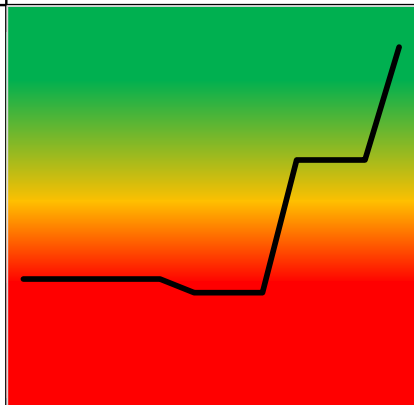
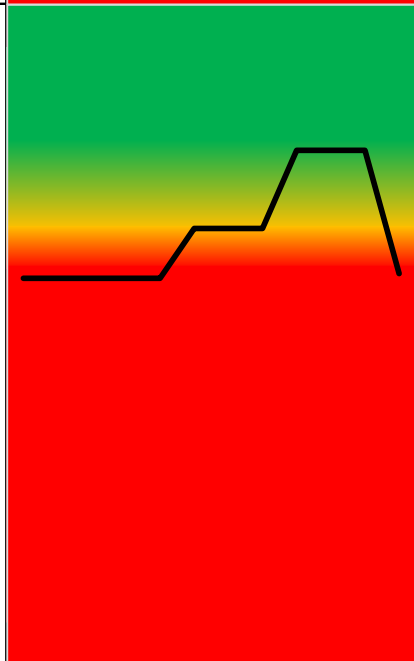


**STRATEGIC PRIORITY - HOUSING**

**Month Ending** **Dec-18**

No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
H1	Housing completions by year (net additional houses)		725	890	<b>A</b>		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		156	139	<b>A</b>		Target of 185 per year. Delivery to date 104 Rural, 52 Urban, with 139 delivered through S106 and 17 through RP lead schemes
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)	25%	18%	<b>Q</b>		We have met our annual target of 25%. The team team has had a concentrated effort on closing cases. The new M3 module reload cleansed the data and the annual ARP survey of owners has kicked in.
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.	1,029	1,050	<b>Q</b>		In Q3 we supported 331 residents/households made up of 43 housing grants, 74 housing enforcement interventions and 195 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 19 HMO inspections were undertaken in accordance with our risk rated HMO inspection programme.
H5	Housing improvement - % of resolved service requests relating to poor housing standards.	We want people to have a decent home to live in.	60.63%	80.00%	<b>Q</b>		We received 96 service requests relating to poor housing standards in quarter 3, 64 complaints active from previous quarters, total of 160 active cases in Q3. 97 cases were completed, 24 of those were outstanding from previous quarters. There has been a spike in complaints towards the end of the quarter, and these will be worked on in Q4. It is usual for housing complaints, from tenants, to increase during the colder months. The result is that the resolution of these complaints may suffer, with some requiring further enforcement interventions. The team remains focused on using the inspection programmes and enforcement tools available to improve conditions in the private rented sector, and to deal with these complaints as efficiently as possible.

**STRATEGIC PRIORITY - HOUSING**

**Month Ending** **Dec-18**

No.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
H6	Actual Disabled facilities grant spend against budget (£)		£776,560	£700,000	<b>M</b>		West Suffolk will be receiving additional funding in January 2019. The additional allocation will enable further DFG to be approved/completed in this financial year and, whilst a small underspend may now arise, the DFG spend is on track and being managed through a delivery plan, which includes our partner Orbit HIA. Residents are continuing to be supported through various funding schemes, including DFG, to live independently in their homes.