

**Strategic priority - Housing**

Quarter 2 - 1 July to 30 September 2021

Ref.	Indicator	Current Value	Target	Frequency	Commentary
H1	Number of housing units delivered for affordable, social or intermediate rent.	131	100	Quarterly	Developers have faced building supply issues over the year, which has continued to slow down completions in WS. Despite this we anticipate WS will deliver against our target for 21/22.
H2	Housing completions by year (net additional houses).	455	0	Annual	In Q2, 175 units were completed. 75 in July, 52 in August, and 48 in September. The Ministry for Housing, Communities and Local Government (MHCLG) updated the planning policy guidance note on the 16 December 2020. 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.	87.10%	90%	Monthly	31 housing standards complaints were resolved in September, 27 were resolved within the completion target date, 4 failed to be resolved by the completion target date, resulting in a 87.10% of complaints being resolved within the required time scale.  We continue to keep our residents safety in their home a priority and we are managing our response to complaints and inspections through a risk based approach. We continue to work on and resolve our complex cases, in addition to policy and project based work. We are in the process of reviewing how we work and our succession plan is underway as we now have a new member of the team which is already proving helpful to existing staff whilst improving our service delivery.

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H5	Housing interventions - the total number of housing improvements & adaptations undertaken through our funding and enforcement programme	1,599	700	Monthly	<p>In September 2021 we completed 13 grants and assisted 166 people in West Suffolk to remain independent in their homes with the provision of aids and minor adaptations. Furthermore we have approved a further 19 grants consisting of 4 full DFG applications, 15 Urgent/Fast Track applications. We have helped 26 households with their housing concerns and in accordance with our programmed HMO inspections, we have completed 25 HMO interventions.</p> <p>With the lifting of the Covid-19 restrictions, we are now able 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 continue to review all key areas and priorities within PHH to maintain a responsive and effective service. Our Independent Living Service is continuing to deliver on providing appropriate adaptations quickly and efficiently. Secondary implications due to COVID-19, however, are becoming apparent at an operational level. Availability of contractors and materials has reduced whilst costs compared to pre-pandemic levels have increased. We will be monitoring how this impacts our workflow.</p>
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