

NHA Performance Q1 Apr - June 2015/16 Report to EDE Scrutiny September 15

Performance Area	Q4 (14/15)	Q1
1) NHA Activity		
Calls to service	1948	2137
Housing Options enquiries @ reception	397	347
Housing Register enquiries @ reception	696	654
Emergency out of hours calls	13	7
Interviews - appointments	152	139
Interviews – walk ins/emergency	24	17
Homelessness applications	31	24
Decisions Homelessness (100% within 33 day target)	19	11
Preventions	95	152
Temporary Accommodation	4	3
2) Service Standards		
Letters received and responded to within 10 days (100% on target)	1	5
Emails received and responded to within 10 days	367	372
Total Housing Register applications received	656 WL 435 Transfer 221	632 WL 438 Transfer 194
Housing Register Appeals (100% on target)	5	5
Homelessness Decision Appeals	1	0
Complaints	0	0
Medical Applications (100% on target)	60	40
3) Housing Register and Lettings		
Waiting List Applicants	993	1157
Transfer Applicants	444	555
Total Applicants	1437	1712
BME Applicants	55	72
Lettings	116	114
Nominations (All RP's) %	62.5	58
Exclusions	11	5

Aspire Nominations 15/16

2015-2016	Nominations	Total Lets	% Nominations (Target 75 %)
Quarter One	124	103	55

Meetings are arranged with Aspire Housing to discuss performance and a representative from Aspire will be attending the Scrutiny meeting to discuss their nominations process.
(Other Registered Providers met the nominations target).