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Generated on: 23 January 2023
















PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse
	Unknown				
	Data Only				

Rows are sorted by Code & Short Name, Traffic Light

CHP01 Rent Collection and Arrears Recovery		Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings			
	Value	Target	Status	Long Trend	Short Trend
Q3 2021/22	98.30%	98.50%			
Q4 2021/22	99.32%	99.00%			
Q1 2022/23	97.28%	97.00%			
Q2 2022/23	96.07%	98.00%			
Q3 2022/23	97.45%	98.50%			
05-Jan-2023	This figure has unfortunately not met target in Q3. This seems to be the result of the cost of living crisis noticeably limiting effective rent collection, and the rent collection vacancies that we held throughout the quarter. We have, however, witnessed gains in having fewer long-term voids under legal dispute				

CHP04 Housing applicants helped to access private rented sector		Number of housing applicants helped to access private rented sector			
	Value	Target	Status	Long Trend	Short Trend
Q3 2021/22	61	67			
Q4 2021/22	76	100			
Q1 2022/23	17	22			
Q2 2022/23	44	47			
Q3 2022/23	76	67			
05-Jan-2023	32 households were helped into private rented homes in Q3. While this is a reduction on last quarter, the team have worked incredibly hard to source appropriate accommodation utilising new landlords now available to the scheme. The team have widened the number of properties available to them by considering areas outside of Harrogate but this brings additional pressures as we are competing for available resources.				

CHP18 Average length of stay in temporary B&B accommodation (weeks)		The average length of stay (weeks) in bed and breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need.			
	Value	Target	Status	Long Trend	Short Trend
Q3 2021/22	27.81	2.88			
Q4 2021/22	2.27	4.2			
Q1 2022/23	5.63	2.4			
Q2 2022/23	4.95	2.52			
Q3 2022/23	6.12	2.88			
05-Jan-2023	Q3 saw a higher number of households in B&B accommodation awaiting vacancies in our hostels. This was partially the result of us seeing a number of households approaching as already homeless, meaning that we had no ability to attempt to prevent their homelessness from occurring in advance. While movement into local authority or Registered Provider accommodation remains slow (due to more limited vacancies recently, also caused by the cost of living crisis), our ability to source alternative provision is hampered and lengths of stays will remain high. Work is being completed with officers to ensure that decisions which specifically relate to 'priority' are made in a timely fashion to reduce the length of stays where possible				

CHP19 Average time taken to re let local authority housing (days)		Average time taken to re let local authority housing (days)			
	Value	Target	Status	Long Trend	Short Trend
Q3 2021/22	16.91	14			
Q4 2021/22	18.65	14			
Q1 2022/23	22.57	17			
Q2 2022/23	24	15			
Q3 2022/23	30.59	14			
05-Jan-2023	It's regrettable that our average re-let periods are at an all-time high (outside of the lockdowns of 2020). The issue is being looked at carefully and new ways of working are being introduced in Neighbourhood Services and Property Services to improve performance. Q3 suffered especially due to staffing problems in Property Services, which have since been rectified. We've reduced very long-term voids, but this has, unfortunately, not offset the other issues we've experienced.				

CHP20 Average weekly cost per local authority dwelling of management		The average weekly cost per local authority dwelling of management			
	Value	Target	Status	Long Trend	Short Trend
Q3 2021/22	£15.05	£15.37			
Q4 2021/22	£15.03	£15.37			
Q1 2022/23	£15.9	£15.22			
Q2 2022/23	£17.65	£15.22			
Q3 2022/23	£17.56	£15.22			
05-Jan-2023	Management costs were very high in Q3 due to the effect of the higher-than-budgeted-for 2022-23 pay award (albeit partially offset by several vacancies), further increases in utilities costs at our hostels (+£50k) and Independent Living Schemes (+£39k), further growth in hostel security costs (+£77k), growth in our Council Tax bills (+£20k), and the effect of the Independent Living Scheme restructure (+£98k).				

CHP22 Rent arrears of current tenants as a proportion of the authority's rent roll		Local authority rent collection and arrears: rent arrears of current tenants as a proportion of the authority's rent roll			
	Value	Target	Status	Long Trend	Short Trend
Q3 2021/22	2.24%	1.6%			
Q4 2021/22	0.93%	1.3%			
Q1 2022/23	1.15%	1.3%			
Q2 2022/23	1.81%	1.4%			
Q3 2022/23	1.65%	1.6%			
05-Jan-2023	Although we missed target in Q3, we have seen improvements since Q2, despite issues around tenant's budgets during the cost of living crisis. Our support team is working hard at present to provide more proactive support and guidance to tenants				

