

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 258 households reside in bed and breakfast as at the end of Q4. This is a similar trend to other London boroughs. See Appendix 2 for update on the mitigation action plan.
No 16/17 year olds will be housed in b& b accommodation by 2010 unless in an emergency.	✓ Green	Consistently achieved, with only a minimal number of placements on an emergency short term basis.
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 150% increase in approaches and increased difficulty in accessing housing, the number of households assisted to remain in their home or secure alternative housing solutions has continued to rise. .
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 237 households assisted to remain in their home.
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. In addition visiting has now commenced to work with those vulnerable households most affected by the recent LHA changes.

Key Performance Indicators:	2009/10 Actual	2010/11 Actual	2011/12 Target	2011/12 Actual	Status
Number of households living in temporary accommodation (TA). NI 156 (LAA).	477	427	<438	612	↓ Red
Homeless households approaching Council housing advice service(s) for whom housing advice casework intervention resolved their situation.	1,290	2,112	>1,800	2,130	↑ Green
Number of households assisted to access the private rented sector.	262	267 (incentive schemes) 288 (introductions & advice)	300	133 (incentive schemes) 569 (introductions & Advice)	➤ Amber
Number of homeless acceptances	414	426	>500	634	↓ Red
Proportion of households accepted as homeless who were previously accepted as homeless. BVPI 214.	0.97%	0.88%	<2%	00.47	↑ 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%	25.61% (additional 121 families due to overall increase in homelessness & TA)	➤ 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 taking place during Qs 3&4. A benefits analysis review is scheduled for q2 2012/3
Implement the Londonwide Accessible Housing Register and encourage social landlords operating in the borough to adopt the scheme.	✓ Green	Work 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	Automated banding is now in place and the re-registration process on schedule to be completed by Autumn 2012. However the dramatically high level of reviews is creating a large work pressure. It is anticipated that this will significantly reduce once re-registration has been completed and the new scheme bedded in. For a more detailed update see appendix 3.
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. 31 successful under occupation moves have been completed freeing up much needed larger family sized 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
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	2009/10	2010/11	2011/12
Social Rent (general needs)	111	173	160
Affordable Rent (general needs)			34
Rent-Campus Capital Programme	-	3	13
Social rent-Supported Living Initiative	6	9	12
Supported Housing	0	75	0
Intermediate Housing (shared ownership and intermediate rent)	104	95	51
Sub Total	221	355	270
Settled homes Initiative – properties purchased from market	1	89	0
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	270*

* Of the 270 properties there were 70 that were 3 bedroomed or larger (26% - target 35%) and there were 25 that were to full wheelchair standard (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 now are well progressed in terms of construction and are scheduled to complete by June 2012.

LB Bromley PCT Re-provision:

6 LB Bromley PCT Re-provision schemes delivering 13 wheelchair accessible properties for service users completed. The final scheme under this programme (7 wheelchair standard flats including a staff flat) is under construction and due to complete in April 2012.

Supported Housing:

Under the Supported Living Initiative for people with learning disabilities, a scheme of 8 full wheelchair standard flats (including 1 staff flat) was completed, as well as a scheme comprising further 5 units (again including 1 staff flat). In addition under the Supported Living Initiative, 2 developments which include 3 separate properties for group shared living are under construction.

Lettings Plan Outturn 2011/12:

	Bedsit/1 Bed	2 Bed	3+ Bed	Total	% of lettings
Band A/1: Emergency	8	6	4	18	3.6%
Homelessness Prevention/Homeless	97	118	78	29	58%
Move-on – supported to independent	32	13	12	57	11.3%
Learning disability	1	0	0	1*	0.2%
Care leavers	19	3	0	22	4.4%
Band B – high priority	4	14	23	41	8.1%
Band C & D medium priority	50**	9	14	73	14.4%
Total	211	163	131	505	100%

* based on demand on the register and not including the new build developments specifically for this client group.

**** predominantly sheltered 'low demand' accommodation**

Whilst the overall proportions to each banding are in line with the lettings plan, the overall number of properties becoming available for letting is considerably less than initially predicted due to considerably less churn in the housing stock and also the impact of reducing new build development now starting to be seen.

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	242 homes made decent 171 through statutory and informal action and advice, 50 through financial assistance grants and loans and 21 through Empty property work	✓ Green
Home energy scheme		As previously indicated Coldbuster scheme has finished , VAT monies returned from HMRC to be spent on heating/insulation measures for vulnerable residents via other in house schemes such as loans which may enable this money to stretch further as the majority of it will be recycled. It will not be necessary to report on this target again.	
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.	776 complaints and service requests received and dealt with within the year. Slightly less than anticipated due to the continued good weather into the Autumn and reasonable mild winter. Steps take to reduce the number of Service requests to be addressed have resulted in a reduction which, at least for this year, was just about manageable with the reduced level of staff available.	✓ Green

4. Improving the Standards and Quality of Accommodation			
Service Target (11/12)	Method of Delivery	Outturn	Status
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	111 properties brought back into use, following LBB involvement , Some nomination rights secured for the Housing Needs Service. Empty Homes grant funding successfully secured	✓ 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 Interim EDMO's and 2 Final Edmoo made (Total)Work completed on final EDMo MAY 2012	✓ 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.	10 HMOs licensed this year with others in pipeline already for next year both for New HMOs and those needing to be re-licensed (NB target of 20 licences annually is unrealistic, given limited number of cases, but as numbers may be increasing following changes to benefit system could be reduced next year to 15)	✓ 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. RE: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 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. RE:NEW scheme completed in Bromley prior to 31/3/12 deadline 1714 visits, (107% of target 1600 property visits).	✓ Green
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	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

4. Improving the Standards and Quality of Accommodation			
Service Target (11/12)	Method of Delivery	Outturn	Status
licensing visits			
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)	37 Grants completed and a further 8 approved. Eligibility criteria tightened. Significant cut in funding for 2012/13 7 loans approved 4 others in progress.	Amber/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 handyperson scheme.	109 grants approved. All grant applications dealt with within 2 weeks and reduced outturn a result of a reduced number of referrals from Occupational Therapy service. This may be linked to the re= ablement service	✓ Amber
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.	1587 clients assisted. Number of hospital discharge cases increased to up to 90 per month. Most of the work being undertaken on the day of receipt evening and weekend referrals and work being undertaken.	✓ Green