

## Newcastle Housing Advice Monitoring – Summary Observations update to Quarter 3 2014/15

| Year 2014/15                                     | Q2                                       | Q3                                       |
|--|--|--|
| <b>Access</b>                                    |  |  |
| Calls to service                                 | 2975                                     | 1777                                     |
| Housing Options enquiries @ reception            | 415                                      | 321                                      |
| Housing Register enquiries @ reception           | 1012                                     | 642                                      |
| Emergency out of hours calls                     | 7  | 11                                       |
| Interviews - appointments                        | 155                                      | 116                                      |
| Interviews – walk ins                            | 18                                       | 24                                       |
| Enquiries/homeless applications                  | 28                                       | 36                                       |
| Homelessness Decisions                           | 26<br>(100% in target 33 days)           | 28<br>(100% in target 33 days)           |
| Homelessness Preventions                         | 143                                      | 171                                      |
| Temporary Accommodations                         | 1  | 1  |
| <b>Service standards</b>                         |  |  |
| Letters received and responded to within 10 days | 21<br>(100% on target)                   | 9<br>(100% on target)                    |
| Emails received and responded to within 10 days  | 442                                      | 336                                      |
| Total Housing Register applications received     | 571<br>Waiting List 365<br>Transfers 206 | 441<br>Waiting List 278<br>Transfers 163 |
| Housing Register Appeals                         | 10<br>(100% on target)                   | 9<br>(100% on target)                    |
| Homelessness Decision Appeals                    | 1  | 1  |
| Complaints                                       | 1  | 1  |
| Medical Applications                             | 42<br>(100% on target)                   | 56<br>(100% on target)                   |
| <b>Register/ lettings</b>                        |  |  |
| Waiting List Applicants                          | 465                                      | 613                                      |
| Transfer Applicants                              | 295                                      | 359                                      |
| Total Applicants                                 | 760                                      | 972                                      |
| BME Applicants                                   | 47                                       | 41                                       |
| Lettings*  | 232                                      | 127                                      |
| Lettings to BME households                       | 20                                       | 12                                       |
| % of nominations being let*                      | 93%                                      | 74%*                                     |
| Exclusions                                       | 39                                       | 6  |

\* There has been a reduction in lettings and % of nominations as Aspire now having their own lettings policy in place.

Officers are continuing to monitor all Housing Associations to ensure that they meet the agreed nominations rights so that non housing association tenants in housing need have access to affordable housing.