

Subject: HOUSING & NEIGHBOURHOODS PERFORMANCE REPORT  
Quarter 3 2017/18

Report to: Housing & Neighbourhoods Committee 21.03.2018

Report by: Trevor Chaplin, Interim Deputy Head of Housing

<b>SUBJECT MATTER/RECOMMENDATIONS</b>
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<b>This report provides performance data from the Housing &amp; Neighbourhoods Directorate for Quarter 3 of 2017/18</b>
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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.

## **2.0 PERFORMANCE**

- 2.1 Specific areas for the committee to note include

2.2 HN06 - Average Time to Re-let Local Authority Housing - Performance continues to improve, however the average number of days, at 43 days, remains above the target of 30 days. A new approach to dealing with voids has been in operation since 1st October, working together the Council and Great Yarmouth Norse are refining processes and actively managing voids to bring about a reduction in the number of days taken to re-let a property. A new strategy on how we manage void properties will come to the Housing & Neighbourhoods Committee in June 2018.

2.3 Households in Temporary Accommodation – In addition to the agreed indicator HN01, members requested the number of households in temporary accommodation at the end of the quarter. For Q3 this was 60, an increase from Q2 when 50 households were in temporary accommodation.

## **3.0 FINANCIAL IMPLICATIONS**

None

## **4.0 RISK IMPLICATIONS**

None

#### **4.0 CONCLUSIONS**

None

#### **5.0 RECOMMENDATIONS**

That the Housing & Neighbourhoods Committee note this report.

#### **6.0 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?*

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







**PERFORMANCE INDICATORS – SUMMARY REPORT QUARTER 3 (Oct - Dec) 2017/18**

**HOUSING AND NEIGHBOURHOODS COMMITTEE**

Measure	Previous Quarter	This Quarter	Target	Qtr 3 2016/17	Status	Trend	
						Last Period	Last Year
HN01 - Number of households still in temporary accommodation after two months a) Individual b) Families (Quarterly Snapshot at last day of quarter)	10 17	12 17	NA NA	New indicator		N/A	N/A
HN02 - Number of a) Homeless acceptances b) Homeless preventions (Quarterly)	14 55	28 34	60 75	13 29		↓	↓
						↓	↑
HN03 - 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)	96.59%  1.75% £404,963	98.45%  1.09% £271,580	95%  1.4% £333,000	98.82%  1.19% £278,233		↑	↓
						↑	↑
						↑	↑
HN04 - Number of evictions from GYCH for a) rent arrears b) non rent tenancy breaches (Quarterly Cumulative)	2 3	2 3	NA NA	New indicator		N/A	N/A
HN05 - Number of a) Social housing applicants in allocation pool b) Social housing new applicants awaiting assessment (Quarterly Snapshot at last day of month)	218 375	220 363	NA NA	250 268		↓	↑
						↑	↓
HN06 - Average Time to Re-let Local Authority Housing (Quarterly Cumulative)	47 days	43 days	30 days	46 days		↑	↑

Measure	Previous Quarter	This Quarter	Target	Qtr 3 2016/17	Status	Trend	
						Last Period	Last Year
HN07 - Time taken for Housing Options to match property (Quarterly Cumulative)	15 days	11 days	18 days	17 days		↑	↑
HN08 - Number of complaints of ASB received (includes flytipping; dog fouling; noise; smoke and accumulations) (Quarterly Cumulative)	5,388	7,405	NA	6,657		N/A	↓
HN09 - Number of DFGs a) Recommendations received b) Approvals c) Completed (Quarterly Cumulative)	94 64 63	155 93 103	NA NA NA	130 89 97		N/A N/A N/A	N/A N/A N/A
HN10 - Number of alarm calls received at Control Centre Wherry Way (Quarterly)	13,571	12,552	NA	13,329		N/A	N/A
HN11 - Number of out of hours call received at Control Centre Wherry Way (Quarterly)	1,232	1,039	NA	1,040		N/A	N/A
HN12 - Wherry Way Control Centre call handling: a) Alarm Calls answered within 30 seconds b) Alarm Calls answered within 60 seconds (Quarterly Cumulative)	84.96%	84.95%	80%	86.2%		↔	↓
	93.79%	93.53%	98%	94.46%		↓	↓
HN13 - Number of Yare Care Alarm a) Referrals b) Installations c) Removals (Quarterly Cumulative)	150 150 115	216 216 165	NA NA NA	214 211 173		N/A N/A N/A	N/A N/A N/A
HN14 - Number of Community Housing Adaptations a) Recommendations received b) Approvals c) Completed (Quarterly Cumulative)	157 132 106	210 189 162	NA NA NA	New indicator		N/A N/A N/A	N/A N/A N/A

Measure	Previous Quarter	This Quarter	Target	Qtr 3 2016/17	Status	Trend	
						Last Period	Last Year
HN15 - Neighbourhoods That Work programme							
a) Number of self-help resident led community groups supported to develop.	22	27	20	New indicator		N/A	N/A
b) Number of residents who have overcome issues preventing them from getting and holding down a job, resulting in them sustaining employment.	52*	68*	56*			N/A	N/A
c) Number of residents with complex needs supported to overcome at least one personal challenge. (Quarterly Cumulative)	52*	64*	74*			N/A	N/A
<b>Note:</b>							
* These figures reflect the 2017/18 BLF delivery year (and the Target for end of March 2018, within this delivery year) as agreed with BLF. Note, these figures form part of a cumulative target to be achieved throughout the 5 year life span of the NTW programme.							
<b>Measures that are not achieving Target:</b>							
HN06 - Average Time to Re-let Local Authority Housing - Performance continues to improve, however the average number of days, at 43 days, remains above the target of 30 days. A new approach to dealing with voids has been in operation since 1 <sup>st</sup> October, working together the Council and Great Yarmouth Norse are refining processes and actively managing voids to bring about a reduction in the number of days taken to re-let a property. A new strategy on how we manage void properties will come to a future Housing & Neighbourhoods Committee.							

<b>Key</b>	
<b>Status</b>	
	Current performance has met or exceeded target/ has met or exceeded trend
	Current performance is below target but within tolerance/ is below trend but within tolerance
	Current performance is below target and tolerance/ is below trend and tolerance
	Contextual information only
<b>Trend</b>	
	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