

## Blackpool Coastal Housing - Key Performance Indicator Dashboard

Outcome	Indicators	2018/19	2019/20			Target 2019/20	Commentary
			Q1	Q2	Q3		
<b>Provide quality affordable homes for Blackpool residents</b>	Overall satisfaction of tenants with the quality of their home	N/A	85%	Bi-Annual		N/A	This comes from the STAR survey and this is completed every 2 years.
	Satisfaction with repairs	99.3%	98.84%	97.95%	98.22%	98%	
	Emergency repairs completed on time	99.7%	99.73%	99.87%	99.61%	99.7%	This has slightly dipped in this quarter but we have a challenging target and we expect to hit it at year end.
	Turnover - proportion of housing stock re-let in the previous 12 months	8.89%	8.09%	8.23%	7.76%	8%	We have had challenges with voids from the end of last year and the beginning of this year. We have re-engineered part of the service and the benefits are starting to come through.
	Disabled Facility Grant (pilot scheme) – average number of days to complete	164	224	173	151	250	Proportion is variable month to month.
<b>Improved community stability</b>	Number of residents supported into jobs through the More Positive Together project	75	97	133	154	62	Target set by Active Lancashire.

Key: ■ Positive ■ Negative ■ Little or no change ■ No Data

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			Q1	Q2	Q3		
Company financial indicator	Percentage of empty properties not available for letting, excluding planned development activity	0.36%	0.58%	0.47%	0.89%	0.8%	We are holding more properties at major works as they have two or more component defects.
	Percentage of empty properties not available for letting due to planned development activity	1.82%	1.83%	0.74%	0.87%	1.5%	This has fallen due to the Troutbeck development being handed over to the contractor for disposal.
	Current tenant arrears as % of collectable rent	1.79% (£318,320)	2.19% (£428,290)	1.97% (£370,329)	1.96% (£354,855)	2% (£391,640)	This is as expected. It follows the same trend as previous years.
	Working balance <sup>#</sup>	£990,000	Annual				

**Data Notes:**

<sup>#</sup> For monitoring purposes only.

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