

HOUSING SERVICE PERFORMANCE INDICATORS		2017/18			2018/19					
		Q2	Q3	Q4	Q1	Q2	Q3	Q4	Year end	Trend Q4 vs Q3
Finding and Keeping Housing										
Households in temporary accommodation	Target	27	27	27	30	30	30	30	30	
	Actual	24	24	31	32	34	30	29	29	↑
Homesearch applications verified within 10 working days	Target	90%	90%	90%	90%	90%	90%	90%	90%	
	Actual	73%	97%	96%	90%	90%	90%	92%	89%	↑
Permanent Gypsy and Traveller pitches occupied	Target	70%	70%	70%	70%	70%	70%	70%	70%	
	Actual	100%	100%	100%	100%	100%	100%	100%	100%	→
Percentage of young people who leave their lodgings providers to live independently in a planned manner	Target	80%	80%	80%	80%	80%	80%	80%	80%	
	Actual	100%	100%	100%	100%	80%	100%	100%	95%	→
Improved Homes										
Time to complete adaptations - Average time from receipt in Housing Services to practical completion of the work in weeks	Target	36	36	36	36	36	36	36	36	
	Actual	29	28	30	31	33	32	32	32	→
Number of homes improved (cumulative)	Target	200	300	400	100	200	300	400	400	
	Actual	301	460	619	134	257	350	422	422	↑
Percentage of validated HMO Licence renewals validated within 12 working weeks	Target	85%	85%	85%	85%	85%	85%	85%	85%	
	Actual	100%	95%	93%	87%	100%	87%	95%	92%	↑
Long term (2+ years) empty properties brought back into use (cumulative)	Target	12	18	25	6	12	18	25	25	
	Actual	34	48	74	7	26	38	54	54	↑
More Homes										
Deliver 600 new affordable homes over 3 years 2018 to 2021 (cumulative)	Target	N/A	N/A	N/A	50	100	150	200	200	
	Actual	N/A	N/A	N/A	53	111	151	284	284	↑
Of which were new build social housing sub-market rent including ART (cumulative)	Target	N/A	N/A	N/A	38	75	113	150	150	
	Actual	N/A	N/A	N/A	31	70	90	168	168	↑
Of which were new build intermediate housing low cost home ownership and other options (cumulative)	Target	N/A	N/A	N/A	12	25	37	50	50	
	Actual	N/A	N/A	N/A	22	41	61	116	116	↑