

APPENDIX A – Housing Performance

H01 - Local Council rent collection and arrears: proportion of rent collected

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
2.15%				2.5%
				Met

Performance Summary

- In Q1 the rent arrears were 0.35% lower than the target of 2.5%. By the end of June 2023, the percentage of rent arrears had reduced to 2.15%, this is 0.35% lower than target and 0.52% lower than the same period in June 2023 when rent arrears totalled 2.67%.

Target: 2.5% (2023/24)

H02a - Average time taken to re-let local authority housing (days)

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
20.15				25 days
				Met

Performance Summary

- In Q1 the average time taken to re-let local authority housing was 20.15 days against a target of 25 days. This is 10.55 days lower than that recorded in Q4 which was 30.7 days. There has also been a significant reduction (21.65 days) when compared to the same period in 2022/23.

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- This has been achieved following the implementation of the new Housing Services structure and review of processes to encourage faster re-let times.

Target: 25 days (2023/24)

HO2b - Average time taken to re-let local authority sheltered housing (days)

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target 30 Days
30.57				Not Met

Performance Summary

- In Q1 the average time taken to re-let local authority housing was 30.57 days against a target of 30 days. This is 31.43 days lower than that recorded in Q4 which was 62 days. There has also been a significant reduction (18.33 days) when compared to the same period in 2022/23.
- While still off target, improvements have been achieved following the implementation of the new Housing Services structure and review of processes to encourage faster re-let times.

Target: 30 days (2023/24)

HO3 - Number of cases where it is known that advice and/or support from the Council successfully prevented or relieved the threat of homelessness

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target 120
38				Met

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Performance Summary

- The figure is above target by 8 preventions against the quarterly target of 30. This is an improvement of 14 preventions in Q4 to exceeding target in Q1 by 8 preventions against a cumulative target of 30 cases each quarter.
- This has been achieved despite the difficulties in the supply of affordable privately rented or social housing becoming available to prevent or relieve homelessness.

Target: 120 cases (2023/24)

HO4 – Number of households living in temporary accommodation

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
54				30
				Not Met

Performance Summary

- The increase in the number of households in temporary accommodation reflects the current difficulties being experienced in successfully preventing / relieving homelessness and the lack of supply of affordable housing. Q1 performance has declined by two households compared to the 52 households living in temporary accommodation in Q4. Q1 performance remains off target by 24 households.

Target: 30 (2023/24)

HO5 – Number of people in 'urgent need' (bands A&B) on the Housing Register

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April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
463				275
				Not Met

Performance Summary

- Q1 performance is significantly higher than the target set of 275 households and that of the same period last year when households in urgent need totalled 419. Q1 has seen a minor reduction of 4 households when compared to Q4 which totalled 467 households in urgent need.
- This figure remains high due to a limited supply of affordable housing. The Housing Team continues to work with colleagues in strategy and development to ensure a continued supply of affordable housing is provided throughout the District, as well as pursuing other initiatives, including the Tenants' Incentive Scheme, Assisted Purchase Scheme and relocation strategies within our own housing stock.

Target: 275 (2023/24)

HO7 – Average cost of repairs per property for Council Tenants (exc. Leaseholders)

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
£93.33				£325
				Met

Performance Summary

- Q1 performance remains on target despite continued high inflation rates and cost of materials and labour. £325 is the total annual spend as an average per property excluding all leaseholders.

Target: £325 (2023/24)

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HO8 - First time fixes (responsive repairs)

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
99.23%				85%
				Met

Performance Summary

- In Q1 first time fixes were 14.23% higher than the target of 85%. By the end of June 2023, the percentage of first-time fixes had increased to 99.23%, this is 14.23% greater than target and 0.15% greater than the same period in June 2023 which totalled 99.08%.
- There is also an improvement of 1.18% when compared to a Q4 total of 98.05%.

Target: 85% (2023/24)

HO9 - Recall Visits (responsive repairs)

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
0.77%				2%
				Met

Performance Summary

- This indicator remains well below the target of 2%

Target: 2% (2023/24)

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HO10a - Percentage of emergency responsive repairs completed within the timescales set for the contractor

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
98.6%				98%
				Met

Performance Summary

- While Q1 performance has exceeded target there has been a reduction of 0.5% when compared to Q4 which totalled 99.1%. As a result, the repairs and property services teams are monitoring performance of contactors closely.

Target: 98% (2023/24)

HO10b - Percentage of non-emergency responsive repairs completed within the timescales set for the contractor

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
95%				90%
				Met

Performance Summary

- While Q1 performance has exceeded target there has been a reduction of 0.8% when compared to Q4 which totalled 95.8%. As a result, the repairs and property services teams are monitoring performance of contactors closely.

Target: 90% (2023/24)