

Housing Service Performance Indicators 2007/08

Key:

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

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 06/07 Performance	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.	213	22	13 (35)			↓	<p>Although performance is almost on target it has fallen from the 2nd quarter 2006/07. This is because there was an Empty Homes Officer in post at the time who subsequently resigned and the post was not filled. However an appointment has now been made and the officer is due to start early in the New Year.</p> <p>Audit Commission (District) Median Quartile Performance - 13 (Upper Quartile Performance - 38)</p>
			Target 17	Target 36	Target 56	Target 71		
HOUS 7	Number of 'Accredited Landlords' in the district.	40	16	11 (27)			↑	Total number of 'Accredited Landlords' now 116 - covering 519 properties.
			Target 10	Target 20	Target 30	Target 40		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 06/07 Performance	Comments
Housing Renewal (i) Private Sector (cont)								
HOUS 8(a)	Proportion of cases where the service of a notice has resulted in remedial work being undertaken within the prescribed timescale.	60.00%	0.00%	0.00%			↓	There have been no notices served in the first 2 quarters due to changes in legislation which required the staff concerned to receive formal training. This training has now taken place and a report is to be taken to Council for the appropriate delegated authority. It is expected that some notices will be served in the 4th quarter.
			Target 0.00%	Target 0.00%	Target 0.00%	Target 70.00%		
HOUS 8(b) Introduced 2007/08	Proportion of cases where informal action has resulted in remedial work being undertaken within the prescribed timescale	No Information Available	37%	22% (40%)			No Information Available	
			Target 30%	Target 40%	Target 60%	Target 80%		
HOUS 9 Introduced 2007/08	Percentage of residents stating they are satisfied with the service provided by the staff in the Housing Renewal Team.	No Information Available	No Information Available	100%			No Information Available	The satisfaction survey undertaken relates to a small sample of residents who used the service provided by the Housing Standards Officer. Further surveys are to be carried out on the other services provided by the Housing Renewal Team.
			N/A	Target 95.00%	Target 95.00%	Target 95.00%		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 06/07 Performance	Comments
Housing Renewal (ii) Energy Conservation								
BV63	Average SAP rating of local authority-owned dwellings.	64	N/A	N/A			N/A	Collated annually.
			Target N/A	Target N/A		Target 67		
HOUS 10	Average SAP rating of private sector dwellings.	51.6	N/A	N/A			N/A	Collated annually.
			N/A	N/A		Target 53.6		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 06/07 Performance	Comments
Policy and Strategy								
HOUS 11	Does the local authority have a 'Fit for Purpose' Housing Strategy?	Yes	Yes	Yes			↔	
			Target Yes	Target Yes	Target Yes	Target Yes		
HOUS 12	Does the local authority have a 'Fit for Purpose' Housing Revenue Account Business Plan?	Yes	Yes	Yes			↔	
			Target Yes	Target Yes	Target Yes	Target Yes		
HOUS 13	Number of units of new social housing.	12	0	0			↓	Difficulties have been experienced with partners submitting bids to the Housing Corporation for grant approval. The anticipated start date for the 1st phase of the bungalows at Argyle Place, South Hetton is now February 2008 and on completion this will be followed by the 2nd phase.
			Target 0	Target 0	Target 0	Target 18		
HOUS 14	Proportion of new social housing compared with total new build	1.96%	0.00%	0.00%			↓	As above.
			Target 0.00%	Target 0.00%	Target 0.00%	Target 2.77%		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 06/07 Performance	Comments
Supported Housing (i) Care Services								
HOUS 15	Average response time for care centre operator to answer a call.	6.19 secs	5.10 secs	5.16 secs (5.13 secs)			↑	Very good performance during first 2 quarters. End of year target set higher to reflect the greater demands on the service in the last quarter.
			Target 6.00 secs	Target 6.50 secs	Target 7.00 secs	Target 7.70 secs		
HOUS 16	Percentage of response times meeting target for mobile warden to reach client within 20 minutes in a genuine emergency.	96.03%	96.00%	99.50% (97.70%)			↑	Improved performance.
			Target 96.50%	Target 97.00%	Target 97.50%	Target 98.00%		
HOUS 17	Percentage of customers stating they are satisfied with the service provided by the staff in Care Services.	99.13%	100%	100%			↑	Excellent customer satisfaction rate.
			Target 100%	Target 100%	Target 100%	Target 100%		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 06/07 Performance	Comments
Supported Housing (i) Care Services (cont)								
HOUS 25 Introduced 2007/08	Percentage of intercom calls answered within 30 seconds	96.45%	97.59%	97.64% (97.61%)			No Information Available	Target exceeded.
			Target 97.00%	Target 97.00%	Target 97.00%	Target 97.00%		
HOUS 26 Introduced 2007/08	Percentage of intercom calls answered within 60 seconds	99.15%	99.40%	99.50% (99.45%)			No Information Available	Target exceeded.
