

## HEAD OF HOUSING SERVICES

## BVPIs taken forward as LOCAL INDICATORS

Target Setting	Link to Corporate Plan	Link to Corporate Plan Priority	Ref to other PI sets	LPI No	BVPI Ref	Description	Collector	Measurement Format	Decimal Places	Polarity	Target 2008/09	Actual 2005/06	Actual 2006/07	Actual 2007/08	Top Quartile (England) 2006/ 07
Local	Safer & Healthier Communities	Combating climate change		H28	63	Energy Efficiency - the average SAP rating of local authority owned dwellings	Repairs and Improvement Manager	%	0	H	69	65	67	68	72
Local	Higher Quality Services	Maintaining sound and stable finances	CPA H6	H14	66a	Local authority rent collection and arrears: the proportion of rent collected	Housing Operations Manager	%	2	H	99.00	99.53	99.58	99.25	98.57
Local	Higher Quality Services	Better Value for Money		H15	66b	The number of local authority tenants with more than 7 weeks of (gross) rent arrears as a percentage of the total number of Council tenants	Housing Operations Manager	%	2	L	2	3.4	2.93	2.96	3.89
Local	Safer & Healthier Communities	Supporting vulnerable people	CPA H14	H7	183a	The average length of stay (weeks) of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need in: Bed & Breakfast accommodation	Housing Operations Manager	Week	0	L	1	5	3	1	1.0
Local	Prosperity for All	Improving housing conditions	CPA H1	H27	184a	The proportion of LA Homes which were non-decent at 1 April 2004	Repairs and Improvement Manager	%	0	L	2	8	5	4	13
Local	Prosperity for All	Identifying and meeting housing needs		H13	212	Average time taken to re-let local authority homes (days)	Housing Operations Manager	Num	0	L	23	49	29	27	26

**HEAD OF HOUSING SERVICES****SOUTH DERBYSHIRE LOCAL STRATEGIC PARTNERSHIP COMMUNITY STRATEGY****Theme Group****Priority**

Ref No.	Action	Lead Organisation	Key Measure of Success	Milestone	Outcomes	1st Quarter progress	2nd Quarter progress	3rd Quarter progress	4th Quarter progress	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
3.1	Reduce number of vulnerabale people and families living in non-decent homes	SDDC	75 homes made decent, occupied by vulnerbale people/famil ies	Mar-09							

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## CORPORATE PLAN

Theme	Ref	Corporate Plan Theme	Responsible Head of Service	Action	Key Measure of success by March 2009 will be:	Key Measure of success by March 2011 will be:	Resource allocated 2008/09	Resource allocated 2008/09	Revenue	Capital	Assessment Against Target (Red/Amber/Green)	Progress to Date/Remedial Measures
Safer and Healthier Communities	1.7	Supporting vulnerable people	Housing	Promote independent living through the utilisation of Telecare technologies and Extra Care	Increase utilisation by 10% year-on-year	Increase utilisation by 30% over Plan period	Revenue £1.0m					
	1.8	Supporting vulnerable people	Housing	Develop further homelessness prevention services and the reoccurrence of homelessness	Increase homeless prevention actions by 10%	Increase homeless prevention actions by 20%	as above					
	1.12	Tackling anti social behaviour	Housing	Deliver our local "Respect" action	Deliver 12 community estate inspection days and 12 subsequent improvement projects	Deliver 36 improvement projects.	Revenue £210,000					
Prosperity for All	4.5	Improving housing conditions	Housing	Deliver the programme for ensuring that all Council homes are decent ahead of the Government's 2010 deadline	Lobby Government for removal of negative subsidy.	Decent homes standard met	Capital 2.2m	Finance available primarily within the Major Repairs Allowance				
	4.5	Improving housing conditions	Housing	Deliver the programme for ensuring that all Council homes are decent ahead of the Government's 2010 deadline	1.5% of the Council stock remaining non-decent	Decent homes standard met	as above	Finance available primarily within the Major Repairs Allowance				
	4.6	Identifying and meeting housing needs	Housing	Deliver extra care housing project for South Derbyshire	Finalise development programme	Deliver an extra care housing project	Revenue £906,000 Capital £40,000		£ 906,000	£ 40,000		
	4.8	Identifying and meeting housing needs	Environ Services	Develop 'move-on' protocol for people in temporary supported accommodation	Establish protocol in conjunction with partners	Reduce waiting list for supported accommodation by 5%	as above					
	4.9	Identifying and meeting housing needs	Housing	Introduce customer choice into social housing allocations via Choice -Based Lettings	Introduce system in conjunction with RSLs	Monitor delivery of more choice into the process	as above	HRA funds and Government grant funding in place				
	4.10	Identifying and meeting housing needs	Housing	Deliver detailed Housing Needs Assessment for whole District	Present full District report and get agreement on affordable housing targets	Additional affordable homes built	as above					
	4.11	Identifying and meeting housing needs	Housing	Establish clear process for the delivery of affordable housing at agreed targets	Establish formal process between developers and the Council	Achieve full target on 80% of sites	as above					
Rural South Derbyshire	5.6	Assessing rural housing needs	Housing	Deliver a Rural Housing Strategy identifying potential development land	Develop and adopt the Strategy in conjunction with partners	Establish developments in at least 3 rural communities	Revenue £162,000		£ 162,000			

