

## **Appendix 2: List of Performance Indicators that fall within the remit of the Towns and Communities Overview and Scrutiny Sub-Committee**

### **Libraries**

- Volunteer hrs
- Visitors
- Book issues
- Young People's membership

### **Health and Wellbeing**

- Number of attendances at leisure centres
- Number of attendances at Fairkytes Arts Centre

### **Housing**

#### **Repairs Service**

- Repairs right first time (Breyer Contractor only)
- Overall satisfaction with the repairs service – to be measured by outbound customer survey
- Percentage of overdue jobs per contractor against agreed tolerance level Repairs contractor(s) (Breyer)
- Percentage of overdue jobs per contractor against agreed tolerance level Gas Contractor(s) (K&T)
- Percentage of all repairs completed within target Repairs contractor(s) (Breyer) (cumulative)
- Percentage of all repairs completed within target Gas Contractor(s) (K&T) (cumulative)
- Average time to complete a routine order within target date Repairs contractor(s) (Breyer)
- Average time to complete a routine order out of target date Repairs contractor(s) (Breyer)
- Average time to complete a urgent order within target date Repairs contractor(s) (Breyer)
- Average time to complete a urgent order out of target date Repairs contractor(s) (Breyer)
- Total number of housing disrepair cases year to date processing and completed (cumulative)
- Average cost of disrepair cases orders raised

#### **Health and Safety**

- HRA Gas servicing compliance (% and Total number) (General needs & Sheltered)
- PSL Gas servicing compliance (% and Total number)
- 100% of fire risk assessments due
- 100% of asbestos re-inspections due

#### **Decent Homes**

- No. & % of stock that is decent

#### **New Homes**

- Number of new council homes against target

#### **Income Collection**

- General needs rent collection
- Leasehold major works & service charges
- Temporary accommodation rent collection
- Number and amount of current tenant arrears
- Number and amount of former tenant arrears

#### **Universal Credit**

- Total number of current Tenants in receipt of UC
- Total Number of UC tenants in arrears and the amount owing
- Total units available for HRA stock (general & Sheltered)
- Total units available for Temporary (PSL, HMO & AST) stock

- Total units available for Hostel stock
- **Property visits**
- Tenancy visits over a 2 year period
- Number of properties recovered from illegal occupants
- **Carelines**
- Total Number of Careline and Telecare users in Borough
- **Housing register and lettings**
- Total number of households on the housing register
- Number of social housing lettings
- % of lets made through direct allocation
- **Complaints and Members**
- Number of complaints
- % of complaints answered within target time
- Number of MEs
- % of MEs answered within target time
- % of complaints escalating from Stage 1 to Stage 2 (PROCESS)
- % of complaints escalating to Housing Ombudsman (PROCESS)
- **Empty Property Management**
- Average days relet time of minor voids
- Average days relet time of major voids
- Average number of empty properties
- Relets accepted at first viewing
- Satisfaction with property quality
- Number of major voids
- Of which: Active
- Of which: Non active refurbishment
- Of which: Non active disposal
- Of which: Non active demolition
- Of which: Non active non housing use
- Average void cost – minor, major and non-active

## **Planning**

- Percentage of major planning applications processed within 13 weeks or extended period as agreed with applicant
- Percentage of minor planning applications processed within 8 weeks or extended period as agreed with applicant
- Percentage of other planning applications processed within 8 weeks or extended period as agreed with applicant

## **Regeneration**

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