			Target 99.00%	Target 99.00%	Target 99.00%	Target 99.00%		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr4	Trend Relative to 06/07 Performance	Comments
Supported Housing (ii) Homelessness and Housing Advice								
BV 183 (b)	Average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.	0	0	0			↔	The Council do not use hostel accommodation. Audit Commission (District) Upper Quartile Performance - 0
			Target 0	Target 0	Target 0	Target 0		
BV 202	Number of people sleeping rough on a single night within the area of the authority.	1	0-6	0-6			↔	Rough Sleepers' report now received that confirms a low number of people sleeping rough in the district in any single night. No rough sleepers have presenedt to the authority during the first 2 quarters.
			Target 0-6	Target 0-6	Target 0-6	Target 0-6		
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)	1	1	1 (2)			↑	Although performance is not on target, there were 88 households for whom housing advice casework resolved their situation during the first 2 quarters of this year, as opposed to 61 for the full year in 2006/07. Audit Commission (District) Median Quartile Performance - 2
			Target 1.5	Target 3.0	Target 4.5	Target 6.0		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 06/07 Performance	Comments
Supported Housing (ii) Homelessness and Housing Advice (cont)								
HOUS 18	Percentage of customers stating they are satisfied with the homelessness service.	No Information Available	71.4%	99.0% (82.1%)			No Information Available	All customers who have used the service are now sent questionnaires for completion to determine levels of customer satisfaction.
			Target 75.0%	Target 80.0%	Target 85.0%	Target 90.0%		
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.	99.50%	100%	100%			↑	Excellent performance.
			Target 100%	Target 100%	Target 100%	Target 100%		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 06/07 Performance	Comments
Supported Housing (ii) Homelessness and Housing Advice (cont)								
HOUS 27 Introduced 2007/08	Number of clients where homelessness is prevented as a direct result of casework intervention	61	38	50 (88)			↑	Although target has not been met in the first 2 quarters homelessness has been prevented for 88 clients as a direct result of casework intervention. This is in contrast to a total of 61 for the full year in 2006/07.
			Target 65	Target 130	Target 190	Target 260		
HOUS 28(a) Introduced 2007/08	Reduce the total number of homeless presentations (all groups).	252	38	56 (94)			↑	Target expected to be met.
			Target 50	Target 100	Target 150	Target 200		
HOUS 28(b) Introduced 2007/08	Reduce the total number of homeless presentations by 16-17 years olds	13	3	7 (10)			↑	There has been a significant increase in the number of presentations by 16-17 year olds in the 2nd quarter. In part this has been due to 2 couples presenting as homeless. Youth homelessness is a priority for the service and new initiatives are being developed which will hopefully reduce the number of presentations in the future.
			Target 2.5	Target 5.0	Target 7.5	Target 10.0		
HOUS 28(c) Introduced 2007/08	Reduce the number of applications by those fleeing domestic violence	91	7	12 (19)			↑	Excellent progress made in the number of applications made by those fleeing domestic violence. This is due to the preventative approach adopted and a more rigorous assessment process by the staff.
			Target 20	Target 40	Target 60	Target 82		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 06/07 Performance	Comments
Service Support								
HOUS 20	Percentage of complaints received in respect of the housing service which were acknowledged/responded to within published timescales.	92%	100%	100%			↔	
			Target 100%	Target 100%	Target 100%	Target 100%		
HOUS 21 Introduced 2006/07	Percentage of complaints resolved to the satisfaction of the complainants.	No Information Available	0%	100% (25%)			No Information Available	There were 3 complaints received in the 1st quarter. 2 of the complaints were taken up with the manager concerned and steps have been put in place to prevent a re-occurrence of similar complaints. It was evident that the other complainant was not happy with the outcome of the complaint that was endorsed by a Senior Manager. There was only 1 complaint received in the 2nd quarter.
			Target 100%	Target 100%	Target 100%	Target 100%		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 06/07 Performance	Comments
Service Support (cont)								
HOUS 22	Are Customer Service Standards in place for all service areas?	No	Yes	Yes			↑	
			Target Yes	Target Yes	Target Yes	Target Yes		
HOUS 23	Number of monthly newsletters produced.	10	3	2 (5)			↔	Newsletter introduced June 2006. It has been agreed that 11 newsletters will be produced on an annual basis - newsletter for July and August combined due to holidays.
			Target 3	Target 5	Target 8	Target 11		
HOUS 24 Introduced 2006/07	The percentage of BVPI's attributable to East Durham Homes that are on target or within 5% tolerance level.	25.00%	85.71%	100% (92.86%)			↑	Target exceeded at end of 2nd quarter. It is anticipated that target at year end will be met.
			Target 80.00%	Target 85.00%	Target 90.00%	Target 95.00%		