

ADULTS & HOUSING SCRUTINY COMMITTEE

2017/18 - QUARTER 2

HOUSING & BUILDING SERVICES INDICATORS

INDICATOR HBS 013 **TITLE** Rent arrears of current tenants in the financial year as a percentage of rent debit (GNPI 34)

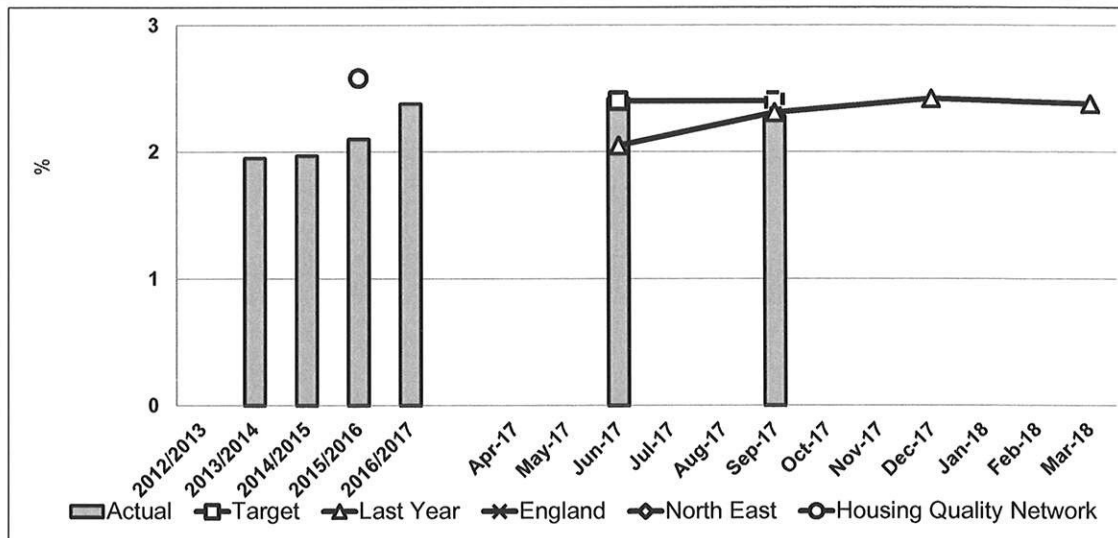
NUMERATOR Total rent arrears

DENOMINATOR Total debit due, including arrears brought forward

REASON FOR INDICATOR To monitor quarterly performance in order to allow the Council to i) compare current performance with previous financial years and ii) submit data to the Housing Quality Network and the North Income Benchmarking Group for benchmarking

IN YEAR PERFORMANCE

	Numerator	Denominator	Actual	Target	Actual compared to Target
Apr-17					
May-17					
Jun-17	631,333	26,067,276	2.4	2.4	↓
Jul-17					
Aug-17					
Sep-17	597,006	26,142,807	2.3	2.4	↑
Oct-17					
Nov-17					
Dec-17					
Jan-18					
Feb-18					
Mar-18					



Year End Target	Indicator Type	Whats Best	Format	Calculated	Reported
2.4	Key	Smaller	%	Quarter End	Quarterly

Annual Trend / Comparison's

YEAR	Darlington	Target	England Av	NE Av	Housing Quality Network
2012 / 2013	~1.9	~2.0	~2.0	~2.0	~2.5
2013 / 2014	2.0	~2.0	~2.0	~2.0	~2.5
2014 / 2015	2.0	~2.0	~2.0	~2.0	~2.5
2015 / 2016	2.1	~2.2	~2.2	~2.2	2.6
2016 / 2017	2.4	~2.4	~2.4	~2.4	~2.6

What the data is telling us

Qtr 2 Arrears are 2.28% of debit. Performance is currently on course to exceed our year end target.

What we are doing about it

Qtr 2 .

