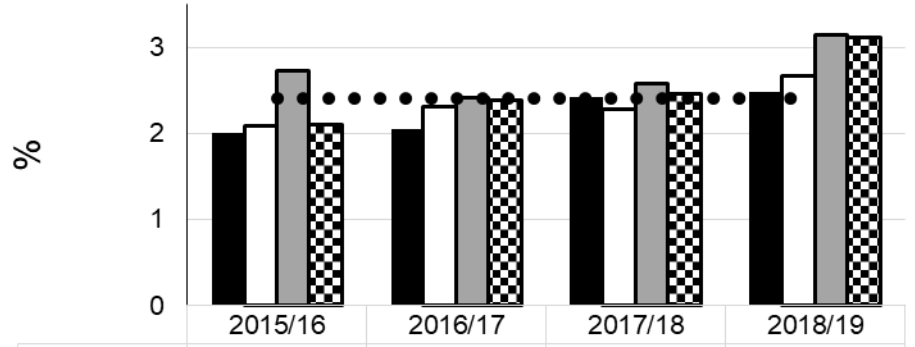
Appendix 3

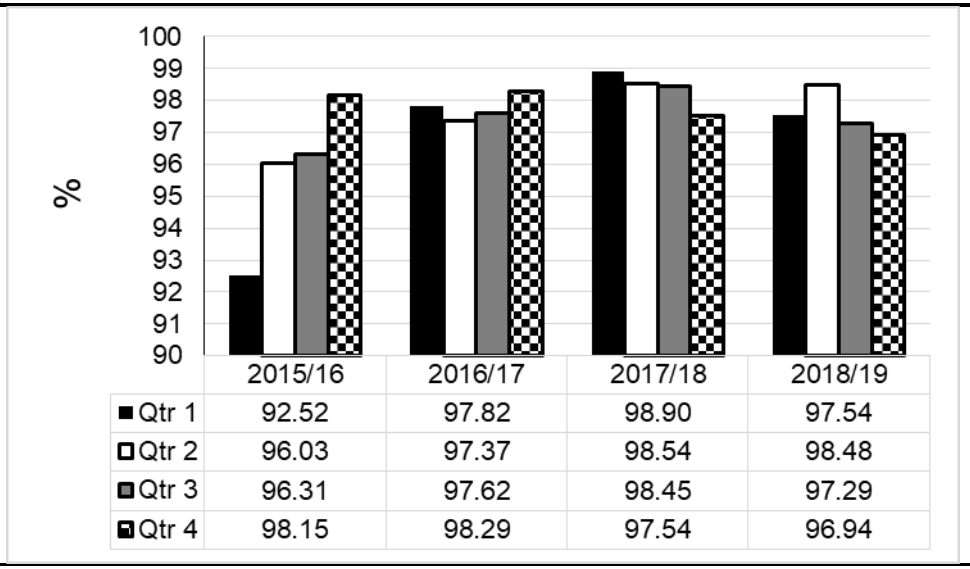
Indicator	**HBS 013 Rent arrears of current tenants in the financial year as a percentage of rent debit (GNPI 34)**
How we calculate this indicator	Current outstanding arrears of rent and service charges due from all current tenants as a proportion of the annual rent debit plus current tenant arrears brought forward from the previous financial year. 2018/19 target is 2.4% with a tolerance of 1% Performance for period: March 2019 to target
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	Arrears as a % of debit has reduced on Qtr 4, however the challenging annual target of 2.4% which we set ourselves was not achieved. Arrears were anticipated to increase due to the introduction of Universal Credit in June 2018 but the increase has been within expected levels.
What we are doing about it	The increase in Universal Credit (UC) claims have exceeded preliminary expectations with now almost 25% of tenants in receipt of welfare benefits now claiming UC. A more targeted approach is to be adopted in 19/20 for current arrears along with the continued focus on pre-tenancy work with new tenants to try to avoid arrears building up. The team takes appropriate court action when necessary and issues with court delays continue to be raised. Close links with the Department for Works and Pensions have continued to grow, including the local Job Centre. Recruitment is continuing to bring the team back up to a full quota. The team works closely with Housing Benefit, accessing the Discretionary Housing Payment fund where appropriate and the Citizens Advice for Personal Budgeting Support and complex debt advice.



