

Corporate Plan PI Report Homes

Monthly report for 2021-2022
 Arranged by Aims
 Filtered by Aim: Priorities Homes
 For MDDC - Services

Key to Performance Status:

| | | | | | | |
|-------------------------|---------|-------------------|--------------|-----------|--------------|-------------------|
| Performance Indicators: | No Data | Well below target | Below target | On target | Above target | Well above target |
|-------------------------|---------|-------------------|--------------|-----------|--------------|-------------------|

* indicates that an entity is linked to the Aim by its parent Service

| Corporate Plan PI Report Homes | | | | | | | | | | | | | | | | |
|---|---------------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|------------------------------|--|---------------|
| Priorities: Homes | | | | | | | | | | | | | | | | |
| Aims: Deliver Housing | | | | | | | | | | | | | | | | |
| Performance Indicators | | | | | | | | | | | | | | | | |
| Title | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Group Manager | Officer Notes |
| <u>Net additional homes provided</u> | 335 | 393 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | Tristan Peat | |
| <u>Self Build Plots</u> | 1 | 5 | n/a | n/a | 6 | n/a | n/a | 6 | n/a | n/a | 12 | n/a | n/a | Tristan Peat | (Quarter 3) Permission granted on 1.10.2021 for a dwelling at Bow, Crediton (application reference: 21/01088/FULL), and 5 CSB plots at the Tiverton EUE (21/00128/MFUL) on 11.11.2021 (TP) | |
| <u>Gypsy & Traveller Pitches delivered</u> | 1 | 2 | n/a | n/a | 0 | n/a | n/a | 1 | n/a | n/a | 1 | n/a | n/a | Tristan Peat | (Quarter 2) Retrospective planning permission granted for one pitch at Yeofor (TP) | |
| <u>Number of affordable homes delivered (gross)</u> | 30 | 94 | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | n/a | Tristan Peat | | |
| <u>New Social Rent Council Houses</u> | 0 | 17 | n/a | n/a | 0 | n/a | n/a | 0 | n/a | n/a | n/a | n/a | n/a | Andrew Busby, Simon Newcombe | (Quarter 2) 1 buy back in Q2 (CY) | |
| <u>Number of Homelessness Approaches</u> | 587 | | n/a | n/a | 144 | n/a | n/a | 316 | n/a | n/a | 493 | n/a | n/a | Simon Newcombe | | |

| Aims: Community Land Trusts | | | | | | | | | | | | | | | | |
|---------------------------------------|---------------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|--------------|--|---------------|
| Performance Indicators | | | | | | | | | | | | | | | | |
| Title | Prev Year End | Annual Target | Apr Act | May Act | Jun Act | Jul Act | Aug Act | Sep Act | Oct Act | Nov Act | Dec Act | Jan Act | Feb Act | Mar Act | Group Manager | Officer Notes |
| <u>Community Land Trusts Assisted</u> | 2 | 1 | n/a | n/a | 0 | n/a | n/a | 0 | n/a | n/a | n/a | n/a | n/a | Tristan Peat | (Quarter 2) All town and parish council have been contacted in October 2021 to advise about support available from the Council to assist community-led affordable housing schemes (TP) | |

| Aims: Private Sector Housing | | | | | | | | | | | | | | | | |
|--|---------------|---------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|--|
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| <u>Deliver homes by bringing Empty Houses into use</u> | 101 | 72 | 0 | 9 | 16 | 20 | 20 | 30 | 35 | 42 | 43 | 45 | | | Simon Newcombe | (January) In the last 12 months the team has carried vacancies and has been delivering a national pilot project relating to the enforcement of the Minimum Energy Efficiency Standards in the private rented sector. As a service we've clearly all been tasked with supporting our core Public Health role regards the Covid pandemic which has diverted resource across the team, especially the last 12-months. This has meant that the focus of the team has not been on empty homes. This decision to prioritise of statutory, high-ri duties versus lower risk and |

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Priorities: Homes

Aims: Private Sector Housing

Performance Indicators

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| | | | | | | | | | | | | | | | | largely non-statutory work w taken at a corporate level in consultation with the relevant portfolio holders and was wholly consistent with regulatory guidance provide by MHCLG (now DLUHC) at the time. Despite this we ha continued to monitor properties and intervene where there has been a serious impact on neighbour 2 properties that have cause problems have been listed fr sale through our property auction partner this year. Going forward we are introducing a new role that v have a greater focus on emp homes work and we have a clear commitment to tackli empty homes from 2022/23 under the new Housing Strategy. (SN) |
| <u>Houses in Multiple Occupation (HMOs) investigations</u> | 96% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | Simon Newcombe | |
| <u>Landlord engagement and Support</u> | 14 | 9 | n/a | n/a | 1 | n/a | n/a | 4 | n/a | n/a | 10 | n/a | n/a | | Simon Newcombe | (Quarter 3) 4x pin point, MEES mailout, MEES online training (TW) |

Aims: Council Housing

Performance Indicators

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|--|---------------|---------------------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|---------|----------------|--|
| <u>Tenant Census</u> | 34% | Develop action plan | n/a | n/a | | n/a | n/a | | n/a | n/a | | n/a | n/a | | Simon Newcombe | (Quarter 2 Customer Engagem and Tenar Involveme Officers n in place. Work has commence on the Tenant Engagem Strategy which will take acco of the preference of tenants as set out the tenant census. (CY) |
| <u>% Emergency Repairs Completed on Time</u> | 104.2% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | | | Simon Newcombe | |
| <u>% Urgent Repairs Completed on Time</u> | 99.9% | 95.0% | 99.0% | 99.5% | 99.7% | 99.6% | 99.6% | 99.4% | 99.4% | 99.3% | 99.3% | 99.2% | | | Simon Newcombe | |
| <u>% Routine Repairs Completed on Time</u> | 99.6% | 95.0% | 97.7% | 98.3% | 98.7% | 98.8% | 98.9% | 98.9% | 98.9% | 98.5% | 98.7% | 98.6% | | | Simon Newcombe | |
| <u>% Properties</u> | 99.4% | 100% | 100% | 99% | 99% | 99% | 99% | 100% | 100% | 98% | 98% | 100% | | | Simon Newcombe | |

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| <u>With a Valid Gas Safety Certificate</u> | | | | | | | | | | | | | | | | |
| <u>% Complaints Responded to On Time</u> | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 100.0% | 98.5% | 98.6% | 97.6% | 97.9% | 98.2% | 98.4% | | | Simon Newcombe | |

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Print Date: 11 March 2022 10