

**Performance Summary
Housing Panel**

Green = target met
Amber = within tolerance
Red = outside tolerance

Sep-2016

Trends compare relative performance with
Prd: previous month
Prev Year End: previous March
Year on Year: the same period from the previous year

Measure		Owner	Result 2015/16	Latest Data		Year End Target 2016/17	RAG	Trends			Comments
Ref	Description			Target	Result			Prd	Prev Year End	Year on Year	
An Efficient and Effective Council											
HP008	HP008: Number of new homes granted permission in the city	Patsy Dell	Not Recorded	0 Number	16 Number	400 Number	G	→			Progress is continuing towards the annual target of 400 homes per year.
NI156	NI 156: Limit our use of temporary accommodation at 2015 levels	Stephen Clarke	115 Number	120 Number	121.00 Number	120 Number	A	↘	↘	↗	We are one household above target but below the same positon at half year in 15/16. Meeting the target continues to be challenging. Pressure continues from more tenancy ends in the private rented sector (PRS), and we have less options in the PRS to help address these. The team continue to work hard to prevent homelessness and make robust case decisions, against this challenging external environment. Lettings into social housing are also down on last year, due to fewer relets coming through as well as a lack of new build supply.
BV066a	BV066a: Percentage of rent collected	Tanya Bandekar	98.25%	95.33%		98.25%	G	↗	↘	↗	The team have collected above target after the previous month when arrears were above the March 2016 figure so back on track, The Escalation Policy is nearing completion in test and will then automate letters to those with smaller debts which will help further.
DS011	DS011: Percentage of Right to Repairs completed on time (Gas and Responsive)	Sean Fry	99.70%	99.00%	99.68%	99.00%	G	↘	↘	↘	6218 jobs completed on time, out of the 6238 jobs completed YTD.
DS012	DS012: Percentage of Routine Repairs completed on time (Gas and Responsive)	Sean Fry	95.39%	96.50%	99.98%	96.50%	G	↗	↘	↗	6358 jobs completed on time, out of the 6624 jobs completed YTD. working on WIP
HC016	HC016: Number of affordable homes for	Stephen Clarke	166 Number	7 Number	0 Number	7 Number	R	→	↘	↘	Flats at Dora Carr Close are programmed to be completed in December

	rent delivered										
HP003	HP003: The number of people estimated to be sleeping rough	Stephen Clarke	56 Number	0 Number	0 Number	45 Number	R	→	→	→	An annual estimate of rough sleepers is done in November.
HP004	HP004: The number of successful interventions with rough sleepers	Stephen Clarke	326 Number	150 Number	235 Number	300 Number	G	→	→	→	On target
BV064	BV064: Empty homes returned to use	Stephen Clarke	20 Homes	7 Homes	8 Homes	14 Homes	G		→	→	On target
CS002	CS002: Time to process changes in circumstances	Helen Bishop	8 Days	9 Days	11 Days	9 Days	A	→	→	→	The HB team have placed more resource to the backlog, so we will see a greater drop in the processing times as more older work is cleared quicker.
CS005	CS005: Time to process new benefits claims	Helen Bishop	13.86 days	13.00 days	12.89 days	13.00 days	G	→	→	→	There were 368 applications processed in September in an average of 12.41 days. Our target for 2016/17 is 13 days. The September result made our year to date cumulative result 12.89 days.
HC003	HC003: Homeless Acceptances	Stephen Clarke	141 Number	66 Number	54 Number	132 Number	G	→	→	→	On target
HC004	HC004: Homelessness cases prevented	Stephen Clarke	1,170 Number	550 Number	463 Number	1,100 Number	R	→	→	→	The figure is provisional as we're still awaiting some data. However, homeless preventions are becoming increasingly difficult due to the buoyant private rented sector market and unaffordability of rents. This indicator is being carefully monitored to see if this trend continues for the rest of this year (at levels that are down on 15/16).
HP006	Total number of affordable homes completed in year	Stephen Clarke	Not Recorded	35 Number	20 Number	35 Number	R	→			Barnes Road handovers are now complete