	2015/16	2016/17	2017/18	2018/19
Qtr 1	2.01	2.05	2.42	2.48
Qtr 2	2.09	2.31	2.28	2.66
Qtr 3	2.72	2.42	2.58	3.14
Qtr 4	2.10	2.38	2.46	3.11
Target	2.40	2.40	2.40	2.40

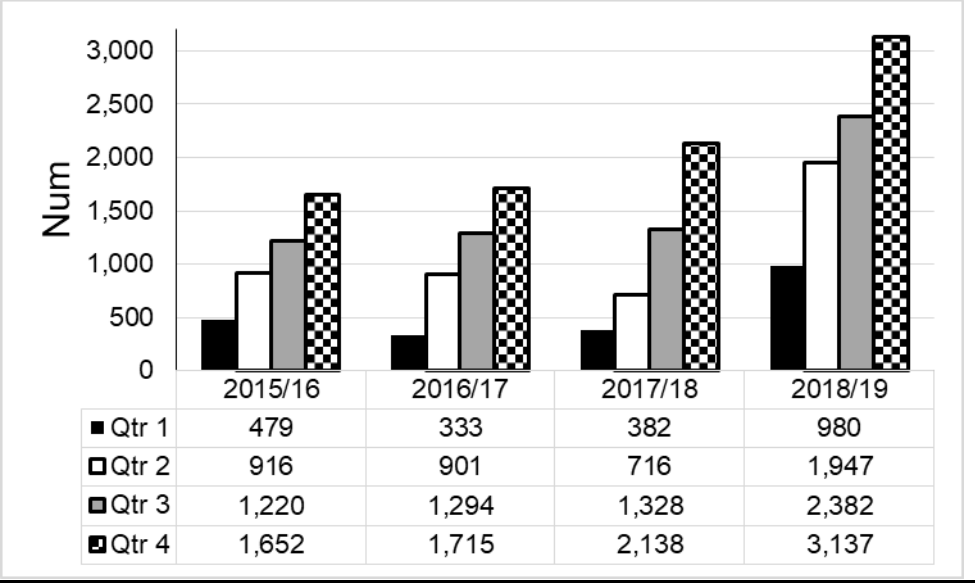
Housing Highlighted indicators – 2018-19 (Q4)

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 charge 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.
Performance for period	March 2019 to March 2018 ↓
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 in 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	Collection rate has reduced and stands at 96.94% however this is within anticipated levels following the introduction of Universal Credit (UC).
What we are doing about it	We have reviewed the ways we target arrears and patches and a new target driven approach for 19/20 is expected to improve collection rates. The team makes applications for direct payments of welfare benefits including Universal Credit to maximise income collection and sustain tenancies. All new tenants are introduced, in person, to the rent team at sign up and they offer advice and support with budgeting and prioritising rent payments, this pre-emptive approach is expected to reduce new tenant arrears occurring.



