

**Strategic Measures**

Strategic Dashboard								
Purpose	Function	Measures Description	Contact	Data Source	Update Schedule	Type	Frequency	Last Updated
	Arrears	#LA rent accounts in arrears (all arrears)	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	04/18/- no comments
	Arrears	Total amount of rent arrears	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	04/18/- no comments
	Arrears	% of rent collected	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
	Arrears	# LA rent accounts in Technical arrears	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
	Arrears	Balance rent accounts in Technical arrears	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
	Voids	Average key to key turnaround time	Emma Cartwright/ Ian Roberts/ Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	04/18
	Voids	Total number of voids at anytime	Ian Roberts	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
	Voids	Income lost through voids (Rent loss & Council Tax)	Emma Cartwright/ Ian Roberts/ Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
	Voids	Average cost of void property	Ian Roberts	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
	Homelessness	# HRA approaches	Brenda Holden	Jigsaw/PRAH	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
	Homelessness	# Accepted duty	Brenda Holden	Jigsaw/PRAH	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
	Homelessness	# Relieved duty	Brenda Holden	Jigsaw/PRAH	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
	Homelessness	# Homelessness preventions	Brenda Holden	Jigsaw/PRAH	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
	Gas Service	# Properties overdue at time of service	Tom Higgins		By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
	Right to Buy	# Of properties sold each month – split into by house, flat, area of bedrooms	Emma Cartwright	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New

**Operational Measures**

Operational Dashboard								
Opp	Homelessness	# Households joining the household register	Brenda Holden	Jigsaw/PRAH	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Homelessness	# Households placed in bed & breakfast	Brenda Holden	Jigsaw/PRAH	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Homelessness	# Out of hours bed & breakfast placements	Brenda Holden	Jigsaw/PRAH	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Homelessness	# Out of hours emergency calls (Homeless)	Brenda Holden	Jigsaw/PRAH	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Waiting List	# register applications joining the housing register	Brenda Holden	Jigsaw/PRAH	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Waiting List	# transfer applications joining the housing register	Brenda Holden	Jigsaw/PRAH	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Homelessness	Length of time in temporary accommodation	Brenda Holden	Jigsaw/PRAH	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Voids	Recall of voids within 6 weeks	Ian Roberts	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Voids	Average time for keys from maintenance to let (days)	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Voids	Average time from keys raised to void team to FFL (days)	Ian Roberts	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
Opp	Tenancy (Rent arrears)	# Evictions (number)	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Equipment and Adapts	# People requesting home adaptations	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	R&M	Average time taken to complete building and fencing repairs (days)	Ian Roberts	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	R&M	Average time taken to complete carpentry repairs (days)	Ian Roberts	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	R&M	Average time taken to complete mould and plastering repairs (days)	Ian Roberts	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	R&M	Average time taken to complete plumbing repairs (days)	Ian Roberts	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	R&M	Average time taken to complete response repairs (days)	Ian Roberts	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	

## Appendix 2

Opp	R&M	Average time taken to complete UPVC repairs (days)	Ian Roberts	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Gas Service	# Scheduled services by attempted access	Tom Higgins		By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Gas Service	Total # serviced (week)	Tom Higgins		By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Gas Service	Total number serviced	Tom Higgins		By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Gas Service	Total scheduled appointments	Tom Higgins		By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Gas Service	# properties to court to gain access	Tom Higgins		By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Gas Service	# service repairs	Tom Higgins		By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Gas Service	# gas installations	Tom Higgins		By 10 <sup>th</sup> of each month	Capability Chart	Monthly	
Opp	Statutory Inspections / Compliance	Electrical	Jas Sidhu		By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
Opp	Statutory Inspections / Compliance	Fire Risk Assessments	Jas Sidhu		By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
Opp	Statutory Inspections / Compliance	Asbestos	Jas Sidhu		By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
Opp	Statutory Inspections / Compliance	Legionella	Jas Sidhu		By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
Opp	Statutory Inspections / Compliance	Gas	Jas Sidhu		By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
Opp	Right to Buy	End to end time for property to be sold ( can split into areas reflecting statutory timescales and handover to legal to purchase)	Emma Cartwright	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
Opp	Right to Buy	# of Right to Buys in progress (can be split into house, flat, area, # of bedrooms)	Emma Cartwright	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New
Opp	Right to Buy	# of Right to Buys – denied, withdrawn and why at what point	Emma Cartwright	Saffron	By 10 <sup>th</sup> of each month	Capability Chart	Monthly	New

**Appendix 2**

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Opp	Arrears	Total amount of LA arrears by Locality	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability	Monthly	New
Opp	Arrears	# LA Accounts in arrears by Locality	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability	Monthly	New
Opp	Arrears	# LA Universal credit households in arrears	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability	Monthly	New
Opp	Arrears	# LA universal credit households in arrears by locality	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability	Monthly	New
Opp	Arrears	Balance of LA Universal Credit households in arrears	Jayne Baylis	Saffron	By 10 <sup>th</sup> each month	Capability	Monthly	New
Opp	Arrears	Balance of LA universal credit households in arrears by locality	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability	Monthly	New
Opp	Arrears	# Universal Credit households in arrears 0-6 weeks rent	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability	Monthly	New
Opp	Arrears	# Universal credit household in arrears 0-6 weeks by locality	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability	Monthly	New
Opp	Arrears	# Universal credit households in arrears >6 weeks rent	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability	Monthly	New
Opp	Arrears	# Universal credit households in arrears >6 weeks rent by locality	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability	Monthly	New
Opp	Arrears	Balance Universal credit households in arrears 0-6 weeks rent	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability	Monthly	New
Opp	Arrears	Balance Universal credit households in arrears 0-6 weeks rent by locality	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability	Monthly	New
Opp	Arrears	Balance Universal credit household in arrears > 6 weeks rent	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability	Monthly	New
Opp	Arrears	Balance Universal credit households in arrears > 6 weeks rent by locality	Jayne Baylis	Saffron	By 10 <sup>th</sup> of each month	Capability	Monthly	New