
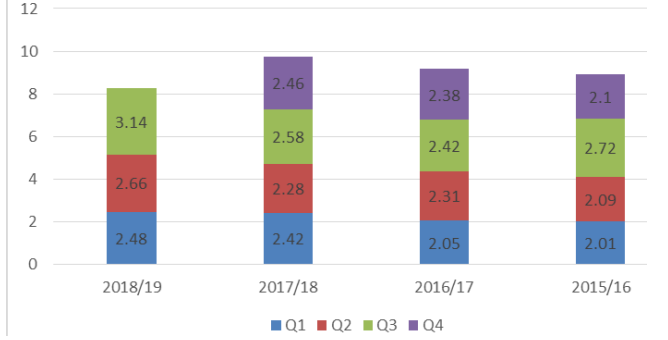
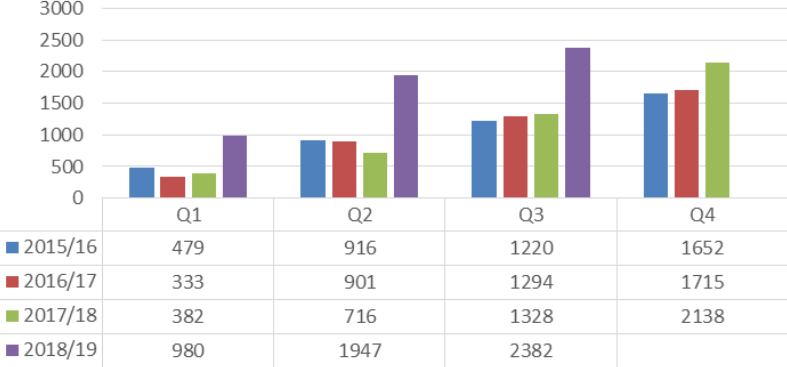


Indicator	HBS 013 Rent arrears of current tenants in the financial year as a percentage of rent debit (GNPI 34)																										
How we calculate this indicator	Current outstanding arrears of rent and service charges due from all current tenants as a proportion of the annual rent debit plus current tenant arrears brought forward from the previous financial year. 2018/19 target is 2.40% with a tolerance of 1% (2.424%)	Performance for period 																									
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	Current arrears as a % of debit has increased to 3.14% of total annual rent debit. Universal Credit is a key factor, however the increase is within expectations with the average arrears for UC claimants standing at less than 5 weeks and in line with regional benchmarking. This is despite the 5-6 week wait for the first payment of UC. Delays from County Court for hearing dates have also had an impact. Regional benchmarking signifies that arrears are in line with other housing organisations.	<p style="text-align: center;">HBS 013</p>  <table border="1" style="margin-left: auto; margin-right: auto;"> <caption>HBS 013 Quarterly Data</caption> <thead> <tr> <th>Year</th> <th>Q1</th> <th>Q2</th> <th>Q3</th> <th>Q4</th> </tr> </thead> <tbody> <tr> <td>2018/19</td> <td>2.48</td> <td>2.66</td> <td>3.14</td> <td>2.46</td> </tr> <tr> <td>2017/18</td> <td>2.42</td> <td>2.28</td> <td>2.58</td> <td>2.46</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>2015/16</td> <td>2.01</td> <td>2.09</td> <td>2.72</td> <td>2.1</td> </tr> </tbody> </table>	Year	Q1	Q2	Q3	Q4	2018/19	2.48	2.66	3.14	2.46	2017/18	2.42	2.28	2.58	2.46	2016/17	2.05	2.31	2.42	2.38	2015/16	2.01	2.09	2.72	2.1
Year	Q1	Q2	Q3	Q4																							
2018/19	2.48	2.66	3.14	2.46																							
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What we are doing about it	<p>The team continues to:</p> <ul style="list-style-type: none"> • Take a proactive stance with pre-tenancy work being completed by the Tenancy Sustainment Team • Proactive recovery action during the tenancy making contact via phone, letter or home visit when arrears accrue • Maintain close working with the Department of Works and Pensions • Offer money, benefit and budgeting advice to council tenants that are applying for and in receipt of Universal Credit (UC) • Prompt verification of housing costs on the landlord portal to reduce delays with UC claims <p>Future work includes a review of the rent recovery process, looking at any rent account over a certain balance to ensure action is up to date, checking all UC accounts to ensure payments are received and contact made offering appointments for advice and support as well as ensuring appropriate action has been taken.</p>																										

