

Housing & Social Services

Indicator Ref	Indicator Description	2002/3 Result	2003/4 Result	Improved/ Deteriorated	Luton Quartile 2002/3	Luton Quartile 2003/4	Quartile Direction
BV 52	Average gross weekly cost of providing care for adult or elderly person	£407	£436	↓	2nd	3rd	▼
BV 54	Older people (aged 65 or over) helped to live at home per 1,000 population aged 65 or over.	97.21	84.91	↓	2nd	2nd	Same
BV 62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority.	7.17%	5.05%	↓	Upper	Upper	Same
BV 63	The average energy efficiency rating of local authority owned dwellings.	59	60	↑	Upper	2nd	▼
BV 64	The number of private sector dwellings that are returned into occupation or demolished as a direct result of action by the local authority.	62	59	↓	2nd	Lower	▼
BV 66a	Local authority rent collection and arrears: proportion of rent collected.	96.0%	96.07%	↑	3rd	Lower	▼
BV 74a	Satisfaction of tenants of council housing with the overall service provided by their landlord. a) all tenants	77%	75.30%	↓	Upper	2nd	▼
BV 74b	b) black and minority ethnic	66.67%	54.72%	↓	Upper	Lower	▼
BV 75b	Satisfaction of tenants of council housing with opportunities for participation in management and decision making in relation to housing services provided by their landlord:(b) black and minority ethnic tenants		41.38%	New		Lower	n/a
BV 182	Users who said they were satisfied with the help they received from social services.	50.8%			Lower	n/a	n/a
BV 183a	Homeless households staying in bed and breakfast accommodation average length of stay	18 weeks	8 weeks	↑	Lower	Lower	Same
BV 183b	Homeless households staying in hostels average length of stay	23 weeks	25 weeks	↓	3rd	Lower	▼
BV 184b	The percentage change in proportion of non-decent local authority homes between 1 April 2002 and 1 April 2003.	14.99%	-56.54%		2nd	Lower	▼
BV 185	Percentage of responsive (but not emergency) repairs during 2002/2003, for which the authority - both made and kept an appointment.	0.0%	0.0%	N/A	Lower	Lower	Same