








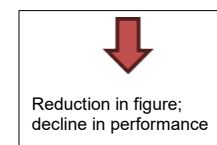
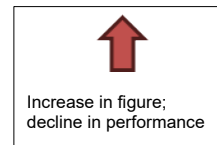
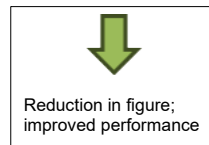
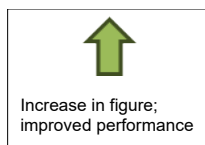

















## HOUSING PERFORMANCE MEASURES – QUARTERLY REPORT

Repairs	ADC Quartile 2023/24	Target Mean values	Previous performance	Current Performance – Q2 Jul-Sept 2024		Direction	RAYG	4-month trend Jul - Sept 2024
% of emergency repairs completed in time	<b>4</b> 81%	92.95%	69.28%	75.35%	142 repairs			
% of non-emergency repairs completed in time	<b>3</b> 77.9%	81.92%	62.64%	72.95%	561 repairs			
Overall satisfaction with repairs	<b>4</b> 80.4%	85%	87%	81%	96 respondents			
<b>MANAGER COMMENTS</b> The percentage of repairs completed in time has improved this quarter which is positive trend, however performance is still below mean target values. Overall satisfaction has dropped and the Repairs and Maintenance Manager will be putting in place actions to address this.								

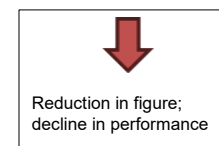
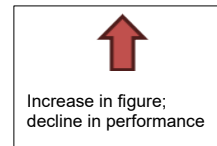
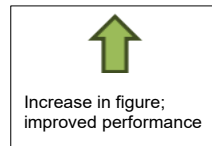
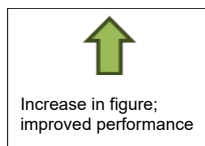
Key to directional arrows:









Compliance	ADC Quartile 2023/24	Target Mean values	Previous performance	Current Performance -Q2		Direction	RAYG	4-month trend Jul - Sept 2024
				% compliant	No. compliant			
% of domestic homes with a satisfactory EICR	<b>3</b> 94.69%	87.11%	98.01%	94.7%	3236			
% of homes with completed gas safety checks	<b>3</b> 99.85%	99.47%	99.89%	99.92%	2646			
MANAGER COMMENTS								
We currently have two overdue properties which we are actively working to resolve We have 44 EICRs overdue, 44 are for no access and 4 are disposal properties.								

Voids	ADC Quartile 2023/24	Target Mean values	Previous performance	Current Performance – Q2		Direction	RAYG	4-month trend Jul – Sept 2024
Average relet time in days (all voids)	<b>2</b> 71.34	95.78	68 days	98 days	65			
Void loss (as % of rent due)	<b>3</b> 2.08%	2.37%	1.87%	1.58%	£90,348.52			
Overall Satisfaction with the letting process	N/A	86%	89%	88%	22 respondents			
MANAGER COMMENTS:								
Increase in average relet time due to the figure for August when 32 properties were relet with an average of 126 days. This was due to the letting of 7 units at New Road that had been void for some time while being prepared for repurposing as supported housing.								

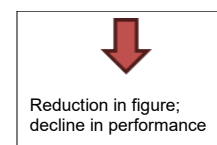
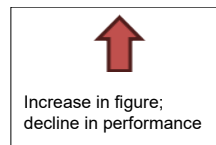
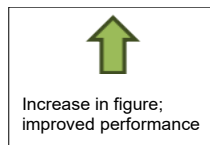
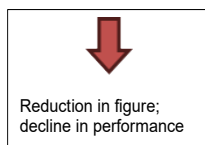
Key to directional arrows:






Financial	ADC Quartile 2023/24	Target Mean Values	Previous performance	Current Performance – Q2		Direction	RAYG	
				% arrears				
Arrears – as a % of rent due (YTD)	<b>4</b> 4.63%	3.99%	6.42%	5.99%				
MANAGER COMMENTS								
Our arrears collection has improved compared to last quarter but remains below target, a debt management group meets monthly to review key actions we can take to improve rent collection.								