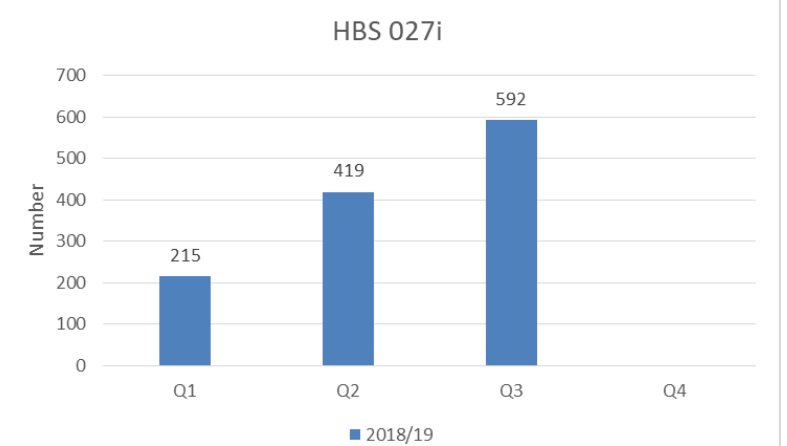
Housing Highlighted indicators – 2018-19 (Q3)

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. 2018/19 target is 98.15% with a 1% tolerance.	<table border="1"> <tr> <th colspan="2">Performance for period</th> </tr> <tr> <td>Within tolerance</td> <td style="text-align: center;">↓</td> </tr> </table>		Performance for period		Within tolerance	↓																					
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What the data is telling us	Collection rate has dropped based on Qtr 2 and currently stands at 97.29%. However, this is in line with regional benchmarking and within expectations. The average arrears for Universal Credit (UC) claimants standing at less than 5 weeks. This is despite the 5-6 week wait for the first payment of Universal Credit (UC). Delays from County Court for hearing dates have also had an impact. Regional benchmarking signifies that arrears are in line with other housing organisations.	<table border="1"> <caption>HBS 016 Quarterly Performance</caption> <thead> <tr> <th>Year</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>2018/19</td> <td>97.54</td> <td>98.48</td> <td>97.29</td> <td>-</td> </tr> </tbody> </table>		Year	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	2018/19	97.54	98.48	97.29	-
Year	Q1	Q2	Q3	Q4																								
2015/16	97.93	97.90	97.61	98.15																								
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2017/18	98.90	98.54	98.45	97.54																								
2018/19	97.54	98.48	97.29	-																								
What we are doing about it	<p>The team continues to proactively work with customers that are affected by Universal Credit (UC) and in receipt of legacy benefits both before and during their tenancy. The team have increased their application for direct payments from DWP to aid with collection rates for those applicants that are struggling to budget effectively. The team continues to:</p> <ul style="list-style-type: none"> • take a proactive stance with pre-tenancy work being completed by the Tenancy Sustainment Team • proactive recovery action during the tenancy making contact via phone, letter or home visit when arrears accrue • maintain close working with the Department of Works and Pensions • Offer money, benefit and budgeting advice to council tenants that are applying for and in receipt of Universal Credit • Prompt verification of housing costs on the landlord portal to reduce delays with UC claims <p>Future work includes a review of the rent recovery process, looking at any rent account over a certain balance to ensure action is up to date, checking all UC accounts to ensure payments are received and contact made offering appointments for support and advice, as well as, ensuring appropriate action has been taken.</p>																											


