

## Scrutiny March 15: NHA Performance Q3 Oct - Dec 2015/16

Performance Area	Q3	Q2	Q1
<b>1</b>			
Calls to service	1903	2358	2137
Housing Options enquiries @ reception	313	350	347
Housing Register enquiries @ reception	461	733	654
Emergency out of hours calls	16	12	7
Interviews - appointments	124	127	139
Interviews – walk ins/emergency	12	14	17
Homelessness applications	19	13	24
Decisions Homelessness (100% within 33 day target)	10	9	11
Preventions	135	192	152
Temporary Accommodation	6	1	3
<b>2</b>			
Letters received and responded to within 10 days (100% on target)	26	19	11
Emails received and responded to within 10 days	387	561	372
Total Housing Register applications received	509 WL 364 Transfer 145	614 WL 438 Transfer 176	632 WL 438 Transfer 194
Housing Register Appeals (100% on target)	6	5	5
Homelessness Decision Appeals	1	1	0
Complaints	0	0	0
Medical Applications (100% on target)	48	72	40
<b>3</b>			
Waiting List Applicants	992	1216	1157
Transfer Applicants	488	594	555
Total Applicants*	1480	1810	1712
BME Applicants	54	22	72
Lettings	93	150	114
Nominations (All RP's) %	75%	68%	58%
Exclusions**	30	17	5

### Aspire Nominations 15/16

PERIOD	NUMBER	TOTAL LETS	75% TARGET
QUARTER THREE	151	100	66
QUARTER TWO	127	105	65
QUARTER ONE	124	103	55

\* The number of housing registration applications have decreased due to the allocation policy changes which have made existing social housing applicants with no housing need no longer eligible,

\*\*Exclusions from the register are higher due to the number of applicant's not disclosing information correctly when they first register.