

Decision Maker: **Adult & Community Portfolio Holder**

Date: **For pre decision scrutiny by the Adult and Community PDS Committee on 30th November 2011**

Decision Type: Non-Urgent Non-Executive Non-Key

TITLE: **HOUSING AND RESIDENTIAL SERVICES: 2011/12 HALF YEAR PERFORMANCE REPORT**

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Ward: BOROUGHWIDE

1. Reason for report

This report provides an overview of the half year performance of Housing & Residential Services against the key objectives and targets for 2011/12.

2. RECOMMENDATIONS

2.1 The PDS Committee are asked to :-

- a) Note the performance against the key objectives and targets in the 2011/12 Portfolio Plan and Work Plan for these service areas.
- b) Consider and comment on the priorities identified for the remainder of the year in response to the drivers outlined from paragraph 1.5

2.2 The Portfolio Holder is recommended to:

- a) Consider any comments from the PDS Committee, particularly in response to the key drivers
- b) Agree the actions being taken, as detailed throughout this report to meet the range of housing duties and needs in Bromley to deal with the increased pressures on the service resulting from the current economic climate.

Corporate Policy

Existing policy:

Financial

1. No cost within existing Budgets
 2. N/A
 3. Budget head Housing and Residential Services Division.
 4. Total budget for this head £2,689k latest approved controllable budget
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Staff

1. Number of staff (current and additional) – This report is in relation to the work of the entire current Housing & Residential Services Division and does not involve any additional staffing
 2. If from existing staff resources, number of staff hours – 72.95 FTE posts
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Legal

1. Statutory requirement: The work of the Housing Needs Service is governed by a strict legislative framework in relation to homelessness and allocations (The Housing Act 1996, as emmended by the Homelessness Act 2002) which sets out the key duties of the Local Housing Authority. This is accompanied by a Statutory Code of Guidance to which all Authorities must have regard in discharging their functions. The Housing Development Team supports the Housing Needs Service and Social Services and other Departments to fulfil the Council's statutory obligations in relation to preventing homelessness and providing housing. Residential Services covers statutory action to improve housing conditions and licensing of houses in multiple occupation, governed by the Housing Act 2004. The award of mandatory disabled facilities grants is governed by the Housing Grants, Construction & Regeneration Act 1996.
 2. Call-in is not applicable:
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Customer Impact

Estimated number of users/beneficiaries (current and projected) - 8,000 households on Housing Register with average of 440 applications received per month. 4000+ households per year approach Housing Advice & Options service of whom around 3,000 face imminent homelessness. Around 150 people receive DFG's annually. Approximately 20 are assisted with major repairs via interest free loans. Around 1800 people access the handyman service. The Enforcement Team deals with approximately 1300 service requests annually. Over 500 households are in Temporary Accommodation of which over 200 are in Bed and Breakfast.

1. COMMENTARY

1.1 The objectives and targets set for 2011/12 were designed to achieve both the Council's statutory duties and key national targets in respect of Housing, whilst ensuring that these were tailored to address local needs and priorities within Bromley.

Summary of performance during 2009/10

- 1.2 Progress against the specific priorities in the Housing & Residential Services Business Plan that arise directly from the Portfolio Plan priorities are detailed in Appendix 1.
- 1.3 Overall the report demonstrates that progress has been made across all areas towards achieving key priorities, with the majority of objectives on target to achieve by year end. However despite the work being undertaken the significant increase in those approaching as homeless or threatened with homelessness has impacted significantly on workloads and the number of households inevitably accepted as homeless and placed into temporary accommodation. A report to this Committee at its meeting of 27 September 2011 provided details of the pressures in and arising from the housing market in general.
- 1.4 The main issues highlighted are:
- Despite considerably increased numbers of households presenting at risk of homelessness, more than 1,000 households at risk of imminent homelessness have been assisted to either remain in their existing accommodation or to access alternative accommodation thus resolving their homelessness.
 - Continued achievement of zero use of shared nightly paid accommodation for under 18s.
 - Work has progressed well and is on schedule to prepare for the launch of the new Allocations Scheme and automated banding.
 - The Social Housing Tenancy Fraud Initiative work with Affinity Sutton has progressed well with the planned block inspections well underway and 10 properties regained so far this year which have been let to Council nominees.
 - Three successful Interim Empty Dwelling Management Orders (EDMO) achieved.
 - Work progressing to build two more Extra Care Housing Schemes due to be completed by June 2012.

