APPENDIX 1 - Environment and Housing Performance Information May 2016 (Housing)

Area	Objective	Priorities	Our Measures (PI = Performance Indicator)	Target/ Milestone	Quarter 4 2014/15 (Q4) Result (*=cumulative)	September 2015 Result (Unless noted otherwise) (*=cumulative)	December 2015 Result (Unless noted otherwise) (*=cumulative)	March 2016 Result (Unless noted otherwise) (*=cumulative)	May 2016 Result (Unless noted otherwise) (*=cumulative)
Best Council Plan 2015-20	Promoting sustainable and inclusive economic growth	Facilitating key infrastructure projects to deliver economic and housing growth	PI: Reduce the number of empty homes	3200 total long term (6m+) private sector empty properties returned to use	3,380* 🟩	1,218* 🟧	2,058* 🟧	3,312* 🟩	257* 🟧
				Tracker: Net Reduction Figure (Target of 400 reduction on March 2015 figure of 4,532 = 4,132 in March 2016)	4,532	3,566	4,304	3,777	3,593
	Supporting communities and tackling poverty	Helping people out of financial hardship	PI: Reduce the number of households in fuel poverty	DECC 2012 data - 11.6%		N/A - Annual Report	N/A - Annual Report (update expected June 2016)	N/A - Annual Report (update expected June 2016)	N/A - Annual Report (update expected June 2016 but not available at the time of writing)
			Tracker: Increase number of homeless preventions		4,862*	3,488*	5,096*	6,559*	1,116*
			Tracker: Homeless Prevention Rate (% of cases presenting at Leeds Housing Options)		-	78%	78%	78%	80%
			Tracker: Reduce number of homeless acceptances		397*	304*	419*	505*	61*
			Tracker: number of households in temporary accommodation		2 (this relates only to PSL temporary accommodation)	102 (snapshot at 13th October)	75 (at 31st December)	55 (at 31st March)	84
			Tracker: number of new unauthorised encampments		0	11	3	9	4
			Tracker: % of Capital Programme spend	To spend 100% of annual profile by end of year	99%	49.5%	82.6% (Period 9)	105% (outturn)	14.1% (Period 2)
			PI: % of rent collected	97.5%	97.45% 🟥	96.70% 🟥	96.86% 🟥	97.24% 🟥	96.77% 🟥

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Other housing measures			**Tracker:** Current tenants arrears (£'s)		5.72m	6.41m	6.67m	6.13m	6.20m
			Tracker: Rent payment methods used		Not previously reported	Not previously reported	Cash: 47% Direct Debit: 36% Internet / Auto: 9% Telephone: 5% Other: 3%	Cash: 44% Direct Debit: 39% Internet / Auto: 9% Telephone: 5% Other: 3%	Cash: 41% Direct Debit: 42% Internet / Auto: 9% Telephone: 5% Other: 3%
			PI: % of annual home visits completed - YTD	100%	84.01% 🟥	63.08% 🟩	85.06% 🟩	97.84% 🟧	24.93% 🟩
			PI: % of repairs completed within target	99%	90.22% 🟥	89.16% 🟥	89.18% 🟥	88.54% 🟥	89.59% 🟥
			Breakdown of repairs completed within target		Not previously reported	Not previously reported	24hrs - 89.82% 3wrk day - 86.02% 20wrk day - 91.91% 60wrk day - 65.91%	–	24hrs - 91.13% 3wrk day - 84.35% 20wrk day - 92.02% 60wrk day - 70.93%
			PI: % overall satisfaction with services provided	77% (Tenant Satisfaction Survey 2012-13)		77% (Tenant Satisfaction Survey 2014-15)	77% (Tenant Satisfaction Survey 2014-15)	77% (Tenant Satisfaction Survey 2014-15)	77% (Tenant Satisfaction Survey 2014-15)
			PI: gross average relet days	<30 days	32.10* 🟧	31.38* 🟧	30.47* 🟧	30.52* 🟧	28.63 🟩
			PI: number of lettable voids	<544	544 🟩	576 🟧	360 voids (+110 PFI/New Build) 🟩	383 voids (+131 PFI/New Build) 🟩	352 voids (+84 PFI/New Build) 🟩
			Tracker: Count of all under-occupation cases		5,255	5,047	5,054	5,033	4,986