
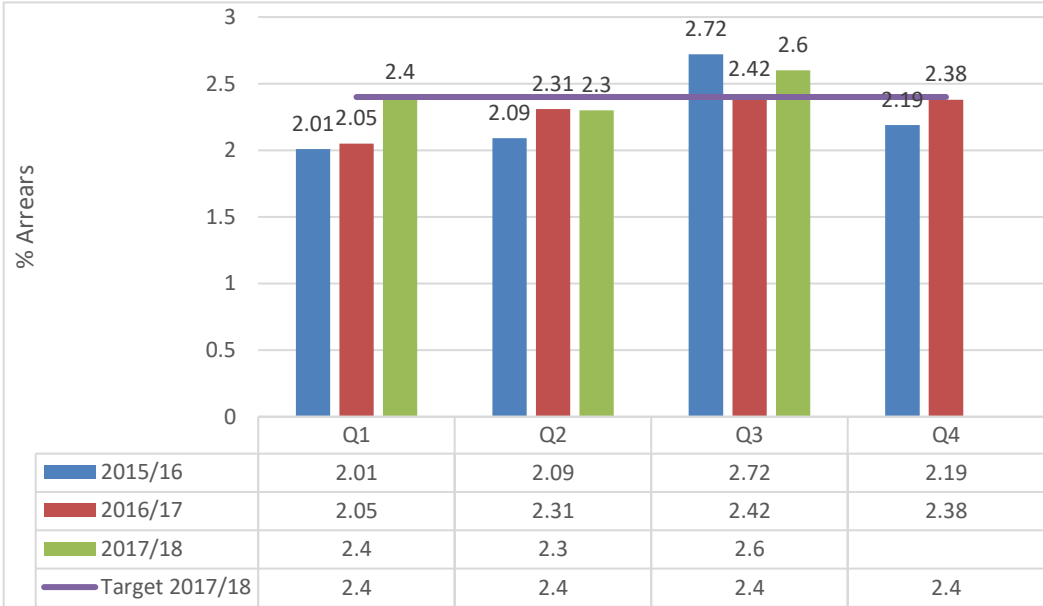


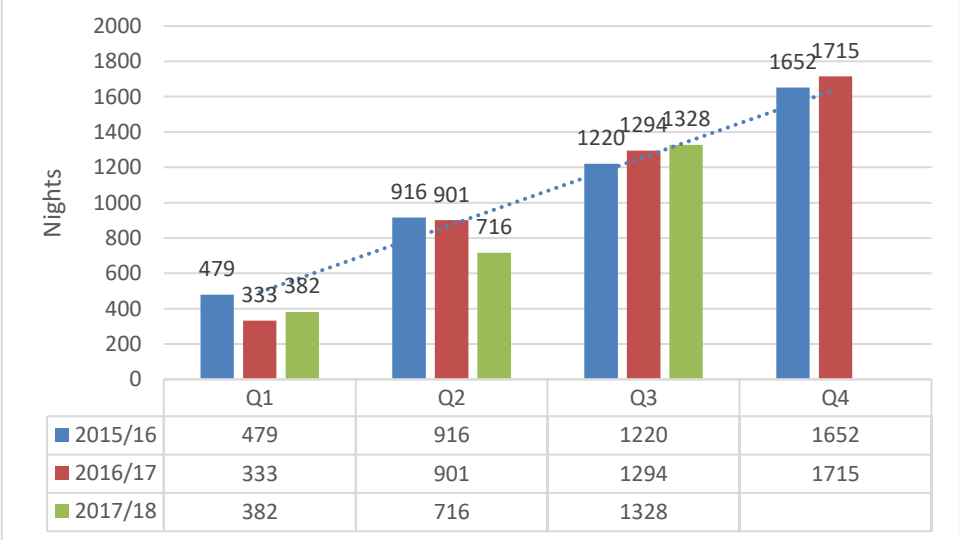

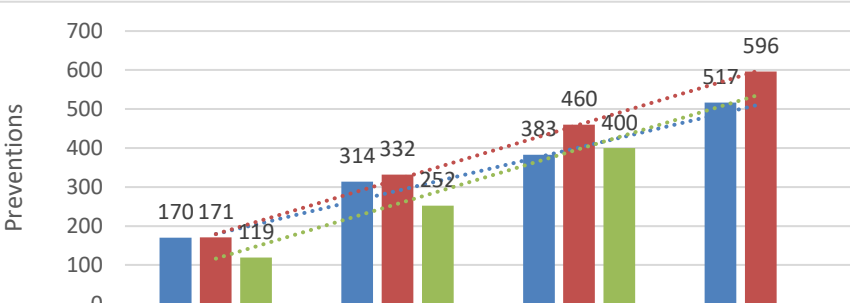





Indicator	HBS 013 Rent arrears of current tenants in the financial year as a percentage of rent debit (GNPI 34)																										
How we calculate this indicator	Current outstanding arrears of rent and service charges due from all current tenants as a proportion of the annual rent debit plus current tenant arrears brought forward from the previous financial year.	Q3 performance 																									
Why this indicator is important	This indicator along with HBS 016, is a key measure of the effectiveness and efficiency of the Council’s rent collection and arrears recovery service. An efficient rent collection service is important to ensuring that as much of the rent due, and therefore potential income to the council as a landlord, is collected and received. Tenant accounts managed inefficiently can result in further arrears. Rental income is a major source of finance and is used to meet the costs of managing and maintaining the housing stock. Arrears are monitored and managed against annual forecasting and organisational expectations.																										
What the data is telling us	<p>Rent arrears are following previous trends which show a rise in arrears because of Christmas. Past experience indicates arrears tend to improve in Q4 to bring us round to target and we anticipate reaching end of year target. We map arrears trends by individual geographical areas and by monthly direct debit payment cycles which allow us to monitor on a monthly basis, the value of arrears and number of tenants in arrears. This allows us to target specific areas where arrears have increased. Additionally we have increased the number of homes in the housing stock which in turn increases the rent debit. At the end of the quarter the rent debit had increased by £230,000 on the same quarter last year. As a result there is an increase in the value of arrears as more rents are due.