

Appendix B: Key Performance Indicators 2022/23

Key Performance Requirement 2021/2022		Performance across Contracted Lots
1	80% of cases owed a Prevention Duty to result in homelessness being prevented	Lots 1, 2 & 3
2	40% of cases owed a Relief Duty to result in homelessness being relieved	Lots 1, 2 & 3
3	80% of Main Duty cases decided within 15 days of Relief Duty coming to an end. Exception report to be provided for those not meeting the target.	Lots 1, 2 & 4
4	80% of reviews to be completed within 56 days. Exception report to be provided for those not meeting the target.	Lot 3
5	95%+ successful compliance rate for H-CLIC returns (errors not warnings) submitted 7 days prior to quarter end deadline.	Lots 1, 2, 3 & 4
6	90% of initial assessments completed within 5 working days of homeless application being submitted	Lots 2 & 3
7	95% data quality compliance, the following fields on HOPE to be completed with a specified reason (Not including other/not recorded/blank) <ul style="list-style-type: none"> ● H-CLIC 1.15 Main reason for loss of settled home ● H-CLIC 1.10 Current employment status for applicant ● H-CLIC 1.13 Tenure ● H-CLIC 1.14 Last settled accommodation type ● H-CLIC 3.2 Support needs 	Lots 1, 2, 3 & 4
8	Increase positive homeless preventions by 23% - Target of >64 preventions per month	Lots 1, 2 & 3
9	Target of <28 acceptances per month	Lots 1, 2 & 3
10	85% of calls resolved by the Contact Centre.	Lot 1
11	90% of all calls to be answered	Lot 1
12	100% of calls to be answered within 20 mins (Exception report)	Lot 1
13	100% of stage 1 complaints to be responded within 10 working days of it being received on icasework (Exception report)	Lot 3
14	100% of members enquiries responded within 5 working days of it being received on icasework (Exception report)	Lot 3
15	0% of families in B&B for more than 6 weeks.	Lot 4
16	98% target for stage 2 occupancy	Lot 4

17	90% Nightly booked voids let within 2 weeks	Lot 4
18	97% Rent collection for current tenants	Lot 4
19	Move 30 households in housing need into a PRS scheme per month.	Lots 1, 3 & 4
20	Move 10 households out of TA via a PRSO or voluntary move or direct avoidance of TA via Capital Letters let to Relief applicant (Confirm wording / Discuss with Greg)	Lot 3
21	500 (non RMG) TA property inspections to be carried out by the inspections team.	Lot 4
22	All properties entered onto the system as available supply within three days of receiving a completed Certificate of Supply (spot check to be completed on 10% of stage 2 supply every quarter).	Lot 4
23	100% of properties to have a CBL/Direct offer decision made within 48 hours from point Service is notified of them. Exception report to be provided for those not meeting the target.	Lot 3
24	100% of housing register application decisions to be made within 10 working days of receipt of application (Excluded medical assessment & JAPOP cases)	Lot 1
25	90% of PRSO lets completed within 28 days from the point of offering a property to a client (Exception report)	Lot 3 & 4
26	100% of accepted housing register and transfer applications that have been registered for 12 months to receive a review communication.	Lot 1
27	80% of activities across all features contained within the Quality Assurance Framework completed to a compliant level.	Lot 3