

## **BATH AND NORTH EAST SOMERSET**

### **PLANNING, HOUSING AND ECONOMIC DEVELOPMENT POLICY DEVELOPMENT AND SCRUTINY PANEL**

Tuesday, 13th March, 2018

**Present:-** Councillors Will Sandry (Chairman), Barry Macrae (Vice-Chair), Rob Appleyard, Colin Blackburn, Lisa O'Brien, David Veale and Liz Richardson

**Also in attendance:** Graham Sabourn (Head of Housing), John Wilkinson (Divisional Director - Community Regeneration), Lisa Bartlett (Divisional Director, Development), Louise Davidson (Team Manager (Enabling & Development)) and Chris Mordaunt (Team Manager - Standards & Improvement)

#### **47 WELCOME AND INTRODUCTIONS**

The Chairman welcomed everyone to the meeting.

#### **48 EMERGENCY EVACUATION PROCEDURE**

The Chairman drew attention to the emergency evacuation procedure.

#### **49 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS**

There were none.

#### **50 DECLARATIONS OF INTEREST**

There were none.

#### **51 TO ANNOUNCE ANY URGENT BUSINESS AGREED BY THE CHAIRMAN**

The Chairman informed the Panel that Councillor Paul Myers would speak as expected under item 8 (Cabinet Member Update) and that Councillor Bob Goodman would address them later on his return from another meeting. He also advised them that prior to the reports listed on the agenda that the Head of Housing would give them a presentation to set the scene and to give context to the other reports.

#### **52 ITEMS FROM THE PUBLIC OR COUNCILLORS - TO RECEIVE DEPUTATIONS, STATEMENTS, PETITIONS OR QUESTIONS RELATING TO THE BUSINESS OF THIS MEETING**

There were none.

## 53 MINUTES - 16TH JANUARY 2018

Councillor Liz Richardson asked that her question in relation to Broadband Connect Vouchers under the Cabinet Member Update be recorded in the minutes.

The Democratic Services Officer confirmed that he had a note of the question and would add the following wording to the minutes.

522 vouchers have been issued as part of the Government trial to improve broadband speeds in homes in Bath & North East Somerset.

*Councillor Liz Richardson asked where the majority of the vouchers had been issued.*

*The Divisional Director for Community Regeneration replied that it was the Chew Valley area that had received the vast majority of the vouchers.*

The Panel confirmed the minutes of the previous meeting with this amendment as a true record and they were duly signed by the Chairman.

## 54 CABINET MEMBER UPDATE

Councillor Paul Myers, Cabinet Member for Economic and Community Regeneration addressed the Panel, a summary of his update is set out below.

### Housing

Curo have recently made the decision to stop plans for the redevelopment of the Foxhill site and focus investment in refurbishment of current properties. The Council has and maintains a balanced view on this project and will look to facilitate better communications between local residents and Curo.

Councillor Rob Appleyard asked if a timescale for the Judicial Review relating to Foxhill was known.

The Divisional Director for Development replied that this was a decision that the Courts would make and she was not aware of any dates yet.

Proposal for a new City wide additional HMO licensing scheme to be introduced from January 2019. The 10 week consultation will be starting in March 2018 on the proposed scheme including: type of HMOs to be included; area to be designated; alternatives considered.

The Government is consulting on a new framework for rents on supported and sheltered homes, which may see fundamental changes in how housing costs for short term supported housing is paid for and the establishment of a 'Sheltered Housing rent'. It is expected that we will be required to develop Supported Housing Strategies which will be used to allocate resultant government funding for supported housing.

## Bath Enterprise Zone

- Bath Quays North - The determination process for the Outline Planning Application for comprehensive redevelopment of the Avon St coach and carpark progresses, with initial response clarifications received from the LPA. The project team and supporting consultants are working to provide responses with a target date of Q1 2018.
- Bath Quays South - Strong market response received during soft marketing phases for Council delivered commercial office. Commercial Estate Investment SMD paper approved.

Design team re-engaged to review potential changes to design to allow for a multi tenanted, rather than single tenanted building. Building completion anticipated late 2019.

Funding - £12.5m of Housing Infrastructure Fund (HIF) funding secured following successful bid to Homes England. Bid supports longer-term housing and economic growth objectives by enabling relocation of the City's waste transfer station and strategic land to come forwards for residential development.