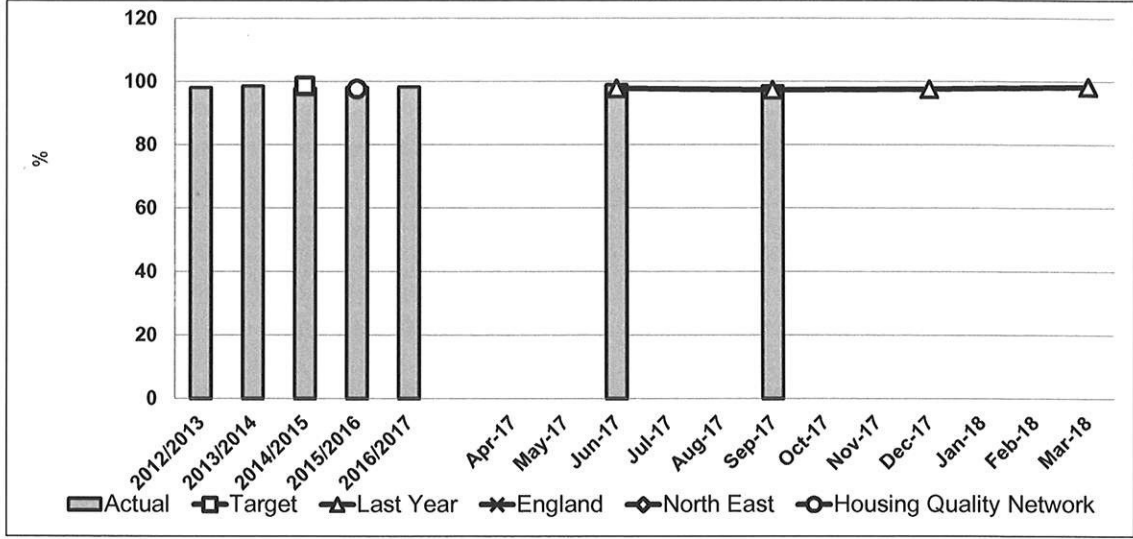
INDICATOR HBS 016 **TITLE** Rent collected as a proportion of rents owed on HRA dwellings *including arrears b/fwd

NUMERATOR Total rent collected (excludes voids)

DENOMINATOR Total debit due, including arrears brought forward

REASON FOR INDICATOR To monitor quarterly performance in order to allow the Council to i) compare current performance with previous financial years and ii) submit data to the Housing Quality Network and the North Income Benchmarking Group for benchmarking

IN YEAR PERFORMANCE					
	Numerator	Denominator	Actual	Target	Actual compared to Target
Apr-17					
May-17					
Jun-17	25,781,429	26,067,276	99		
Jul-17					
Aug-17					
Sep-17	25,760,477	26,142,807	99		
Oct-17					
Nov-17					
Dec-17					
Jan-18					
Feb-18					
Mar-18					



Year End Target	Indicator Type	Whats Best	Format	Calculated	Reported
98	Key	Bigger	%	Year to date	Quarterly

Annual Trend / Comparison's					
YEAR	Darlington	Target	England Av	NE Av	Housing Quality Network
2012 / 2013	98				
2013 / 2014	99				
2014 / 2015	98	99			
2015 / 2016	98				97.6
2016 / 2017	98				

What the data is telling us

Qtr 2 The collection rate of 98.54% compares with a collection rate of 97.37% at Q2 2016.17. Performance is currently on course to exceed our year end target.

What we are doing about it

Qtr 2 .

