

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

General Update

Proposed HMO Licencing Reforms

On the 18th October the Government published a further consultation document on proposed changes to the mandatory HMO licencing regime. The consultation seeks views on the Government's proposals to:

- Extend mandatory HMO licencing to include properties with 5 or more residents regardless of number of storeys and to include HMOs above (or below) business premises;
- Set a minimum room size of 6.52sq-m in line with the existing overcrowding standard (Housing Act 1985) to close a loophole recently created by an upper-tier tribunal ruling;

The document also seeks views on a number of other areas including changes to "fit & proper person" check; refuse disposal facilities; and purpose built student accommodation.

The principal impact for B&NES would be a significant increase in the number of HMOs subject to mandatory licencing. Early estimates suggest that this could increase the current number of mandatory licenced properties HMOs to between 800 -1,000 from the current level of around 500. The full document can be found using the following link: [HMO licencing reforms - Consultation](#)

No Second Night Out

Following a peer review undertaken by the National Practitioner Support Service Housing Services has achieved the required standard for No Second Night Out (NSNO). NSNO is a strategy to reduce rough sleeping by identifying new rough sleepers; offering an immediate response and a place of safety for assessment of need; emergency accommodation and reconnection back to local communities. The annual formal rough sleeper estimate will be undertaken later this month in partnership with DHI Reach and Julian House. Last year's estimate identified 22 rough sleepers, which was a reduction from twenty seven in 2014 and thirty three in 2013. Full details of the count will be brought to this panel in due course.

Housing Services are required to complete statutory public returns detailing the number of homeless households in temporary accommodation (20 at time of writing) and the effectiveness of our homeless prevention work. Given our high performance on these measures we have now hosted staff from two other authorities keen to learn from our best practice.

Health and Housing Event

Housing Services and the Public Health team delivered a housing-focussed event on 28 September which brought together officers from Housing Associations working in B&NES, providers of community-based and voluntary sector providers and Council teams to share best practice and forge new working relationships to improve the health and well-being of people living in affordable homes in Bath and North East Somerset. The event was well attended and received positive feedback.

The Lodge Co-operative - Transfer of Undertakings to English Rural HA

Approval has been given for the use of £150,000 of Affordable Housing capital funding to secure the continued delivery of 8 units of affordable housing in Chew Stoke. The Lodge Co-

operative own and run a small affordable housing scheme in the grade II listed Old Rectory, but are facing major issues with: stock condition; regulation and governance; and meeting the needs of residents.

English Rural HA has been supporting The Lodge Co-operative through a governance and viability review and has been asked by the Lodge to take the scheme into its ownership. This transfer secures the long term future of the homes and the required investment into the fabric of the building, including a backlog of essential repairs costing £32,000 and major works of over £400,000 by 2030. In addition Department of Health funding of £70,000 has been secured to carry out remodelling to deliver accessibility improvements and a fully adapted unit for a disabled resident.

The B&NES grant will secure the future of the scheme and is conditional on relets being allocated through Homesearch.

Annual Review

Housing Services has published its annual review. In addition, and for the first time, Housing has also published an annual review of Homesearch which provides more detail about lettings and social housing applications, thus improving transparency. Both reviews are attached or can be found using the following links.

[Housing Services Annual Review 2015-2016](#)

[Homesearch Annual Review 2015-2016](#)

Key Projects Update

Foxhill Housing Zone, Combe Down

The Foxhill Housing Zone is the combined development areas of the former Foxhill MoD site, now known as Mulberry Park, and the Foxhill estate which is proposed for regeneration alongside the development of 700 homes at Mulberry Park.

- The new Foxhill Housing Zone project Co-ordinator, Susan Hayter, joined the council on 3rd October. Her immediate focus is on understanding how current work streams within the council support the ambitions in the adopted Foxhill Regeneration and Development charter, on streamlining engagement around the Housing Zone and on ensuring the TPAS Independent Residents advisor project is delivering against targets in the most efficient way in order to maximise the benefits of the service.
- Curo have issued formal notice to the community that they are submitting an outline planning application for the regeneration of the Foxhill estate in late October. The outline will set broad parameters for on connectivity, densities, heights, provision of affordable housing, design & materials and the relationship of new homes with retained homes on the estate. The detail of regeneration proposals will be established at the reserved matters stage for each phase.
- The planning application for the Community Hub has been approved. Start on site is planned for spring 2017 and completion in time for the new school term in September 2019.

- Members might like to explore some of the YouTube clips Curo have created to promote Mulberry Park. These can be accessed from the [Mulberry Park](#) website and will show you time lapse photography of construction work as well as virtual footage of the new homes being delivered in phase 1.

