

PART 1 - PUBLIC

Decision Maker: **Adult & Community PDS Committee**
Adult & Community Portfolio Holder

Date: **2nd November 2010**

Decision Type: Non-Urgent Non-Executive Non-Key

**TITLE: HOUSING AND RESIDENTIAL SERVICES: 2010/11
PERFORMANCE REPORT**

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Ward: BOROUGHWIDE

1. Reason for report

This report provides a half year overview of the performance of Housing & Residential Services against the key objectives and targets for 2010/11, together with a summary of the priorities for the remainder of the year.

2. RECOMMENDATIONS

2.1 The PDS Committee are asked to :-

- a) Note the performance against the key objectives and targets in the 2010/11 Portfolio Plan and Work Plan for these service areas.
- b) Comment on the priorities identified for the remainder of the year in response to the key drivers outlined from paragraph 1.5.

2.2 The Portfolio Holder is recommended to:

- a) Consider and comments from the PDS Committee.
- b) Agree the actions being taken, as detailed throughout the report, to meet the range of housing duties and needs in Bromley and to deal with increased pressures on the service resulting from the recession.

Corporate Policy

Existing policy:

Financial

1. No cost All work detailed in this report are contained within existing Budgets
 2. N/A
 3. Budget head Report relates to entire Housing and Residential Services Division.
 4. Total budget for this head £2,528k latest approved controllable budget
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Staff

1. Number of staff (current and additional) – This report is in relation to the work of the entire current Housing & Residential Services Division and does not involve any additional staffing
 2. If from existing staff resources, number of staff hours – 77.35 FTE posts
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Legal

1. Statutory requirement: The work of the Housing Needs Service is governed by a strict legislative framework in relation to homelessness and allocations (The Housing Act 1996 & Homelessness Act 2002) which sets out the key duties of the Local Housing Authority. This is accompanied by a Statutory Code of Guidance to which all Authorities must have regard in discharging their functions. The Housing Development Team supports the Housing Needs Service and Social Services and other Departments to fulfil the Council's statutory obligations in relation to preventing homelessness and providing housing.
Residential Services covers statutory action to improve housing conditions and licensing of houses in multiple occupation, governed by the Housing Act 2004. The award of mandatory disabled facilities grants is governed by the Housing Grants, Construction & Regeneration Act 1996. Activities in respect of improving domestic energy efficiency are governed by the Home Energy Conservation Act 1995. Reduction in domestic carbon emissions forms part of NI 186.
 2. Call-in is not applicable:
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Customer Impact

Estimated number of users/beneficiaries (current and projected) - 6700 households on Housing Register with average of 440 applications received per month. 4000+ households per year approach Housing Advice & Options service of whom 1900 face imminent homelessness. Around 155 people receive DFG's annually. 150 elderly people get help with repairs or small adaptations via small home repair assistance grants. 16 are assisted with major repairs via interest free loans. 1600 people access the handyman service. 1500 complainants contact the Enforcement service regarding dis-repair and housing conditions.

1. COMMENTARY

- 1.1 The objectives and targets set for 2010/11 were designed to achieve both the Council's statutory duties and key national targets in respect of Housing, whilst ensuring that these were tailored to address local needs and priorities within Bromley.

