

Appendix 1: Housing Needs Summary of key performance for the first half of 2014/15

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 has risen significantly. However a level of additional more cost effective supply has been secured and overall average units costs have been reduced slightly. A detailed action plan is in place to continue to work across partners and local authorities to increase supply and reduce excessive costs. |
| Maximise the number of households 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. Increased private sector evictions and rising prices has increased the difficulty in securing sustainable housing solutions however 964 households have been directly assisted to prevent or resolve homelessness directly diverting from a homeless acceptance. Overall the service has assisted more than 3000 households to resolve homelessness and housing difficulties. |
| Continue to promote & deliver the range of initiatives offered to assist customers facing mortgage or rent arrears difficulties | ✓ 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 75 appointments and related housing advice work to prevent homelessness as a result of rent and mortgage arrears. The provision of debt advice has also been reviewed and updated to focus on the latest reforms and provide enhanced appointment availability. This will be launched during quarter3 2014/15. |
| 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 continued to secure access to an additional 60 private rented units during the first half of 2014/15. However leasing scheme acquisition by our partner leasing scheme agents has been significantly reduced due to market conditions and welfare reform. The forthcoming landlords fair will focus on increasing levels during the remainder of the year. |
| 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 | The recent restructure has enhanced the level of home visiting to increase prevention and mediation work across all homeless approaches from family settings. |

| Key Performance Indicators: | 2010/11 Actual | 2011/12 Actual | 2012/3 Actual | 2013/4 Actual | Half year 2014/15 | Status | Target 14/15 |
|---|----------------|----------------|---------------|---------------|-------------------|----------|--------------|
| Of which in nightly paid accommodation: | 152 | 307 | 333 | 456 | 505 | ↓ Red | 500 |

| Key Performance Indicators: | 2010/11 Actual | 2011/12 Actual | 2012/3 Actual | 2013/4 Actual | Half year 2014/15 | Status | Target 14/15 |
|---|---|---|--|--|---|---------|--|
| 16/17 year olds in shared NPA for more than 6 weeks | 0 | 1 | 0 | 0 | 0 | → Green | 0 |
| Homeless households approaching Council housing advice service(s) for whom housing advice casework intervention resolved their situation. | 2,112 | 2119 | 2,137 (80%) | 2,007 (79%) | 694 (95%) | ↑ Green | More than 2,000 70% |
| Number of households assisted to access the private rented sector. | 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 | 77 (52 with direct incentives) | ↓ Red | 300 |
| New acquisitions of temporary accommodation | | | 78 | 132 | 43 | → Green | At least 75 additional units at TA subsidy/agreed rate level |
| Number of homeless acceptances | 426 | 634 | 566 | 503 | 192 | ↑ Green | Less than 600 |
| Proportion of households accepted as homeless who were previously accepted as homeless. . | 0.88% | 0.69 | 1.2% | 2.7% | | → Green | Less than 2% |

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. |

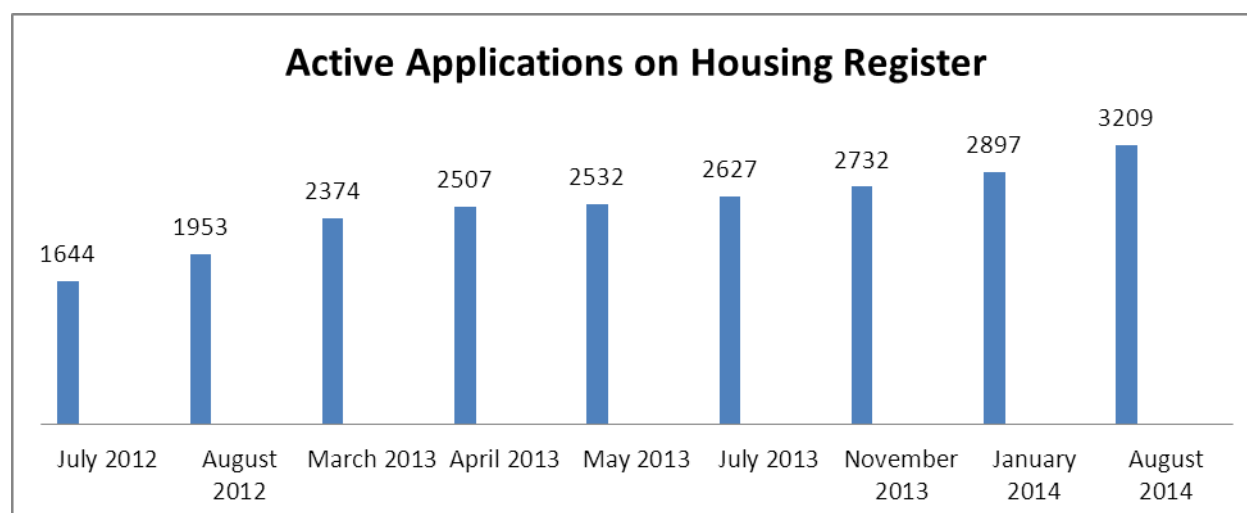
Social housing lettings to LBB nominations:

Lettings:

| sheltered | 0/1 Bed | 2 Bed | 3 Bed | 4+ Bed | Total | % of lettings | | | | | |
|---------------------------------|-----------|-----------|-----------|-----------|-----------|---------------|------------|---------------|------|-------|-------|
| Accepted Homeless | | | | 5 | 16 | 77 | 35 | 2 | 135 | 54.9% | |
| Homeless prevention | | | | 4 | 26 | 12 | 3 | 0 | 45 | 18.3% | |
| Supported move-on* | | | | 2 | 5 | 1 | 0 | 0 | 8 | 3.3% | |
| Leaving Care* | | | 0 | 6 | 2 | 0 | 0 | 8 | 3.3% | | |
| Learning disability* | | | | 0 | 1 | 0 | 0 | 0 | 1 | 0.4% | |
| Priority general register bands | | | | | 23 | 9 | 5 | 12 | 0 | 49 | 19.9% |
| Total | 34 | 63 | 97 | 50 | 50 | 2 | 246 | 100.0% | | | |

*quota queues Predicted letting for 2014/15 536 variation -8%

Breakdown of Current Housing Register:



New applications assessed April 2014 – October 2015 - 2359

Breakdown of the housing register by bedroom size required.

