

# Welfare Reforms Performance Indicators 2013/14

Domain	Owner	Data owner	Measure	Baseline figures for year 2013/14	Qtr 1 2013/14	Qtr 2 2013/14	Qtr 3 2013/14	Qtr 4 2013/14					
Homelessness and Migration	Sian Evans	Hayley Rowley	How many applications accepted as homeless	171									
		Hayley Rowley	How many applications accepted as homeless and owed the main housing duty										
		Hayley Rowley	Number of Homelessness approaches	2099									
		Hayley Rowley	Number of Homelessness approaches exclusive of applications owed the main housing duty										
		Hayley Rowley	How many cases with homelessness prevented by interventions (Including preventions by partner agencies)	577									
		Hayley Rowley	Number of households in temporary accommodation at end of year/quarter	55									
		Hayley Rowley	Number of applications accepted as homeless, but not owed the main duty										
		Hayley Rowley	Number of households in temporary accommodation outside of the borough at end of year/quarter	4									
		Wendy Massey	Total number of voids per quarter	594									
		Wendy Massey	Number of new voids per quarter	408									
		Wendy Massey	Number of "no wait" properties	53									
		Cheryl Scriven	Number of tenancy failures all reasons	Future collection									
		Sian Evans	Number of households on housing register at end of year/quarter	6532									
Financial risk to Housing Revenue Account	Robert Murray / Michele Darlington	Jo Price/Yvonne Steele	Arrears balance at end of year/quarter	1,250,474.75									
		Lisa Lawley	Rent arrears of current tenants as a proportion of the authorities rent roll	1.60%									
		Jo Price/Yvonne Steele	Number of tenants in arrears	5199									
		Michele Darlington	Number of households to whom discretionary housing payments were awarded at end of year/quarter	718									
		Hayley Rowley	Landlord claims for possession (includes private sector landlords)	700									
		Hayley Rowley	Mortgage claims for possession	304									
		Cheryl Scriven	Tenancies ended due to welfare reforms/affordability issues plus FT arrears balance provided (total)	Not currently recorded. Information will be collated from 1st July 13									
	Robert Murray / Sian Evans	Yvonne Steele/Jo Price	Number of households affected by the spare room subsidy as at 5th February 2013	3,333									
		Yvonne Steele/Jo Price	Number of households underoccupying by 1 bedroom	2,649									
		Yvonne Steele/Jo Price	Number of households underoccupying by 2 bedrooms	652									
		Yvonne Steele/Jo Price	Number of households underoccupying by 3 bedrooms	32									
		Sian Evans	Number of households that have downsized at end of year/quarter	38									
	Michele Darlington	Michele Darlington	Total households affected by the benefit cap at end of year/quarter, (figure includes the private sector)	181									
		Michele Darlington	Number of Council households affected by the benefit cap	100									
		Michele Darlington	Number of private sector tenants affected by the benefit cap	81									
		Robert Murray	Cases referred to CAB for welfare and debt advice from housing										
Cheryl Scriven	Tenancies ended with termination reason Affordability - Welfare Reform	Future Collection											
Customer responses to Welfare Reform	Robert Murray	Sue Barker	Service requests/complaints to complaints team regarding Welfare Reform	Future collection									
		Sean Beckett	Related SRQs DCP per quarter	Future collection									
		Sue Barker	Elected member and MP enquiries number each quarter										