

## Housing Delivery

**Our Outcome -** Given the shortfall in homes actually built in our area in recent years, and the growing need for new homes due to economic growth, the ageing population and changing household composition, we need to significantly increase the number of new homes built and occupied in the area, ensuring that these are homes of the right type, the right tenure, and in the right place. We also need to make sure these are delivered in a sustainable way to respect and enhance our environment.

**What success looks like?** We will catch up on our under-delivery of homes over the past few years, and the pace of building new homes will increase to match predictions of future requirements. There will be no 'one-size-fits-all' approach - rather our councillors and staff will be adept at working through bespoke housing solutions that really do reflect local needs and wishes. The Councils will continue to be active in using their internal housing expertise and the positive, collaborative relationships they have brokered with all manner of interested parties – including our communities – to anticipate and develop imaginative opportunities to shape the housing market across the two districts.


|                          | 1st April - June 2017  | 1st July - 30th September 2017  | 1st October - 31st December 2017  | 1st January - 30th March 2018   |
|--------------------------|--|---|---|---|
| <b>Main Achievements</b> | <p>1. New computer software was installed in June called 'UNIFORM'. This software covers both districts and joins up several departments (including development and building control) on one system.</p> | <p>1. Babergh and Mid Suffolk District Councils launched the consultation on the draft Joint Local Plan, a document that will ultimately shape development in both Districts for the next two decades. The consultation commenced on 21st August 2017 and will finish on 10th November 2017. Events have been held with Parish Councils to explain the plan and the process for making comments, with Neighbourhood Plan groups to discuss the relationship between Neighbourhood Plans and the new Joint Local Plan and successful drop-in events for the public have been held in Elmswell, Stowmarket, Eye, Tattingstone, Hadleigh and Sudbury.</p> <p>2. Homelessness. Support Worker appointed to improve prevention and reduce number of rough sleepers. As a result there are currently no rough sleepers in the District.</p> | <p>Work in this quarter prepared for the agreement by Leadership Team (at start Jan ) of an outline approach to the development of the BMSDC Joint Housing Strategy. The purpose of the strategy is to describe how BMSDC and partners will re-balance the 'broken' local housing market by working together on a co-produced, comprehensive plan of action, the foundation of which is an understanding of local housing needs and the dynamics of supply and demand is equally important across the private rented sector as it is in the social housing sector and open market sector. Homelessness reduction will be central to the strategy.</p> | <p>Joint Local Plan development has progressed with Member briefings held in March and April, working towards further public consultation in summer 2018. Development of the Councils' Community Infrastructure Levy (CIL) Expenditure Framework continues, with Member briefings and Cabinet endorsement achieved in March, in advance of reporting to Full Council in April. A successful Suffolk-wide application secured £300,000 from the Ministry for Housing, Communities and Local Government Planning Delivery Fund: Design Quality. It will support the development of an updated Suffolk Design Guide and provide resourcing to develop design skills. Work on the Joint Housing Strategy is progressing, including preparation for an April stakeholder event.</p> <p>A restructure within Tenant Services has brought all tenant-related services (housing management, income management, estate management, allocations and voids, leasehold management, right-to-buy and sheltered housing) together under one Corporate Manager, Lee Crowdell. The policies and procedures for these service areas will be reviewed over the coming year to improve overall service delivery while increasing value for</p> |

**Appendix A**

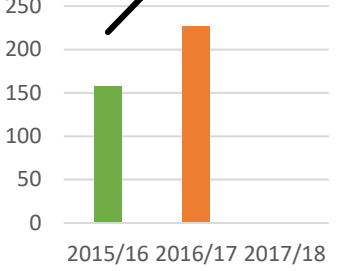
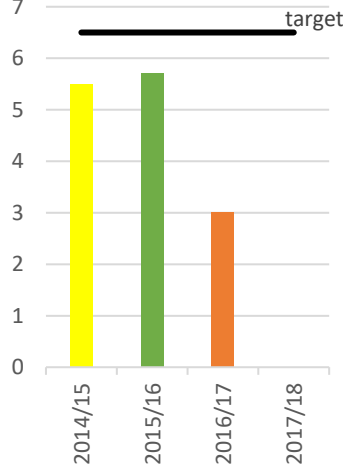
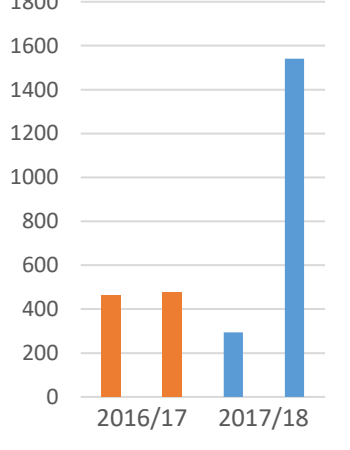
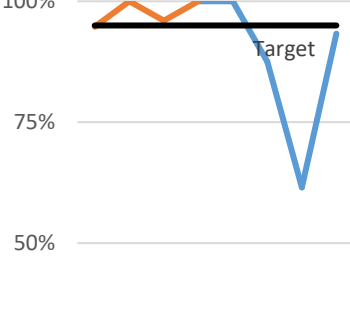
|  |  |   |  |  |
|--|--|---|--|--|
| <b>Impact of delivery on the communities</b> |  | 1. The Joint Local Plan will shape how development happens across both Districts. The consultation provides an early and meaningful opportunity for communities to engage in the plan-making process and therefore influence the policy backdrop against which planning decisions are made. |  |  |
|--|--|---|--|--|