Complaints	ADC Quartile 2023/24	Target Mean values	Previous performance	Current Performance – Q2		Direction	RAYG	4-month trend Jul – Sept 2024
				% responded to in time	No. received			
Stage 1 complaints % responded to in time	<b>2</b> 89%	69.41%	67.21%	71.64%	67			
Stage 2 complaints % responded to in time	<b>2</b> 94.8%	65.47%	91.30%	66.67%	9			
Overall satisfaction with complaints	N/A	35%	53%	41%	7 respondents			Quarterly measure
MANAGER COMMENTS:								
Complaints performance has improved for Stage 1's and declined for Stage 2's, both remain within target levels. Stage 2 performance has been impacted by staff leave and sickness, which we are working to address to ensure there are more officers available for Stage 2 investigation								

Key to directional arrows:



<b>Homelessness and Housing Need</b>	Target (Vision target)	Previous performance 30 June 2024		Current Performance 30 Sept 2024		Direction
Average time households spent in B&B and EA	12 weeks	19 weeks	171 households	19 weeks	172 households	
Average time households spent in TA	64 weeks	34 weeks	51 households	34 weeks	56 households	
Applicants on the housing waiting list	N/A	See Manager Comments		1256		
<p><b>MANAGER COMMENTS:</b></p> <p>Whilst the current performance is above the target for nightly paid, we are exceeding our target for TA. The demand for TA units far outstrips supply therefore the wait for them is much longer in EA. There are currently 173 households in nightly paid, compared to 53 households in TA, meaning there are three times as many households in EA than TA.</p> <p>Changes to the homeless bandings in the new Allocations policy means that households are securing social housing prior to moving to TA, longer term this should have an impact on time spent in EA, as they have been given higher priority through the policy.</p> <p>The number of households per 000 in EA/TA in Arun has increased, but is still lower than the West Sussex average.</p> <p>HWL data for last quarter was not available due to the re-registration process that was taking place as we transitioned from QL to Abritas / Homefinder.</p> <p>The number of households on the housing waiting list has halved under the new policy, so currently there is less demand for social housing in Arun than previously. The number of applications received on a weekly basis has increased though, so I would expect the numbers on the waiting list to increase over the next few months.</p>						

Breakdown of housing list:

Banding and Bed need breakdown for general needs and sheltered housing applications:							
Band / Bed	1	2	3	4	5	6	TOTAL
A	110	133	65	26	0	1	<b>335</b>
B	211	88	62	40	5	0	<b>406</b>
C	165	138	140	47	3	0	<b>493</b>
D	10	8	3	0	0	1	<b>22</b>
<b>TOTAL</b>	<b>496</b>	<b>367</b>	<b>270</b>	<b>113</b>	<b>8</b>	<b>2</b>	<b>1256</b>



Increase in figure;  
improved performance



Reduction in figure;  
improved performance





Reduction in figure;  
improved performance



Reduction in figure;  
decline in performance

Homeless comparison data:

<b>Comparison with other West Sussex Authorities</b>	ADC previous Oct - Dec 2023	ADC – current Jan - Mar 2024	Direction	County average Jan – Mar 2024
No of households in TA per 000 households in area	2.67	2.83		4.50
Number of cases where homeless successfully prevented	51	55		34

Data Sources:

<b>Repairs</b>	Housing system and Acuity monthly surveys
<b>Compliance</b>	Housing system
<b>Voids</b>	Housing system and Acuity monthly surveys
<b>Financial</b>	Housing system
<b>Complaints</b>	Housing spreadsheets and Acuity monthly surveys
<b>Homelessness</b>	Housing spreadsheets and housing system
<b>Homeless comparison</b>	DLUHC data tables
<b>Housing waiting list</b>	Housing system
<b>Quartile data</b>	Housemark
<b>Targets (mean values)</b>	Housemark (Local Authority members mean value data for 2022/23 or Corporate Indicators)