









	Quarter 1 2016/17
Not on Target	9
On Target	18
Not on Target but Improved	3
Baseline Information/No Targets/No Activity	14

Service	Performance Indicator	Performance Indicator Type	2015/16 Performance	Quarter 1 Target	Quarter 1 Performance	Trend	Traffic Light
<b>Asset, Development and Investment Committee</b>							
Asset and Procurement	Average SAP rating of dwellings	Key Performance Indicator	70.90	71.20	70.90	→	Red
Asset and Procurement	% of council housing stock with a current condition survey	Key Performance Indicator	11.0%	30.0%	11.18% (2,184 of 19,540)	↑	Yellow
Asset and Procurement	% of Council rented properties that are not decent	Key Performance Indicator	9.63%		9.63% (1,884 of 19,566)	→	Grey
Cyclical Maintenance	% of relevant properties that have had a gas service in the last 12 months	Key Performance Indicator	99.86%	100.0%	99.96% (17,938 of 17,946)	↑	Yellow
HomeRepairs	Appointments made as a percentage of appointable repair orders	Key Performance Indicator	99.44%	98.0%	99.32% (11,278 of 11,355)	→	Green
HomeRepairs	Appointments kept as a percentage of appointments made	Key Performance Indicator	96.18%	95.0%	96.59% (12,731 of 13,181)	↓	Green
HomeRepairs	% of emergency, urgent and routine repairs completed within timescale	Key Performance Indicator	97.51%	98.0%	98.39% (14,330 of 14,564)	↓	Green
HomeRepairs	% of tenants satisfied with the repair service	Key Performance Indicator	98.24%	95.0%	97.61% (1,997 of 2,046)	↑	Green
<b>Asset, Development and Investment Committee</b>							
Cyclical Maintenance	Overall satisfaction with the annual gas service	Service Standard	99.54%	98.50%	97.30% (108 of 111)	↓	Red
Investment	Tenants satisfied with improvements made to their home	Service Standard	98.01%	98.50%	97.78% (44 of 45)	↓	Red
<b>Customers and Communities Committee</b>							
Biennial Survey	% of customers satisfied that their views are taken into account	Key Performance Indicator	67.0%	74.0%	67.0% (1,530 of 2,270)	N/A	Red
Biennial Survey	% of customers satisfied that the rent and service charges paid are good value for the services received	Key Performance Indicator	84.0%	85.0%	84.0% (1,913 of 2,282)	N/A	Red
Biennial Survey	% of customers satisfied with opportunities to get involved and influence decisions made by the company	Key Performance Indicator	69.0%	73.0%	69.0% (1,562 of 2,265)	N/A	Red
Biennial Survey	% of customers satisfied with their home	Key Performance Indicator	88.0%	85.0%	88.0% (2,017 of 2,281)	N/A	Green
Biennial Survey	% of customers satisfied with the neighbourhood they live in	Key Performance Indicator	86.0%	85.0%	86.0% (1,963 of 2,278)	N/A	Green
Biennial Survey	% of customers satisfied with the overall housing services we offer	Key Performance Indicator	87.0%	85.0%	87.0% (1,984 of 2,268)	N/A	Green
Biennial Survey	% of leaseholders satisfied with the service they receive	Key Performance Indicator	62.0%	74.0%	62.0% (53 of 85)	N/A	Red
Adaptations	Average number of working days to install an adaptation	Key Performance Indicator			39.35	N/A	Grey
Armed Forces Community Outreach Service	% of clients satisfied with the service received from AFCOS	Key Performance Indicator				N/A	Grey
Health and Housing	Average number of working days to provide a medical priority award	Key Performance Indicator			27.56	N/A	Grey

Service	Performance Indicator	Performance Indicator Type	2015/16 Performance	Quarter 1 Target	Quarter 1 Performance	Trend	Traffic Light
Homeless	Number of households accepted as homeless	Key Performance Indicator			57	N/A	
Homeless	Number of households prevented from becoming homeless	Key Performance Indicator			1,074	N/A	
Housing and Independent Living Outreach Service	% of clients satisfied with the service received from HAILOS	Key Performance Indicator				N/A	
Single Gateway	% of clients satisfied with the service received from Single Gateway	Key Performance Indicator				N/A	
<b>Customers and Communities Committee</b>							
Anti Social Behaviour and Managing Tenancies	% of ASB cases responded to & investigations begun in timescale (24 hrs - high priority, 5 working days - other cases)	Service Standard	98.50%	97.0%	99.20% (374 of 377)	↑	
Anti Social Behaviour and Managing Tenancies	% of ASB cases that are resolved without the need for legal action	Service Standard	94.80%	94.50%	95.92% (400 of 417)	↑	
Communal Areas and Multi Storey Blocks	% of customers satisfied with the caretaking service	Service Standard	96.0%	96.0%		N/A	
Communal Areas and Multi Storey Blocks	% of customers satisfied with the concierge service	Service Standard	87.0%	87.0%		N/A	
Communal Areas and Multi Storey Blocks	% of inspections carried out in multi storey blocks cleaned by caretakers that meet the published service standard	Service Standard	94.0%	93.0%	100.0% (14 of 14)	↑	
Customer Service	% of complaints responded to within 10 working days	Service Standard	92.60%	87.0%	100.0% (38 of 38)	↑	
Customer Service	% of customers satisfied with communication throughout the investigation of their complaint	Service Standard	67.0%	75.0%	73.68% (14 of 19)	↑	
Customer Service	% of those making a complaint satisfied with the investigation of the complaint	Service Standard	62.50%	63.50%	57.89% (11 of 19)	↓	
Estate	% of tenants satisfied with the quality & frequency of garden tidy visits	Service Standard	88.0%	91.0%		N/A	
Lettings	We will register and update your application within 10 working days	Service Standard	96.24%	95.50%	98.31% (1,225 of 1,246)	↑	
Rent and Income	Satisfaction with the advice we give on rent or on debt	Service Standard	91.0%	90.0%		N/A	
Rent and Income	We will contact tenants in 1 week to offer money & debt advice when notified of tenants in receipt of Universal Credit (UC)	Service Standard	99.0%	98.0%	96.0% (49 of 51)	↓	
<b>Resources Committee</b>							
Human Resources	% of employees satisfied with TGHC as an employer	Key Performance Indicator	77.0%	74.0%		N/A	
Human Resources	The number of working days lost due to sickness	Key Performance Indicator	10.29	8.0		N/A	
Leasehold Services	Major Works charges collected as a percentage of major works charges due	Key Performance Indicator	97.83%	26.0%	27.79% (£11,643 of £41,891)	N/A	
Leasehold Services	Service charges collected as a percentage of service charges due	Key Performance Indicator	102.76%	32.0%	35.29% (£175,273 of £496,689)	N/A	
Rent and Income	% of rent collected	Key Performance Indicator	99.81%	98.0%	100.56% (£22,806,634 of £22,679,337)	↓	
Rent and Income	Rent arrears of current tenants as a percentage of the authority's rent roll	Key Performance Indicator	2.45%	3.0%	2.58% (£2,312,994 of £89,538,203)	↑	
Rent and Income	Former tenant arrears as a percentage of rent owed	Key Performance Indicator	1.38%	2.0%	1.54% (£1,376,747 of £89,538,203)	↓	
Void properties	Rent lost through Council houses being empty	Key Performance Indicator	2.16%	2.50%	2.33% (£542,450 of £23,279,933)	↓	