

## Appendix D - Balanced Scorecard

### Strategic priority - Housing

#### Quarter 1 - year to 30 June 2021

Ref.	Performance indicator	Rationale	Current value	Target	Frequency	Commentary
H1	Number of housing units delivered for affordable, social or intermediate rent.		29	50	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.
H2	Housing completions by year (net additional houses).		280	796	Annual	In Q1, 141 units were completed in April, 58 in May and 81 in June. The Ministry for Housing, Communities and Local Government (MHCLG) updated the planning policy guidance note on the 16 December. This included an approach to calculating the Housing Need for newly made Local Authorities. Housing Need is updated annually until fixed by the Local Plan.
H3	Housing delivery test.		Data not available until Q4	95%	Annual	The Housing Delivery Test was met in 2020 (covering the period 2019 to 2020), delivering 112 per cent of the target. We expect the 2021 (covering the period 2020 to 2021) target to also be met this year. The HDT is due to be published in Nov 2021 but in the last few years has been published in the following Feb.
H4	Housing standard complaints. Percentage of housing complaints resolved in the quarter, within the target resolution timescales.		85.71%	90%	Quarterly	35 housing standards complaints were resolved in June, 30 were resolved within the completion target date, 5 failed to be resolved by the completion target date, resulting in a 85.71% of complaints being resolved within the required time scale. There has been a significant improvement as we have focussed on a number of outstanding housing cases from last month, which has led to a decrease in cases left unresolved. Those cases outside the target time will require further enforcement interventions before we can close them. Officers will continue to prioritise case work based on risk, which is particularly important until we have completed our staffing plan and delivered on other service priorities.

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#### Quarter 1 - year to 30 June 2021

Ref.	Performance indicator	Rationale	Current value	Target	Frequency	Commentary
H5	Housing interventions - the total number of housing improvements & adaptations undertaken through our funding and enforcement programme	All homes available are safe, decent and healthy to live in. Homes are suitable for physical and mental health and well being.	967	350	Quarterly	In June 2021 we completed 16 Disabled Facilities Grants, assisted 166 people in West Suffolk to remain independent in their homes with the provision of aids and minor adaptations and helped 34 people with their housing concerns. In addition, in accordance with our programmed HMO inspections, we undertook 79 HMO inspections. Our DFG and Discretionary DFG delivery under the Independent Living Suffolk (ILS) partnership remains challenging, due to a backlog of OT assessments being addressed and in June we received 26 DFG referrals and dealt with 14 enquiries. A total of 15 grants were approved including 6 full DFG applications and 9 Urgent/Fast Track applications. With the lifting of the Covid-19 restrictions, we are now carrying 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 and priorities within PHH and our staffing resources, in order that we can continue to maintain a responsive and effective service.