

<p style="text-align: center;">Housing Assistant Director Gavin Fisk</p> <p style="text-align: center;">The Housing Service Area includes: Home Ownership, Sheltered Housing, Tenancy Management, Income Collection, Property Services, Building Services (BMBS), Private Sector Housing, Housing Development, Housing Solutions, Choice Based Lettings and HRA Finance. Our Vision is for residents of Babergh & Mid Suffolk to live in districts where people have access to affordable and high-quality homes that enable them to build settled, safe and healthy lives, within sustainable and thriving communities.</p>				
	April - June 2018	July - September 2018	October - December 2018	January - March 2019
Main Achievements	<p>1. As at June 2018, standard void times have reduced by 37 Days for BDC and 17 Days for MSDC. This exceeds the 10-day target previously set and a positive downward trend towards the long-term target of 21 days.</p> <p>2. A bid has been submitted to the LGA Housing Advisers Programme to 'Improve access to the Private Rented Sector'. The bid is requesting specialist adviser support to deliver a project with the Housing Solutions Team to increase access to the private rented sector for those at risk of homelessness.</p>	<p>1. The Government has recently announced the regulations on bidding for additional HRA borrowing, which includes the opportunity to use additional borrowing along with Homes England Grant or Right to Buy Receipts. Babergh & Mid Suffolk both qualify to bid for the additional borrowing, should it be required to support our ambitious plans to build new Council homes.</p>		
Impact on communities / the way we work	<p>1. Delivering an effective and efficient VOID service means we are making effective use of our assets and maximising our rental income.</p> <p>2. This is a key focus of the new Homelessness Reduction Act and if successful it would enable the team to bring this project forward and deliver it sooner than currently planned.</p>	<p>1. A project team is working on the development of a bid, should we feel it would assist our current ambitions and support our current Housing Revenue Accounts.</p>		
<p>Key for trend graph:</p> <ul style="list-style-type: none"> ● 2015/16 ● 2016/17 ● 2017/18 ● 2018/19 — target 	<p>Key:</p> <ul style="list-style-type: none"> n/a not applicable n/av not available highlighted measure, further detail in main report 			

Tenancy Services
Corporate Manager Lee Crowdell

Performance measure	Period	Data	Target	Council	Trend	Comments	
TS01 % of local authority housing rent (incl. garages) collected Cabinet Member: Jill Wilshaw Data Owner: Lee Crowdell/Polly Bearman	2017/18		98%	MSDC		The overall performance of the Income Team has only weakened by less than 1%. This has, in part, been the effect of Universal Credit, however changes within the team have already improved performance in the past two months, on an individual officer basis. Performance is being closely monitored and will be supported further by the introduction of an Income Management Policy.	
	Qtr. 1	97.98%					
	Qtr. 2	97.81%					
	Qtr. 3	97.60%					
	Qtr. 4	97.46%					
	2018/19		98%				
	Qtr. 1	97.45%					
	Qtr. 2						
Qtr. 3							
Qtr. 4							
Performance measure	Period	Data	Target	Council	Trend	Comments	
TS02 Value/percentage of arrears caused by Universal Credit NEW MEASURE Cabinet Member: Jill Wilshaw Data Owner: Lee Crowdell/Polly Bearman	2018/19		tbc	MSDC		The report required to produce this data is still under development - further updates will be provided in future reporting.	
	Qtr. 1						
	Qtr. 2						
	Qtr. 3						
	Qtr. 4						
Performance measure	Period	Data	Target	Council	Trend	Comments	
TS03 Levels of write off against bad debt provision NEW MEASURE Cabinet Member: Jill Wilshaw Data Owner: Lee Crowdell/Polly Bearman	2018/19		£65,000	MSDC		Within our business plans and financial accounts we make allowances for 'bad debt' or monies that we are unfortunately unable to recover. We continue to only write off monies that are uneconomical to collect or where every opportunity to recover the debt has been exhausted.	
	Qtr. 1	£6,955.48	Annual				
	Qtr. 2						
	Qtr. 3						
	Qtr. 4						