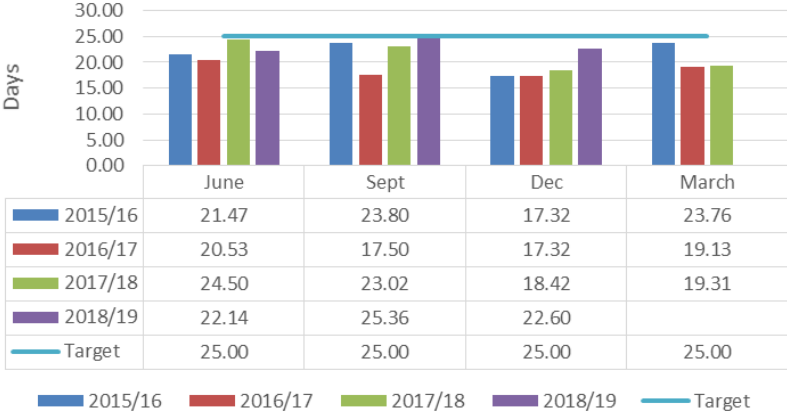
Housing Highlighted indicators – 2018-19 (Q3)

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.	<table border="1"> <tr> <th colspan="2">Performance for period</th> </tr> <tr> <td>Quarter 3 performance compared with same time last year</td> <td style="text-align: center;">↓</td> </tr> </table>		Performance for period		Quarter 3 performance compared with same time last year	↓																					
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Why this indicator is important	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 more expensive 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	Following the introduction of the Homeless Reduction Act the trend is now showing an increase in the number of nights clients are spending in bed and breakfast as compared to last year, which reflects that more clients are eligible due to the changes to our statutory duties. This is also reflected as a national trend.	<p style="text-align: center;">HBS 025</p>  <table border="1" style="width: 100%; text-align: center;"> <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>2138</td> </tr> <tr> <td>2018/19</td> <td>980</td> <td>1947</td> <td>2382</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	2138	2018/19	980	1947	2382	
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What we are doing about it	We are ensuring we meet the requirements of the Homeless Reduction Act and also continually monitor and prioritise these clients to ensure appropriate move on accommodation is sourced.																											


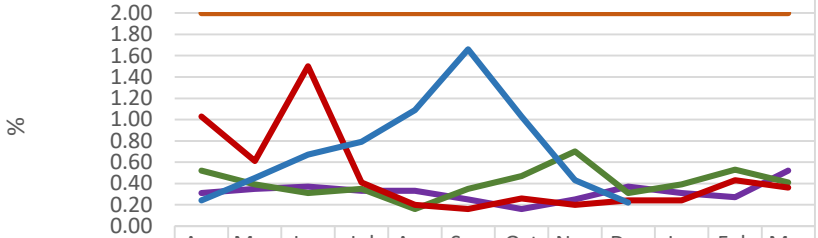
Housing Highlighted indicators – 2018-19 (Q3)

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.	<table border="1"> <thead> <tr> <th colspan="2">Performance for period</th> </tr> </thead> <tbody> <tr> <td><i>NEW INDICATOR - performance not comparable with same time last year</i></td> <td></td> </tr> </tbody> </table>		Performance for period		<i>NEW INDICATOR - performance not comparable with same time last year</i>							
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Why this indicator is important	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	Positive outcomes are now recorded where homelessness has been prevented and relieved in line with the requirements of the new legislation, the Homeless Reduction Act. Positive outcomes remain consistent from the last quarter, reflecting that the new act is being adhered to and now being embedded into the Housing Options service	 <table border="1"> <caption>HBS 027i</caption> <thead> <tr> <th>Quarter</th> <th>Number of Positive Outcomes (2018/19)</th> </tr> </thead> <tbody> <tr> <td>Q1</td> <td>215</td> </tr> <tr> <td>Q2</td> <td>419</td> </tr> <tr> <td>Q3</td> <td>592</td> </tr> <tr> <td>Q4</td> <td>0</td> </tr> </tbody> </table>		Quarter	Number of Positive Outcomes (2018/19)	Q1	215	Q2	419	Q3	592	Q4	0
Quarter	Number of Positive Outcomes (2018/19)												
Q1	215												
Q2	419												
Q3	592												
Q4	0												
What we are doing about it	The Housing Options Team continue to work in accordance with the new statutory duties within the Homeless Reduction Act. Due to the additional requirements within the act, cases are being open for longer to meet client needs, prevent and relieve homelessness and reduce those representing to the service.												