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## LOCAL PERFORMANCE INDICATORS

Corporate Plan Theme	Corporate Plan Priority	Local Ref	Description		Collection Period	Measurement Format	Decimal Places	Polarity	Actual 2006/2007	Actual 2007/2008
		H1	% of care-line calls answered within 30 seconds		Quarterly	%	0	H	96	97
		H2	No of active Telecare referrals received		Quarterly	N	0	H	N/A	N/A
		H3	% of Telecare installations completed within 21 working days of receiving notification		Quarterly	days	0	L	N/A	N/A
		H4	Sheltered Housing Needs Assessment & support plan completed within 10 working days of move in date		Quarterly	%	0	H	N/A	N/A
		H5	% of sheltered housing needs assessment/support plans completed within 6 months of initial review		Quarterly	%	0	H	N/A	N/A
		H6	Actual rough sleepers presenting to Council and local agencies		Quarterly	N	0	L	N/A	N/A
		H8	The average length of stay (weeks) of households which include dependent children or a pregnant woman, childless couples and Singles (All households) and which are unintentionally homeless and in priority need in: Bed & Breakfast accommodation		Quarterly	Num	0	L	N/A	N/A
		H9	% of no of people seeking homelessness prevention advice who have had resolution to threat of homelessness for a period of at least 6 months		Quarterly	%	0	H	N/A	N/A
		H10	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by us within the last two years due to domestic violence		Quarterly	Num	0	L	N/A	N/A

		H11	Proportion of households accepted as statutorily homeless who were accepted as statutorily homeless by us within the last two years		Quarterly	Num	0	L	N/A	N/A
		H12	Satisfaction of tenants of Council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord		Bi-annually	%	0	H	79	79
		H16	Rent arrears of current tenants exc FTA's		Quarterly	£	0	L	157,518	147,535
		H17	Amount of former tenant arrears		Quarterly	£	0	L	132,078	127,694
		H18	% of former tenant arrears collected		Quarterly	%	2	H	18.64	0.16
		H19	% of emergency repairs done at the DSO on a monthly basis		Quarterly	%	0	H	23	16
		H20	% of responsive repairs for which an appointment made and kept		Quarterly	%	0	H	19	100
		H21	% of emergency repairs completed on time		Quarterly	%	0	H	99	99
		H22	% of urgent repairs completed on time		Quarterly	%	0	H	93	96
		H23	% of routine repairs on time		Quarterly	%	0	H	87	96
		H24	Tenant satisfaction with responsive maintenance		Quarterly	%	0	H	97	99
		H25	Progress to schedule on planned maintenance and improvements		Quarterly	%	0	H	100	100
		H26	Tenants satisfaction with planned maintenance		Quarterly	%	0	H	95	96
		H29	Longest (in days) outstanding property with no up to date gas certificate		Quarterly	days	0	L	170	62
		H30	% gas appliances with a Corgi registered certificate (in date)		Quarterly	%	2	H	98.20	99.00

<b>Target 2008/2009</b>
98
120
90
100
100
New, Acquiring Baseline Data
New, Acquiring Baseline Data
50
New, Acquiring Baseline Data

New, Acquiring Baseline Data
80
100,000
100,000
20.00
16
95
99
95
90
95
100
95
90
99.00

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### NATIONAL INDICATORS

No.	National Indicator	Release year	Spatial level (Descriptive)	Data available at district level.	National Theme	National Outcome	Reporting Organisation
<b>NI 155</b>	Number of affordable homes delivered (gross) PSA 20	2008/09	Single tier and district council	Yes	Local Economy & Environmental Sustainability	Local Economy	Communities & Local Government (Housing & Communities Analysis Division)
<b>NI 156</b>	Number of households living in Temporary Accommodation PSA 20	2008/09	Single tier and district council	Yes	Local Economy & Environmental Sustainability	Local Economy	Communities & Local Government (Housing & Communities Analysis Division)
<b>NI 158</b>	% decent council homes CLG DSO	2008/09	Metropolitan Authorities, London Boroughs, Unitary Authorities, County Councils, District Councils, Council of the Isles of Scilly, owning housing stock.	Yes	Local Economy & Environmental Sustainability	Local Economy	CLG (Housing & Communities Analysis Division)
<b>NI 159</b>	Supply of ready to develop housing sites CLG DSO	2008/09	Single tier and district council	Yes	Local Economy & Environmental Sustainability	Local Economy	Communities & Local Government (Analytical Services Directorate)



