

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 | Target 2008/2009 |
|----------------------|-------------------------|-----------|---|-------------------|--------------------|----------------|----------|------------------|------------------|------------------------------|
| | | H1 | % of care-line calls answered within 30 seconds | Quarterly | % | 0 | H | 96 | 97 | 98 |
| | | H2 | No of active Telecare referrals received | Quarterly | N | 0 | H | N/A | N/A | 120 |
| | | H3 | % of Telecare installations completed within 21 working days of receiving notification | Quarterly | days | 0 | L | N/A | N/A | 90 |
| | | H4 | Sheltered Housing Needs Assessment & support plan completed within 10 working days of move in date | Quarterly | % | 0 | H | N/A | N/A | 100 |
| | | H5 | % of sheltered housing needs assessment/support plans completed within 6 months of initial review | Quarterly | % | 0 | H | N/A | N/A | 100 |
| | | H6 | Actual rough sleepers presenting to Council and local agencies | Quarterly | N | 0 | L | N/A | N/A | New, Acquiring Baseline Data |
| | | 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 | New, Acquiring Baseline Data |
| | | 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 | 50 |
| | | 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 | New, Acquiring Baseline Data |
| | | 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 | New, Acquiring Baseline Data |
| | | H12 | Satisfaction of tenants of Council housing with oppoertunities for particiaption in management and decision making in relation to housing services provided by their landlord | Bi-annually | % | 0 | H | 79 | 79 | 80 |
| | | H16 | Rent arrears of current tenants exc FTA's | Quarterly | £ | 0 | L | 157,518 | 147,535 | 100,000 |
| | | H17 | Amount of former tenant arrears | Quarterly | £ | 0 | L | 132,078 | 127,694 | 100,000 |
| | | H18 | % of former tenant arrears collected | Quarterly | % | 2 | H | 18.64 | 0.16 | 20.00 |
| | | H19 | % of emergency repairs done at the DSO on a monthly basis | Quarterly | % | 0 | H | 23 | 16 | 16 |
| | | H20 | % of responsive repairs for which an appointment made and kept | Quarterly | % | 0 | H | 19 | 100 | 95 |
| | | H21 | % of emergency repairs completed on time | Quarterly | % | 0 | H | 99 | 99 | 99 |
| | | H22 | % of urgent repairs completed on time | Quarterly | % | 0 | H | 93 | 96 | 95 |
| | | H23 | % of routine repairs on time | Quarterly | % | 0 | H | 87 | 96 | 90 |
| | | H24 | Tenant satisfaction with responsive maintenance | Quarterly | % | 0 | H | 97 | 99 | 95 |
| | | H25 | Progress to schedule on planned maintenance and improvements | Quarterly | % | 0 | H | 100 | 100 | 100 |
| | | H26 | Tenants satisfaction with planned maintenance | Quarterly | % | 0 | H | 95 | 96 | 95 |
| | | H29 | Longest (in days) outstanding property with no up to date gas certificate | Quarterly | days | 0 | L | 170 | 62 | 90 |
| | | H30 | % gas appliances with a Corgi registered certificate (in date) | Quarterly | % | 2 | H | 98.20 | 99.00 | 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 | 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 | 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 | Community Plan Outcome | National Theme | National Outcome | Comments |
|--------|--|--------------|---|-----------------------------------|--|------------------|--|--|---|-------------------------------|----------|---------------|----------------|--------------------------------|--|--|-----------------|----------------------|--------------------|---------------------------------|------------------------------|---------|-------------------------|---------------------------|--------------------|------------------------|---|-------------------------|------------------------|--|------------------|---|
| NI 155 | 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) | 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 | | | | | PSA 20 | CLG DSO 2 | LA27 | Sustainable Environment | Head of Planning Services | Planning Policy | Prosperity for All | Identifying and meeting housing needs | Healthier Communities | | 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). |
| NI 156 | 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) | LA return to CLG - PIE data | | Quarterly (perf judged on Q4) | L | Number | 0 | Y | Yes | | | | | 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 | | Local Economy & Environmental Sustainability | Local Economy | PIE data – total households in temporary accommodation provided under the homelessness legislation |
| NI 158 | % 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) | 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 | | | | | | CLG DSO 2 | | | Head of Housing Services | Housing Operations | Prosperity for All | Improving housing conditions | Healthier Communities | | 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. |
| NI 159 | 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) | Local Planning Authority Annual monitoring Report | | Annual (Financial Year) | H | % | 1 | Y | Yes | | | | | | CLG DSO 5 | | | Head of Planning Services | Planning Policy | Stronger in the Region | Having a fit for purpose planning framework | Sustainable Environment | | Local Economy & Environmental Sustainability | Local Economy | Based on data provided through the Annual Monitoring Report (AMR) |
| NI 160 | 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 | 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 | | | | | | | CLG DSO 2 | | | Head of Housing Services | | Prosperity for All | Identifying and meeting housing needs | Healthier Communities | | | Local Economy | 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. |

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 | | | |