

**Adur and Worthing Housing and Homelessness Performance Indicators**

**Adur Homes**

Number	Performance Indicator	Quarter 1 Total	Year End Total 2022/23	2023/24 Target	July 23 Result	Aug 23 Result	Sept 23 Result	Quarter 2 Total	Oct 23 Result	Nov 23 Result	Dec 23 Result	Result Against Target - RAG rating	Direction of Travel	Reporting period
<b>Tenancy Management</b>														
1	Total rent collected													Monthly
2	Arrears as % of total rent due					*3.75%			£775,804	£841,684	£814,254			Monthly
3	Number of rent accounts in arrears						1143		1039	1512	1039			Monthly
4	Number of residents with a suspended possession order													Monthly
5	Total number of evictions	2	1		0	0	0	0	0	0	0			Monthly
<b>Tenant Engagement</b>														
6	Numbers of tenant/leaseholders attending meetings/ events								x15 leaseholders attended	TBC	x5 Shoreham, x12 Southwick, x4 Fishersgate, x2 Sompting, x1 Lancing			
7	Types of tenant engagement activity : surveys / 'have your say' meetings				3 - 'have your say' meetings / 41 - surveys completed by residents	0	0		x1 leaseholder meeting	1 Southwick - Regeneration Meeting	Resident engagement sessions in Lancing, Southwick, Sompting, Shoreham, Fishersgate			
8	Tenant Satisfaction Measurement								All Tenant Survey commenced	All Tenant Surveys: 556 responses (minium requirement met)	All Tenant Satisfaction Survey: telephone leg completed			
<b>Right to Buy and Leaseholds</b>														
9	Number of RTB Active applications	Not available			8	9	10	10	10	10	12			Quarterly
10	Total Leasehold Arrears as a % of annual rent roll *July result to be amended as % of rent roll	Not available			£235,535	1.80%	TBC	TBC	TBC	TBC	TBC			Quarterly
<b>Feedback &amp; Complaints</b>														
11	Number of new complaints (S1)	47	138		14	19	17	48	12	26	7			Quarterly
12	Number of complaints not met in time (S1)	33	N/A		11	13	12	27	6	7	12			Quarterly
13	Number of new FOIs				7	4	11	22	8	10	8			Quarterly
<b>Asset management - Repairs</b>														
14	Number of responsive repairs completed	2337	9841		717	814	747	2278	781	831	758			Quarterly
15	% of repair appointments met	84.5%	85.3%		94.8%	93.1%	94.9%	94.3%	94.1%	92.5%	93.9%			Quarterly
16	% of repairs post-inspected	77.7%	85.22%		76.4%	65.2%	42.5%	61.4%	60.22%	48.95%	38.81%			Quarterly
<b>Voids</b>														
17	Number of void properties (general needs & sheltered)	142			139	136	108	108	128	125				Monthly
	Backlog (pre April ) 2023/24							73	73	70	62			Monthly
								35	35	58	63			Monthly
18	Number of new void properties during the period (general needs & sheltered)						35	35	8	4				Monthly
19	Voids as a % of total stock	5.60%			5.5%	5.4%	5.5%	5.5%	5.3%	5.3%				Monthly
20	Average number of void days	307			303	317	323	323	330	331				Monthly
21	Void loss as % of total rental income	3.8%			3.8%	3.8%	4.1%	4.1%	4.3%	4.4%				Monthly
<b>Asset management - Compliance</b>														
22	% of dwellings Decent Homes Standard compliant	N/A			N/A	N/A	N/A	N/A	N/A	N/A	N/A			Monthly
23	Number of dwellings awaiting damp and mould survey				70									Monthly
24	Number of dwellings with works raised for damp and mould													Monthly
25	% of dwellings with an in-date gas safety certificate	99.30%			99.3%	99.3%	99.3%	99.3%	99.2%	99.2%				Monthly
26	% of dwellings with an in-date EICR	37.20%			41.9%	45.2%	47.3%	47.3%	48.5%	49.2%				Monthly

