Housing, homelessness and rough sleeping KPIs

Theme	Key performance indicator & measures	Owner	Baseline (2024/2025)	2025/2026	2026/2027	2027/2028	2028/2029	2029/30	Total (if appropriate)	Notes
Headline targets										
Prevent homelessness and rough sleeping	Number of households prevented from becoming homeless, as	Housing	82	82	100	120	140	160		
	a result of support provided by the homelessness team		02	02	100	120	140	100		
Prevent homelessness and rough sleeping	Number of households found a new home at relief stage, as a	Housing	122	122	120	120	120	120		
	result of support provided by the homelessness team		122		120	120	120	120		
Prevent homelessness and rough sleeping	Number of households found a new home at main duty stage,	Housing								
	as a result of support provided by the homelessness team		81	81	80	80	80	80		
More affordable and social homes	Number of housing units of all tenures, including temporary	LWMTS/Housing								Combined target with social rented - maximum
	accommodation, delivered by the council*		11	36	38	38	38	38	199	199 properties currently of all tenure types to
										remain under the HRA requirements.
More affordable and social homes	Percentage of local plan affordable target met annually on fully	LWMTS/Planning	ТВС	100	100	100	100	100		Baseline to be developed in year one
	completed housing sites									
Better homes	Number of dwelling inspections conducted by our private sector	Regulation and Enforcement								Baseline to be developed in year one. This cannot
	housing team									increase without extra capacity. Capacity will
			ТВС	200	200	200	200	200		reduce from 26/27 as the SCC funded post will end.
										'Dwelling' rather than 'HHSRS', as not all inspections
										will be done under HHSRS.
Supporting KPIs										
Prevent homelessness and rough sleeping targets										
Prevent homelessness and rough sleeping	Occupancy rate of council owned temporary accommodation	LWMTS/Housing	95	95	95	95	95	95		
Prevent homelessness and rough sleeping	Percentage reduction of the use of bed and breakfast	Housing	0	5	10	15	20	25		
	accommodation by the council		l o	3	10	15	20	25		
Prevent homelessness and rough sleeping	Percentage of residents who present as homeless that are	Housing	100	100	100	100	100	100		
	supported on the same day		100	100	100	100	100	100		
Prevent homelessness and rough sleeping	Percentage of residents who tell us that they are likely to be	Housing								
	made homeless within 56 days and are contacted within three		100	100	100	100	100	100		
	days									
Prevent homelessness and rough sleeping	Percentage of households referred to the tenancy sustainment	Housing	100	100	100	100	100	100		
	service and are contacted within three days		100	100	100	100	100	100		
Prevent homelessness and rough sleeping	Number of residents accessing housing support through clinics	Housing	N/a	100	400	500	600	700		
	and roadshows		142	100	400	000	300	, 55		
Prevent homelessness and rough sleeping	Percentage reduction in tenant refusals by registered providers	Housing	N/a	TBC	20	30	40	50		Baseline and targets to be developed in year one
Prevent homelessness and rough sleeping	Percentage of housing register applications processed within 28	Housing								
	days of receiving all evidence		100	100	100	100	100	100		
Prevent homelessness and rough sleeping	Percentage of rough sleeping cases responded to on the next	Housing								
	working day		100	100	100	100	100	100		
Prevent homelessness and rough sleeping	Percentage of frontline staff trained in trauma-informed	Housing								
	support		0	10	20	20	20	20		
Prevent homelessness and rough sleeping	Customer satisfaction with support services	Housing	TBC	TBC	85	85	85	85		
Prevent homelessness and rough sleeping	Number of households who have approached the	Housing								
	homelessness team for advice and assistance		1084	1084	1000	900	800	700		
Prevent homelessness and rough sleeping	Number of eligible cases	Housing	491	491	450	430	420	410		
Prevent homelessness and rough sleeping	Number of households who have approached the housing	Housing								
	register team for advice and assistance		1082	1082	1082	1082	1082	1082		
Prevent homelessness and rough sleeping	Number of eligible cases	Housing	324	324	310	300	290	280		
More affordable and social homes targets										

More affordable and social homes	Number of social rented homes delivered by the council*	LWMTS/Housing/Planning								Combined target with temporary accommodation
	named of coolar of tour and tour of the country									maximum 199 properties currently of all tenure
			11	36	38	38	38	38	199	types to remain under the HRA requirements.
										types to remain under the fixa requirements.
More affordable and social homes	Percentage of housing developments that meet the required	LWMTS/Planning/Policy &								
	housing mix in line with the dynamic model of viability at	Strategy	100	100	100	100	100	100		
	application stage									
More affordable and social homes	Percentage of major sites where affordable housing increased	LWMTS/Planning/Policy &	TBC	50	50	50	50	50		Baseline to be developed in year one
	after viability review	Strategy	IBC	50	50	50	50	50		
More affordable and social homes	Percentage of registered providers operating in the district with	Policy & Strategy/Housing								
	nomination agreements in place with district council that offer		100	100	100	100	100	100		
	100% nomination rights on new build properties									
More affordable and social homes		Regulation and Enforcement								Subject to capacity being identified. Baseline to be
	Number of long term (over six months) empty homes brought		0	40	40	40	40	40	200	developed in year one. Targets to be reviewed
	back into use									after Y1
More affordable and social homes		Regulation and Enforcement								Subject to capacity being identified. Baseline to be
	Number of long term (over five years) empty homes brought		0	6	6	6	6	6	30	developed in year one. Targets to be reviewed
	back into use									after YI
Better homes targets				T			T	T	T	
Better homes	Percentage of new housing sites compliant with the Lichfield	LWMTS/Planning	100	100	100	100	100	100		
	District Design Code									
Better homes	Percentage of identified Housing, Health & Safety Rating System	Regulation and Enforcement								Baseline to be developed in year one. No idea how
	(HHSRS) category one* hazards remedied		TBC	100	100	100	100	100		many Cat 1 hazards will be identified in the 200+
			150	100	100	100	100	100		dwellings each year. But we can commit to
										remedying 100% of them
Better homes	Number of dwellings inspections conducted	Regulation and Enforcement								
Pottor homos	Average time to complete disabled facilities grants from	LWMTS	TBC	TBC	TBC	TBC	TBC	TBC		
Better homes		TAAIAI 12		1 100	150	150	1 100	100		

^{*}A category 1 HHSRS hazard is a serious health or safety risk in a residential property that poses an immediate threat to the occupants and requires urgent action by the local authority.