

**Performance Summary  
Housing Panel**

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

Trends compare relative performance with  
Prd: previous month

Prev Year End: previous March

Jun-2016

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	
<b>An Efficient and Effective Council</b>											
HP008	HP008: Number of new homes granted permission in the city	Patsy Dell	Not Recorded	0 Number	26 Number	400 Number	G	↗			Whilst this month's figure is on the low side, monthly fluctuations in the number of planning permissions are normal and expected because it is relative to the number and type of planning applications that are received by applicants.
NI156	NI 156: Limit our use of temporary accommodation at 2015 levels	Stephen Clarke	115 Number	120 Number	123 Number	120 Number	A	↗	↘	↘	There have been a rise in placements, not least due to more tenancy ends in the private rented sector (PRS), and we have fewer 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 with 25%. This is due to fewer relets coming through as well as a lack of new build supply.
BV066a	BV066a: Percentage of rent collected	Helen Bishop	98.25%	91.77%	91.77%	98.25%	G	↗	↘	↔	This figure is calculated as the rent collected as a percentage of the rent collectable. This includes the current year rent roll and outstanding rent arrears at previous year end. The figure has been checked and verified as being correct therefore we are exactly on target.
DS011	DS011: Percentage of Right to Repairs completed on time (Gas and Responsive)	Sean Fry	99.70%	99.00%	99.71%	99.00%	G	↗	↗	↗	3148 jobs completed on time, out of the 3157 jobs completed YTD.
DS012	DS012: Percentage of Routine Repairs completed on time (Gas and Responsive)	Sean Fry	95.39%	96.50%	95.94%	96.50%	A	↘	↗	↘	3163 jobs completed on time, out of the 3297 jobs completed YTD. working on WIP

HC016	HC016: Number of affordable homes for rent delivered	Stephen Clarke	166 Number	0 Number	0 Number	7 Number	R				Units at Dora Carr Close are expected to complete in November
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	75 Number	117 Number	300 Number	G				Performing over target.
BV064	BV064: Empty homes returned to use	Stephen Clarke	20 Homes	3 Homes	6 Homes	14 Homes	G				Performing over target.
CS002	CS002: Time to process changes in circumstances	Helen Bishop	8 Days	9 Days	9 Days	9 Days	G				The June result was a disappointing 13.99 days (target 9 days), the main reason being that staff were catching up on old work. The year to date is currently 8.69 days that remains within target.
CS005	CS005: Time to process new benefits claims	Helen Bishop	13.86 days	13.00 days	13.28 days	13.00 days	A				June saw an excellent result of an average 12.04 days to process the 343 application forms processed in the month. This improves the year to date result to 13.28 days which is very close to the challenging 16/17 target of 13 days.
HC003	HC003: Homeless Acceptances	Stephen Clarke	141 Number	33 Number	28 Number	132 Number	G				Performing well - under target.
HC004	HC004: Homelessness cases prevented	Stephen Clarke	1,170 Number	275 Number	246 Number	1,100 Number	R				Homeless preventions 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	20 Number	9 Number	35 Number	R				Handovers of shared ownership flats at Barns Road have begun and are expected to complete in July

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