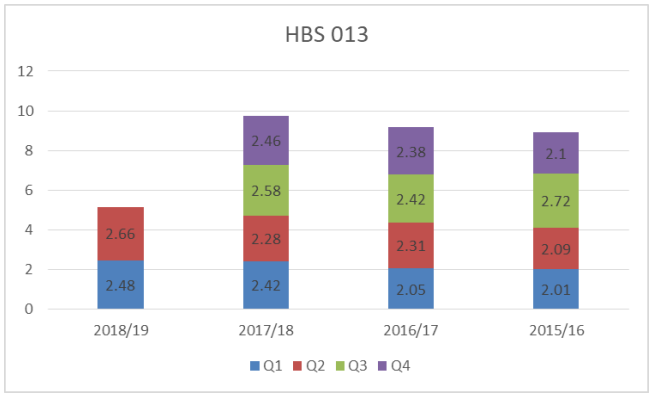
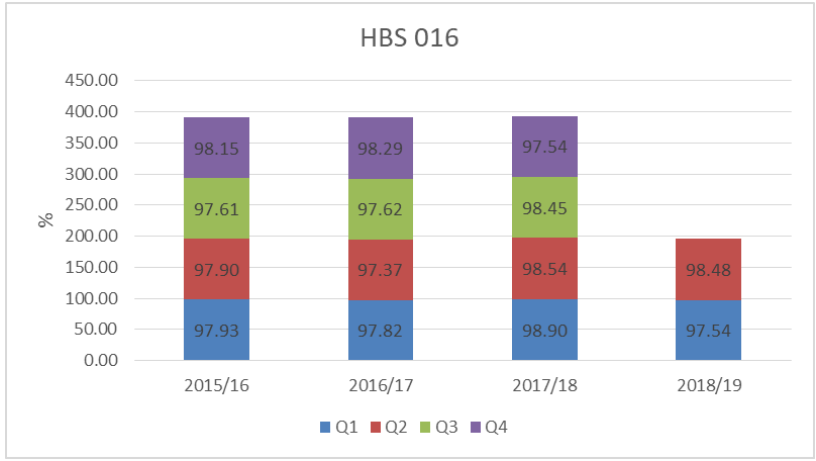
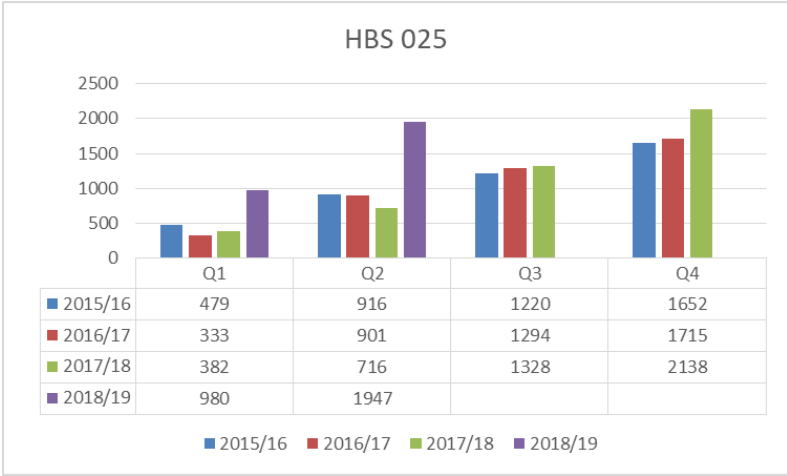
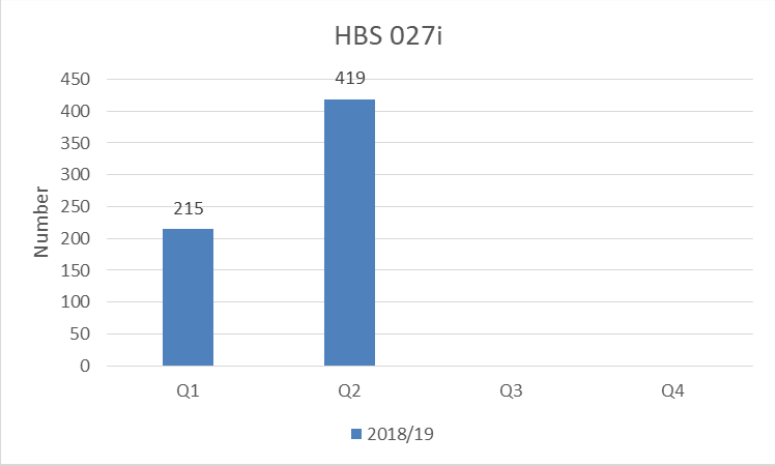
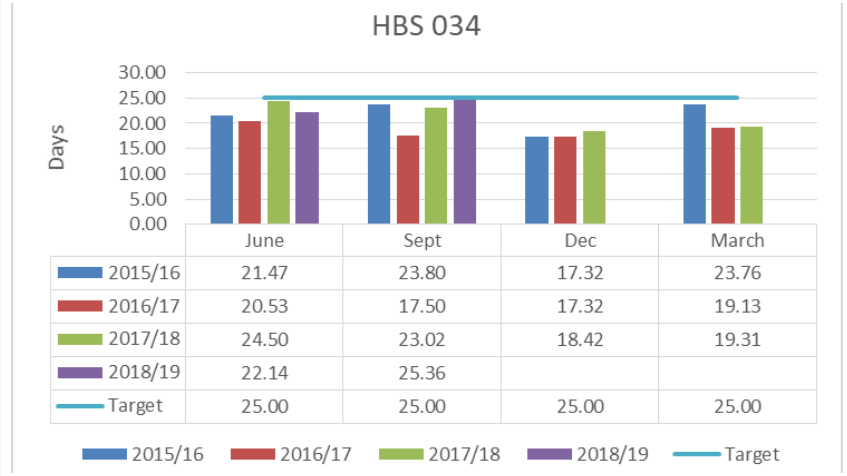
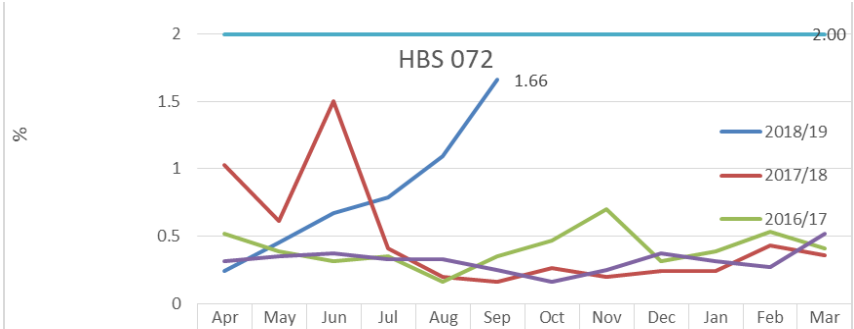
Indicator	**HBS 013 Rent arrears of current tenants in the financial year as a percentage of rent debit (GNPI 34)**	
How we calculate this indicator	Current outstanding arrears of rent and service charges due from all current tenants as a proportion of the annual rent debit plus current tenant arrears brought forward from the previous financial year. 2018/19 target is 2.40% with a tolerance of 1% (2.424%)	**Q2 performance**: Target not achieved
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	There has again been an increase (2.66%) and performance is slightly worse than Quarter 2 2017/18, this increase was expected however it is less than predicted. Universal Credit Full Service rolled out in June 2018 and the number of claimants has increased threefold, UC payments are made a month in arrears, unlike Housing Benefit payments. There is an assessment period meaning accounts will slip into arrears of at least 5 weeks before the first payment is made to the customer so accounts that are normally up to date will go into arrears before the first payment is made and those already in arrears will increase.	
What we are doing about it	The team checks rent accounts on a weekly basis for early intervention, this helps to identify tenants claiming UC at an early stage to help prevent excessive arrears. As well as these preventative measures the team carry out the following proactive measures: Tenancy Sustainment contact every tenant claiming UC to offer support and advice; Delivering personal budgeting support and assisted digital support to tenants; Applying for APAs; Prompt responses to housing cost verifications and queries from the DWP via the Landlord Portal; Completing applications for Northumbrian Water Social Tariffs. They also monitor UC payment cycles and proactively contacting tenants when their UC payment is due to be made to ensure they pay their rent on time. Good partnership working continues between the rent team and HB and DWP departments to ensure swift resolutions to queries. Pre-tenancy work has increased with all new applicants receiving income and expenditure and affordability advice prior to signing up for a new tenancy thereby ensuring they are aware of the true cost of renting a home. Agreements for rent payments are made prior to the tenancy starting and advice and support is offered to them.	