## Heritage Services

- Fashion Museum loans: Two loans are going to two separate exhibitions at the Metropolitan Museum of Art in New York this month: a wax mannequin bust will be displayed in Like Life at The Met Breuer; and a miniature 18th century court dress (fashion doll's dress) will be a star exhibit in Visitors to Versailles at The Met Fifth Avenue. These loans highlight the international importance of our Fashion Museum collections.
- Extreme weather conditions: The effect of the adverse weather conditions in the week Monday 26 February to Sunday 4 March, which included two days of enforced closure, was a loss of just under 6,000 visitors to the Roman Baths, resulting in a drop in primary and secondary income of c.£92,000. This is a reminder of how fluctuations in visitor numbers can affect income and therefore profit.
- Victoria Art Gallery: Grant award of £31,500 DCMS/Wolfson Museums & Galleries Improvement Fund for new display drawers to make works on paper collections more accessible.

## Regeneration

- Housing Growth: An announcement around the Housing Deal and Housing Infrastructure Fund is expected by MHCLG (Ministry of Housing, Communities and Local Govt) in the Spring statement. If positive there could be significant enabling and infrastructure funding towards the two Strategic Development Locations at North Keynsham and Whitchurch;

- Somer Valley Enterprise Zone: Commercial Delivery Framework (CDF) consultants procured , A362 improvement options underway, key stakeholder group to meet 12th March, Somer Valley Forum to meet 20th March), £50k RIF funding approved towards CDF;
- Public Realm Programme: Keynsham High Street public consultation closed – nearly 1,500 residents engaged, results to Informal Cabinet at the end of March, Midsomer Norton signage and Town Park concepts in development; Saw Close due for completion May 2018, Kingsmead Square pedestrianisation feasibility underway.

### Housing Overview Presentation

The Head of Housing gave a presentation to the Panel, a copy of which can be found on their Minute Book or as an online appendix to these minutes. A summary is set out below.

Demand: This is broadly similar to 2016/17, except more complex homelessness cases, especially around affordability, difficult to place households etc. The Council receives around 2500 cases p.a. / 10 per day.

Housing affordability remains stretched. The average house increased by around 3% last year to £418k (£298k England); £274k for 2 bed flat (£186k England); Overall affordability ratio is 11.8 – down from 10 2years ago

The Private Rented Sector continues to expand significantly and has more than tripled since 2004 (10%/7,000 households in 2004, now 27%/22,000).

The performance of the service over this year has been good with only two indicators showing as red and one at amber.

- Red: Customer complaints responded on time – This is a small number. Invoices paid within 30 days – Again, a small number, recognise that we need to do better
- Amber: Numbers in Temporary Accommodation; nationally our performance is excellent (28 (Target is 27) to a comparative rate of 250 for an Local Authority of our size)

Housing Associations are currently refusing to accept 8 of the households in temporary accommodation and work continues to assist these groups.

Councillor Rob Appleyard asked how long do people stay in temporary accommodation.

The Head of Housing replied that the average period was 12 weeks.

The Chairman asked if he was aware of any students ever having approached Housing Services either during or after their studies.

The Head of Housing replied that he was not aware of this as an issue.

Councillor Barry Macrae asked if the three month timescale to issue HMO Licences could be shortened.

The Head of Housing replied that he welcomed the challenge, but added that the target set must be both realistic for the Council and the public.

### Achievements

- DFG Audit: Risk Assurance of 5, the highest
- National Energy Action Funding (£250k): Energy efficient improvement of 53 low income and vulnerable residents with a medical condition. Partnership with CCG, Centre for Sustainable Energy & NEA. The improvements included various types of heating, loft insulation, solid wall and cavity wall insulation. Only one in the region.
- Women & Equalities Parliamentary Select Committee were researching the experiences of Gypsies, Travellers & Boat Dwellers. They were impressed with the work we are doing, and in particular the site at Carrswood View. Rt Hon Maria Miller, Chair of the Committee, wrote expressing her gratitude.
- NPSS (National award scheme for housing options & homelessness services) Silver Standard; highest award in the region & indeed national only 12 LA have received higher recognition;
- Ministry of Housing, Communities & Local Government Visit: MHCLG praised our “strong partnership approach to homelessness” and “advanced” preparations for new homelessness duties;
- Affordable Housing Innovation: 20 units of housing for young people through the Platform for Life project; partnership with YMCA; high capital support meaning low rental; fits under single room rate LHA (£314 pm)

