

**Economic Development and Enterprise Scrutiny 2<sup>nd</sup> December 15**  
**NHA Performance Q2 July - Sept 2015/16**

Performance Area	Q1	Q2
Calls to service	2137	2358
Housing Options enquiries @ reception	347	350
Housing Register enquiries @ reception	654	733
Emergency out of hours calls	7	12
Interviews - appointments	139	127
Interviews – walk ins/emergency	17	14
Homelessness applications	24	13
Decisions Homelessness (100% within 33 day target)	11	9
Preventions	152	192
Temporary Accommodation	3	1
Letters received and responded to within 10 days (100% on target)	11	19
Emails received and responded to within 10 days	372	561
Total Housing Register applications received	632 WL 438 Transfer 194	614 WL 438 Transfer 176
Housing Register Appeals (100% on target)	5	5
Homelessness Decision Appeals	0	1
Complaints	0	0
Medical Applications (100% on target)	40	72
Waiting List Applicants	1157	1216
Transfer Applicants	555	594
Total Applicants	1712	1810
BME Applicants	72	22
Lettings	114	150
Nominations (All RP's) %	58%	68%
Exclusions	5	17

**Aspire Nominations 15/16**

PERIOD	NUMBER	TOTAL LETS	75% TARGET
QUARTER ONE	124	103	55%
QUARTER TWO	127	105	65%

**REASON FOR NOMINATIONS BEING BELOW TARGET**

Aspire have explained that they choose to advertise their voids through the two CBL systems Homeshunt and Homesdirect dependent on which day and reason a void notice is given. Homesdirect provides for one cycle of adverts to be run weekly, whereas Homeshunt allows for advertisements to be placed on a day by day basis. Aspire have confirmed this is why more of their voids are being advertised through Homeshunt, allowing flexibility with time for advertisements and bidding which can reduce their void time.