

<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>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>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. 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>

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: Jan Osborne 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	11	n/a	BDC		
	Qtr. 4	22				
	2018/19					
	Qtr. 2	33				
Qtr. 4	18					
PS03 No: of House in Multiple Occupation licenses issued Cabinet Member: Jan Osborne Data Owner:	2018/19		n/a	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.
	Qtr. 3	5				
	Qtr. 4	1				
PS04 £ Committed budget for Disabled Facilities Grants (cumulative) Cabinet Member: Jan Osborne Data Owner: Theresa Grzedzicki/Christine Ambrose	2018/19		£444,252	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.
	Qtr. 1	£74597.10 (17% of budget)				
	Qtr. 2	£110551.07 (25% of budget)				
	Qtr. 3	£136994.48 (31% of budget)				
	Qtr. 4	£186285.36 (42% 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: Jan Osborne Data Owner: Justin Wright-Newton	2018/19 Qtr. 1	Job Priority Percentage Completed in time 1 Day 51% 3 Day 41% 5 Day 30% 20 Day 43% 60 Day 75% By Trade Percentage Completed in time Brick Layer 33% Carpenter 41% Day Rate 24% Electrician 50% Plumber 42% Various 51%	93% for all subsets		<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>51%</td> <td>54%</td> <td>53%</td> </tr> <tr> <td>3 day</td> <td>41%</td> <td>32%</td> <td>31%</td> </tr> <tr> <td>5 day</td> <td>30%</td> <td>26%</td> <td>16%</td> </tr> <tr> <td>20 day</td> <td>43%</td> <td>50%</td> <td>50%</td> </tr> <tr> <td>60 day</td> <td>75%</td> <td>53%</td> <td>52%</td> </tr> </tbody> </table>	Priority	Qtr.1	Qtr.3	Qtr.4	1 day	51%	54%	53%	3 day	41%	32%	31%	5 day	30%	26%	16%	20 day	43%	50%	50%	60 day	75%	53%	52%	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	51%	54%	53%																											
3 day	41%	32%	31%																											
5 day	30%	26%	16%																											
20 day	43%	50%	50%																											
60 day	75%	53%	52%																											
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%		Both																											

Qtr. 3

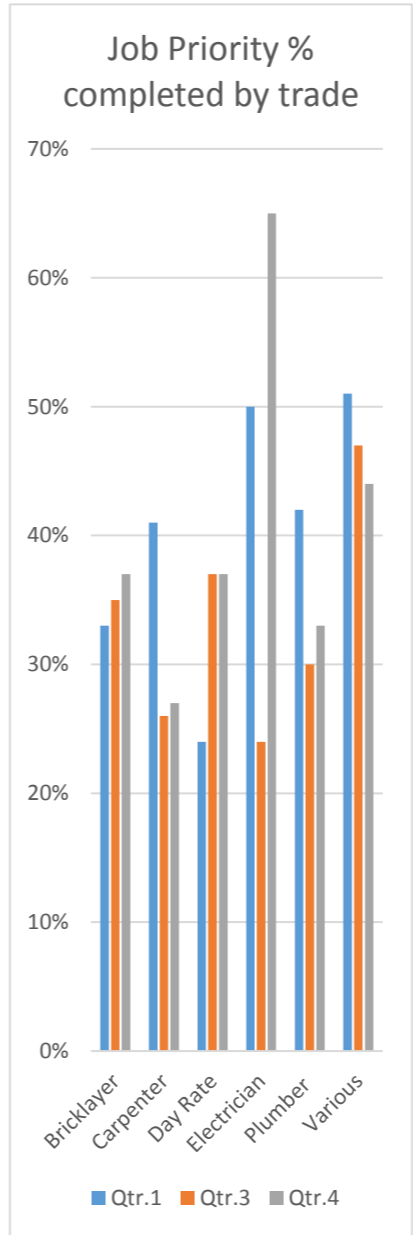
Job Priority
Percentage
Completed in time
1 Day 54%
3 Day 32%
5 Day 26%
20 Day 50%
60 Day 53%