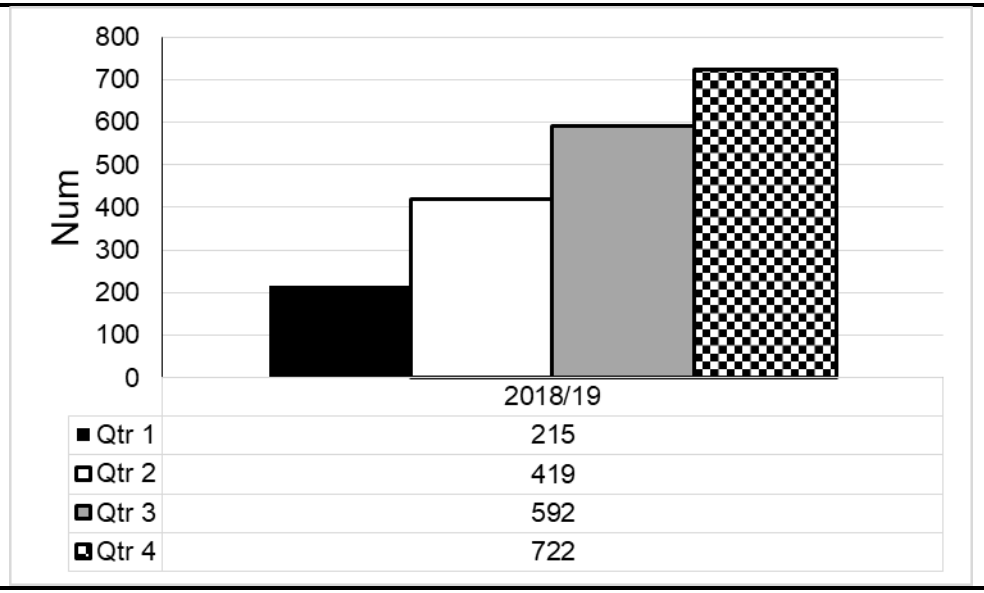
	2015/16	2016/17	2017/18	2018/19
Qtr 1	92.52	97.82	98.90	97.54
Qtr 2	96.03	97.37	98.54	98.48
Qtr 3	96.31	97.62	98.45	97.29
Qtr 4	98.15	98.29	97.54	96.94

Housing Highlighted indicators – 2018-19 (Q4)

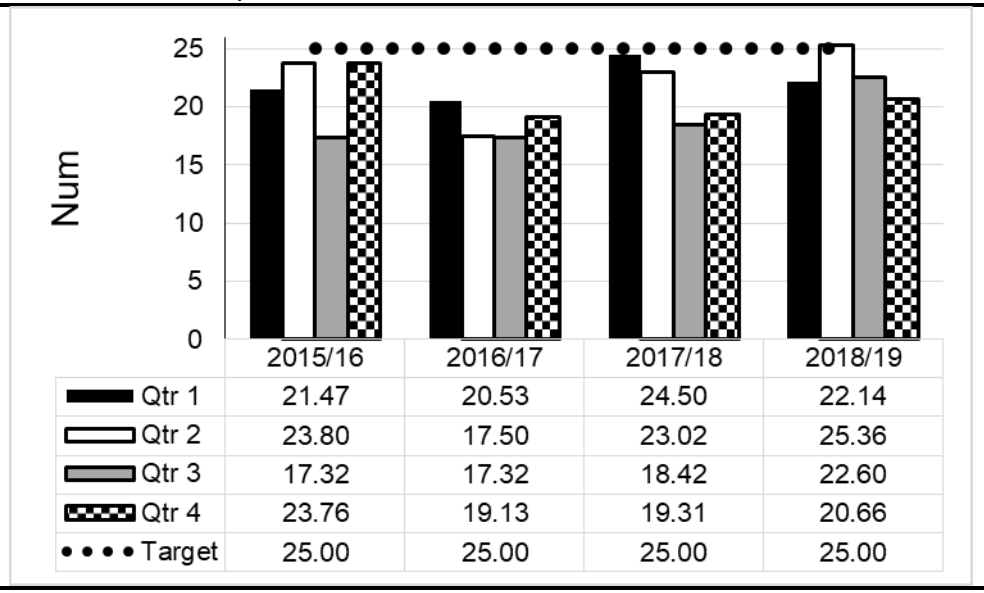
Indicator	**HBS 025 Number of days spent in Bed and Breakfast**	
How we calculate this indicator	Total number of nights a household spends in bed and breakfast accommodation paid for by the local authority. The total is cumulative and performance is monitored and measured monthly, and reported at the end of each quarter. No target is set for this indicator.	Performance for period March 2019 to March 2018 ↓
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	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.	
What we are doing about it	More clients are being placed for longer periods to meet the legislative requirements and to work toward the government rough sleeping strategy of eradicating rough sleeping by 2027. For Darlington we are now delivering a No First Night Out Model to prevent anyone from having to spend a night out on the streets.	

