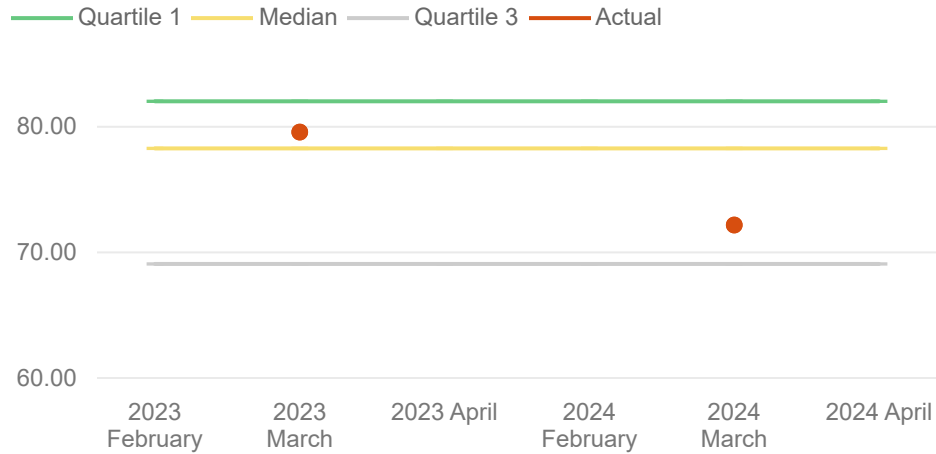
Some of these areas are:

- Asset management
- Homelessness
- Disabled Facilities Grant (DFGs)

These performance indicators are continuously reviewed and this could mean some amendments or additions compared to the ones shown at this point.

Transparency, Influence and Accountability Standard

HP001 % of tenants satisfied with the landlord services provided by the Council



Responsible Officer: Housing Quality Manager

75.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	72.1	81.95	78.20	69.00

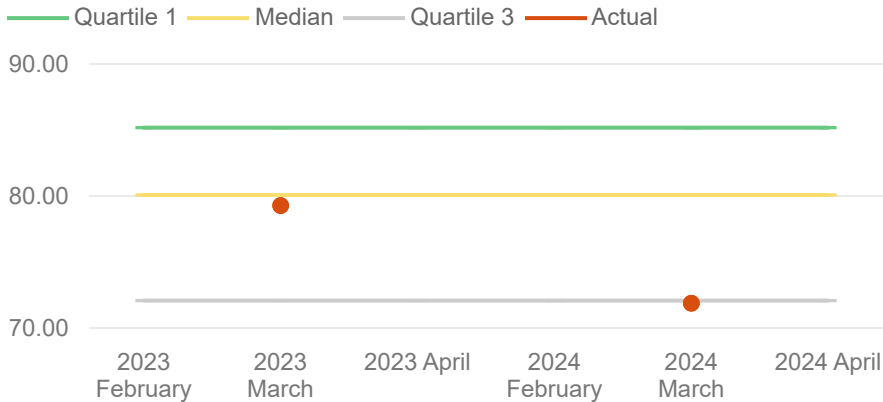
This data is collected through the the tenant satisfaction measures and is the percentage of tenants either very or fairly satisfied with the service provided from the housing and property services of the Council. Our aim is to ensure 82% satisfaction of our services for tenants.

Comments

Review feedback received to prioritise tenant surveying, carry out the next annual survey by December 2024.

Action 24/25

HP005 % of tenants who are satisfied that their home is safe



Responsible Officer: Housing Quality Manager

75.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	71.8	85.10	80.00	72.00

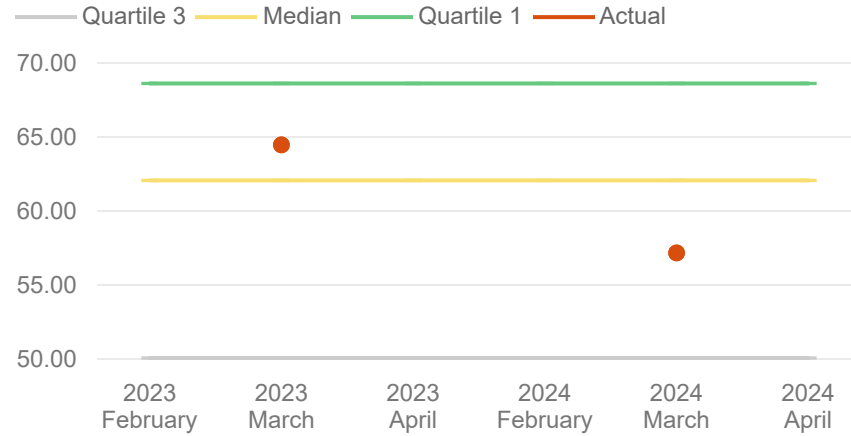
Our aim is the top quartile of 85.10% within the next two years.

Comments

From results identify priority safety themes to inform improvements to tenant homes.

Action 24/25

HP006 % of tenants who are satisfied that the Council's landlord service listens to their views, and acts upon them



Responsible Officer: Housing Quality Manager

60.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	57.1	68.55	62.00	50.00

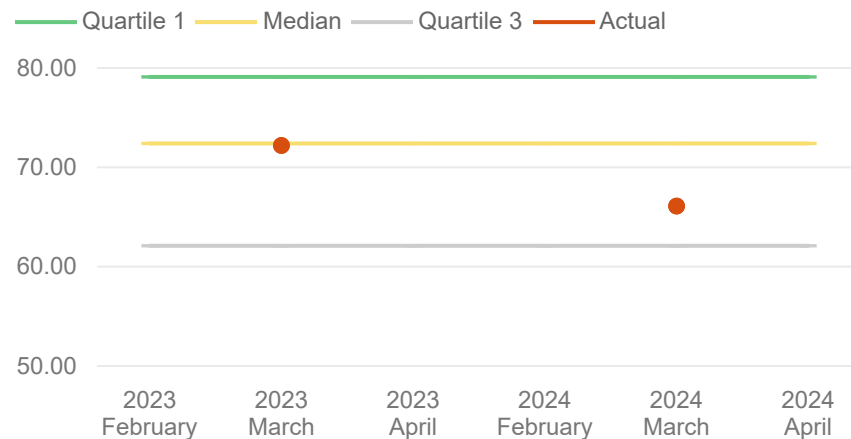
This data is collected annually through the the tenant satisfaction measures which is currently an annual survey to tenants. Our aim is to ensure 69% satisfaction over the next three years, which is just above the top quartile.

Comments

Introduce a minimum of 3 transactional surveys to provide a real time health check of service provision.

Action 24/25

HP007 % of tenants satisfied that the Council's landlord service keeps them updated about things that matter to them



Responsible Officer: Housing Quality Manager

70.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	66.0	79.00	72.30	62.00

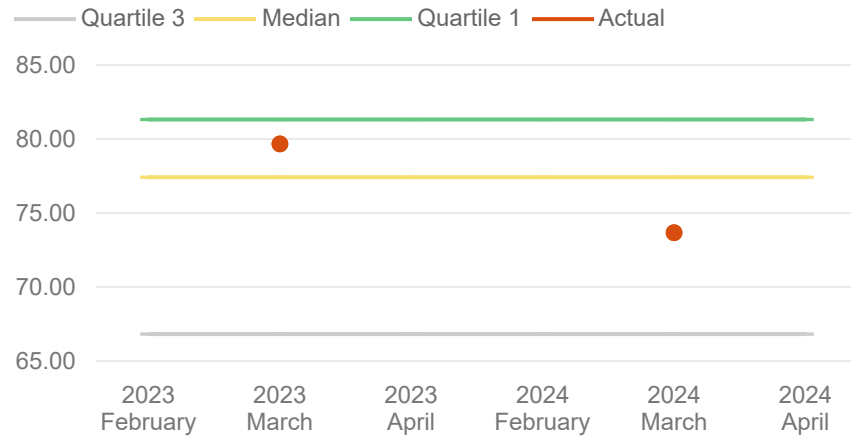
This data is collected through the the tenant satisfaction measures. Our aim is to ensure 79% satisfaction of tenants over the next three years.

Comments

Develop and implement a trial menu of involvement during 2024/25.

Action 24/25

HP008 % of tenants who agree that the Council's landlord service treats them fairly and with respect



Responsible Officer: Housing Quality Manager

76.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	73.6	81.25	77.35	66.75

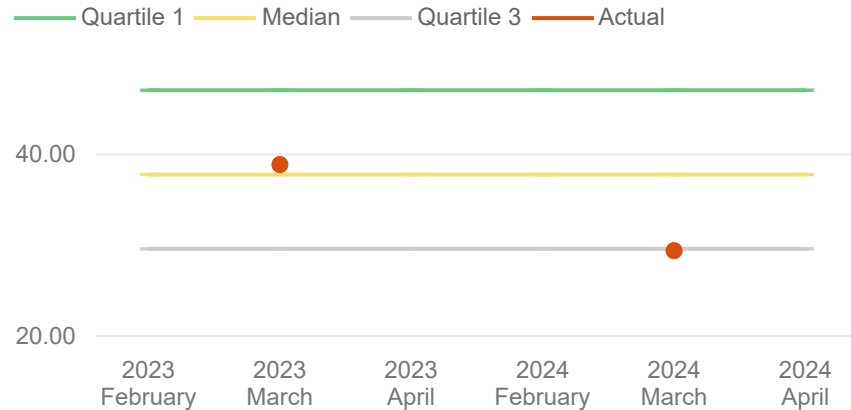
This data is collected through the the tenant satisfaction measures which is currently an annual survey to tenants. Our aim is to ensure 82% satisfaction of tenants, which is just above the top quartile over the next three years.

Comments

Undertake a tenant census during 2024/25 to improve information held and to inform individual service delivery where possible.

Action 24/25

HP009 % of tenants who have made a complaint in the last 12 months, who are satisfied with the Council's approach to complaint handling



Responsible Officer: Assistant Director of Housing and Property Services

35.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	29.3	47.00	37.70	29.50

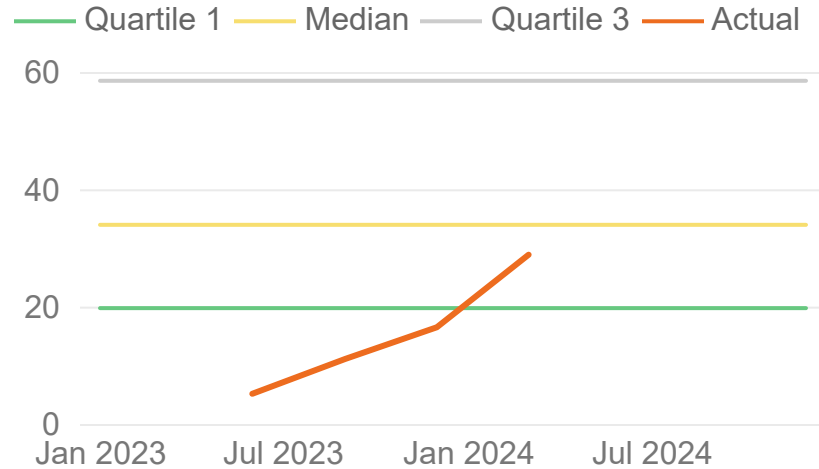
This data is collected through the the tenant satisfaction measures which is currently an annual survey to tenants. Our aim is to ensure 47% satisfaction with complaint handling over the next three years.

