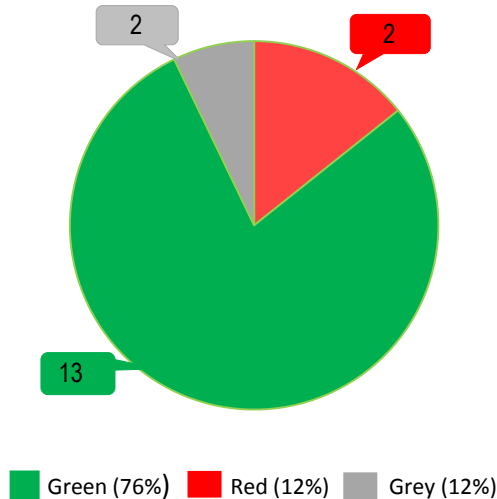


# Housing and Community Services Performance and Project Overview 2019/20 Quarter 1

## Appendix B

### H&CS Overview



PE3.1 Number of empty home intervention plans for dwellings known to be empty for more than two years.

Q1 Target  $\geq 0$  (Annual Target: 10 completed intervention plans)



4

PL1.1 Total number of affordable dwellings delivered.

Target >150 for the year



53

PL1.3 Number of new homes added to the Housing Revenue Account

Target Proxy Annual



Annual

O1.2 Rent arrears as a % of rent due

Target < 2.5%



2.47%

Current tenant rent arrears at the end of Q1 £295,838

PE1.2 Average length of time for current voids

Target < 21 days



59.8 days

PE1.1 Average time taken to re-let Council Homes

Target < 21 days



99.6 days

PE2.1 Number of successful introductory tenancies

Target >85%



90%

PE4.1 Throughput at Etwall Leisure Centre, Green Bank Leisure Centre and Rosliston Forestry Centre.

Target: Rosliston: 50,000, Leisure Centres: 172,108, Walking Festival: 1,250, Community Participation: 21,465



Rosliston 60,079

Leisure Centres TBC

Walking festival 1,780, Community Participation 23,135

PL3.2 Number of Anti-Social Behaviour incidents in Swadlincote Centre











Target < 400

332

# Housing and Community Services Performance and Project Overview 2019/20 Quarter 1



## Appendix B

|   | Strategic Project  | Project Q1 Target  | Q1 Performance |
|---|--|--|----------------|
|    | <b>O5.3</b> To gather customer satisfaction data in a cost effective way and use the data to manage and improve services                     | Review and implement a new method of collection for tenant satisfaction across Housing.  | On Hold        |
|    | <b>O5.4</b> To provide a value for money service that fully meets the needs of our tenants and delivers high levels of customer satisfaction | Develop proposals to implement findings following the Housing Quality Network review of the Housing service.   | Achieved       |
|   | <b>PE1.3.</b> Delivery of Better Care Fund (BCF) schemes in accordance with assurance plans. NEW.  | Report on the delivery of the £980k BCF programme for 2018/19.   | Achieved       |
|  | <b>PE2.4</b> Successful roll out of Universal Credit in South Derbyshire.  | Embed revised working relationships with Citizens Advice South Derbyshire and City on new claim support.   | Achieved       |
|  | <b>PL1.2</b> Adopt Countywide Strategy – Housing and Accommodation for an ageing population: Vision for Derbyshire to 2035. NEW.             | Q1 and Q2.<br>Ensure at least 10% of all new affordable housing provision secured through Section 106 agreements or planning conditions is either adapted for disabled use or built to lifetime homes standards. | Achieved       |
|  | <b>PL1.9</b> Capital programme for the delivery of enhancements to public open spaces utilising Section 106 contributions. NEW.              | Draw up proposed programme, consult where applicable and match to resources.   | Achieved       |
|  | <b>PL4.1</b> Review and update existing plan. Develop and deliver action plan.   | Work with schools to develop delivery plan for community safety input in schools in 2019/20.   | Achieved       |
|  | <b>PE4.2</b> Delivery of the Active Derbyshire SLA for South Derbyshire.   | Action Plan developed and milestones agreed with Active Derbyshire   | Achieved       |