


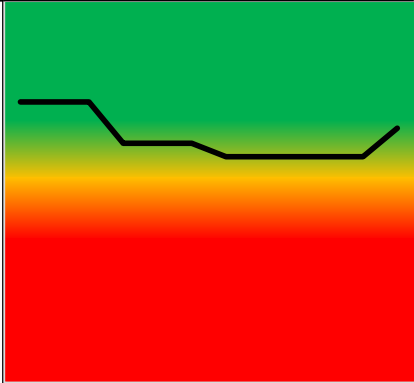
STRATEGIC PRIORITY - HOUSING

Month Ending **Sep-18**

No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
H1	Housing completions by year (net additional houses)		725	890	A		FHDC Target 340 Current Value for 2017/18 483. SEBC Target 550 Current value for 2017/18 242
H2	Number of housing units delivered for affordable or social rent or intermediate		42	TBC	A		
H3	% of empty home cases reduced against the total of suitable/prioritised homes allocated.	Increase the number of available homes (by reducing the total number of empty homes)	13.5%	12%	Q		There are some long term empty homes that have had grants and are now refurbished, however they are awaiting occupation which should occur in the next quarter. There are a number of long term empty homes that have exhausted the informal process of encouraging the owners to bring them back into occupation. The next step is a case review where the next appropriate course of action can be selected. PH&H have been working closer with ARP on using their data from their annual empty homes survey of owners in an electronic form that can coordinate better with our M3 document management system. There has been a software glitch at the ARP end in transferring the files. Once received it will cleanse the data that we hold and potentially close some Empty Homes cases.
H4	Housing improvement - Number of residents/households supported via our help.	All homes available are safe, decent and healthy to live in. Homes are suitable for physical and mental health and well being.	698	700	Q		In Q2 we supported 389 residents/households made up of 55 housing grants, 103 housing enforcement interventions and 179 interventions including the use of the handyman service and the installation of simple equipment and grab rails to enable more independence in the home. In addition 52 HMO inspections were undertaken in accordance with our risk rated HMO inspection programme. Whilst our target has been met this quarter, it may fluctuate depending on demand. We have however continued to make a significant impact for residents and tenants with an increase in the number of HMO inspections being carried out following amendments to HMO licensing and our involvement in the Fire Impact days to protect tenants in flats above commercial premises.

STRATEGIC PRIORITY - HOUSING

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No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
H5	Housing improvement - % of resolved service requests relating to poor housing standards.	We want people to have a decent home to live in.	82.05%	80.00%	Q		We received 106 service requests relating to poor housing standards in quarter 2, 50 complaints active from previous quarters, total of 156 active cases in Q2. 128 cases were completed, 35 of those were outstanding from previous quarters. We have reviewed our targets in responding and have actioned the complaints received. This has shown a marked increase in efficiency over the last quarter.
H6	Actual Disabled facilities grant spend against budget (£)		£457,699	£420,000	M		DFG spend is on track and being managed through a delivery plan, which includes our partner Orbit HIA. Residents are being supported through various funding schemes, including DFG, to live independently in their homes.