Comments

Increase satisfaction through implemented 'you said, we did' evidence of learning we did.

Action 24/25

HP013 Number of Stage 1 complaints received per 1000 homes (landlord services only)



Responsible Officer: Assistant Director of Housing and Property Services

32.90

Target for 2024/25

Financial Year	FY Quarter	Actual
2023/24	Q1	5.2
2023/24	Q2	11.1
2023/24	Q3	16.5
2023/24	Q4	28.9

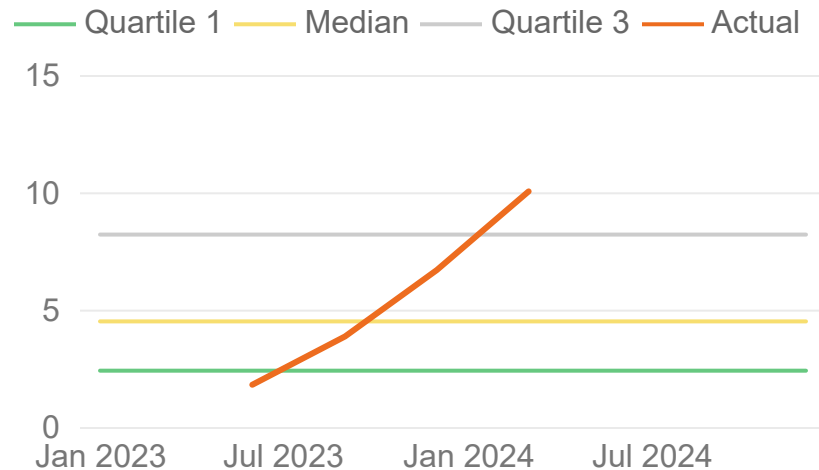
This data is collected quarterly through the Council's complaint handling and reported into the performance management system. There has been an increase in complaints reporting and the aim will be top quartile once the new processes are embedded.

Comments

To complete updated self assessments, quarterly until able to demonstrate full compliance by 31/03/2025

Action 24/25

HP014 Number of Stage 2 complaints received per 1000 homes (landlord services only)



Responsible Officer: Assistant Director of Housing and Property Services

8.00

Target for 2024/25

Financial Year	FY Quarter	Actual
2023/24	Q1	1.8
2023/24	Q2	3.9
2023/24	Q3	6.7
2023/24	Q4	10.0

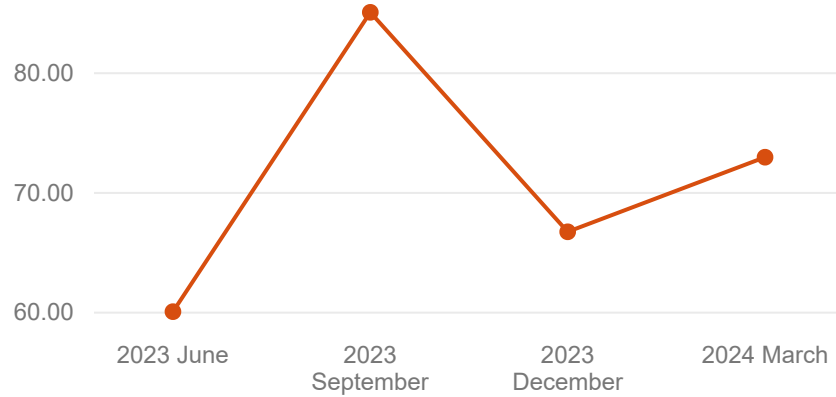
This data is collected quarterly through the Council's complaint handling and reported into the performance management system. It can be seen that there has been an increase in stage 2 complaints since reporting commenced.

Comments

To complete updated self assessments, quarterly until able to demonstrate full compliance by 31/03/2025

Action 24/25

HP015 % of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (landlord services only)



Responsible Officer: Assistant Director of Housing and Property Services

80.00

Target for 2024/25

Financial Year	Actual	FY Quarter
2023/24	60.0	Q1
2023/24	85.0	Q2
2023/24	66.7	Q3
2023/24	72.9	Q4

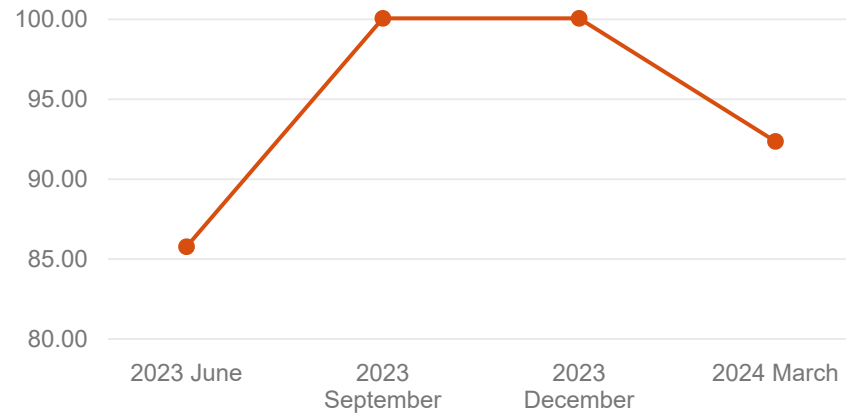
There was an increase in complaints in 2023/24, partly due to the repairs delays.

Comments

Achieve full compliance by 30/06/2025.

Action 24/25

HP016 % of Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales (landlord services only)



Responsible Officer: Assistant Director of Housing and Property Services

86.00

Target for 2024/25

Financial Year	Actual	FY Quarter
2023/24	85.7	Q1
2023/24	100.0	Q2
2023/24	100.0	Q3
2023/24	92.3	Q4

For quarter one of 2023/24 the target were not met and processes were reviewed, which can be seen in the percentage increases for the other quarters.

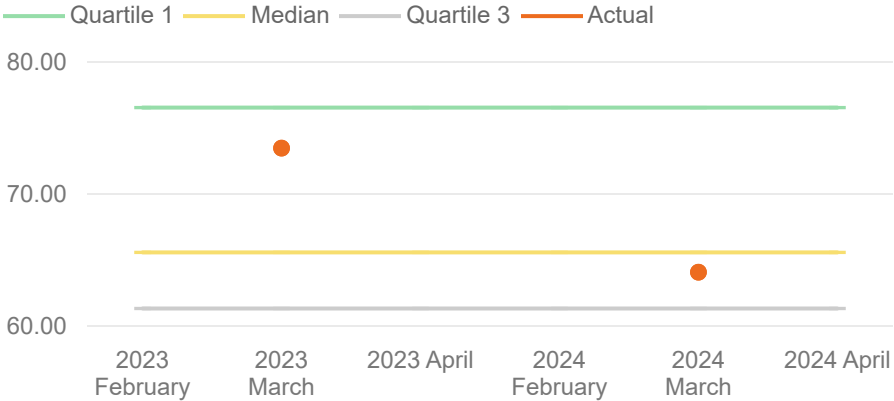
Comments

Achieve full compliance by 30/06/2025.

Action 24/25

Safety and Quality Standard

HP003 % of tenants who have received a repair in the last 12 months, who are satisfied with time taken to complete their most recent repair



Responsible Officer: Property Services Manager

68.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	64.0	76.47	65.50	61.25

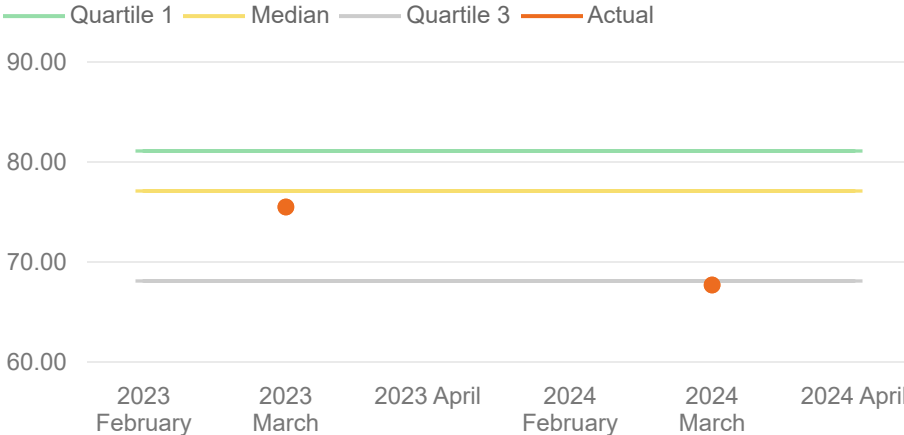
We are aiming to achieve the top quartile of 81%, which is recorded through the tenant satisfaction measures within the next three years.

Comments

Introduce transactional survey, with aim of 75% for 2024/25.

Action 24/25

HP002 % of tenants who have received a repair in the last 12 months, who are satisfied with the overall repairs service



Responsible Officer: Property Services Manager

71.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	67.6	81.00	77.00	68.00

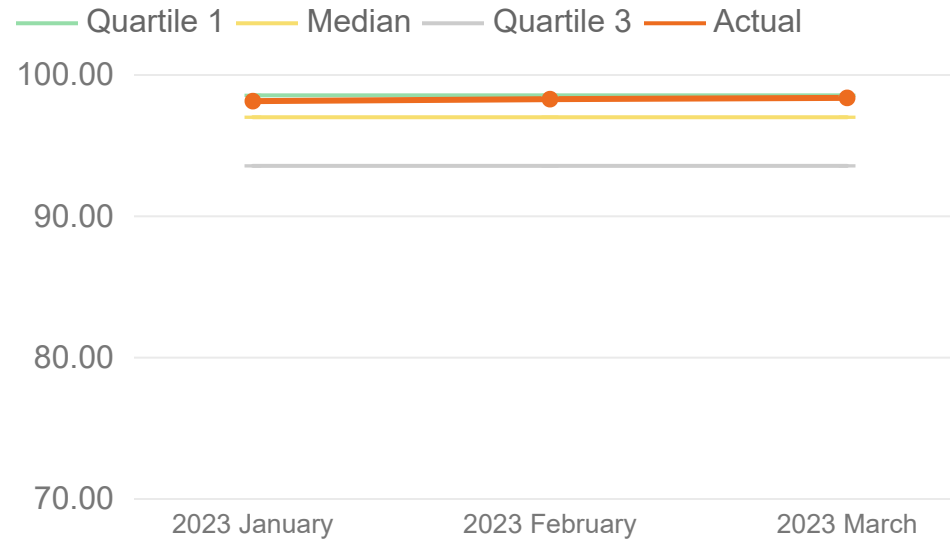
The target is top quartile of 76.41% for this performance indicator, our progress is recorded through the tenant satisfaction measures. To aim for this target the Council will ensure high standards of works are carried out in terms of repairs through contract management.

Comments

As above introduce transactional survey, with aim of 75% for 2024/25 then 78% for 2025/26.

