

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%	2.13%			2.5%
				Met

Performance Summary

- In Q2 the rent arrears were 0.37% lower than the target of 2.5%. By the end of September 2023, the percentage of rent arrears had reduced to 2.13%, this is 0.33% lower than target and 0.28% lower than the same period in September 2022 when rent arrears totalled 2.41%.

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	22.4			25 days
				Met

Performance Summary

- In Q2 the average time taken to re-let local authority housing was 22.4 days against a target of 25 days. This is a reduction of 13 days when compared to the same period in 2022/23 when the average re-let time was 35.4 days.

Target: 25 days (2023/24)

APPENDIX A – Housing Performance

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	29.8			Met

Performance Summary

- In Q2 the average time taken to re-let local authority housing was 29.8 days against a target of 30 days. This is a significant reduction of 56.6 days when compared to the same period in 2022/23 when the average re-let time was 86.4 days.

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	76			Met

Performance Summary

- The figure is above target by 16 preventions against the quarterly target of 30. This is an improvement of 8 preventions in Q1 to exceeding target in Q2 by 16 preventions against a cumulative target of 30 cases each quarter.

Target: 120 cases (2023/24)

APPENDIX A – Housing Performance

HO4 – Number of households living in temporary accommodation

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
54	59			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. Q2 performance has declined by 5 households compared to the 55 households living in temporary accommodation in Q1. Q2 performance remains off target by 29 households.

Target: 30 (2023/24)

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

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
463	483			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 446. Q2 has seen an increase by 20 households when compared to Q1 which totalled 463 households in urgent need and increase by 17 households when compared to Q4.

APPENDIX A – Housing Performance

- 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	£206.00			£325
				Met

Performance Summary

- Q2 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)

HO8 - First time fixes (responsive repairs)

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
99.23%	98.78%			85%
				Met

Performance Summary

- In Q2 first time fixes were 13.78% higher than the target of 85%.

APPENDIX A – Housing Performance

Target: 85% (2023/24)

HO9 - Recall Visits (responsive repairs)

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
0.77%	1.22%			2%
				Met

Performance Summary

- Despite a small increase, this target remains below the target of 2%

Target: 2% (2023/24)

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%	98.2%			98%
				Met

Performance Summary

- While Q2 performance has exceeded target there has been a reduction of 0.4% when compared to Q1 which totalled 98.6%. As a result, the repairs and property services teams are monitoring performance of contactors closely.

Target: 98% (2023/24)

APPENDIX A – Housing Performance

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%	96%			90%
				Met

Performance Summary

- Q2 performance has increased by 1% since Q1 and is now 6% above the annual target of 90%.

Target: 90% (2023/24)