<b>NI 160</b>	Local Authority tenants' satisfaction with landlord services CLG DSO	2008/09	Every Local Authority (boroughs, unitaries and districts) retaining ownership of council housing	Yes	Local Economy & Environmental Sustainability	Local Economy	South Derbyshire District Council
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Data Source	Data Source Notes	Collection Interval	Polarity	Return Format	Decimal Places	Existing Indicator or dataset?	Existing / unchanged PI or uses existing	New / existing data return but recalculation
LA return to CLG HSSA.	Annual. Housing Corporation data is provided to CLG in May following the end of the financial year. P2 – Information available in May following the end of the financial year. Housing Strategy Statistical Appendix (HSSA) information is available in September.	Annual.	H	Number	0	Y	Yes	
LA return to CLG PIE data		Quarterly (perf judged on Q4)	L	Number	0	Y	Yes	
Business Plan Statistical Appendix from the LA (Authorities that do not have a Housing Revenue Account do not need to return any data)		Annual (Financial Year)	L	%	1	Y	Yes	
Local Planning Authority Annual monitoring Report		Annual (Financial Year)	H	%	1	Y	Yes	

via Tenants Survey (only	Representative sample surveys of tenants carried out by local authorities or ALMOs in accordance with the guidance. Includes only local authorities that have retained all or part (with ownership of 1,000 or more general needs) management of the housing stock and that have transferred the housing stock to an ALMO/s. The first survey should be undertaken between 1st June 08 and 30 Nov 08	Bi-ennial	H	%	2	Y		
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New Data Return	Collection via APACS	Collection via FRS	Contribution to the delivery of	Contribution to the delivery	LAA Ref	LAA Theme	Lead Head of Service	Lead Section(s)	Corporate Plan Theme	Corporate Plan Outcome	Community Plan Theme
			PSA 20	CLG DSO 2	LA27	Sustainable Environment	Head of Planning Services	Planning Policy	Prosperity for All	Identifying and meeting housing needs	Healthier Communities
			PSA 20	CLG DSO 2	LA17	Children & Young People	Head of Housing Services	Housing Operations	Prosperity for All	Identifying and meeting housing needs	Healthier Communities
				CLG DSO 2			Head of Housing Services	Housing Operations	Prosperity for All	Improving housing conditions	Healthier Communities
				CLG DSO 5			Head of Planning Services	Planning Policy	Stronger in the Region	Having a fit for purpose planning framework	Sustainable Environment

				CLG DSO 2			Head of Housing Services		Prosperity for All	Identifying and meeting housing needs	Healthier Communities
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Community Plan Outcome	National Theme	National Outcome	Comments
	Local Economy & Environmental Sustainability	Local Economy	New build completions are as defined in the P2 new build return. Data also provided through the Housing Strategy Statistical Appendix (HSSA).
	Local Economy & Environmental Sustainability	Local Economy	P1E data – total households in temporary accommodation provided under the homelessness legislation
	Local Economy & Environmental Sustainability	Local Economy	This is similar to BVPI 184a, however a change has been made to the definition for the treatment of properties where a tenant does not want the work carried out. Landlords are not expected to make a home decent if this is against a tenant's wishes as work can be undertaken when the dwelling is next void (empty). For reporting purposes, these properties are now not counted as non-decent until they are void.
	Local Economy & Environmental Sustainability	Local Economy	Based on data provided through the Annual Monitoring Report (AMR)

			<p>BVPI 74a -Tenant satisfaction with Landlord. Local authorities that are required to report the indicator must use the STATUS standard tenant satisfaction survey method. This was previously specified for the BVPI tenant satisfaction surveys so there will be continuity in methods and authorities, regulators and residents will be able to track results over time.</p>
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**HEAD OF HOUSING SERVICES****SERVICE LEVEL MONITORING - KEY TASKS**

Ref No.	Description	Target 2008/09	Assessment Against Target (Red/Amber/Green)	Achievements to Quarter <<>>	Progress to Date/Remedial Measures if not on target
	Launch Homelessness Steering Group with partners	Jun-08			
	Implement additional BME and Gypsy/Travellers support process	Mar-09			
	Pilot Supported Lodging scheme	Mar-09			
	Maintain RoSPA award standard for health and safety	Ongoing. Award of standard.			
	Deliver on recommendations of Shelter quality audit of homelessness service	Sep-08			
	Implement referrals to National Probation Service for vulnerable tenants requiring decorating work following major works	Jun-08			
	Seek committee approval for physical improvements to Smallthorn Place	Sep-08			
	Explore opportunities for expansion of TP framewrok to involve RSL tenants and communities	Dec-08			
	Establish detailed action plan for improvement of all 53 garage sites	Jun-08			
	Complete phase 2 of physical sheltered housing standards	Mar-09			
	Restucture Private Sector Lifeline/Telecare provision	Sep-08			
	Introduce mobile IT technology to make efficiencies in repairs service	Mar-09			
	Introduce repairs diagnostic tool for customers	Nov-08			
	Achieve ISO9001 accreditation	Mar-09			
	Establish new leaseholder policy and promote better communication with leaseholders within Council stock	Mar-09			
	Introduce a menu of services for local RSLs to utilise	Jul-08			
	Complete new Housing Strategy	Mar-09			