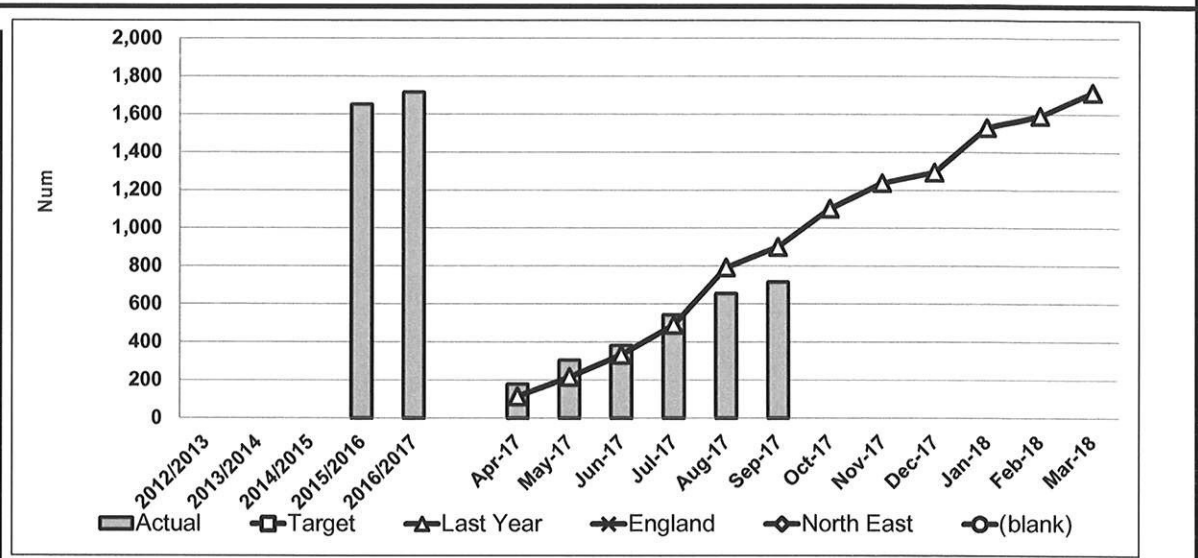
INDICATOR	HBS 025	TITLE	Number of days spent in "Bed and Breakfast"
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NUMERATOR	Total number of nights a household spends in bed and breakfast accommodation paid for by the local authority.		
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DENOMINATOR			
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REASON FOR INDICATOR	Measure of the effectiveness of the Housing Options service for the current financial year. Frequent Freedom of Information request.		
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IN YEAR PERFORMANCE					
	Numerator	Denominator	Actual	Target	Actual compared to Target
Apr-17	179		179		
May-17	305		305		
Jun-17	382		382		
Jul-17	543		543		
Aug-17	655		655		
Sep-17	716		716		
Oct-17					
Nov-17					
Dec-17					
Jan-18					
Feb-18					
Mar-18					



Year End Target	Indicator Type	Whats Best	Format	Calculated	Reported
(blank)	Key	Smaller	Num	Year to date	Monthly

Annual Trend / Comparison's					
YEAR	Darlington	Target	England Av	NE Av	(blank)
2012 / 2013					
2013 / 2014					
2014 / 2015					
2015 / 2016	1,652				
2016 / 2017	1,715				

What the data is telling us

Qtr 2 Agreed to record cumulative totals to get a better understanding of the demands and trends on the service.

What we are doing about it

Qtr 2 .

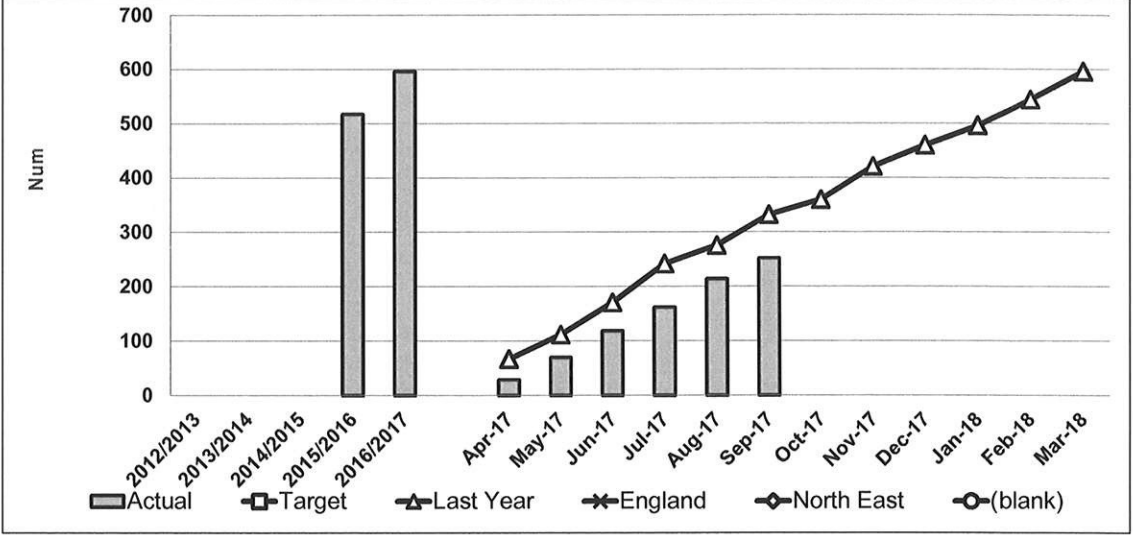
INDICATOR HBS 027a **TITLE** Number of positive outcomes where homelessness has been prevented

NUMERATOR Total number of households within the period where new positive outcomes have been recorded and homelessness has been prevented or relieved. Collated from Capita using the descriptions Homelessness Relieved; Homelessness Prevented Alternative Accommodation; Homelessness Prevented Existing

DENOMINATOR

REASON FOR INDICATOR Measure of the effectiveness of the Housing Options service for the current financial year. Helps towards staff workloads and needs.