Report to be developed  
 have data for accounts in arrears - report being developed to give as % of rent roll, aim from January will be able to report %.\* estimated  
 December 877  
 Report to be developed

reports to be developed

**Adur and Worthing Housing and Homelessness Performance Indicators**

**Adur Homes**

Number	Performance Indicator	Quarter 1 Total	Year End Total 2022/23	2023/24 Target	July 23 Result	Aug 23 Result	Sept 23 Result	Quarter 2 Total	Oct 23 Result	Nov 23 Result	Dec 23 Result	Result Against Target - RAG rating	Direction of Travel	Reporting period
27	% of properties with an in-date ACM survey (asbestos)	20.50%			31.3%	31.6%	31.7%	31.7%	31.7%	36.4%				Monthly
28	% of properties with an in-date Water Risk Assessment	100%			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%				Monthly
29	Number of new* disrepair claims													Monthly
30	Value of disrepair claims paid out													Monthly
31	% stock condition audit targets met	N/A			N/A	N/A	N/A	N/A	N/A	N/A				Monthly

**Adur and Worthing**

**Housing Register**

1	Total number live housing register applications - <i>Adur</i>	936	902		941	940	950	950	954	967	973			Monthly
2	Number of properties allocated - <i>Adur</i>	10	38		13	7	6	26	7	8	6			Monthly
3	Total number live housing register applications - <i>Worthing</i>	1796	1729		1812	1838	1859	1859	1863	1881	1880			Monthly
4	Number of properties allocated - <i>Worthing</i>	38	106		25	11	21	57	17	15	17			Monthly

**Homelessness**

5	Number of households in Temporary Accommodation (at end of quarter/month) - <i>Adur</i>	91	92		107	TBC	96	98	101	108	106			Monthly
6	Cases assessed as homeless or threatened with homelessness & a statutory duty owed - <i>Adur</i>	52	165		19	16	14	49	24	20	6			Monthly
7	Gross expenditure on Temporary Accommodation - <i>Adur</i>	£347,903	£1,481,264		£156,258	£159,044	£148,091	£811,296	£151,974	£147,792*	£152,570*	*final figures not yet available		Monthly
8	Number of people sleeping rough across the month/quarter - <i>Adur</i>	13 in total			6	6	5	14 in total	8	3	tbc			Monthly
9	Number of households in Temporary Accommodation (at end of quarter/month) - <i>Worthing</i>	349	327		351	TBC	370	370	361	361	350			Monthly
10	Assessed as homeless or threatened with homelessness & a statutory duty owed - <i>Worthing</i>	121	580		49	43	49	141 in total	37	33	26			Monthly
11	Gross expenditure on Temporary Accommodation - <i>Worthing</i>	£951,880	£4,213,962		£421,109	£440,642	£441,223	£1,302,974	£485,776	£411,180*	£430,751*	*final figures not yet available		Monthly
12	Number of people sleeping rough across the month/quarter - <i>Worthing</i>	58 in total			33	34	38	65 in total	27	28	tbc			Monthly

**Housing Development**

7	Number of new property commencements	0	74		0	0	0	0						Monthly
8	Number of new property completions	0	6		0	0	0	0						Monthly

**Private Sector Housing**

9	New service requests received	79	359		20	27	31	78	27	23	19			Monthly
10	New enforcement notices issued	15	101		2	7	6	15	6	2	8			Monthly

Number	Performance Indicator	Quarter 1 Total	Year End Total 2022/23	2023/24 Target	July 23 Result	Aug 23 Result	Sept 23 Result	Quarter 2 Total	Result Against Target - RAG rating	Direction of Travel	Reporting period
<b>Adur and Worthing</b>											
<b>Housing Register</b>											
1	Total number live housing	936	902		941	940					Monthly
2	Number of properties alloc	12	38		13	9					Monthly
3	Total number live housing	1796	1729		1812	1823					Monthly
4	Number of properties alloc	35	106		22	5					Monthly
<b>Homelessness</b>											
5	Number of households in Temporary Accommodation (at end of quarter/month) - Adur	91			107	94*	102*				Monthly
6	Cases assessed as homeless or threatened with homelessness & a statutory duty owed - Adur	48	169		13	16					Monthly
7	Gross expenditure on Temporary Accommodation - Adur	£455,530			£147,682	£142,223	£145935*	£436840*			Monthly
8	Number of people sleeping rough across the month/quarter - Adur	13			6	6	5				Monthly
9	Number of households in Temporary Accommodation (at end of quarter/month) - Worthing	349			351	372*	379*				Monthly
10	Assessed as homeless or threatened with homelessness & a statutory duty owed - Worthing	108	534		38	43					Monthly
11	Gross expenditure on Temporary Accommodation - Worthing	£1,305,457			£421,364	£441,030	£399,300*	£1,262,694*			Monthly
12	Number of people sleeping rough across the month/quarter - Worthing	58			33	34	38				Monthly
<b>Housing Development</b>											
7	Number of new property c	0	74		0	0					Monthly
8	Number of new property c	0	6		0	0					Monthly
<b>Private Sector Housing</b>											
9	New service requests rece	79	359		20	27					Monthly
10	New enforcement notices	15	101		2	7					Monthly



