

STRATEGIC HOUSING SERVICE PERFORMANCE OUT TURN 2008/09

Report By: Director, Regeneration

Wards Affected

County-wide

Purpose

1. To report on the national performance indicators position and other performance management information for the Strategic Housing Service within the Regeneration Directorate and to consider the subsequent plans to improve performance in 2009/10.

Financial Implications

2. No direct implications

Background

3. The Performance Improvement Framework of the Council requires reporting to Scrutiny Committee at 4, 6, 8, 10 and 12 months. This report covers the Performance Indicator out-turns as at 31st March 2009, against target figures for 2008-09, along with information about Forecast, Direction of Travel and Status, which are defined as:
 - Forecast – the anticipated out-turn at year end based on current information and intelligence,
 - Direction of Travel – indicates whether the current position demonstrates improvement against the previous year's out-turn,
 - Status – indicates (using traffic lighting) whether the current position demonstrates progress in line with the agreed target – G = Green, A = Amber, R= Red.
4. In this report data has been presented to offer a clear, 'easy to read' picture of performance. The priority indicators that describe the core business of the department are each presented as a 'report card', telling the story of the trend in performance over the year and how we compare to other local authorities so that a better evaluation can be made by scrutiny members.
5. The PAF system of performance indicators was replaced in 2008/09 by the National Indicator set, of which around 30 relate to the health and social care services. Where there is a close correlation between the old 'PAF' indicators and the new National Indicators, these have been signposted on the report card so that a trend can be

maintained through into next financial year. The directorates will maintain the PAF monitoring through 09/10 to ensure trend analysis pending UK benchmarking data being available in July 09

Strategic Housing

6. Strategic Housing performance is monitored against the new National Indicators (NI's) that were introduced from April 2008 and current Best Value Performance Indicators (BVPI's), and regular reports to the Government of the West Midlands and the Department for Communities and Local Government.
7. The new National Indicators are being monitored alongside some existing Best Value Performance Indicators (BVPI's) for benchmarking purposes and to establish an appropriate baseline from which to compare performance.
8. The details of the Strategic Housing Indicators are shown in Appendix 1

Local Area Agreement

9. The Local Area Agreement targets for 09/10 and 10/11 have been through a refresh in consultation with GOWM. Strategic Housing negotiated a reduction in NI155 – Number of Affordable Homes delivered. Due to the current economic downturn the targets agreed for the number of affordable homes to be delivered in 2009/10 and 2010/11 are 220 and 275 respectively. (A reduction on the original targets agreed at 300 and 350).
10. The target for NI156 – Number of Households in Temporary Accommodation has not been renegotiated and is set to reduce the number and households in temp to 82 by 2009/10; this is also a target that was set by the Department of Communities and Local Government to reduce the use of Temporary Accommodation by 2010.
11. A baseline has also been established for NI 187 – Tackling Fuel Poverty - % of People receiving income based benefits living in homeless with a low energy efficiency rating and will be monitored on an annual basis.

Strategic Housing Update

12. **NI 155 (LAA)** – Target exceeded due to working in partnership with key housing providers across the county and regular monitoring of the delivery plan over the 12 month period, with 208 affordable homes being delivered. Strategic Housing is also working closely with the Homes and Communities Agency to secure funding support. The situation will continue to be closely monitored due to current financial market with Registered Social Landlords and Developers reluctant to commit to schemes which has resulted in some developments being delayed to future years. The target remains a challenge, it should be noted that the current financial market is likely to impact on targets for future years until there is a national recovery in house building.
13. Targets for 09/10 and 10/11 have been reduced downwards in consultation with the Government of the West Midlands to 220 and 275 respectively. Current strategies include working in partnership with the Homes and Communities Agency to fund additional delivery of affordable housing over and above section 106 thresholds and to deliver 100% affordable housing on some smaller sites that were due to provide

majority private market housing before the onset of the economic downturn. Approximately 126 additional units are being negotiated at present through these routes and a number of successes have been achieved.

14. **NI 156 (LAA)** - The Council has been swift to respond to the changes in the market, and is remodelling supply to meet demand. At the end of the year the target has been reached to reduce the numbers of households in temporary accommodation - this will continue to be a challenge for the forthcoming year as the Department for Communities and Local Government Target is to reduce the number of households further with the target being set at 82 for 2009/10. Work is continuing to increase temporary self-contained accommodation options via the private sector to minimise the use of bed & breakfast.
15. **NI 187 (LAA)** - The baseline and target setting for 2009/10 has now been agreed following the reporting of West Midlands energy consultant, HESTIA. They prepared an energy efficiency survey form which was sent out on behalf of Herefordshire Council in January 2009 and the survey results were fed into the SAP software provided by DEFRA and have provided the baseline and outturn for this indicator. The team will be working on a number of initiatives over the forthcoming year to ensure that the target can be achieved for 2009/10. The outturn for 2008/09 has been reported via the Department of Communities and Local Government data hub.
16. **BV64** - Delays in receiving information of potential properties that have been brought back into use delayed the reporting on this target during the year. Data has been received and validated, and the target has been exceeded due to regular monitoring of the delivery plan over the 12 month period and working in partnership with key housing providers across the county.
17. **BVPI 202** – A Rough Sleepers Count was undertaken in September 2008, 7 individuals were found on this night sleeping rough in Herefordshire. 5 of the 7 were foreign nationals. The homeless and housing advice service is currently consulting with representatives from the homelessness directorate of the DCLG on approaches which can prevent / resolve incidences of rough sleeping amongst migrant workers and in particular those with no recourse to public funds. The Head of Strategic Housing is to establish a Rough Sleepers Strategy Group to focus on reducing numbers.
18. **BVPI 213** - Case closure has been increased following a review of individual officers' case loads and the way cases are allocated. The team have met target for this indicator, this is due to the proactive work that continues to be carried out by the Homelessness & Housing Advice Team to prevent households from becoming homeless. In addition housing support providers provide prevention advice and assistance for potentially homeless households that are known to them.
19. **HCS 14** – The number of homelessness applications is up, due to the current economic climate, there continues to be an increased demand for services from the homelessness and housing advice team. Although the increase has meant that the target has not been achieved it should be noted that the number of households accepted as homeless has reduced slightly from the outturn of last year to 202 in 2008/09.
20. **DCLG 2010 - To reduce the use of Temporary Accommodation by 2010**

As reported previously the Council responded to the changes in the market, and is remodelling supply to meet demand. At the end of this year the target has been reached to reduce the numbers of households in temporary accommodation - this will continue to be a challenge for the forthcoming year as the Department for Communities and Local Government Target is to reduce the number of households further with the target being set at 82 for 2009/10.

RECOMMENDATION

THAT:

- (a) the report on Strategic Housing performance be noted;**
- and;**
- (b) areas of concern continue to be monitored.**

BACKGROUND PAPERS

- Appendix 1