KEY DRIVERS: Overview of the current housing market supply and need position:

(Note, more details are in the report to ACS PDS / Portfolio meeting of 27 September 2011)

Housing Needs

- 1.5 Increased homelessness prevention and housing options work has achieved a year on year reduction in homeless acceptances and temporary accommodation use since 2005. However, like all London Boroughs, Bromley is witnessing high and increasing levels of housing need, with current significant increases being experienced as a result of the current economic climate and general slowing up of the housing market. Most notably are the recent increases seen in terms of homeless presentations and also those at risk of rough sleeping.
- 1.6 Since the onset of the recession there has been a marked increase in the number of households presenting in need and, in particular those faced with imminent homelessness. This has culminated in a 76% increase in the overall level of casework being undertaken, a 153% increase in the number of homelessness approaches (2320 households presenting with potentially homeless related issues for the first half of 2011/12), and a 300% increase in households applying to join the housing register. For the full year, this equates to the provision of detailed housing advice casework for approximately 4,500 households and more than 5,500 new housing register applications.

- 1.7 The work during the first half of the financial year has therefore largely focused on providing timely and appropriate housing advice to prevent homelessness, manage expectations and promote self help to stave off increases in the number of homeless acceptances and temporary accommodation use/associated cost.
- 1.8 For many – and an increasing proportion, the nature and complexity of issues requires in depth intervention and means that homelessness cannot be prevented. In these cases alternative accommodation needs to be secured to relieve the impending homeless status. The most significant increases in homeless approaches currently centre around those facing repossession from either the private rented sector or home ownership.
- 1.9 The overall supply of RSL lettings was down by 51% - 163 less properties to let than for the same period last year, and 63% less than 2 years ago. It is now not unusual for only four or five properties to be advertised in any one week, with a proportion of these being sheltered accommodation.
- 1.10 Despite the proactive work being undertaken with private landlords, Bromley, like most London Boroughs is now experiencing a significant slowing up of supply, in the main due to uncertainty and concerns relating to the recent changes in local housing allowance (LHA – Housing Benefit) rates for both leasing schemes and the general private rented sector reducing the amount of housing benefit payable for a given size of property. This coupled with the buoyancy of the private rented sector, in the main due to increased competition from working households who are unable to access home ownership, has meant that the gap between rent obtained and housing benefits levels is increasing making landlords more cautious/reluctant to let to someone who requires HB. This has also come at a time when the significant drop in house building and the difficulties around obtaining mortgages or having sufficient funds for a deposit has resulted in significantly reduced numbers purchasing properties and reductions in the Buy to Let market. This has reduced the number of households assisted to directly access the private rented sector and housing association leasing schemes, thus placing further pressure on more costly forms of temporary accommodation in the form of nightly paid accommodation (Bed and Breakfast).
- 1.11 Further benefit changes planned from 2012 including extending the single room rent to all applicants of 35 and under and also universal credit are likely to, at least in the short term, further exacerbate the position and also impact upon the condition and nature of accommodation landlords seek to provide, such as an increase in the number of houses in multiple occupation.
- 1.12 In addition, increasingly in the recession, private Landlords struggle to maintain properties – particularly those who bought to let for short term capital gain and not budgeting for the ongoing revenue implications let alone expecting to still be owning the property and unable to sell or now with negative equity resulting in an increased level of complaints regarding housing conditions.
- 1.13 Further problems arise due to the increase in homelessness across London resulting in increased competition amongst local authorities for nightly paid and temporary accommodation, impacting upon our ability to negotiate rents down and find a sufficient supply of accommodation within existing budgets.
- 1.14 Thus, whilst the work of the service during first half of the year has sought to deal proactively with increased presentations through the homeless prevention and housing options approach, it has not been possible to continue to reduce the level of homeless acceptances and numbers in temporary accommodation due to the sheer number of approaches and reducing supply of alternative forms of accommodation.

Housing Development & Supply

- 1.15 The impact of the recession on housing development and supply was reported in detail in the H&RS Division 2008-09 Annual Performance Report and the subsequent annual and half yearly performance reports to PDS.

