



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)	19 (54)			Although performance is still slightly below target there are several properties awaiting new tenants. In addition the Empty Homes Officer started on 4 February 2008 so it is expected that in the future there should be an increase in the number of properties brought back into use. Audit Commission (District) Upper Quartile Performance - 38
			Target 17	Target 36	Target 56	Target 71		
HOUS 7	Number of 'Accredited Landlords' in the district.	40	16	11 (27)	12 (39)			Total number of 'Accredited Landlords' now 115 covering 620 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%	0.00%		↓	As delegated authority has been given to relevant officers future cases of non-compliance can now result in the service of a formal notice.
			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%)	33% (38%)		No Information Available	Many landlords fail to comply with informal requests to have remedial works undertaken within the given timescales - although the works are eventually carried out. Formal action can now be taken in cases where landlords refuse to comply with informal action - as above.
			Target 30%	Target 40%	Target 60%	Target 80%		
HOUS 9 Introduced 2007/08	Percentage of service users stating they are satisfied with the service provided by the staff in the Housing Renewal Team.	No Information Available	No Information Available	100%	100% (100%)		No Information Available	Independent survey undertaken that relates to the satisfaction of 24 (50%) Accredited Landlords who had used the service between April and October 2007.
			N/A	Target 95.00%	Target 95.00%	Target 95.00%		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr4	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		N/A	Collated annually.
			N/A	N/A	N/A	Target 67		
HOUS 10	Average SAP rating of private sector dwellings.	51.6	N/A	N/A	N/A		N/A	Collated annually.
			N/A	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	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	Yes		↔	
			Target Yes	Target Yes	Target Yes	Target Yes		
HOUS 13	Number of units of new social housing.	12	0	0	0		↓	As previously reported difficulties were experienced with partners submitting bids to the Housing Corporation for grant approval. As a result it is now anticipated that the 1st phase of the bungalows at Argyle Place, South Hetton will commence in mid March 2008 and on completion it will then 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%	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	Qtr4	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)	5.45 secs (5.24 secs)		↑	Very good performance in the first 3 quarters. The end of year target has been set higher to take into account the greater demands placed 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%)	98.67% (97.46%)		↑	Performance slightly under target due to administrative errors which seem to have been resolved. The actual figure for the month of December was 100% and it is hoped that this will continue throughout the last quarter - weather and road conditions permitting.
			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%	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%)	97.03% (97.41%)		No Information Available	
			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%)	99.42% (99.44%)		No Information Available	
			Target 99.00%	Target 99.00%	Target 99.00%	Target 99.00%		

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								
BV 183 (b)	Average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.	0	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	0-6		↔	Rough Sleepers' report confirms that there is a low number of people sleeping rough in the district in any single night. No rough sleepers have presented to the authority in the first 3 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)	1	1	1 (2)	1 (3)		↑	Although performance is not on target there were 130 households for whom housing advice casework resolved their situation during the first 3 quarters of this year, as opposed to 61 for the full year in 2006/07. Audit Commission (District) Median Quartile Performance - 2 (Upper Quartile Performance - 5)
			Target 1.5	Target 3.0	Target 4.5	Target 6.0		

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 (cont)								
HOUS 18	Percentage of customers stating they are satisfied with the homelessness service.	No Information Available	71.4%	99.0% (82.1%)	99.0% (84.2%)		No Information Available	Satisfaction level slightly under target. Performance will continue to be monitored.
			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%	100%		↑	
			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)	42 (130)		↑	Although target has still not been met, homelessness has been prevented for 42 households during the 3rd quarter. It should also be noted that there has been a reduction in the total number of homelessness applications taken by the Authority during this period.
			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)	22 (116)		↑	
			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	13.0	3.0	7.0 (10.0)	3.0 (13.0)		↓	Target not met. However the need to reduce the number of presentations by 16-17 year olds has been highlighted and new initiatives are either now in place or are being developed which should result in a reduction in the next 12-18 months.
			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	80	7	12 (19)	8 (27)		↑	It has been established that the outturn figure of 91 previously reported for 2006/07 was incorrectly calculated. As a result a revised target of 70 for the current year has now been set to reflect this change.
			Target 20	Target 40	Target 60	Target 70		

Indicator Ref:	Description	Actual 06/07	Qtr 1	Qtr 2	Qtr 3	Qtr4	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%	N/A (100%)		↑	There were no complaints received in the 3rd quarter.
			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%)	N/A (25%)		No Information Available	As above.
			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	Yes		↑	
			Target Yes	Target Yes	Target Yes	Target Yes		
HOUS 23	Number of monthly newsletters produced.	10	3	2 (5)	3 (8)		↔	
			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%)	100% (95.00)		↑	
			Target 80.00%	Target 85.00%	Target 90.00%	Target 95.00%		