

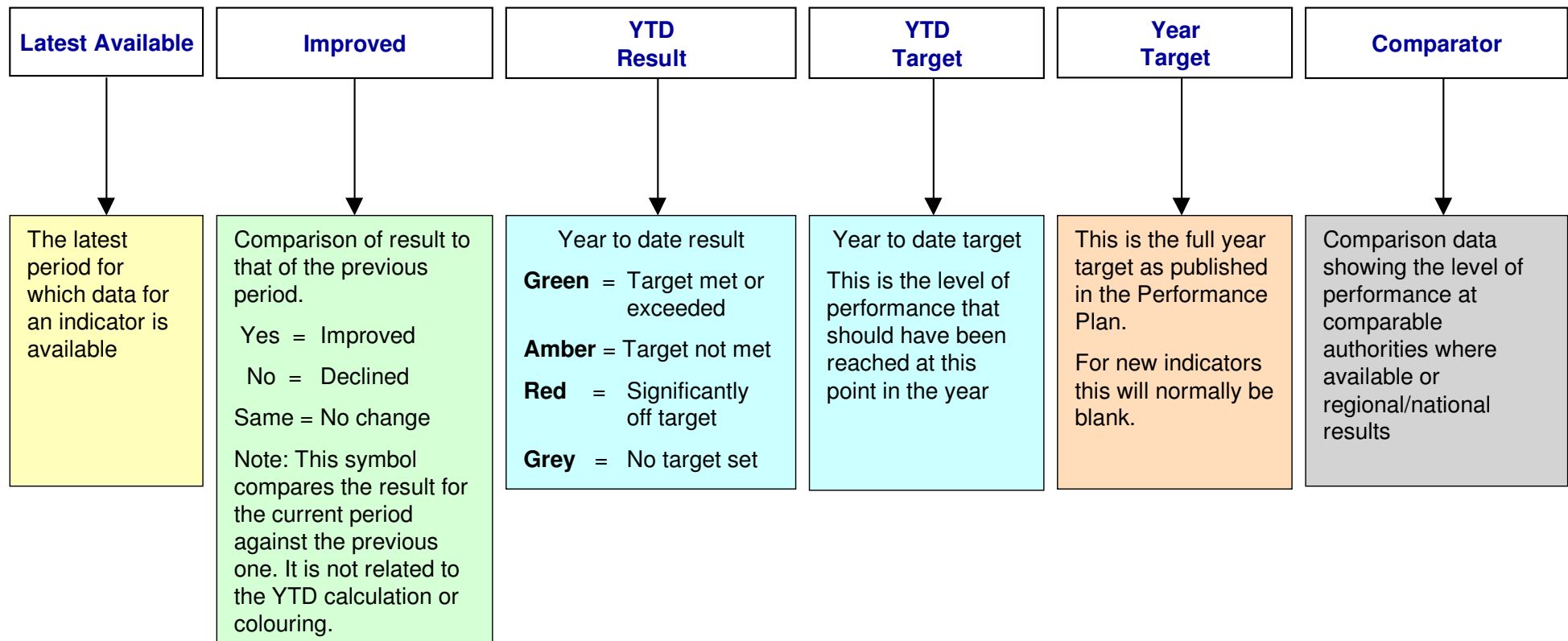
# Performance Report for OSOC Adult Social Care & Housing Q3 2007

Meeting date: 21 April 2008





The columns of this report explained



If you have any questions about this report please contact a member of the Performance Team



# Performance Report

Description	Latest Available	Improved	YTD Result	YTD Target	Year Target	Comparator	Comment
<b>Housing &amp; City Support</b>							
<b>Empty Properties</b>							
<b>BV64</b>							
REWARDABLE - Private sector vacant dwellings returned into occupation or demolished	Dec 07	Yes	112	111.75	149	76.5	
<b>Rent Collection - Debt Recovery</b>							
<b>BV66a</b>							
Proportion of rent collected	Dec 07	No	97.11 %	97.7 %	97.7 %	98.59 %	It is forecast that approximately £39.86m will be collected from the estimated £41.05m collectable over the course of the year
<b>BV66b</b>							
Percentage of tenants with more than seven weeks rent arrears	Dec 07	Yes	8.04 %	7.6 %	7.6 %	4.12 %	As at 31 December, 978 tenants out of 12,200 tenants had more than seven weeks' rent arrears.
<b>BV66c</b>							
Percentage of tenants in arrears who have had Notices Seeking Possession served	Dec 07	Yes	21.72 %	11.25 %	15 %	17.06 %	As at 31 December, 754 tenants of the 3,471 who are in arrears had had Notices Seeking Possession served.
<b>BV66d</b>							
Percentage of local authority tenants evicted as a result of rent arrears	Dec 07		0.18 %			0.23 %	18 households have been evicted this year. The government's pre action protocol designed to ensure council's do not rush into court action is adhered to. This ensures tenants receive comprehensive advice and support to maintain their rent accounts. Should the tenant fail to engage and arrears continue to accrue then the council does not hesitate to request an order from the court.
<b>Relet times</b>							
<b>BV212</b>							
Average time taken to re-let local	Dec 07	Yes	34.1	30	30	29	So far this year, the council has relet 575 properties with

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<b>Housing &amp; City Support</b>							
<b>Relet times</b>							
authority housing							an average relet time of 34 days. During December the council relet 73 properties with an average relet time of 22.2 days.
<b>Homelessness Prevention</b>							
<b>BV213</b>							
Number of households considering themselves homeless for whom housing advice casework intervention resolved their situation	Dec 07	Yes	8.77	8.25	11	5	In total so far this year, 1,071 households have had their homelessness situation resolved by provision of housing options and housing advice casework.
<b>Energy Rating</b>							
<b>BV63</b>							
Average SAP rating of local authority dwellings	Dec 07	Yes	75.3	75.6	75.6	69	
<b>Equipment Delivery</b>							
<b>BV56</b>							
% of items of equipment delivered and adaptations made within 7 working days (PAF AOD54)	Dec 07	No	91.38 %	91 %	91 %	91 %	1,856 out of 2,031 items of equipment and minor adaptations were delivered on time in December.
<b>Service Delivery</b>							
<b>BV195</b>							
Acceptable waiting time for assessment for new older clients (PAF AOD55)	Dec 07	Yes	83.04 %	85 %	85 %		Assessment times this year have been slower than targeted because waiting lists of low risk cases built up, chiefly caused by the volume of safeguarding adults work which had to take priority. We have now dealt with these waiting lists and performance is improving. Performance in January was 82%; if this improvement is sustained over February and March the target can be reached.

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<b>Housing &amp; City Support</b>							
<b>Service Delivery</b>							
<b>BV196</b>							
Acceptable waiting time for care packages following assessment for new older clients (PAF AOD56)	Dec 07	No	81.8 %	85 %	85 %		765 from 935 older people so far this year have had services delivered within acceptable waiting times.
<b>BV201</b>							
Adults and older people receiving direct payments at 31 March per 100,000 population aged 18 or over (PAF C51)	Dec 07	No	59.5	75	75		122 adults and older people in the city are receiving direct payments (59.5 per 100,000 population over 18).
<b>Health</b>							
<b>BV54</b>							
Older people helped to live at home per 1000 population aged 65 or over (PAF AOC32)	Dec 07	Yes	100.6	97	97	100.1	3839 older people are currently being helped to live at home (100 per 1000 population over 65).