Action 24/25

HPS712 % of responsive repairs where appointments kept (OP154)



Responsible Officer: Repairs Manager

95.00

Target for 2024/25

Financial Year	Average of Actual	Quartile 1	Median	Quartile 3
2023/24	97.8	98.49	96.94	93.50

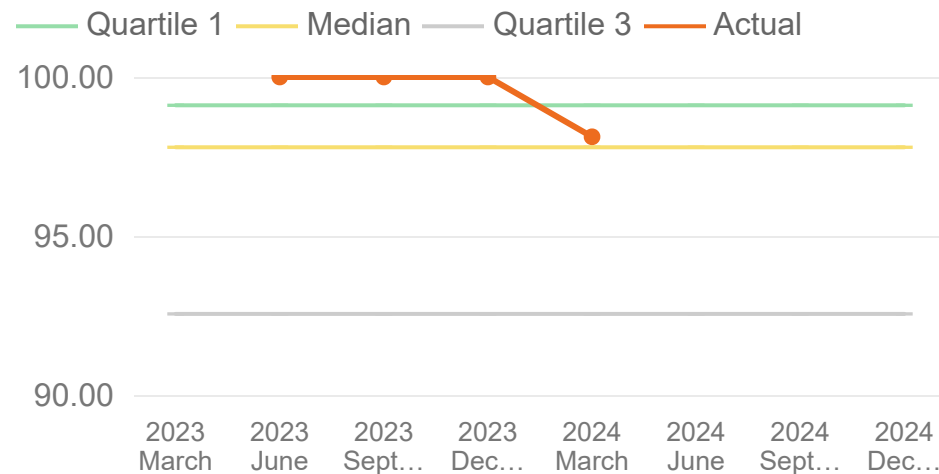
This is the amount of appointments kept for the responsive repairs and gas servicing contracts. There was a slight decrease in appointments kept towards the end of 2023/24.

Comments

Collaboratively work with the new contractor to ensure appointments are attended.

Action 24/25

HP021 % of emergency repairs completed within the target timescale



Responsible Officer: Property Services Manager

100.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	100.0	99.11	97.79	92.55

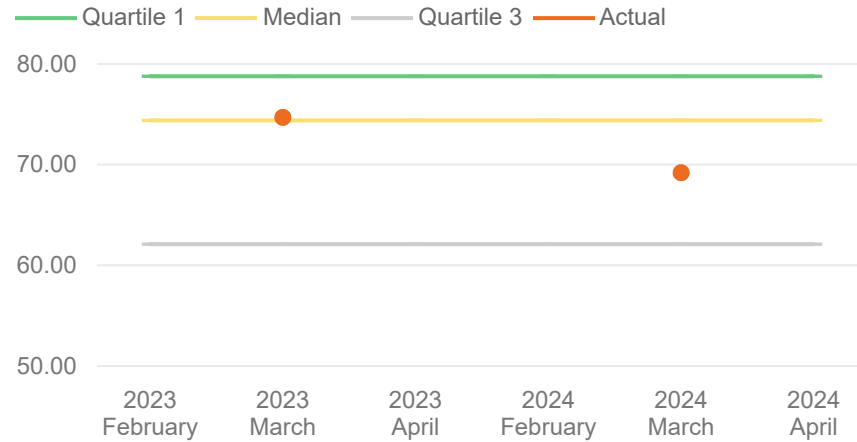
The Council's timescale for emergency repairs is 24 hours and as shown in the graph all cases have been achieved within this period. This is above the top quartile of 99.11 and the Council aims to continue to achieve 100% within this area.

Comments

Ensure the 24 hour timeframe is met through contract management.

Action 24/25

HP004 % of tenants who are satisfied that their home is well maintained



Responsible Officer: Property Services Manager

72.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	69.1	78.68	74.30	62.00

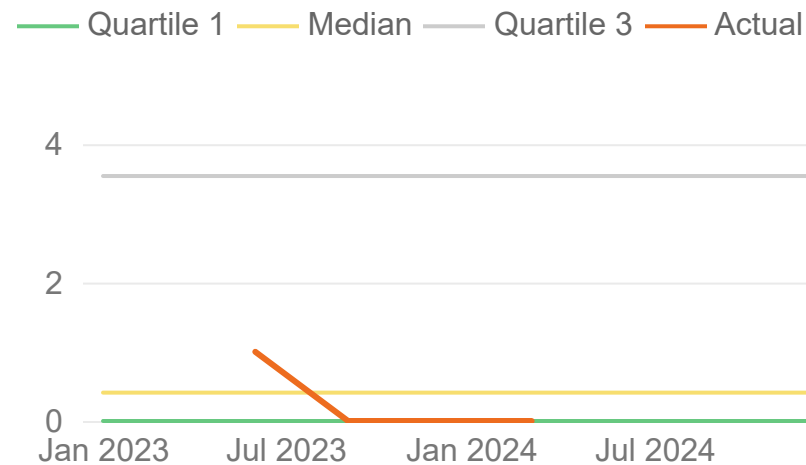
Our aim is the top quartile of 78.68% within the next two years. This will be through the Council's program of planned works to ensure everyone's home is fit for use.

Comments

Aim for 72% 2024/25 and 80% 2025/26.

Action 24/25

HP019 % of homes that do not meet the Decent Homes Standard



Responsible Officer: Safe and Decent Homes Manager

1.50

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	0.0	0.00	0.41	3.54

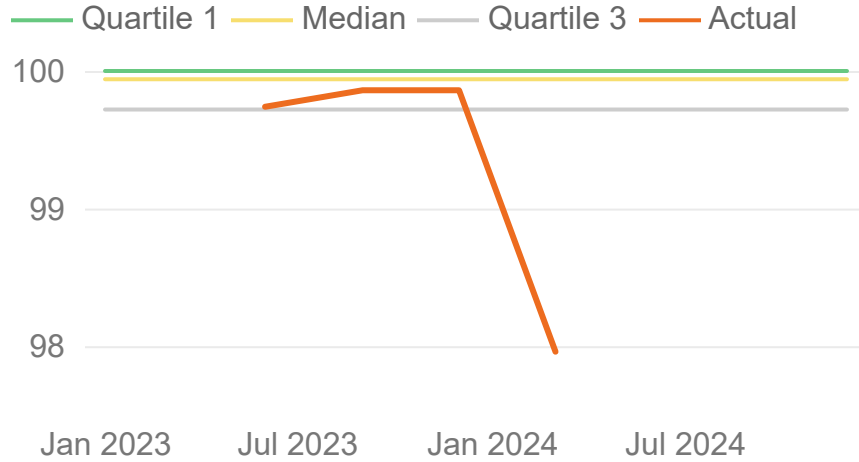
Our aim is to ensure all homes meet the decent homes standards, however that no more than 1.5% of homes do not meeting the decent homes standard at one time and complete the works within an reasonable period.

Comments

Refresh HRA business plan with 30 year investment to ensure the decent homes standard is met by 30/09/2024.

Action 24/25

HP022 % of homes for which all required gas safety checks have been carried out



Responsible Officer: Safe and Decent Homes Manager

100.00

Target for 2024/25

Financial Year	Average of Actual	Quartile 1	Median	Quartile 3
2023/24	99.4	100.00	99.94	99.72

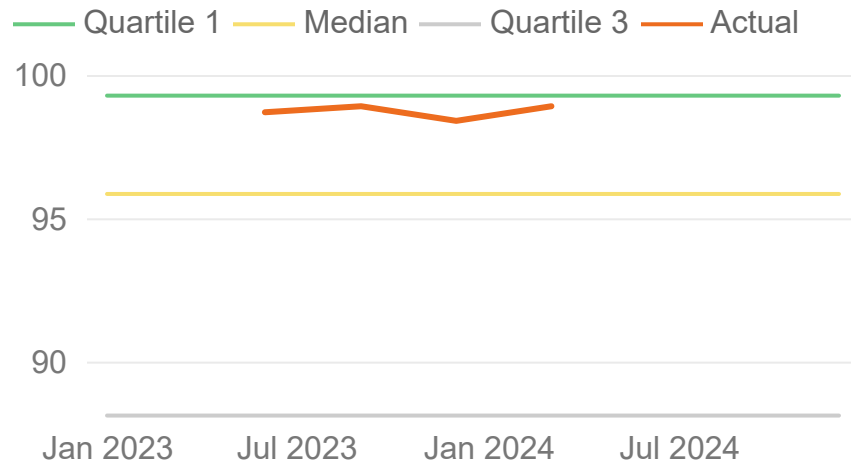
Access to undertake the gas safety check to the required properties in 2023/24, some of properties the contractor was denied access and legal services applied for court injunctions to gain access or engaged with our Housing Services team.

Comments

To aim for 100% for gas safety checks.

Action 24/25

HP027 % of homes for which all required electrical safety checks have been carried out



Responsible Officer: Safe and Decent Homes Manager

98.00

Target for 2024/25

Financial Year	Average of Actual	Quartile 1	Median	Quartile 3
2023/24	98.7	99.28	95.85	88.12

Our aim is the top quartile of 99.28% for electrical surveys completed with the next couple of years.

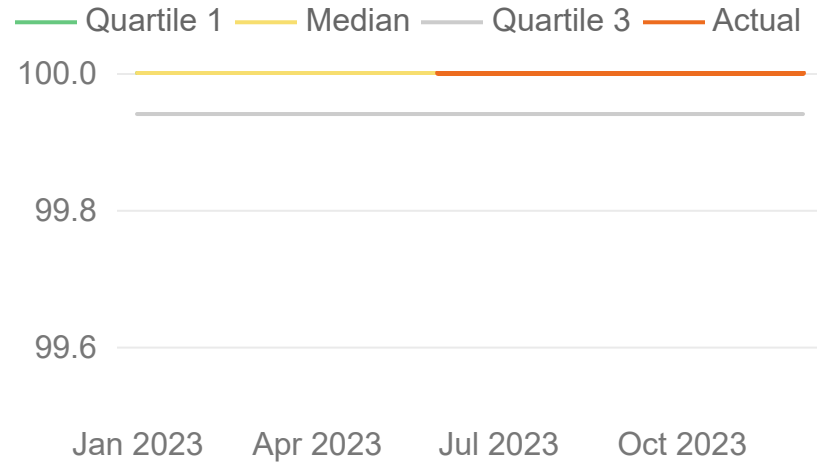
This will be through advising the importance of the survey and why this is required, as well as taking action as required.

Comments

Review our internal processes for accessing properties that require an EICR by end of 2024.

