

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%	2.22%		2.5%
				Met

Performance Summary

- In Q3 the rent arrears were 0.28% lower than the target of 2.5%. By the end of December 2023, the percentage of rent arrears had reduced to 2.22%, this is 0.28% lower than target and 0.20% lower than the same period in December 2022 when rent arrears totalled 2.44%.

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	21.4		25 days
				Met

Performance Summary

- In Q3 the average time taken to re-let local authority housing was 21.4 days against a target of 25 days. This is a reduction of 6.3 days when compared to the same period in 2022/23 when the average re-let time was 27.7 days.

Target: 25 days (2023/24)

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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	33.5		Not Met

Performance Summary

- In Q3 the average time taken to re-let local authority sheltered housing was 33.5 days against a target of 30 days. While slightly over target by 3.5 days it is a significant reduction of 33.7 days when compared to the same period in 2022/23 when the average re-let time was 67.2 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	111		Met

Performance Summary

- The figure is above target by 21 preventions against the quarterly target of 30.

Target: 120 cases (2023/24)

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HO4 – Number of households living in temporary accommodation

April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
54	59	62		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. Q3 performance declined by 3 households compared to the 59 households living in temporary accommodation in Q2. Q3 performance remains off target by 32 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	475		275
				Not Met

Performance Summary

- Q3 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 461. Q3 has seen a minor reduction of 8 households when compared to Q2.

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- 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	£302.21		£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. Given the Q3 figure it is expected that this target will be exceeded by the end of Q4.

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%	99.03%		85%
				Met

Performance Summary

- In Q3 first time fixes were 14.03% higher than the target of 85%.

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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%	0.97%		Met

Performance Summary

- In Q3 performance was 1.03% 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 Q3 performance has exceeded target there has been a reduction of 0.2% when compared to Q2 which totalled 98.2%. As a result, the repairs and property services teams are monitoring performance of contactors closely.

Target: 98% (2023/24)

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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%	96%		90%
				Met

Performance Summary

- Q3 performance is stable, having increased by 1% since Q1 and is 6% above the annual target of 90%.

Target: 90% (2023/24)