
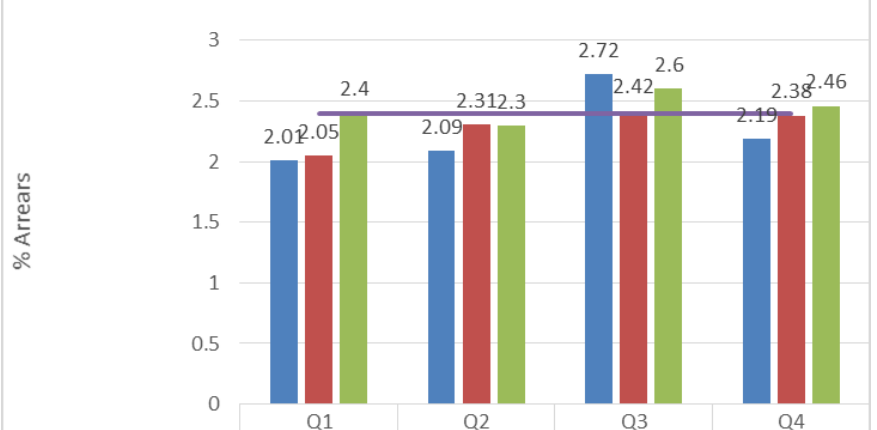

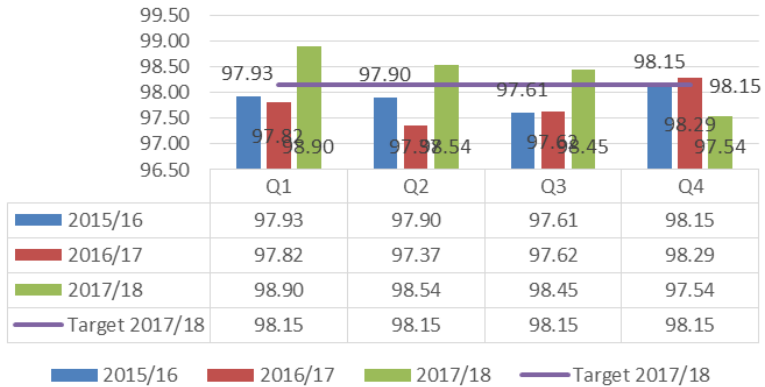

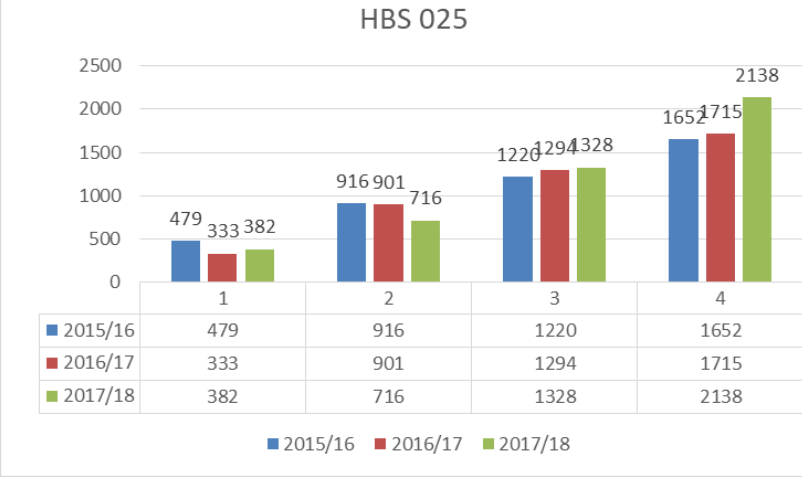

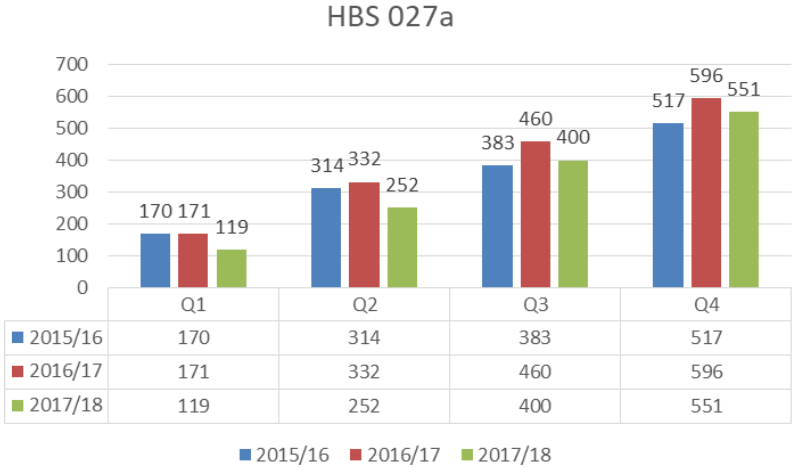

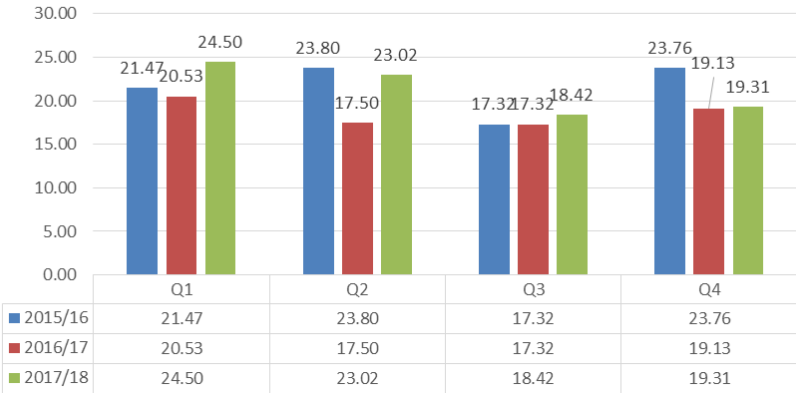



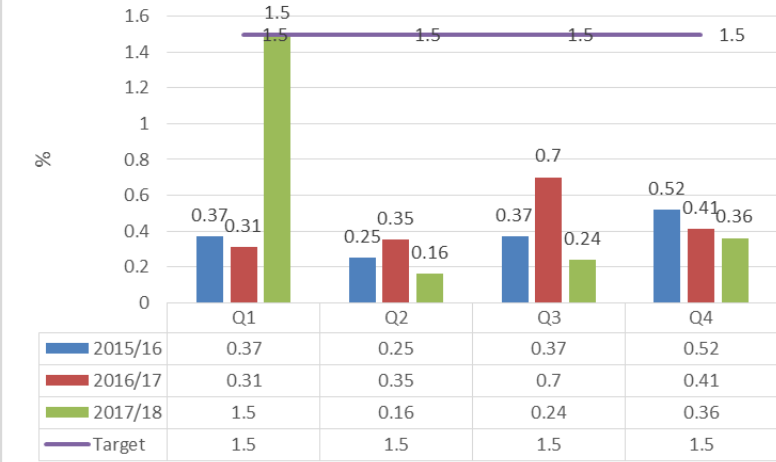
Indicator	<b>HBS 013 Rent arrears of current tenants in the financial year as a percentage of rent debit (GNPI 34)</b>																										
How we calculate this indicator	Current outstanding arrears of rent and service charges due from all current tenants as a proportion of the annual rent debit plus current tenant arrears brought forward from the previous financial year. 2017/18 target is 2.40% with a tolerance of 1%.	<b>Q4 performance:</b> Achieved within tolerance 																									
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	Performance in quarter 4 was an improvement on quarter 3 and end of year target has been achieved within tolerance. Rent arrears have followed previous trends which show a rise in arrears because of Christmas followed by improvement in quarter 4 to bring us round close to 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 and therefore the value of arrears as more rents are due.	 <table border="1" data-bbox="1176 1165 2004 1308"> <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>2.46</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>		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	2.46	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	2.46																							
Target 2017/18	2.4	2.4	2.4	2.4																							
What we are doing about it	A recent restructure has been carried out within the Income team meaning a more focussed approach on current rent arrears and rent collection. Darlington will become a full service area for Universal Credit on 20th June 2018 which we expect to have an impact on rent collection due to the assessment periods for claims.																										

