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

Area	Objective	Priorities	Our Measures (PI = Performance Indicator)	Target/ Milestone	December 2015 Result (Unless noted otherwise) (*=cumulative)	March 2016 Result (Unless noted otherwise) (*=cumulative)	May 2016 Result (Unless noted otherwise) (*=cumulative)	November 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	2,058* 🟧	3,312* 🟩	257* 🟧	1,463* 🟧
				Tracker: Net Reduction Figure (Target of 400 reduction on March 2016 figure of 3,777 = 3,377 in March 2017)	4,304	3,777	3,593	3,594
	Supporting communities and tackling poverty	Helping people out of financial hardship	PI: Reduce the number of households in fuel poverty	DECC 2013 data - 11.6%	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)	11.9% (2014 data)
			Tracker: Increase number of homeless preventions		5,096*	6,559*	1,116*	4,194*
			Tracker: Homeless Prevention Rate (% of cases presenting at Leeds Housing Options)		78%	78%	80%	84%
			Tracker: Reduce number of homeless acceptances		419*	505*	61*	188*
			Tracker: number of households in temporary accommodation		75 (at 31st December)	73 (at 31st March)	84	84
			Tracker: number of new unauthorised encampments		3	9	4	9
			PI: % of housing adaptations completed within target timescale					Private: 97% Council: 90%

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Other housing measures			**Tracker:** % of Capital Programme spend	To spend 100% of annual profile by end of year	82.6% (Period 9)	105% (outturn)	14.1% (Period 2)	60% (Period 8)
			PI: % of rent collected	97.5%	96.86% 🟥	97.24% 🟥	96.77% 🟥	97.16% 🟧
			Tracker: Current tenants arrears (£'s)		6.67m	6.13m	6.20m	5.98m
			Tracker: Rent payment methods used		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%	October: Cash: 41% Direct Debit: 34% Internet / Auto: 17% Telephone: 5% Other: 3%
			PI: % of annual home visits completed - YTD	100%	85.06% 🟩	97.84% 🟧	24.93% 🟩	85.43% 🟩
			PI: % of repairs completed within target	99%	89.18% 🟥	88.54% 🟥	89.59% 🟥	95.88% 🟧
			Breakdown of repairs completed within target		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%	24hrs - 93.63% 3wrk day - 92.18% 20wrk day - 98.15% 60wrk day - 97.32%
			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)

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			PI: gross average relet days	<30 days	30.47* 🟧	30.52* 🟧	28.63* 🟩	27.17* 🟩
			PI: number of lettable voids		360 voids (+110 PFI/New Build) 🟩	383 voids (+131 PFI/New Build) 🟩	352 voids (+84 PFI/New Build) 🟩	299 voids (+111 PFI/New Build) 🟩
			Tracker: Count of all under-occupation cases		5,054	5,033	4,986	4,609