

Housing and Community Services Performance Action Plan - Quarter 3, 2016

Appendix C



693

Number of
tenancy audits
carried out

Target 750

Theme - Place. Action – PE2.1 Total Number of Tenancy Audits Carried Out

Performance: 193/250 audits completed for quarter three. This means 693 audits have been carried out during the year so far, against a target of 750.

Trend (compared to last quarter) – Our target to undertake 500 visits by the end of quarter two was met.

Staff illness has accounted for a drop in performance for this PI. The team has worked at 80% capacity between November and January and this has had a cumulative effect on other areas of work which needed to be covered.

Key actions underway – The team leader has been tasked to ensure that staff work more efficiently to ensure this PI comes in on target for Quarter four. This includes combining rent visits with tenancy audits, thereby completing two tasks in one visit.

Opportunities/risks: The team is completing a week of rent action in late January, which will provide opportunities to visit more tenants.



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Approval for
Affordable
Housing
Supplementary
Planning
Document and
consultation
held

Target 1

Theme - Place. Action – Development of an Affordable Housing Supplementary Planning Document (SPD)

Target: Approval for SPD and consultation held.

Performance: Draft document completed. Approval will be sought in Quarter four. Further internal consultation and data input from Strategic Housing will be required.

Trend (compared to last quarter) – Quarter two was achieved, with a draft document prepared.

Key actions underway - The Affordable Housing SPD is going to Committee on March 2 for approval to undertake consultation.

Risks: Risk is currently low but will increase over time.

There are two actions for Housing and Community Services