

## CS13008 Appendix 1: Housing Needs Summary of Key Performance for 2012/13

### 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
Provision of a sufficient supply of cost effective, good quality temporary accommodation and seek to minimise the use of temporary accommodation, & in particular costly nightly paid accommodation. Aim to sustain the original 50% TA reduction.	✗ Red	Due to the dramatic increase in homelessness and difficulty in accessing a sufficient supply of affordable accommodation, nightly paid accommodation (& the associated cost) has risen significantly. A detailed action plan is in place aiming to mitigate these pressures wherever possible. During 2012/13 this work has around an additional 200 households form NPA, reducing the overall FYE budget pressure by around £1.3m.
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 with the use of comprehensive prevention and options toolkit to enable tailored advice and assistance to be provided to maximise early intervention work, This includes specialist debt and money advice, prevention of repossession , benefits and welfare work and so on. The work undertaken through signposting, assessments and in-depth advice and homeless prevention work diverted more than 5,400 households away from a homeless acceptance and thus temporary accommodation placement.
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 offering approximately 150 appointments and related housing advice work which has directly preventing mortgage or rent arrears repossession for 211 households.
Continue to work in partnership with private rented sector (PRS). Landlords to assist households to remain in or access privately rented accommodation.	➤ Amber	Like all boroughs we continue to face difficulties in accessing a sufficient supply of private rented sector accommodation, with the difficulties mainly centred on increasing rental prices exceeding LHA levels and concerns over the future welfare reforms. However ongoing work to encourage private landlords to work with LBB includes the introduction of enhanced incentives, a dedicated property negotiator and dedicated tenancy support. This work has increased the level of prs and leasing scheme acquisition by just under 200 units during 2012/13. Overall more than 650 households have been provided with advice and assistance to secure privately rented accommodation.
Maintain the level of 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 is a 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 and likely to be affected by the benefit cap.

Key Performance Indicators:	2009/10 Actual	2010/11 Actual	2011/12 Actual	2012/13 Target	Actual 2012/13	Status	Target 13/14
Total Number of households living in temporary accommodation	477	427	612	>438	764	↓ Red	Target removed
Of which in self contained nightly paid accommodation:	69	121	258	>200	284	↓ Red	Reduce to less than 250

Key Performance Indicators:	2009/10 Actual	2010/11 Actual	2011/12 Actual	2012/13 Target	Actual 2012/13	Status	Target 13/14
Of which shared facility accommodation	25	31	49	>50	49	→ Green	Reduce to less than 40
Total number of 16/17 year olds in shared accommodation:	0	0	1	>2	1	→ Green	Less than 2
Of which for more than 6 weeks	0	0	1	0	0	→ Green	0
Total number of families in shared accommodation	0	0	3	>5	8	↓ Red	Less than 5
Of which for more than 6 weeks	0	0	4	0	1	↓ Amber	0
Homeless households approaching Council housing advice service(s) for whom housing advice casework intervention resolved their situation.	1,290	2,112	2119	<2000 >10/1000 head of population 65% prevented	2,137 18 80%	↑ Green	More than 2,000 70%
Number of households assisted to access the private rented sector.	262	267 (incentive schemes) 288 (introductions & advice)	216 (incentive schemes) 276 (introductions & Advice)	<300	124 (incentives) 538 (introductions & advice)	→ Green	More than 300
New acquisitions of temporary accommodation				50 additional units	78	→ Green	At least 75 additional units at TA subsidy level.
Number of homeless acceptances	414	426	634	>500	566	↓ Amber	Less than 600
Proportion of households accepted as homeless who were previously accepted as homeless. BVPI 214.	0.97%	0.88%	0.69	<2%	1.2%	↑ Green	Less than 2%
Social housing Fraud				20 properties recovered, 10o B&B	25 properties recovered, 150 block audits	↑ Green	50 properties to be recovered during the grant

Key Performance Indicators:	2009/10 Actual	2010/11 Actual	2011/12 Actual	2012/13 Target	Actual 2012/13	Status	Target 13/14
				units audited.	completed. 100 B&B spot audited completed		funding period.

## 2. Maximising Supply and Making Best Use of All Available Accommodation.

What we are doing?	Status	Commentary
Fully embed the new allocations scheme and complete the re-registration process	✓ Green	The reregistration process has now been completed. This has reduce the overall number of households on the housing register by around 6,000 focusing more closely on those in the highest level of need which is unlikely to be able to be resolved through other options. 10,401 applications received, with only 2,472 being accepted for inclusion onto the 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	Turnaround for initial assessment now stands at less than 7 days, with the average overall assessment time for more complex cases requiring additional information/ assessment now running at about 4 weeks, dependent upon timescales for receipt of third party information.
Working closely with housing associations to make best use of stock including addressing Underoccupation	✓ Green	We continue to work closely with housing associations to identify all cases and work through our options toolkit. Work is also being undertaken to identify and contact those social housing tenants affected by the underoccupation benefit changed. This has included a sharing information protocol with the housing associations to identify their tenants to enable proactive work including enabling tenants to move to smaller accommodation and a mail shot to all affected tenants. A number of joint events are planned during 2013/4 to directly target those households affected by the benefit and bedroom size criteria caps.
To produce and publish the newly required tenancy strategy aimed at guiding registered providers with relation to tenancy and lettings to make best sue of stock	➤ Amber	The strategy was published in January 2013.

**Social housing lettings to LBB nominations:**

	SHELTERED / 50+		0 BED / 1 BED		2 BED		3 BED		4 BED +		TOTAL
	%	UNITS	%	UNITS	%	UNITS	%	UNITS	%	UNITS	
HOMELESS - EMERGENCY	1%	1	1%	2	4%	7	4%	4	14%	2	<b>16</b>
HOMELESS - PREVENTION	7%	6	4%	8	1%	1	3%	3	7%	1	<b>19</b>
HOMELESS - ACCEPTED	25%	22	47%	90	77%	140	60%	67	36%	5	<b>324</b>
HOMELESS - IH & NP	16%	14	10%	20	0%	0	1%	1	0%	0	<b>35</b>
HOMELESS - ROUGH SLEEPER	1%	1	0%	0	0%	0	0%	0	0%	0	<b>1</b>
S&R MOVE ON	0%	0	14%	26	0%	0	0%	0	0%	0	<b>26</b>
LEAVING CARE	0%	0	17%	33	3%	6	1%	1	0%	0	<b>40</b>
LEARNING DISABILITY	1%	1	0%	0	0%	0	0%	0	0%	0	<b>1</b>
BAND R GENERAL	48%	42	5%	10	13%	23	31%	35	43%	6	<b>116</b>
BAND H GENERAL	0%	0	1%	2	2%	4	1%	1	0%	0	<b>7</b>
<b>TOTAL</b>		<b>87</b>		<b>191</b>		<b>181</b>		<b>112</b>		<b>14</b>	<b>585</b>