Summary of performance during 2009/10

- 1.2 Progress against the specific priorities in the Housing & Residential Services Business Plan that arise directly from the Portfolio Plan priorities are detailed in appendix 1.
- 1.3 Significant progress has been made across all areas towards achieving key priorities, with the majority of objectives on course to achieve or exceed targets by year end.
- 1.4 Of most note are the following:
- Achieving, ahead of schedule, the December 2010 target to halve the use of temporary accommodation against the December 2005 baseline
 - Continued focus on prevention has achieved a further 30% reduction in homelessness acceptances against last year's figures – equating to an overall reduction of 63% in homeless acceptances since the 2005 baseline.
 - Continued achievement of zero use of shared nightly paid accommodation for under 18s.
 - Completion of the review of Housing Allocations and production of new draft policy for consideration at this meeting.
 - The Social Housing Tenancy Fraud Initiative work, initially with Affinity Sutton, has so far regained 13 properties with a further 27 under investigation.
 - Planning permission and funding has been secured for two more Extra Care Housing Schemes, 110 units which will both complete by March 2012.
 - £11.8million HCA funding secured for Housing Associations that will enable the delivery of 113 new build units and provide 20 units for short-medium term lease.
 - Successfully meeting the LAA target for energy efficiency with an increase in grant uptake and private expenditure on installing cavity wall and loft insulation to save an additional 81 tonnes of carbon over the forecast 621 tonnes between April 2007 and March 2010. (1730 tonnes of carbon achieved, which would have attracted a reward grant of £500,000, under the 2007-2010 Local Area Agreement scheme)
 - Establishing a discrete energy advice project, in partnership with Osborne Energy, funded by Southern Electric in Biggin Hill Ward. Commencing in September with the aim of completion by Christmas, the project will undertake an energy survey and advice, install smart meters and powerdown plugs and install loft and cavity wall insulation to 250 homes.
 - Achieved the highest number of insulation installations in London using Carbon Emissions Reduction Target (CERT) funding from utilities companies.

- 2 successful Empty Dwelling Management Orders (EDMO) achieved, with one property refurbished and back in use and let to two people with Learning Disability and their carer.
- 2 successful prosecutions of Landlords for failure to maintain their properties, leading to the detriment of the Health and Safety of their tenants.

KEY DRIVERS: Overview of the current housing market supply and need position:

Housing Need

- 1.5 Like all London Boroughs, Bromley continues to experience high and increasing levels of housing need, with significant increases being experienced as a result of the recession.
- 1.6 There has been a sustained increase of approximately 40% in those presenting in need of some level of housing advice and a 300% increase in households applying to join the housing register. This equates to the provision of detailed housing advice casework to more than 1,600 households and approximately 2,600 new housing register applications so far this year – with many more awaiting further information to verify priority banding.
- 1.7 The work during the first half of the financial year has largely focused on providing timely and appropriate housing advice to prevent homelessness and promote self help to stave off increases in the number of homeless acceptances and temporary accommodation use.
- 1.8 For many the nature and complexity of issues requires in depth intervention and means that homelessness cannot be prevented. In these cases alternative accommodation needs to be secured to relieve the impending homeless status.
- 1.9 During the first half of the year the supply of RSL lettings was down by 27.5% (109 less properties to let), with a full year effect of around 217 less properties available for letting. In two particular weeks recently there were only seven and six properties to let and, on each occasion, two of the listed properties were sheltered accommodation.
- 1.10 Supply in the private sector is also down, in the main due to uncertainty and concerns relating to the forthcoming changes in local housing allowance (LHA - Housing Benefit) rates for both leasing schemes and general private rented stock.
- 1.11 Despite the proactive work being undertaken with private landlords, Bromley, like most London Boroughs is now starting to see a marked slowing up of supply, with lettings down by approximately 30% compared with last year, as landlords are increasingly reluctant to let to prospective tenants dependant upon Housing Benefit to pay their rent.
- 1.12 Recent research on the impact of the new LHA subsidy levels has shown that some 60% of London landlords say they cannot afford to lower rents, with 42% currently letting to LHA recipients advising they intend to scale back their operations. It is estimated that this affect up to 83,000 households in London, with approximately 19,000 of those likely to approach local authorities with impending homelessness due to an inability to afford their rent.
- 1.13 In relation to housing association leasing schemes, these changes have added an additional £650K financial pressure on our providers. Whilst work is currently being undertaken to mitigate this pressure, this has impacted upon the level of procurement during the year, again reducing the available supply of properties.

- 1.14 General increases in homelessness across London have seen increasing competition amongst local authorities for nightly paid and temporary accommodation. This has resulted in some authorities entering into block booking arrangements and raising the rates they will pay. Some landlords have responded by pushing up rents. New LHA caps will have the most significant impact within central London, with the risk that those boroughs will seek to procure accommodation in outer London, thus reducing an already scarce supply of accommodation locally and impacting upon our ability to negotiate rents down and find a sufficient supply of accommodation within existing budgets.
- 1.15 Thus, whilst the work of the service during the past year has managed to continue to reduce the number of homelessness acceptances and households residing in temporary accommodation through increased housing advice, homeless prevention and housing options work, current trend analysis suggests that we are likely to see the sustained increase in homelessness and housing need approaches during 2010/11 and beyond.

