



# Housing and Community Safety 2021/2022

No of Indicators = 30 | Direction of Travel (DoT) shows the trend of how an indicator is performing against its Polarity over time.

Produced by the Business Intelligence Hub March 2022

|                             |        |   | Previous Years |           |           | 2021/2022 |        |        |        |          |                             |
|-----------------------------|--------|---|----------------|-----------|-----------|-----------|--------|--------|--------|----------|-----------------------------|
|                             |        | Collection Frequency  | 2018/2019      | 2019/2020 | 2020/2021 | Q1        | Q2     | Q3     | Target | Polarity | DOT                         |
| 00. Council Plan Indicators | HOU246 | Average number of days to re-let empty properties (excluding temporary accommodation) - (YTD) | Monthly        | 35.92     | 37.46     | 66.86     | 58.97  | 70.37  | 71.96  | -        | Up is Bad<br>◀▶<br>Neutral  |
|                             | HM03   | Net Additional Homes Provided - (YTD)   | Quarterly      | 449       | 560       | 622       | NC     | 160    | -      | -        | Up is Good<br>◀▶<br>Neutral |
|                             | HM07   | Net Housing Consents - (YTD)  | Quarterly      | 1,626     | 3,466     | 1,133     | NC     | 108    | -      | -        | Up is Good<br>▼<br>Red      |
|                             | CAN061 | Number of new affordable homes delivered in York  | Quarterly      | 60        | 123       | 130       | 18     | 42     | -      | -        | Up is Good<br>◀▶<br>Neutral |
|                             | BW12   | Energy efficiency: Average SAP rating for all Council Homes                                   | Annual         | 70.6      | 70.6      | 70.6      | -      | -      | -      | -        | Up is Good<br>◀▶<br>Neutral |
|                             | HOU102 | Number of homeless households with dependent children in temporary accommodation - (Snapshot) | Quarterly      | 24        | 23        | 10        | 15     | 31     | -      | -        | Up is Bad<br>▲<br>Red       |
|                             | CSP28  | Number of Incidents of ASB within the city centre ARZ   | Monthly        | 2,059     | 1,689     | 1,410     | 390    | 340    | 314    | -        | Up is Bad<br>◀▶<br>Neutral  |
|                             | CSP01  | All Crime   | Monthly        | 13,579    | 13,756    | 11,026    | 3,427  | 3,672  | 3,730  | -        | Up is Bad<br>◀▶<br>Neutral  |
| Building Works              | BW06   | % of dwellings failing to meet the decent homes standard                                      | Annual         | 9.00%     | 11.00%    | -         | -      | -      | -      | -        | Up is Bad<br>▲<br>Red       |
|                             | BW06a  | No of council homes in York failing to meet the decency standard                              | Annual         | 713       | 832       | 665       | -      | -      | -      | -        | Up is Bad<br>◀▶<br>Neutral  |
|                             | BW09   | % of all repairs completed on time - (YTD)  | Monthly        | 88.10%    | 86.70%    | 82.32%    | 76.40% | 74.88% | 77.27% | -        | Up is Good<br>▼<br>Red      |
|                             | BW11   | % of Repairs completed on first visit   | Monthly        | 75.90%    | 82.36%    | 76.30%    | 81.90% | 80.00% | 81.20% | -        | Up is Good<br>◀▶<br>Neutral |
| Crime                       | CSP01  | All Crime   | Monthly        | 13,579    | 13,756    | 11,026    | 3,427  | 3,672  | 3,730  | -        | Up is Bad<br>◀▶<br>Neutral  |
|                             | CSP12  | Criminal damage (excl. 59)  | Monthly        | 1,610     | 1,407     | 1,248     | 382    | 371    | 410    | -        | Up is Bad<br>◀▶<br>Neutral  |
|                             |        | IQUANTA Family Grouping (1 is good) (Rank out of 15)  | Monthly        | 9         | 7         | 11        | 11     | 4      | 9      | -        |                             |
|                             | CSP15  | Overall Violence (Violence Against Person Def.)   | Monthly        | 4,212     | 4,587     | 4,249     | 1,332  | 1,451  | 1,487  | -        | Up is Bad<br>◀▶<br>Neutral  |
|                             |        | IQUANTA Family Grouping (1 is good) (Rank out of 15)  | Monthly        | 4         | 3         | 4         | 7      | 5      | 10     | -        |                             |

