

Performance Indicators

Housing Portfolio

Performance Indicator	Ref	Dept/ Section	Lead Officer	Actual 2004/05	Target 2005/06	Progress At 30.6.05	Progress At 30.9.05	Progress At 31.12.05	STATUS AT 31.12.05	COMMENTS
Percentage of responsive (but not emergency) repairs during 2002/03, for which the authority both made and kept an appointment	BV 185	HSG	PMM	98.10%	98.30%	98.60%	98.60%	98.60%	G	Above target
Does the authority follow the Commission for Racial Equality's code of practice in rented housing and follow the Good Practice Standards for social landlords on tackling harassment included in the Code of Practice for Social Landlords: Tackling Racial Harassment?	BV164	HSG	AHMN	Yes	Yes	Not appropriate for quarterly monitoring.			G	
The average length of stay in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.	BV183a	HSG	AHMS	0 nights	0 nights	0nights	0.5weeks	0.5weeks	R	Both BV183a and 183b are based on the length of stay in either B & B or Hostel at any time for those homeless clients where our duty to accommodate them under Section 193 of the Housing Act 1996 has ended during 2005/06. (This indicator only relates to cases where in B&B since 1.4.04)
The average length of stay in hostel accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need	BV183b	HSG	AHMS	9 weeks	9 weeks	10 weeks	13.14weeks	13.58weeks	R	Both BV183a and 183b are based on the length of stay in either B & B or Hostel at any time for those homeless clients where our duty to accommodate them under Section 193 of the Housing Act 1996 has ended during 2005/06. (This indicator only relates to cases where in B&B since 1.4.04)

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The proportion of LA homes which were non-decent at 1 April 2002	BV184a	HSG	PMM	15.00%	18%	Not appropriate for quarterly monitoring.			G	
The percentage change in proportion of non-decent LA homes	BV184b	HSG	PMM	11.00%	22%	Not appropriate for quarterly monitoring.			G	
Repairs and maintenance service - proportion of planned repairs: responsive maintenance	BV211a	HSG	PMM	98.40%	60:40		48:52	42:58	R	Plans in place to re-dress performance.
Repairs and maintenance service - proportion of expenditure on emergency/urgent : non-urgent repairs	BV211b	HSG	PMM	New for 2005/06			32%	33%	R	Plans in place to re-dress performance.
Average time to re-let local authority housing	BV212	HSG	AHM	39 days	35 days%		33 days	36 days	R	Plans in place to re-dress performance.
Housing Advice service: Preventing homelessness	BV 213	HSG	AHM	New for 2005/06				79%	G	
Repeat homelessness	BV 214	HSG	AHM	New for 2005/06			0	0	G	
The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.	BV62	HSG	HMDR	2.38%	4%	Not appropriate for quarterly monitoring.				
Energy Efficiency – the Local average SAP rating of local authority owned dwellings	BV63	HSG	PMM	64	66	Not appropriate for quarterly monitoring.				

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The number of private vacant dwellings that are returned into occupation or demolished as a direct result of the local authority.	BV64	HSG	HMDR	0	4	Not appropriate for quarterly monitoring.				
Local Authority rent collection and arrears: proportion of rent collected	BV66a	HSG	HMDR	98.80%	99.8%	95.05%	97.72%	98.52%	G	
Local Authority rent collection and arrears recovery: 7 weeks arrears	BV66b	HSG	HMDR	New Indicator 2005/06			2.84%	3.01%		
Local Authority rent collection and arrears recovery: NSPs	BV66c	HSG	HMDR	New Indicator 2005/06			2.87%	6.94%		
Local Authority rent collection and arrears recovery: evictions	BV66d	HSG	HMDR	New Indicator 2005/06			0.14%	0.29%		
Satisfaction of tenants of council housing with the overall service provided by their landlord.	BV74	HSG	HHS	79%	Not to be collected	Not appropriate for quarterly monitoring.				
i) Results further broken down by black and ethnic minority	BV74i	HSG	HHS	63%	Not to be collected	Not appropriate for quarterly monitoring.				
ii) Results further broken down by non-black and ethnic minority tenants	BV74ii	HSG	HHS	79%	Not to be collected	Not appropriate for quarterly monitoring.				

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Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord.	BV75	HSG	HHS	64%	Not to be collected	Not appropriate for quarterly monitoring.				
i) Results further broken down by black and ethnic minority	BV75i	HSG	HHS	50%	Not to be collected	Not appropriate for quarterly monitoring.				
ii) Results further broken down by non-black and ethnic minority tenants	BV75ii	HSG	HHS	64%	Not to be collected	Not appropriate for quarterly monitoring.				
Local Authority rent collection and arrears: Rent arrears of council tenants as a proportion of the authority rent roll.	Local 5	HSG-DR	HMDR	1.49%	1.06%	1.57%	1.29%	1.38%	G	On target to achieve required performance by year end.
Proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days.	Local 6	HSG	AHMS	91.70%	98.50%	78.30%	80.00%	85.00%	R	Plans in place to redress performance
Average re-let times for Local Authority dwellings let in the financial year	Local 7a	HSG	AHMN	39 days	35 days	35 days	33 days	36 days	A	Plans in place to achieve target by year end
Average re-let times for Local Authority dwellings let in the financial year exc. Difficult to Lets	Local 7b	HSG	AHMN	29 days	25 days	27 days	28 days	29 days	R	Plans in place to redress performance. Need to explore qualifying exclusions to indicator.
The percentage of urgent repairs completed within Government time limits.	Local 9	HSG	PMM	99.70%	98%	95.90%	95.13%	95.30%	R	Contractors given target to achieve required performance in last quarter of financial year.

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The average time taken to complete non-urgent responsive repairs	Local 10	HSG	PMM	10 days	12 days	17days	14.25days	13.52days	R	Contractors given target to achieve required performance in last quarter of financial year.
The percentage of all repairs completed within target.	Local 11	HSG- PM	PMM		95.00%	95.50%	94.32%	94.26%	A	Contractors given target to achieve required performance in last quarter of financial year.
The number of people sleeping rough on a single night within the area of the local authority	BV202	HSG	HMDR	0-10	0-10	0-10	0-10	0-10	G	
The percentage change in the average number of families, with dependent children or a pregnant woman, placed in temporary accommodation under the homelessness legislation compared with the average from the previous year.	BV203	HSG	HMDR	-3.40%	5.00%	2% reduction	15.7% reduction	11.73% reduction	G	
Domestic violence refuge places per 1000 population	BV176	HSG	HMDR	0	0	0.00%	0.00%	0.00%	G	