Housing Development & Supply

- 1.16 The impact of the recession on housing development and supply was reported in detail in the H&RS Division 2008-09 Annual Performance Report and subsequent reports to PDS.
- 1.17 The recession has continued to affect the pace of new developments, both when schemes commence and complete. The number of new planning applications being submitted has fallen and a number of new developments have been put on hold by private developers which, in turn, delays the delivery of affordable units secured on those sites. Furthermore, some owners of sites with existing planning permission have sought to reduce the proportion of affordable housing and/or increase its price or reduce/remove the amounts of Payments in Lieu, arguing that it is no longer financially viable to meet the planning permission requirements. One example is a £1.8m PiL being requested to become zero. In some cases the developers arguments have been won on appeal.
- 1.18 The economic downturn takes time to fully impact upon new supply. In 2009-10, the bulk of starts on site and completion were already in the development pipeline before the economic downturn hit. It will likely to be over the next few years that the impact is really seen as the number of new sites coming forward falls and those already with planning consent are delayed until grant is available. In addition, even as the economy starts to restabilise, the affects will continue to be felt for some time, given the lead in period for new planning applications and then development to start on site, factors that will also be affected by availability of mortgage lending and deposits to enable people to purchase.
- 1.19 The reduction in planning applications coupled with the marked reduction in new building also significantly increases the difficulty in finding opportunities for the specialist accommodation supply required to meet the range of needs across the A&C Portfolio e.g. Learning and Physical Disabilities, Extra Care Housing.
- 1.20 The Homes and Communities Agency (HCA) – funder of RSL new developments – has reported that they have sufficient funds for little more than the completion of schemes already on site in 2011/12. Meanwhile, the decision-making process for allocating such funding has become increasingly drawn-out with LAs having to lobby hard for information about opportunities to bid for funding and to promote priority schemes.

Residential Services

- 1.21 1125 calls regarding disrepair and adaptations received so far this year. Requests for grants/loans continues to be high. The Handy persons Scheme faces high demand.

Action Being Taken:

- 1.22 The above is indicative of a volatile and uncertain period with decreasing supply against increased need. This position could impact on the level of successful homeless preventions and result in increased homeless acceptances and TA use with resultant financial pressure.
- 1.23 The aim continues to utilise a whole market approach, offering advice and support to households to sustain their current accommodation or, where this is not possible, to access accommodation across all sectors of the housing market dependent upon circumstances. Simultaneously, work continues to make best use of the supply of affordable housing, improve housing standards and bring empty properties back in to use.
- 1.24 The Housing Development Team is working to mitigate the impact of recession on affordable housing delivery as far as possible, notably through:
- Supporting provision of non-new build affordable housing provision: e.g. Temporary to Settled scheme, encouraging RSLs to bid for funding for “deconversions” and “extensions” to existing stock, HCA funding for Housing Association Leasing.
 - Investigating the potential for existing sites to be re-designed and funded as housing for particular client groups, e.g. extra care housing provision, Community Rehab flats.
 - Pursuing any funding opportunity available from the HCA – e.g. the recent successful funding obtained for the third Extra Care Housing Scheme.
 - Working closely with RSLs to review affordable housing tenure and tenure mix on developments to enable RSLs to obtain private finance and HCA grant;
 - Lobbying HCA to relax grant rates to enable developments which are under threat in terms of financial viability to progress.
 - Ensuring that RSL partners explore and maximise all new funding opportunities.
 - Working to identify housing solutions for households who have been affected by the recession but are not eligible for Mortgage Rescue Schemes. e.g. working with an RSL to enable a household threatened with repossession to revert their home to Shared Ownership as part of the Settled Homes Initiative.
- 1.25 Under the 2008-2011 National Affordable Housing Programme allocation, RSLs in Bromley received grant of £40,204,419 enabling the delivery of 382 new units for social rented, shared ownership and supported housing purposes over the next few years.