### The Year Ahead

- Housing Regulation: Expanding the types of HMO that fit within mandatory HMO licensing scheme (currently 5 or more people; 3 or more storeys; 2 or more households) – removing the storey requirement. Introduce banning orders for certain offences. HMO space standards
- Additional HMO licensing: Will be discussed in detail in a later report
- Homelessness Reduction Act: Requires the Council to provide more proactive assistance to people who are homeless or at risk of losing their accommodation. There will be a greater emphasis on preventing homelessness by intervening earlier and resolving problems before accommodation is lost. Each applicant will need to receive an individual “Personalised Housing Plan”. Importantly the Council will be required to

provide help & assistance regardless of whether the applicant has a local connection or not.

Councillor Barry Macrae asked if any funding had been given with regard to Homelessness Reduction.

The Head of Housing replied £50,000 of new burdens funding has been made available for this work. He added though that as with all Council departments for the coming year Housing Services had savings to achieve within the budget.

- Affordable Housing – 887 Affordable Homes with planning consent. 72 unit Extracare scheme at Ensleigh North has started on site, with completion due in Spring 2019. Marketing for the shared ownership units will commence in Spring 2018.
- Empty Properties – 153 properties have been empty for 2yrs or more; 64 brought back into use last year resorting in £1m of New Homes Bonus
- New Supported Housing Rent Regime - Used to be HB eligible, then proposal that it was capped at LHA rate, we are now expecting that the additional rent for “supported housing” will be devolved to Councils; will need to develop Supported Housing Strategies

Councillor Bob Goodman, Cabinet Member for Development and Neighbourhoods addressed the Panel, a summary of his update is set out below.

Landowner AJP Growers, Folly Lane, Stowey were taken to court and prosecuted in 2016 for a building that had been put up without planning permission on greenbelt land in 2008. Demolition of the building took place in February 2018.

The final Draft of the Joint Strategic Plan (JSP) is due for the end of March.

Stadium for Bath – Members of the public are invited to share their views on this project as well as their ideas and aspirations for riverside regeneration in Bath. Further information can be found at <http://stadiumforbath.com/huge-opportunity-riverside-regeneration/>

University of Bath Masterplan – The process of creating a new Masterplan for the University of Bath’s Claverton Campus has begun. Any feedback is asked to be submitted Thursday 29 March 2018. Further information can be found at <http://www.bath.ac.uk/campaigns/consultation-on-the-masterplan-for-the-university-of-baths-claverton-campus/>

National Planning Policy Framework (NPPF) – The Ministry for Housing, Communities and Local Government (MHCLG) published its draft revisions to the NPPF for consultation, on 5 March 2018. The consultation closes at 11:45pm on 10 May 2018. Further information can be found at <https://www.gov.uk/government/consultations/draft-revised-national-planning-policy-framework>

Councillor Eleanor Jackson was present and said that she welcomed the action taken with regard to AJP Growers but asked if the Cabinet had considered holding a contingency fund as this work had consumed the department's enforcement budget and she was aware of 10 homes in the Westfield area that are being obscured by a large Conifer tree.

Councillor Goodman replied that he was aware of the tree in question and would seek the Cabinet's view on whether any action should be taken.

The Chairman asked if there would be further funding for other areas of the Council with regard to the free Gull egg and nest removal treatments that have previously taken place in the wards of Abbey, Kingsmead, Newbridge, Twerton, Widcombe and Westmoreland.

Councillor Goodman replied that there would be further funding available.

The Chairman thanked the Cabinet Members and the Head of Housing for their contributions to this part of the meeting.

## **55 EMPTY RESIDENTIAL PROPERTY POLICY 2018**

The Team Manager for Enabling & Development introduced this report to the Panel. She explained that the current empty homes policy was adopted in July 2013 and that it focussed on properties that had been empty for 2 years or more. She said that since the empty property policy was adopted 317 properties have been brought back into use (target 35 properties p/a).

She stated that the emerging policy has been developed to reduce duplication of effort by different service areas of the Council in their work on empty properties and to take advantage of changes to the statutory tools available to the Council to deal with nuisance empty properties. She said that the significant changes include the proactive involvement of the Empty Property Officer on homes empty from 6 months, more effective sharing of data, a stronger approach to fraud identification and a new approach to prioritising properties for targeted action.

