

<b>Housing</b> <b>Assistant Director Gavin Fisk</b> <b>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 &amp; 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.</b>				
	April - June 2018	July - September 2018	October - December 2018	January - March 2019
<b>Main Achievements</b>	<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 &amp; 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>		

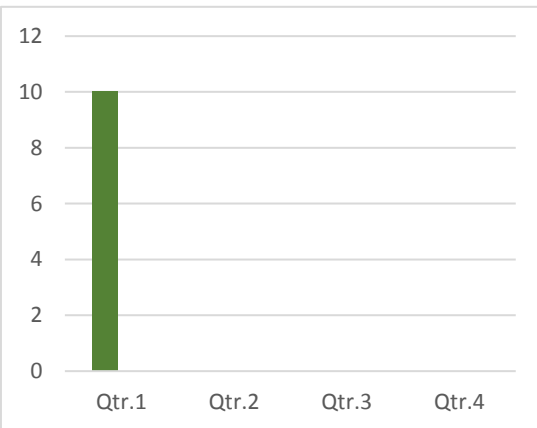
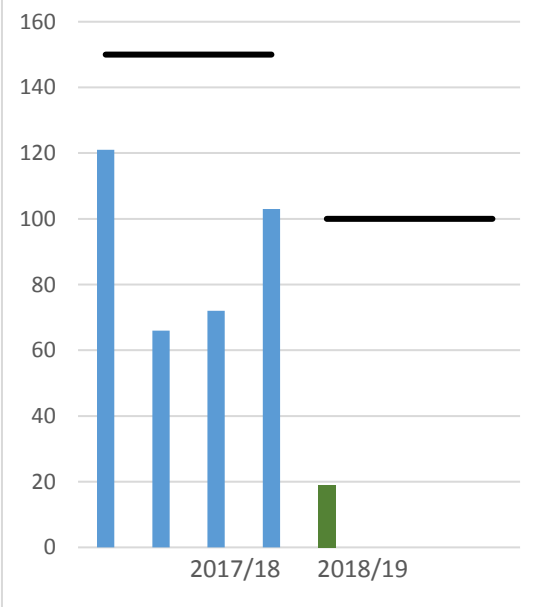
Impact on communities / the way we work	<p>1.Delivering an effective and efficient VOID service means we are making effective use of our assets and maximising our rental income.</p> <p>3. This is a key focus of the new Homelessness Reduction Act and if successful it would enable the team to bring this 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>		
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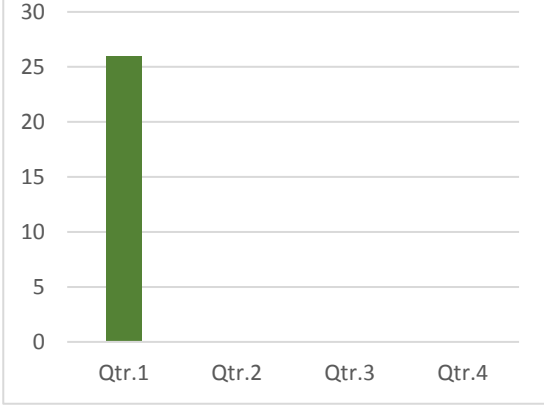
<p>Key for trend graph:</p> <p>● 2015/16</p> <p>● 2016/17</p> <p>● 2017/18</p> <p>● 2018/19</p> <p>—— target</p>	<p>Key:</p> <p>n/a not applicable</p> <p>n/av not available</p> <p>highlighted measure, further detail in main report</p>
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Tenancy Services Corporate Manager Lee Crowdell																					
Performance measure	Period	Data	Target	Council	Trend	Comments															
TS01 % of local authority housing rent (incl. garages) collected  Cabinet Member: Jan Osborne Data Owner: Lee Crowdell/Polly Bearman	2017/18		98%	BDC	<table><thead><tr><th>Period</th><th>Qtr.</th><th>Value (%)</th></tr></thead><tbody><tr><td rowspan="4">2017/18</td><td>1</td><td>98.39%</td></tr><tr><td>2</td><td>98.33%</td></tr><tr><td>3</td><td>98.17%</td></tr><tr><td>4</td><td>98.11%</td></tr><tr><td>2018/19</td><td>1</td><td>98.24%</td></tr></tbody></table>	Period	Qtr.	Value (%)	2017/18	1	98.39%	2	98.33%	3	98.17%	4	98.11%	2018/19	1	98.24%	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.
