

**Strategic priority - Housing**

Quarter 3 - 1 October to 31 December 2021

Ref.	Indicator	Current Value	Target	Frequency	Commentary
H1	Number of housing units delivered for affordable, social or intermediate rent.	192	150 (Q1 to Q3)	Quarterly (cumulative)	61 affordable dwellings. 47 affordable rent 0 social rent and 14 shared ownership (intermediate) have been delivered during quarter 3, where 192 have been delivered in the year to date.
H2	Housing completions by year (net additional houses).	664	0	Quarterly (cumulative)	At the end of December 2021, 664 units have been completed in the year to date. Where 37 units were delivered in October, 95 in November and 83 in December which totals 215 for the quarter. The Department for Levelling Up, Housing and Communities (DLUHC) 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 was due to be published in Nov 2021, but in the last few years this has been published in the following Feb.

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H4	Housing standard complaints; percentage of housing complaints resolved in the quarter, within the target resolution timescales.	89.47%	90%	Monthly	<p>38 housing standards complaints were resolved in December, 34 were resolved within the completion target date, 4 failed to be resolved by the completion target date, resulting in a 89.47% of complaints being resolved within the required time scale.</p> <p>This month we missed the completion date on 4 of our cases, looking at these cases in detail, it seems the delay on closing these cases was due to the officer waiting for confirmation on works to be completed, or a significant delay in the officer waiting for information from the complainant. All 4 of these cases have now been resolved.</p> <p>We continue to work with limited resources and respond to our workloads on a risk priority basis. We are still allocating time to our proactive inspections with 20 enquiries being made this month of which one of these enquiries has led to a new HMO being identified. Our routine HMO inspections also remain generally on track. Our HMO licensable database is now up to date, with 5 HMO licences being renewed in December and 1 additional new application. Our new technical support officer is now in post, this will help improve of efficiency with processing our HMO licence applications and free up senior officer time to carry out more inspections moving forwards. All our HMOs are mapped are now mapped on the GIS system as we begin to focus on progressing the HMO review this year.</p>
H5	Housing interventions - the total number of housing improvements & adaptations undertaken through our funding and enforcement programme	2,625	1050	Monthly	<p>In December 2021 we completed 24 grants; 7 Mandatory DFG's 16 Fast Track/Urgent applications and one historic small works grant). We have assisted 307 people in West Suffolk to remain independent in their homes with the provision of aids and minor adaptations. Furthermore we have approved a further 9 grants consisting of 4 full DFG applications, 5 Urgent/Fast Track applications. We have helped 29 households with their housing concerns and in accordance with our programmed HMO inspections, we have completed 55 HMO interventions. This comes to a total of 415 interventions.</p> <p>With the uncertainty of Covid-19 restrictions, we continue to carry out visits which will assist in the investigation of housing and nuisance complaints and enable more HMO inspections at this time. We continue to review all key areas and priorities within PHH to maintain a responsive and effective service.</p>