- 1.16 The recession has continued to affect the pace of new developments, both when schemes commence and complete. The number of new planning applications being submitted has fallen considerably and a number of new developments have been put on hold by private developers which, in turn, delays the delivery of affordable units secured on those sites. Furthermore, some owners of sites with existing planning permission have sought to reduce the proportion of affordable housing and/or increase its price or reduce/remove the amounts of Payments in Lieu (PiL), arguing that it is no longer financially viable to meet the planning permission requirements. Two examples are a £1.8m PiL being requested to become zero and a 51 unit OH requirement to become zero. In some cases the developer's arguments have been won on appeal.
- 1.17 The economic downturn takes time to fully impact upon new supply. In 2009-10, the bulk of starts on site and completion were already in the development pipeline before the economic downturn hit. It will likely be over the next few years that the impact is really seen as the number of new sites coming forward falls and those already with planning consent are delayed until grant or sufficient funding is available. In addition, even as the economy starts to restabilise, the affects will continue to be felt for some time, given the lead in period for new planning applications and then development to start on site, factors that will also be affected by availability of mortgage lending and deposits to enable people to purchase.
- 1.18 The reduction in planning applications coupled with the marked reduction in new building also significantly increases the difficulty in finding opportunities for the specialist accommodation supply required to meet the range of needs across the A&C Portfolio e.g. Learning and Physical Disabilities, Extra Care Housing.
- 1.19 Meanwhile, the whole process and methodology whereby the Homes and Communities Agency (HCA) funds new affordable housing development changed from April 2011. The main changes are :-
- no more grant for shared ownership
 - no more bidding for grant for specific sites.
 - four year "programme" for a RSL based on them delivering a specific number of units for a specific total amount of grant, the average being around £25k per unit, previously in excess of £100k per unit and allocated on site specific in year bids.
 - significantly reduced grant available and awarded – assumption is none unless a Financial Viability Assessment (with our input) proves it is required.
 - RSLs to charge up to 80% of market rent on new developments (not the much lower current "Target Rents") and to also convert the rents to up to 80% of market rents on many of the properties that become vacant in the rest of their stock, look at stock disposals and changing tenure to shared ownership and utilise this increased income to fund additional borrowing to be used to replace grant. From information provided by the RSL's the new rents will be around 80% for one and two bedrooms , 65% - 70% for three bedrooms and 60 – 65% for four bedrooms.
 - this new "product" is known as the Affordable Rent Model and properties let under the model will no longer have the "lifetime" tenancy. Instead RSLs will provide a new form of tenancy which has a review period and will have to move tenants on depending on the outcome of the review. The simple example would be underoccupiers but could include income levels. How all this pans out we will have to wait and see.
 - RSL and LA have to develop a Tenancy Strategy during 2011 around all of this. The LBB Tenancy Strategy will be drafted later this year and brought to PDS and Portfolio Holder for comment/approval.
- 1.20 These rent level changes will particularly affect London and, slightly less, the South. In many parts of the country RSL rents are already near or same as market rents so the capacity to generate extra income from increasing rents is mainly all in London and the south.

- 1.21 In July 2011 the HCA announced which RSLs they had selected to deliver the 2011-15 National Affordable Housing Programme and provided details of the known sites, referred to as 'firm offers' that will deliver affordable housing at a Borough level. 'Firm Offers' made to RSLs for sites within LB Bromley will provide 217 affordable units. Local Authorities were given very limited scope to influence this process.
- 1.22 Over half of the funds available in the 2011-15 New Affordable Housing Programme (NAHP) in London is for sites that are classified as being "as yet unidentified" and RSLs are required to identify further sites, known as 'indicative offers', in order to deliver the programmes that they have agreed, or are in the process of agreeing, with the HCA. Local Authorities are currently lobbying the HCA to ensure that they are given sufficient opportunity to fully comment on the schemes proposed to be delivered within Borough boundaries in order to ensure that new homes meet local strategic housing need
- 1.23 Before RSLs can proceed to deliver their 'firm offers' they need to sign a contract with the HCA. As yet, a number of LB Bromley RSL Development Partners have not signed their contracts and so schemes cannot proceed. This has stagnated new starts and forecasting indicates that by 2013-14, this will produce a gap in new supply.
- 1.24 It will also be complicated – for officers and clients – advertising the new style tenancies and rent levels on Choice Based Lettings schemes alongside other RSL stock that will be on the old style tenancies and lower rent levels and in getting clients to understand this. Again, time will tell what the affects will be on bidding patterns of clients on the Housing Register.
- 1.25 One area which will be significantly challenging under the new funding regime will be the ongoing provision of supported housing – e.g. for Learning Disability and Extra Care Housing provision. There is little capacity to increase rents of such units and thus reduced capacity to finance additional borrowing.
- 1.26 Empty property work is increasingly important given the pressures on the service and also now that the Government have introduced the New Homes Bonus and EPs play an important part in the amount of NHB the Council receives. The empty property officers worked closely with Liberata to ensure the databases accuracy. The number of long term empty properties was again reduced, this year by a further 82 and this will result in additional New Home Bonus payments to the Council in the region of £120,000 per annum and this sum will be received for a further five years under the New Home Bonus arrangement.
- 1.27 The Handyman Scheme faces high demand and a new quick response hospital discharge service has been introduced. This was requested by the PCT and is funded by them. Typically 50 cases per month are assisted through this scheme.
- 1.28 Disabled Facility Grant works continues to face upwards cost pressure and there has been an increase in higher cost, larger adaptation cases. Anecdotally it appears that the effects of the recession might also have had an affect on the outcome of means testing with more cases where the Council is paying 100% of the cost. However, there are new rules to be consulted on nationally around eligibility criteria and client contributions and any changes will need to be implemented – although these will not be for some time

