

















APPENDIX 1 - Environment and Housing Performance Information May 2017 (Housing)

Area	Objective	Priorities	Our Measures (PI = Performance Indicator)	Target/ Milestone	March 2016 Result (Unless noted otherwise) (*cumulative)	May 2016 Result (Unless noted otherwise) (*cumulative)	November 2016 Result (Unless noted otherwise) (*cumulative)	May 2017 Result (Unless noted otherwise) (*cumulative)	
Best Council Plan 2017-18	Transport & Infrastructure	Housing Growth Target	PI: Reduce the number of empty homes	Tracker: Net Reduction Figure (Target for 2017/18 is to maintain the March 2017 target of 3,777. The actual March 2017 figure was 3,340)	3,777	3,593	3,594	3,256	
	Low Carbon	Fewer Households in Fuel Poverty	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 but not available at the time of writing)	11.9% (2014 data)	11.9% (2014 data)	
	Transport & Infrastructure	Reduced Homelessness		Tracker: Increase number of homeless preventions		6,559*	1,116*	4,194*	1,157*
				Tracker: Homeless Prevention Rate (% of cases presenting at Leeds Housing Options)		78%	80%	84%	80%
				Tracker: Reduce number of homeless acceptances		505*	61*	188*	76*
			Tracker: number of households in temporary accommodation		73 (at 31st March)	84	84	60 (at 31st May)	
			Tracker: number of new unauthorised encampments		9	4	9	3	
		PI: % of housing adaptations completed within target timescale				Private: 97% Council: 90%	Private: 93% Council: 93%		

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Other housing measures			Tracker: % of Capital Programme spend	To spend 100% of annual profile by end of year	105% (outturn)	14.1% (Period 2)	60% (Period 8)	26% (Period 3)
			PI: % of rent collected	97.75	97.24% 	96.77% 	97.16% 	<u>March 2017:</u> 97.43% (Target - 97.45%) 
			Tracker: Current tenants arrears (£'s)		6.13m	6.20m	5.98m	<u>March 2017:</u> 5.58m
			Tracker: Rent payment methods used		Cash: 44% Direct Debit: 39% Internet / Auto: 9% Telephone: 5% Other: 3%	Cash: 41% Direct Debit: 42% Internet / Auto: 9% Telephone: 5% Other: 3%	<u>October:</u> Cash: 41% Direct Debit: 34% Internet / Auto: 17% Telephone: 5% Other: 3%	Cash: 38% Direct Debit: 37% Internet / Auto: 17% Telephone: 5% Other: 3%
			PI: % of annual home visits completed - YTD	100%	97.84% 	24.93% 	85.43% 	20.67% 
			PI: % of repairs completed within target	99%	88.54% 	89.59% 	95.88% 	95.47% 
			Breakdown of repairs completed within target		-	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%	24hrs - 95.51% 3wrk day - 92.92% 20wrk day - 96.66% 60wrk day - 88.74%
			PI: % overall satisfaction with services provided		77% (Tenant Satisfaction Survey 2014-15)	77% (Tenant Satisfaction Survey 2014-15)	77% (Tenant Satisfaction Survey 2014-15)	76% (Tenant Satisfaction Survey 2016-17)
			PI: gross average relet days	<30 days	30.52* 	28.63* 	27.17* 	36.81* 

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			PI: number of lettable voids		383 voids (+131 PFI/New Build)	352 voids (+84 PFI/New Build)	299 voids (+111 PFI/New Build)	438 voids (+41 PFI/New Build)
			Tracker: Count of all under-occupation cases		5,033	4,986	4,609	4,582 (April 2017)