She briefly spoke of the use of Community Protection Notices and formal Warning Letters to force engagement with the owners of nuisance empty properties. She explained that this option for enforcement action was introduced in the Anti-Social Behaviour Crime and Policing Act 2014 to help address nuisance that is having a significantly detrimental effect on the community.

She said that the new processes for close cross-service working, primarily with Council Tax will prevent the duplication of work and maximize income generation. She added that by aligning the work of the Empty Property Officer with the work of Council Tax Enforcement Officers we can maximize the New Homes Bonus return, identify and investigate Council Tax fraud (wrongful claim of Single Persons Discount and non-payment of the Empty Property Premium) and ensure correct and consistent data on empty properties is being recorded and reported.

She informed the Panel that the new Empty Residential Property Policy would be subject to a Single Member Decision after 14th March 2018.

Councillor Lisa O'Brien asked if any type of properties were exempt from paying the Empty Property Premium.

The Team Manager for Enabling & Development replied that empty properties of residents that have entered nursing care and those owned by the Church were exempt, as well as other exemptions as detailed on the Council's web site: <http://www.bathnes.gov.uk/services/council-tax-benefits-and-grants/council-tax/discounts-and-exemptions/council-tax-exemptions>

Councillor Lisa O'Brien asked why there was a waiting time of two years before the increase in Council Tax to 150%.

The Team Manager for Enabling & Development replied that this was due to Government legislation.

Councillor Lisa O'Brien commented that she would like to see similar work that would tackle empty non-residential properties such as the old King Edward's School site in Broad Street.

Councillor Colin Blackburn asked what % of the 153 Empty Property Officer's 'Active cases' list of properties empty for more than 2 years were owned by B&NES and were flats above shops.

The Team Manager for Enabling & Development replied that she would have to research that answer and respond to the Panel in due course.

Councillor Liz Richardson commented that she felt that the second paragraph of the introduction to the Policy was too Bath specific. She said that it was important to engage with elderly people and their families as it can be a difficult scenario to discuss.

The Team Manager for Enabling & Development acknowledged this point and said that they see their role as helping to provide solutions and therefore not working in isolation of other services.

Councillor Liz Richardson agreed with the comments made by Councillor O'Brien and said that she thought this work could act as a template for expanding into other areas of the Council, including commercial properties.

Councillor Paul Myers replied that a similar thought had occurred to him, but that a balance would need to be found to evaluate the time that officers may spend on a case versus its possible successful outcome. He said that he would consider the matter further and report back to the Panel at a future date.

The Panel **RESOLVED** to note and support the changes to the Council's Empty Residential Property Policy.

## 56 AFFORDABLE HOUSING DELIVERY IN THE BATH ENTERPRISE ZONE

The Divisional Director for Community Regeneration introduced this report alongside the Team Manager for Enabling & Development. He explained that the Council is aiming to maximise Government funding opportunities to help unlock and accelerate delivery of new homes in the City and that this must be balanced against the delivery of around 11,000 new jobs within the Enterprise Zone.

He highlighted three indicators to show the importance of delivering the Enterprise Zone as planned.

- Industrial sites within B&NES currently have a less than 1% vacancy rate.
- Figure of net jobs created in Bath is low. The Core Strategy highlighted a need for 400 net new jobs per year between 2011-2016 in Bath. The latest figures suggest a net gain of 30 per year during that period. This shows the importance of the Enterprise Zone in creating new jobs. Local Government funding has reduced significantly.
- The Enterprise Zone designation allows for the Council to retain 100% of Business Rates and this could equate to around £2m per year from the Bath Quays sites alone.

Councillor Rob Appleyard sought clarification on comments that could be made by members of the Panel who may also have a role on future Development Management Committee meetings involving the Enterprise Zone.

The Divisional Director for Development replied that Councillors must maintain an open mind regarding applications and not comment in such a way that would indicate any pre-determination.

The Team Manager for Enabling & Development commented that delivering a wide range of affordable housing options is vital to securing the success of the Enterprise Zone. She added that this means that as well as delivering homes to meet a traditional affordable housing need, the Council needs to look at ways of delivering affordable housing products targeted at individuals, couples and families working or looking to work in the City. She said that this supply will also support current major employers, such as the RUH and even the Council, for whom local house prices can be a major impediment to the recruitment and retention of staff.

