

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	Jan 23 Result	Result Against Target - RAG	Direction of Travel	Reporting period
Tenancy Management															
1	Total rent collected														Monthly
	Amount of arrears								£775,804	£841,684	£814,254	£777,876			Report to be developed
2	Arrears as % of total rent due					*3.75%									Monthly
3	Number of rent accounts in arrears						1143		1039	1512	1039	921			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	0			Monthly
Tenant Engagement															
6	Numbers of tenant/leaseholders attending meetings/ events								x15 leaseholders attended	TBC	x5 Shoreham, x12 Southwick, x4 Fishersgate, x2 Sompting, x1 Lancing	0			
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	0			
8	Tenant Satisfaction Measurement completed								All Tenant Survey commenced	All Tenant Surveys: 556 responses (minium requirement met)	All Tenant Satisfaction Survey: telephone leg completed				
Right to Buy and Leaseholds															
9	Number of RTB Active applications	Not available			8	9	10	10	10	10	12	9			Quarterly
10	Total Leasehold Arrears as a % of annual rent roll <small>*July result to be amended as % of rent roll</small>	Not available			£235,535	1.80%	TBC	TBC	TBC	TBC	106.57%	£284,027			Quarterly
Feedback & Complaints															
11	Number of new complaints (S1)	47	138		14	19	17	48	12	26	7	30			Quarterly
12	Number of complaints not met in time (S1)	33	N/A		11	13	12	27	6	7	12	1			Quarterly
13	Number of new FOIs				7	4	11	22	8	0	8	7			Quarterly
Asset management - Repairs															
14	Number of responsive repairs completed	2337	9841		717	814	747	2278	781	831	758	918			Quarterly
15	% of repair appointments met	84.5%	85.3%		94.8%	93.1%	94.9%	94.3%	94.1%	92.5%	93.9%	93.6%			Quarterly
16	% of repairs post-inspected	77.7%	85.22%		76.4%	65.2%	42.5%	61.4%	60.22%	48.95%	38.81%	62.50%			Quarterly
Voids															
17	Number of void properties (general needs & sheltered)	142			139	136	108	108	128	125	123	128			
	Backlog (pre April) 2023/24						73	73	70	62	58	52			Monthly
							35	35	58	63	65	74			
18	Number of new void properties during the period (general needs & sheltered)						35	35	8	4	4	8			Monthly
19	Voids as a % of total stock	5.60%			5.5%	5.4%	5.5%	5.5%	5.3%	5.3%	4.9%	5.1%			Monthly
20	Average number of void days	307			303	317	323	323	330	331	353	335			Monthly
21	Void loss as % of total rental income	3.8%			3.8%	3.8%	4.1%	4.1%	4.3%	4.4%	4.5%	4.8%			
Asset management - Compliance															
22	% of dwellings Decent Homes Standard compliant	N/A			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				-	-	-	-	-	-	-	78			Monthly
24	Number of dwellings with works raised for damp and mould				-	-	-	-	-	-	-	94			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%	98.9%	99.1%			Monthly
26	% of dwellings with an in-date EICR	37.20%			41.9%	45.2%	47.3%	47.3%	48.5%	49.2%	49.7%	51.1%			Monthly
27	% of properties with an in-date ACM survey (asbestos)	20.50%			31.3%	31.6%	31.7%	31.7%	31.7%	36.4%	40.3%	41.2%			Monthly
28	% of properties with an in-date Water Risk Assessment	100%			100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%			Monthly

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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	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	968			Monthly
2	Number of properties allocated - <i>Adur</i>	10	38		13	7	6	26	7	8	6	25			Monthly
3	Total number live housing register applications - <i>Worthing</i>	1796	1729		1812	1838	1859	1859	1863	1881	1880	1893			Monthly
4	Number of properties allocated - <i>Worthing</i>	38	106		25	11	21	57	17	15	17	24			Monthly
Homelessness															
5	Number of households in Temporary Accommodation (at end of quarter/month) - <i>Adur</i>	91	92		107	TBC	96	96	101	108	107	115			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	24			Monthly
7	Gross expenditure on Temporary Accommodation - <i>Adur</i>	£433,016	£1,494,234		£148,885	£150,072	£165,042	£897,015	£151,974	£141,406*	£60,417*	£154,900*	*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	0	2			Monthly
9	Number of households in Temporary Accommodation (at end of quarter/month) - <i>Worthing</i>	349	327		351	TBC	370	370	361	361	353	353			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	41			Monthly
11	Gross expenditure on Temporary Accommodation - <i>Worthing</i>	£1,302,974	£4,251,561		£435,256	£474,783	£481,745	£2,694,758	£485,776	£411,180*	£430,751*	£532,363*	*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	23	29			Monthly
Housing Development															
7	Number of new property commencements	0	74		0	0	0	0	0	0	0	0			Monthly
8	Number of new property completions	0	6		0	0	0	0	0	0	0	6			Monthly
Private Sector Housing															
9	New service requests received	79	359		20	27	31	78	27	23	19	35			Monthly
10	New enforcement notices issued	15	101		2	7	6	15	6	2	8	12			Monthly