Indicator	HBS 016 Rent collected as a proportion of rents owed on HRA dwellings including arrears brought forward																										
How we calculate this indicator	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. 2017/18 target is 98.15% with a 1% tolerance.	<b>Q4 performance:</b> Achieved within tolerance 																									
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	Quarter 4 performance reduced however the target was achieved within tolerance. Performance was also 0.75% below end of year last year. Benchmarking with the Housing Quality Network shows that top quartile is above 98.29% therefore our outturn performance is 0.75% below Housing Quality Network top quartile.	<p style="text-align: center;"><b>HBS 016</b></p>  <table border="1" data-bbox="1227 954 1989 1129"> <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>97.90</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>98.90</td> <td>98.54</td> <td>98.45</td> <td>97.54</td> </tr> <tr> <td>Target 2017/18</td> <td>98.15</td> <td>98.15</td> <td>98.15</td> <td>98.15</td> </tr> </tbody> </table>		Q1	Q2	Q3	Q4	2015/16	97.93	97.90	97.61	98.15	2016/17	97.82	97.37	97.62	98.29	2017/18	98.90	98.54	98.45	97.54	Target 2017/18	98.15	98.15	98.15	98.15
	Q1	Q2	Q3	Q4																							
2015/16	97.93	97.90	97.61	98.15																							
2016/17	97.82	97.37	97.62	98.29																							
2017/18	98.90	98.54	98.45	97.54																							
Target 2017/18	98.15	98.15	98.15	98.15																							
What we are doing about it	Restructure in the department and loss of key members of the team caused some disruption. Arrears processes are being streamlined in readiness for Universal Credit roll out in June 2018 and staffing levels are increasing back to normal. Training is continuing for all new members of staff and those in new roles.																										