# ANNEX 1

|                          |  |   | Previous Years       |           |           | 2021/2022 |        |        |        |           |            |            |
|--------------------------|--|---|----------------------|-----------|-----------|-----------|--------|--------|--------|-----------|------------|------------|
|                          |  |   | Collection Frequency | 2018/2019 | 2019/2020 | 2020/2021 | Q1     | Q2     | Q3     | Target    | Polarity   | DOT        |
| Crime - ASB              | CSP13  | NYP Recorded ASB Calls for Service  | Monthly              | 7,474     | 6,415     | 9,298     | 2,075  | 1,704  | 1,423  | -         | Up is Bad  | ◀▶ Neutral |
|                          | CSP28  | Number of Incidents of ASB within the city centre ARZ   | Monthly              | 2,059     | 1,689     | 1,410     | 390    | 340    | 314    | -         | Up is Bad  | ◀▶ Neutral |
| Crime - Hate Crime       | CSP23  | Hate Crimes as Recorded by NYP  | Monthly              | 112       | 138       | 151       | 61     | 63     | 45     | -         | Up is Bad  | ▲ Red      |
|                          |  | IQUANTA Family Grouping (1 is good) (Rank out of 15)  | Monthly              | 5         | 12        | 7         | 14     | 14     | 8      | -         |            |            |
| Homelessness             | HOU251   | Homelessness main duty (decision) - Total - (YTD) (new definition from 2018/19)   | Quarterly            | 92        | 136       | 114       | 28     | 57     | -      | -         | Neutral    | ◀▶ Neutral |
|                          | HOM112   | Homelessness assessment (initial decision) - Threatened with homelessness - prevention duty owed - (YTD)                | Quarterly            | 521       | 645       | 564       | 140    | 304    | -      | -         | Neutral    | ◀▶ Neutral |
|                          | HOM114   | Homelessness assessment (initial decision) - Already homelessness - relief duty owed - (YTD)                            | Quarterly            | 245       | 234       | 236       | 62     | 123    | -      | -         | Neutral    | ◀▶ Neutral |
|                          | HOU101   | Number of homeless households in temporary accommodation - (Snapshot)   | Quarterly            | 66        | 56        | 23        | 46     | 60     | -      | -         | Up is Bad  | ▲ Red      |
|                          | HOU102   | Number of homeless households with dependent children in temporary accommodation - (Snapshot)                           | Quarterly            | 24        | 23        | 10        | 15     | 31     | -      | -         | Up is Bad  | ▲ Red      |
|                          |  | Number of children in temporary accommodation - (Snapshot)  | Quarterly            | 42        | 43        | 15        | 24     | 53     | -      | -         | Up is Bad  | ▲ Red      |
|                          | HOU105   | Homelessness main duty (decision) - Homeless and in priority need - Unintentional - (YTD) (new definition from 2018/19) | Quarterly            | 53        | 96        | 75        | 20     | 44     | -      | -         | Up is Bad  | ◀▶ Neutral |
| HOU214                   | Number of people sleeping rough on a single night - (Snapshot) | Annual  | 9                    | 7         | 3         | -         | -      | 1-4    | -      | Up is Bad | ▼ Green    |            |
| Housing                  | CAN061   | Number of new affordable homes delivered in York  | Quarterly            | 60        | 123       | 130       | 18     | 42     | -      | -         | Up is Good | ◀▶ Neutral |
|                          | CAN200   | Number of council homes let by direct exchange - (YTD)  | Monthly              | 76        | 75        | 69        | 31     | 46     | 51     | -         | Up is Good | ◀▶ Neutral |
|                          | HM03   | Net Additional Homes Provided - (YTD)   | Quarterly            | 449       | 560       | 622       | NC     | 160    | -      | -         | Up is Good | ◀▶ Neutral |
|                          | HOU107   | Number of active applicants who are registered with CYC (Waiting List) - (Snapshot)                                     | Monthly              | 1,536     | 1,597     | 1,948     | 1,735  | 1,773  | 1,630  | -         | Up is Bad  | ◀▶ Neutral |
| Housing Debt and Arrears | HOU108   | Current council tenant arrears as % of annual rent due - (Snapshot)   | Quarterly            | 2.47%     | 2.93%     | 4.10%     | 3.53%  | 3.51%  | -      | -         | Up is Bad  | ◀▶ Neutral |
|                          |  | Housemark Quartile  | Annual               | 2         | 3         | -         | -      | -      | -      | -         |            |            |
|                          | HOU224   | Rent Collection Rate (%) - (Snapshot)   | Monthly              | 97.40%    | 97.10%    | 97.10%    | 93.20% | 95.70% | 95.00% | -         | Up is Good | ◀▶ Neutral |

