

Housing Services Update
Planning, Housing and Economic Development PDS
January 2016

General Update

Hanover Extracare, Ensleigh

Hanover Housing Association has been allocated £2.54m of HCA funding to support the delivery of a 72 unit Extracare scheme at MOD Ensleigh North. With a total cost of over £15m, this project is also being supported by the use Hanover recycled grant, reserves and borrowing as well as £600k affordable housing capital funding from the Council.

This project is a groundbreaking approach to mixed tenure extracare delivery. It is the pilot of Hanover's new Extracare-lite product, which maximises service delivery but minimises the historic level of communal space in order to reduce both capital development and ongoing service charge costs. All units will be care-enabled, the scheme designed to HAPPI principals and with a dementia-friendly approach to all aspects of design.

In order to meet high local need for homeownership options for older persons housing, as identified by the LIN population-based formula for extracare supply, the scheme will be split 60% (43 units) for Older Person's Shared Ownership and 40% (29 units) social rent. The home ownership model is based on allowing existing home owners to buy an 80% share of an extracare unit, with the purpose of freeing up funding through the sale of their existing home to pay for future care requirements.

It is anticipated that development of the extracare scheme will commence in November 2016 and complete by February 2018.

Rough Sleeper Count

The annual estimate of rough sleeper numbers was carried out in November in partnership with DHI Reach and Julian House. Twenty two people were identified as rough sleeping, which is a reduction from twenty seven in 2014 and thirty three in 2013.

Of the twenty two people identified, nineteen are known to the Outreach Service and have been offered support and services. Ten of the rough sleepers are from outside the area with no local connection to Bath and north East Somerset; of these four have no recourse to public funds. Housing Services have met with other agencies to identify individually tailored services and assistance for all of the identified rough sleepers.

The Council commissions intensive support for rough sleepers through the Assertive Outreach service, jointly operated by Julian House & DHI Reach. The Government funding stream for this service was due to end in March 2016. However, the Supporting People & Commissioning Team has confirmed that new funding has been identified for 2016/17. This is good news and which means that this important service will be able to continue to address the needs of rough sleepers.

Meeting Specific Housing Needs

Working collaboratively with Curo, Sirona and the CCG, Housing Services have funded the major remodeling and extension of a property in Keynsham to allow a family to live together where the mother was severely disabled. Meeting her accessibility needs, the need for 24/7 carers as well as the housing needs of the rest of the family has been a significant challenge. The resulting property is testament to clever design, excellent partnership working and a landlord willing to help meet the needs of the community.

The family moved into their new home in December having lived apart for almost two years because their current accommodation could not be adapted to allow mother to live at home.

Key Projects Update

Carrswood Gypsy and Travellers Site

- All 8 permanent pitches are now occupied with Council nominated residents. Of these, 7 had a local connection to B&NES.
- The 5 transit pitches are now operational. At the time of writing 4 of these pitches were occupied and the remaining one allocated.
- Elim Housing Association, who are developing and managing the scheme, are now in the process of finalising some minor outstanding works including landscaping and lighting. Once completed the Council will be able to release the final grant payment.

Energy at Home

- Energy at Home is a Council led partnership initiative with the particular involvement of Housing Services and Corporate Sustainability that provides a full advice, grants and installation service. The new Energy at Home website provides advice and information backed up by the telephone advice line. The Delivery Provider carries out Home Energy Assessments and energy efficiency improvement works including heating and insulation.
- The current Energy at Home grant scheme provides up to £6,000 towards energy efficiency measures installed by the retrofit delivery provider and funded through a successful bid to DECC. The grant means that subject to a survey B&NES residents may be able to install solid wall and other insulation measures with no upfront installation costs. Additional grants including top up grants are available for low income and vulnerable households. Details of the scheme are available from Energy at Home on 0800 038 5680 or www.energyathome.org.uk.

Affordable Housing Programme

- The following affordable homes are forecast to complete by end of Q3
 - Knobsbury Lane, Writhlington = 7 units
 - Bath Riverside = 1 units
 - High Street, High Littleton = 9 units
 - Somerdale, Keynsham = 2 units
 - Norton Radstock Regeneration = 5 units
 - The Meadows, Keynsham = 3 units
- A 37 further rented and shared ownership homes are due for completion by the end of Q4.
- Forecast completions for 2015/16 currently stands at 152
- Regeneration proposals for the Foxhill estate are becoming a key area of work for the Enabling Team and the wider Community Regeneration Service. This is the more complex element of the Foxhill Housing Zone that also encompasses the Mulberry Park development on the former MOD Foxhill. Most recently, a series of workshops facilitated by Atlas (the HCA's advisory team for large sites) have seen senior managers from Curo and the Council working with Cabinet and Ward members to begin to develop a Charter to underpin regeneration proposals. The outcome of the workshops will be presented to SMT, PHED PDS and Cabinet in the spring, prior to a series of master planning workshops with the Community, key stakeholders and the Council in March.