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. No target is set for this indicator.	Outturn performance compared with outturn performance last year 																				
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	No target is set for this indicator due to the reactive nature of the service. Performance comparison is made with performance at the same period last year which shows that the number of days in bed and breakfast increased by 25% this year compared with last year. Across the year we have performed well by keeping numbers low in Bed and Breakfast. However sustained periods of cold weather saw a rapid increase in presentations and length of stays in temporary accommodation - seeing an increase in numbers in quarter 4. This was unpreventable due to the reactive nature of the service.	 <table border="1" data-bbox="1261 1139 2022 1273"> <thead> <tr> <th></th> <th>1</th> <th>2</th> <th>3</th> <th>4</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>2138</td> </tr> </tbody> </table>		1	2	3	4	2015/16	479	916	1220	1652	2016/17	333	901	1294	1715	2017/18	382	716	1328	2138
	1	2	3	4																		
2015/16	479	916	1220	1652																		
2016/17	333	901	1294	1715																		
2017/18	382	716	1328	2138																		
What we are doing about it	Robust procedures are in place to prevent and monitor Bed & Breakfast usage. However this year sees the introduction of the Homeless Reduction Act some changes will be seen. Cases will likely to be open for longer periods and we anticipate that both numbers and length of stays in temporary accommodation will increase.																					

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. No target is set for this indicator.	Outturn performance compared with outturn performance last year 																				
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	No target is set for this indicator due to the reactive nature of the service. Performance comparison is made with performance at the same period last year which shows that outturn performance this year is 8% lower than last year. The data tells us how many cases or households have had their homeless situation prevented or relieved. It shows a slight decrease from last year however the compatible data differs due to the reduction in support services following the Medium Term Financial Plan. Also note that part way through the year we introduced new working practices and procedures preparing for the introduction of the Homeless Reduction Act.	 <table border="1" data-bbox="1227 1082 2018 1214"> <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>551</td> </tr> </tbody> </table>		Q1	Q2	Q3	Q4	2015/16	170	314	383	517	2016/17	171	332	460	596	2017/18	119	252	400	551
	Q1	Q2	Q3	Q4																		
2015/16	170	314	383	517																		
2016/17	171	332	460	596																		
2017/18	119	252	400	551																		
What we are doing about it	This year sees the introduction of the Homeless Reduction Act this means working to new guidelines so there will be difficulty in comparing data. We will need to monitor and review performance throughout the coming year and ensure appropriate comparisons are made.																					

<b>Indicator</b>	<b>HBS 034 Average number of days to re-let dwellings</b>																					
How we calculate this indicator	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. 2017/18 target is 25 days.	<b>Q4 performance:</b> Target achieved 																				
Why this indicator is important	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.																					
What the data is telling us	The target is 25 days 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 and 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 outturn performance is only very slightly worse than at outturn last year.	<p style="text-align: center;">HBS 034</p>  <table border="1" data-bbox="1234 1010 2027 1129"> <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>23.80</td> <td>17.32</td> <td>23.76</td> </tr> <tr> <td>2016/17</td> <td>20.53</td> <td>17.50</td> <td>17.32</td> <td>19.13</td> </tr> <tr> <td>2017/18</td> <td>24.50</td> <td>23.02</td> <td>18.42</td> <td>19.31</td> </tr> </tbody> </table>		Q1	Q2	Q3	Q4	2015/16	21.47	23.80	17.32	23.76	2016/17	20.53	17.50	17.32	19.13	2017/18	24.50	23.02	18.42	19.31
	Q1	Q2	Q3	Q4																		
2015/16	21.47	23.80	17.32	23.76																		
2016/17	20.53	17.50	17.32	19.13																		
2017/18	24.50	23.02	18.42	19.31																		
What we are doing about it	Performance continues to be good and below the performance target. Officers continue to work steadily however, we accept that there is an ongoing competitive housing market in which we need to ensure we remain pro-active. Officers are encouraged to promote both existing and new build properties via various mediums.																					

<b>Indicator</b>	<b>HBS 072 % of dwellings not with a gas service within 12 months of last service date</b>																										
How we calculate this indicator	<p>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. 2017/18 target is 1.5 days.</p>	<p><b>Q4 performance:</b> Target achieved </p>																									
Why this indicator is important	<p>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.</p>																										
What the data is telling us	<p>We continue to do an excellent job in complying with gas servicing. Over 99.6% of Council owned properties have received an annual service. The target has been achieved and outturn performance is better than outturn performance last year.</p>	 <table border="1" data-bbox="1288 1029 2027 1189"> <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>0.36</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	0.36	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	0.36																							
Target	1.5	1.5	1.5	1.5																							
What we are doing about it	<p>Compliance remains solid at less than 1% that have not had a gas service safety check. Officers continue to work well together updating a live excel sheet with up to date actions.</p>																										