

Appendix D - Balanced Scorecard

Strategic priority - Housing

Quarter 3 - year to 31 December 2020



Ref.	Performance indicator	Rationale	Current value	Target	Frequency	Commentary
H1	Number of housing units delivered for affordable, social or intermediate rent.		212	150	Quarterly	This figure will again be updated in April 2021 using the new Office for National statistics (ONS) and affordability ratio once available.
H2	Housing completions by year (net additional houses).		901	814	Annual	The Ministry for Housing, Communities and Local Government (MHCLG) updated the PPG on the 16 December. This included an approach to calculating the Housing Need for newly made Local Authorities. Using this approach the housing requirement has increased to 814.
H3	Housing delivery test.		105%	95%	Annual	
H4	Housing standard complaints. Percentage of housing complaints resolved in the quarter, within the target resolution timescales.		94.59%	90%	Quarterly	<p>111 housing standards complaints were resolved in Quarter 3, 105 were resolved within the completion target date, 6 failed to be resolved by the completion target date, resulting in a 94.59% of complaints being resolved within the required time scale</p> <p>During the pandemic we have significantly reduced our visits and inspections, but we have still managed to resolve the majority of tenant complaints about housing conditions. We ceased our HMO routine inspection programme for the month of November and at the end of December due to the second lockdown period and the Christmas period. We continue to manage a backlog of inspections. It has been necessary to work in different ways to achieve this and keep properties safe to live in.</p> <p>There are more complex cases where we will need to make assessments in properties to take more formal action, and we are doing this through our risk assessment and with the permission of the tenants-these are still relatively low in number and only in the cases where there are the most serious hazards and risk to health. Due to the recent announcement of the national lockdown extending into February, we will not be carrying out any routine HMO inspections until such time the current restrictions are relaxed.</p> <p>We will still look to contact landlords and obtain their safety certificates if they are due a routine inspection over this period. We will also continue to respond to complaints.</p>

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Ref.	Performance indicator	Rationale	Current value	Target	Frequency	Commentary
H5	Housing improvement. Number of residents/households supported via interventions (per annum).	All homes available are safe, decent and healthy to live in. Homes are suitable for physical and mental health and well being.	1,633	1,050	Quarterly	<p>There were 670 interventions in quarter 3 of 2020. Whilst the number of service interventions and House in Multiple Occupation (HMO) inspections reduced slightly in December we did complete 15 Urgent Adaptation and Disabled Facilities Grants (DFG), help 26 people with their housing concerns and carried out 6 HMO inspections, with 166 people assisted in West Suffolk to remain independent in their homes with the provision of aids and minor adaptations in December.</p> <p>Following the end of the Home Improvement Agency (HIA) contract with Orbit on 30 November 2020, West Suffolk is now delivering our DFG and Discretionary DFG works under the Independent Living Suffolk (ILS) partnership. Following the approval of our Housing Assistance Policy we are now able to provide flexibility through a tailored DFG service that puts our residents at the centre of the process and maximises our available funding.</p> <p>The lockdown will, unfortunately, impact on our ability to carry out inspections and investigations within people's homes. We are, however, continuing to review all key areas of Public Health and Housing in order that we can maintain a responsive and effective service, for example utilising digital technology to reduce risk in line with the Government restrictions.</p>