</p>  <table border="1" data-bbox="1048 967 2056 1158"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>2.01</td> <td>2.09</td> <td>2.72</td> <td>2.19</td> </tr> <tr> <td>2016/17</td> <td>2.05</td> <td>2.31</td> <td>2.42</td> <td>2.38</td> </tr> <tr> <td>2017/18</td> <td>2.4</td> <td>2.3</td> <td>2.6</td> <td></td> </tr> <tr> <td>Target 2017/18</td> <td>2.4</td> <td>2.4</td> <td>2.4</td> <td>2.4</td> </tr> </tbody> </table> <p>We benchmark our performance with the Housing Quality Network where performance is measured a quarter behind. At the end of quarter 2, Darlington was in the 2nd quartile and above the average in that quartile which is 2.68%</p>			Q1	Q2	Q3	Q4	2015/16	2.01	2.09	2.72	2.19	2016/17	2.05	2.31	2.42	2.38	2017/18	2.4	2.3	2.6		Target 2017/18	2.4	2.4	2.4	2.4
	Q1	Q2	Q3	Q4																							
2015/16	2.01	2.09	2.72	2.19																							
2016/17	2.05	2.31	2.42	2.38																							
2017/18	2.4	2.3	2.6																								
Target 2017/18	2.4	2.4	2.4	2.4																							
What we are doing about it	We will continue with weekly monitoring of individual rent accounts and with benchmarking with the Housing Quality Network. At the moment we have a limited take-up of Universal Credit. However this will increase from June this year with the introduction of the full service. Universal Credit claimants show a higher average arrear than non-Universal Credit tenants. To help us manage this impact we will be introducing a restructure of the Housing Income Management Team from February, creating an additional post and reducing the size of individual rent patches.																										

