

| HOUSING SERVICE PERFORMANCE INDICATORS | | 2017/18 | | | 2018/19 | | | | | |
|---|--------|---------|------|------|---------|------|------|------|----------|-------------------|
| | | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Year end | Trend Q3 vs Q2 |
| Finding and Keeping Housing | | | | | | | | | | |
| Households in temporary accommodation | Target | 27 | 27 | 27 | 30 | 30 | 30 | 30 | 30 | |
| | Actual | 24 | 24 | 31 | 32 | 34 | 30 | | | ↑ |
| Homesearch applications verified within 10 working days | Target | 90% | 90% | 90% | 90% | 90% | 90% | 90% | 90% | |
| | Actual | 73% | 97% | 96% | 90% | 90% | 90% | | | → |
| Permanent Gypsy and Traveller pitches occupied | Target | 70% | 70% | 70% | 100% | 100% | 100% | 100% | 70% | |
| | Actual | 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% | | | ↑ |
| 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 | | | ↑ |
| Number of homes improved (cumulative) | Target | 200 | 300 | 400 | 100 | 200 | 300 | 400 | 400 | |
| | Actual | 301 | 460 | 619 | 134 | 257 | 350 | | | ↑ |
| 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% | | | ↓ |
| 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 | | | ↑ |
| 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 | | | ↑ |
| 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 | | | ↑ |
| 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 | | | ↑ |