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Performance measure	Period	Data	Target	Council	Trend	Comments
<b>TS02</b> Value/percentage of arrears caused by Universal Credit <b>NEW MEASURE</b>  Cabinet Member: Jan Osborne Data Owner: Lee Crowdell/Polly Bearman	<b>2018/19</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4		tbc	BDC		The report required to produce this data is still under development - further updates will be provided in future reporting.
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>TS03</b> £Levels of write off against bad debt provision <b>NEW MEASURE</b>  Cabinet Member: Jan Osborne Data Owner: Lee Crowdell/Polly Bearman	<b>2018/19</b> Qtr. 1 Qtr. 2 Qtr. 3 Qtr. 4	£13,587.25	£65,000 Annual	BDC		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.
<b>Property Services</b> <b>Corporate Manager Heather Worton</b>						
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>PS03</b> No: of House in Multiple Occupation licenses issued <b>NEW MEASURE</b>  Cabinet Member: Jan Osborne Data Owner:	<b>2018/19</b> Qtr. 3 Qtr. 4		tbc	BDC		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.

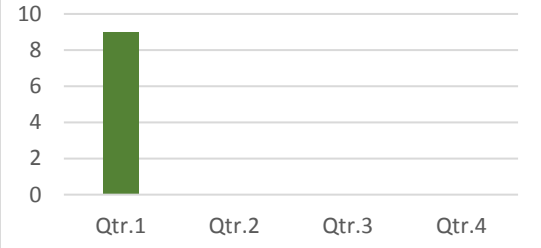
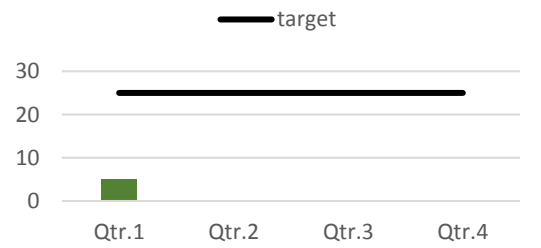
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>PS04</b> £ Committed budget for Disabled Facilities Grants (cumulative) <b>NEW MEASURE</b>  Cabinet Member: Jan Osborne Data Owner: Theresa Grzedzicki/Christine Ambrose	<b>2018/19</b> Qtr. 1  Qtr. 2 Qtr. 3 Qtr. 4	£74597.10 (18% of budget)	tbc	BDC		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
<b>BMBS Housing Maintenance</b> <b>Corporate Manager Justin Wright-Newton</b>						
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>BMBS01</b> % of repairs completed within agreed timescale (by priority/trade) <b>NEW MEASURE</b>  Cabinet Member: Jan Osborne Data Owner: Justin Wright-Newton	<b>2018/19</b> Qtr. 1          Qtr. 2 Qtr. 3 Qtr. 4	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%	93%	Both		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.

Homeless Prevention and Financial Inclusion Corporate Manager Heather Sparrow						
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>HP01</b> No: of households in B&B accommodation more than six weeks <b>AMENDED MEASURE</b>  Cabinet Member: Jan Osborne Data Owner: Victoria Stuart	<b>2018/19</b> Qtr.1 Qtr.2 Qtr.3 Qtr.4	10	0	BDC		We are aware we have a challenge with how many households are living within B&B accommodation for more than six weeks. We are confident that with the purchase of The Foyer in Stowmarket, along with a wider review in this financial year of our temporary accommodation, this will help us to deliver against target by increasing the number of temporary accommodation units available across our districts.
