Appendix C The Mayor's Business Plan 2022-26

Request to remove or add an indicator from performance reporting or make amendments to an existing indicator.

Request to remove an indicator	
Ref:	**M68**
Indicator title:	**Number of cases where homelessness was relieved**
Mayor's plan outcome:	Croydon is a cleaner, safer and healthier place, a borough we're proud to call home.
Mayor's plan priority:	Invest in council homes to drive up standards and develop a more responsive and effective housing service.
Directorate:	**Housing** - Homelessness and Temporary Accommodation
Date the indicator should be removed from:	August 2024
Rationale for removing the indicator from performance reporting: For this indicator, at the point of being a 'case where homelessness has been relieved', the case will already have reached crisis-point and in nearly all cases the household will already be in temporary accommodation. There are therefore no explicit controls at this stage and the focus of homelessness prevention before this point is addressed in M67 (Number of homeless cases prevented).	

Request to amend an existing indicator	
Ref: (if new leave blank)	**M64**
Indicator title:	**Total households in temporary accommodation**
Mayor's plan outcome:	Croydon is a cleaner, safer and healthier place, a borough we're proud to call home.
Mayor's plan priority:	Invest in council homes to drive up standards and develop a more responsive and effective housing service.
Directorate:	**Housing** - Homelessness and Temporary Accommodation
Calculation methodology:	Count of number of current temporary accommodation tenancies in NEC (Housing Management IT System) as at the end of each month e.g. 31st Dec 2023 (snapshot position at the end of each month).
Polarity:	Smaller is better
Frequency:	Monthly
Annual target:	2,400
Monthly target (if profiled):	
Date the indicator should be added from / indicator should be amended from:	August 2024

Rationale for making amendments to an existing indicator – for example, changing a target, amending the calculation methodology:

This is a demand-led service and the context for this indicator are rising homelessness pressures both nationally and, most seriously, in London. This pressure is driven mostly by actions and pressures in the private-rental sector such no-fault evictions and unaffordable rent-rises.

It is proposed that the target for this indicator is removed, bringing it into line with most London Authorities, but that the indicator continues to be tracked and reported to help Housing and the wider Council continue to assess appropriate responses to alleviate budget implications.

Request to amend an existing indicator	
Ref: (if new leave blank)	**M65**
Indicator title:	**Number of temporary accommodation households that are in nightly let**
Mayor's plan outcome:	Croydon is a cleaner, safer and healthier place, a borough we're proud to call home.
Mayor's plan priority:	Invest in council homes to drive up standards and develop a more responsive and effective housing service.
Directorate:	**Housing** - Homelessness and Temporary Accommodation
Polarity:	Smaller is better
Frequency:	Monthly
Annual target:	800
Monthly target (if profiled):	
Date the indicator should be added from / indicator should be amended from:	August 2024

Rationale for making amendments to an existing indicator – for example, changing a target, amending the calculation methodology:

This is a demand-led service and the context for this indicator are rising homelessness pressures both nationally and, most seriously, in London.

This pressure on more nightly let accommodation as opposed to longer leases a is driven by market trends and market forces as local authorities compete for any available temporary accommodation to meet surging demand.

It is proposed that the **target** for this indicator is removed, bringing it into line with most London Authorities, but that the indicator continues to be tracked and reported to help Housing and the wider Council continue to assess appropriate responses to alleviate budget implications.

Request to amend an existing indicator	
Ref: (new leave blank)	M10a
Indicator title:	Average council contact centre wait time (responsive repairs call centre only)
Mayor's plan outcome:	Croydon is a cleaner, safer and healthier place, a borough we're proud to call home.
Mayor's plan priority:	Invest in council homes to drive standards and develop a more responsive and effective housing service.
Directorate:	Housing
Calculation methodology:	
Polarity:	Bigger is better
Frequency:	Monthly
Annual target:	20 seconds
Monthly target (if profiled):	
Date the indicator should be amended from:	August 2024

Rationale for making amendments to an existing indicator – for example, changing a target, amending the calculation methodology

Currently this indicator measures speed of answering only. The Contact Centre is keen to improve the quality of the service. That means having staff who do answer calls promptly but also are knowledgeable about the repairs service, can ask the right questions to ensure the contractor can deal with the issue promptly and right first time, and are courteous and respectful at all times.

To measure this, we are introducing a Call Quality Indicator (with a series of 20 questions to measure quality) which will be completed by Team Leaders and the Contact Centre Manager listening into random calls. The average checks per customer service advisor will be five calls per month.

This approach will provide data on current call quality and will be used to improve individual's skills.

Proposed cumulative targets are:
90% - Excellent Service
85% - Good Service – Keep improving
80% - Acceptable – Room for improvement
<70% - Unacceptable – Work needed

Request to amend an existing indicator	
Ref: (if new leave blank)	**M83**
Indicator title:	**% of responsive repairs completed within target times**
Mayor's plan outcome:	Croydon is a cleaner, safer and healthier place, a borough we're proud to call home.
Mayor's plan priority:	Invest in council homes to drive standards and develop a more responsive and effective housing service.
Directorate:	Housing
Calculation methodology:	
Polarity:	Bigger is better
Frequency:	Monthly
Annual target:	N/A No target
Monthly target (if profiled):	
Date the indicator should be added from / indicator should be amended from:	August 2024

Rationale for making amendments to an existing indicator – for example, changing a target, amending the calculation methodology.
It is proposed that the current indicator *'% of responsive repairs completed within target times'* is split between Routine Repairs and Emergency Repairs.

This is the industry standard and is a more transparent way of reporting on repairs performance.

This would enable, for the first time, benchmarking nationally and with the London peer group of our performance on repairs completed within target times.

Indicator targets are proposed as:

Emergency Repairs – 99% completions on time

Routine Repairs – 93% completions on time