The first phase of Mulberry Park has been granted Reserved Matters approval and infrastructure work will be commencing in January.

A Housing Zone capacity funding bid has been made to DCLG to provide a full time Project Officer to manage the Council's involvement in the regeneration of Foxhill and the development of Mulberry Park.

Q2 Performance

What we have done well...

100% of homelessness decisions were made within 33 days.

100% of Equalities Impact Assessments are in place.

98% of customers are satisfied with our services and we have exceeded the 90% customer satisfaction target. Putting the customer first and having high standards for the quality and timeliness of services is very important to us.

40% of advice and prevention approaches were successful in preventing or relieving homelessness compared to the target of 33%.

86 new affordable homes were delivered in the first six months of this year. We are working with delivery partners to keep on track with delivering new homes for residents.

How we will improve...

45 weeks average time to complete adaptations for disabled facilities compared with a target of 35 weeks. This is a joint service provided by the Council's Occupational Therapy (OT) service and Housing Services. Unfortunately resourcing issues have resulted in significant delays by the OTs in completing client assessments and we have also been dealing with a large number of cases that are potentially exceeding the £30k financial cap. These are complex and take significantly more time to process.

26 households in temporary accommodation at the end of September 2015. The number of households approaching the service threatened with homelessness increased by nearly 20% in the second quarter, which combined with some key staff vacancies, has led to a higher number being placed in TA. We hope to fill these vacancies by the end of Q3.

71% of complaints dealt with within corporate timescales, compared with a target of 87%. Two complaints breached the 3-week timescale in the second quarter. Both complaints were complex and took time to resolve and in both cases the complainant was kept fully informed.

22 empty properties were brought back into use, compared with a target of 25. The changes in Council tax means there is no longer an incentive for empty home owners to notify the Council. This means that it is harder to identify empty properties. Housing Services will be using National Empty Homes Week to run a campaign that encourages residents to report likely empty homes and help boost the number that are identified.

<u>1. Customer</u>	<u>1st Qtr 15/16</u>	<u>2nd Qtr 15/16</u>	<u>Target</u>
Customer Complaints (responded within corporate timescales)	100 %	71.4 %	87%
Customer Satisfaction	97.9 %	97.8 %	90 %
Staff Sickness	2.8 %	3%	5%
Telephone response (responded within corporate timescales)	88.4 %	85.7 %	90 %
Equalities Impact Assessment	100 %	100%	100%
Invoices paid 30 days	97.6 %	92.9 %	93%
<u>1.1 Customer Service Standards</u>			
Customer Satisfaction	97.9 %	97.8 %	90%
Customer satisfaction with improvements made to their home	100%	98.5 %	90%
Customers treated fairly	97.9 %	97.8 %	100%
Homelessness decisions	100 %	100 %	90%
Performance information published	Completed	Completed	Completed
<u>2. Finding and Keeping Housing</u>			
Homelessness cases prevented	38.1 %	40%	33%
Homelessness decisions	100%	100%	90%
Temporary Accommodation	18	26	24

	<u>1St Qtr 15/16</u>	<u>2nd Qtr 15/16</u>	<u>Target</u>
<u>3. Improved Homes</u>			
Total time to complete adaptations - Average time from initial enquiry to completion in weeks	36 ●	45 ● ↓	35
Additional HMO Licences issued	98.4% ●	98.5% ● ↑	80%
Customer satisfaction with improvements made to their home	100% ●	98.5% ● ↓	90%
Initial HMO Licence inspections	100% ●	100% ● →	100%
<u>4. More Homes</u>			
Empty properties brought back in to use	8 ●	22 ● ↑	25
Deliver 480 new affordable homes over a 3 year period 2015-2018 comprising both intermediate housing & social homes for rent (cumulative)	2.3% ●	17.9% ● ↑	16%
Percentage of permanent Gypsy and Traveller pitches occupied	100% ●	100% ● →	70%