Key Priorities 2010/11

- 1.26 The following key priorities have been identified for the remainder of 2010/11:

Housing Needs:-

- Maximise take up of all homeless prevention and housing option schemes to achieve the targets on reduced homeless acceptances and use of temporary accommodation.
- Continue to work in partnership with private rented sector landlords and RSLs to assist households to remain in their home or access private rented accommodation.

- Work with landlords to ameliorate their concerns and offer a range of schemes to meet their concerns, including direct HB payments, use of floating support, exploring a private sector leasing scheme to encourage Landlords to continue to accept our referrals.
- Working with our HAL partner to reduce rents, renegotiate leases etc. to bring the scheme costs within the new subsidy cap rates and thus ensure a continuance of this supply.
- Jointly negotiate nightly paid rates across SE London to manage down landlord prices.
- Ensure Bromley Homeseekers adverts achieves the target allocation proportions
- Implement the new allocations policy including re-registration and autobanding
- Make best use stock including promotion of Underoccupation scheme
- Continue zero use of shared facility nightly paid accommodation for young people.
- Use overcrowding grant to obtain maximum output with the most overcrowded cases to meet their housing needs.
- Continue work on the Social Housing Tenancy Fraud Initiative.

Housing Development & Strategy:-

- Work with Planning to ensure effective implementation of affordable housing planning policy to ensure new supply meets needs. Resist applications from developers to reduce affordable housing and Payments in Lieu on schemes with existing permissions.
- Actively contribute to production of new strategic planning documents, such as the LDF and Core Strategy, ensuring that strategic housing needs of ACS & CYP are reflected.
- Continue to lead for A&C Portfolio on the Bromley Town Centre AAP, ensuring the housing needs are included and opportunities maximised in regeneration plans.
- Continue to lead Bromley's Single Conversation on the Borough Investment Plan and Devolved Delivery Agreement with HCA and GLA. - critical in ensuring HCA is aware of Bromley's future investment needs and available funding is directed to priority schemes.
- Deliver the Temporary to Settled scheme
- Ensure progress towards completion of new Extra Care Housing Schemes on schedule and secure planning permission and funding for 1 or 2 further schemes as required.
- Support Housing Needs to try to identify housing solutions for households who have been affected by the recession but are not eligible for Mortgage Rescue Schemes

- Supporting provision of non new-build affordable housing. e.g. deconversions and extensions to existing stock and HCA funding for private sector leasing.
- Work with RSLs to review affordable housing tenure and tenure mix on developments to enable RSLs to obtain private finance and HCA grant wherever possible;
- Lobbying the Homes and Communities Agency to enable developments which are under threat in terms of financial viability to progress.

Residential Services:-

- Target grants for repair, adaptation and improvement of homes of vulnerable people to the highest need cases, and wherever possible, replace grants with loans.
- Advice to owners who are carrying out repairs and improvements, including help obtaining finance and interest free loans
- Protecting the health and safety of tenants by requiring necessary repairs and improvements, and by administering the Council's licensing scheme for houses in multiple occupation.
- Working across the SELHP – to develop a means for continuation of a handyperson scheme based on the loss/reduction of the grant from 2011.
- Improvement of domestic energy efficiency through advice and discounts. Continuation of bids for external funding for energy efficiency improvements.
- Improvement and reuse of derelict and vacant properties, building on experience gained from our first EDMOs and securing nomination rights for the Housing Needs Service.

2. POLICY IMPLICATIONS

- 2.1 The Adult & Community Portfolio Plan contains statements of Council policies and objectives in relation to housing and associated matters along with progress that members expect to make during the financial year and beyond. These are compliant with the statutory framework, within which the service must operate and incorporates both national targets and priorities identified from the findings of review, audits and stakeholder consultation.
- 2.2 The objectives and work detailed in this report to increase the supply of affordable housing assist in achieving targets in Building a Better Bromley as well as the achievement of other corporate priorities and targets e.g. Residential Home Reprovision, Learning Development Supported Living Initiative, Town Centre Regeneration etc.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications arising directly from this report. The current controllable budget for Housing and Residential Services is £2,528k and work to achieve the priorities outlined in this report is contained within the approved budget for 2010.
- 3.2 The majority of the homeless prevention and housing options work is grant funded through a Homelessness Grant along with the Repossessions Prevention Fund. The future of grant funding is unclear and, along with the proposed changes to Housing

Benefit subsidy for Temporary Accommodation, will require close scrutiny in forthcoming years, particularly given the current economic uncertainty and likely increases in homelessness and associated costs. This will be reported to the Portfolio Holder as and when the need arises.