**Unlocking barriers to growth**

- We are reviewing the planning process and identifying ways of speeding up the time taken to process planning applications
- We are reviewing the reasons why approved developments have not been built and will work to unblock these developments – this could be due to shortage of building skills, delays in finalising legal agreements or infrastructure challenges
- We will promote innovative approaches to housing delivery such as self-build, equity share, starter homes, co-housing, Community Land Trusts or custom-build to meet local need and demand
  - We will seek out small and medium sized (SME) developers, and support them by identifying sites and finding solutions to build
  - We will assess the opportunities for investing in new infrastructure in order to enable new homes development
- We will manage development to achieve the key objectives of economic growth and the provision of houses, and will ensure that there is not an unacceptable impact on our quality of life, heritage or rural distinctiveness of our two districts

| Tracking Indicator  | Linked to | Data                                       | Total  | Target                       | Trend   | Council | Report on Progress | Additional comments/ comparisons  |
|---|-----------|--|--------|------------------------------|---|---------|--------------------|---|
| T1. The no. of Band D equivalent properties on the Tax base<br><br>Cabinet Member: Peter Patrick<br>Responsible Officer: Sue Palmer<br>Corporate Manager: Melissa Evans | I1, I2    | <b>2015/16</b>                             |        |                              |   | BDC     |                    | <b>Last Update 01/18</b><br>This figure is calculated in October yearly. All authorities in Suffolk including Babergh and Mid Suffolk had an increase in their tax band D equivalent, between 1% and 2% from 2015 to 2016. It is important that this figure continues to increase as the population for the districts is also expected to continue to increase. |
|   |           | Qtr. 3                                     | 31,641 |                              |   |         |                    |   |
|   |           | <b>2016/17</b>                             |        |                              |   |         |                    |   |
|   |           | Qtr. 3                                     | 32,020 |                              |   |         |                    |   |
|   |           | <b>2017/18</b>                             |        | <b>32,489</b>                |   |         |                    |   |
|   |           | Qtr.3                                      | 32,627 |                              |   |         |                    |   |
| Tracking Indicator  | Linked to | Data                                       | Total  | Target                       | Trend   | Council | Report on Progress | Additional comments/ comparisons  |
| T2. no. of dwellings completed<br><br>Cabinet Member: Nick Ridley   | I3, I4    | <b>2015/16</b><br>Qtr. 4<br><b>2016/17</b> | 157    | <b>220</b><br><br><b>325</b> |  |         |                    | <b>Last Update 04/18</b><br>The number of completions for 2016/17 was below the target of 325, which was an around  |

