

Appendix D - Balanced Scorecard

Strategic priority - Housing

Quarter 4 - year to 31 March 2021



Ref.	Performance indicator	Rationale	Current value	Target	Frequency	Commentary	Current full year target	Proposed 2021 to 2022 Target	Notes
H1	Number of housing units delivered for affordable, social or intermediate rent.		297	200	Quarterly	The delivery of affordable homes has been a challenge over the past year including a couple of sites having delays, however, the partnership working with registered providers has meant that we have exceeded the target with a total of 297 affordable homes being completed in West Suffolk.	200	200	In view of the current economic climate it is proposed to leave this target at the 2020 to 2021 level.
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.	814	796	This figure was updated in April 2021 using the new ONS and affordability ratio.
H3	Housing delivery test.		105%	95%	Annual		95%	112%	
H4	Housing standard complaints. Percentage of housing complaints resolved in the quarter, within the target resolution timescales.		88.00%	90%	Quarterly	100 housing standards complaints were resolved in quarter 4, 88 were resolved within the completion target date, 12 failed to be resolved by the completion target date, resulting in a 88 per cent of complaints being resolved within the required time scale. During the pandemic we have significantly reduced our visits and inspections and therefore we are slightly below target as we are unable to carry out physical property inspections. In some cases a property inspection will be necessary before are able to close a case. We have continued to resolve the majority of tenant complaints about housing conditions remotely. We ceased our House of Multiple Occupation (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 this was extended for the month of January and February. We are now working through a back log of inspections. It has been necessary to work in different ways to achieve this and keep properties safe to live in, through engagement with tenants and landlords remotely. We are now starting to undertake more property inspections in person in line with the easing of COVID-19 restrictions. All HMO properties arising for routine inspections will be considered individually in order to determine whether a physical property inspection is required. This is to ensure our current staffing resources are being targeted correctly. Those properties which have shown issues of non-compliance historically will be prioritised. The issuing of HMO licenses and response to complaints will continue to take priority overall.	90%	90%	No changes proposed.

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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.	2,262	1,400	Quarterly	In March 2021 we completed 11 Urgent Adaptation and Disabled Facilities Grants (DFGs), helped 27 people with their housing concerns and completed 14 HMO inspections. 166 people were assisted in West Suffolk to remain independent in their homes with the provision of aids and minor adaptations, provided through contracts commissioned by Suffolk County Council and funded by the District and Borough Councils. Our DFG and Discretionary DFG delivery under the Independent Living Suffolk (ILS) partnership is still challenging and in March we received 30 DFG referrals and dealt with 33 new enquiries. In addition, a total of 23 grants were approved including 4 full DFG applications, 18 Urgent/Fast Track applications and 1 Homes Assistance Grant. We are also aware that Suffolk County Council have contracted out some Occupational Therapy support to deal with their backlog and we are likely to receive a significant number of referrals for DFG over the coming weeks. We have however completed a total of 98 grants this year of which 52 were in house compared to 93 grants, of which 90 were managed by Orbit the previous year. Considering the problems we have experienced with Orbit and the COVID-19 restrictions this year, we believe our achievements over the past year speak for themselves. With the lifting of some of the Covid-19 restrictions, we are now in a position to carry out more visits which will assist in the investigation of housing and nuisance complaints and enable more HMO inspections to be undertaken. We are, however, continuing to review all key areas of Public Health and Housing and our staffing resources, in order that we can maintain a responsive and effective service	1,400	1,400	Rename as "Housing Interventions - The total Number of housing improvements & adaptations undertaken through our funding and enforcement programme".