

**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
<b>Housing Renewal (i) Private Sector</b>								
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)	9 (63)	↓	The Empty Homes Officer post remained vacant until February 2008.  <a href="#">Audit Commission (District) Upper Quartile Performance - 38</a>
			Target 17	Target 36	Target 56	Target 71		
HOUS 7	Number of 'Accredited Landlords' in the district.	40	16	11 (27)	12 (39)	5 (44)	↑	Total number of 'Accredited Landlords' now 110 covering 686 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
<b>Housing Renewal (i) Private Sector (cont)</b>								
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%	0.00%	↓	The report to delegate authority for the powers under the Housing Act 2004 was approved by Council In January 2008. Procedures have now been developed and systems are in place to serve notices when landlords refuse to carry out the work on an informal basis.
			Target 0.00%	Target 0.00%	Target 0.00%	Target 70.00%		
HOUS 8(b)	Proportion of cases where informal action has resulted in remedial work being undertaken within the prescribed timescale	No Information Available	37.00%	22.00% (40.00%)	33.00% (38.00%)	1.00% (31.00%)	<b>New Indicator 2007/08</b>	Many landlords refuse to comply with informal requests for action within given timescales - although work is eventually carried out. Now delegated authority has been given to the relevant officers cases of non-compliance with informal action will result in the service of a formal notice. .
			Target 30%	Target 40%	Target 60%	Target 80%		
HOUS 9	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	<b>New Indicator 2007/08</b>	No customer satisfaction information obtained in the 4th quarter.
			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
<b>Housing Renewal (ii) Energy Conservation</b>								
BV63	Average SAP rating of local authority-owned dwellings.	64	N/A	N/A	N/A	67	↑	
			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	54	↑	
			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
<b>Policy and Strategy</b>								
HOUS 11	Does the local authority have a 'Fit for Purpose' Housing Strategy?	Yes	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	Yes	↔	
			Target Yes	Target Yes	Target Yes	Target Yes		
HOUS 13	Number of units of new social housing.	12	0	0	0	4	↓	As previously reported difficulties were experienced with partners submitting bids to the Housing Corporation for grant approval. This resulted in delays with the new build schemes at Blackhall and South Hetton which were out of the Council's control.
			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%	4.49%	↑	There was a total of 89 new build units completed of which 4 were social units.
			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
<b>Supported Housing (i) Care Services</b>								
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)	5.99 secs (5.43 secs)	↑	The end of year target was 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%)	99% (98.29%)	↑	
			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%	99.00% (99.75%)	↑	Target not met due to 1 complaint being received which has been resolved.
			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
<b>Supported Housing (i) Care Services (cont)</b>								
HOUS 25	Percentage of intercom calls answered within 30 seconds	96.45%	97.59%	97.64% (97.61%)	97.03% (97.41%)	96.55% (97.29%)	↑	Although overall target has been achieved performance in the 4th quarter decreased due to an increase in the calls ans test calls from the upgraded intercom systems.
			Target 97.00%	Target 97.00%	Target 97.00%	Target 97.00%		
HOUS 26	Percentage of intercom calls answered within 60 seconds	99.15%	99.40%	99.50% (99.45%)	99.42% (99.44%)	99.00% (99.32%)	↑	
			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
<b>Supported Housing (ii) Homelessness and Housing Advice</b>								
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	↔	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	0-6	↔	
			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)	1 (3)	1 (4)	↑	Although target has not been achieved there has been an increase of 62.8% in prevention cases compared to 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
<b>Supported Housing (ii) Homelessness and Housing Advice (cont)</b>								
HOUS 18	Percentage of customers stating they are satisfied with the homelessness service.	No Information Available	71.40%	99.00% (82.10%)	99.00% (84.20%)	84.60% (84.30%)	New Indicator 2007/08	Performance will continue to be monitored.
			Target 75.00%	Target 80.00%	Target 85.00%	Target 90.00%		
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%	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
<b>Supported Housing (ii) Homelessness and Housing Advice (cont)</b>								
HOUS 27	Number of clients where homelessness is prevented as a direct result of casework intervention	61	38	50 (88)	42 (130)	34 (164)	↑	Target not met. However homelessness has been prevented for 103 more clients than in 2006/07 which represents an increase of 62.8%.
			Target 65	Target 130	Target 190	Target 260		
HOUS 28(a)	Reduce the total number of homeless presentations (all groups).	252	38	56 (94)	22 (116)	24 (140)	↑	
			Target 50	Target 100	Target 150	Target 200		
HOUS 28(b)	Reduce the total number of homeless presentations by 16-17 years olds	13.0	3.0	7.0 (10.0)	3.0 (13.0)	3.0 (16.0)	↓	The initiatives introduced to prevent homelessness for this client group have not yet had to time to demonstrate their success. It is hoped that an improvement will be seen during the course of the next few months.
			Target 2.5	Target 5.0	Target 7.5	Target 10.0		
HOUS 28(c)	Reduce the number of applications by those fleeing domestic violence	80	7	12 (19)	8 (27)	4 (31)	↑	
			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
<b>Service Support</b>								
HOUS 20	Percentage of complaints received in respect of the housing service which were acknowledged/responded to within published timescales.	92%	100%	100% (100%)	N/A (100%)	100% (100%)	↑	
			Target 100%	Target 100%	Target 100%	Target 100%		
HOUS 21	Percentage of complaints resolved to the satisfaction of the complainants.	No Information Available	0%	100% (25%)	N/A (25%)	100% (50%)	<b>New Indicator 2007/08</b>	There was a total of 6 complaints received during 2007/08. 3 of these were resolved to the satisfaction of the complainants, the other 3 were taken up and addressed by the relevant managers who put measures in place to prevent any recurrences.
			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
<b>Service Support (cont)</b>								
HOUS 22	Are Customer Service Standards in place for all service areas?	No	Yes	Yes	Yes	Yes	↑	
			Target Yes	Target Yes	Target Yes	Target Yes		
HOUS 23	Number of monthly newsletters produced.	10	3	2 (5)	3 (8)	3 (11)	↔	Newsletters have been produced since June 2006. It has been agreed that 11 newsletters will be produced each year as July/August edition is combined.
			Target 3	Target 5	Target 8	Target 11		
HOUS 24	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)	100% (96.43%)	↑	
			Target 80.00%	Target 85.00%	Target 90.00%	Target 95.00%		