

<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. Officers submitted a bid to Government to remove the HRA Headroom Cap. The deadline was before the Conservative Party Conference where Theresa May announced the debt cap was being removed.</p> <p>2. Officers have written a draft Homelessness Reduction Strategy and Housing Strategy which are due out for wider consultation in October.</p>	<p>The Ministry of Housing, Communities and Local Government visited the Housing Solutions Service to review the implementation of the Homelessness Reduction Act 2017 in November. They were very complimentary of the service being provided and want to recommend us to other Councils as an example of Best Practice.</p>	<p>Both Babergh and Mid Suffolk Full Councils approved the Homes and Housing Strategy and Homelessness Prevention Strategy in March 2019.</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. The hard work involved in putting together the bid has resulted in Officers being aware and confident in what finances each authority has to use to support the council build programme.</p> <p>2. Having these Strategies in place will mean we are doing all we can to meet the challenges our communities face - with either Homelessness or the challenging Housing Market.</p>		<p>The strategies set out our visions for the future (2019-2024) along with principles on how we will achieve success.</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		Universal Credit is undoubtedly having an effect with total current arrears for Universal Credit claimants as a % of total dwelling arrears currently at 29.37%. However, the team have adapted to the challenges well and are involved in the development of the new Income Management Policy and associated procedures.	
	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	96.99%					
Qtr. 3	96.75%						
Qtr. 4	96.87%						
Performance measure	Period	Data	Target	Council	Trend	Comments	
TS02 Value/percentage of arrears caused by Universal Credit Cabinet Member: Jill Wilshaw Data Owner: Lee Crowdell/Polly Bearman	2018/19		n/a	MSDC			
	Qtr. 2	14.54%					
	Qtr. 3	21.97%					
	Qtr. 4	29.37%					
Performance measure	Period	Data	Target	Council	Trend	Comments	
TS03 Levels of write off against bad debt provision (Cumulative) Cabinet Member: Jill Wilshaw Data Owner: Lee Crowdell/Polly Bearman	2018/19		£65,000 Annual	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. Officers are reviewing the Income Management Policy to review write-offs and research best practice on how we can optimise income collection and reduce bad debt write off.	
	Qtr. 1	£6,955.48					
	Qtr. 2	£31,253.65					
	Qtr. 3	£49,779.02					
	Qtr. 4	£72,308.96					

**Property Services
Corporate Manager Heather Worton**

Performance measure	Period	Data	Target	Council	Trend	Comments
PS02 No. of privately owned properties empty, in excess of two years, brought back into use (non cumulative) Cabinet Member: Jill Wilshaw Data Owner: Theresa Grzedzicki	2017/18					We are still offering empty homes loans to encourage owners to bring properties back in to use, but at this time we are not actively promoting or contacting owners to inform them of this. Information is available on the website, so we are being approached by owners. Staff resourcing issue has led to this current approach.
	Qtr.2	31	n/a	MSDC		
	Qtr. 4	20				
	2018/19					
	Qtr. 2	36				
Qtr. 4	19					
Performance measure	Period	Data	Target	Council	Trend	Comments
PS03 No. of House in Multiple Occupation licenses issued Cabinet Member: Jill Wilshaw Data Owner:	2018/19		n/a	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.
	Qtr. 3	0				
	Qtr. 4	0				
Performance measure	Period	Data	Target	Council	Trend	Comments
PS04 £ committed budget for Disabled Facilities Grants (cumulative) Cabinet Member: Jill Wilshaw Data Owner: Theresa Grzedzicki/Christine Ambrose	2018/19		£407,855	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.
	Qtr. 1	£71,147.90 (17% of budget)				
	Qtr. 2	£140145.87 (34% of budget)				
	Qtr. 3	£196532.53 (48% of budget)				
	Qtr. 4	£263553.91 (65% of budget)				

**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) Cabinet Member: Jill Wilshaw Data Owner: Justin Wright-Newton	2018/19 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%	93% for all subsets	Both	<table border="1"> <caption>Job Priority % completed on time</caption> <thead> <tr> <th>Priority</th> <th>Qtr.1</th> <th>Qtr.3</th> <th>Qtr.4</th> </tr> </thead> <tbody> <tr> <td>1 day</td> <td>50%</td> <td>53%</td> <td>52%</td> </tr> <tr> <td>3 day</td> <td>40%</td> <td>32%</td> <td>31%</td> </tr> <tr> <td>5 day</td> <td>29%</td> <td>25%</td> <td>15%</td> </tr> <tr> <td>20 day</td> <td>42%</td> <td>49%</td> <td>49%</td> </tr> <tr> <td>60 day</td> <td>74%</td> <td>52%</td> <td>51%</td> </tr> </tbody> </table>	Priority	Qtr.1	Qtr.3	Qtr.4	1 day	50%	53%	52%	3 day	40%	32%	31%	5 day	29%	25%	15%	20 day	42%	49%	49%	60 day	74%	52%	51%	Following the work done to complete the paper trail of works orders in Qtr 1 and the implementation of Total Mobile, a number of works order priority anomalies have come to light. An error in system set up means that all Schedule of Rates (SOR) are raised with a 5 day priority unless changed at the point of contact. This immediately throws the figures out. A review of the Right to repair classifications and service standard is underway. This will formulate system changes to the way in which work is prioritised at the point that it is raised. These system changes are still to take place. The Administration team have been working hard to reduce the amount of outstanding jobs and scheduling these in and getting them completed on Total mobile has affected the figures and thrown out the percentage. Qtr 2, Qtr 3 & Qtr 4 figures are consolidated for YTD.
	Priority	Qtr.1				Qtr.3	Qtr.4																							
1 day	50%	53%	52%																											
3 day	40%	32%	31%																											
5 day	29%	25%	15%																											
20 day	42%	49%	49%																											
60 day	74%	52%	51%																											
Qtr. 2	Job Priority Percentage Completed in time 1 Day 65% 3 Day 40% 5 Day 25% 20 Day 55% 60 Day 67% By Trade Percentage Completed in time Brick Layer 41% Carpenter 39% Day Rate 43% Electrician 62% Plumber 41% Various 57%																													