4. LEGAL IMPLICATIONS

- 4.1 The Council has a number of statutory obligations in relation to housing as listed on page 2 of this report.
- 4.2 These include the provision of housing advice and assistance to prevent homelessness or divert from homelessness, assessment of homeless applications, to make temporary and permanent housing provision for those applicants to whom the Council has a statutory rehousing duty, supporting such households to sustain accommodation, having a published allocations criteria and policy producing housing and homelessness strategies; HMO Licensing; Disabled Facilities Grant adaptations; ensuring fitness and health and safety of private rented housing.
- 4.3 The priority areas identified in the Portfolio and Work Plans for Housing & Residential Services are based within this framework to ensure the Council fulfils its statutory obligations and complies with good practice.

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|---|--|
| Non-Applicable Sections: | Personnel |
| Background Documents: (Access via Contact Officer) | Overcrowding Strategy 2008 -2011 – Sara Bowrey Homelessness Strategy – Sara Bowrey Portfolio Plan 2010/11 – Catriona Ellis |

Appendix 1: Summary of Performance for the first half of 2010/11

Status Indicator: ✓ Action on target. ➤ Work commenced on target to achieve in year.
 ✱ 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. | ✓ Green | Despite the continued increase in the numbers presenting for assistance, the 50% reduction target was achieved by the beginning of September. | | | | |
| No 16/17 year olds will be housed in b& b accommodation by 2010 unless in an emergency. | ✓ Green | Consistently achieved. | | | | |
| 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 | Despite increases in the numbers approaching as a result of the current economic climate we continue to proactively promote homeless prevention and housing options to all households who approach facing potential homelessness. During the first half of 2010/11 homelessness was prevented or relieved for 1009 households as a result of direct interventions. | | | | |
| 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 26 debt/money advice surgeries assisting a total of 78 households. There have also been 2 successful mortgage rescue scheme completions this year | | | | |
| Continue to work in partnership with private rented sector (PRS). Landlords to assist households to remain in or access privately rented accommodation. | ✓ Green | To date 135 new lets for 2010/11., plus a further 160 lets into leased scheme properties as homeless prevention or in discharge of homelessness duty. The next landlords' forum is planned for Q3. Work underway on ways to continue to attract landlords in light of forthcoming changes to local housing allowance. | | | | |
| 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. | | | | |
| Key Performance Indicators: | 2009/10 Actual | 2009/10 Actual | 2010/11 Target | 2010/11 Q1 | 2010/11 Half year Actual | Status |
| Number of households living in temporary accommodation (TA). NI 156 (LAA). | 641 | 477 | 490 Dec. 438: stretch by April 2011 | 496 | 408 | ↑ Green |
| Homeless households approaching Council housing advice service(s) for whom housing advice casework intervention resolved their situation. | 1,088 | 1,290 | 1,500 | 529 | 1009 | ↑* Green |
| Number of households assisted to access the private rented sector. | 198 | 262 | 300 | 81 | 135 + 160 HAL properties | →** Amber |
| Number of homeless acceptances | 489 | 414 | >400 | 94 | 172 | ↑ Green |
| Proportion of households accepted as homeless who were previously accepted as homeless. BVPI 214. | 3.25% | 0.97% | >3% | 1.88% | 2.3% (4 cases) | → Amber |
| % change in number of homeless households including dependent children or pregnant women, placed in TA compared with the previous year. | -6.63% | -20.17% | -10% | -19.15% | -20.12% | ↑ Green |

* Q2 CAB & September figures for Sanctuary scheme still to be added.

** this is consistent with the reduction in prs properties being reported across London, however further acquisition has been achieved in the housing association leasing scheme to bring the overall number assisted into the private sector as prevention in line with the target.