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>HP03</b> No. of households where homelessness has either been prevented or relieved through intervention by the Housing Solutions Officers. <b>AMENDED MEASURE</b>  Cabinet Member: Jan Osborne Responsible Officer: Victoria Stuart	<b>2017/18</b> Qtr. 1 Qtr. 2 Qtr.3 Qtr.4  <b>2018/19</b> Qtr.1 Qtr.2 Qtr.3 Qtr.4	121 66 72 103  19	150     100	BDC		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 19 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
<b>HP04</b> Movement (-/+ ) on the housing register (including total divided by bands) <b>NEW MEASURE</b>  Cabinet Member: Jan Osborne Data Owner:	<b>2018/19</b> Qtr.1       Qtr.2 Qtr.3 Qtr.4	Band A - 52 Band B - 152 Band C - 250 Band D - 35 Band E – 451 Band F – 0 TOTAL - 940	No Target Information Only	BDC		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
<b>HP05</b> £ of Discretionary Housing Grants obtained <b>NEW MEASURE</b> Cabinet Member: Jan Osborne Data Owner:	<b>2018/19</b> Qtr.1 Qtr.2 Qtr.3 Qtr.4	£26,070.64	£106,396	BDC		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
<b>HP06</b> No: of cases in which the Tenancy Support Officers (Financial Inclusion) has likely prevented eviction. <b>NEW MEASURE</b> Cabinet Member: Jan Osborne Data Owner:	<b>2018/19</b> Qtr.1 Qtr.2 Qtr.3 Qtr.4	23	75	BDC	 <p>A bar chart for HP06. The y-axis ranges from 0 to 80 in increments of 20. The x-axis shows four quarters: Qtr.1, Qtr.2, Qtr.3, and Qtr.4. A green bar for Qtr.1 reaches the value 23. A horizontal black line labeled 'target' is positioned at 75.</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 23 cases which is ahead of the target for the year.
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>HP07</b> No: of Personal Budgeting Support interventions for Universal Credit <b>NEW MEASURE</b> Cabinet Member: Jan Osborne Data Owner:	<b>2018/19</b> Qtr.1 Qtr.2 Qtr.3 Qtr.4	26	No Target Information Only	BDC	 <p>A bar chart for HP07. The y-axis ranges from 0 to 30 in increments of 5. The x-axis shows four quarters: Qtr.1, Qtr.2, Qtr.3, and Qtr.4. A green bar for Qtr.1 reaches the value 26.</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
<b>HF03</b> No: of houses built for HRA <b>NEW MEASURE</b>  Cabinet Member: Data Owner: Corporate Manager: Anne Bennett	<b>2018/19</b> Qtr.1 Qtr.2 Qtr.3 Qtr.4	0	Target within the Affordable Housing Strategy for 2018 - 2021 is 210  This is inline with a new development partner being appointed.	BDC		Four schemes currently being progressed with a total of 38 Affordable units - 1-3 Queensland Shotley – 5 Affordable units, 16 Queensland Shotley- 3 Affordable units, 11 and 12 Ipswich Road, Brantham - 9 Affordable units, Angel Court Hadleigh - 21 Affordable units. Angel Court due in to planning Aug/Sept 2018, 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
<b>HF04</b> No: of houses acquired for HRA <b>NEW MEASURE</b>  Cabinet Member: Data Owner: Tricia Anderson Corporate Manager:	<b>2018/19</b> Qtr.1 Qtr.2 Qtr.3 Qtr.4	9	Houses acquired are part of the overall target of 210 (see above)	BDC		1 property in Leavenheath, 1 property in Sudbury and 7 shared ownership properties in Holbrook (20 more to be completed in Holbrook across the 18/19 financial year). Meetings with a developer are also due to take place regarding 8 units at Raydon. Both councils have made a commitment to match fund all RTB receipts and to prevent RTB receipts being returned to central government.
Performance measure	Period	Data	Target	Council	Trend	Comments
<b>HF05</b> No: of houses sold through Right to Buy <b>NEW MEASURE</b>  Cabinet Member: Data Owner: Tricia Anderson/Caroline Pearce	<b>2018/19</b> Qtr.1 Qtr.2 Qtr.3 Qtr.4	5	25	BDC		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.