Action 24/25

HP023 % of homes for which all required fire risk assessments have been carried out



Responsible Officer: Safe and Decent Homes Manager

100.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	100.0	100.00	100.00	99.94

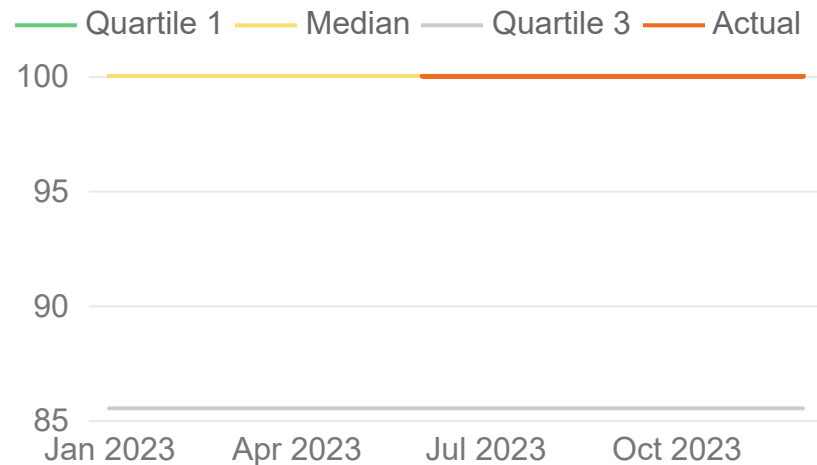
Our aim is to maintain the top quartile of 100% for fire risk assessments, legionella inspections, asbestos surveys and lift checks. This will be completed by keeping up to date with all the surveys required and taking action as needed to ensure tenants live in a safe home.

Comments

To continue to carry out the FRAs required and complete any actions that result from the surveys in a timely manner.

Action 24/25

HP024 % of homes for which all required asbestos management surveys or re-inspections have been carried out



Responsible Officer: Safe and Decent Homes Manager

100.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	100.0	100.00	100.00	85.51

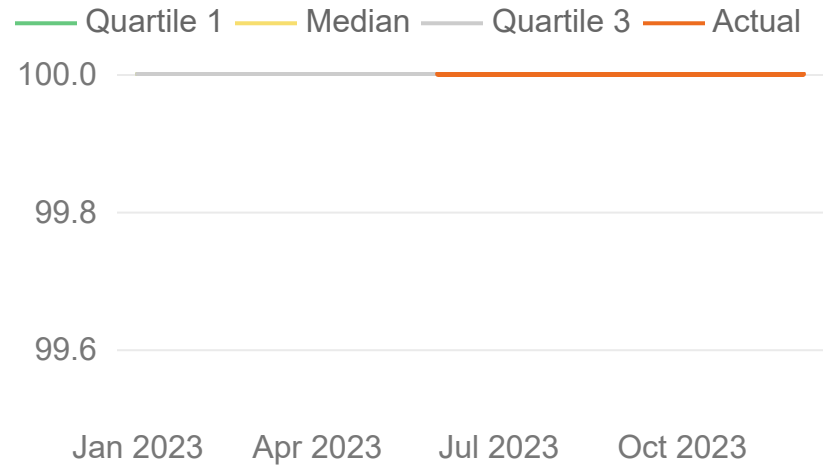
Our aim is to maintain the top quartile of 100% for fire risk assessments, legionella inspections, asbestos surveys and lift checks.

Comments

To maintain performance by ensuing processes in place supported by our identified works.

Action 24/25

HP025 % of homes for which all required legionella risk assessments have been carried out



Responsible Officer: Safe and Decent Homes Manager

100.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	100.0	100.00	100.00	100.00

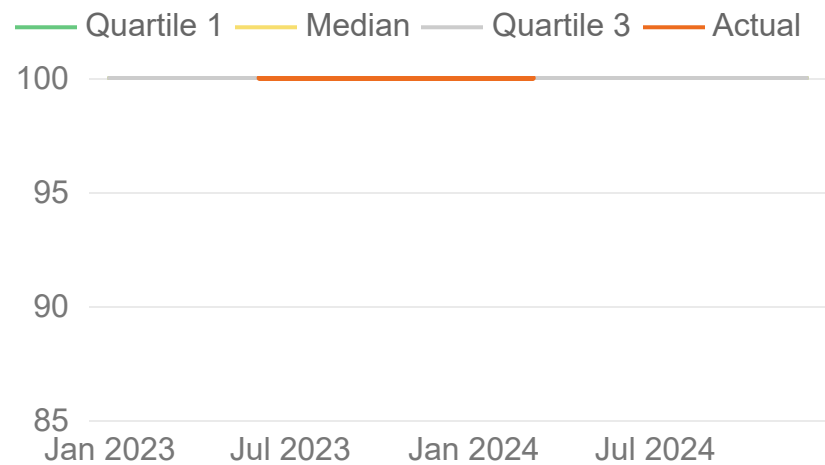
Our aim is to maintain the top quartile for legionella inspections.

Comments

Maintain our programme for legionella risk assessments and ensure contract is effectively managed.

Action 24/25

HP026 % of homes for which all required communal passenger lift safety checks have been carried out



Responsible Officer: Safe and Decent Homes Manager

100.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	100.0	100.00	100.00	100.00

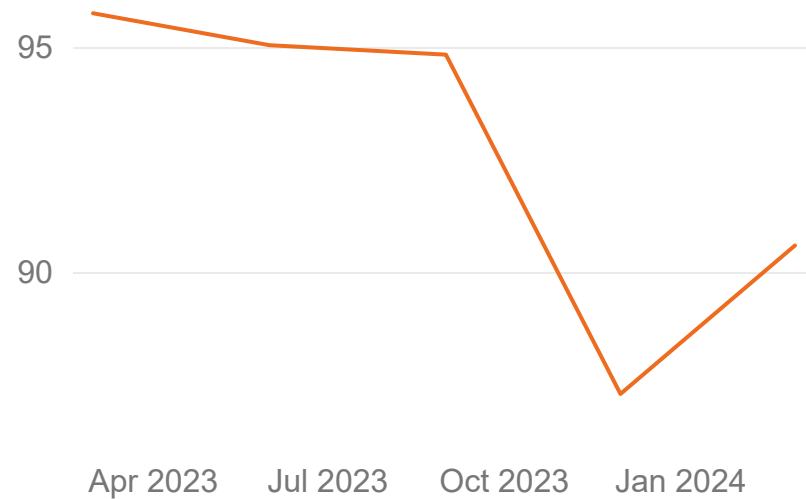
Our aim is to maintain the top quartile of 100% for lift safety checks. The Council has one passenger lift within the stock.

Comments

To continue with effective approach to contract management.

Action 24/25

KP047 % of repairs completed right first time (HPS701)



Responsible Officer: Property Services Manager

95.00

Target for 2024/25

Financial Year	FY Quarter	Actual
2023/24	Q1	95.0
2023/24	Q2	94.8
2023/24	Q3	87.3
2023/24	Q4	90.6

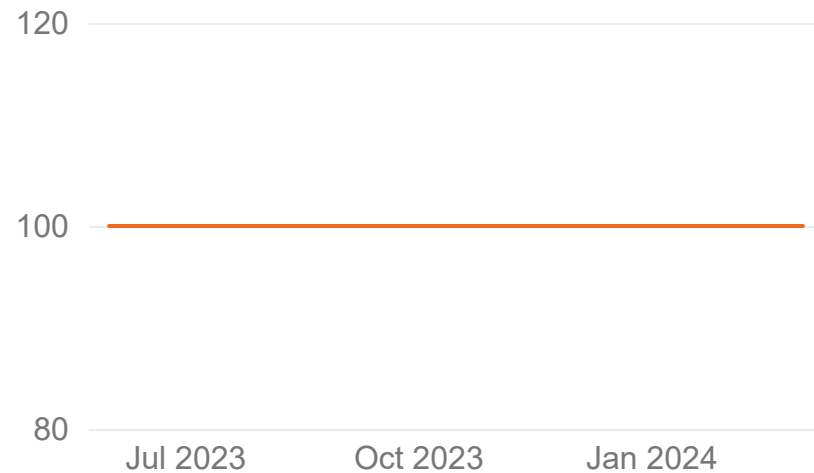
The Council has been managing the final year of this contract for 2023/24, the contractor increasingly reported it was unable to fulfil its contract requirements. This has contributed to unacceptable levels of performance that fell below that which we would normally expect from a council appointed contractor; this contract terminated on 31/03/2024. To minimise the impact to tenants, alternative contractors were used.

Comments

Layout performance groundwork with new contractor 30/09/2024.

Action 24/25

KP067 % of initial surveys to assess a property for damp and mould carried out within 10 working days



Responsible Officer: Property Services Manager

100.00

Target for 2024/25

Financial Year	FY Quarter	Actual
2023/24	Q1	100.0
2023/24	Q2	100.0
2023/24	Q3	100.0
2023/24	Q4	100.0

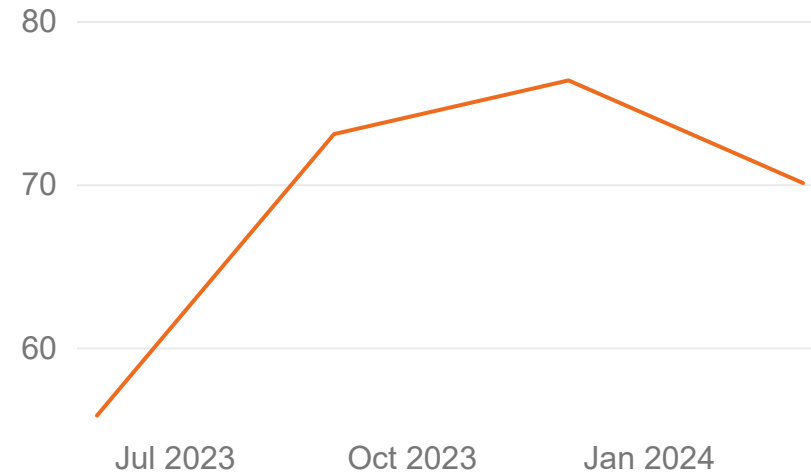
The Council adopted a new Damp and Mould Policy in March 2023, following the completion of the Housing Ombudsman Damp and Mould self-assessment. This led to new processes being implemented to meet the new policy for 2023/24.

Comments

Review the Damp and Mould policy in accordance with emerging new law by December 2024.

Action 24/25

HP020 % of non-emergency repairs completed within the target timescale



Responsible Officer: Property Services Manager

85.00

Target for 2024/25

Financial Year	FY Quarter	Actual
2023/24	Q1	55.8
2023/24	Q2	73.1
2023/24	Q3	76.4
2023/24	Q4	70.1

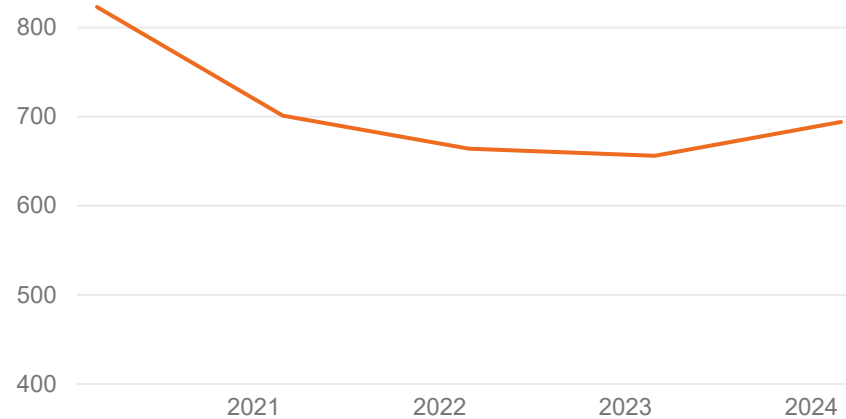
Due to the decline and demobilisation of the repairs and maintenance contract to the end of March 2024, the figures were unstable for this contract in 2023/24. However, the routine repairs for the maintenance of heating appliances remained at the 100%.