Action Being Taken:

- 1.29 The above is indicative of a volatile and uncertain period with decreasing supply against significantly increased need and what is predicted to be a widening gap in the next few years. This position could further impact on the level of successful homeless preventions and is already resulting in increased homeless acceptances and temporary accommodation use. Of greatest concern is the increase in use of nightly paid accommodation as the only form of available accommodation and resultant financial pressure (as detailed in the ACS PDS report of 27th September 2011).

1.30 The report considered by the September ACS PDS committee, provided detailed analysis about the current levels of supply and need, together with a series of proposals designed to seek to maximise the supply of accommodation and minimise current pressures. Following on from this report and actions agreed by the Portfolio Holder, the aim continues to be to utilise a whole market approach, offering advice and support to households to sustain their current accommodation or, where this is not possible, to access accommodation across all sectors of the housing market dependent upon circumstances. Simultaneously, work continues to make best use of the supply of affordable housing, improve housing standards and bring empty properties back in to use. Further work will also be around advice, prevention and landlord negotiation to seek to sustain people in their private sector tenancies that are affected by reductions in Housing Benefit.

1.31 On the supply side we will continue working to try to mitigate the impact of recession as far as possible, through:

- Supporting provision of non-new build affordable housing provision: e.g. work with RSLs on purchase of units from the market, HCA funding for Housing Association Leasing and bring empty homes back in to use.
- Investigating the potential for existing sites to be re-designed and funded as housing for particular client groups, e.g. extra care housing provision, Community Rehab flats.
- Pursuing any funding opportunity available from the HCA – e.g. empty homes.
- Working closely with RSLs to review affordable housing tenure and tenure mix on developments.
- Working to identify housing solutions for households who have been affected by the recession but are not eligible for Mortgage Rescue Schemes.
- Seeking to secure alternative forms of accommodation to reduce the reliance on nightly paid accommodation.
- Investigation potential for a deposit support scheme to assist RSL tenants to purchase on the open market.
- Work up feasibility studies and business cases for alternative use of vacant public sector properties.

Key Priorities 2011/12

1.32 Key Priorities will be corporate changes to the structure in the Division, focussing available resources on those in the most need, maximising repayment of any assistance previously provided, the work with private sector Landlords and associated homeless prevention and accessing their property for referrals from the Council. Within this context, the following key priorities have been identified for the remainder of 2011/12:

Housing Needs and Housing Enforcement:-

- Maximise take up of all homeless prevention and housing option schemes to minimise the use of nightly paid short term accommodation. In particular, ensure the provision of debt and money advice to minimise the level of homelessness resulting from rent, loan and mortgage arrears.
- Continue to work in partnership with private rented sector and review current private rented sector schemes: Increasing incentives and the 'offer' to landlords, such as insurance schemes, increasing underwritten risk, support services to intervene in tenant/landlord problems and so on to increase and retain landlords willing to let to a household put forward by the Council.

- Viability analysis for the use of vacant LBB and health / PCT properties for use as temporary accommodation and a more cost effective alternative to nightly paid accommodation.
- Provision of dedicated work with landlords to ameliorate and offer a range of schemes to meet their concerns about the HB changes, including direct HB payments, use of floating support, promotion of private sector and housing association leasing schemes to encourage landlords to continue to accept our referrals.
- Jointly negotiate nightly paid rates across SE London to manage down landlord prices.
- Stringent monitoring of the lettings plan further maximising the number of lettings for homeless prevention and ensuring a through flow from temporary accommodation.
- Implementation of the new Allocations Scheme including re-registration and autobanding.
- Build on work to manage expectations.
- Make best use of all available stock to meet emerging housing need including promotion of the underoccupation scheme and reducing the level of overcrowding and continued work on the social housing fraud initiative.
- Continue zero use of shared facility nightly paid accommodation for young people and aim for the same for families.
- Prepare for the move of the whole service to North Block, including reviewing working practices and the nature of contacts with service users seeking to maximise the level of early intervention work, promoting self help, accessible information, etc to best manage the level of increase in demand for services and seek to reduce the number of callers to the office.
- Ensure all areas of joint work are continued as the Division is restructured across Directorates as part of the Corporate restructure.
- Continue to work with landlords to improve housing conditions.
- Actively manage any increase in Houses in Multiple Occupation and work proactively to enable a supply to address any affect and needs arising from the changes in Housing Benefit to singles aged 25 to 34.
- Improvement of domestic energy efficiency through advice and discounts. Continuation of bids for external funding for energy efficiency improvements.