Indicator	HBS 016 Rent collected as a proportion of rents owed on HRA dwellings including arrears brought forward																										
Numerator	Rent and service charges payments received from our current and former tenants, plus Housing Benefit entitlement received, as a proportion of the rent roll at the end of the period, plus current tenant arrears brought forward from the previous financial year.	Q3 performance 																									
Why this indicator is important	This indicator along with HBS 013, is a key measure of the effectiveness and efficiency of the Council’s rent collection and arrears recovery service. An efficient rent collection service is important to ensuring that as much of the rent due, and therefore potential income to the council as a landlord, is collected and received. Rental income is a major source of finance and is used to meet the costs of managing and maintaining the housing stock. We benchmark our performance against Housing Quality Network and the North Income Benchmarking Group.																										
What the data is telling us	<p>Performance continues to follow the usual pattern and impact of Christmas. However performance is slightly higher than last year at this time. Benchmarking with the Housing Quality Network shows that we are in the top quartile which is above 98.29%. However the impact of Universal Credit has affected other landlords to a larger extent than it has us, therefore it is reasonable to expect that our performance is good in comparison. We are confident of achieving the end of year target.</p> <div data-bbox="1010 611 2016 1141"> <table border="1"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>97.93</td> <td>97.9</td> <td>97.61</td> <td>98.15</td> </tr> <tr> <td>2016/17</td> <td>97.82</td> <td>97.37</td> <td>97.62</td> <td>98.29</td> </tr> <tr> <td>2017/18</td> <td>98.9</td> <td>98.54</td> <td>98.45</td> <td></td> </tr> <tr> <td>Benchmark</td> <td>98.15</td> <td>98.15</td> <td>98.15</td> <td>98.15</td> </tr> </tbody> </table> </div>			Q1	Q2	Q3	Q4	2015/16	97.93	97.9	97.61	98.15	2016/17	97.82	97.37	97.62	98.29	2017/18	98.9	98.54	98.45		Benchmark	98.15	98.15	98.15	98.15
	Q1	Q2	Q3	Q4																							
2015/16	97.93	97.9	97.61	98.15																							
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2017/18	98.9	98.54	98.45																								
Benchmark	98.15	98.15	98.15	98.15																							
What we are doing about it	Our approach is very similar to our approach to HBS 013, in so far as we will continue with weekly and monthly monitoring, and mapping trends. The restructure of the Housing Income Management Team from February will allow for extra resources to manage the same number of accounts, which should in turn help to address any impact on arrears as a result of Universal Credit.																										

Indicator	HBS 025 Number of days spent in Bed and Breakfast																					
How we calculate this indicator	Total number of nights a household spends in bed and breakfast accommodation paid for by the local authority. The total is cumulative and performance is monitored and measured monthly, and reported at the end of each quarter.	Q3 performance 																				
Why this indicator is important	This indicator along with HBS 027a, is a key measure of the effectiveness and efficiency of the Council’s Housing Options service. The Council has a duty to secure accommodation for unintentionally homeless households in priority need. Households might be placed in temporary accommodation pending the completion of inquiries into an application, or they might spend time waiting in temporary accommodation after an application is accepted until suitable secure accommodation becomes available. Bed and breakfast (B&B) accommodation is one of the types of temporary accommodation available to the Council. B&B accommodation is an expensive option and disruptive for families, and therefore used when no other temporary accommodation is available. Nationally and in Darlington, the number of nights households spend in B&B is increasing.																					
What the data is telling us	<p>Numbers have increased in Q3. Quarter 1 was lower than Q1 last year however Q2 was higher than Q2 last year. The number of presentations during October and November was higher than the same months last year. This has resulted in officer time being focussed on new presentations rather than closing cases. The impact of welfare reforms and gradual removal of some floating support provision from earlier in the year started to show during Q3.</p>  <table border="1" data-bbox="1070 1011 1957 1166"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>479</td> <td>916</td> <td>1220</td> <td>1652</td> </tr> <tr> <td>2016/17</td> <td>333</td> <td>901</td> <td>1294</td> <td>1715</td> </tr> <tr> <td>2017/18</td> <td>382</td> <td>716</td> <td>1328</td> <td></td> </tr> </tbody> </table>			Q1	Q2	Q3	Q4	2015/16	479	916	1220	1652	2016/17	333	901	1294	1715	2017/18	382	716	1328	
	Q1	Q2	Q3	Q4																		
2015/16	479	916	1220	1652																		
2016/17	333	901	1294	1715																		
2017/18	382	716	1328																			
What we are doing about it	Homelessness officers monitor B&B cases weekly and work with case workers for families to consider holistically the provision of support to enable them to move to permanent accommodation. The reduction of floating support has impacted on this and we are working with the Council's Commissioning Services to address this. Work is also ongoing with outreach organisations to target a small number of entrenched rough sleepers to get them into permanent accommodation which prevents homeless presentations. The implementation of the Homelessness Reduction Act 2017 in April introduces new statutory duties and as a result an increase in the number of presentations is anticipated and could also have an impact on the length of time households spend in B&B.																					

