

HOUSING SERVICES ANNUAL REVIEW

2013-14

KEY FACTS...

3,880 customers received our help and advice 

40,922 
Calls answered

38 
members of staff (FTEs)



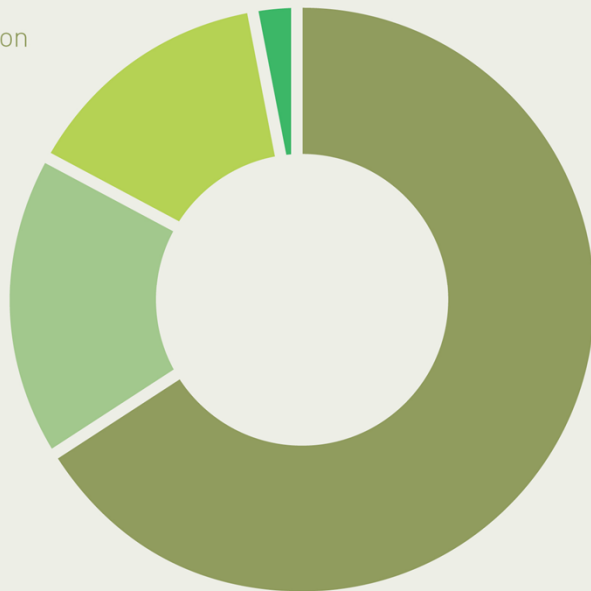
852

households housed

UNDERSTANDING THE HOUSING MARKET

HOUSING TENURE

- Owner occupation
- Private rented
- Social rented
- Other



9:1

house price to earnings ratio



AVERAGE COST FOR A 2 BED PROPERTY

	£ pw	Gross income needed*
Standard mortgage	£232	£48,256
Private rent	£190	£39,520
Affordable rent	£152	£31,616
Social rent	£78	£16,224

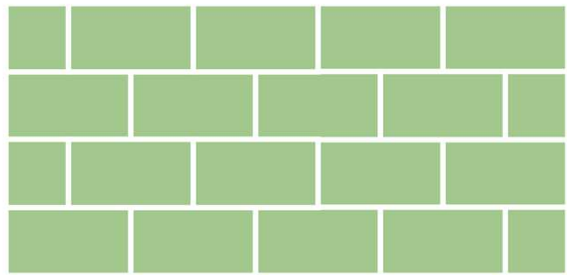
13.40%

annual % price change

£312,355

average house price

DEVELOPING NEW HOMES



affordable homes completed in 2013/14

109

513

affordable homes built since 2011

286

new affordable homes secured on 13 sites



IMPROVING OLD HOMES



558

properties improved



89

empty homes brought back into use

£929,300

successful Green Deal communities bid to be used to improve the energy efficiency of homes

REGULATING THE PRIVATE RENTED SECTOR

successful landlord prosecutions resulting in £34,000 financial penalties

6



An Additional licensing scheme for Houses in Multiple Occupation was introduced in Oldfield, Westmoreland and part of Widcombe.

1,000

applications received



140

mandatory licences already issued

ALLOCATING SOCIAL HOUSING

621



households housed

Changes made to the Homesearch register, including prioritising local people, reduced the number of households on the register from **12,439** to **4,834**.

82,830

bids placed

HELPING HOMELESS HOUSEHOLDS

530

homeless cases were prevented

GOLD STANDARD
PEER REVIEW



10



households in temporary accommodation. If we followed the national rate it would be

170



37%

increase in the number of customers seen face to face due to a new way of working



Benchmarking showed that our homeless prevention service was one of the highest performing and the most cost effective.

CREATING INDEPENDENCE

47



young homeless people were accommodated through the Supported Lodgings Scheme.

980%

of them leaving supported accommodation then went on to work, training or education.

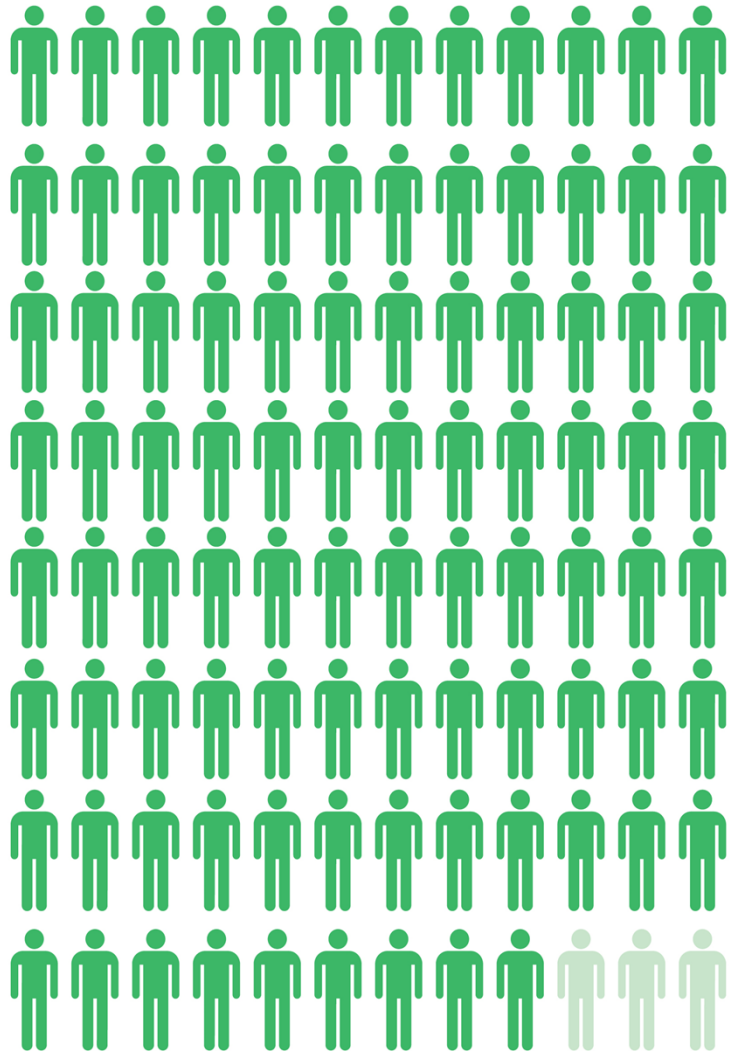


227

DFGs completed

Disabled Facilities Grants (DFGs) provide adaptations to enable people to remain independent at home at an average cost of **£4301** and an average enquiry to completion time of **32 weeks**

EXCELLENT CUSTOMER SERVICE



97%

of customers either very satisfied or satisfied with our service



CUSTOMER
SERVICE
EXCELLENCE



Customer Service Excellence (CSE) awarded for the third year running and assessed as continuing to perform at a consistently high level

12



complaints received



**AND ALL THIS WAS ACHIEVED
WHILE STILL MEETING OUR
£89,000 SAVINGS TARGET**



THE CHALLENGE 2014-15

- To develop a balanced housing market
 - To continue to make Housing Services as efficient as we can be
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