

KPI	Agreed 2020/21 target	Proposed 2021/2020 target	Rationale
Net Additional Homes delivered	393	393	Link to Housing Delivery Test and monitoring of Local Plan delivery
Affordable Homes delivered	94	94	Target derived from Local Plan
Build Council Houses	None	20	11 infill etc. Pods 3 Beech rd
Self build plots delivered	5	5	Target derived from Local Plan
Gypsy & traveller pitches delivered	2	2	Target derived from Local Plan
Empty Homes brought back into use	72	72	Subject to Housing strategy and further funding being agreed
HMOs investigations	100%	100%	All potential informed of investigated
Landlord Engagement	9	9	Increased emphasis post Covid
Homeless Approaches	None	None	Responsive, actual reported
Tenant Census	34%	Develop Action Plan	Census complete now analysing results
% Properties With a Valid Gas Safety Certificate	100%	100%	Statutory Target
Complaints responded to on time	100%	100%	Housing Ombudsman Service Complaints Handling Code
Emergency Repairs	100%	100%	Other Councils >95%
Urgent Repairs	95%	95%	Other Councils >95%
Routine repairs	95%	95%	Other Councils >95%
Repairs appointments kept	95%	95%	Other Councils >95%