CHP23 Percentage of rent lost through LA dwellings becoming vacant		Percentage of rent lost through local authority dwellings becoming vacant			
	Value	Target	Status	Long Trend	Short Trend
Q3 2021/22	0.87%	0.75%			
Q4 2021/22	0.87%	0.75%			
Q1 2022/23	1.28%	0.9%			
Q2 2022/23	1.28%	0.8%			
Q3 2022/23	1.24%	0.75%			
05-Jan-2023	This figure remains high, although performance is slightly better than in Q2. The issues were largely around delays in the re-let process caused by staffing problems in Property Services, which have since been rectified. Although void periods remain long, we are working to reduce these through proactive changes to ways of working in Q4				

CHP40 Households living in temporary accommodation		To monitor progress towards halving the number of households in temporary accommodation provided under the homelessness legislation from 101,000 households in Q4 2004 to 50,500 households by 2010.			
	Value	Target	Status	Long Trend	Short Trend
Q3 2021/22	54	62			
Q4 2021/22	54	55			
Q1 2022/23	59	60			
Q2 2022/23	62	62			
Q3 2022/23	83	62			
05-Jan-2023	Numbers living in temporary accommodation significantly increased during Q3, reflective of the holiday period and the increased number of single people being asked to leave family accommodation. We currently have households in temporary accommodation awaiting sign-up to alternative accommodation so we hope to see a reduction in the near future				

CHP41 Average Length of stay in temporary hostel accommodation (weeks)	The average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need.				
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	Value	Target	Status	Long Trend	Short Trend
Q3 2021/22	12.62	15.00			
Q4 2021/22	14.33	15.00			
Q1 2022/23	16.64	15.00			
Q2 2022/23	13.69	15.00			
Q3 2022/23	14.85	15.00			

05-Jan-2023	This figure remains within target, however, due to increased pressures, it is becoming increasingly difficult to discharge our homelessness duty to anywhere other than social housing. Due to significant affordability pressure, households are convinced that their only viable option is social housing. Unfortunately, this is not a reasonable solution for all households because vacancies in our LA social homes lessened in Q3: We only had 66 properties voided and let in Q3, compared with 89 in Q2 and 77 in Q1				
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CHP42 Number of people accessing housing options advice	Number of people accessing housing options advice				
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	Value	Target	Status	Long Trend	Short Trend
Q3 2021/22	285				
Q4 2021/22	334				
Q1 2022/23	370				
Q2 2022/23	394				
Q3 2022/23	375				

	We are seeing a steady increase in the numbers approaching for Housing Options services reflecting the financial pressures that households are currently under. Additional information is now being provided to enable signposting to alternative agencies that may be able to assist. The primary cause for contact continues to be relationship breakdown and domestic violence, however the team are seeing an increase in the number of Ukrainian households approaching service for advice where their host placement is no longer viable. For the latter the housing options team will continue to work with North Yorkshire County Council to assist in finding an alternative viable options				
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CHP42a Percentage of homelessness preventions successful		Percentage of homelessness preventions successful			
	Value	Target	Status	Long Trend	Short Trend
Q3 2021/22	56.52%	64.8%			
Q4 2021/22	57.14%	52.8%			
Q1 2022/23	45%	52.8%			
Q2 2022/23	45.9%	69.6%			
Q3 2022/23	41.86%	64.8%			
05-Jan-2023	<p>Successful prevention figures have taken a downturn due to the increased demands on the team specifically linked to the cost of living crisis, with a greater number of households approaching with concerns relating to affordability and a higher number of parental eviction (adult children).</p> <p>The landscape has changed and it is becoming harder for the team to either negotiated extended timescales with landlords or convince households that existing tenancy terms are affordable.</p>				

CHP43a Successful homelessness relief within 56 days (%)		Successful homelessness relief within 56 days (%)			
	Value	Target	Status	Long Trend	Short Trend
Q3 2021/22	28.8%	22.8%			
Q4 2021/22	34.15%	28.8%			
Q1 2022/23	31.4%	30%			
Q2 2022/23	54.03%	34.8%			
Q3 2022/23	55.04%	22.8%			
05-Jan-2023	<p>The team have managed to keep this KPI high, with a slight increase on last quarter and an overall increase on Q3 21/22. This result puts paid to the shift in focus to accessing private accommodation and minimising the length of</p>				

	time in any form of temporary accommodation. Where the ability to access accommodation to relieve our duties has reduced in the Prevention Duty, we continue to focus on ensuring that the Relief Duty is ending successfully without the need for a Main Duty decision.
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CHP43b Average time taken to decide whether to accept a homeless application at the end of the relief stage (working days)		Average time taken to decide whether to accept a homeless application at the end of the relief stage (working days)			
	Value	Target	Status	Long Trend	Short Trend
Q3 2021/22	2.13	0.24			
Q4 2021/22	0.86	1.64			
Q1 2022/23	0.22	1			
Q2 2022/23	4.5	0.24			
Q3 2022/23	0.64	0.24			
05-Jan-2023	The Q3 figure represents a significant decrease on last quarter. Of the 28 decisions made, only four were made on day 57 (one day late) and only two were made after this period (six and eight days respectively). This is an issue that can be rectified within the team and further training will be delivered with immediate effect.				