IN YEAR PERFORMANCE					
	Numerator	Denominator	Actual	Target	Actual compared to Target
Apr-17	29		29		
May-17	70		70		
Jun-17	119		119		
Jul-17	162		162		
Aug-17	214		214		
Sep-17	252		252		
Oct-17					
Nov-17					
Dec-17					
Jan-18					
Feb-18					
Mar-18					



Year End Target	Indicator Type	Whats Best	Format	Calculated	Reported
(blank)	Key	Bigger	Num	Year to date	Monthly

Annual Trend / Comparison's					
YEAR	Darlington	Target	England Av	NE Av	(blank)
2012 / 2013					
2013 / 2014					
2014 / 2015					
2015 / 2016	517				
2016 / 2017	596				

What the data is telling us

Qtr 2 Again we are commencing recording cumulative totals on positive outcomes for the clients which will also help with the changes in the Homeless Reducation Act

What we are doing about it

Qtr 2 .

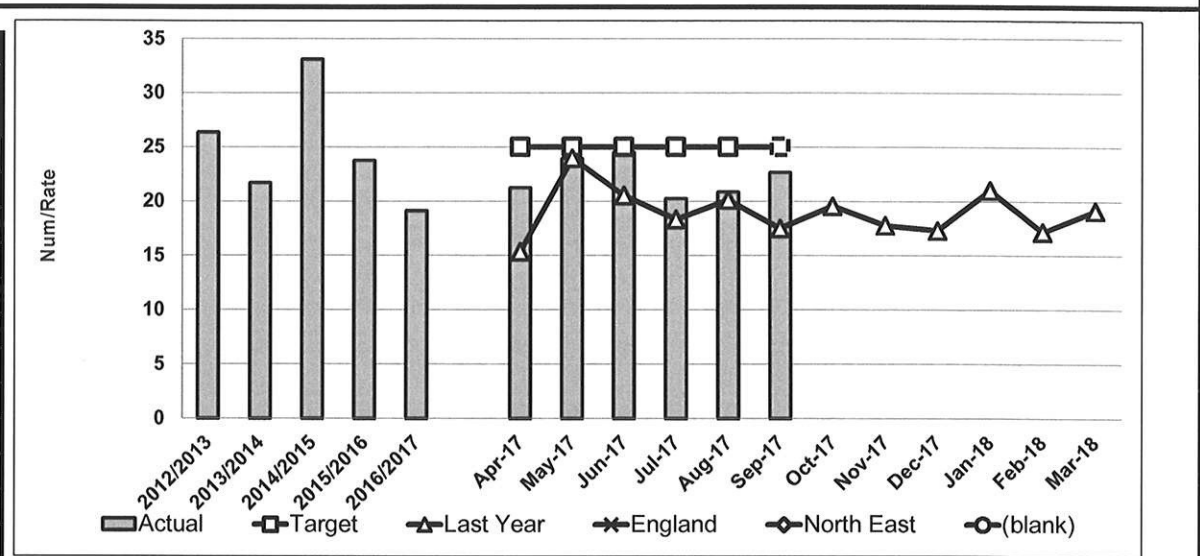
INDICATOR	HBS 034	TITLE	Average number of days to re-let dwellings
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NUMERATOR	Total number of days from Relet Void period report. Major works voids are not included.
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DENOMINATOR	Total number of cases of a Relet Void plus total number of cases of Immediate relets and extra care
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REASON FOR INDICATOR	To monitor how the authority allocates its' council housing by property type and area.
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IN YEAR PERFORMANCE					
	Numerator	Denominator	Actual	Target	Actual compared to Target
Apr-17	1,148	54	21	25	↑
May-17	742	31	24	25	↑
Jun-17	931	38	25	25	↑
Jul-17	1,337	66	20	25	↑
Aug-17	1,377	66	21	25	↑
Sep-17	1,043	46	23	25	↑
Oct-17					
Nov-17					
Dec-17					
Jan-18					
Feb-18					
Mar-18					



Year End Target	Indicator Type	Whats Best	Format	Calculated	Reported
25	Key	Smaller	Num/Rate	Monthly	Monthly

Annual Trend / Comparison's					
YEAR	Darlington	Target	England Av	NE Av	(blank)
2012 / 2013	26				
2013 / 2014	22				
2014 / 2015	33				
2015 / 2016	24				
2016 / 2017	19				

What the data is telling us

Qtr 2 Performance remains strong despite increased voids from tenants transferring to new builds.