	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. 2018/19 target is 98.15% with a 1% tolerance.	**Q2 performance:** Target achieved
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 2 performance (98.48%) has exceeded Quarter 1 by 0.94% performance so the target continues to be achieved. Performance was 0.06% below Quarter 2 last year. The team's proactive stance towards account monitoring is producing good results and we continue to be within the HQN top quartile. Results are better than expected with UC being rolled out.	
What we are doing about it	Streamlining of processes continues and the proactive stance is producing results and ensures that collection rates continue to achieve target. Pre-tenancy work ensures that all new tenants are fully aware of the importance of rent payments and advice and support is offered throughout the tenancy.	

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.	**Quarter 2 performance compared with same time last year**
Why this indicator is important	This indicator along with HBS 027i, 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	There has been a significant increase in the number of nights spent in Bed and Breakfast in the last quarter compared to this time last year.	
What we are doing about it	We are continually monitoring Bed and Breakfast usuage to see if the current trend continues as the new legislation beds in. There is an ongoing service review and staff training to ensure this is robustly managed and we continue to work with commissioned partners to facilitate move on from temporary accommodation as soon as possible.	

Indicator	**HBS 027i Number of positive outcomes where homelessness has been prevented - NEW LEGISLATION**	
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 in line with the requirements of the Homelessness Reduction Act 2017. 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.	**NEW INDICATOR** - performance not comparable with same time 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	Outcomes have shown an increase this quarter- however there is new legislation now in place with the introduction of the Homeless Reduction Act 2017 and therefore there is no direct comparison with last years figures.	
What we are doing about it	The new legislation requires the Housing Options Team to work with more clients as the threshold for the new statutory duties is much lower than previously - cases are also kept open for longer and this has resulted in an increase in positive outcomes over the last quarter. This is being monitored to see if this trend continues as the legislation beds in.	

Indicator	**HBS 034 Average number of days to re-let dwellings**	
How we calculate this indicator	This indicator measures the average time (in calendar days) to re-let vacant dwellings during the months of June, September, December and April. It is calculated by dividing the total number of days standard re-let properties were vacant and were relet in the month, by the number of standard re-lets in the month. Dwellings requiring major works are not included in this calculation. The 2018/19 target is a maximum of 25 days.	**30th September 2018 performance:** Target not 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	On the whole performance remains good and steady. Slightly up in September by 0.36% on the target figure but should remain on target of 25 days at outturn. Officers do an excellent job and continue to take a positive approach in maintaining acceptable turnaround periods.	
What we are doing about it	Performance continues to be good and within 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. We are introducing a new approach to our advertising with improved information regarding individual properties which should reflect a more professional stance.	

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. The 2018 /19 target is 2%.	**Q2 performance:** Target achieved
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	Performance has dipped in Q2 resulting in 1.66% without a valid gas service. However this is still within the target of 2. Officers continue to take a proactive approach and are on track to remain on target by the end of the year.	
What we are doing about it	Going forward we have now produced a new process with clear boundaries and guidelines for all Officers to follow. Information is being circulated broadly with additional access times for Operatives to attend, this includes evening appointments until 7.00pm and Saturday mornings. WhatsApp is now available for tenants to use and has proven a positive move in gaining contact. A key Officer has been identified to deal with outstanding gas services who will act as the co-ordinator between teams. Figures have dramatically reduced following our new process and proactive approach by all Officers involved.	

	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
2018/19	0.24	0.45	0.67	0.79	1.09	1.66						
2017/18	1.03	0.61	1.50	0.41	0.20	0.16	0.26	0.20	0.24	0.24	0.43	0.36
2016/17	0.52	0.39	0.31	0.35	0.16	0.35	0.47	0.70	0.31	0.39	0.53	0.41
2015/16	0.31	0.35	0.37	0.33	0.33	0.25	0.16	0.25	0.37	0.31	0.27	0.52
Target 2018/19	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00