Comments

Implement performance groundwork with new responsive repairs contractor by quarter 3 2024/25.

Action 24/25

HPS531 No of properties constructed prior to 2000 that do NOT have a property-specific Domestic Asbestos Management Survey (OP198)



Responsible Officer: Safe and Decent Homes Manager

400.00

Target for 2024/25

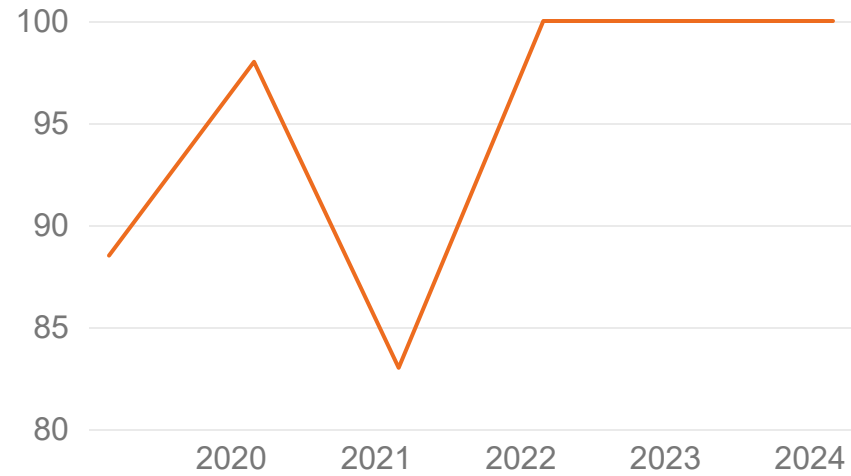
The frequency for this indicator is changing to quarterly to be able to map the changes in surveys.

Comments

Programme and budget for these outstanding surveys to be completed by 31/03/2025.

Action 24/25

HPS612 % of tenants who are satisfied with the Disabled Adaptations service (OP184)



Responsible Officer: Safe and Decent Homes Manager

95.00

Target for 2024/25

Financial Year	FY Quarter	Actual
2023/24	Q4	100.0

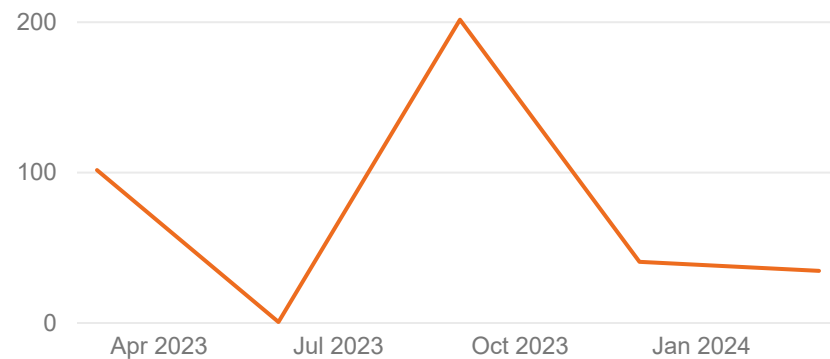
There was a limited amount of surveys sent to tenants where there was a disabled adaptation to the property in 2023/24, due to resources.

Comments

Review the transactional survey in place, to increase method of participation and increase responses.

Action 24/25

HPS614 Average time to complete adaptations in Council properties from referral to grant approval (working days) (OP293)



Responsible Officer: Safe and Decent Homes Manager

120.00

Target for 2024/25

No adaptations completed in the first quarter of 2023/24 due to the requirement to re-procure a contractor to deliver this area of work. This then meant a high number of days in the second quarter undertaking the backlog.

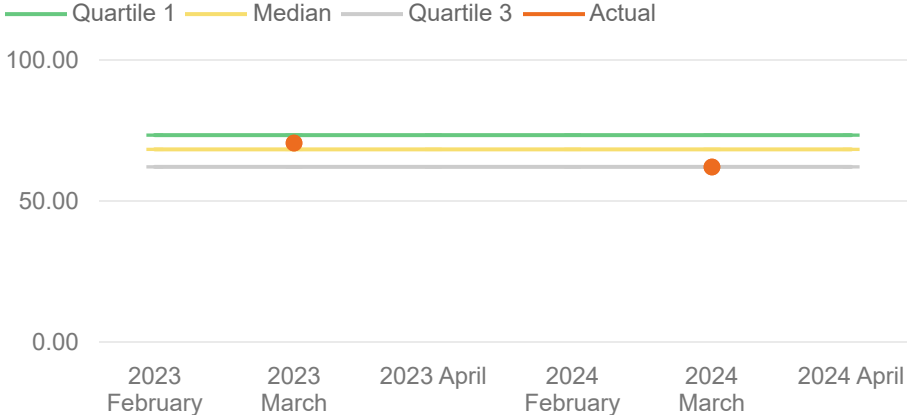
Comments

Review the process to enable sufficient decision making and undertaking of works by 31/03/2025.

Action 24/25

Neighbourhood and Community Standard

HP010 % of tenants who have communal areas who are satisfied that the Council's landlord service keeps communal areas clean and well maintained



Responsible Officer: Housing Services Manager

66.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2022/23	70.2	73.00	67.95	61.75
2023/24	61.7	73.00	67.95	61.75

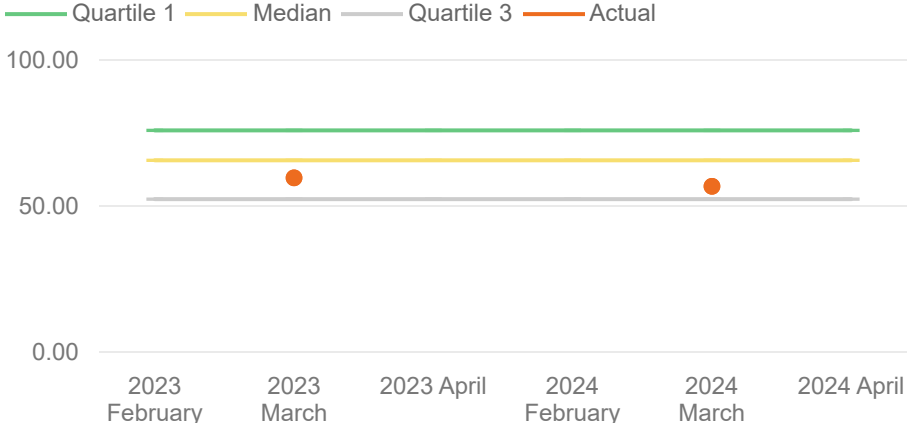
Our aim is the top quartile of 73% for satisfaction of the Council's communal areas within the next three years.

Comments

To achieve 69% satisfaction for 2024/25, 72% for 2025/26 and 74% for 2026/27.

Action 24/25

HP011 % of tenants satisfied that the Council's landlord service makes a positive contribution to the neighbourhood



Responsible Officer: Housing Services Manager

60.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2022/23	59.3	75.55	65.30	52.00
2023/24	56.4	75.55	65.30	52.00

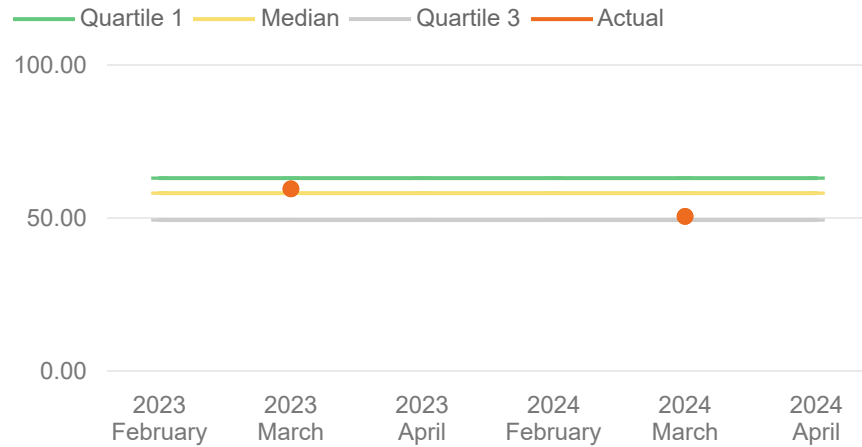
Our aim is the top quartile of 75.55% over the next three years. This will be achieved by increased engagement with tenants, general maintenance of neighbourhoods and communal areas

Comments

To achieve 65% satisfaction for 2024/25, 70% for 2025/26 and 76% for 2026/27.

Action 24/25

HP012 % of tenants satisfied with the Council's approach to handling anti-social behaviour



Responsible Officer: Housing Services Manager

55.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2022/23	59.2	62.70	57.80	49.00
2023/24	50.2	62.70	57.80	49.00

Our aim is above top quartile, with 65% for tenant satisfied over the next three years.

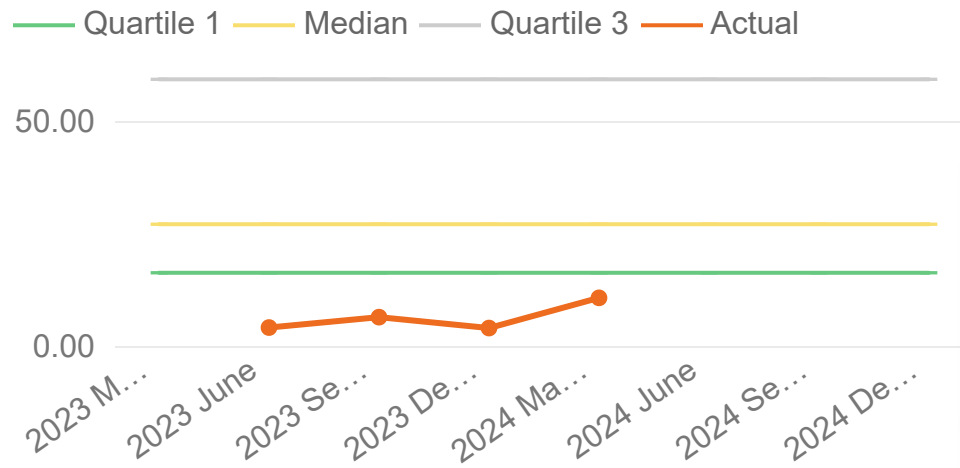
To be able to aim for this to quartile the Council has a dedicated ASB Housing Officer to support tenants.

Comments

Introduce transactional survey by December 2024, and achieve 60% satisfaction 2024/25 and 65% 2025/26.