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

| What we are doing | Status | Commentary |
|---|------------|---|
| Complete the review of the allocations policy including consultation programme and mapping to IT systems. | ✓ Green | Review and formal consultation on draft policy completed. The draft revised policy being presented to Portfolio Holder in November for approval. New policy to be implemented by April 2011, subject to IT development work and migration to the new system. |
| Implement the Londonwide Accessible Housing Register and encourage social landlords operating in the borough to adopt the scheme. | ✓ Green | Initial presentation has taken place to RSL partners, who are committed to seek to implement the accessible housing register. Work underway by RSLs to scope the volume and extent of work required to implement the register and options for completion of this work. |
| 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 | Initial assessments are being completed within 3 weeks. However there are at anyone time in excess of around 1,000 open application awaiting further applicant information to conclude assessments. There has been a further increase in number of new applications being received, now in excess of 440 applications per month. Additional temporary staff have been put in place to avoid a backlog situation occurring. All cases are regularly monitored. |
| Continue to work closely with RSLs to identify overcrowded households and to address under occupancy | ✓ Green | We continue to work closely with RSLs and are currently undertaking a refresh of the data we hold on overcrowded & underoccupied households to feed into a further campaign to visit the most severely overcrowded households and promote the range of options available in the toolkit we have developed. |

3. Improving the Standards and Quality of Accommodation.

| Service/Target (09/10) | 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 | 215 | Green |
| 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: 1300 complaints and service requests dealt with | Statutory and informal action following enquiries and complaints. Assistance also given via advice, and grants and loans in appropriate cases. | 836 complaints and service requests handled. Some grant work with landlords has secured nomination rights for the Housing Needs Service | Green |
| 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 | 18 bought back into use by direct action, other cases assisted via advice. Nomination rights secured for the Housing Needs Service | Green |
| Pursue Empty Dwelling management orders where necessary and build on lessons from existing orders | Service of a final EDMO in respect of a long term vacant property, to serve as a test of the EDMO procedures | First final EDMO served Oct 2009. Works completed April 2010, property now let and occupied. Second EDMO interim order approved in August. | 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. | 6 HMOs licensed | Amber |
| To improve the energy efficiency of housing in the Borough by advice, grants, promotions and referrals. | Promotions, discounts and grants. SE London Cold Busters scheme retendered, using sub regional funding. Work with the Energy Savings Trust, provide free energy advice. Participate in Warm Zones scheme | Highest number of insulation installations in London Boroughs, using Carbon Emissions Reduction Target (CERT) funding from Utilities companies. | 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 licensing visits | 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 |
| To assist Borough residents to remain living in their own homes in comfort & safety, in order to maintain independence & quality of life. Target: 120 home repair assistance grants 15 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) | 39 grants approved 13 loans approved | Amber |
| 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. | 67 grants approved | Green |
| 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. | There were 1353 referrals for the handyman scheme and 881 people assisted with one or more small jobs or adaptations, 218 of these were linked to hospital discharge. | Green |
| Pilot 'Hard to Treat Homes' Solid Wall insulation Scheme to reduce carbon emissions. | Ongoing bids for external funding and launch of Cold Busters scheme | Cold Busters scheme made 126 homes decent in half year. Bromley had highest uptake in sub region. | Green |
| Work with Utility companies to assist people with low income to address fuel poverty | Promotion of Government's Warm Front grant scheme. Assisting clients with grant application to pay off fuel debt. Working with London Warm Zones, targeting funding at those in most need. | On going. 71 households assisted under Warmzones scheme, leveraging in £ 24k funding from EDF Energy. | Green |

Work with RSLs and Developers to maintain the required level of affordable and special needs housing (eg ECH, LD and Foyer)

Q1 and Q2 New Build Completions

| Tenure | Total Unit Completions | 3bed or larger unit completions | Wheelchair unit completions |
|---|------------------------|---------------------------------|-----------------------------|
| Social Rent (general needs) | 70 | 38 | 3 |
| Rent-Campus Capital Programme | 3 | 2 | 3 |
| Social rent-Supported Living Initiative | 8 | 0 | 2 |
| Supported Housing | 13 | 0 | 0 |
| Intermediate Housing (shared ownership and intermediate rent) | 18 | 0 | 0 |
| TOTAL | 112 | 40 | 8 |

Existing stock

| Initiative | No of units |
|--|-------------|
| Settled Homes Initiative (Temporary to Permanent) | 28 |
| Temporary Social Housing- RSL Temporary Leasing scheme | 9 |
| TOTAL | 37 |

Elderly Extra Care Housing (ECH):

Ann Sutherland House secured planning consent to enable the delivery of 41 x 1bf and 9 x 2bf, all w/c accessible. Bromley Common Phase 1B secured HCA funding to deliver a further 42 x 1bf and 18 x 2bf, all w/c accessible, for Extra Care Housing. Both schemes will start on site in Q3 and complete by March 2012.