Appendix A

| Responsible Officer: Matt Deakin<br>Corporate Manager: Robert Hobbs  |           | Qtr. 4<br><b>2017/18</b><br>Qtr. 4   | 226   | <b>325</b>   |    | BDC     |                    | 30% under delivery. This is an improvement as there was around 40% under delivery for 2015/16. We have been working on improving our relationship with developers to understand when and why they build. This is not an easy matter to resolve and will take time. <b>Data for 2017/18 will be available in June 2018.</b>   |
|--|-----------|--|---|--|---|---------|--------------------|--|
| Tracking Indicator   | Linked to | Data   | Total   | Target   | Trend   | Council | Report on Progress | Additional comments/ comparisons   |
| T3. Effective Land Supply (+20% buffer)<br><br>Cabinet Member: Nick Ridley<br>Responsible Officer: Matt Deakin<br>Corporate Manager: Robert Hobbs  | I3, I4    | <b>2014/15</b><br><br><b>2015/16</b><br>Qtr. 4<br><b>2016/17</b><br>Qtr. 3<br><b>2017/18</b><br>Qtr. 4 | <br><br>5.5<br><br>5.7<br><br>3                               | <b>6.5</b><br><br><b>6.5</b><br><br><b>6.5</b><br><br><b>6.5</b> |    | BDC     |                    | <b>Last Update 04/18</b><br>The land supply was re-calculated in January 2017 (Qtr. 3) and the council does not have a 5 year housing land supply. Nationally nearly half of authorities do not have a land supply (PAS survey in 2014), although reports from Savills and other consultancies suggest that more than two-thirds of authorities are not able to demonstrate a 5 year supply. <b>Data for 2017/18 will be available in June 2018.</b> |
| Influencing Indicator  | Linked to | Data   | Total   | Target   | Trend   | Council | Report on Progress | Additional comments/ comparisons   |
| I1. No. of dwellings approved<br><br>Cabinet Member: Nick Ridley<br>Responsible Officer: John Mawdsley<br>Corporate Manager: Philip Isbell   | T1        | <b>2016/17</b><br>Qtr. 2<br>Qtr. 4<br><b>2017/18</b><br>Qtr. 2<br>Qtr. 4                               | 464<br>476<br><br>294<br>1540                                 |  |  | BDC     |                    | <b>Last Update 04/18</b><br>It is difficult to define a target for this because there is not a direct correlation between applications granted and dwellings completed. However, there is a need to approve more dwellings than the number of dwellings to be completed to provide choice in the market and encourage delivery. The annual number of dwellings for completion is 325. The annual number of dwellings approved for 2017/18 was 1834.  |
| Influencing Indicator  | Linked to | Data   | Total   | Target   | Trend   | Council | Report on Progress | Additional comments/ comparisons   |
| I2. % of major applications processed 'in time' (13 wks., 16 wks. or within agreed Extension of Time/ Planning Performance Agreement)<br><br>Cabinet Member: Nick Ridley<br>Responsible Officer: John Mawdsley<br>Corporate Manager: Philip Isbell | T2, T3    | <b>2016/17</b><br>Qtr. 1<br>Qtr. 2<br>Qtr.3<br>Qtr.4<br><b>2017/18</b><br>Qtr.1<br>Qtr. 2<br>Qtr. 3    | 94.70%<br>100%<br>96%<br>100%<br><br>100%<br>87.50%<br>61.50% | <b>95%</b><br><br><br><br><br><b>95%</b>                         |  | BDC     |                    | <b>Last Update 04/18</b><br>This is a nationally set indicator (DCLG Target set at 60% of majors decided in time). The Uniform 'Enterprise' project is starting in January 18, which will bring a live performance dashboard to Uniform. Further upgrades to Uniform are planned for Q4 which will have a positive impact on improving this indicator. Overall YTD performance (Apr 17 to 31 Mar 18) for BDC   |

Appendix A

| Influencing Indicator   | Linked to | Data  | Total  | Target | Trend | Council | Report on Progress | Additional comments/ comparisons  |
|---|-----------|---|--------|--------|-------|---------|--------------------|---|
|   |           | Qtr. 4  | 93.30% |        |       |         |                    | majors decided in time is sat at 82.9%. The DCLG assessment period for this measure is the two years up to and including the most recent quarter. For this assessment period, BDC is currently sat at 92.4% of major applications decided in time.  |
| I3. % of non-majors processed 'in time' (8 wks. or within agreed Extension of Time/ Planning Performance Agreement)   | T2, T3    | <b>2016/17</b><br>Qtr. 1 81.00%<br>Qtr. 2 80.00%<br>Qtr.3 84.50%<br>Qtr.4 90.60%<br><b>2017/18</b><br>Qtr.1 86.70%<br>Qtr. 2 75.30%<br>Qtr. 3 77.40%<br>Qtr. 4 85.80% |        | 85%    |       | BDC     |                    | <b>Last Update 04/18</b><br>This is a nationally set indicator(DCLG Target set at 70% of non-majors decided in time). Performance has increased in Q4. Overall YTD performance (01 Apr 17 to 31 Mar 18) for BDC non-majors decided in time is sat at 81.3%. The DCLG assessment period for this measure is the two years up to and including the most recent quarter. For this assessment period, BDC is currently sat at 82.2% of non-major applications decided in time.  |
| I4. The median number of days to a decision for a major application (Including Environmental Impact Assessment (EIA) that would extend the application length to 112 days (16 weeks) and applications that have had Extensions of Time (EoT) where it has been agreed for the application to have longer to be decided with the applicant or a Planning Performance Agreement with the applicant. | T2,T3     | <b>2016/17</b><br>Qtr. 1 167<br>Qtr. 2 70<br>Qtr.3 91<br>Qtr.4 76<br><b>2017/18</b><br>Qtr.1 106<br>Qtr. 2 259<br>Qtr. 3 203<br>Qtr. 4 203                            |        | 80     |       | BDC     |                    | <b>Last Update 04/18</b><br>Q4 median number of days has remained the same since Q3 but is still not meeting the target set. As you can see over the quarters it can vary. Due to the relatively low number of major applications received, and the use of extensions of time to enable matters to be negotiated during the process, and to give communities more time to respond, the median number of days can vary significantly. There is a new performance framework that is being implemented in development management that it is anticipated will have a further positive impact on improving this indicator. |

