

Scrutiny Report Appendix: NHA Performance – 2014/15

| Performance Area | Q1 | Q2 | Q3 | Q4 |
|---|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| 1 NHA Activity; | | | | |
| Calls to service | 2481 | 2975 | 1777 | 1948 |
| Housing Options enquiries @ reception | 448 | 415 | 321 | 397 |
| Housing Register enquiries @ reception | 876 | 1012 | 642 | 696 |
| Emergency out of hours calls | 11 | 7 | 11 | 13 |
| Interviews - appointments | 143 | 155 | 116 | 152 |
| Interviews – walk ins/emg pres | 20 | 18 | 24 | 24 |
| Enquiries/homeless applications | 36 | 28 | 36 | 31 |
| Decisions Homelessness (100% within 33 day target) | 29 | 26 | 28 | 19 |
| Homeless Preventions | 234 | 143 | 171 | 95 |
| Temporary Accommodation | 3 | 1 | 1 | 4 |
| 2 Service Standards; | | | | |
| Letters received and responded to within 10 days (100% on target) | 21 | 21 | 9 | 1 |
| Emails received and responded to within 10 days | 451 | 442 | 336 | 367 |
| Total Housing Register applications received | 737 WL 598 Transfer 139 | 571 WL 365 Transfer 206 | 441 WL 278 Transfer 163 | 656 WL 435 Transfer 221 |
| Housing Register Appeals (100% on target) | 14 | 10 | 9 | 5 |
| Homelessness Decision Appeals | 1 | 1 | 1 | 1 |
| Complaints | 0 | 1 | 1 | 0- |
| Medical Applications (100% on target) | 72 | 42 | 56 | 60 |
| 3 Housing Register and Lettings; | | | | |
| Waiting List Applicants | 1907 | 465 | 613 | 993 |
| Transfer Applicants | 398 | 295 | 359 | 444 |
| Total Applicants | 2305 | 760 | 972 | 1437 |
| BME Applicants | 95 | 47 | 41 | 55 |
| Lettings | 196 | 232 | 127 | 116 |
| Nominations (All RP's) % | 87 | 93 | 74 | 62.5 |
| Exclusions | 32 | 39 | 6 | 11 |

Aspire Nominations 14/15

| OVERALL NOMINATIONS FOR NEWCASTLE BC 2014-2015 | NOMINATIONS | TOTAL LETS | % NOMINATIONS |
|--|-------------|------------|---------------|
| QUARTER ONE | 155 | 196 | 79 |
| QUARTER TWO | 216 | 232 | 93 |
| QUARTER THREE | 135 | 192 | 70 |
| QUARTER FOUR | 100 | 205 | 49 |
| TOTAL | 606 | 825 | 73% |