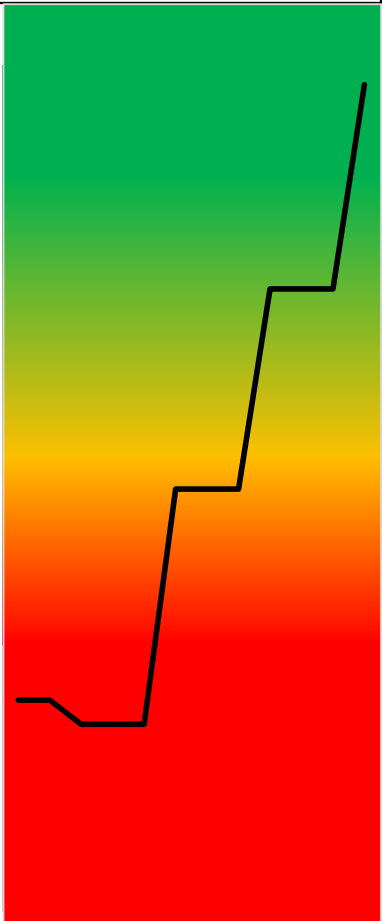


**STRATEGIC PRIORITY - HOUSING**

**Month Ending Mar-19**

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		207	185	<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)	33.5%	25%	<b>Q</b>		We have met our annual target of 25%. The properties brought back have helped deliver our strategic aim of 'Increased and improved provision of appropriate housing.' 67 properties have returned to use providing homes for West Suffolk residents that may otherwise be on our Housing list. We are guided by the information provided by Housing Options team, regarding housing need, to prioritise properties and therefore focus our resources to most effectively ease the Councils housing demand. Going forward the new M3 module will improve our capacity to prioritise properties and react to changing housing needs, as well as monitor all long term empties.
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.	1,367	1,400	<b>Q</b>		In Q4 we supported a total of 338 residents/households made up of 35 housing grants, including 24 grants to assist people on low incomes to improve the insulation within their park homes. 127 housing enforcement interventions were undertaken to improve the living conditions in people's homes and 144 residents were assisted to remain more independent in their homes through the provision of grab rails, simple equipment and the use of the handyman service. 32 HMO inspections were undertaken in accordance with our risk rated HMO inspection programme, including inspections at the Fire Impact Day in Clare on the 5 March 2019. This KPI seeks to measure how effective we are at providing a safe and suitable home for our residents. The breakdown demonstrates the various ways in which we do this, chiefly through our funding schemes and enforcement. Of particular note is the licensing of all HMOs under the new legislation and the use of additional powers under our new policy to tackle rogue landlords. Adapting homes for large numbers of disabled and vulnerable residents is also worthy of note. The work under the KPI is vital in reducing harm to health, hospital/residential care and homelessness, and can literally change lives.

**STRATEGIC PRIORITY - HOUSING**

**Month Ending Mar-19**

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.	93.24%	80.00%	Q		<p>During 2018-19 we completed 517 cases, 457 within target, and in this quarter we completed 148 cases, 138 within target .</p> <p>By responding effectively to complaints about housing conditions from tenants, along with the pro-active work that we do, we will meet our strategic housing priority and outcomes. We have a performance framework in place, which includes enforcement policy and officers that are skilled in using these enforcement tools, to ensure that we meet our outcomes. The target for completions is stretching, but we feel this is an important aspect of our work and one that is deserved of focus. This work is vital in raising standards of safety in the private rented sector. The effectiveness of how we respond to tenant complaints is measured in this KPI, and protecting health through our enforcement actions. Seriously poor conditions can blight lives and Local Landlords need to understand we will be tough on those that do not comply.</p>
H6	Actual Disabled facilities grant spend against budget (£)		1,033,606	873,204	M		<p>It is pleasing that WS has not only spent the original allocation on supporting disabled residents, we also accepted further funding to meet demand. We have worked effectively with our partners across the various funding schemes to meet our objective of supporting people to live independently in a suitable home. The Housing Improvement Agency (HIA) performance, supported through the council service, has improved in terms of the spend and people supported through DFG. The HIA service performance was also well received by Government during a recent inspection.</p>