Appendix A

| Influencing Indicator  | Linked to | Data  | Total | Target | Trend | Council | Report on Progress | Additional comments/ comparisons  |
|--|-----------|---|-------|--------|-------|---------|--------------------|---|
| I5. The median number of days to a decision for a non major application (Including applications that have had Extensions of Time (EoT) where it has been agreed for the application to have longer to be decided with the applicant or a Planning Performance Agreement with the applicant.<br><br>Cabinet Member: Nick Ridley<br>Responsible Officer: John Mawdsley<br>Corporate Manager: Philip Isbell | T2, T3    | <b>2016/17</b><br>Qtr. 1 55<br>Qtr. 2 55<br>Qtr.3 56<br>Qtr.4 54<br><b>2017/18</b><br>Qtr.1 54<br>Qtr. 2 56<br>Qtr. 3 56<br>Qtr. 4 55                                 |       | 50     |       | BDC     |                    | <b>Last Update 04/18</b><br>This indicator shows that majority of the non major applications are being decided just before the end of the 8 week time period for both districts. The target is 50 days and the development management teams are working on getting this indicator lower as it will improve the customer experience instead of waiting for the final day to receive a decision. There is new performance framework that is being implemented in development management that it is anticipated will have a further positive impact on improving this indicator. Work is being undertaken to improve performance at the front end of an application's lifespan (i.e. improving validation timescales). |
| Influencing Indicator  | Linked to | Data  | Total | Target | Trend | Council | Report on Progress | Additional comments/ comparisons  |
| I6. % of the application approval rate<br><br>Cabinet Member: Nick Ridley<br>Responsible Officer: John Mawdsley<br>Corporate Manager: Philip Isbell  | T3, T4    | <b>2016/17</b><br>Qtr. 1 95.63%<br>Qtr. 2 94.10%<br>Qtr.3 92.20%<br>Qtr.4 96.50%<br><b>2017/18</b><br>Qtr.1 95.50%<br>Qtr. 2 94.10%<br>Qtr. 3 90.10%<br>Qtr. 4 93.30% |       | 90%    |       | BDC     |                    | <b>Last Update 04/18</b><br>The target is set at 90% so that we aim to have most applications that are submitted to us are approvable applications. This can be achieved through better relationships with the applicants before they submit which is achieved through the pre-application process. The approval rate for both districts has reached its target of 90% for every quarter, this is good start toward achieving the target. The new performance framework that is being implemented will support this indicator to improve as will work on the pre-application process.   |
| Influencing Indicator  | Linked to | Data  | Total | Target | Trend | Council | Report on Progress | Additional comments/ comparisons  |
| I7. % for the delegation rate<br><br>Cabinet Member: Nick Ridley<br>Responsible Officer: John Mawdsley<br>Corporate Manager: Philip Isbell   | T3, T4    | <b>2016/17</b><br>Qtr. 1 93.70%<br>Qtr. 2 95.80%<br>Qtr.3 94.50%<br>Qtr.4 97.40%<br><b>2017/18</b><br>Qtr.1 96.70%<br>Qtr. 2 95.40%<br>Qtr. 3 94.50%<br>Qtr. 4 94.80% |       | 90%    |       | BDC     |                    | <b>Last Update 04/18</b><br>This indicator is above the target, which is drawn from national guidance from the Planning Advisory Service. The proportion of applications dealt with under delegated powers is roughly commensurate with other authorities across Suffolk but will depend on the nature and scale of applications being considered.  |

Appendix A

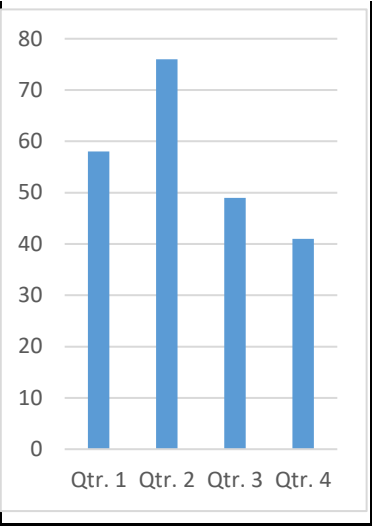
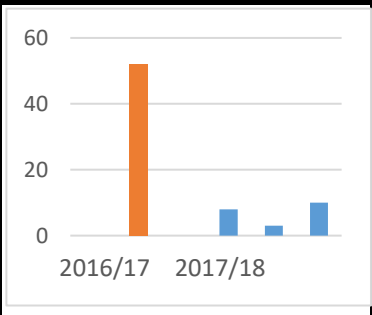
JSP - Communities embrace new homes growth; Provide insight of growth benefits to Communities and Communities engaged as early as possible - community-led planning