Housing Development, Home Improvement & Business Support:-

- Improvement and reuse of derelict and vacant properties, bringing empty properties in to use building on experience gained from our first EDMOs and securing nomination rights for the Housing Needs Service.
- Work with Planning to ensure effective implementation of affordable housing planning policy to ensure new supply meets needs. Resist applications from developers to reduce affordable housing and Payments in Lieu on schemes with existing permissions.
- Actively contribute to production of new strategic planning documents, such as the LDF and Core Strategy, ensuring that strategic housing needs of ACS & CYP are reflected.
- Continue to lead for A&C Portfolio on the Bromley Town Centre AAP, ensuring the housing needs are included and opportunities maximised in regeneration plans.
- Ensure progress towards completion of new Extra Care Housing Schemes on schedule

- Supporting provision of non new-build affordable housing. e.g. deconversions and extensions to existing stock and HCA funding for private sector leasing.
- Work with RSLs to review affordable housing tenure and tenure mix on developments to enable RSLs to obtain private finance and HCA grant wherever possible;
- Develop and seek approval for a Tenancy Strategy
- Target grants for repair, adaptation and improvement of homes of vulnerable people to the highest need cases, and wherever possible, replace grants with loans.
- Advice to owners who are carrying out repairs and improvements, including help obtaining finance and interest free loans
- Maintain a handyperson and hospital discharge scheme with reduced funding maximising support from other agencies and funders and introduction of conditions to require repayment upon property sale and continue work with sub regional Boroughs to seek the service when grant cases next year.

2. POLICY IMPLICATIONS

- 2.1 The Adult & Community Portfolio Plan contains statements of Council policies and objectives in relation to housing and associated matters along with progress that members expect to make during the financial year and beyond. These are compliant with the statutory framework, within which the service must operate and incorporates both national targets and priorities identified from the findings of review, audits and stakeholder consultation.
- 2.2 The objectives and work detailed in this report to increase the supply of affordable housing assist in achieving targets in Building a Better Bromley as well as the achievement of other corporate priorities and targets e.g. Residential Home Reprovision, Learning Development Supported Living Initiative, Town Centre Regeneration etc.

3. FINANCIAL IMPLICATIONS

- 3.1 The majority of the homeless prevention, social housing fraud and housing options work are grant funded through a Homelessness Grant along with a grant to mitigate the effects of the Housing Benefit changes. Whilst the Homelessness grant funding has currently been secured until April 2013, the longer term future of grant funding is unclear and, along with the changes to HB and subsidy for Temporary Accommodation, will require close scrutiny in forthcoming years, particularly given the current economic uncertainty and likely increases in homelessness and associated costs. This will be reported to the Portfolio Holder as and when the need arises.
- 3.2 A report to the last meeting of this Committee highlighted the pressures on the service and how these had culminated in a rise in households in Bed and Breakfast from around 50 in March 2011 to 163. This had led to a projected in year overspend in excess of £200k with a full year effect of £300k. In the last few weeks the number of households needing bed & breakfast accommodation has continued to increase and if this trend continues the full year overspend could be over £500k. There is a report elsewhere on this agenda which covers this specific matter.
- 3.3 The Payment in Lieu budget is currently £1,948m of which £0.333m is committed to two schemes currently on site (Masons Hill LD Scheme and the second Extra Care Housing Scheme) leaving £1.615m uncommitted.

4. LEGAL IMPLICATIONS

- 4.1 The Council has a number of statutory obligations in relation to housing as listed on page 2 of this report.

- 4.2 These include the provision of housing advice and assistance to prevent homelessness or divert from homelessness, assessment of homeless applications, to make temporary and permanent housing provision for those applicants to whom the Council has a statutory rehousing duty, supporting such households to sustain accommodation, having a published allocations criteria and policy producing housing and homelessness strategies; HMO Licensing; Disabled Facilities Grant adaptations; ensuring fitness and health and safety of private rented housing.
- 4.3 The priority areas identified in the Portfolio and Work Plans for Housing & Residential Services are based within this framework to ensure the Council fulfils its statutory obligations and complies with good practice.