## Performance Indicators Data Definitions

Indicator	Data Owner	Data Source	Data Definition	What's included	What isn't included	Cumulative or monthly	Data confidence level
Total rent collected	Neighbourhood Services Manager	Orchard	Rent collected as a % of total rent charged	All rental properties - TA, general needs, supported housing	Garages, shared owners, other charges or recharges, write offs	Monthly	
Arrears as % of total rent due	Neighbourhood Services Manager	Orchard	Rent arrears as % of total rent due	All rental properties - TA, general needs, supported housing	Garages, shared owners, other charges or recharges, write offs	Monthly	
Number of rent accounts in arrears across all tenures	Neighbourhood Services Manager	Orchard	Numbers of accounts in arrears as % of total accounts	All rental properties - TA, general needs, supported housing	Garages, shared owners, other charges or recharges, write offs	Monthly	
Number of Court Applications made	Neighbourhood Services Manager	Spreadsheet	Total number of applications made	All rental properties - TA, general needs, supported housing	Shared owners, leaseholders	Monthly	
Total number of evictions	Neighbourhood Services Manager	Spreadsheet	Total number	All rental properties - TA, general needs, supported housing	Shared owners, leaseholders	Monthly and cummulative	
Numbers of tenant/ leaseholders attending	Tenant Engagement Lead	Spreadsheet	Total number by tenure	All tenants and leaseholders		Monthly	
Types of tenant engagement activity	Tenant Engagement Lead	Spreadsheet	Total number for all events	All tenants and leaseholders		Monthly	
Tenant Satisfaction Measurement	Tenant Engagement Lead	Survey Report	Outcomes of TMS Survey	All tenants of Adur Homes	Leaseholders	Annually	
Number of RTB Active applications	Leasehold & Right to Buy Manager	RTB Team s/sheet	Total number active applications	Secure tenants	Leaserholders, introductory tenants	Monthly and cummulative	

Total Leasehold Arrears balance	Leasehold & Right to Buy Manager	RTB Teams/sheet	Total arrears owed	Leasehold tenants	General tenants	Monthly	
Number of new complaints	Business Support Team Leader	MATS	Number of formal complaints	All tenants and leaseholders	Shared ownership, private sector leasing	Monthly and cumulative	
Number of complaints not met in time	Business Support Team Leader	Spreadsheet	Total number of complaints outside of service timeframes	All tenants and leaseholders	Shared ownership, private sector leasing	Monthly and cumulative	
Number of new FOIs	Business Support Team Leader	Spreadsheet	Total number	All tenants and leaseholders	Shared ownership, private sector leasing	Monthly and cumulative	
Number of responsive repairs completed			Number of repairs	All tenants	Leaseholders, shared ownership, private sector leasing	Monthly	
% repair appointments met		Spreadsheet/MATS	As % of all appointments	All tenants	Leaseholders, shared ownership, private sector leasing	Monthly	
% repairs post-inspected		Spreadsheet/MATS	As % of all repairs	All tenants	Leaseholders, shared ownership, private sector leasing	Monthly	
Number of void properties		Spreadsheet/MATS	Total number	All rental properties - TA, general needs, supported housing	Leased properties, shared ownership, private sector leasing	Monthly	
Voids as % of total stock		Spreadsheet/MATS	% rate	All rental properties - TA, general needs, supported housing	Leased properties, shared ownership, private sector leasing	Monthly	
Average number of void days		Spreadsheet/MATS	Average number of void days to handover	All rental properties - TA, general needs, supported housing	Leased properties, shared ownership, private sector leasing	Monthly	