She stated that there is a need to have an innovative approach to affordable housing and highlighted one such development of 5 'micro homes' at the site of the former Banglo Pub on Lower Bristol Road at a 25% discount from the Open Market Value (OMV).

She explained that the levels of historic direct subsidy for affordable housing delivery are no longer sustainable, so the Council is working to secure capital finance through a number of possible grant/funding mechanisms;

- Bath Quays: £7.5m Homes England Accelerated Delivery Fund
- Bath Riverside: £12.6m Homes England Housing Infrastructure Fund: Marginal Viability

- Bath Riverside: £7.5m Accelerated Delivery Fund specific to relocation and remediation of recycling centre
- Growth Deal: £10m initial land purchase funding within the EZ

Councillor Lisa O'Brien said that she appreciated the number of jobs that the Enterprise Zone were looking to deliver, but questioned the viability in being able to provide affordable properties for these individuals / couples. She questioned whether any accommodation could be provided with certain types of employment and said that she saw travel costs as a real dilemma alongside housing affordability.

The Team Manager for Enabling & Development replied that she would look into the proposal to see if it had been taken forward anywhere else in the country.

Councillor Colin Blackburn said that he was sympathetic to the issues raised as a number of his business team have found it difficult to purchase property within the area. He stated that the Council needs to work as hard as it can to influence developers on the levels of affordable housing. He asked if any of the upcoming sites would be available on a professional house share basis.

The Team Manager for Enabling & Development replied that the 2 bed units at Roseberry Place that are being delivered at between 60% and 80% of market rent levels would offer the opportunity for these to be let as shared housing for 2 individuals.

Councillor Rob Appleyard asked if over the course of the Quays project so far whether aspirations for the site had been dumbed down in terms of higher pay employment sites.

The Divisional Director for Community Regeneration replied that it didn't think it had as there remained an aspiration to provide facilities for the Creative, Technical and Digital industries alongside Business and Financial Services. He added that there was need to provide graduate level jobs to retain students that have studied locally and that their housing need must also be accounted for.

Councillor Barry Macrae said that he thought that the sites were unviable and that there is a housing need that should be addressed across the whole of B&NES. He added that opportunities for housing should be sought across the district and that he would not want to see any of the employment prospects compromised.

Councillor Lisa O'Brien asked if a restriction was allowed to be placed on the new affordable housing which would not allow students to live within them.

The Team Manager for Enabling & Development replied that yes this could be done.

The Chairman said that he was confident that officers were working hard to deliver both employment and affordable housing within the Enterprise Zone.

The Panel **RESOLVED** to note the current housing situation in the Enterprise Zone and the steps being made to help address housing need to support the delivery of a

vibrant and economically sustainable City, whilst continuing to meet general affordable housing need in Bath.

## 57 ADDITIONAL HMO LICENSING UPDATE

The Chairman began this item by reading out an email from the Vice President of Student Welfare at Bath Spa University, it read as follows;

*'Unfortunately I don't think I can make it tomorrow due to other meetings, but I can feed in my comments.'*

*Based on our understanding of the paper, we think that the plans for an additional HMO licence to cover the whole of Bath would be beneficial. Students are now living as far out as Keynsham and Radstock due to the current pressures, and those areas that are not currently covered are subject to a range of substandard conditions.*

*We have just released our Housing survey to find out the conditions, cost, and even availability of housing that our students are currently dealing with. We have received multiple reports of student homelessness or sofa surfers in recent months, and are keen to get the private housing sector to a standard of living that students can afford.'*

The Chairman said that he would ask for the findings of the survey to be shared with the Panel.

The Team Manager for Standards & Improvement introduced the report to the Panel. He informed them that Housing Services have launched a 3 month public consultation exercise, led by appointed contractor MEL on a proposed new additional HMO licensing scheme which would cover HMOs with shared facilities across the city of Bath. He said that the exercise will include details of the scheme design; marketing of the proposal; open facilitated events with interested parties; and on-line survey forms.

He stated that the current scheme had been beneficial in improving standards across the designated area by reducing significant hazards, addressing management failures and improving welfare conditions. He added that this includes the improvement of around a third of licenced HMOs which did not meet the minimum statutory standard.