- We will engage with communities at the earliest opportunity so that they can help to shape and influence growth and understand the positive economic benefits that this provides
- We will engage early with our businesses and communities to understand where new housing and jobs may be located and to discuss the issues and opportunities that arise
- We will ensure councillors have all the information they need so communities can understand the benefits for their area
- We will work with communities wanting to progress neighbourhood plans for their areas, to make sure they are able to be supported and are in alignment with our spatial planning
- Joining-up our work on housing with health and social care colleagues to make sure we design and deliver services together around the needs of individuals and communities

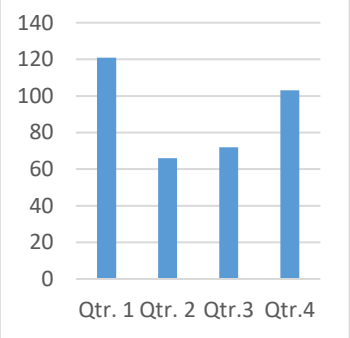
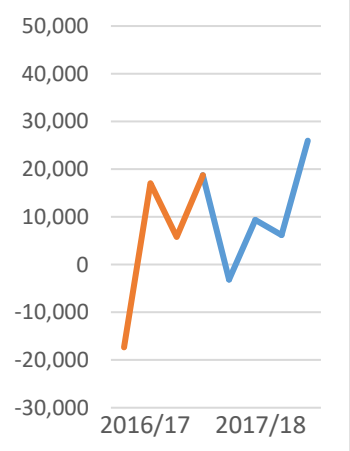
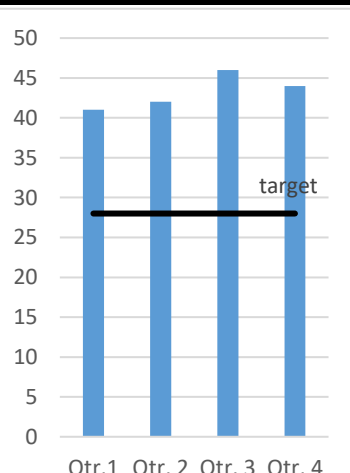
| Tracking Indicator  | Linked to | Data  | Total                                 | Target (annual)  | Trend | Council | Report on Progress | Additional comments/ comparisons   |
|---|-----------|---|---------------------------------------|--|-------|---------|--------------------|--|
| T1. No. of Neighbourhood plans at preparation stage<br><br>Cabinet Member: Nick Ridley<br>Responsible Officer: Paul Bryant<br>Corporate Manager: Robert Hobbs |           | <b>2016/17</b><br>Qtr. 1<br>Qtr. 2<br>Qtr.3<br>Qtr.4<br><b>2017/18</b><br>Qtr.1<br>Qtr. 2<br>Qtr. 3<br>Qtr. 4 | 3<br>3<br>3<br>4<br>5<br>7<br>9<br>10 | <b>5</b><br><br><br><br><br><br><br><br><br><br><b>5</b> |       | BDC     |                    | <b>Last Update 04/18</b><br>N'hood Plng is a complex process and it is hard to accurately map how long each plan will take as this will vary dependent upon the skills / knowledge of the PC / Group taking it forward. The level of interest in preparing a NP continues to grow.   |
| Tracking Indicator  | Linked to | Data  | Total                                 | Target (annual)  | Trend | Council | Report on Progress | Additional comments/ comparisons   |
| T2. No. plans entering examination stage<br><br>Cabinet Member: Nick Ridley<br>Responsible Officer: Paul Bryant<br>Corporate Manager: Robert Hobbs            | I1, I2    | <b>2016/17</b><br>Qtr. 1<br>Qtr. 2<br>Qtr.3<br>Qtr.4<br><b>2017/18</b><br>Qtr.1<br>Qtr. 2<br>Qtr. 3<br>Qtr. 4 | 2<br>0<br>0<br>1<br>1<br>0<br>0<br>0  | <b>2</b><br><br><br><br><br><br><br><br><br><br><b>2</b> |       | BDC     |                    | <b>Last Update 04/18</b><br>This and the previous indicator are closely linked. No NP's currently under preparation had Babergh had advanced far enough to enter the examination stage by the end of the 2017/18 financial year. The Hartest NP continues to be the next most likely plan to reach this stage, but not now until Autumn 2018 |
| Tracking Indicator  | Linked to | Data  | Total                                 | Target   | Trend | Council | Report on Progress | Additional comments/ comparisons   |
| T3. No. of neighbourhood plans made<br><br>Cabinet Member: Nick Ridley<br>Responsible Officer: Paul Bryant<br>Corporate Manager: Robert Hobbs                 |           | <b>2016/17</b><br>Qtr. 1<br>Qtr. 2<br>Qtr.3<br>Qtr.4<br><b>2017/18</b><br>Qtr.1<br>Qtr. 2<br>Qtr. 3<br>Qtr. 4 | 0<br>2<br>0<br>0<br>0<br>0<br>1<br>0  | <b>2</b><br><br><br><br><br><br><br><br><br><br><b>2</b> |       | BDC     |                    | <b>Last Update 04/18</b><br>This and the previous indicators are all closely linked. Although one NP was 'made' during the 2017/18 period (Lawshall in Oct 17) the target will not be met.   |
| Influencing Indicator   | Linked to | Data  | Total                                 | Target   | Trend | Council | Report on Progress | Additional comments/ comparisons   |