	2015/16	2016/17	2017/18	2018/19
Qtr 1	479	333	382	980
Qtr 2	916	901	716	1,947
Qtr 3	1,220	1,294	1,328	2,382
Qtr 4	1,652	1,715	2,138	3,137

Housing Highlighted indicators – 2018-19 (Q4)

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.	Performance for period No target set and no previous comparison available
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	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.	
What we are doing about it	Cases continue to be open for a longer period of time to reflect the requirements of the Homeless legislation. The level of positive outcomes have been maintained for the final quarter of the financial year.	

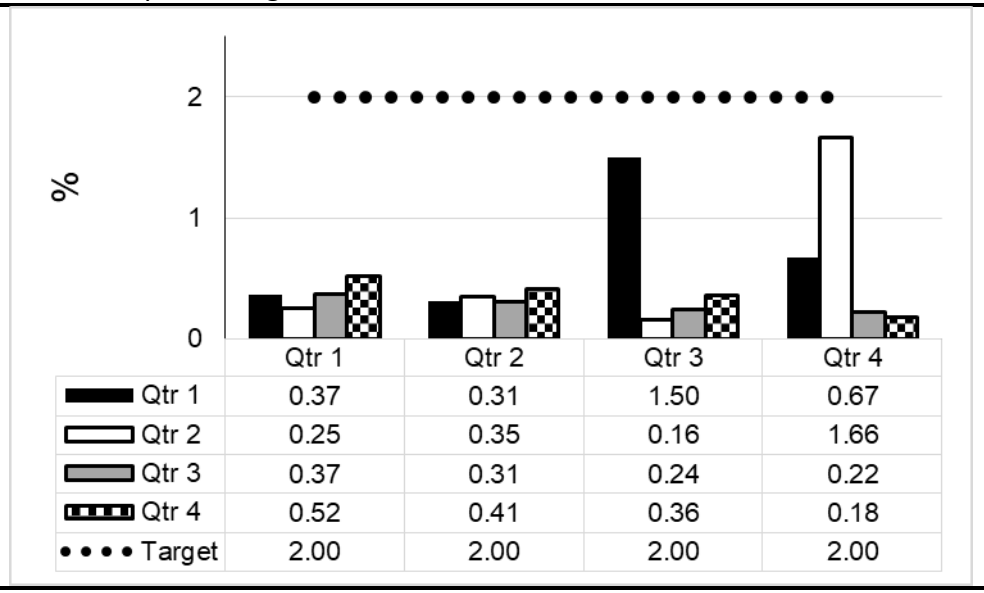
Housing Highlighted indicators – 2018-19 (Q4)

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 re-let properties were vacant and were re-let in the month, by the number of 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.	Performance for period	March 2019 to target
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 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 and Building Services worked hard this year and did an excellent job in sustaining a void period inside the 25 day target turnaround set for 2018/19.		
What we are doing about it	Performance has been excellent throughout the year. Officers worked steadily and had a positive approach in dealing with a range of properties and areas. We utilised various contact options via social media to ensure that applicants were fully advised and updated on allocated properties. This in turn, improved prompt response times and move in dates.		

	2015/16	2016/17	2017/18	2018/19
Qtr 1	21.47	20.53	24.50	22.14
Qtr 2	23.80	17.50	23.02	25.36
Qtr 3	17.32	17.32	18.42	22.60
Qtr 4	23.76	19.13	19.31	20.66
Target	25.00	25.00	25.00	25.00

Housing Highlighted indicators – 2018-19 (Q4)

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	March 2019 to target
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	Another excellent performance this year carried out jointly between the Housing and Building Services Teams. All occupied properties have had a gas service carried out within a 12 month period. Those that remained outstanding were either void or abandoned properties, which had arrangements in place to carry out a gas servicing as part of the Repairs on Letting process.		
What we are doing about it	Housing Services monitored all council properties that were approaching their annual gas safety date. Appropriate court applications were made to ensure that abandoned properties were also included.		



	Qtr 1	Qtr 2	Qtr 3	Qtr 4
Qtr 1	0.37	0.31	1.50	0.67
Qtr 2	0.25	0.35	0.16	1.66
Qtr 3	0.37	0.31	0.24	0.22
Qtr 4	0.52	0.41	0.36	0.18
Target	2.00	2.00	2.00	2.00