Non-Applicable Sections:	Personnel
Background Documents: (Access via Contact Officer)	Addressing rising homelessness and housing need and associated budgetary pressures (ACS 11053) Overcrowding Strategy 2008 -2011 – Sara Bowrey Homelessness Strategy – Sara Bowrey Portfolio Plan 2011/12 – Catriona Ellis H&RS Business Plan – David Gibson





Appendix 1: Summary of Performance for the first half of 2011/12

Status Indicator:

- ✓ Action on target. ➤ Commenced & on target to achieve ✗ Action not yet commenced/ not achieved within year.
 ↑ Above target; ↓ Below target; → On target

1. Housing Options & Homeless Prevention					
What we are doing?	Status	Commentary			
Reduce the number of people in temporary accommodation (TA) to achieve the government target to halve number from 2004 baseline by 2010. and to then sustain this reduction.	✗ Red	Continued month by month increases in the number of people supported in TA means that 170 households reside in bed and breakfast as at the end of Q2 compared to 50 at the beginning of Q1. This is a similar trend to other London boroughs.			
No 16/17 year olds will be housed in b& b accommodation by 2010 unless in an emergency.	✓ Green	Consistently achieved.			
Increase the number of people assisted through homeless prevention and option schemes by providing practical support to applicants to assist them in remaining in their own home or access private rented accommodation or otherwise resolve their housing need.	✓ Green	The focus on homelessness prevention and securing alternative housing solutions to relieve homelessness is thoroughly embedded within the service, and despite 96% increase in approaches to the service more than 75% of approaches result in successfully preventing or relieving homelessness.			
Implement mortgage & rent arrears prevention schemes action plan. Continue to promote & deliver the range of initiatives offered to assist customers facing mortgage or rent arrears difficulties including; full take up of the money advice service, promotion of MRS schemes and possession prevention funds.	✓ Green	This continues to be a key priority for the service, with a dedicated officer overseeing this work area to maximise the effectiveness of the initiatives in place to prevent homelessness. There has been full take-up of the debt/money advice surgeries and related housing advice work assisting more than 60 so far this year. 6 households have been referred to the Government's mortgage rescue scheme.			
Continue to work in partnership with private rented sector (PRS). Landlords to assist households to remain in or access privately rented accommodation.	➤ Amber	We are currently experiencing increased difficulty in accessing the private rented sector as detailed in the body of this report. A position which is reflected nationally. However, we continue to work closely with landlords to maximise access to the private rented sector including commencing a review of incentives provided to landlords.			
Increase home visiting to improve the robustness of the housing assessment and to assist the aim of reducing homeless presentations and make the best use of properties/options.	✓ Green	Home visiting well established as part of initial housing options & homeless prevention/assessment processes. In addition ongoing visiting takes place for households residing in temporary accommodation to continue to monitor their circumstances and consider all potential housing options available to them.			
Key Performance Indicators:	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Half Year Actual	Status
Number of households living in temporary accommodation (TA). NI 156 (LAA).	477	427	<438	553	↓ Red
Homeless households approaching Council housing advice service(s) for whom housing advice casework intervention resolved their situation.	1,290	2,112	>1,800	1,087	↑ Green
Number of households assisted to access the private rented sector.	262	267 (incentive schemes) 288 (introductions & advice)	300	82 (incentive schemes) 142 (introductions & Advice)	➤ Amber
Number of homeless acceptances	414	426	>500	304	↓ Red

Key Performance Indicators:	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Half Year Actual	Status
Proportion of households accepted as homeless who were previously accepted as homeless. BVPI 214.	0.97%	0.88%	<2%	0.6% (1 applicant)	 Green
% change in number of homeless households including dependent children or pregnant women, placed in TA compared with the previous year.	-20.17%	-14.5%	-10%	-5.53*	 Amber

2. Maximising Supply and Making Best Use of All Available Accommodation.		
What we are doing?	Status	Commentary
Complete the review and implementation of the allocations policy	 Green	Work has progressed well with launch on schedule to be completed during quarter 3.
Implement the Londonwide Accessible Housing Register and encourage social landlords operating in the borough to adopt the scheme.	 Green	Work well underway with RSLs to complete rolling programme of inspections to populate the accessible housing register.
Ensure accurate and timely housing register assessments, ensuring a backlog does not occur in the lead up to the implementation of autobanding and that the migration process and any closely is effectively managed.	 Green	All work has been completed to close the current housing register (accept for emergency cases) and ensure all current applications are up to date in preparation for the launch of the new scheme including re-registration of all cases..
Continue to work closely with RSLs to identify overcrowded households and to address under occupancy	 Green	We continue to work closely with RSLs to identify all cases and work through our options toolkit. During the first half of the 14 successful under occupation moves have been completed freeing up much needed larger family sized accommodation.