He explained that evidence gathered from a number of sources supports the conclusion that a significant proportion of HMOs in Bath City sharing one or more essential facilities are being managed sufficiently ineffectively as to give rise, or to be likely to give rise, to one or more particular problems either for those occupying the HMOs or for members of the public.

He informed the Panel that in due course the Cabinet will need to make a decision on whether to designate a new additional licensing scheme post 31st December 2018, and if so, in what locality and for what classes of House in Multiple Occupation.

Councillor Rob Appleyard said that he welcomed the review, but would also like to see the residents within North East Somerset considered for such a scheme.

The Team Manager for Standards & Improvement replied that this aspect was considered but that legal advice was received to say that there was not enough evidence at this stage.

Councillor Rob Appleyard said that he would like the idea of a two stage process to be considered.

Councillor Lisa O'Brien commented that residents within Keynsham have approached her on this matter and agreed with Councillor Appleyard that North East Somerset should be kept on the radar.

Councillor Liz Richardson agreed that it would be a good idea to keep an eye on the key market towns of Keynsham, Radstock and Midsomer Norton.

Councillor Colin Blackburn commented that he was totally supportive of the expansion of the scheme as he had seen that standards for tenants have been raised. He asked how the fees for the licences were determined.

The Team Manager for Standards & Improvement replied that the Council determines the fee and it currently varies between £600-£780 for a 5 year period depending upon size of property. The fee allows for initial assessments to be made, compliance checks to be carried out and enforcement action to be taken.

Councillor Liz Richardson asked if there was a reason for the 5 year term.

The Team Manager for Standards & Improvement replied that this is the maximum, but shorter terms can be given.

The Chairman said that as Councillors they have a duty to maintain awareness of this issue and to ensure that certain standards are maintained. He also encouraged the Panel to make people aware of the consultation.

The Panel **RESOLVED** to support the proposal to designate an Additional HMO licensing area covering the city of Bath as detailed in the Additional Licensing Consultation Document.

## 58 **PANEL WORKPLAN**

Councillor Rob Appleyard if the item on the workplan entitled 'Future of Retailing in District Centres' could be assigned to a meeting date of the Panel.

Councillor Lisa O'Brien agreed that this was an essential topic to cover.

The Chairman said that from his recollection the Strategic Director for Place felt that the July meeting could be an appropriate date.

Councillor Liz Richardson suggested that the Panel discuss the Joint Strategic Plan in its final form at their May meeting.

Councillor Eleanor Jackson asked if representatives from Curo could be invited to a meeting of the Panel to inform them of their future plans.

The Chairman replied that as a Judicial Review was underway regarding the Foxhill site he would have to take advice on when such a meeting could take place.

Councillor Lisa O'Brien agreed that it would be useful to hear from them when appropriate.

Councillor Liz Richardson commented that she agreed with the proposal, but asked for consideration to be given for other housing providers to also be invited to attend.

The Chairman thanked the Panel and said that he would discuss the matters raised further with the Strategic Director for Place at their next agenda planning meeting.

The meeting ended at 4.55 pm

Chair(person) .....

Date Confirmed and Signed .....

