

## **Appendix A: Key Performance Indicators for Housing**

### **Homelessness**

- Number of households accepted as homeless
- Number of relief duty cases closed within 57 days
- % review of Council decisions upheld

### **Rough sleeping**

- Number of rough sleepers seen on a bi-monthly single night
- Number of rough sleepers moved off the street into accommodation or reconnected

### **Temporary accommodation (TA)**

- Number of households in emergency accommodation (annexes and B&B)
- Number of children living in temporary accommodation (and separate for annex and B&B)
- Number of households moved from temporary accommodation to long term accommodation
- % income collection as a proportion of rent due for both emergency accommodation and temporary accommodation
- % year to date cost of TA provision against budget
- TA health & safety compliance
- Fire safety risk assessment
- Gas safety certificate

### **Allocations, registered provider partnerships and increasing housing supply**

- Number of households on register, severely overcrowded, with dependent children
- Housing association nominations target for family-size homes met as per agreements

### **Private sector housing and Disabled Facilities Grant (DFG) work**

- Number of HMOs inspected and licenced (mandatory and additional scheme)
- % private rented sector housing complaints and requests for assistance responded to within target time
- Average weeks between DFG work assessment and completion

### **Tenancy management**

- Rent collected as a % of rent due
- Average end-to-end time to re-let voids (general needs and sheltered)
- Number of properties let (general needs and sheltered)
- Number of tenancy visits completed
- % estate workload inspections completed
- % of estate cleaning standard achieving A and B grades (out of the A-D British Institute of Cleaning Standard)
- % mutual exchanges completed within 42 days
- Service performance data accessible to all residents at least annually

**Customer service**

- % customer contacts received via digital channels
- % residents registered on online portal
- % stage 1 complaints completed within target
- % stage 2 complaints completed within target
- % Housing Ombudsman complaints upheld

**Adult pathway**

- Positive moves out of the pathway
- Planned moves
- Throughput

**Staff and wellbeing**

- Average working days lost through staff sickness

The Regulator for Social Housing published 22 Tenant Satisfaction Measures (TSMs) and service indicators required of social landlords in September 2022. They will also form our critical indicators of performance - and will be benchmarked against all other registered social housing providers. They include measures around safety, repairs, customer service and complaints, listening and acting on tenant views, reporting performance, landlords' contribution to the neighbourhood, approaches to anti-social behaviour and complaints handling. We will begin the annual survey tenants for the 12 perception (or satisfaction) measures during 2023/24, and report on all the regulatory measures from April 2024.