Appendix A

| <p>I1. Number of enforcement cases referred to the team</p> <p>Cabinet Member: Nick Ridley<br/>Responsible Officer: Simon Bailey<br/>Corporate Manager: James Buckingham</p>  | <p>T2</p> | <p>2016/17<br/>Qtr.4<br/>2017/18<br/>Qtr. 1<br/>Qtr. 2<br/>Qtr. 3<br/>Qtr. 4</p>          | <p>280<br/>58<br/>76<br/>49<br/>41</p>    | <p>no target<br/>no target</p> |    | <p>BDC</p> |   | <p><b>Last Update 04/18</b><br/>Early engagement is vitally important to establish whether there is a breach of planning control and the degree of harm which may be resulting; to advise those responsible on action required to remedy the breach; or negotiate with those responsible a suitable solution to resolve the breach. As a result of the advisory work and/or negotiation with customers, the percentage of cases resulting in a notice is only a small % of BDC cases. It is hard to benchmark workloads as there is no current mechanism to compare against other planning authorities.</p> |
|---|-----------|---|---|--------------------------------|---|------------|---|---|
| Influencing Indicator   | Linked to | Data  | Total                                     | Target                         | Trend   | Council    | Report on Progress                                  | Additional comments/ comparisons  |
| <p>I2. Number of notices served</p> <p>Cabinet Member: Nick Ridley<br/>Responsible Officer: Simon Bailey<br/>Corporate Manager: James Buckingham</p>  | <p>T2</p> | <p>2016/17<br/>Qtr.4<br/>2017/18<br/>Qtr. 4</p>   | <p>8<br/>2</p>                            |                                |   | <p>BDC</p> |   | <p><b>Last Update 04/18</b><br/>The team seek to resolve matters through negotiation and mutual agreement before resorting to the formal routes for resolving enforcement matters. The number of notices served is therefore low compared to the overall number of cases dealt with.</p>  |
| <p><b>Being Clear about what housing is needed - When the evidence base 'Suffolk Housing Market Assessment (SHMA)' has been completed we can use it to identify the most appropriate indicators that support this outcome.</b></p> <p><b>more detailed housing requirements in our local area – need, demand and the market view – to develop an evidence base for new-build, the number of homes, type and location, and infrastructure requirements</b></p> <ul style="list-style-type: none"> <li>• We are identifying</li> </ul>  |           |   |   |                                |   |            |   |   |
| <p><b>Agree where growth goes - When the Joint Local Plan is either developed further or adopted we will able to have precise indicators that supports this outcome</b></p> <ul style="list-style-type: none"> <li>• We will understand where the supply of new homes can be delivered sustainably in Babergh and Mid Suffolk and plan accordingly</li> <li>• Using good quality information we will work with developers on sites coming forward for development to influence what type of homes are delivered and how they meet need</li> <li>• We will identify sites where brand new settlements could be located, such as garden villages, and investigate their feasibility</li> <li>• Continue to deliver new homes using our own resources by commissioning development partners to help us to deliver, identifying suitable land and agreeing a development programme</li> </ul> |           |   |   |                                |   |            |   |   |
| <p><b>Make best use of our existing Housing Assets - (Supporting Housing Output)</b></p> <p><b>Work with tenants to agree the best way to deliver property services across our own housing, to make sure we are efficient and cost effective in our delivery and commercial in our approach</b></p> <p><b>Ensure the ways we manage the Councils' assets helps to free-up finances to reinvest in new affordable homes</b></p>  |           |   |   |                                |   |            |   |   |
| Tracking Indicator  | Linked to | Data  | Total                                     | Target                         | Trend   | Council    | Report on Progress                                  | Additional comments/ comparisons  |
| <p>T1. No. of privately owned properties empty, in excess of two years, brought back into use</p> <p>Cabinet Member Jan Osborne<br/>Responsible Officer Theresa Grzedzicki<br/>Corporate Manager Heather Worton</p>   |           | <p>2016/17<br/>Qtr.3<br/>Qtr.4<br/>2017/18<br/>Qtr.1<br/>Qtr. 2<br/>Qtr. 3<br/>Qtr. 4</p> | <p>52<br/>64<br/>8<br/>3<br/>10<br/>8</p> | <p>50<br/>50</p>               |  | <p>BDC</p> | <p>Lack of staff resource to focus on this area</p> | <p>Aspiration is to have no empty properties</p>  |