Property Services
Corporate Manager Heather Worton

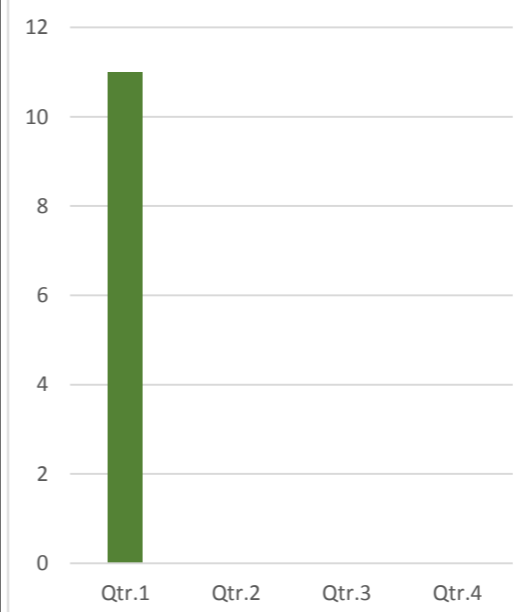
Performance measure	Period	Data	Target	Council	Trend	Comments
PS03 No: of House in Multiple Occupation licenses issued NEW MEASURE Cabinet Member: Jill Wilshaw Data Owner:	2018/19 Qtr. 3 Qtr. 4		tbc	MSDC		We are working closely with the other Suffolk District and Borough Councils and Suffolk Fire and Rescue to ensure we have a consistent approach to the new HMO legislation. A joint protocol is being produced which details the required standards in all HMO's. All associated documentation e.g. application forms and information material will be the same across all Suffolk authorities. An associated Licence Fee Policy has been discussed at Cabinet. Reporting on PS04 will therefore begin after Q3 when the legislation will be in place.
Performance measure	Period	Data	Target	Council	Trend	Comments
PS04 £ Committed budget for Disabled Facilities Grants (cumulative) NEW MEASURE Cabinet Member: Jill Wilshaw Data Owner: Theresa Grzedzicki/Christine Ambrose	2018/19 Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	£71,147.90	tbc	MSDC		We are working with Orbit Home Improvement Agency to improve their performance in responding to the incoming demand for DFG's. Their performance is steadily improving, however it remains an area of concern. There have been staff resourcing issues within Property Services and only statutory work (within the Private Sector Housing team) has been undertaken. An additional member of staff starts on Monday 30 July and we will review capacity in 3 months' time.

BMBS Housing Maintenance
Corporate Manager Justin Wright-Newton

Performance measure	Period	Data	Target	Council	Trend	Comments
BMBS01 % of repairs completed within agreed timescale (by priority/trade) NEW MEASURE Cabinet Member: Jill Wilshaw Data Owner: Justin Wright-Newton	2018/19		93%			Currently figures are combined with Babergh - we will look to provide Mid Suffolk and Babergh split within future reporting arrangements. The target has not been achieved as a result of a lack of resource (needed to close the completed jobs off the system) and the lack of site completions due to the mobile working solution not being functional for all operational staff throughout the first quarter. With the roll out of Total Mobile this should create a more consistent reflection of completed jobs from site with the operatives taking ownership of completing the jobs off the system they have been tasked with. Some temporary resource has been implemented to focus on the closing off of the historic works orders so this may reflect in an overall change of the current percentages.
	Qtr. 1	Job Priority Percentage Completed in time 1 Day 50% 3 Day 59% 5 Day 70% 20 Day 57% 60 Day 25% By Trade Percentage Completed in time Brick Layer 67% Carpenter 60% Day Rate 77% Electrician 50% Plumber 59% Various 59%		Both		
	Qtr. 2					
	Qtr. 3					
	Qtr. 4					