Qtr. 3

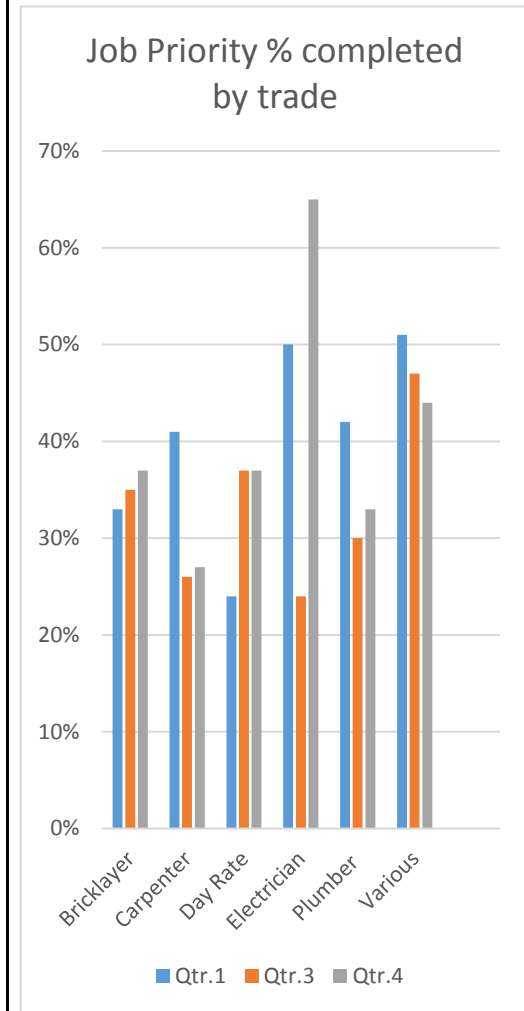
Job Priority Percentage
Completed in time
1 Day 54%
3 Day 32%
5 Day 26%
20 Day 50%
60 Day 53%

By Trade Percentage
Completed in time
Brick Layer 35%
Carpenter 26%
Day Rate 37%
Electrician 24%
Plumber 30%
Various 47%

Qtr. 4

Job Priority Percentage
Completed in time
1 Day 53%
3 Day 32%
5 Day 16%
20 Day 50%
60 Day 52%

By Trade Percentage
Completed in time
Brick Layer 37%
Carpenter 27%
Day Rate 37%
Electrician 65%
Plumber 33%
Various 44%



**Housing Solutions
Corporate Manager Heather Tucker**

Performance measure	Period	Data	Target	Council	Trend	Comments
HP01 No. of households in B&B accommodation more than six weeks (not cumulative) Cabinet Member: Jill Wilshaw Data Owner: Victoria Stuart	2018/19		0			We are continuing to reduce the number of households in Bed and Breakfast longer than six weeks.
	Qtr.1	5		MSDC		
	Qtr.2	6				
	Qtr.3	2				
	Qtr.4	2				

Performance measure	Period	Data	Target	Council	Trend	Comments	
HP03 No. of households where homelessness has either been prevented or relieved through intervention by the Housing Solutions Officers. (cumulative) Cabinet Member: Jill Wilshaw Responsible Officer: Victoria Stuart	2017/18		150	MSDC		Historically, we used to report Prevention and Relief figures quarterly through a system called the P1E. Since April, we are now expected to report outcomes through a new system called H-Clic. This system reports in a different way and as a result our statistical returns look very different. Previously, under the P1E, not only would we include all the work carried out by Officers, but we were able to include successful Discretionary Housing Payment (DHP) applications too. However, under the new system, that is no longer possible. The DHP figures used to account for a significant amount of positive outcomes and therefore, when we first started to look at our performance this year, it looked dramatically less. However, when we have compared like for like figures, we are actually able to see an improvement in performance.	
	Qtr. 1	87					
	Qtr. 2	156					
	Qtr.3	224					
	Qtr.4	276					
	2018/19		100				
	Qtr.1	26					
	Qtr.2	60					
Qtr.3	105						
Qtr.4	155						
Performance measure	Period	Data	Target	Council	Trend	Comments	
HP04 Movement (-/+) on the housing register (including total divided by bands) Cabinet Member: Jill Wilshaw Data Owner: Victoria Stuart	2018/19		No target - information only	MSDC			
	Qtr.1	Band A - 30 Band B - 114 Band C - 186 Band D - 45 Band E – 392 Band F – 2 Total - 796					
	Qtr.2	Band A - 30 Band B - 110 (-) Band C - 193 (+) Band D - 44 (-) Band E - 364 (-) Band F - 2 TOTAL – 743 (-)					

