

Indicator Description	Current			History - Year End (where available)	
	1 Apr 2010 - 31 Dec 2010	1 Apr 2011 - 31 Dec 2011	Direction of Travel (where applicable)	2009/10	2010/11
Number of households living in temporary accommodation (Snapshot)	9	11	☹	7	3
Average time taken to re-let local authority housing (days)	18.10	20.93	☹	22.92	19.55
Rent arrears as a percentage of rent roll	3.63%	2.81%	☺	3.57%	2.65%
Processing of major planning applications determined within 13 weeks	80.00%	75.00%	☹	100%	76.92%
Processing of minor planning applications determined within 8 weeks	100%	96.50%	☹	95.24%	100%
Processing of other planning applications determined within 8 weeks	95.49%	97.18%	☺	98.16%	95.40%

Key to Terms and Symbols

Improving performance compared to same period last year	☺	Positive Trend	+ve
Key Findings for Quarter 1	☹	Negative Trend	-ve
No change in performance compared to same period last year	☺	To be confirmed	TBC
No data available for the period	#	Worcestershire Viewpoint Survey	(WVP)
Not applicable for this indicator/period	NA	Customer Service Centre	CSC

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	1 Apr 2010 - 31 Dec 2010	1 Apr 2011 - 31 Dec 2011	Direction of Travel (where applicable)	2009/10	2010/11
Data is provisional	*	West Midlands			WM

Comments

Use of temporary accommodation has increased as prevention is becoming more difficult due to lack of properties in private sector and affordability due to changes to housing benefit entitlement.

The void performance continues to be well within the service target (25 days), although with the transformation work commencing in housing our performance has not been as good as in quarter 2 due to officers working with the transformation team. Extra support has been put in place to ensure the team performance is not disrupted in future quarters.

Our performance in comparison to the previous two year's is continually improving. In 2009/10 the year to date arrears were £831,640 (4.34%) and in 2010/11 they were £720,328 (3.63%). This has been achieved by amending our working practices to put more emphasis on preventing arrears.

5 major applications determined this quarter, which is the most we have dealt with in one quarter in the last 12 months. Out of the five applications, 1 was determined out of time giving us a performance rate of 80% for quarter 3 (the same as Q3 in 2010/11). The reason for this late decision was due to the section 106 agreement.

3 applications were determined out of time this quarter, which is the lowest performance level for this category. Two of the applications that were out of time had to be reported to committee.

Although 3 applications have been determined out of time, which is the lowest performance level since the first quarter last year, when compared to the same period last year there has been a slight improvement.

Comments