Homeless Prevention and Financial Inclusion
Corporate Manager Heather Sparrow

Performance measure	Period	Data	Target	Council	Trend	Comments
HP01 No: of households in B&B accommodation more than six weeks AMENDED MEASURE Cabinet Member: Jill Wilshaw Data Owner: Victoria Stuart	2018/19		0			We are aware we have a challenge with how many households are living within B&B accommodation for more than six weeks. The 0 target is a Government target, which all councils look to aspire to. We are confident that with the purchase of The Foyer in Stowmarket, as agreed by Cabinet in March this year, will help us to deliver against this target by increasing the number of temporary accommodation units available across our districts. A wider review in this financial year of our temporary accommodation will look to ensure we have the right type of accommodation in the right place, helping us to achieve the target also.
	Qtr.1	11		MSDC	12	
	Qtr.2				10	
	Qtr.3				8	
	Qtr.4				6	



Performance measure	Period	Data	Target	Council	Trend	Comments
HP03 No. households where homelessness has either been prevented or relived through intervention by the Housing Solutions Officers. AMENDED MEASURE Cabinet Member: Jill Wilshaw Responsible Officer: Victoria Stuart	2017/18 Qtr. 1 Qtr. 2 Qtr.3 Qtr.4 2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	87 69 68 52 24	150 100	MSDC		Target has been reduced by 50 from previous year due to no longer using the P1E recording methodology. The new system, known as H-Clic, is very different therefore we cannot produce a like-for-like report on previous years. To give some idea of what the team (five staff) have dealt with since April 2018 (as well as prevent 24 households from homelessness), they have taken over 200 applications from those either homeless or at risk of becoming so within 56 days. This is more applications than the team took in the whole of the last financial year. There have been 100 cases accepted under the new 'prevention' duty and 30 cases under 'relief' duty.
Performance measure	Period	Data	Target	Council	Trend	Comments
HP04 Movement (-/+) on the housing register (including total divided by bands) NEW MEASURE Cabinet Member: Jill Wilshaw Data Owner:	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	Band A - 29 Band B - 109 Band C - 188 Band D - 42 Band E – 366 Band F – 2 Total - 736	No target - information only	MSDC		This is a new measure so the data submitted is a base line for us to measure against in future quarters i.e we can indicate a plus or minus on movement.
Performance measure	Period	Data	Target	Council	Trend	Comments
HP05 £ of Discretionary Housing Grants obtained NEW MEASURE Cabinet Member: Jill Wilshaw Data Owner: Victoria Stuart	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	£18,088.16	£98,406	MSDC		These grants are administered by Shared Revenues Partnership and they are used to help people in financial difficulty, to top up rent payments, to prevent homelessness and keep people in their current home.

Performance measure	Period	Data	Target	Council	Trend	Comments
HP06 No: of cases in which the Tenancy Support Officers (Financial Inclusion) has likely prevented eviction. NEW MEASURE Cabinet Member: Jill Wilshaw Data Owner:	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	15	75	MSDC	<p>The chart shows a single bar for Qtr.1 with a value of 15. A horizontal line is drawn at the target value of 75. The y-axis ranges from 0 to 80 in increments of 20. The x-axis is labeled with Qtr.1, Qtr.2, Qtr.3, and Qtr.4.</p>	The work being carried out by the Tenancy Support Officers is essential to minimising the risk of evictions taking place. As you can see from the data, in Q1 they have already prevented 15 cases and are expected to reach or potentially exceed the target at the end of the year.