LB Bromley PCT Re-provision:

Two LB Bromley PCT Re-provision schemes delivering wheelchair accessible homes for 8 service users completed. A further three LB Bromley PCT Re-provision schemes that will deliver homes for 16 service users started onsite.

Supported Housing:

Works completed at Stafford House to re-configure existing facilities and provide 3 additional units in order to provide, new, self-contained units for 13 mental health service users. 2 x 2bed fully w/c adapted Community Rehabilitation flats that will provide short-term rehabilitation accommodation for adults with physical disabilities and sensory impairments have been negotiated at Enterprise House; the flats are being developed by L&Q and are due to complete in January 2011.

Hostels Re-provision Programme

Q2 saw the successful completion of the Hostels Reconfiguration Programme resulting in no more shared facility units. The table below details re-provided accommodation:

| Re-provided accommodation | 1 bed | 2bed | 3bed | 4bed |
|--|-------|------|------|------|
| General Needs-rent | | 8 | 15 | 3 |
| Self contained Temporary Accommodation | 12 | 3 | | |

Foyer

To date, whilst a few sites have been considered, none have proved suitable or viable. The recession has made sites hard to find and RSLs (particularly their Lenders) more cautious about anything that is not mainstream housing. Capital funding is scarcer and this will continue for the foreseeable future. The source of Revenue Funding that had been identified – Supporting People Grant – will not be increased in future and has had its Ring Fencing removed.

| Performance Indicators: | 08/09 Actual | 2009/10 Actual | 2011/11 Target | 2010/11 half year | status |
|--|--------------|----------------|----------------|-------------------|--------|
| Number of newly completed social rented & shared ownership units | 227 | 221 | 350 | 112 | → |

Lettings Plan Outturn for 2010/11 to mid year

| | | Sheltered | General Needs | | | | | | ½ year Guideline Target | Status against guide proportion. |
|---|-----------------------|-----------|---------------|-------|-------|--------|--------|-----|-------------------------|----------------------------------|
| | | | Studio/ 1 Bed | 2 Bed | 3 Bed | 4+ Bed | Total | | | |
| Homeless/ Homeless Prevention | Band A&B | 9 | 25 | 86 | 43 | 4 | 167 | 186 | 252 | → |
| | Special needs move-on | 1 | 14 | 4 | 0 | 0 | 19 | | | |
| Band A & B | | 1 | 3 | 11 | 14 | 0 | 29 | 71 | ↓ | |
| Band C & D | | 16 | 23 | 11 | 16 | 0 | 66 | 38 | ↑ | |
| Learning Disabilities* | | 0 | 0 | 0 | 0 | 0 | 0 | 10 | ↓ | |
| Care leavers** | | 0 | 4 | 1 | 0 | 0 | 5 | 12 | ↓ | |
| Homeless relieved (shelter etc) | | 0 | 0 | 0 | 0 | 0 | 0 | 9 | | |
| DAT** | | 0 | 0 | 0 | 0 | 0 | 0 | 3 | ↓ | |
| Total | | 27 | 69 | 113 | 73 | 4 | 286 | 395 | ↑ | |
| Anticipated ½ year supply | | 37 | 108 | 156 | 84 | 10 | 395*** | | ↓ | |
| Broomleigh nomination stock - transfers | | 15 | 18 | 15 | 23 | 5 | 76 | | | |

* LD properties have been provided outside of the plan in line with the number of properties requested as detailed in the new development supply above.

** Quota queues are demand led based on the number referred. The total allocations reflect number of customers referred for lettings during 2008/09 and thus meets the quotas required. These queues are currently predicted to be on target by year end.

*** letting supply lower than predicted by 27.5% (109 properties)