Action 24/25

HP017 Number of ASB cases opened per 1000 homes (landlord services only)



Responsible Officer: Housing Services Manager

9.25

Target for 2024/25

Financial Year	Average of Actual	Quartile 1	Median	Quartile 3
2023/24	6.3	16.27	27.06	59.26

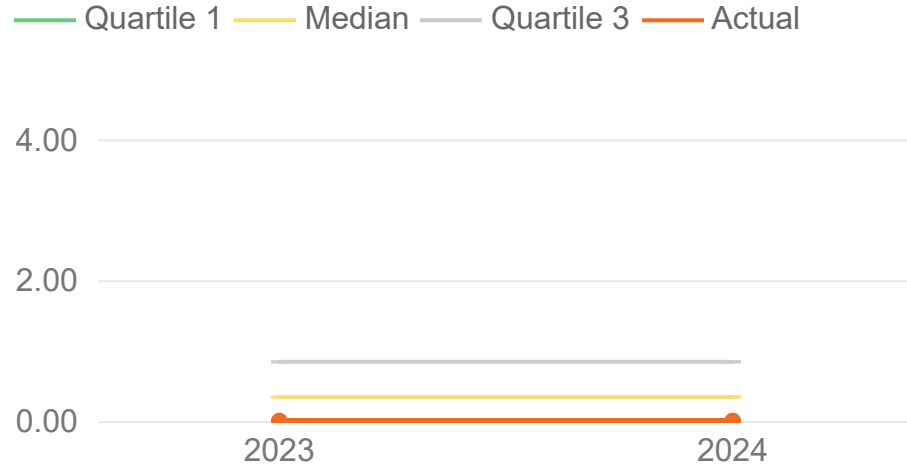
Our aim is to stay below the top quartile amount of ASB cases opened by actively by engaging with tenants and ongoing visits.

Comments

Implement refreshed internal procedures for responding to and managing ASB by December 2024.

Action 24/25

HP018 Number of ASB cases involving hate incidents opened per 1000 homes (landlord services only)



Responsible Officer: Housing Services Manager

2.00

Target for 2024/25

Financial Year	Actual	Quartile 1	Median	Quartile 3
2023/24	0.0	0.00	0.34	0.84

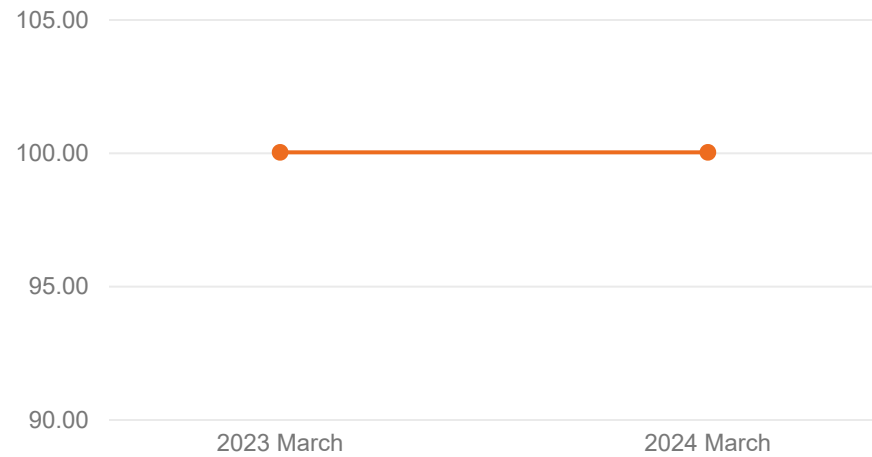
Our aim is to continue to achieve the top quartile, being zero cases of ASB cases involving hate incidents. To achieve this support is given to all tenants and there is a dedicated Housing Officer for ASB.

Comments

To promote inclusivity and no tolerance through 'At Home'.

Action 24/25

HPS221 % of planned estate inspections completed (OP206)



Responsible Officer: Neighbourhood Services Manager

100.00

Target for 2024/25

Financial Year	Actual
2022/23	100.0
2023/24	100.0

All the planned estate inspections were completed for 2023/24 and any areas of concerns logged for monitoring or repair works.

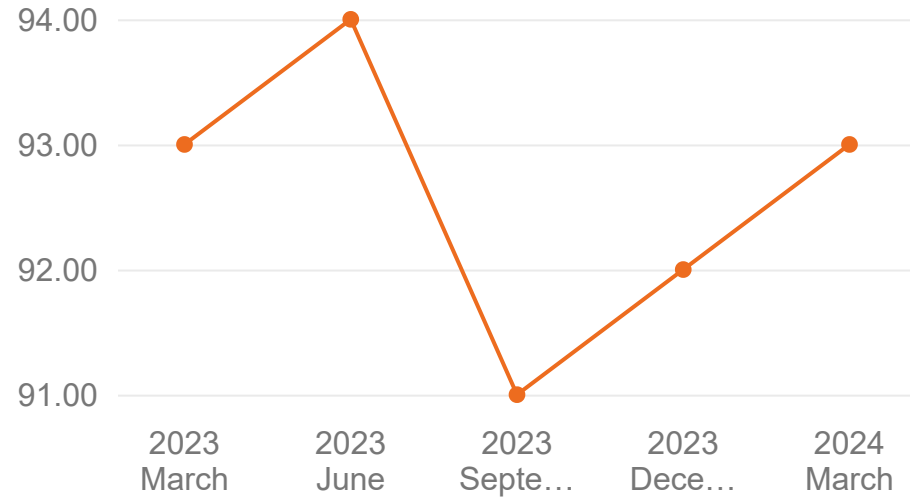
Comments

Program for 2024/25 in place, aim to achieve minimum satisfaction rating.

Action 24/25

Tenancy Standard

HPS131 % of properties let on first offer (OP272)



Responsible Officer: Housing Options Manager

92.00

Target for 2024/25

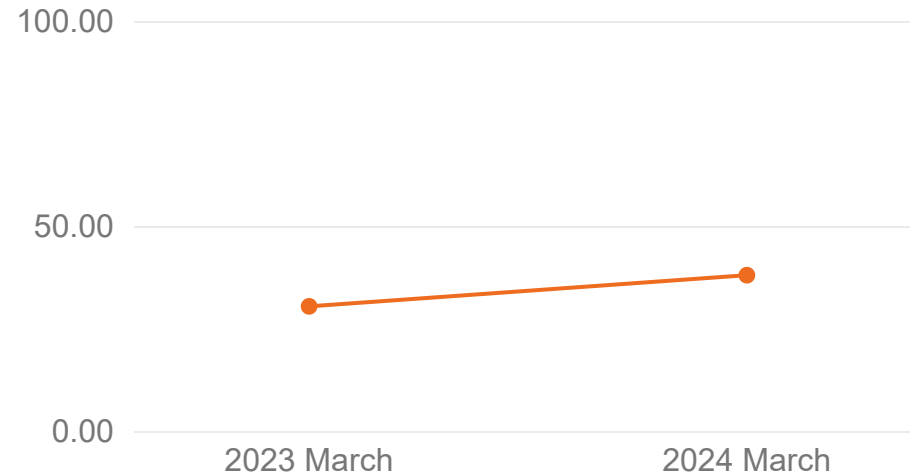
Our Lettings Policy updated March 2024 to reasonable refusals to reduced number of 1 from 2, this was implemented in May.

Comments

Increase percentage to 93% to ensure effective letting program and reduce refu...

Action 24/25

HPS121 Average time taken to process housing register applications (working days) (OP058)



Responsible Officer: Housing Options Manager

30.00

Target for 2024/25

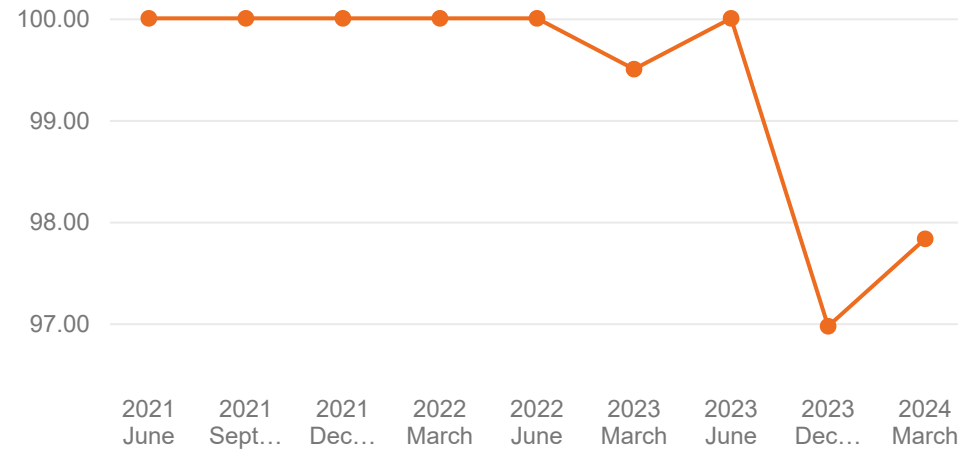
The average time taken to process housing register applications increased in the last two quarters of 2023/24 due volume of applications received.

Comments

To ensure no increase in average time through adherence to procedure and effective resource management.

Action 24/25

HPS251 % of TSO cases closed with successful resolution within 12 months (OP273)



Responsible Officer: Housing Options Manager

95.00

Target for 2024/25

For 2023/24 the percentage was consistently between 96% to 100% cases closed with successful resolution, and this target of 95% will be reviewed next April to meet our higher internal aspirations.

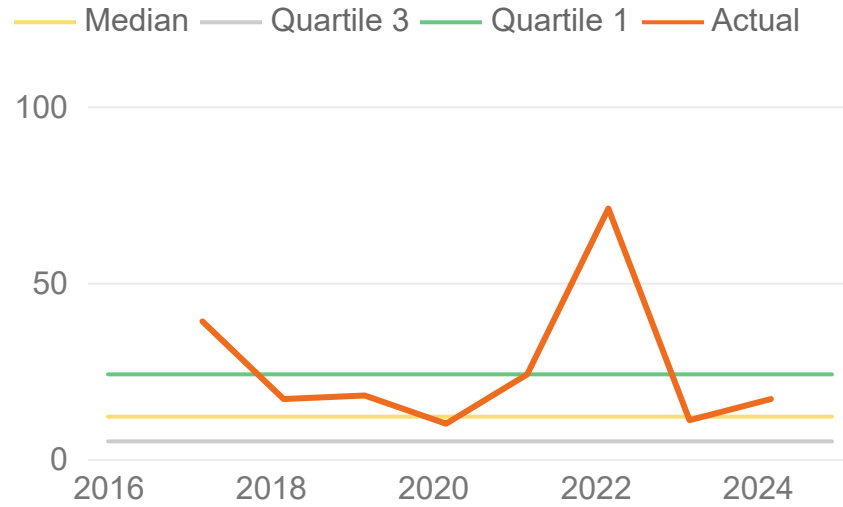
Comments

To publish our Tenancy Sustainment Offer on the website and promote through Tenant Census 30/10/2024.

