

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%	2.15%	Met

Performance Summary

Rent arrears are down approximately £12K compared to the end of Q3. Approximately £20K of the arrears cannot have recovery action taken, as it is made up of accounts where tenants are deceased; in hospital, in prison, awaiting HB/UC, decanting, insurance claims, use & occupation accounts/waiting to downsize and other anomalies. Approx £44K of the arrears are accounts that have money judgements/possession orders/court costs against them. 742 accounts currently have their rent costs paid by UC monthly in arrears, which makes up a high proportion of the rest of the rent arrears.

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	22	Met

Performance Summary

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- In Q4 the average time taken to re-let local authority housing was 22 days against a target of 25 days. This is a reduction of 8.7 days when compared to the same period in 2022/23 when the average re-let time was 30.7 days being 5.7 days over the target at that time.

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	29.8	33.5	30.7	Not Met

Performance Summary

- In Q4 the average time taken to re-let local authority sheltered housing was 30.7 days against a target of 30 days. While slightly over target by 0.7 days it is a significant reduction of 31.3 days when compared to the same period in 2022/23 when the average re-let time was 62 days. The target for 2024/25 has been increased to 35 days as approved by Housing Committee in January 2024.

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	146	Met

Performance Summary

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- The figure is above target by 26 preventions against the annual target of 120. Despite the difficulties in sourcing affordable accommodation the team have achieved 40 preventions more than the 2022/23 year.

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	59	62	48	Not Met

Performance Summary

- The continued high numbers of households in temporary accommodation reflects the current difficulties being experienced in successfully preventing / relieving homelessness and the lack of supply of affordable housing. Q4 performance improved by 14 households compared to the 62 households living in temporary accommodation in Q3 and has improved by 4 households compared to the same period in 2022/23. Q4 performance remains off target by 18 households but it is hoped that the significant reduction in the use of temporary accommodation will continue.

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
				275

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463	483	475	428	Not Met
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Performance Summary

- Q4 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 467, a reduction of 39 households. Q4 has seen a significant reduction of 47 households (10%) when compared to Q3 and is the lowest figure since July 2022.
- 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	£347.62	£325
				Not Met

Performance Summary

- Q4 performance did not meet target due to high inflation rates and cost of materials and labour. £325 is the total annual spend as an average per property excluding all leaseholders. The Housing Team are working to expand the planned maintenance programme which will reduce the cost of responsive repairs. In addition to this, the changing operating model for the repairs service will assist with the reduction of repairs costs as a higher number of repairs will be completed by the Direct Labour outfit.

Target: £325 (2023/24)

HO8 - First time fixes (responsive repairs)

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April-June 2023	July-September 2023	October-December 2023	January-March 2024	Target
99.23%	98.78%	99.03%	99.36	Met

Performance Summary

- In Q4 first time fixes were 14.36% higher than the target of 85%.

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%	0.64%	Met

Performance Summary

- In Q4 performance was 1.36% 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%

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98.6%	98.2%	98%	98%	Met
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Performance Summary

- While Q4 performance has met target there has been a reduction of 1.1% when compared to the same period in 2022/23. As a result, the repairs and property services teams are monitoring performance of contactors closely. In addition, the pending review of the operating model for the repair service will help improve the performance.

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 90%
95%	96%	96%	96.2%	Met

Performance Summary

- Q4 performance is stable, having increased by 0.2% since Q3 and is 0.4% higher than the same period in 2022/23.

Target: 90% (2023/24)