

| Latest Update: SEPTEMBER 2021 | | KEY | | CROYDON CORPORATE PERFORMANCE FRAMEWORK | | | | | CROYDON www.croydon.gov.uk | | | |
|-------------------------------------|-----------|-------------|-----------|---|--------------------|----------------------|------------------|-----------------|-------------------------------|--------------|-----------------|---------------------------------|
| | | Red | Amber | Green | Data but no target | No data | ↑ Getting better | ↓ Getting worse | ↔ Same | | | |
| REF. | INDICATOR | LATEST DATA | | | | | | PREVIOUS DATA | | BENCHMARKING | | COMMENTS ON CURRENT PERFORMANCE |
| | | Frequency | Timeframe | Target | Croydon position | Change from previous | RAG | Timeframe | Croydon position | Timeframe | London position | |

HOUSING

HOMELESSNESS

| | | | | | | | | | | | | |
|--------|--|---------|--------|------------|-------------|---|-----|--------|-------------|--|------------------------------|--|
| HOU 01 | Number of Homeless Applications Made | Monthly | Sep-21 | N/A | 225 | | N/A | Aug-21 | 201 | | No comparable data available | |
| HOU 02 | Percent of homelessness cases prevented | Monthly | Sep-21 | 25.0% | 42.0% | ↔ | | Aug-21 | 42.0% | | No comparable data available | |
| HOU 03 | Percent of homelessness cases relieved | Monthly | Sep-21 | 25.0% | 28.5% | ↑ | | Aug-21 | 27.0% | | No comparable data available | |
| HOU 04 | Number of homelessness cases assisted by intervention | Monthly | Sep-21 | 10 | 13 | ↓ | | Aug-21 | 16 | | No comparable data available | |
| HOU 06 | Total households in Temporary accommodation | Monthly | Sep-21 | 2400 | 2161 | ↑ | | Aug-21 | 2223 | | No comparable data available | |
| HOU 13 | DHP – no. of residents supports | Monthly | Sep-21 | 333 | 526 | ↑ | | Aug-21 | 472 | | No comparable data available | |
| HOU 14 | Amount of cost avoidance on homeless prevention achieved | Monthly | Sep-21 | £1,666,667 | £2,578,500 | ↑ | | Aug-21 | £2,281,500 | | No comparable data available | |
| HOU 15 | EA/TA – total debt collected | Monthly | Sep-21 | £8,976,166 | £13,570,640 | ↑ | | Aug-21 | £11,444,820 | | No comparable data available | |
| HOU 16 | EA/TA – total debt collection rate | Monthly | Sep-21 | 95% | 92% | ↓ | | Aug-21 | 93.32% | | No comparable data available | |
| HOU 17 | NRPF – total cases supported | Monthly | Sep-21 | 85 | 72 | ↑ | | Aug-21 | 76 | | No comparable data available | |
| HOU 18 | NRPF – total cases supported budget spend to date | Monthly | Sep-21 | £873,000 | £814,192 | ↓ | | Aug-21 | £719,160 | | No comparable data available | |

COUNCIL RESIDENT SATISFACTION SURVEY

| | | | | | | | | | | | | |
|--------|---|-----------|------------|--------|--------|---|--|------------|--------|------------|--------|---|
| HOU 19 | % who are very or fairly satisfied with the overall quality of your home | Quarterly | Q3 2020/21 | 68.94% | 66.48% | ↓ | | Q2 2020/21 | 68.94% | Q3 2020/21 | 68.94% | Our target at present is to get to London average level. However, the data is pre Ark report so we are currently assessing what our baseline is. Targets will be reset and agreed with tenancy and leaseholder panel and housing improvement board. |
| HOU 20 | % who are very or fairly satisfied with the way Croydon Council deals with repairs and maintenance | Quarterly | Q3 2020/21 | 60.32% | 62.29% | ↑ | | Q2 2020/21 | 60.32% | Q3 2020/21 | 60.32% | Our target at present is to get to London average level. However, the data is pre Ark report so we are currently assessing what our baseline is. Targets will be reset and agreed with tenancy and leaseholder panel and housing improvement board. |
| HOU 21 | % who are very or fairly satisfied that Housing services are easy to deal with | Quarterly | Q3 2020/21 | 65.00% | 63.43% | ↓ | | Q2 2020/21 | 65.00% | Q3 2020/21 | 65.00% | Our target at present is to get to London average level. However, the data is pre Ark report so we are currently assessing what our baseline is. Targets will be reset and agreed with tenancy and leaseholder panel and housing improvement board. |
| HOU 22 | % who are very or fairly satisfied that Croydon Council listens to your views and acts upon them | Quarterly | Q3 2020/21 | 52.57% | 53.64% | ↑ | | Q2 2020/21 | 52.57% | Q3 2020/21 | 52.57% | Our target at present is to get to London average level. However, the data is pre Ark report so we are currently assessing what our baseline is. Targets will be reset and agreed with tenancy and leaseholder panel and housing improvement board. |
| HOU 23 | % who are very or fairly satisfied that Housing services gives you the opportunity to make your views known | Quarterly | Q3 2020/21 | 48.00% | 50.15% | ↑ | | Q2 2020/21 | 48.00% | Q3 2020/21 | 48.00% | Our target at present is to get to London average level. However, the data is pre Ark report so we are currently assessing what our baseline is. Targets will be reset and agreed with tenancy and leaseholder panel and housing improvement board. |

