APPENDIX 1 - Environment and Housing Performance Information October 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)	October 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	3,113
	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)	11.9% (2014 data)
	Transport & Infrastructure	Reduced Homelessness	**Tracker:** Increase number of homeless preventions		6,559*	1,116*	4,194*	1,157*	5,357*
			Tracker: Homeless Prevention Rate (% of cases presenting at Leeds Housing Options)		78%	80%	84%	80%	80%
			Tracker: Reduce number of homeless acceptances		505*	61*	188*	76*	185*
Other housing measures			**Tracker:** number of households in temporary accommodation		73 (at 31st March)	84	84	60 (at 31st May)	45 (as at 31st Oct)
			Tracker: number of **new** unauthorised encampments		9	4	9	3	2 (December)
			PI: % of housing adaptations completed within target timescale				Private: 97% Council: 90%	Private: 93% Council: 93%	Private: 91% Council: 94%
			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)	56% (Period 7)

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			PI: % of rent collected	97.75	97.24% 🟥	96.77% 🟥	97.16% 🟧	March 2017: 97.43% (Target - 97.45%) 🟧	96.82% (Target - 97.45% 🟧
			Tracker: Current tenants arrears (£'s)		6.13m	6.20m	5.98m	March 2017: 5.58m	6.01m
			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%	October: Cash: 41% Direct Debit: 34% Internet / Auto: 17% Telephone: 5% Other: 3%	Cash: 38% Direct Debit: 37% Internet / Auto: 17% Telephone: 5% Other: 3%	Cash: 35.8% Direct Debit: 38.7% Internet / Auto: 16.7% Telephone: 5.2% Other: 3.5%
			PI: % of annual home visits completed - YTD	100%	97.84% 🟧	24.93% 🟩	85.43% 🟩	20.67% 🟧	73.19% 🟧
			PI: % of repairs completed within target	99%	88.54% 🟥	89.59% 🟥	95.88% 🟧	95.47% 🟧	Not available
			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)	76% (Tenant Satisfaction Survey 2016-17)
			PI: gross average relet days	<30 days	30.52* 🟧	28.63* 🟩	27.17* 🟩	36.81* 🟧	35.24* 🟧
			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)	367 voids (+66 PFI/New Build)
			Tracker: Count of all under-occupation cases		5,033	4,986	4,609	4,582 (April 2017)	4,309