Subject: HOUSING & NEIGHBOURHOODS PERFORMANCE REPORT
              Quarter 2 2016/17

Report to: Housing & Neighbourhoods Committee 27.10.2016

Report by: Trevor Chaplin, Group Manager Housing Services

SUBJECT MATTER/RECOMMENDATIONS
This report provides performance data from the Housing & Neighbourhoods Directorate for Quarter 2 of 2016/17

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1.   **INTRODUCTION/BACKGROUND**

1.1   A report on key performance indicators (KPI's) will be provided to the Housing & Neighbourhoods Committee each quarter.

2.   **PERFORMANCE**

2.1   Specific areas for the committee to note include

2.1.1   Rent Income Collection – The roll out of full service Universal Credit has affected around 400 GYCH tenants. These 400 tenants are in combined rent arrears of around £82,000.

2.1.2   Households in Temporary Accommodation - The number of households in temporary accommodation is subject to seasonal fluctuations and is typically higher at the end of the summer. The year on year figure demonstrates a large reduction.

3.   **FINANCIAL IMPLICATIONS**
      None

4.   **RISK IMPLICATIONS**
      None

5.   **CONCLUSIONS**
      None

6.   **RECOMMENDATIONS**

      That the Housing & Neighbourhoods Committee note this report.

7. **BACKGROUND PAPERS**

Performance data attached.

Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?

Area for consideration	Comment
Monitoring Officer Consultation:	**N/A**
Section 151 Officer Consultation:	**N/A**
Existing Council Policies:	**N/A**
Financial Implications:	**N/A**
Legal Implications (including human rights):	**N/A**
Risk Implications:	**N/A**
Equality Issues/EQIA assessment:	**N/A**
Crime & Disorder:	**N/A**
Every Child Matters:	**N/A**

PERFORMANCE INDICATORS – SUMMARY REPORT QUARTER 2 (Jul - Sep) 2016/17

HOUSING AND NEIGHBOURHOODS COMMITTEE

Measure	Previous Quarter	This Quarter	Target	Qtr 2 2015/16	Status	Trend	
						Last Period	Last Year
HN01 - Net cost of B&B (Quarterly Cumulative)	£4,979	£15,965	NA	New indicator		N/A	N/A
HN02 - Number of households in temporary accommodation (Quarterly Snapshot at last day of month)	52	56	50	73	Red	↓	↑
HN03 - Number of a) Homeless acceptances b) Homeless preventions (Quarterly)	31 21	21 18	NA NA	19 24		N/A N/A	N/A N/A
HN04 - Great Yarmouth Community Housing rent: GYCH rent collection rate a) % of rent & arrears collected b) Arrears as a % of rent debit c) Total rent arrears (Quarterly Cumulative)	95.52% 1.2% £281,668	97.88% 1.36% £319,319	95% 1.4% £333,000	98.23% 1.25% £325,620	Green	↑	↑
HN05 - Number of a) Social housing applicants in allocation pool b) Social housing new applicants awaiting assessment (Quarterly Snapshot at last day of month)	257 400	249 408	250 400	284 467	Amber	↑ ↓	↑ ↑
HN06 - Average Time to Re-let Local Authority Housing (Quarterly Cumulative)	45 days	45 days	48 days	41 days	Green	↔	↓
HN07 - Time taken for Housing Options to match property (Quarterly Cumulative)	13 days	17 days	20 days	11 days	Green	↓	↓
HN08 - Number of complaints of ASB received (includes flytipping; dog fouling; noise; smoke and accumulations) (Quarterly Cumulative)	1,979	4,649	NA	New indicator		N/A	N/A

Measure	Previous Quarter	This Quarter	Target	Qtr 2 2015/16	Status	Trend Last Period	Last Year
HN09 - Number of DFGs a) Recommendations received b) Approvals c) Completed (Quarterly Cumulative)	38 32 21	77 58 51	NA NA NA	N/A N/A N/A		N/A N/A N/A	N/A N/A N/A
HN10 - Number of Handyperson jobs completed (Quarterly Cumulative)	137	259	NA	307		N/A	N/A
HN11 - Number of alarm calls received at Control Centre Wherry Way (Quarterly)	12,492	13,012	NA	New indicator		N/A	N/A
HN12 - Number of out of hours call received at Control Centre Wherry Way (Quarterly)	1,305	1,238	NA	New indicator		N/A	N/A
HN13 - Wherry Way Control Centre call handling: a) Alarm Calls answered within 30 seconds b) Alarm Calls answered within 60 seconds (Quarterly Cumulative)	85.37% 94.32%	85.73% 94.39%	80% 98%	New indicator	🟩 (green)	⬆ ⬆	N/A N/A
HN14 - Number of Yare Care Alarm a) Referrals b) Installations c) Removals (Quarterly Cumulative)	86 86 74	155 155 131	NA NA NA	New indicator		N/A N/A N/A	N/A N/A N/A
HN15 - Employment: a) Number of long term unemployed residents supported to improve their skills. b) People moving into sustainable employment. (Quarterly Cumulative)	Data currently reported 6 monthly*	Data currently reported 6 monthly*	150 30	New indicator		N/A N/A	N/A N/A

Measure	Previous Quarter	This Quarter	Target	Qtr 2 2015/16	Status	Trend Last Period	Trend Last Year
HN16 - Neighbourhoods That Work programme							
a) Number of new self-help groups formed.	34*	41	25			N/A	N/A
b) Number of residents entering sustained employment.	55*	31	45	New indicator		N/A	N/A
c) Number of residents with complex needs receiving adequate support to address their needs	59*	60	30			N/A	N/A
(Quarterly Cumulative)							

Note:
* Because the reporting cycle for the Big Lottery is six-monthly, the first six months ran from October 2015 to March 2016 (so the figures shown are for that period) and the next reporting stage will be the end of September this year.

Measures that are not achieving Target:

HN02 - Number of households in temporary accommodation - The number of households in temporary accommodation is subject to seasonal fluctuations and is typically higher at the end of the summer. The year on year figure demonstrates a large reduction.

Measures where no target set and moving in the wrong direction:

Key	
Status	
G	Current performance has met or exceeded target
A	Current performance is below target but within tolerance
R	Current performance is below target and tolerance
Trend	
⬆⬇	Performance for quarter is improving (up) or deteriorating (down) compared to previous quarter.
⬆⬇	Performance for period (quarter) is improving (up) or deteriorating (down) compared to same quarter last year.

Key:

NA = No target set, contextual information only

N/A = Not available/not applicable