Action 24/25

Housing & Property Wider Service Targets

KP027 No of new Council homes provided (HPS501)



Responsible Officer: Development and Zero Carbon Manager

38.00

Target for 2024/25

Financial Year	Actual
2020/21	24.0
2021/22	71.0
2022/23	11.0
2023/24	17.0

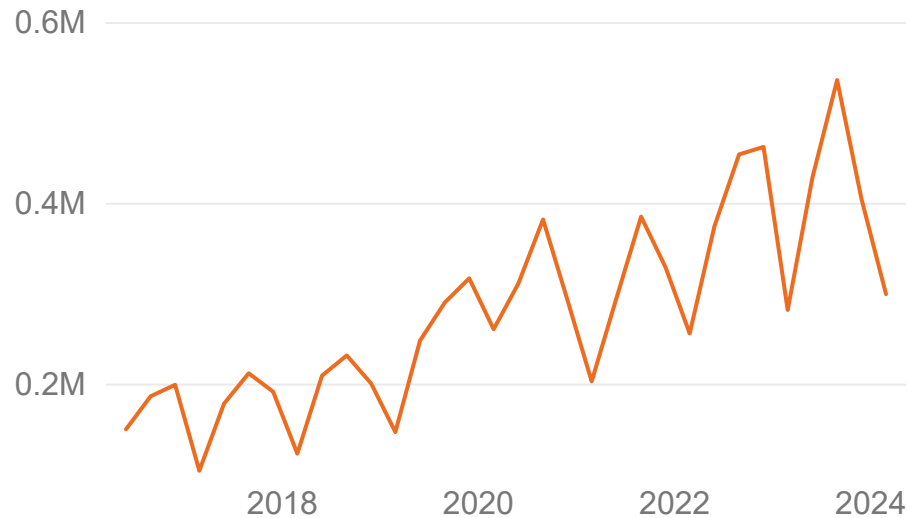
The benchmarking data used is from the 2022/23 Local Authority Housing Statistics for those providers that completed units through planning obligations.

Comments

Ensure the new build programme is monitored and risks identified to prevent any delays to meet the new year target.

Action 24/25

KP049 Total amount of current rent arrears (excluding Direct Debit payers)



Responsible Officer: Income Manager

335.00K

Target for 2024/25

Financial Year	FY Quarter	Actual
2023/24	Q1	427,783.0
2023/24	Q2	535,777.0
2023/24	Q3	403,880.0
2023/24	Q4	299,011.0

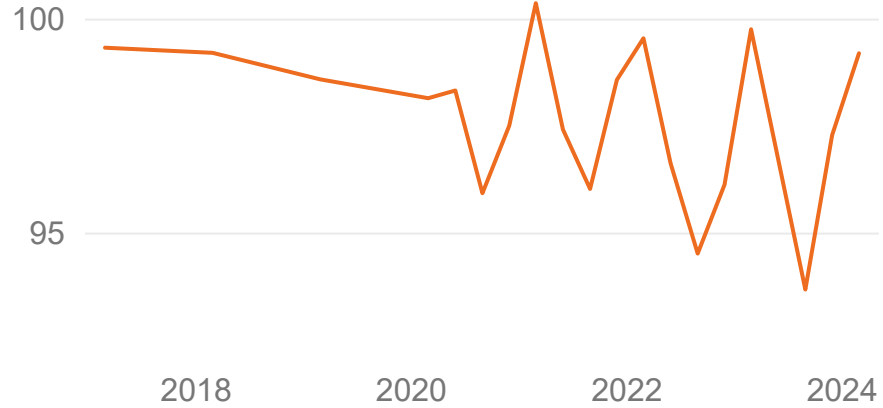
There was an increase in rent arrears compared to the target for 2023/24, with the number of Notice of Seeking Possessions in each quarter has increased. At the same time, tenants in financial need are being supported by our Tenancy Sustainment Officers and by initiatives, such as the Housing Hardship Fund.

Comments

Provision of our hardship fund by 30/12/2024.

Action 24/25

HPS302 Rent collected as a % of rent due



Responsible Officer: Income Manager

99.50

Target for 2024/25

Financial Year	FY Quarter	Actual
2023/24	Q2	93.7
2023/24	Q3	97.3
2023/24	Q4	99.2

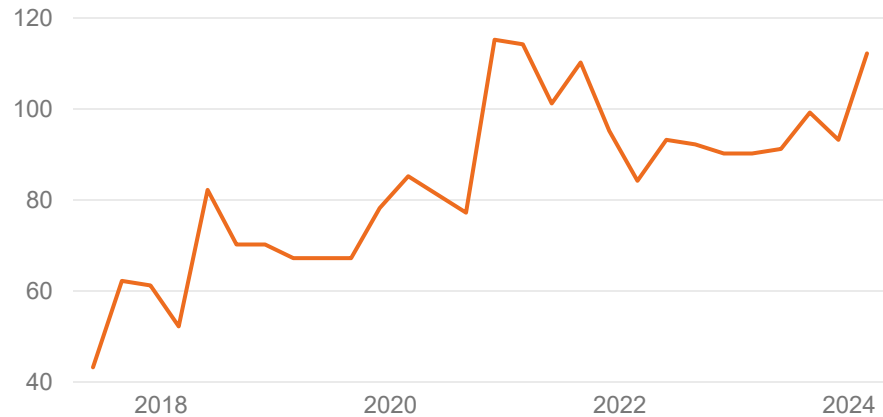
Our aim is 99.5% rent collection, however the wider economic situation may impact on many of our tenants' ability to maintain their rent. The scope of the Housing Hardship Fund were approved in October 2023 and this has meant that we are able to help more people to cope with their financial difficulties.

Comments

Collection of rent through the year, making sure there is balance between supporting our tenants and taking enforcement action where necessary; we are therefore now giving increased focus to management scrutiny of rent accounts in arrears.

Action 24/25

HPS613 Average time to complete DFGs in private sector properties from referral to grant approval (working days) (OP292)



Responsible Officer: Income Manager

75.00

Target for 2024/25

Financial Year	FY Quarter	Actual
2023/24	Q1	91.0
2023/24	Q2	99.0
2023/24	Q3	93.0
2023/24	Q4	112.0

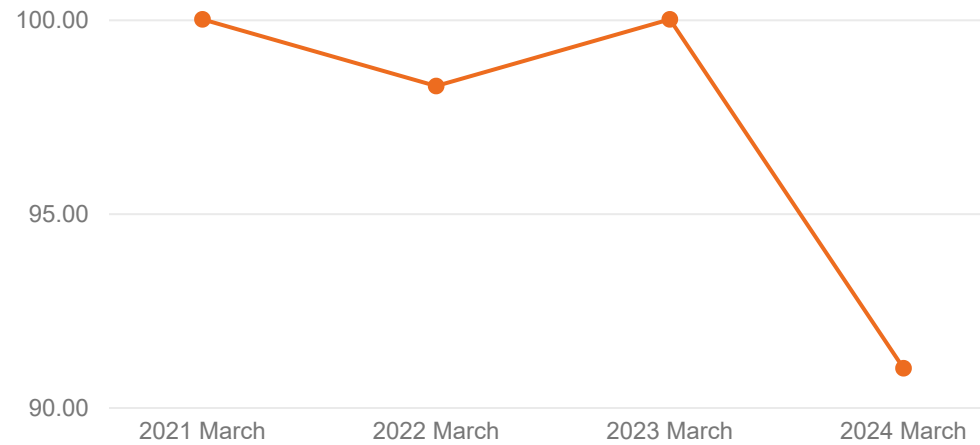
This indicators name will be changing for the 2024/25 to 'Average time to complete DFGs (private sector properties) from receipt of social services referral to grant approval (working days)'.

Comments

Ensure strong partnership working with social services to deliver Disabled Facilities Grants promptly.

Action 24/25

HPS611 % of private sector DFG applicants who are satisfied with the Disabled Adaptation service (OP070)



Responsible Officer: Safe and Decent Homes Manager

100.00

Target for 2024/25

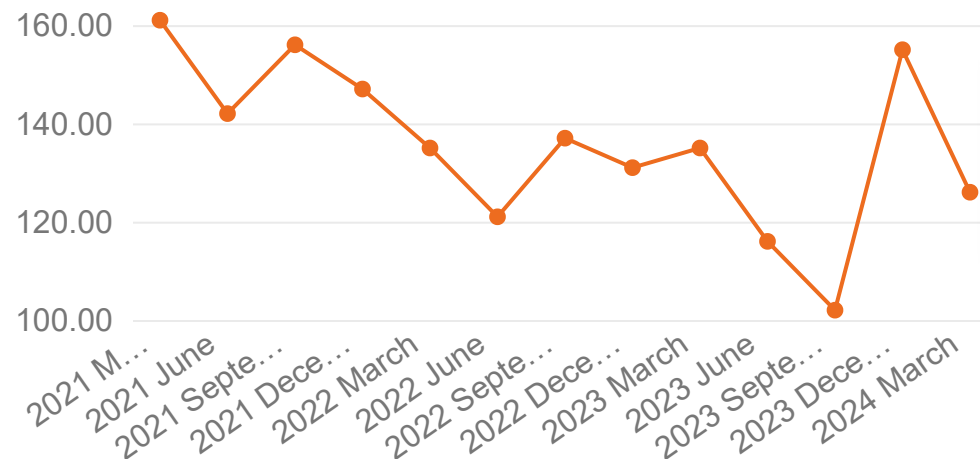
There were 53 responses received to the surveys for 2023/24.

Comments

Review the process for survey to ensure it meets best practice and HPS survey framework.

Action 24/25

SP038 Average time to complete DFGs in private sector properties following referral from social care (working days, excluding extensions/alterations/conversion referrals) (HPS604)



Responsible Officer: Safe and Decent Homes Manager

145.00

Target for 2024/25

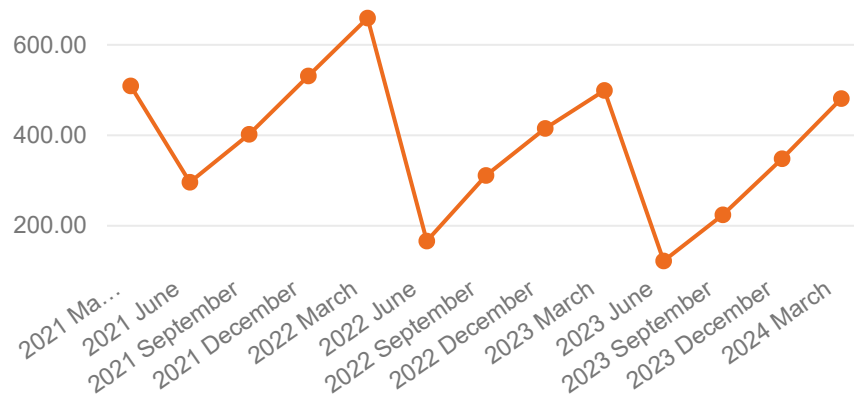
There were 98 referrals completed 2023/24 taking on average 99 days to complete following receipt of referral, this did decrease to 45 days for quarter 4.

Comments

To reduce average time to complete to 135 days for 2024/25.