**Prepared by Democratic Services**

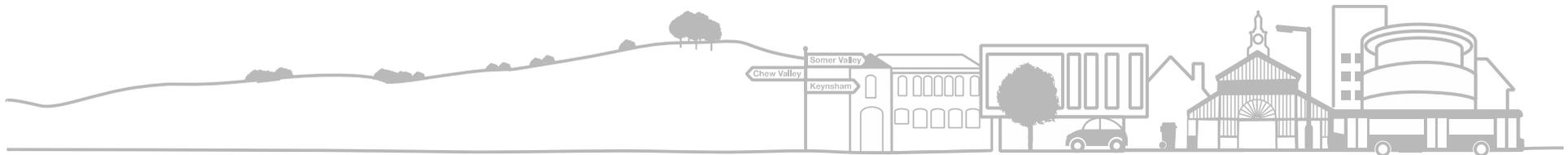
This page is intentionally left blank

# Housing Overview

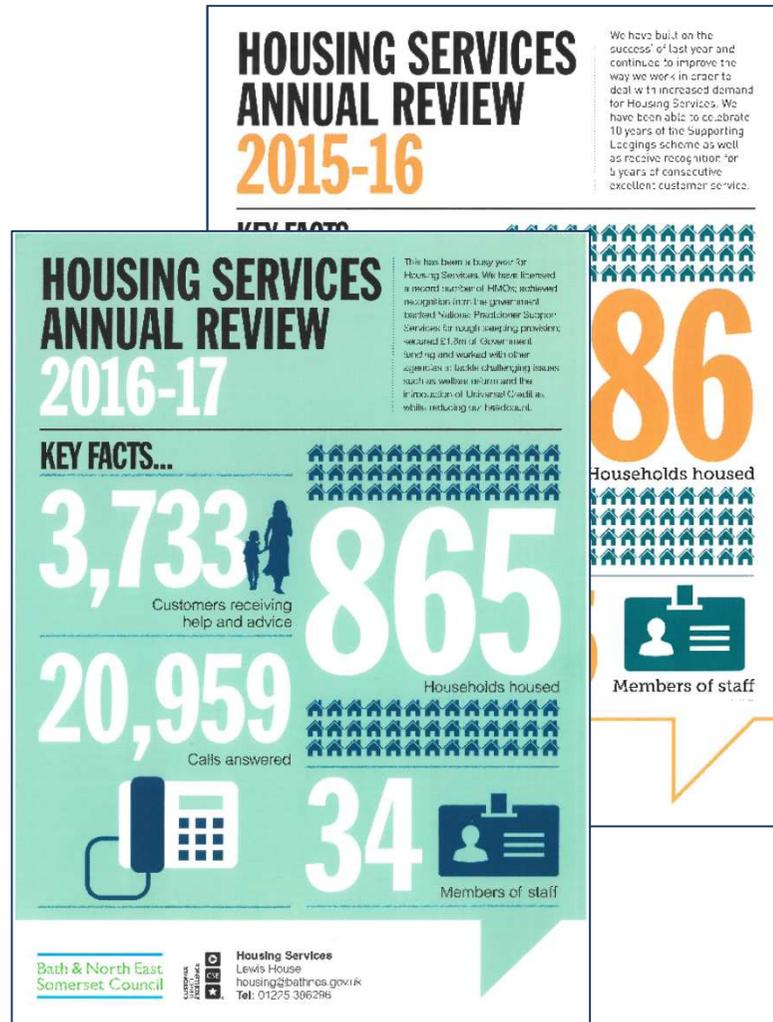
---

13<sup>th</sup> March 2018

Graham Sabourn, Head of Housing



# Year end not yet complete, but...



- Demand broadly similar to 2016/17 except in homelessness where complex cases have increased
- Housing affordability remains stretched
- The private rented sector continues to expand significantly

# Performance has been good...

| HOUSING SERVICE PERFORMANCE INDICATORS                  |        | 2017/18 |        |       |             |
|---|--------|---------|--------|-------|-------------|
|   |        | Q1      | Q2     | Q3    | Q4 Estimate |
| <b>Customer</b>   |        |         |        |       |             |
| Customer complaints responded to on time                | Target | 87%     | 87%    | 87%   | 87%         |
|   | Actual | 100%    | 75%    | 75%   | 75%         |
| Overall customer satisfaction                           | Target | 90%     | 90%    | 90%   | 90%         |
|   | Actual | 100.0%  | 100.0% | 98.3% | 97.8%       |
| Telephone calls answered within 20 secs                 | Target | 90%     | 90%    | 90%   | 90%         |
|   | Actual | 96.7%   | 94.0%  | 94.9% | 95.0%       |
| Equality Impact Assessment for all services             | Target | 100%    | 100%   | 100%  | 100%        |
|   | Actual | 100%    | 100%   | 100%  | 100%        |
| Invoices paid within 30 days                            | Target | 93%     | 93%    | 93%   | 93%         |
|   | Actual | 93%     | 78%    | 96%   | 89%         |
| <b>Finding and Keeping Housing</b>                      |        |         |        |       |             |
| Homelessness prevented (Housing advice case outcome)    | Target | 35%     | 35%    | 35%   | 35%         |
|   | Actual | 44.7%   | 33.9%  | 40.0% | 35.0%       |
| Homelessness decisions made within 33 working days      | Target | 90%     | 90%    | 90%   | 90%         |
|   | Actual | 95%     | 97%    | 97%   | 100%        |
| Households in temporary accommodation                   | Target | 27      | 27     | 27    | 27          |
|   | Actual | 18      | 24     | 24    | 28          |
| Homesearch applications verified within 10 working days | Target | 90%     | 90%    | 90%   | 90%         |
|   | Actual | 89.3%   | 73.0%  | 96.5% | 94.7%       |
| Permanent Gypsy and Traveller pitches occupied          | Target | 70%     | 70%    | 70%   | 70%         |
|   | Actual | 100%    | 100%   | 100%  | 100%        |

