
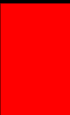


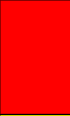




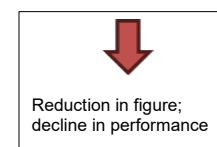
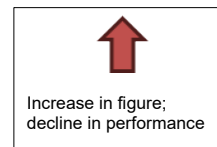
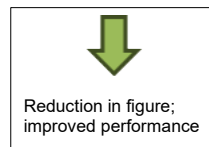
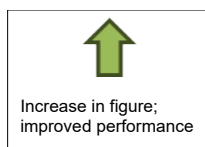




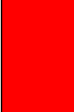



HOUSING PERFORMANCE MEASURES – QUARTERLY REPORT

Repairs	ADC Quartile 2023/24	Target Mean values	Previous performance	Current Performance – Q3 Oct - Dec 2024		Direction	RAYG	4-month trend Sep - Dec 2024
% of emergency repairs completed in time	4 81%	92.95%	75.35%	60.87%	253 repairs			
% of non-emergency repairs completed in time	3 77.9%	81.92%	72.95%	71.87%	718 repairs			
Overall satisfaction with repairs	4 80.4%	85%	81%	91%	143			
MANAGER COMMENT The % repairs completed within time has decreased this quarter. Whilst service managers have undertaken initial data verification checks, there remains a significant backlog in administrative processes required to ensure accuracy, cleanse data and complete processes related to the end to end repairs journey. This is likely to result in further amendment to the figures presented (retrospectively). It is anticipated that the backlog will be cleared by the end of Q4, with accurate reporting from this point onwards.								








Key to directional arrows:



Compliance	ADC Quartile 2023/24	Target Mean values	Previous performance	Current Performance -Q3		Direction	RAYG	4-month trend Jul - Sept 2024
				% compliant	No. compliant			
% of domestic homes with a satisfactory EICR	3 94.69%	87.11%	94.7%	94.64%	3266			
% of homes with completed gas safety checks	3 99.85%	99.47%	99.92%	99.44%	2672			

MANAGER COMMENTS

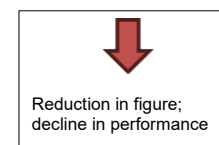
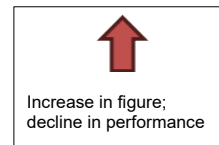
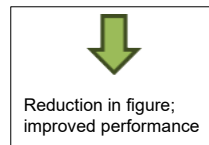
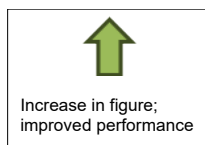
Performance has declined this quarter however % of homes with a satisfactory EICE remains within target. The margins for a drop in performance on gas safety checks is small, as one property can have an impact on the %, we have processes in place to address no access where this occurs.




Voids	ADC Quartile 2023/24	Target Mean values	Previous performance	Current Performance – Q3		Direction	RAYG	4-month trend Jul – Sept 2024
Average relet time in days (standard voids)	3 69.96	95.78	98 days	56.77 days	61 properties			
Void loss (as % of rent due)	3 2.08%	2.37%	1.58%	1.80%	£95,962.65			
Overall Satisfaction with the letting process	N/A	86%	88%	79%	11 respondents			Quarterly measure

MANAGER COMMENTS:

The Q3 average re-let time of 56.77 days shows a significant improvement from 98 days in Q2, marking the lowest void time since Q3 2022








Key to directional arrows:



Financial	ADC Quartile 2023/24	Target Mean Values	Previous performance	Current Performance – Q3		Direction	RAYG	4-month trend Jul - Sept 2024
				% arrears	Value of arrears			
Arrears – as a % of rent due (YTD)	4 4.63%	3.99%	5.99%	5.87%	£1,250,336.06			

MANAGER COMMENTS

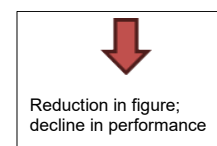
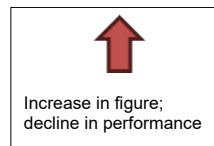
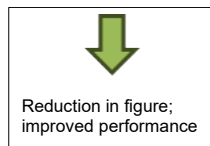
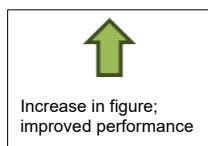
Arrears are not where we want them to be currently due to various factors, staff are being supported to get these back up to an acceptable level, and will be closely monitored moving forward, an action plan has been put in place with improved monitoring of performance.



Complaints	ADC Quartile 2023/24	Target Mean values	Previous performance	Current Performance – Q3		Direction	RAYG	4-month trend Jul – Sept 2024
				%	No.			
Stage 1 complaints % responded to in time	2 89%	69.41%	71.64%	67.07%	82			
Stage 2 complaints % responded to in time	2 94.8%	65.47%	66.67%	65.22%	23			
Overall satisfaction with complaints	N/A	35%	41%	53%	9 respondents			Quarterly measure

MANAGER COMMENTS:

Performance has declined for the second consecutive quarter, steps are being taken to address performance, and we are aiming for an improved position for Q4, more information is set out in the separate complaint report.

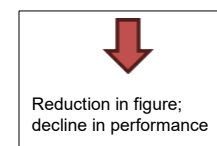
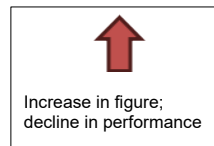
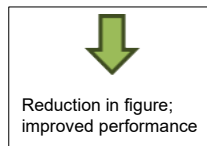
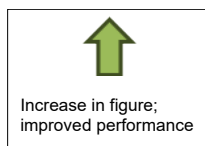
Key to directional arrows:





Homelessness and Housing Need	Target (Vision target)	Previous performance 30 Sept 2024		Current Performance 31 Dec 2024		Direction
Average time households spent in B&B and EA	12 weeks	19 weeks	172 households	17 weeks	152 households	
Average time households spent in TA	64 weeks	34 weeks	56 households	31 weeks	52 households	
Applicants on the housing waiting list	N/A	1256		1416		
<p>MANAGER COMMENTS: We are working very hard to reduce the time clients are spending in EA & TA, we have given additional preference under the new allocations policy to help with this. We are focussed on reducing time spent in EA/TA and the associated expenditure and this is an ongoing project.</p> <p>We cannot control the number of applicants on the housing register. If applicants meet the criteria under the allocations policy we have to lawfully apply the policy and accept the application.</p> <p>The number of applicants reduced when we introduced the new Housing register system and new allocations policy, but as would be expected the numbers are now increasing, but they remain lower than they were in June 2024 when there were 2316 live applications under the previous policy.</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	139	126	70	26	1	1	363
B	264	99	60	43	4	0	470
C	187	154	167	49	3	0	560
D	12	9	2	0	0	0	23
TOTAL	602	388	299	118	8	1	1416



Homeless comparison data:

Comparison with other West Sussex Authorities	ADC previous Jan – Mar 2024	ADC – current Apr – Jun 2024	Direction	County average Apr - Jun 2024
No of households in TA per 000 households in area	2.83	2.74		
Number of cases where homeless successfully prevented	55	60		

Data Sources:

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