Action 24/25

KP020 Number of homeless cases prevented and relieved through use of housing advice and prevention tools (HPS101)



Responsible Officer: Housing Options Manager

450.00

Target for 2024/25

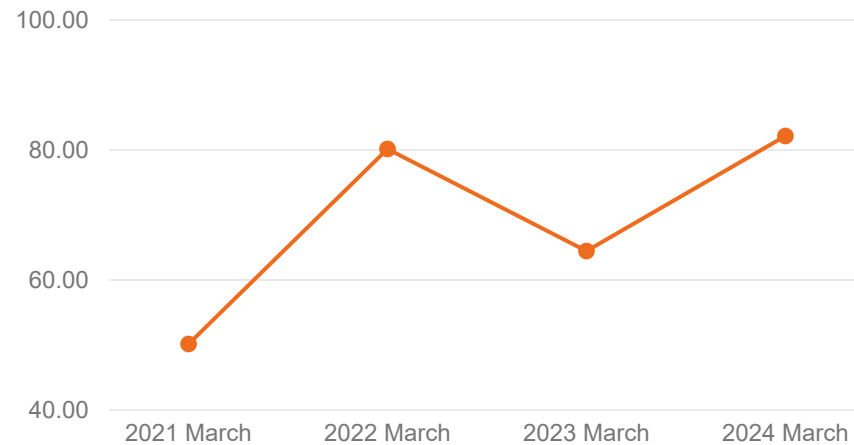
There were a total of 479 successful Prevention/Reliefs achieved for 2023/24 including 134 DFG's & 116 DHP cases.

Comments

1. Expand prevention methods, seek additional ways and incentives for providers eg cash payments for arrears/mortgage arrears etc, promote further early warning schemes for intervention eg call before you serve scheme.
2. Private Rent Sectors (PRS) Officer to expand relationships within PRS and landlords to encourage joint working. Increased support and reassurance and help with tenancy through RADGS Scheme, fastrack housing benefit payments, support tenants with sustainment where difficulties highlighted.
3. Ensuring access to housing advice sought at the earliest point – As above, promotion of early intervention direct with customers and providers – During course of y...

Action 24/25

HPS102 % of those at risk of losing their home whose cases were closed in the year, who have been prevented from becoming homeless (OP322)



Responsible Officer: Housing Options Manager

80.00

Target for 2024/25

Financial Year	Actual
2021/22	80.0
2022/23	64.3
2023/24	82.0

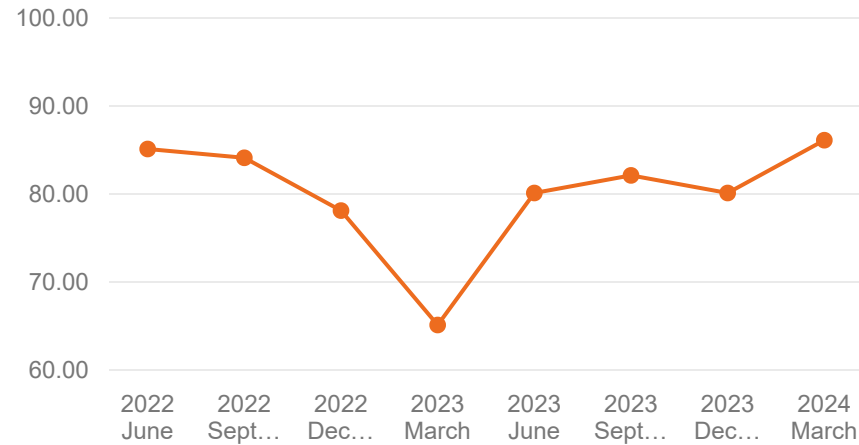
For 2023/24 there were 365 prevention cases opened within the year, with 301 successful preventions were achieved.

Comments

To increase grant spend on prevention advice within the year.

Action 24/25

HPS113 % of cases where prevention duty ended with "successful" outcome (accommodation secured for 6mths+) (OP346)



Responsible Officer: Housing Options Manager

80.00

Target for 2024/25

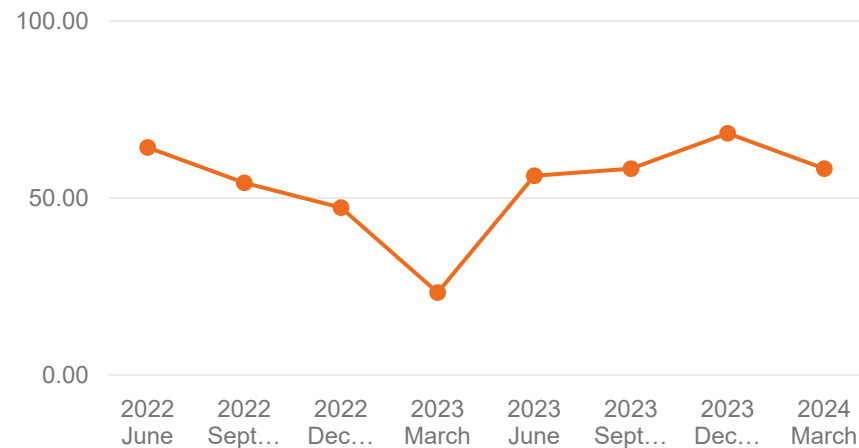
This performance indicator was implemented after an audit in 2022. For 2023/24 the target percentage of 80% was achieved and will be reviewed for 2024/25 regarding our internal ambition.

Comments

Review and expand prevention methods to increase the number of cases with prevent duty ending with successful by, from seeking addional ways and incentives for providers, March 2025.

Action 24/25

HPS114 % of cases where relief duty ended with "successful" outcome (accommodation secured for 6mths+) (OP347)



Responsible Officer: Housing Options Manager

60.00

Target for 2024/25

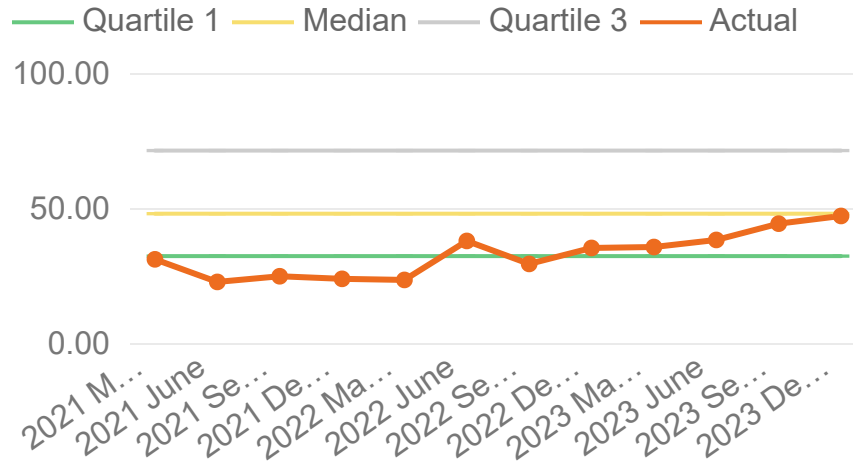
This performance indicator was implemented after an audit in 2022. The percentage of cases ending with 'successful' outcomes was lower than 60% for three quarters of 2023/24 and the aim is meet 60% of cases.

Comments

Promotion of our services through website/social media and development of relationships with other services and providers, review at end of March 2025.

Action 24/25

KP051 Average re-let time for Council Housing (calendar days) - standard voids (HPS001)



Responsible Officer: Housing Services Manager

32.00

Target for 2024/25

Financial Year	Average of Actual	Quartile 1	Median	Quartile 3
2023/24	43.7	32.18	47.89	71.27

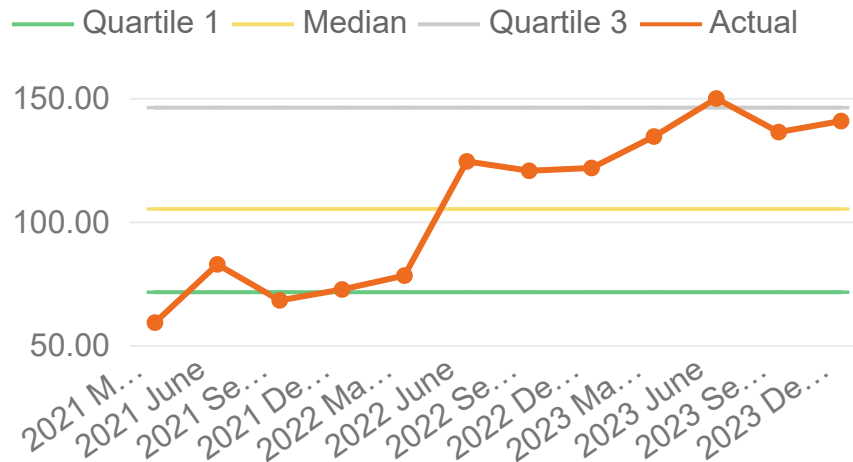
Our aim is the top quartile rounded down to 32 days. There have been severe delays with works being completed for 2022/23 due to decreased productivity as procured contract arrangements drew closer to the end of the contract.

Comments

Implement the new internal procedure with the new contractor, December 2024.

Action 24/25

KP052 Average re-let time for Council Housing (calendar days) - major works voids (HPS003)



Responsible Officer: Housing Services Manager

80.00

Target for 2024/25

Financial Year	Average of Actual	Quartile 1	Median	Quartile 3
2023/24	149.9	71.35	105.00	146.00

Our target is just over the top quartile being 80 days. The days have been higher due to retrofit works that have taken place and full house refurbishments have meant an increased number of major works voids and for longer periods due to the process in relation to scope of work, tendering, etc. The Council believes doing these works are vital to ensure safe and well maintained homes, completing when when void if the opp...

Comments

Implement the new internal process with the new contractor, December 2024.

Action 24/25

New Performance Indicators for 2024/25

Code	Measure 2023/24	Frequency	2024/25 Target	Responsible Officer	Standard or area
HPS554	Number of properties with an expired EICR for longer than a month	Monthly		Safe and Decent Homes Manager	SAQ
HPS561	No of council homes EPC increased to C and above	Quarterly	221.00	Development & Zero Carbon Manager	SAQ
HPS603	% of gas safety checks completed by expiry date	Monthly	99.81	Safe and Decent Homes Manager	SAQ
HPS633	Number of properties with an expired gas certificate for longer than a month (no access)	Monthly	9.00	Safe and Decent Homes Manager	SAQ
HPS813	% of tenants visited within 6 weeks of their introductory tenancy commencing	Annual	95.00	Neighbourhood Services Manager	TEN
HPS112	Average number of days in temporary accommodation	Quarterly	42.00	Housing Options Manager	Wider
HPS560	% of tenants satisfied with new Council homes provided (acquisitions / s106)	Annually	75.00	Development & Zero Carbon Manager	Wider
HPS562	% of new Council homes provided meeting the EPC of B	Annually	100.00	Development & Zero Carbon Manager	Wider
HPS735	Rent loss due to standard voids	Monthly		Housing Services Manager	Wider
HPS736	Rent loss due to major voids	Monthly		Housing Services Manager	Wider

Code	Measure 2023/24	Frequency	2024/25 Target	Responsible Officer	Standard or area
HPS512	% of tenants satisfied with new build Council properties	Annually	75.00	Development & Zero Carbon Manager	Wider



Our Challenge Plan for 2024/25 summarises our ambitions for the year. This report will be considered by our Tenant Liaison Panel and the Councils Executive Board. This report and our future assurance reports will be available on our corporate website, key items will also be included within our Annual Report to Tenants.

Accountable to you

Our Tenants, Customers, Colleagues, Members and Partners