

**Performance Summary  
Housing Panel**

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

Dec-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	
<b>An Efficient and Effective Council</b>											
HP008	HP008: Number of new homes granted permission in the city	Patsy Dell	Not Recorded	0 Number	143 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	114 Number	120 Number	G	↗	↗	↗	After three months above target, we are now back under target, though 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%	96.48%	96.90%	98.25%	G				The Rent Team has focused efforts on high arrears cases and maximising the income of its tenants. This has led to a reduction in total arrears and reduction target for December being exceeded
DS011	DS011: Percentage of Right to Repairs completed on time (Gas and Responsive)	Sean Fry	99.70%	99.00%	99.66%	99.00%	G				10,705 jobs completed on time, out of the 10,742 jobs completed YTD
DS012	DS012: Percentage of Routine Repairs completed on time (Gas and Responsive)	Sean Fry	95.39%	96.50%	95.87%	96.50%	A				10,204 jobs completed on time, out of the 10,644 jobs completed YTD. working on WIP
HC016	HC016: Number of affordable homes for rent delivered	Stephen Clarke	166 Number	7 Number	0 Number	7 Number	R				Completion of flats at Dora Carr Close is now expected in March 2017
HP003	HP003: The number of people estimated to be sleeping rough	Stephen Clarke	56 Number	45 Number	47 Number	45 Number	R				Rough sleepers estimate on a typical night in November 2016 was 47, down from 56 in November 2015. Although estimate slightly down on last year, 47 people rough sleeping on any given night is a high number, still over target of 45. Rough sleeping remains an issue in the city, due to a number of factors that remain similar to previous years, including lack of move-on from the adult homeless pathway due to a lack of affordable or otherwise suitable accommodation. We are also seeing unprecedented future challenges due

												to a significant reduction in provision of supported accommodation for rough sleepers and single homeless people coming into effect from June 2017, due to County Council cuts to Housing Related Support.
HP004	HP004: The number of successful interventions with rough sleepers	Stephen Clarke	326 Number	225 Number	343 Number	300 Number	G	↗	↗	↗		On target
BV064	BV064: Empty homes returned to use	Stephen Clarke	20 Homes	10 Homes	14 Homes	14 Homes	G	↘	↘	↘		On target
CS002	CS002: Time to process changes in circumstances	Helen Bishop	8 Days	9 Days	12 Days	9 Days	R	↘	↘	↘		The December result showed an improvement of over 4 days on the previous month. This shows that the measures introduced to deal with the "old" items of post are beginning to have effect. The section are hoping for very good results in the last couple of months of the year that will bring us near to the challenging 9-day target
CS005	CS005: Time to process new benefits claims	Helen Bishop	13.86 days	13.00 days	12.73 days	13.00 days	G	↘	↗	↗		The 296 new applications processed in Dec were done on an average of 13.95 days. Though this was slightly outside of the challenging target of 13 days, our year to date result remains on track, working out at 12.73 days
HC003	HC003: Homeless Acceptances	Stephen Clarke	141 Number	99 Number	94 Number	132 Number	G	↘	↗	↘		On target
HC004	HC004:	Stephen	1,170	825	748	1,100	A	↗	↘	↘		Homeless preventions becoming

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	Homelessness cases prevented	Clarke	Number	Number	Number	Number					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	HP006: Total number of affordable homes completed in year	Stephen Clarke	Not Recorded	35 Number	20 Number	35 Number	R	→			Completion of flats at Dora Carr Close is now expected in March 2017