Appendix A

| Tracking Indicator   | Linked to | Data  | Total  | Target         | Trend   | Council | Report on Progress  | Additional comments/ comparisons  |
|--|-----------|---|--|----------------|---|---------|---|---|
| T2. No of households where homelessness has been either prevented or relieved<br><b>NEW MEASURE</b><br><br>Cabinet Member Jan Osborne<br>Responsible Officer Victoria Stuart<br>Corporate Manager Heather Sparrow  | 15        | <b>2017/18</b><br>Qtr. 1<br>Qtr. 2<br>Qtr.3<br>Qtr.4  | 121<br>66<br>72<br>103   | 150            |    | BDC     | <b>Last Update 04/18</b><br>We expected a drop due the statutory requirement coming in April 2018.  | <b>Last Update 05/18</b><br>The number of Households where homeless has been prevented or relived is likely to reduce following the introduction of the HRA Act 2017. For which there has been the introduction of a new reporting process known as H Click which replaces the former P1E return. Thus requires the collection of data based on a different criteria.   |
| Tracking Indicator   | Linked to | Data  | Total  | Target         | Trend   | Council | Report on Progress  | Additional comments/ comparisons  |
| T3. (£) Expenditure on Bed and Breakfast (previously number households in B&B)<br><b>AMENDED MEASURE</b><br><br>Cabinet Member Jan Osborne<br>Responsible Officer Jo Moye<br>Corporate Manager Heather Sparrow   | 15        | <b>2016/17</b><br>Qtr. 1<br>Qtr. 2<br>Qtr.3<br>Qtr.4<br><b>2017/18</b><br>Qtr.1<br>Qtr. 2<br>Qtr. 3<br>Qtr. 4 | -17,347<br>17,065<br>5,761<br>18,758<br>-3,147<br>9,358<br>6,190<br>25,972 |                |   | BDC     | <b>Last Update 05/18</b><br>Number of households in B&B accommodation.<br>With children Without children<br>Q1 9 4<br>Q2 10 8<br>Q3 9 5<br>Q4 12 3  | <b>Last Update 01/18</b><br>We are charged a nightly fee for using B&B accommodation. Those we accommodate are able to claim housing benefit which subsidises the cost but the full charge. Due to the way subsidy (housing benefit) is allocated there is sometimes a disparity between when we pay B&B invoices and when we recover the subsidy, therefore, in some quarters it appears we have made a profit. An End of Year reconciliation provides the overall annual cost |
| Tracking Indicator   | Linked to | Data  | Total  | Target 2019/20 | Trend   | Council | Report on Progress  | Additional comments/ comparisons  |
| T4. Average number of days to turn around an empty council property (VOID) that requires Standard repairs<br><b>REFINED MEASURE</b><br><br>(previously all repairs)<br><br>Cabinet Member Jan Osborne<br>Responsible Officer Adam Howley<br>Corporate Manager Lee Crowdell |           | <b>2017/18</b><br>Qtr.1<br>Qtr. 2<br>Qtr. 3<br>Qtr. 4   | 41<br>42<br>46<br>44   | 28             |  | BDC     | The void improvement project has been running since November 2017 and has reviewed and improved all stages of the void process. The results of this are starting to feed through but a relatively large number of outstanding voids are still being re-let which is keeping the re-let times high. Once the outstanding voids move through the system we should see new voids being turned around much quicker. | <b>Last Update 04/18</b><br>The Council's HRA Business Plans have pledged to reduced void times to 21 days within three years. Following scrutiny of performance in relation to void times, Councillors and officers have agreed that this is not ambitious enough. As a result, a six-month project is commenced in late November to reduce void times by 10 days within six months.   |
| Influencing Indicator  | Linked to | Data  | Total  | Target         | Trend   | Council | Report on Progress  | Additional comments/ comparisons  |
| I1. No. of inspections of flats with entrance through business premises<br><b>REFINED MEASURE</b><br><br>(previously number inspections of flats above businesses. Flats with separate   |           | <b>2016/17</b><br>Qtr.3<br>Qtr.4<br><b>2017/18</b><br>Qtr.1<br>Qtr. 2   | 87<br>0<br>0<br>0  | Increase       |   | BDC     | There is currently no Officer assigned to this area of work following the end of secondment place at end 2016. Some follow up inspections were carried out by a contractor employed for 2 months in Q4. to assist with  | Recent Award for 'Flats above Businesses'   |