Void loss as % of total rental income		Spreadsheet/ MATS	% of total rent roll	All rental properties - TA, general needs, supported housing	Leased properties, shared ownership, private sector leasing	Monthly	
% of dwellings Decent Homes Standard compliant [1]		Spreadsheets - kitchen, bathrooms and EPC data	% of total portfolio	All rental properties - TA, general needs, supported housing	Leased properties, shared ownership, private sector leasing	See note	
Dwellings awaiting damp and mould survey	Compliance Manager	V2 master asset spreadsheet	% of total portfolio	All rental properties - TA, general needs, supported housing	Leased properties, shared ownership, private sector leasing	Monthly	
Dwellings with works raised for damp and mould	Compliance Manager	V2 master asset spreadsheet	% of total portfolio	All rental properties - TA, general needs, supported housing	Leased properties, shared ownership, private sector leasing	Monthly	
Dwellings with an in-date gas safety certificate	Compliance Manager	Adur master gas servicing spreadsheet	% of total portfolio	All rental properties - TA, general needs, supported housing	Shared ownership, private sector leasing	Monthly and cumulative	
% of dwellings with an in-date EICR	Compliance Manager	Matsoft	% of total portfolio	All rental properties - TA, general needs, supported housing	Shared ownership, private sector leasing	Monthly and cumulative	
% of properties with an in-date ACM survey (asbestos)	Compliance Manager	Matsoft	% of total portfolio	All rental properties - TA, general needs, supported housing	Shared ownership, private sector leasing	Monthly and cumulative	
% of properties with an in-date Water Risk Assessment	Compliance Manager		% of total portfolio	All rental properties - TA, general needs, supported housing	Shared ownership, private sector leasing	Monthly and cumulative	
Number of disrepair claims		Disrepair claims tracker spreadsheet	Outstanding number of claims	All rental properties - TA, general needs, supported housing, leasehold properties	Shared ownership, private sector leasing	Monthly and cumulative	
Value of disrepair claims paid out		Disrepair claims tracker spreadsheet	Outstanding value of claims	All rental properties - TA, general needs, supported housing, leasehold properties	Shared ownership, private sector leasing	Monthly and cumulative	

Stock condition audit targets met by %	Asset Manager	Spreadsheet	% of audits completed	All rental properties - TA, general needs, supported housing	Leased properties, shared ownership, private sector leasing	Monthly and cumulative	
Number of housing register applications	Housing Needs Manager	Home Connx	Number of live applications	All applicants applying to the Housing Register	Applicants for TA	Monthly	
Number of properties allocated	Housing Needs Manager	Home Connx	Number of social housing allocations	Social housing proper	TA, Shared Ownership, Leasehold	Monthly	
Cost of Temporary Accommodation to date	Housing Needs Manager	Finance	Cumulative cost	TA properties	Social housing, private frental housing, leasehold	Monthly and cumulative	
Number of people sleeping rough	Housing Needs Manager	Home Connx	Cumulative total			Commulative total	
Number of households in Temporary Accommodation	Housing Needs Manager	Home Connx	Cumulative total	TA residents	Social housing, private frental housing, leasehold	Cumulative total	
Assessed as homeless or threatened with homelessness & a statutory duty owed	Housing Needs Manager	Home Connx	Cumulative total	Homelessness applicants		Cumulative total	
Number of new property commencements	Senior Development Manager		Number for month	New properties funded through the HRA, redevelopment, joint ventures, transfer of sites	Private sector development	Monthly and cumulative	
Number of new property completions	Senior Development Manager		Number for month	New properties funded through the HRA, redevelopment, joint ventures, transfer of sites	Private sector development	Monthly and cumulative	
Private Sector Housing new service requests received	Private Sector Housing Manager		Number for month	Private rental properties		Monthly and cumulative	



Private Ssector Housing new enforcement notices issued	Private Sector Housing Manager		Number for month	Private rental properties	Social housing, private ownership, leasehold	Monthly and cummulative	
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[1] This data is currently not able to be provided as it relies on a number of data sources to determine whether decent homes compliance has been met. As the data systems improve this PI will be reported against.