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| | | Green | ↔ Same | | | | | | | | | |
| | | Data but no target | | | | | | | | | | |
| | | No data | | | | | | | | | | |
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REPAIRS

| | | | | | | | | | | | | |
|---------|--|---------|--------|------|--------|---|-------|--------|--------|--|------------------------------|--|
| HOU 24 | Number of lift entrapments | Monthly | Sep-21 | 0 | 1 | ↓ | Red | Aug-21 | 2 | | No comparable data available | Allington Court;18/09 No passenger in lift on arrival. lift at ground floor again not opening doors. intermittent door fault. left lift off for further investigation to prevent any further trapping. 20/09: follow up night service operator found door operator bracket stop cracked intermittently operating both open and close limits causing lift to shut down. New part ordered 23/09: Follow up fitted new OTIS door. |
| HOU 25 | Lifts - compliancy rate (statutory insurance inspections) | Monthly | Sep-21 | 100% | 100% | ↔ | Green | Aug-21 | 100% | | No comparable data available | All Annual inspections in date |
| HOU 26 | Lifts - compliancy with statutory inspection regime (category A) | Monthly | Sep-21 | 100% | 100% | ↔ | Green | Aug-21 | 100% | | No comparable data available | All Monthly inspections completed on time |
| HOU 50 | Number of domestic properties | Monthly | Sep-21 | N/A | 13,347 | | N/A | Aug-21 | 13,347 | | No comparable data available | No change in current stock numbers |
| HOU 27 | Number of domestic properties without valid LGSR (1-4 amber) | Monthly | Sep-21 | N/A | 52 | | N/A | Aug-21 | 36 | | No comparable data available | Void overdue - 52, Voids with Appointments - 30, Warrants Req during 2020/2021 - 7, Forced Entries booked in - 15, Appointments to be booked - 2 |
| HOU 28 | % Domestic properties with valid Landlords Gas Safety Certificate (LGSR) | Monthly | Sep-21 | 100% | 99.6 | ↓ | Amber | Aug-21 | 99.7% | | No comparable data available | Void overdue - 52, Voids with Appointments - 30, Warrants Req during 2020/2021 - 7, Forced Entries booked in - 15, Appointments to be booked - 2 |
| HOU 29 | Number of communal properties without valid LGSR | Monthly | Sep-21 | N/A | 0 | | N/A | Aug-21 | 101 | | No comparable data available | Work currently ongoing to confirm list of communal gas facilities. This may move in next month as new assets added to list |
| HOU 30 | % Communal properties with valid Landlords Gas Safety Certificate (LGSR) | Monthly | Sep-21 | 100% | 100% | ↔ | Green | Aug-21 | 100% | | No comparable data available | All Communal facilities have LGSR forms |
| HOU 31 | Water Hygiene inspections completed | Monthly | Sep-21 | N/A | 27 | | N/A | Aug-21 | 48 | | No comparable data available | All inspections booked in this month have been completed |
| HOU 32 | Water Hygiene inspection, % completed in target | Monthly | Sep-21 | 100% | 100% | ↔ | Green | Aug-21 | 100% | | No comparable data available | All inspections booked in this month have been completed |
| HOU 36 | Fire Risk Assessment (FRA) required | Monthly | Sep-21 | N/A | 753 | | N/A | Aug-21 | 753 | | No comparable data available | No new properties in the portfolio |
| HOU 37 | Number of FRA completed | Monthly | Sep-21 | N/A | 751 | | N/A | Aug-21 | 752 | | No comparable data available | 2 outstanding FRAS both booked for next 7 days |
| HOU 38 | % FRA completed in target | Monthly | Sep-21 | 100% | 99.73% | ↓ | Amber | Aug-21 | 99.87% | | No comparable data available | 2 outstanding FRAS both booked for next 7 days |
| HOU 39 | Responsive repairs logged in month | Monthly | Aug-21 | N/A | 4,845 | | N/A | Jul-21 | 7,232 | | No comparable data available | |
| HOU 40 | Responsive repairs completed in month | Monthly | Aug-21 | N/A | 3,802 | | N/A | Jul-21 | 6,385 | | No comparable data available | |
| HOU 41a | % of Responsive Repairs on time (GB) Combined Immediate & Out of hours - P0 & P00 (2 hours) | Monthly | Aug-21 | 100% | 100% | ↔ | Green | Jul-21 | 100% | | No comparable data available | |
| HOU 41b | % of Responsive Repairs on time (GB) Emergency-P1 (1 day) | Monthly | Aug-21 | 100% | 99.7% | ↓ | Amber | Jul-21 | 100% | | No comparable data available | |

