

Housing Service Performance Indicators 2006/07

Key:

Target Achieved
Target not met but within 5% tolerance
Target not met and outside of tolerance

Indicator Ref:	Description	Actual 05/06	Target	Qtr 1	Qtr 2	Qtr 3	Qtr4	Comments
Housing Renewal								
(I) Private Sector								
BV 64	Number of non-local authority-owned dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority.	108	145	44	122 (166)	27 (193)	20 (213)	Target exceeded due to the demolition of 79 properties in the "B Streets" in Easington Colliery.
HOUS 6 (Ex BV 62) Introduced 2006/07	Proportion of unfit private sector dwellings made fit or demolished directly by the local authority.	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	No performance information available at present. This indicator is currently being reviewed to ensure that it can be accurately measured.
HOUS 7 Introduced 2006/07	Number of 'Accredited Landlords' in the district.	71	49	13	9 (22)	13 (35)	5 (40)	It was expected that the target would be met. However, several landlords have sold properties which they were unable to let and/or they have taken advantage of the rise in house prices.
HOUS 8 Introduced 2006/07	Proportion of cases where the service of a notice has resulted in remedial work being undertaken within the prescribed timescale.	N/A	80%	100%	67% (83%)	33% (60%)	0 (60%)	The majority of cases have been dealt with through informal action. Reduced performance in quarter 3 was substantially due to the restructure of the service and internal transfer of staff. Processes are now in place to ensure performance improves in 2007/08.
HOUS 9 Introduced 2006/07	Percentage of residents stating they are satisfied with the service provided by the staff in the Housing Renewal Team.	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	No performance information available at present.
(II) Energy Conservation								
BV63	Average SAP rating of local authority-owned dwellings.	63	66	N/A	N/A	N/A	65.4	A higher ratio of council owned dwellings received loft insulation "top-ups" than was anticipated. These measures have a lower energy saving co-efficient than other insulation measures and therefore the SAP rating did not quite increase to the level that was forecast.
HOUS 10 Introduced 2006/07	Average SAP rating of private sector dwellings.	50	51	N/A	N/A	N/A	51.6	The target for 2006/07 was 51 and not 65 as previously reported. It was agreed that the target of 65 should be met by 2010.

Indicator Ref:	Description	Actual 05/06	Target	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Comments
Policy and Strategy								
HOUS 11 Introduced 2006/07	Does the local authority have a 'Fit for Purpose' Housing Strategy?	Yes	Yes	Yes	Yes	Yes	Yes	
HOUS 12 Introduced 2006/07	Does the local authority have a 'Fit for Purpose' Housing Revenue Account Business Plan?	Yes	Yes	Yes	Yes	Yes	Yes	
HOUS 13 Introduced 2006/07	Number of units of new social housing.	N/A	14	9	3 (12)	0 (12)	0 (12)	Information initially provided by the National Home Builders Federation on the total number of social new builds indicated that there was to be 7 new builds in the 1st quarter and 7 in the 2nd quarter. However, after further analysis and communication with the Registered Social Landlord concerned, these figures have been amended to reflect the actual number of social new builds in 2006/07.
HOUS 14 Introduced 2006/07	Proportion of new social housing compared with total new build	N/A	20.50%	6.12%	2.14% (4.18%)	0% (2.78%)	0% (1.96%)	As above.
Supported Housing								
(i) Care Services								
HOUS 15	Average response time for care centre operator to answer a call.	6.54 secs	7.7 secs	6.69 secs	6.68 secs (6.69 secs)	5.94 secs (6.44 secs)	5.46 secs (6.19 secs)	Target achieved.
HOUS 16	Percentage of response times meeting target for mobile warden to reach client within 20 minutes in a genuine emergency.	96.47%	100%	95%	97.1% (96%)	97.13% (96.38%)	95% (96.03%)	Not on target due to administration errors caused by Control Staff not adhering to written procedures and this has been addressed with the individual staff. Therefore we cannot provide evidence that target has been achieved.
HOUS 17 Introduced 2006/07	Percentage of customers stating they are satisfied with the service provided by the staff in Care Services.	N/A	100%	98%	99% (98.5%)	99.6% (98.83%)	100% (99.13%)	The target of 100% is challenging and a small number of negative comments affect the performance. Contact is made with approximately 400 clients per month and all issues are addressed. A recent survey carried out by the Housing Service Monitoring Officer confirmed satisfaction levels to be 99%.
(ii) Homelessness and Housing Advice								
BV 183(a)	Average length of stay in bed and breakfast accommodation of households that are unintentionally homeless and in priority need.	0	0	0	0	0	0	The Council do not use bed and breakfast accommodation. This PI has been deleted from 1 April 2007.
BV 183 (b)	Average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.	0	0	0	0	0	0	The Council do not use bed and breakfast accommodation.

