

**Scrutiny Report Appendix: NHA Monitoring Stats – Summary Observations – Quarter 1 2014/15 for information**

	Q4– 2013/14	Q1 – 2014/15	Q1-13/14	Change
<b>NHA Activity;</b>				
Calls to service	3908	2481	3698	↓
Housing Options enquiries @ reception	740	448	902	↓
Housing Register enquiries @ reception	968	876	1220	↓
Emergency out of hours calls	4	11	5	↑
Interviews - appointments	176	143	132	↑
Interviews – walk ins/emg pres*	28	20*	54	↓
Enquiries/h/l apps*		36*		
Decisions H/L	23 (94.10% in 33 days)	29 (100% in 33 days)	21	↑
Preventions	99	234	130	↑
TA	3	3	5	↓
<b>Service Standards;</b>				
Letters received and responded to within 10 days	12	21 (100%)	73	↓
Emails received and responded to within 10 days	351	451	374	↑
Total HR applications received	1063	737 WL 598+TR 139	1022	↓
HR applications processed in 10 days	100%	100%	100%	
HR applications processed in 5 days	n/a	n/a	n/a	
HR Appeals	18	14 (100%)	12	↑
Homelessness Decision Appeals	1	1	2	↓
Complaints	1	0	6	↓-
Medical Applications	171	72 (100%)	137	↓
<b>Housing Register and Lettings;</b>				
Waiting List Applicants	1778	1907	2049	↓
Transfer Applicants	368	398	535	↑
Total Applicants	2146	2305	2584	↓
BME Applicants	84	95	72	↑
Lettings	163 letting + 51 transfer = 214 total	155 letting & 41 transfer = 196 total	148 letting +43 transfer =191 total	↑
Lettings to BME households	16	22	11	↑
Nominations %	76%	87%	77%	↑
Exclusions	46	132	43	↑
Sensitive Lets	3	2	7	↑
ASPs	0	0	0	
Sickness and Absence %	4.1%	1.5%	7.5%	↓