Indicator	HBS 027a Number of positive outcomes where homelessness has been prevented																					
How we calculate this indicator	Total number of households within the period where new positive outcomes have been recorded and homelessness has been prevented or relieved. The total is cumulative and performance is monitored and measured monthly, and reported at the end of each quarter.	Q3 performance 																				
Why this indicator is important	This indicator along with HBS 025, is a key measure of the effectiveness and efficiency of the Council’s Housing Options service. Homelessness can make it harder for individuals to find a job, stay healthy and maintain relationships. Communities can also be impacted by an increase in rough sleeping or demand on health or adult social care services. Addressing the immediate and long term costs of homelessness can be significant. Preventing homelessness can reduce costs and the potential impact on the individual, the community and service providers.																					
What the data is telling us	<p>The number of presentations increased in Q3 and the number of positives outcomes has decreased compared to Q3 last year. Q1 presentations was lower than Q1 last year however Q2 was higher than Q2 last year. The number of presentations during October and November was also higher than the same months last year. This has resulted in officer time being focussed on new presentations rather than closing cases. The impact of welfare reforms and gradual removal of some floating support provision from earlier in the year started to show during Q3.</p> <div data-bbox="1095 576 2013 1150" style="text-align: center;">  <table border="1" data-bbox="1137 879 1984 1031"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>170</td> <td>314</td> <td>383</td> <td>517</td> </tr> <tr> <td>2016/17</td> <td>171</td> <td>332</td> <td>460</td> <td>596</td> </tr> <tr> <td>2017/18</td> <td>119</td> <td>252</td> <td>400</td> <td></td> </tr> </tbody> </table> <p>■ 2015/16 ■ 2016/17 ■ 2017/18 Linear (2015/16) Linear (2016/17) Linear (2017/18)</p> </div>			Q1	Q2	Q3	Q4	2015/16	170	314	383	517	2016/17	171	332	460	596	2017/18	119	252	400	
	Q1	Q2	Q3	Q4																		
2015/16	170	314	383	517																		
2016/17	171	332	460	596																		
2017/18	119	252	400																			
What we are doing about it	The data suggests there has been an increase in cases with complex needs or mental health issues which take more time to resolve. We will monitor homelessness cases for safeguarding implications to evaluate the requirement for a more holistic approach to addressing complex needs. Additionally central government data requirements will increase from April and this data will be analysed for information to improve the service. We are working with the Council’s Commissioning Services to address any resources implications for administration of the new Government system for this purpose.																					