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| HOU 41c | % of Responsive Repairs on time (GB) Urgent- P2 (3 Days) | Monthly | Aug-21 | 99% | 57.5% | ↑ | ■ | Jul-21 | 39% | | No comparable data available | Performance is being address actively through reset contract management and improvement planning. | |
| HOU 41d | % of Responsive Repairs on time (GB) Routine- P15 (15 days) | Monthly | Aug-21 | 98% | 65.6% | ↓ | ■ | Jul-21 | 61% | | No comparable data available | Performance is being address actively through reset contract management and improvement planning. | |
| HOU 41e | % of Responsive Repairs on time (GB) Major- P16 (60 days) | Monthly | Aug-21 | 99% | 81.5% | ↑ | ■ | Jul-21 | 79% | | No comparable data available | Performance is being address actively through reset contract management and improvement planning. | |
| HOU 41f | % repairs (GB) completed on First visit | Monthly | Aug-21 | 94% | 95.2% | ↑ | ■ | Jul-21 | 95% | | No comparable data available | | |
| HOU 42a | % of Responsive Repairs on time (GAS) Combined Immediate & Out of hours - P0 & P00 (2 hours) | Monthly | Aug-21 | 100% | 100% | ↔ | ■ | Jul-21 | 100% | | No comparable data available | | |
| HOU 42b | % of Responsive Repairs on time (GAS) Emergency-P1 (1 day) | Monthly | Aug-21 | 100% | 100% | ↔ | ■ | Jul-21 | 100% | | No comparable data available | | |
| HOU 42c | % of Responsive Repairs on time (GAS) Urgent- P2 (3 Days) | Monthly | Aug-21 | 100% | 98.9% | ↓ | ■ | Jul-21 | 100% | | No comparable data available | Current performance is below target. Axis providing action plan to recover performance. | |
| HOU 42d | % of Responsive Repairs on time (GAS) Routine- P15 (15 days) | Monthly | Aug-21 | 100% | 100% | ↔ | ■ | Jul-21 | 100% | | No comparable data available | | |
| HOU 42e | % of Responsive Repairs on time (GAS) Major- P16 (60 days) | Monthly | Aug-21 | 100% | N/A | | N/A | Jul-21 | N/A | | No comparable data available | | |
| HOU 42f | % repairs (GAS) completed on First visit | Monthly | Aug-21 | 96% | 90.7% | ↓ | ■ | Jul-21 | 95% | | No comparable data available | Current performance is below target. Axis providing action plan to recover performance. | |
| HOU 45 | Number of incoming calls received to Customer Contact Centre | Monthly | Aug-21 | N/A | 9,128 | | N/A | Jul-21 | 9,812 | | No comparable data available | | |
| HOU 46 | % calls answered by Axis Contact Centre | Monthly | Aug-21 | 95% | 93.4% | ↑ | ■ | Jul-21 | 93% | | No comparable data available | Current performance is below target. Axis providing action plan to recover performance. | |
| HOU 47 | Number of Voids Repiars completed in month | Monthly | Aug-21 | N/A | 38 | | N/A | Jul-21 | 49 | | No comparable data available | | |
| HOU 48 | Average Time taken (Days) to complete Void Repairs (FROM handed over to Axis TO PI pass date for qualifying voids) | Monthly | Aug-21 | 10 | 25 | ↓ | ■ | Jul-21 | 21 | | No comparable data available | Void performance is being reviewed as part of the Axis improvement plan. | |
| HOU 49 | Volume of leaks | Monthly | Sep-21 | | 615 | | ■ | Jul-21 | 675 | | No comparable data available | | |

HOUSING INCOME

| | | | | | | | | | | | | |
|--------|--|---------|-------------|-----|------------|--|-----|--|--|--|--|--|
| HOU 49 | Total rent due (inc arrears brought forward) | Monthly | Apr-Sept 21 | N/A | 41,453,489 | | N/A | | | | | |
| HOU 51 | Total rent collected (inc arrears brought forward) | Monthly | Apr-Sept 21 | N/A | 38,456,780 | | N/A | | | | | |

