

Improve health, care and wellbeing

Improve services for older people

Action	<i>(non statistical measures shaded grey)</i> Measures		Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Increase Supply of housing suitable for older people	Average time (working days) to complete applications (SSHC)		Completion times for adaptations have been significantly impacted by COVID-19.	Amber	Target achieved.	Green
	% of standard adaptations to council houses within agreed appointment times		Target achieved	Green	Drop in performance due to COVID-19 pandemic, tenants refusing access because they or another member of their household is self-isolating.	Red
Ensure that Sheltered housing services are compliant with Care Inspectorate Inspection standards	Develop and implement improvement plan to take forward any actions from Care Inspectorate annual assessment (RP)		To date, there have been no inspection visits. The required actions of any future inspections will be reported once they have occurred.	Report Later	There have been no inspections over the last year and no improvement plan/action from previous years inspection.	Green

Ensure communities are safe, strong and sustainable

Collaborate with partners to promote safe and thriving communities

Action	<i>(non statistical measures shaded grey)</i> Measures		Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Continue to improve energy efficiency of housing stock to help address fuel poverty.	% of Council stock meeting the SHQS (% of dwellings meeting SHQS) (LGBF)		To be reported at year end.	Report Later	Target achieved.	Green
	% of council dwellings that are Energy Efficiency Standard for Social Housing (EESH) (LGBF)		To be reported at year end.	Report Later	The year end figure of 93.88% exceeds the expected compliance rate.	Green

Delivering the plan and achieving best value

Delivering the plan and achieving best value

Action	<i>(non statistical measures shaded grey)</i> Measures		Qtr 2 Comments	Q2 Status	Qtr 4 Comments	Q4 Status
Maintain current high levels of income collection and generation	Rent collected as a % of rent due in the year (SSHC) (RP)		Performance currently behind target as a result of COVID-19. Ongoing focus on engagement with tenants and improving performance.	Amber	Target achieved.	Green
	Factoring collection rate		The factoring collection rate will improve as the financial year progresses.	Green	The collection rate is below target due to a decline in collection during the first quarter of the financial year.	Red