<p>Indicator</p>	<p>HBS 034 Average number of days to re-let dwellings</p>																										
<p>How we calculate this indicator</p>	<p>This indicator measures the average time (in calendar days) to re-let vacant dwellings during the quarter. It is calculated by dividing the total number of days dwellings were vacant in the quarter , by the number of re-lets in the quarter. Dwellings requiring major works are not included in this calculation.</p>	<p>Q3 performance </p>																									
<p>Why this indicator is important</p>	<p>It is important to minimise the length of time a dwelling is empty to maximise the benefits of that property. When a property is empty (void) we are unable to receive income for that property through rent and service charges. Additionally the length of time those awaiting rehousing by the Council is increased by longer void times. To maximise income to the Housing Revenue Account and potential negative impact on tenants and prospective tenants, we need to re-let properties in the shortest time possible.</p>																										
<p>What the data is telling us</p>	<p>The average number of days we have set ourselves to re-let dwellings is 25, however we seek to re-let dwellings in less time wherever possible. Since 2015/16 we have consistently re-let dwellings on average in less time than 25 days. Over the last 12 months we have built new homes which have been added to our existing housing stock. Over recent months we have seen an increase in the number of voids as existing council tenants move from their tenancies to new Council built homes. This has resulted in void numbers fluctuating month on month during the allocation process; this is likely to continue in the coming months as further new builds are made available. Tenancy management officers have worked hard to ensure performance is sustained. Performance continues to remain good and below the target set for the year.</p> <div data-bbox="1028 560 2013 1137" data-label="Figure"> <table border="1"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>21.47</td> <td>23.8</td> <td>17.32</td> <td>23.76</td> </tr> <tr> <td>2016/17</td> <td>20.53</td> <td>17.5</td> <td>17.32</td> <td>19.13</td> </tr> <tr> <td>2017/18</td> <td>24.5</td> <td>23.02</td> <td>18.42</td> <td></td> </tr> <tr> <td>Target 17/18</td> <td>25</td> <td>25</td> <td>25</td> <td>25</td> </tr> </tbody> </table> </div>			Q1	Q2	Q3	Q4	2015/16	21.47	23.8	17.32	23.76	2016/17	20.53	17.5	17.32	19.13	2017/18	24.5	23.02	18.42		Target 17/18	25	25	25	25
	Q1	Q2	Q3	Q4																							
2015/16	21.47	23.8	17.32	23.76																							
2016/17	20.53	17.5	17.32	19.13																							
2017/18	24.5	23.02	18.42																								
Target 17/18	25	25	25	25																							
<p>What we are doing about it</p>	<p>Housing Tenancy Management Officers continue to work resolutely and are proactive in engaging new and prospective tenants for our new build homes. We are also continuing to promote existing Council properties which offer good quality accommodation at a reasonable rent. We have recently agreed to be part of a regional benchmark within the Tees Valley to monitor our performance against similar housing providers.</p>																										

Indicator	HBS 072 % of dwellings not with a gas service within 12 months of last service date																										
How we calculate this indicator	This indicator measures the percentage of dwellings which did not have a current gas safety record in place as at the end of the quarter, which had been reviewed by their anniversary dates. It is calculated by dividing the total number of dwellings without a current gas safety record in place at the end of the quarter, by the number of dwellings requiring a gas safety record.	Q3 performance 																									
Why this indicator is important	The Council is responsible for making sure gas appliances in Council dwellings work safely. An annual gas service and safety check is carried out on every dwelling once a year and tenants are required to provide access to engineers to do this. In addition to the safety implications of gas appliances working properly, correctly functioning appliances can help reduce gas bills.																										
What the data is telling us	We continue to do an excellent job in complying with gas servicing; over 99.8% of Council owned properties have received an annual service.	 <table border="1" data-bbox="1171 954 2033 1118"> <thead> <tr> <th></th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>0.37</td> <td>0.25</td> <td>0.37</td> <td>0.52</td> </tr> <tr> <td>2016/17</td> <td>0.31</td> <td>0.35</td> <td>0.7</td> <td>0.41</td> </tr> <tr> <td>2017/18</td> <td>1.5</td> <td>0.16</td> <td>0.24</td> <td></td> </tr> <tr> <td>Target</td> <td>1.5</td> <td>1.5</td> <td>1.5</td> <td>1.5</td> </tr> </tbody> </table>		Q1	Q2	Q3	Q4	2015/16	0.37	0.25	0.37	0.52	2016/17	0.31	0.35	0.7	0.41	2017/18	1.5	0.16	0.24		Target	1.5	1.5	1.5	1.5
	Q1	Q2	Q3	Q4																							
2015/16	0.37	0.25	0.37	0.52																							
2016/17	0.31	0.35	0.7	0.41																							
2017/18	1.5	0.16	0.24																								
Target	1.5	1.5	1.5	1.5																							
What we are doing about it	There will always be a few dwellings where appointments are broken or where we are unable to make contact with the tenant resulting in appropriate action being taken to gain access to the property. Significant officer time and effort is given to ensuring we gain access to all of our properties and that our tenants understand how important these checks are. We are well within top performance when benchmarked with other social landlords.																										