



Housing Service Performance Indicators 2008/09

Key:

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

Indicator Ref:	Description	Actual 07/08	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 07/08 Performance	Comments
Housing Renewal (i) Private Sector								
HOUS 30 (BV64)	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.	63	6	29 (35)				
			Target 10	Target 20	Target 40	Target 60		
HOUS 7	Number of 'Accredited Landlords' in the district.	44	9	8 (17)				Target not achieved, however several existing landlords have increased their property portfolios. The Accredited Private Landlord Scheme currently has 96 landlords members with a portfolio of 769 properties between them whereas in January 2008 there were 115 landlords with 629 properties.
			Target 10	Target 20	Target 30	Target 40		

Indicator Ref:	Description	Actual 07/08	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 07/08 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.	0.00%	0.00%	50.00% (50.00%)			↑	
			Target 0.00%	Target 0.00%	Target 80.00%	Target 80.00%		
HOUS 8(b)	Proportion of cases where informal action has resulted in remedial work being undertaken within the prescribed timescale.	31.00%	50.00%	50.00% (50.00%)			↑	Remedial works to 3 properties were not completed informally and are now being dealt with through formal action.
			Target 50.00%	Target 60.00%	Target 70.00%	Target 80.00%		
HOUS 9	Percentage of service users stating they are satisfied with the service provided by the staff in the Housing Renewal Team.	100.00%	No Information Available	No Information available			No Information Available	No customer satisfaction information obtained in the Qtrs 1 & 2.
			Target 80.00%	Target 80.00%	Target 80.00%	Target 80.00%		

Indicator Ref:	Description	Actual 07/08	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 07/08 Performance	Comments
Supported Housing (i) Care Services								
HOUS 15	Average response time for care centre operator to	5.43 secs	5.83 secs	5.86 secs			⬇	
			Target 7.70 secs	Target 7.70 secs	Target 7.70 secs	Target 7.70 secs		
HOUS 16	Percentage of response times meeting target for	98.29%	98.36%	98.00%			—	Target not able to met due to administrative errors. Members of staff have again been reminded of procedure of closing down calls that involve
			Target 99.00%	Target 99.00%	Target 99.00%	Target 99.00%		
HOUS 17	Percentage of customers stating they are satisfied	99.75%	100.00%	100.00%			—	
			Target 100.00%	Target 100.00%	Target 100.00%	Target 100.00%		

Indicator Ref:	Description	Actual 07/08	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 07/08 Performance	Comments
Supported Housing (i) Care Services								
HOUS 25	Percentage of intercom calls answered within 30	97.29%	96.74%	96.86%			▬	Although there was a slight improvement in performance since Qtr 1 target still not quite met.
			Target 97.00%	Target 97.00%	Target 97.00%	Target 97.00%		
HOUS 26	Percentage of intercom calls answered within 60	99.32%	99.30%	99.27%			▬	
			Target 99.00%	Target 99.00%	Target 99.00%	Target 99.00%		
Supported Housing (ii) Homelessness and Housing Advice								
			Target 4	Target 4	Target 4	Target 4		

Indicator Ref:	Description	Actual 07/08	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 07/08 Performance	Comments
Supported Housing (ii) Homelessness and Housing Advice (cont)								
HOUS 18	Percentage of customers stating they are satisfied with the homelessness	84.30%	100.00%	95.00% (95.00%)			▬	
			Target 85.00%	Target 86.50%	Target 89.00%	Target 90.00%		
HOUS 2 (Ex RV 67)	Percentage of homelessness decisions	100.00%	100.00%	100.00%			▬	
			Target 100.00%	Target 100.00%	Target 100.00%	Target 100.00%		
HOUS 27	Number of clients where homelessness is	164	30	52			▬	Target not met although performance was 3 more than Qtr 2 in 2007/08.
			Target 50	Target 100	Target 150	Target 200		

Indicator Ref:	Description	Actual 07/08	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 07/08 Performance	Comments
Supported Housing (ii) Homelessness and Housing Advice (cont)								
HOUS 28(a)	Reduce the total number of homeless presentations (all groups)	140	28	32 (60)			↑	
			Target 31	Target 62	Target 93	Target 124		
HOUS 28(b)	Reduce the total number of homeless presentations	16.0	3.0	3.0			↓	
			Target 3.5	Target 7.0	Target 10.5	Target 14.0		
HOUS 28(c)	Reduce the number of applications by those	31.00	6.00	6.00			↓	
			Target 7.5	Target 15.0	Target 22.5	Target 30.0		

Indicator Ref:	Description	Actual 07/08	Qtr 1	Qtr 2	Qtr 3	Qtr 4	Trend Relative to 07/08	Comments
Supported Housing (ii) Homelessness and Housing Advice (cont)								
HOUS 29 (EX BV 202)	Number of people sleeping rough on a single night within the area of the	0-6	0-6	0-6			↔	
			Target 0-6	Target 0-6	Target 0-6	Target 0-6		

Service Support								
HOUS 20	Percentage of complaints received in respect of the	100.00%	100.00%	100%				
			Target 100.00%	Target 100.00%	Target 100.00%	Target 100.00%		

HOUS 21	Percentage of complaints resolved to the	100%	100%	100%				
			Target 100%	Target 100%	Target 100%	Target 100%		