	Qtr.3	Band A - 28 (-) Band B - 123 (+) Band C - 181 (-) Band D - 47 (+) Band E - 355 (-) Band F - 2				
	Qtr.4	TOTAL – 736 (-) Band A - 30 (+) Band B - 120 (-) Band C - 191 (+) Band D - 37 (-) Band E - 344 (-) Band F - 2 TOTAL – 724 (-)				
Performance measure	Period	Data	Target	Council	Trend	Comments
HP05 £ of Discretionary Housing Grants awarded by the Shared Revenues Partnership (cumulative) Cabinet Member: Jill Wilshaw Data Owner: Victoria Stuart	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	£18,088.16 £39,198.04 £69,078.00 £76,218.85	£98,406.00	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. The money is awarded to the SRP from the Department of Work and Pensions.
Performance measure	Period	Data	Target	Council	Trend	Comments
HP06 No. of cases in which the Tenancy Support Officers (Financial Inclusion) has likely prevented eviction (cumulative) Cabinet Member: Jill Wilshaw Data Owner: Victoria Stuart	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	0 0 6 24	75	MSDC		The Tenancy Support Officers deal with a wide variety of cases, of which, not all will be at imminent risk of eviction. This means the number of interventions where homelessness has been prevented will vary.
Performance measure	Period	Data	Target	Council	Trend	Comments
HP07 No. of Personal Budgeting Support interventions for Universal Credit Cabinet Member: Jill Wilshaw Data Owner: Victoria Stuart	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	36 27 11 36	No Target Information Only	MSDC		The Personal Budgeting Support we were providing and being funded for ended in March 2019.

Housing Financials
Professional Lead Tricia Anderson

Performance measure	Period	Data	Target	Council	Trend	Comments
HF03 No. of houses sold through Right to Buy Cabinet Member: Nick Gowrley Data Owner: Tricia Anderson	2018/19		n/a	MSDC		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. Q3 - RTB sales are anticipated to be much lower in 2018/19, Although this means we will have less Capital receipts in 2018/19 it reduces the match funding required to spend these on new properties within 3 years. The budget provision for RTB for 2018/19 is 25 houses
	Qtr.1	3				
	Qtr.2	5				
	Qtr.3	2				
	Qtr.4	2				

Housing Development
Assistant Director Emily Atack
Corporate Manager Anne Bennett

Performance measure	Period	Data	Target	Council	Trend	Comments	
HD01 No. of houses built for HRA Cabinet Member: Nick Gowrley Data Owner: Anne Bennett	2018/19		Target within the Affordable Housing Strategy for 2018-2021 is 98 This is inline with a new development partner being appointed.	MSDC		Although no houses have been built during Q2 -Q4 planning permission for the former Needham Market Middle School site was granted at committee in Feb 2019.	
	Qtr.1	6					
	Qtr.2	0					
	Qtr.3	0					
	Qtr.4	0					

Performance measure	Period	Data	Target	Council	Trend	Comments	
HD02 No. of houses acquired for HRA Cabinet Member: Nick Gowrley Data Owner: Anne Bennett	2018/19		Houses acquired are part of the overall target of 98 (see above)	MSDC		One property was purchased in Qtr 4 in Stowmarket	
	Qtr.1	1					
	Qtr.2	7					
	Qtr.3	8					
	Qtr.4	1					

Performance measure	Period	Data	Target	Council	Trend	Comments										
HD03 Net total of HRA houses (Acquired + Built - Sold) Cabinet Member: Nick Gowrley Data Owner: Anne Bennett	2018/19 Qtr.1 Qtr.2 Qtr.3 Qtr.4	4 2 6 -1		MSDC	<table border="1"> <caption>Quarterly Net Total of HRA Houses (2018/19)</caption> <thead> <tr> <th>Quarter</th> <th>Net Total</th> </tr> </thead> <tbody> <tr> <td>Qtr.1</td> <td>4</td> </tr> <tr> <td>Qtr.2</td> <td>2</td> </tr> <tr> <td>Qtr.3</td> <td>6</td> </tr> <tr> <td>Qtr.4</td> <td>-1</td> </tr> </tbody> </table>	Quarter	Net Total	Qtr.1	4	Qtr.2	2	Qtr.3	6	Qtr.4	-1	This is a summary of the net total.
Quarter	Net Total															
Qtr.1	4															
Qtr.2	2															
Qtr.3	6															
Qtr.4	-1															