

Appendix 1: Housing Needs Summary of 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 approaches 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. Prevention and housing options work during 2013/14 assisted to mitigate the potential costs pressures by in excess of £8million.
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. There has been full take-up of the debt/money advice and welfare reform surgeries offering approximately 344 appointments and related housing advice work which has directly prevented mortgage or rent arrears repossession including those affected by the latest tranche of welfare reform. However it must be noted that national funding for the mortgage rescue scheme has now ceased..
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 acquiring 132 additional leased units, 91 private sector units and directing more than 600 households into the private rented sector.
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	2013/4 Actual	Status	Target 14/15
Total Number of households living in temporary accommodation (TA).	477	427	612	764	824	↓ Red	Target removed to focus on accommodation type and cost effectiveness average net nightly rate £46.92

Key Performance Indicators:	2009/10 Actual	2010/11 Actual	2011/12 Actual	2012/3 Actual	2013/4 Actual	Status	Target 14/15
Of which in self-contained nightly paid accommodation:	69	121	258	284	420	↓ Red	400
Of which shared facility accommodation	25	31	49	49	36	→ Green	Reduce to less than 40
16/17 year olds in shared NPA for more than 6 weeks	0	0	1	0	0	→ Green	0
Total number of families in shared accommodation for more than 6 weeks	0	0	4	1	2	↓ 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%)	2,007 (79%)	↑ 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)	247 614 directed directly to prs without incentive required	→ Green	300
New acquisitions of temporary accommodation				78	132	↑ Green	At least 75 additional units at TA subsidy level.
Number of homeless acceptances	414	426	634	566	503	↑ Green	Less than 600
Proportion of households accepted as homeless who were previously	0.97%	0.88%	0.69			→ Green	Less than 2%

Key Performance Indicators:	2009/10 Actual	2010/11 Actual	2011/12 Actual	2012/3 Actual	2013/4 Actual	Status	Target 14/15
accepted as homeless. .				1.2%	2.7%		
Social housing Fraud				25 properties recovered	38properties recovered	↑ Green	50 properties to be recovered during the grant funding period up to April 2015.

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 2014/5 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 4,622 new applications were received during 2013/14. The total number of households now included on the housing register is 3,052 rising from 3,374 in April 2013.
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 around 80 households to move to smaller accommodation in 2013/4. A sub-regional protocol around welfare reform has been developed agreeing a set minimum standards of the support housing associations 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 use of stock	✓ Green	The strategy was published in January 2013.

Social housing lettings to LBB nominations:

WAITING LIST CATEGORY	SHELTERED			GENERAL NEEDS						2013/14 LETTINGS	AVERAGE NO OF MONTHS
	BEDSIT	1 BED	2 BED	BEDSIT	1 BED	2 BED	3 BED	4 BED	5 BED		
HOMELESS - EMERGENCY						2	4	1		7	10.53
HOMELESS - PREVENTION		2		2	4	10	5	1		24	9.21
HOMELESS - ACCEPTED	2	1		4	45	109	68	9		238	12.6
HOMELESS - INTENTIONALLY & NOT IN PRIORITY	1	2		4	26	1				34	5.64
HOMELESS - ROUGH SLEEPER	1									1	0.79
S&R MOVE-ON				4	25	2				31	9.19
LEAVING CARE				1	11	2				14	14.93
BAND H GENERAL										0	
BAND R GENERAL	10	11	1	4	22	16	32	7	1	104	7.59
AFFINITY SUTTON CLIENTS	2	4		4	28	29	26	6		99	9.01
TOTAL	16	20	1	23	161	171	135	24	1	552	10.26

Breakdown of Current Housing Register:

WAITING LIST CATEGORY	SHELTERED BEDSIZE REQUIREMENTS				GENERAL NEEDS BEDSIZE REQUIREMENTS						TOTAL
	BEDSIT	1 BED	2 BED	3 BED	BEDSIT	1 BED	2 BED	3 BED	4 BED	5 BED+	
HOMELESS - EMERGENCY					1		1	1			3
HOMELESS - PREVENTION	3	1			5		2	1			12
HOMELESS - ACCEPTED	27	5	2	1	128	6	726	144	33	8	1080
HOMELESS - INTENTIONALLY & NOT IN PRIORITY	9				76	1	6	5			97
HOMELESS - ROUGH SLEEPER	1										1
S&R MOVE-ON	3				77	1	3				84
LEARNING DISABILITY	1				5		1				7
LEAVING CARE					136	1	5				142
BAND H GENERAL					18	2	11	2	1		34
BAND R GENERAL	178	22			44	16	433	225	35	6	959
AFFINITY SUTTON CLIENTS	100	24	1		64	10	165	201	61	7	633
TOTAL	322	52	3	1	554	37	1353	579	130	21	3052