

# Housing and Community Services Strategic and Service Success Areas Quarter one - 2018/19



## Appendix B



**1.84%**

Target - <2.5%

Rent arrears as a % of rent due. Tenant rent arrears have decreased by 6% since April 1.



**391**

Target - <400

Anti-social behaviour incidents in Swadlincote Town Centre as a rolling figure.



**271,333**

Target - 172,108

Strong participation levels at Etwell and Green Bank Leisure Centres



**Survey**

Tenant satisfaction

STAR Survey launched to gauge satisfaction of Council tenants.



**69**

Key to success

69 affordable homes delivered at locations across South Derbyshire.

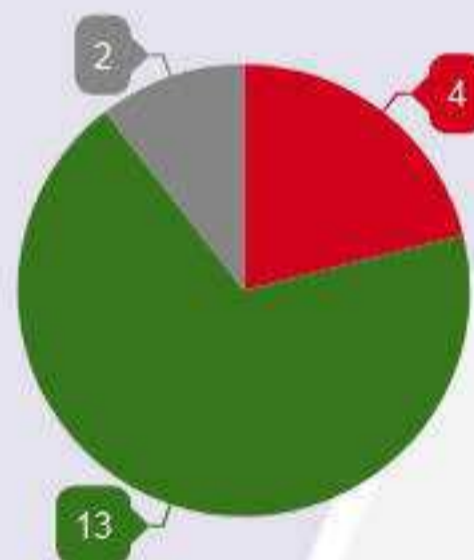


**1,505**

Best foot forward

Good turnout at National Forest Walking Festival - exceeding last year's total.

## H+CS Performance Overview



Red (21.05%) Green (68.42%) Grey (10.53%)



**Welfare reform**

New claimants

Infrastructure in place for roll-out of Universal Credit for claimants in postcodes served by Derby Jobcentre.



**275**

Target - 250

Tenancy audits complete. On target to finish all audits by March 2019.



**90%**

Target - >90%

Tenants (18 out of 20) satisfied with new home during the quarter.



**Funding**

Partnership scheme

Community Partnership Scheme officially launched to community and voluntary organisations.