



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				↓	The Empty Homes Officer post remained vacant until February 2008. There are currently no demolition schemes. Properties are now taking longer to let due to robust tenant vetting procedures.
			Target 10	Target 20	Target 40	Target 60		
HOUS 7	Number of 'Accredited Landlords' in the district.	44	9				↓	Target not met despite the scheme being promoted. Total number of 'Accredited Landlords' now 118 covering 743 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%					There were 2 notices served in the last quarter which have a six month time period for completion of works. An update on these cases will be reported to future committee.
			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%					
			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 customer satisfaction information obtained in the 1st quarter.
			Target	Target	Target	Target		

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 answer a call.	5.43 secs	5.83 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 mobile warden to reach client within 20 minutes in a genuine emergency.	98.29%	98.36%				↑	Target not met due to an administrative error. Checks have been put in place and staff reminded of correct procedure to prevent a recurrence.
			Target 99.00%	Target 99.00%	Target 99.00%	Target 99.00%		
HOUS 17	Percentage of customers stating they are satisfied with the service provided by the staff in Care Services.	99.75%	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	Qtr4	Trend Relative to 07/08 Performance	Comments
Supported Housing (i) Care Services								
HOUS 25	Percentage of intercom calls answered within 30 seconds	97.29%	96.74%				↓	Target narrowly missed due to volume of calls - as there is a move to individual, dispersed equipment.
			Target 97.00%	Target 97.00%	Target 97.00%	Target 97.00%		
HOUS 26	Percentage of intercom calls answered within 60 seconds	99.32%	99.30%				↓	
			Target 99.00%	Target 99.00%	Target 99.00%	Target 99.00%		
Supported Housing (ii) Homelessness and Housing Advice								
NI 156	Number of households living in temporary accommodation	No Information Available	8				New Indicator 2008/09	This figure is a "snapshot" of the number of families living in temporary accommodation on the last day of the 1st quarter i.e. 30 June 2008. At that time a number of the families had been made an offer of accommodation and by 3 July 2008 only 3 families remained in temporary accommodation.
			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 service.	84.30%	100.00%				↑	
			Target 85.00%	Target 86.50%	Target 89.00%	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.	100.00%	100.00%				↔	
			Target 100.00%	Target 100.00%	Target 100.00%	Target 100.00%		
HOUS 27	Number of clients where homelessness is prevented as a direct result of casework intervention	164	30				↓	Target not met. Efforts will continue to be made to increase the number of cases prevented in the 2nd quarter.
			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				↑	
			Target 31	Target 62	Target 93	Target 124		
HOUS 28(b)	Reduce the total number of homeless presentations by 16-17 years olds	16.0	3.0				↔	
			Target 3.5	Target 7.0	Target 10.5	Target 14.0		
HOUS 28(c)	Reduce the number of applications by those fleeing domestic violence	31	6				↑	
			Target 7.5	Target 15	Target 22.5	Target 30		

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 29 (EX BV 202)	Number of people sleeping rough on a single night within the area of the authority.	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 housing service which were acknowledged/responded to within published timescales.	100.00%	100.00%				↔	
			Target 100.00%	Target 100.00%	Target 100.00%	Target 100.00%		
HOUS 21	Percentage of complaints resolved to the satisfaction of the complainants.	100%	100%				↑	
			Target 100%	Target 100%	Target 100%	Target 100%		