

## Strategic Housing

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
SH03a	Average time to allocate general needs properties	52	30	43	30	39	30	↑×	31 Mar 2022 Outturn performance, is outside of target set as a result of ongoing contractor delays and performance concerns - going forward KPI's will be split out to enable easier reflection of the allocation and works process.
SH03a (D)	Number of general needs properties allocated in period	48		60		61		n/a	31 Mar 2022 Reduction in available properties for allocating during the period.
SH03a (N)	Number of days taken to allocate general needs properties in periods	2,481		2,606		2,402		n/a	
SH03b	Average time to allocated adapted properties	144	151	132	151	98	151	↑×	31 Mar 2022 Whilst there have been a number of performance challenges in relation to adapted properties, primarily relating to the obtaining of quotes, materials and contractors to undertake works - outturn performance has been achieved within target.
SH03b (D)	Number of adapted properties allocated in period	2		3		6		n/a	
SH03b (N)	Number of days taken to allocate adapted properties in periods	288		395		585		n/a	
SH03c	Average time to allocate sheltered properties	84	43	106	43	67	43	↓✓	31 Mar 2022 Performance in relation to this KPI has improved however, still outside of target set - this is primarily due to issues relating to contractor performance, obtaining of materials and labour to undertake works. Additionally where long term void properties have been let, this further compounds the KPI outturn.
SH03c (D)	Number of sheltered properties allocated in period	32		42		41		n/a	

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
SH03c (N)	Number of days taken to allocate sheltered properties periods	2,696		4,449		2,751		n/a	
SH04a	% of general needs properties allocated in target	6.25%	70.00%	6.56%	70.00%	32.79%	70.00%	✘	31 Mar 2022 Outturn performance in relation to sheltered allocations is extremely poor, for the reasons already outlined with regards to contractor performance, materials and labour to undertake works - however the letting of longer term void properties, that have been advertised over multiple cycles before being successfully let has also affected the outturn.
SH04a (D)	Number of general needs properties for allocating in period	48.00		61.00		61.00		n/a	
SH04a (N)	Number of general needs properties allocated in target in period	3		4		20		n/a	
SH04b	% of adapted properties allocated in target	50.00%	70.00%	66.67%	70.00%	66.67%	70.00%	✘	31 Mar 2022 Reduction in performance of adapted properties being allocated in target, this is due to the KPI being reflective of both the allocation and works period, going forward in line with the restructure and revised KPI's performance scrutiny will enable more effective determination of areas requiring focussed performance challenge.
SH04b (D)	Number of adapted properties for allocating in period	2		3		6		n/a	
SH04b (N)	Number of adapted properties allocated in target in period	1		2		4		n/a	

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
SH04c	% of sheltered properties allocated in target	9.38%	70.00%	7.14%	70.00%	31.71%	70.00%	↕	31 Mar 2022 A slight increase outturn performance for sheltered stock, however revised KPI's will see the split of contractor performance and allocations performance to enable more accurate performance monitoring.
SH04c (D)	Number of sheltered properties for letting in period	32		42		41		n/a	
SH04c (N)	Number of sheltered properties let in target in period	3		3		13		n/a	
SH07a	Number of new housing advice cases received	564		514		817		n/a	31 Mar 2022 Reduction in the period for new cases seeking advice, this will be monitored closely to identify key trends arising going forward and area of focus.
SH20e	Total household on housing register broken down by 1,2 ,3 and 3+ bedrooms	3,341		8,831		8,243		✖	Demand on the housing register, continues to be for single person households requiring 1 bedroom accommodation.
SH33	Overall spend on engagement activity per property							?	
SH34	Total number of Houses in Multiple Occupation (HMO's) with a license	118		118		103		➔	31 Mar 2022 Licensed properties remains relatively unchanged, the service is now focussed on identifying properties where landlords have not been forthcoming and applied for a licence - this activity may in turn result in additional licences being granted following enforcement action.
SH35	HMO licence applications received	4		9		3		✖	31 Mar 2022 Reduction in new HMO licence applications in the period, team are focussed on enforcing against those suspect HMO's

Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
SH36	Number of illegal evictions prevented	6		2		4		n/a	No illegal evictions were prevented, however the service is currently taking steps to revise the illegal eviction procedure in partnership with the CSP and are taking enforcement action against one household following an unlawful eviction.
SH37	Number of rough sleeper cases relieved	3		5		32		n/a	Reduction in cases relieved due to PRS challenges, however it is hoped that with dedicated resource which the service is currently recruiting for this will improve outturn.
SH38	Number of main duty applications	15		12		46		n/a	31 Mar 2022 Main duty applications has increased in the period and this increases households that the service has a responsibility to house.
SH39	Total number of successful prevention	40		44		33		n/a	31 Mar 2022 Slight reduction in the number of successful preventions during the period, Officers have been progressing out of target cases and this has negatively impacted on successful prevention activity.
SH40	Total number of successful relief	24		29		23		n/a	31 Mar 2022 Further reduction in number of households whose homelessness has been relieved during the period, this will need to be monitored further to determine if changes to the allocations policy when implemented are likely to increase success in relief and additional service activity to increase access to the private sector.