3. Half year lettings Plan outturn 2011/12:						
	Sheltered	Studio/ 1 Bed	2 Bed	3+ Bed	Total	½ year anticipated supply
Homeless: Accepted Prevention Move-on	6	32	35	30	103	261
Band A – emergency rehousing	0	4	0	2	6	11
Band B high priority rehousing	1	2	3	5	11	60
Band C+D – medium priority rehousing	8	15	1	0	24	38
Learning disability	0	1	0	0	1	13
Leaving Care	0	7	1	0	8	12
DAT	0	0	0	0	0	2
Total	15	61	40	37	153	
Total Anticipated	38	108	156	95		397

NB – 2010/11 Lettings supply was 800

* LD properties have been provided outside of the plan in line with the number of properties detailed in the new development supply above.

** Quota queues are demand led based on the number referred. The total allocations reflect number of customers referred for lettings during the year and thus meets the quotas required. These queues are currently predicted to be on target by year end.

*** Overall letting supply lower than predicted by 31% (244 properties) At the end of September there were a further 27 vacancies with open nominations being processed by our housing association partners. NB: it must be noted that whilst adverts set criteria and preference against the lettings plan targets there is still a significant proportion of adverts achieving only a limited interest from higher banded applicants. This continues to be carefully monitored with ongoing work to target higher banded applicants. In addition the implementation of the new allocations scheme will significantly reduce applicants in lower bands focusing only on those in greatest need to bid for available accommodation.

Work with RSLs & Developers to achieve required level of affordable & special needs housing (e.g. ECH, LD & Foyer)

New Build Completions			
Tenure	Total Unit completions		
	2009/10	2010/11	2011/12 mid year
Social Rent (general needs)	111	173	54
Rent-Campus Capital Programme	-	3	9
Social rent-Supported Living Initiative	6	9	0
Supported Housing	0	75	0
Intermediate Housing (shared ownership and intermediate rent)	104	95	11
Sub Total	221	355	74
Settled homes Initiative – properties purchased from market	1	89	5
Temporary Social Housing – RSL leasing and works scheme	0	24	Ceased
Open Market Homebuy	30	Ceased	Ceased
Hostels – conversion to self contained general housing stock	-	26	-
TOTAL	252	494	79*

* Of the 74 properties there were 23 that were 3 bedroomed or larger (29% - target 40%) and there were 11 that were to full wheelchair standard (13.9% - target 10%)

Elderly Extra Care Housing (ECH):

Ann Sutherland House secured planning consent and funding to enable the delivery of 41 x 1bf and 9 x 2bf, all w/c accessible, and started on site in November 2010. Bromley Common Phase 1B secured planning approval and funding to deliver a further 42 x 1bf and 18 x 2bf, all w/c accessible, for Extra Care Housing, and started on site also in November 2010. Both schemes are scheduled to complete by June 2012.

LB Bromley PCT Re-provision:

Two LB Bromley PCT Re-provision schemes delivering wheelchair accessible homes for 8 service users completed. A further 8 LB Bromley PCT Re-provision schemes that will deliver 24 units started onsite in 2010/11.

Supported Housing:

Works completed at Stafford House to re-configure existing facilities and provide 3 additional units in order to provide, new, self-contained units for 13 mental health service users. 2 x 2 bed fully w/c adapted Community Rehabilitation flats providing short-term rehabilitation accommodation for adults with physical disabilities and sensory impairments were completed in February 2011 at Enterprise House, developed by L&Q. Under the Supported Living Initiative for people with learning disabilities, a scheme of 8 full wheelchair standard flats commenced on site, as well as a scheme comprising further 7 units. In addition under the supported living initiative, during the year a scheme of 8 flats, and separately a house for group shared living, were completed.

4. Improving the Standards and Quality of Accommodation

Service Target (11/12)	Method of Delivery	Outturn	Status
To deal appropriately with all properties where there is a Category 1 or 2 hazard in relation to housing enforcement policy to ensure that the condition of rented accommodation is satisfactory. Target: Make decent 220 homes that previously did not meet the Decent Homes Standard	Statutory and informal action following enquiries and complaints. Assistance also given via advice, grants and loans in appropriate cases	120 homes made decent 88 through statutory and informal action and advice, 22 through financial assistance grants and loans and 10 through Empty property work	✓ Green
Home energy scheme		No properties now made decent through Coldbuster activity as Coldbuster scheme has finished however some further activity may be possible through this route in the	