Performance measure	Period	Data	Target	Council	Trend	Comments
HP07 No: of Personal Budgeting Support interventions for Universal Credit NEW MEASURE Cabinet Member: Jill Wilshaw Data Owner:	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	36	No Target Information Only	MSDC	<p>The chart shows a single bar for Qtr.1 with a value of 36. The y-axis ranges from 0 to 40 in increments of 5. The x-axis is labeled with Qtr.1, Qtr.2, Qtr.3, and Qtr.4.</p>	Almost all post codes within Babergh and Mid Suffolk are now part of Universal Credit Full Service. We have three Tenancy Support Officers who all work one day per week at their nominated Job Centre (Ipswich, Stowmarket or Sudbury), where they carry out personal budgeting support to those claiming UC. We have received really positive feedback on the service we are providing from the Department of Work & Pensions.

Housing Financials
Professional Lead Tricia Anderson

Performance measure	Period	Data	Target	Council	Trend	Comments
HF03 No: of houses built for HRA NEW MEASURE Cabinet Member: Data Owner: Corporate Manager: Anne Bennett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	6	Target within the Affordable Housing Strategy for 2018-2021 is 98 This is inline with a new development partner being appointed.	MSDC	<p>The chart shows a single bar for Qtr.1 with a value of 6. The y-axis ranges from 0 to 7 in increments of 1. The x-axis is labeled with Qtr.1, Qtr.2, Qtr.3, and Qtr.4.</p>	6 dwellings scheme in Noyes Avenue, Laxfield (4x1 bed flats /2x 2bedroom houses) 3 schemes currently being progressed – total of 66 Affordable units. Needham Market Middle School – 34 Affordable (total units 44 due in for planning Aug/Sep 2018.) Paddock House, Eye - 17 units all affordable, and Stowmarket Middle School – 15 Affordable units (41 total units). NB: financial viability still underway so mix subject to change, all schemes being progressed to submit for planning asap.

Performance measure	Period	Data	Target	Council	Trend	Comments										
HF04 No: of houses acquired for HRA NEW MEASURE Cabinet Member: Data Owner: Tricia Anderson Corporate Manager: Anne Bennett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	1	Houses acquired are part of the overall target of 98 (see above)	MSDC	<table border="1"> <caption>Performance Measure HF04 Trend Data</caption> <thead> <tr> <th>Quarter</th> <th>Data</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>1</td> </tr> <tr> <td>Qtr.2</td> <td>0</td> </tr> <tr> <td>Qtr.3</td> <td>0</td> </tr> <tr> <td>Qtr.4</td> <td>0</td> </tr> </tbody> </table>	Quarter	Data	Qtr.1	1	Qtr.2	0	Qtr.3	0	Qtr.4	0	Purchase of a property in Combs, Stowmarket. The Housing Market can impact on number of properties purchased i.e. if properties don't become available on the market, we cannot purchase. For an acquisition to show within the data, the house sale must be at the exchange part of the process for it to be counted. The purchase of existing properties to use as Council houses will be considered only where the properties can meet the Council's standards and it can be demonstrated that acquisition would be financially viable.
Quarter	Data															
Qtr.1	1															
Qtr.2	0															
Qtr.3	0															
Qtr.4	0															
Performance measure	Period	Data	Target	Council	Trend	Comments										
HF05 No: of houses sold through Right to Buy NEW MEASURE Cabinet Member: Data Owner: Tricia Anderson	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	3	25	MSDC	<table border="1"> <caption>Performance Measure HF05 Trend Data</caption> <thead> <tr> <th>Quarter</th> <th>Data</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>3</td> </tr> <tr> <td>Qtr.2</td> <td>0</td> </tr> <tr> <td>Qtr.3</td> <td>0</td> </tr> <tr> <td>Qtr.4</td> <td>0</td> </tr> </tbody> </table>	Quarter	Data	Qtr.1	3	Qtr.2	0	Qtr.3	0	Qtr.4	0	Tenants can apply to buy their homes under Right to Buy and can be liable for up to 70% discount if they meet specific government criteria. Therefore, a house sold under RTB will not give us the same funding as it would if sold on the housing market.
Quarter	Data															
Qtr.1	3															
Qtr.2	0															
Qtr.3	0															
Qtr.4	0															