Appendix A

| entrance is a Fire Service responsibility)   |           | Qtr. 3<br>Qtr. 4  | 0<br>25                                |          |   |         | staffing issues.  |  |
|--|-----------|---|--|----------|---|---------|---|--|
| Cabinet Member Jan Osborne<br>Responsible Officer Christine Ambrose<br>Corporate Manager Heather Worton  |           |   |  |          |   |         |   |  |
| Influencing Indicator  | Linked to | Data  | Total                                  | Target   | Trend   | Council | Report on Progress  | Additional comments/ comparisons   |
| I2. No. of category 1 hazards found in properties following inspections. (Category 1 statutory requirement for LA to take action)<br><b>NEW MEASURE</b><br>Cabinet Member Jan Osborne<br>Responsible Officer Christine Ambrose<br>Corporate Manager Heather Worton |           | <b>2016/17</b><br>Qtr.3<br>Qtr.4<br><b>2017/18</b><br>Qtr.1<br>Qtr. 2<br>Qtr. 3<br>Qtr. 4                     | 0<br>0<br>0<br>0<br>0                  | 0        |   | BDC     | This information cannot be extracted from the database which was highlighted when introduced, but not resolved                  |  |
| Influencing Indicator  | Linked to | Data  | Total                                  | Target   | Trend   | Council | Report on Progress  | Additional comments/ comparisons   |
| I3. No. of disabled adaptations in council stock<br>Cabinet Member Jan Osborne<br>Responsible Officer Sally Farthing<br>Corporate Manager Heather Worton   |           | <b>2016/17</b><br>Qtr.3<br>Qtr.4<br><b>2017/18</b><br>Qtr.1<br>Qtr. 2<br>Qtr. 3<br>Qtr. 4                     | 13<br>9<br>6<br>12<br>14<br>14         |          |   | BDC     | Demand led by personal request or referral  | We aim to enable customers to continue to live independently in their own homes. This is done by providing equipment and making modifications in our customers' homes that meet their needs. |
| Influencing Indicator  | Linked to | Data  | Total                                  | Target   | Trend   | Council | Report on Progress  | Additional comments/ comparisons   |
| I4. No. of disabled facilities grants awarded<br>Cabinet Member Jan Osborne<br>Responsible Officer Sally Farthing<br>Corporate Manager Heather Worton  |           | <b>2016/17</b><br>Qtr.3<br>Qtr.4<br><b>2017/18</b><br>Qtr.1<br>Qtr. 2<br>Qtr. 3<br>Qtr. 4                     | 37<br>44<br>3<br>12<br>14<br>8         |          |  | BDC     | Demand led.   | We aim to assess and support an individuals need to live as independently as possible  |
| Influencing Indicator  | Linked to | Data  | Total                                  | Target   | Trend   | Council | Report on Progress  | Additional comments/ comparisons   |
| I5. No. of households for whom homelessness was prevented via the private rented sector<br>Cabinet Member Jan Osborne<br>Responsible Officer Victoria Stuart<br>Corporate Manager Heather Sparrow  | T2, T3    | <b>2016/17</b><br>Qtr. 1<br>Qtr. 2<br>Qtr.3<br>Qtr.4<br><b>2017/18</b><br>Qtr.1<br>Qtr. 2<br>Qtr. 3<br>Qtr. 4 | 11<br>6<br>8<br>2<br>7<br>8<br>10<br>6 | Increase |  | BDC     | Prevents households from going into B&B<br>NB. Partly influenced by landlord stipulations (i.e. won't accept benefit claimants) | Future funding through the flexible homeless support grant will be determined based on number of preventions via the private rented sector   |
| <b>JSP Homes for ageing population</b>   |           |   |  |          |   |         |   |  |

Appendix A

| We will review our own sheltered housing stock to understand how current provision needs to change to meet future needs  |           |                   |       |        |       |         |                    |   |
|--|-----------|-------------------|-------|--------|-------|---------|--------------------|---|
| Understand the needs for different types of accommodation - care homes, supported housing, lifetime homes, special needs accommodation - and support their delivery  |           |                   |       |        |       |         |                    |   |
| Tracking Indicator   | Linked to | Data              | Total | Target | Trend | Council | Report on Progress | Additional comments/ comparisons  |
| <p>T1. The 2017 Strategic Housing Market Assessment contains evidence of housing need for an ageing population. A suitable tracking indicator will be derived asap in collaboration with HRA and Housing Enabling teams.</p> <p>Cabinet Member Nick Ridley<br/>Responsible Officer Anne Bennett<br/>Corporate Manager Anne Bennett</p> |           | 2017/18<br>Qtr. 4 |       |        |       | BDC     |                    | Contributed to the granting of planning permission in Hadleigh for Lifetime Home standard dwellings + 34 retirement living apartments |