Indicator Ref:	Description	Actual 05/06	Target	Qtr 1	Qtr 2	Qtr 3	Qtr4	Comments
(ii) Homelessness and Housing Advice Cont.								
BV 202	Number of people sleeping rough on a single night within the area of the authority.	0-10	0-10	0-10	0-10	0-10	0-10	There has been no intelligence gained to suggest the district has a rough sleeper problem. In the Autumn 2006 the authority commissioned a consultant to conduct a formal rough sleeper count and this work is still pending. Information to date would suggest we only have 1 or 2 rough sleepers across the district for only very short periods of time. The 0-10 figure is used by CLG.
BV 203	Percentage change in the average number of families placed in temporary accommodation	138.46%	-38%	N/A	N/A	N/A	-25.80%	The figures used to calculate this BVPI for the previous years were incorrect and as a result the target of -38% set for 2005/06 was inflated due to previous errors. This PI has been deleted from 1 April 2007
BV213	Number of households who considered themselves as homeless, who approached the local authority's housing advice service, and for whom housing advice casework intervention resolved their situation (per 1000 households)	3	3	1	1	0	1	This BVPI was introduced in 2005/06 and there has been no system in place to accurately record the casework completed. However a system has now been introduced which can demonstrate compliance with the BVPI and processes developed to increase the number of homelessness preventions.
BV214	Proportion of households accepted as statutory homeless who were accepted as statutorily homeless by the same authority within the last two years.	2.5%	2.0%	3.70%	3.45%	1.89%	2.86%	The majority of households included in this calculation are those fleeing domestic violence. There is now a more preventative approach to intervention with this client group with an aim to make reductions in line with Local Area Agreement stretch targets.
HOUS 2 (Ex BV 67)	Percentage of homelessness decisions on which the authority makes a decision and issues written notification to the applicant within 33 working days.	99.73%	100%	100%	98.2% (99.1%)	100% (99.4%)	100% (99.5%)	1 case in the 2nd quarter took over the 33 days due to delay in obtaining information from third party to conclude investigation.

Indicator Ref:	Description	Actual 05/06	Target	Qtr 1	Qtr 2	Qtr 3	Qtr4	Comments
HOUS 18	Percentage of customers stating they are satisfied with the homelessness service.	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	No performance information available at present.
HOUS 19 Introduced 2006/07	Percentage of customers stating they are satisfied with the housing advice service (CAB)	Not Available	Not Available	Not Available	Not Available	Not Available	Not Available	No performance information available at present.
Service Support								
HOUS 20 Introduced 2006/07	Percentage of complaints received in respect of the housing service which were acknowledged/responded to within published timescales.	N/A	100%	100%	100%	67% (92%)	100% (92%)	In the 3rd quarter there were 3 complaints received and 1 of those was not responded to within the published timescale due to a staff shortage. All staff members are now in place and a new reporting system is in place to ensure targets are met
HOUS 21 Introduced 2006/07	Percentage of complaints resolved to the satisfaction of the complainants.	N/A	100%	Not Available	Not Available	Not Available	Not Available	No performance information available at present. The Housing Service Monitoring Officer will be contacting complainants on a monthly basis to ensure they are satisfied with the outcome of their complaint.
HOUS 22 Introduced 2006/07	Are Customer Service Standards in place for all service areas?	N/A	Yes	No	No	No	No	Work is currently ongoing and service standards are to be in place for 2007/08.
HOUS 23 Introduced 2006/07	Number of monthly newsletters produced.	N/A	10	1	3 (4)	3 (7)	3 (10)	Newsletter introduced June 2006 and has been produced each month.
HOUS 24 Introduced 2006/07	The percentage of BVPI's attributable to East Durham Homes that are on target or within 5% tolerance level.	56.5%	100%	42%	50%	56%	25%	Outturn for 05/06 relates to all of the BVPI's & local indicators previously reported. Performance for this financial year is in respect of BVPI's only.