Housing Highlighted indicators – 2018-19 (Q3)

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. It is calculated by dividing the total number of days standard re-let properties were vacant and were re-let in the month, by the number of standard re-lets. Dwellings requiring major works are not included in this calculation. The 2018/19 target is a maximum of 25 days which is a top performing target.	Performance for period																															
		31 December 2018 performance																															
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	Tenancy Management Officers continue to work hard and do an excellent job in sustaining a void period inside the challenging 25 day turnaround.	<p style="text-align: center;">HBS 034</p>  <table border="1" data-bbox="1310 774 2094 981"> <thead> <tr> <th></th> <th>June</th> <th>Sept</th> <th>Dec</th> <th>March</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> <tr> <td>2018/19</td> <td>22.14</td> <td>25.36</td> <td>22.60</td> <td></td> </tr> <tr> <td>Target</td> <td>25.00</td> <td>25.00</td> <td>25.00</td> <td>25.00</td> </tr> </tbody> </table>			June	Sept	Dec	March	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	2018/19	22.14	25.36	22.60		Target	25.00	25.00	25.00	25.00
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Target	25.00	25.00	25.00	25.00																													
What we are doing about it	Performance continues to be very good and within target. Officers continue to work steadily and have a positive approach in dealing with a range of properties and areas. We have improved our standard of advertising also.																																

Housing Highlighted indicators – 2018-19 (Q3)

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%.	Performance for period																																																																															
		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	Performance has improved vastly since quarter 2. All occupied properties have had a gas service within 12 months. Arrangements have been made to carry out gas services as part of the Repairs on Letting process in new tenancies.	 <table border="1" data-bbox="1256 810 2123 1023"> <thead> <tr> <th></th> <th>Apr</th> <th>May</th> <th>Jun</th> <th>Jul</th> <th>Aug</th> <th>Sep</th> <th>Oct</th> <th>Nov</th> <th>Dec</th> <th>Jan</th> <th>Feb</th> <th>Mar</th> </tr> </thead> <tbody> <tr> <td>2015/16</td> <td>0.31</td> <td>0.35</td> <td>0.37</td> <td>0.33</td> <td>0.33</td> <td>0.25</td> <td>0.16</td> <td>0.25</td> <td>0.37</td> <td>0.31</td> <td>0.27</td> <td>0.52</td> </tr> <tr> <td>2016/17</td> <td>0.52</td> <td>0.39</td> <td>0.31</td> <td>0.35</td> <td>0.16</td> <td>0.35</td> <td>0.47</td> <td>0.70</td> <td>0.31</td> <td>0.39</td> <td>0.53</td> <td>0.41</td> </tr> <tr> <td>2017/18</td> <td>1.03</td> <td>0.61</td> <td>1.50</td> <td>0.41</td> <td>0.20</td> <td>0.16</td> <td>0.26</td> <td>0.20</td> <td>0.24</td> <td>0.24</td> <td>0.43</td> <td>0.36</td> </tr> <tr> <td>2018/19</td> <td>0.24</td> <td>0.45</td> <td>0.67</td> <td>0.79</td> <td>1.09</td> <td>1.66</td> <td>1.03</td> <td>0.43</td> <td>0.22</td> <td></td> <td></td> <td></td> </tr> <tr> <td>Target 2018/19</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> </tr> </tbody> </table>			Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	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	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	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	2018/19	0.24	0.45	0.67	0.79	1.09	1.66	1.03	0.43	0.22				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
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What we are doing about it	We have introduced a new robust procedure which ensures all Council properties that are approaching their annual gas safety date is dealt with jointly between all services within a timely manner. Appropriate court applications have been made to ensure that abandoned properties are also included.																																																																																