4. Improving the Standards and Quality of Accommodation			
Service Target (11/12)	Method of Delivery	Outturn	Status
		second half of the year following the successful claim back of VAT monies from HMR&C. – see note below.	
To investigate and resolve service requests relating to housing disrepair, overcrowding and unsatisfactory conditions in rented housing. To bring houses in disrepair up to a decent standard, prevent deterioration and reduce risk to the occupiers. Target: 800 complaints and service requests handled	Statutory and informal action following enquiries and complaints. Assistance also given via advice, and grants and loans in appropriate cases.	350 complaints and service requests handled so far. Greater number of service requests in the second half of the year/winter period expected.	✓ Green
To bring empty properties back in to use – target 20 Also: Promote empty property loan scheme	Empty property group and strategy developed. Advice to owners. Implement and assess effectiveness of new Empty Dwelling Management Orders	101 bought back into use, following LBB involvement so far, Some nomination rights secured for the Housing Needs Service, Further reduction of 82 in relation to annual return, generating significant new homes bonus payments to LBB	✓ Green
Pursue Empty Dwelling management orders where necessary and build on lessons from existing orders	Pursuing action on orders in place with consideration to similar action in other cases.	3 EDMO's obtained. (1 property brought back into use, 1 where owner is now carrying out substantial works to bring it back into use & 1 where Final EDMO to be sought to allow LBB to carry out necessary works and rent out).	✓ Green
Protect the health and safety of tenants. Target: - To identify and inspect high risk houses in multiple occupation, and licence at least 20 under the new licensing regime	Investigation of enquiries and complaints, and use of area surveys & database information. Publicity & training of landlords.	3 New HMOs licensed so far this year with others in pipeline. Letters sent to all those needing to re-licence their properties before the end of the financial year.	✓ Green
To improve the energy efficiency of housing in the Borough by advice, grants, promotions and referrals.	Coldbusters scheme has ended in South East Sub Region, application to HMR&C for return of VAT monies paid. NEW Pan London scheme funded by GLA and Mayor of London to be run this year in every London Borough. Limited involvement of Council Resources on Energy Efficiency projects prioritised to where most of funding provided externally or where Council involvement could help lever in further external funding.	LBB still reported as highest number of insulation installations in London Boroughs, using Carbon Emissions Reduction Target (CERT) funding from Utilities companies, and figures from the EST show most activity in London. Coldbuster VAT monies successfully recovered from HMR&C to be spent on cases on Coldbusters waiting list in each of the SELHP boroughs with some monies reserved for emergency cases during	✓ Green

4. Improving the Standards and Quality of Accommodation			
Service Target (11/12)	Method of Delivery	Outturn	Status
		the winter period.. RE:NEW scheme to be run in Chatterton Village and Southborough areas of Bromley, funding from GLA/Mayor of London with scheme manager Climate Energy, project managed by staff from SELHP, due to commence in October.	
Inspect all licensed caravan sites fully and formulate a risk based inspection schedule to ensure the safety of residents. Target: To continue with programme of inspections and licensing visits	Licenses issued and renewed as necessary. Provision of advisory, inspection and enforcement service for site owners, agents and residents. Liaised as appropriate with the Planning Division.	Inspection and licensing protocol produced and in use. Risk based inspections ongoing	✓ Green
To assist Borough residents to remain living in their own homes in comfort & safety, in order to maintain independence & quality of life. Target: 50 home repair assistance grants 10 interest free loans	Discretionary grants, loans and advice to assist commissioning of works of repair, improvement, adaptation and energy efficiency improvement. Service is delivered via Bromley Home improvement Agency (BHIA)	19 grants approved (output reduced due to budgetary restrictions and tighter criteria) Winter period always busier due to heating failures 3 loans approved others to meet target in pipeline, reductions in loan maximum making it difficult to remedy all defects.	✓ Green
Support residents with disabilities to remain in their homes Target: To provide disabled facilities grant assistance to 150 people with disabilities.	Through an effective partnership with clients and the Occupational Therapy service, contractors and the handyman scheme.	71 grants approved	✓ Green
To reduce hospital bed usage by people who are able to be discharged, but require works to their property. To reduce avoidable admissions as a result of falls and other accidents prevention. Continue to develop the hospital discharge/handyman scheme using sub regional housing funding. Target: 1000 people assisted	Working with adjacent boroughs, the PCT, and other departments to ensure referral of vulnerable clients to the scheme.	At least 100 clients assisted each month with 40-50 of these being linked with hospital discharge. Response times increased at request of PCT, with evening and weekend referrals and work being undertaken.	✓ Green