

Appendix 1: Housing Needs Summary of Mid-Year Key Performance 2013/14

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. In the first half of 2013/14 in depth housing advice casework has directly resolved homelessness for more than 900 households have and TA and an additional 84 units of more cost effective temporary accommodation have been acquired through the enhanced initiatives with our temporary accommodation providers.
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. This work means that around 90% of those approaching with housing related difficulties are diverted from 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 and welfare reform surgeries offering approximately 155 appointments and related housing advice work which has directly preventing mortgage or rent arrears repossession for 246 households. However it must be noted that funding for the mortgage rescue scheme is unlikely to extend beyond the current financial year.
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 175 units during the first half of 2014/5. Overall more than 300 households have also 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	2012/3 Actual	Mid-year 2013/4	Status	Target 13/14
Total Number of households living in temporary accommodation (TA).	477	427	612	764	850	↓ Red	Target removed

Key Performance Indicators:	2009/10 Actual	2010/11 Actual	2011/12 Actual	2012/3 Actual	Mid-year 2013/4	Status	Target 13/14
Of which in self-contained nightly paid accommodation:	69	121	258	284	387	↓ Red	Reduce to less than 250
Of which shared facility accommodation	25	31	49	49	47	→ Green	Reduce to less than 40
16/17 year olds in shared NPA for more than 6 weeks	0	0	1	0	1	↓ Amber	0
Total number of families in shared accommodation for more than 6 weeks	0	0	4	1	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	2,137 (80%)	974 (82%)	↑ 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)	124 incentives, 538 introductions & advice)	94 incentives 309 introductions & advice	→ Green	More than 300
New acquisitions of temporary accommodation				78	84	→ Green	At least 75 additional units at TA subsidy level.
Number of homeless acceptances	414	426	634	566	249	→ Green	Less than 600
Proportion of households accepted as homeless who were previously accepted as	0.97%	0.88%	0.69	1.2%	0.81%	↑ Green	Less than 2%

Key Performance Indicators:	2009/10 Actual	2010/11 Actual	2011/12 Actual	2012/3 Actual	Mid-year 2013/4	Status	Target 13/14
homeless. BVPI 214.							
Social housing Fraud				25 properties recovered	22 properties recovered	↑ Green	50 properties to be recovered during the grant 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 scheme is fully embedded with minor reviews planned for 2014 to ensure that the scheme remains updated against guidance and legislative updates. The current scheme continues to include about 29% of those households applying to register. In the first half of 2013/14 6,420 applications have been received. The total number of households now included on the housing register is 2,693.
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 work has assisted just under 60 households to move to smaller accommodation in the first half of 2013/4. Work is currently underway to develop a sub-regional protocols around welfare reform and the support housing associations can give to their residents affected by the changes.
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	✓ Green	The strategy was published in January 2013.

Social housing lettings to LBB nominations:

	Sheltered	0/1 Bed	2 Bed	3+ Bed	Total	% of lettings
Emergency Homeless/homeless prevention	1	1	4	5	11	4.3%
Homeless	11	38	58	46	153	59.9%
Move-on to independent accommodation	1	15	0	2	18	6.9%
Leaving Care	0	8	0	2	10	3.8%

General priority bands housing register	16	10	11	31	68	26.1%
Total	29	72	73	86	260	100
% of total lettings	11.2%	27.7%	28%	33.1%	100%	

Housing Register Breakdown:

	0/1 bed	2 bed	3 bed	4+	Total
No on Housing register	849	1176	519	149	2693
Proportion of register	31.5%	43.7%	19.3%	5.5%	100