## Previous Years

## 2021/2022

## ANNEX 1

|                                |         | Collection Frequency   | 2018/2019 | 2019/2020 | 2020/2021 | Q1     | Q2     | Q3    | Target   | Polarity | DOT        |               |
|--------------------------------|---------|--|-----------|-----------|-----------|--------|--------|-------|----------|----------|------------|---------------|
| Projects - Large               | CORP10L | Large Project - Older Person's Accommodation   | Quarterly | Green     | Green     | Green  | Green  | Green | Complete | -        | Neutral    | ◀▶<br>Neutral |
|                                |         | Large Project - Housing Delivery Programme   | Quarterly | Amber     | Amber     | Amber  | Amber  | Amber | Amber    | -        | Neutral    | ◀▶<br>Neutral |
|                                |         | Large Project - Housing ICT Programme  | Quarterly | Green     | Amber     | Red    | Green  | Amber | Green    | -        | Neutral    | ◀▶<br>Neutral |
|                                |         | Large Project - Mental Health and Housing Support  | Quarterly | -         | -         | Green  | Green  | Green | Amber    | -        | Neutral    | ◀▶<br>Neutral |
|                                |         | Large Project - Council Housing Energy Retrofit Programme  | Quarterly | -         | -         | -      | -      | Amber | Amber    | -        | Neutral    | ◀▶<br>Neutral |
| Resident and Corporate Surveys | TAP01   | % of Talkabout panel satisfied with their local area as a place to live                            | Quarterly | 88.61%    | 84.47%    | 84.90% | 84.00% | NC    | 84.38%   | -        | Up is Good | ◀▶<br>Neutral |
|                                |         | % of Talkabout panel dissatisfied with their local area as a place to live                         | Quarterly | 8.02%     | 10.12%    | 7.67%  | 10.00% | NC    | 9.74%    | -        | Up is Bad  | ◀▶<br>Neutral |
|                                | TAP02   | % of panel satisfied with the way the council runs things  | Quarterly | 57.33%    | 51.00%    | 50.50% | 53.00% | NC    | 50.58%   | -        | Up is Good | ◀▶<br>Neutral |
|                                |         | % of panel dissatisfied with the way the council runs things                                       | Quarterly | 22.10%    | 19.65%    | 22.52% | 24.00% | NC    | 27.80%   | -        | Up is Bad  | ▲<br>Red      |
| Tenant Satisfaction Survey     | TSS01   | % of tenants satisfied with the way their landlord deals with repairs and maintenance generally    | Annual    | 79.86%    | 79.20%    | 75.20% | -      | -     | 68.00%   | -        | Up is Good | ▼<br>Red      |
|                                |         | % of tenants dissatisfied with the way their landlord deals with repairs and maintenance generally | Annual    | 12.66%    | 13.20%    | 15.20% | -      | -     | 22.04%   | -        | Up is Bad  | ▲<br>Red      |