

No.	Indicator	Service Committee to consider this	CLT Member	Assess by	Target 202425	Q1 Status	Q2 status	Improved or not since Q1 figure (Q2 compared to Q1)	Q2 Commentary
CP11	Number of Visits to Council Leisure Centres	Housing & Wellbeing	Philippa Dart	Higher is better	956, 650	No status known until Q4 Outturn for Q1 342,402	No status known until Q4 Outturn for Q2 686,640	Improved - higher than Q1	An increase of 6.7% vs 2023 April – Sept. Positive increases within swimming lessons and group exercise numbers have been the main successes.
CP15	Time taken to process Housing/Council Tax Benefit new claims and changes in circumstances	Housing & Wellbeing	Dawn Hudd	Lower is better	8 days	Achieving Outturn for Q1 3.7 days	Achieving Outturn for Q2 3.79 days	Not improved - higher than Q1 (but still achieving)	On target – Performance within top quartile (top 25% in country as per DWP stats)
CP16	Average days to re-let all properties (key to key) excluding major voids	Housing & Wellbeing	Philippa Dart	Lower is better	Q1 70 Q2 60 Q3 50 Q4 40	Achieving Outturn for Q1 59 days	Not achieving Outturn for Q2 98 days	Not improved - Higher than Q1	The target number of days for Q2 is 60 days. During this quarter, we have successfully re-let several long-term void properties, most notably at Flaxmean House and New Road. The self-contained units at Flaxmean House are being used as age-appropriate temporary accommodation for homeless clients whilst we progress detailed designed for remodelling, approved by Members. Additionally, the New Road HMO is fully operational, serving our Street Homeless Community with additional support services to assist residents in reintegrating into settled accommodation. The team has worked hard to address the backlog of long-term voids, and we anticipate continued progress in reducing the re-let times. The outturn for Q2 has not improved since Q1 due to working to bring a number of long term voids back into use and negative impact that these have on key to key times
CP17	Of homeless cases owed a prevention duty, % successfully resolved	Housing & Wellbeing	Philippa Dart	Higher is better	55%	Not achieving but within the 15% range Outturn for Q1 53%	Achieving Outturn for Q2 56%	Improved - higher than Q1	Prevention duties can end for various reasons, such as successfully negotiating with a landlord or parent to allow the occupier to remain in the property, paying off arrears, or arranging a payment plan. Alternatively, duties may end when suitable accommodation is secured through the private rented sector or the social housing register. Unsuccessful prevention cases typically result in a relief duty being accepted. In this period, 65 cases were successfully prevented, while 51 moved to relief duty, totalling 116 cases (65 + 51 = 116).
CP18	Of homeless cases owed a relief duty, % positively relieved	Housing & Wellbeing	Philippa Dart	Higher is better	35%	Not achieving but within the 15% range Outturn for Q1 31%	Achieving Outturn for Q2 35%	Improved - higher than Q1	Relief duties have a resolution rate of 35%, with 142 cases ending and 50 resolved. Of the 50 resolved cases, alternative housing was secured through the private rented sector or the social housing register. The remaining 92 cases have progressed to the main housing duty. In total, 142 cases ended (50 resolved + 92 moved to main duty = 142).
CP19	Number of Housing Register applications activated 'live' within 15 working days upon receipt of all verification documents	Housing & Wellbeing	Philippa Dart	Higher is better	75%	No data available	No data available	No data available	We only started accepting Housing Applications via Abrisas on 19 August, therefore we do not have a full quarter to provide accurate figures. In addition the reporting function is still in Development. We are aiming to be able to report in Q3, however this will be in partnership with Abrisas.
CP20	Rent collected as a proportion of rent owed (dwellings)	Housing & Wellbeing	Philippa Dart	Higher is better	97%	Not achieving but within the 15% range Outturn for Q1 93.58%	Not achieving but within the 15% range Outturn for Q2 94.09%	Improved - higher than Q1	The current collection rate stands at 94.09%, which, while slightly improved from Q1, reflects some delays in income recovery due t in part to transition to CX as our lead Housing Management System. Officers are becoming more skilled in using CX following comprehensive training sessions. It's important to note that we are still validating figures due to the ongoing system transition.

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CP21	Percentage of non-emergency repairs completed within 20 working days	Housing & Wellbeing	Philippa Dart	Higher is better	90%	Not achieving but within the 15% range Outturn for Q1 87.78%	Not achieving Outturn for Q2 72.95%	Not improved - Lower responses than Q1	We are currently working through validation issues in respect of this KPI. This is due to the implementation of the new scheduling software and changes required to ways of working, as we continue to embed the in-sourced responsive repairs service.
CP43	Overall Tenant Satisfaction	Housing & Wellbeing	Philippa Dart	Higher is better	>58%	Achieving Outturn for Q1 61%	Achieving Outturn for Q2 62%	Improved - higher than Q1	Q2 saw an overall satisfaction score of 62%, a 1% increase on the previous quarter. This is one of four satisfaction measures that have seen a consistent improvement since utilising our new methodology, along with safe homes, time taken for repairs and being kept. It's important to note that statistical validity will not be achieved until Q4.