

## Appendix B1 - Key Performance Information

Financial Year	16-17
Quarter	1
Directorate	Affordable Homes
PI type	Key PI

PI and PI owner and Month organised by Service Area	Actual	Target	Int.	Comments
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### Housing Management

#### AH205 YTD Average days to re-let General Needs housing

Anita Goddard		Line charts show all results over the past year.						Results continue to be better than the target of 17 days, with the exception of April which was affected by one property requiring structural works and removal of asbestos.
Intervention	Target	Actual	Apr	21	17	25		
			May	13	17	25		
			Jun	15	17	25		

Start of new financial year

### Housing Advice

#### AH203 Number of households in temporary accommodation

Susan Carter/Heather Wood								Q1 was higher than intervention, indicating that SCDC is meeting its statutory duty to prevent homelessness under tough conditions caused by high rents and welfare reform. AH209 shows B&B spend remains below target.
Intervention	Target	Actual	Jun	65	50	60		

#### AH208 Number of households helped to prevent homelessness (non-YTD)

Susan Carter/Heather Wood								Target and intervention reduced to reflect anticipated difficulties accessing private rental market. The red result in Q1 reinforces the lack of affordable housing options and will continued to be monitored throughout the year.
Intervention	Target	Actual	Jun	24	30	27		

#### AH209 £s spent on Bed and Breakfast accommodation

Susan Carter/Heather Wood								A new KPI providing additional perspective to the 'number of households in temporary accommodation', reflecting the high level of risk posed by homelessness and enabling the monitoring of the most costly form of temporary accommodation. Target and intervention set at 15/16 monthly average, plus 10% and 30% respectively.
No line chart available - new KPI.			Apr	0	1830	2163		
			May	1319	1830	2163		
			Jun	519	1830	2163		

### Landlord Services

#### AH204 % tenants satisfied with responsive repairs

Anita Goddard								Target and intervention increased for 16/17. Q1 was slightly below target, possibly due to reduction in % urgent and routine repairs meeting time targets since Apr - thought by Mears P'ship Board to be partly due to change in branch manager, as well as preparations for the new price per property format, scheduled to commence from 01/09/16.
Intervention	Target	Actual	Jun	95.35	97	92		