Housing management Local Performance Indicators

Key

RAG ratings

At or above target	
Within 5% of target	
Below target by 5% or more	

Categories

Local Performance Indicator	LPI
Tracker (non-evaluative measure)	Tracker

Type	No.	Theme	Indicator	Target	Reporting Frequency	Current Performance/ number	Trend	Previous Performance								Comments
								2020				2021				
								Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
LPI	1	Customer Service	% of enquiries responded to within 3 days	100%	Monthly	100%	↔	100%	100%							
Tracker	2	Customer Service	Number of complaints received	N/A	Monthly	1		0	0							
LPI	3	Customer Service	% of complaints upheld at stage 1 or 2	20%	Monthly	0%	↔	0	0							
LPI	4	Customer Service	% of complaints resolved at stage 1	100%	Monthly	100%	↔	0	0							
LPI	5	Customer Service	Number of complaints escalated to Housing Omdusdman	0	Monthly	0	↔	0	0							
LPI	6	Tenancy Management	% of new tenants visited within 6 weeks of tenancy start date	100%	Monthly	N/A	↔	N/A	N/A							No new lettings in monitoring period
LPI	7	Tenancy Management	Number of tenancy audits completed	35 p.a.	Monthly	N/A	↔	0	0							Suspended due to lockdown etc. - desktop/phone checks will now be rolled into manor customer-profiling exercise in Q4
Tracker	8	Tenancy Management	Number of evictions on grounds other than rent arrears	N/A	Monthly	0		0%	0							
Tracker	9	Tenancy Management	Number of new cases of ASB reported	N/A	Monthly	1										
LPI	10	Tenancy Management	% of ASB cases successfully resolved	80%	Monthly	91.30%	↑	100%	85.71%							
LPI	11	Tenancy Management	% of ASB complainants satisfied with case handling	80%	Monthly	N/A	↔	N/A	N/A							
LPI	12	Resident Engagement	Number of positive outcomes achieved through resident engagement activities	50	Monthly	N/A	↔	N/A	N/A							
LPI	13	Income Management	% of tenants over 8 weeks in arrears	10%	Monthly	8.57%	↑	10%	8.57%							
Tacker	14	Income Management	Number of tenants claiming Housing Benefit/Universal Credit	N/A	Monthly	50		49								
Tracker	15	Income Management	Number of tenants claiming UC on direct payments (APA)	N/A	Monthly	12		8								
Tracker	16	Income Management	% of rent overall roll payable through benefits	N/A	Monthly	68%		65%								
LPI	17	Lettings	Revenue loss from void periods	0.5%	Monthly	0%	↔	0%	0%							
Tracker	18	Repairs	Number of repairs reported	N/A	Monthly	10		22								
LPI	19	Repairs	% of emergency and urgent repairs completed on time (24 hrs./3 days)	100%	Monthly	100%	↔	100%	100%							
LPI	20	Repairs	% of routine repairs completed within 10 days	95%	Monthly	100%	↑	100%								
LPI	21	Repairs	% of residents satisfied with repairs/quality of home	85%	6-monthly	100%	↔	100%	100%							Collected from Linton's, not from bi-annual satisfaction survey.
LPI	22	Repairs	Average cost of completed repairs	=/below Ldn RP av.	Monthly	£139.47	↓	£147.47	£143.23							
LPI	23	Estate management	Number of estate inspections completed p.a.	6	Monthly	1	↔	0	0							Suspended due to lockdown from April-September.
LPI	24	Estate management	% of residents satisfied with cleaning service	80%	6-monthly	N/A	↔	N/A	N/A							
LPI	25	Compliance	Actions outstanding from FRAs	2%	Monthly	0	↔	0	0							
LPI	25	Compliance	Valid LOLER certificates	100%	Monthly	100%	↔	100%	100%							