

Newcastle Housing Advice Monitoring – Summary Observations update to Quarter 2 2014/15

Year 2014/15	Q1	Q2
Access		
Calls to service	2481	2975
Housing Options enquiries @ reception	448	415
Housing Register enquiries @ reception	876	1012
Emergency out of hours calls	11	7
Interviews - appointments	143	155
Interviews – walk ins	20*	18
Enquiries/homeless applications	36*	28
Homelessness Decisions	29 (100% in target 33 days)	26 (100% in target 33 days)
Homelessness Preventions	234	143
Temporary Accommodations	3	1
Service standards		
Letters received and responded to within 10 days	21 (100% on target)	21 (100% on target)
Emails received and responded to within 10 days	451	442
Total Housing Register applications received	737 Waiting List 598 Transfers 139	571 Waiting List 365 Transfers 206
Housing Register applications processed in 10 days	100%	100%
Housing Register applications processed in 5 days	n/a	n/a
Housing Register Appeals	14 (100% on target)	10 (100% on target)
Homelessness Decision Appeals	1	1
Complaints	0	1
Medical Applications	72 (100% on target)	42 (100% on target)
Register/ lettings		
Waiting List Applicants	1907	465
Transfer Applicants	398	295
Total Applicants*	2305	760
BME Applicants	95	47
Lettings	196	232
Lettings to BME households	22	20
% of nominations being let	87%	93%
Exclusions	132	39
Sensitive Lets	2	0

* Homes direct CBL introduced 1.8.14 – This total is from the HD system at 1.10.14 following phase 1 of re-registration. Higher exclusions in quarter 1 were due to applicants not having a local connection and being signposted to apply direct to Registered Providers.

Focus is on supporting older people to apply for housing on-line.