# Performance has been good...

| <b>Improved Homes</b>   |        |     |      |     |     |
|---|--------|-----|------|-----|-----|
| Time to complete adaptations - Average time from receipt in Housing Services to practical completion of the work in weeks | Target | 36  | 36   | 36  | 36  |
|   | Actual | 31  | 29   | 28  | 29  |
| Number of homes improved (cumulative)   | Target | 100 | 200  | 300 | 400 |
|   | Actual | 145 | 301  | 460 | 623 |
| Percentage of validated HMO Licence renewals validated within 12 working weeks  | Target | 85% | 85%  | 85% | 85% |
|   | Actual | 98% | 100% | 95% | 93% |
| Long term (2+ years) empty properties brought back into use (cumulative)  | Target | 6   | 12   | 18  | 25  |
|   | Actual | 12  | 34   | 48  | 64  |
| <b>More Homes</b>   |        |     |      |     |     |
| Deliver 465 new affordable homes over 3 years 2015-2018 (cumulative)  | Target | 347 | 385  | 424 | 465 |
|   | Actual | 355 | 398  | 454 | 520 |

In summary:

- 12 Green
- 1 Amber
- 2 Red

# Other notable achievements...



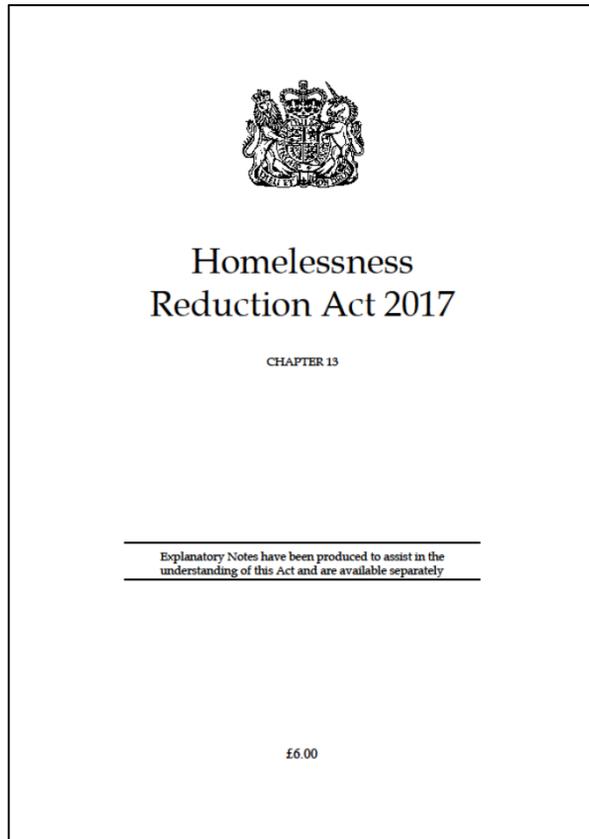
- DFG service rated “excellent” by audit review
- NEA evaluation report confirms success of our Warm and Healthy Homes Programme – only one in region
- Parliamentary Select Committee praise for Carrswood G&T site

# Other notable achievements...

- Housing Options secured “Silver Standard” rating.
- MHCLG praised our “strong partnership approach to homelessness” and “advanced” preparations for new homelessness duties.
- Affordable Housing Innovation – Platform for Life; HOLD scheme etc.



# The year ahead...



- New housing enforcement regulation
- Decision on Additional HMO licensing scheme
- Introduce new duties under Homelessness Reduction Act 2017

# The year ahead...

- Continue to focus on delivering housing that meets local need
- Enhanced empty property programme.
- New framework for rents on supported and sheltered homes
- Meeting saving and performance targets.

