

HOUSING SERVICE PERFORMANCE INDICATORS		2017/18		2018/19					2019/20	
		Q3	Q4	Q1	Q2	Q3	Q4	Year end	Q1	Trend Q2 vs Q1
Finding and Keeping Housing										
Households in temporary accommodation	Target	27	27	30	30	30	30	30	30	
	Actual	24	31	32	34	30	29	29	33	↓
Homesearch applications verified within 10 working days	Target	90%	90%	90%	90%	90%	90%	90%	90%	
	Actual	97%	96%	90%	90%	90%	92%	89%	84%	↓
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%	80%	100%	100%	95%	80%	↓
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	30	31	33	32	32	32	23	↑
Number of homes improved (cumulative)	Target	200	400	100	200	300	400	400	100	
	Actual	301	619	134	257	350	422	422	68	
Long term (2+ years) empty properties brought back into use (cumulative)	Target	12	25	6	12	18	25	25	10	
	Actual	34	74	7	26	38	54	54	12	
More Homes										
Deliver 600 new affordable homes over 3 years 2018 to 2021 (cumulative)	Target	N/A	N/A	50	100	150	200	200	250	
	Actual	N/A	N/A	53	111	151	284	284	365	↑
Of which were new build social housing sub-market rent including ART (cumulative)	Target	N/A	N/A	38	75	113	150	150	188	
	Actual	N/A	N/A	31	70	90	168	168	233	↑
Of which were new build intermediate housing low cost home ownership and other options (cumulative)	Target	N/A	N/A	12	25	37	50	50	62	
	Actual	N/A	N/A	22	41	61	116	116	132	↑