MID SUFFOLK DC   Assets & Investments Theme (Housing Delivery)

JSP: Manage our housing assets effectively

We will need to transform our approach to our tenants and housing stock to manage within reducing resources

We are invetsigating and will implement short-term improvements in efficiency and effectiveness of the current housing management arrangements

We will explore longer-term options for making best use of our housing assets

We will seek to reduce our carbon footprint and make our housing sustainable

	April 2016 - March 2017
Main Achievements	1. A number of properties been purchased from the open market using Right To Buy Receipts and the HRA fund. These have replaced some stock sold through Right To Buy over the years. 2. HRA Income collection: Total rent arrears (including dwellings, garages and former) has reduced. The percentage of housing rent collected has improved. Babergh 0.39% above target, Mid Suffolk only 0.08% below target.
Impact on communities / the way we work	1. When allocating bungalows or adapted properties our housing allocations policy gives priority to people with a physical disability or mobility problems. Last year each council housed around 350 people from its housing register of which 80 had physical problems and were able to move to more a suitable property. The councils and registered providers have been able to make best use of existing housing stock and have assisted in improving the quality of life, health and wellbeing of some of our vulnerable households.

Tracking Indicator	Linked to	2016/17				Target	Trend	Council	Comment / How does this compare to the Suffolk-wide/National picture?	Why is this indicator important?
		Q1	Q2	Q3	Q4					
T1. Headroom within Housing Revenue Accounts	I1				£4.1m	increase headroom	N/A	MSDC		We want to have robust Housing Revenue Account Business Plans, that are reviewed annually. This offers Members and Tenants peace of mind that we are compliant with HRA regulation in relation to accounting, rents and treasury management.
T2. Acquisitions - houses/s acquired for the HRA					19 (£3,200,379)	On track	N/A	MSDC		We need to demonstrate that we are using the RTB Receipts wisely and for the benefit of the community on an annual basis and in total to prevent having to return the unspent funds to the Government.
T3. New build - houses built for HRA	I3				17	65 across both Districts by 2018	N/A	MSDC		Affordable Homes Programme Remaining units to be completed 2017-18
T4. Surplus generated by in house trades team	I6, I7				new wef 2017	N/A	N/A	MSDC	Track from April 2017	This measure will monitor inputs, outputs, expenditure and potential income generation to inform future business decisions (JSP tile 'Managing our Housing Assets Effectively').
13. Influencing Indicator	Linked to	**2016/17 (block out when the data is annual or biannual)**				Target	Trend	Council	Comment / How does this compare to the Suffolk-wide/National picture?	12. Why is this indicator important?
		Q1	Q2	Q3	Q4					

I1. Capital generated by sale of non-viable housing stock	T1				£781,000	Increase number	N/A	MSDC		By disposing of our non-viable housing stock, we can reinvest capital into building homes in the right places for the right needs. (linked to A&I tile) ?
I2. No. of people assisted by Financial Inclusion team		19	21	18	21	increase number annually		MSDC	79 cumulative	Increasing financial inclusion benefits our wider communities and impacts positively on our district' economies. We have decreased debt and its affects by helping tenants claim £33k more in benefit entitlement and averted 13 evictions; helped people gain skills and confidence to manage household budgets via 1:2:1 income / outgoings planning; and improved employability skills by signposting tenants to relevant agencies /on-line support.
I3. % of calls passed on to housing team by contact centre					2% (784)		N/A	*Both		Supports 'no wrong door' policy by demonstrating the majority of customers are being dealt with at first point of contact. * System does not allow for individual reporting.
I4. Housing Revenue Account Capital programme expenditure (£,000's)		£488K	£245k	£448k	Data available May/Jun 17			MSDC		Robust stock condition data enables the Councils to plan and to budget for the capital work required to maintain the housing stock in a reasonable and lettable condition. Accurate data provides confidence that HRA funds are spent on the right work and in the right places.
I5. Productivity: average jobs per day completed	T4				new wef 2017		N/A	MSDC	Tracking from April 2017	Target; to improve levels of output and performance and increase income generation. This measure will enable BMBS to investigate and implement improvements in efficiency and effectiveness of housing management arrangements (JSP tile 'Managing our Housing Assets Effectively').
I6. Attendance at toolbox talks (BMBS)	T4				new wef 2017		N/A	MSDC	Tracking from April 2017	'Toolbox' is a staff / operative forum to keep staff informed on a timely basis. Measuring staff involvement and engagement will identify further development needs for the service and will enable BMBS to effectively and efficiently contribute toward transforming our approach to our tenants and housing stock, whilst managing within reducing resources. (JSP tile 'Managing our Housing Assets Effectively').