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 - Jan Osborne Data Owner - Victoria Stuart	2018/19		0	BDC		We will continue to work hard to manage the demands for emergency accommodation and will be conducting a review of provision in 2019/20 to ensure we have adequate temporary accommodation available to ensure no one is accommodated in B&B more than six weeks.	
	Qtr.1	4					
	Qtr.2	6					
	Qtr.3	8					
	Qtr.4	15					
Performance measure	Period	Data	Target	Council	Trend	Comments	
HP03 No. of households where homelessness has either been prevented or relieved (cumulative) Cabinet Member: Jan Osborne Responsible Officer: Victoria Stuart	2017/18		150	BDC		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	121					
	Qtr. 2	187					
	Qtr.3	259					
	Qtr.4	362					
	2018/19		100				
	Qtr.1	23					
	Qtr.2	69					
	Qtr.3	104					
Qtr.4	171						

Performance measure	Period	Data	Target	Council	Trend	Comments
HP04 Movement (-/+ on the housing register (including total divided by bands) Cabinet Member: Jan Osborne Data Owner: Victoria Stuart	2018/19					
	Qtr.1	Band A - 49 Band B - 143 Band C - 212 Band D - 40 Band E - 474 Band F - 1 TOTAL- 919	No Target Information Only		n/a	
	Qtr.2	Band A - 57 (+) Band B - 148 (+) Band C - 224 (+) Band D - 36 (-) Band E - 455 (-) Band F - 0 (-) TOTAL - 939 (+)				
	Qtr.3	Band A - 46 (-) Band B - 152 (+) Band C - 224 Band D - 32 (-) Band E - 444 (-) Band F - 0 TOTAL - 898 (-)		BDC		
	Qtr.4	Band A - 47 (+) Band B - 153 (+) Band C - 224 Band D - 39 (+) Band E - 446 (+) Band F - 0 TOTAL - 909 (+)				

Performance measure	Period	Data	Target	Council	Trend	Comments
HP05 £ of Discretionary Housing Grants awarded by Shared Revenue Partnership (cumulative) Cabinet Member: Jan Osborne Data Owner: Victoria Stuart	2018/19		£106,396.00	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. The money is awarded to the SRP from the Department of Work and Pensions.
	Qtr.1	£26,070.64				
	Qtr.2	£65,564.56				
	Qtr.3	£107,972.00				
	Qtr.4	£112,504.89				
Performance measure	Period	Data	Target	Council	Trend	Comments
HP06 No: of cases in which the Tenancy Services Officers (Financial Inclusion) has likely prevented eviction (cumulative) Cabinet Member: Jan Osborne Data Owner: Victoria Stuart	2018/19		75	BDC		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.
	Qtr.1	0				
	Qtr.2	3				
	Qtr.3	11				
	Qtr.4	32				
Performance measure	Period	Data	Target	Council	Trend	Comments
HP07 No: of Personal Budgeting Support interventions for Universal Credit Cabinet Member: Jan Osborne Data Owner: Victoria Stuart	2018/19		No Target Information Only	BDC		The Personal Budgeting Support we are were providing and being funded ended in March 2019.
	Qtr.1	26				
	Qtr.2	22				
	Qtr.3	36				
	Qtr.4	21				

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: Frank Lawrenson Data Owner: Tricia Anderson/Caroline Pearce	2018/19		n/a	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. The budget provision for RTB for 2018/19 is 25 houses.
	Qtr.1	5				
	Qtr.2	2				
	Qtr.3	7				
	Qtr.4	1				

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: Frank Lawrenson Data Owner: Anne Bennett	2018/19		Target within the Affordable Housing Strategy for 2017-2020 is 210	BDC		Although there has not been any building so far this year, there are 4 sites (Angel Court, Brantham, 2 at Shotley) totalling 38 units which secured planning permission in Qtr 4	
	Qtr.1	0					
	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: Frank Lawrenson Data Owner: Anne Bennett	2018/19		Houses acquired are part of the overall target of 210 (see above)	BDC		Addresses for Qtr 4 are as follows: 11 in Holbrook 1 in Sudbury	
	Qtr.1	8					
	Qtr.2	10					
	Qtr.3	7					
	Qtr.4	12					

Performance measure	Period	Data	Target	Council	Trend	Comments
HD03 Net total of HRA houses (Acquired + Built - Sold) Cabinet Member: Frank Lawrenson Data Owner: Anne Bennett	2018/19		n/a	BDC		This is a summary of the net total.
	Qtr.1	3				
	Qtr.2	8				
	Qtr.3	0				
	Qtr.4	11				