

Blackpool Coastal Housing - Key Performance Indicator Dashboard

Outcome	Indicators	2020/21	2021/22				Outturn 2021/22	Target 2021/22	Commentary
			Q1	Q2	Q3	Q4			
Provide quality affordable homes for Blackpool residents	Overall satisfaction of tenants with the quality of their home	N/A	<i>Biennial</i>				N/A	85%	Data derived from the STAR survey, which is undertaken every 2 years. Next STAR will be undertaken in Jan 22
	Satisfaction with repairs	98.72%	98.36%	97.30%				98%	We haven't received as many replies to satisfaction surveys as previous years and this has led to a dip in performance. This should be rectified by year end.
	Emergency repairs completed on time	99.79%	99.89%	99.83%				99.70%	This indicator is monitored monthly and continues to perform at a high level.
	Turnover - proportion of housing stock re-let in the previous 12 months	7.14%	8.24%	7.61%				8.00%	There is a backlog of voids at the moment and when these are complete turnover will increase.
	Disabled Facility Grant (pilot scheme) – average number of days to complete							N/A	We do not hold data for this indicator at the moment. The service is due to go through a service review in the next couple of months and this will be addressed then.





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

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Improved community stability	Number of customers supported into jobs or onto job search through the More Positive Together Team	28	22	35				65	Target set by BCH now as we have taken over this service from Active Lancashire. This is the target for the year now not the entire programme. The team are recovering from the socio-economic implications of COVID-19.
Company financial indicator	Percentage of empty properties not available for letting, excluding planned development activity	1.06%	1.39%	1.36%				1.00%	We are completing more work during the void period on asbestos, damp, structural and new kitchen and bathrooms. This is making the amount of void properties unavailable to let high.
	Percentage of empty properties not available for letting due to planned development activity	0.64%	0.68%	0.88%				1.00%	This is partly due to properties at Dunsop Court being held whilst they have been updated. We also have some properties in management held awaiting decisions on what to do with them.
	Current tenant arrears as % of collectable rent	1.93%	1.93%	1.96%				1.90%	Current Tenant arrears still performs at a high level and is following the same pattern as previous years due to the 4 rent free weeks. The last rent free week is on the last week of the financial year and we expect to hit target on this indicator then.
	Working balance [#]		Annual						

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Data Notes:

For monitoring purposes only.

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