What we are doing about it

Qtr 2 .

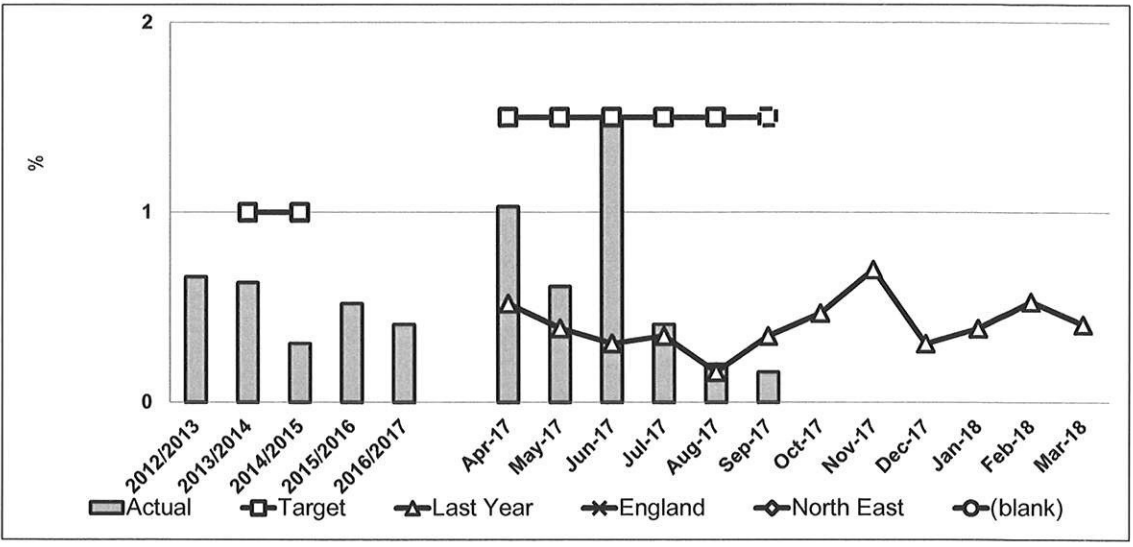
INDICATOR HBS 072 **TITLE** % of dwellings not with a gas service within 12 months of last service date

NUMERATOR Total number of Council owned properties that do not have a valid gas service certificate, based on the last day of the month for the indicator

DENOMINATOR Total number of Council owned properties (with Gas) on the last day of the month for the indicator

REASON FOR INDICATOR Measure the authority's performance against the legal requirement to carry out annual gas servicing in all landlord properties.

IN YEAR PERFORMANCE					
	Numerator	Denominator	Actual	Target	Actual compared to Target
Apr-17	51	4,937	1.0	1.5	↑
May-17	30	4,937	0.6	1.5	↑
Jun-17	74	4,937	1.5	1.5	↔
Jul-17	20	4,937	0.4	1.5	↑
Aug-17	10	4,937	0.2	1.5	↑
Sep-17	8	4,937	0.2	1.5	↑
Oct-17					
Nov-17					
Dec-17					
Jan-18					
Feb-18					
Mar-18					



Year End Target	Indicator Type	Whats Best	Format	Calculated	Reported
1.5	Key	Smaller	%	Month End	Monthly

Annual Trend / Comparison's					
YEAR	Darlington	Target	England Av	NE Av	(blank)
2012 / 2013	0.7	1.0	0.7	0.7	
2013 / 2014	0.6	1.0	0.6	0.6	
2014 / 2015	0.3	1.0	0.3	0.3	
2015 / 2016	0.5	1.0	0.5	0.5	
2016 / 2017	0.4	1.0	0.4	0.4	

What the data is telling us

Qtr 2 Performance is very good and we are able to access properties to carry out the gas service within the timescales

What we are doing about it

Continue to maintain existing performance as well as looking at how we can ensure this can be further reduced, to ensure full access