

**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

Mar-2017

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	Number of new homes granted permission in the city	Patsy Dell	Not Recorded	400 Number	420 Number	400 Number	G	↗			The data for new planning permissions in 2017/2017 shows that the Council is continuing to respond positively to development and the need to deliver new homes
NI156	Limit our use of temporary accommodation at 2015 levels	Stephen Clarke	115 Number	120 Number	96 Number	120 Number	G	↗	↗	↗	This is an exceptional year end result, against a target of less than 120 households in temporary accommodation. Reducing or maintaining the number of households in temporary accommodation is a challenging target in a very difficult external environment, where the demand for services remains high, and the ability to find suitable accommodation, at affordable rents, locally is increasingly difficult. This result is testament to the continued exceptional homeless prevention work and temporary accommodation management undertaken by Housing Needs teams. This is a snapshot count at the end of March, and is much lower than the monthly average for the year, which is due to a rise in lettings under the Real Lettings initiative in the 4th quarter, as well as maintained social lettings, with improved relet times into Council voids. A further six households in temporary accommodation are excluded from this count, as the Council no longer has a statutory homeless duty to them and they are being evicted from accommodation
BV066a	Percentage of rent collected	Tanya Bandekar	98.25%	98.25%	98.54%	98.25%	G	↗	↗	↗	The percentage Rent collected at the end of March 2017 was the best results for 6 years. A combination of using a new escalation policy to tackle low levels of debts at an early stage, and focussing resources to the higher level debts, we have seen a dramatic improvement in the way we tackle debt
DS011	Percentage of Right to Repairs completed on time (Gas and Responsive)	Sean Fry	99.70%	99.00%	99.66%	99.00%	G	→	↘	↘	14,660 jobs completed on time, out of the 14,710 jobs completed YTD
DS012	Percentage of Routine Repairs completed on time (Gas and Responsive)	Sean Fry	95.39%	96.50%	95.93%	96.50%	A	↘	↗	↗	14,635 jobs completed on time, out of the 15,256 jobs completed YTD. Working on WIP

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HC016	Number of affordable homes for rent delivered	Stephen Clarke	166 Number	7 Number	0 Number	7 Number	R	→	↘	↘	Completion of 7 rented flats at Dora Carr Close is programmed for next year
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, and 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	The number of successful interventions with rough sleepers	Stephen Clarke	326 Number	300 Number	383 Number	300 Number	G	↗	↗	↗	Target met
BV064	Empty homes returned to use	Stephen Clarke	20 Homes	14 Homes	22 Homes	14 Homes	G	↗	↗	↗	Target met
CS002	Time to process changes in circumstances	Helen Bishop	8 Days	9 Days	11 Days	9 Days	R	↘	↘	↘	The result for the year was a disappointing 11.24 days well adrift of the challenging 9 day target. Procedures have been reviewed and we can expect considerably better results in 2017/18
CS005	Time to process new benefits claims	Helen Bishop	13.86 days	13.00 days	12.86 days	13.00 days	G	↗	↗	↗	An excellent result for March when the 455 new applications were processed in an average of 10.9 days, meant that the end of year result was 12.86 days, thus within the challenging target of 13 days. This was a one day improvement on last year's result of 13.86 days
HC003	Homeless Acceptances	Stephen Clarke	141 Number	132 Number	125 Number	132 Number	G	↘			Target met
HC004	Homelessness cases prevented	Stephen Clarke	1,170 Number	1,100 Number	1,107 Number	1,100 Number	G	↗	↘	↘	Target met, though homeless preventions are becoming increasingly difficult due to the buoyant private rented sector market and unaffordability of rents
HP006	Total number of affordable homes completed in year	Stephen Clarke	Not Recorded	35 Number	20 Number	35 Number	R	→			Completion of 7 rented and 8 shared ownership flats at Dora Carr Close is programmed for next year