Energy at Home

- The Energy at Home scheme is open to all residents and offers free energy efficiency advice and information and a home energy assessment and installations service.
- This year from April to the end of September, the Energy at Home Advice Service has received 492 calls with 292 calls in September alone. A further 59 contacts have been received email and there have been 5444 views of the website.
- 260 installations of energy efficiency and heating measures have been completed which include affordable warmth improvements and solid wall insulation.
- Some customers are currently waiting longer than expected following referral to the scheme delivery provider. However this problem is expected to be resolved over the next few weeks.
- During the run up to winter, scheme offers a range of grants to support energy efficiency improvements and free or low cost Energy Performance Assessments. Households at risk of fuel poverty can apply for a Warm Homes Grant delivered by Energy at Home and Housing Services in partnership with National Energy Action and Sirona Care and Health.
- Details of all schemes are available from Energy at Home on 0800 038 5680 or www.energyathome.org.uk.

Affordable Housing Programme

- 32 affordable homes were delivered in Q2:
 - The Meadows, Keynsham = 1
 - Bilbie Green, Keynsham = 10
 - Old Print Works, Paulton = 8
 - Pipehouse Lane, Freshford = 4
 - Somerdale, Keynsham = 9
- Current forecasts suggest the overall completion of more than 160 homes by the end of the financial year.
- Planning for the 72 unit, mixed tenure Extracare scheme on Ensleigh North is due to be submitted in November following a period of extensive pre-application discussion and consultation with the local community and key stakeholders.

Q2 Performance

What we have done well...

- 100%** Homelessness decisions were made within 33 days.
- 100%** Equalities Impact Assessments are in place.
- 98%** Customers are satisfied with our services. 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.
- 32** Weeks average time from receipt of referral in Housing Services to completion of disabled facilities adaptations compared to a target of 36 weeks.
- 19** Households in temporary accommodation. This is fewer than the target figure of 27. The Housing Options Team remain focused on early intervention to prevent homelessness.

How we will improve...

- 200** New affordable homes delivered since April 2015. There was slippage of 30 completions into quarter 3 and beyond. We still expect to meet the annual target of 310. It should be noted that delivery is dependent upon the delivery programme of private sector housing construction companies.
- 87%** Homesearch applications made active within 10 working days. The computer system was upgraded requiring staff to be diverted to training and testing in the first quarter. However, performance has now improved on target for Quarter 2.
- 33%** Advice and prevention cases were successful in preventing homelessness. This is a third of all cases but slightly below the target of 35%. The impact of welfare reforms and the introduction of Universal Credit (a monthly payment that combines housing benefit, job seekers allowance, income support etc.) in this area is increasing the demand for the service and cases are becoming more complex to resolve.

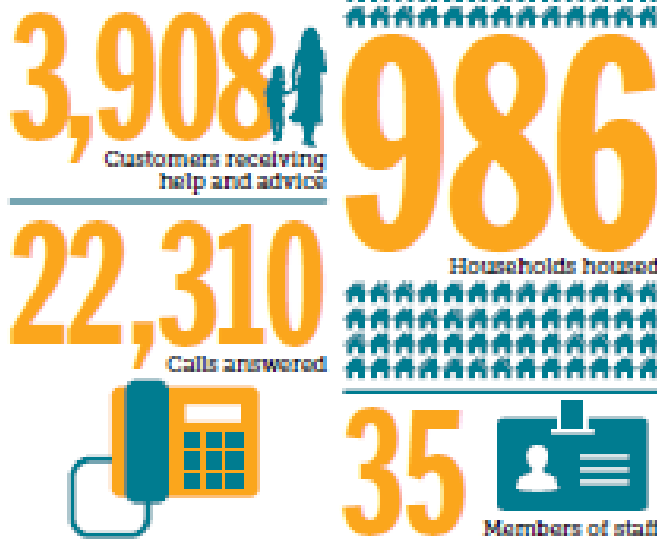
HOUSING SERVICE PERFORMANCE INDICATORS 16/17		2015/16			2016/17		Year to date cumulative	Direction of travel (Q1 vs Q2)
		Q2	Q3	Q4	Q1	Q2		
Customer								
Customer complaints (responded to within corporate timescales)	Target	87%	87%	87%	87%	87%	87%	
	Actual	50%	100%	50%	80%	92%	88%	↑
Customer satisfaction	Target	90%	90%	90%	90%	90%	90%	
	Actual	97.7%	100%	96.1%	96.2%	99.1%	97.7%	↑
Staff Sickness	Target	5%	5%	5%	5%	5%	5%	
	Actual	3.2%	1.7%	0.7%	1.6%	1.8%	1.7%	↑
Telephone response (responded within corporate timescales)	Target	90%	90%	90%	90%	90%	90%	
	Actual	86.5%	86.6%	87.5%	87.8%	87.0%	87.4%	↓
Equality Impact Assessment	Target	100%	100%	100%	100%	100%	100%	
	Actual	100%	100%	100%	100%	100%	100%	→
Invoices paid within 30 days	Target	93%	93%	93%	93%	93%	93%	
	Actual	86.7%	81.7%	90.8%	84.4%	91.0%	87.9%	↑
Customer Service Standards								
Customers treated fairly	Target	100%	100%	100%	100%	100%	100%	
	Actual	97.7%	100%	100%	100%	99%	99.5%	↓
Performance information published	Target	Completed	Completed	Completed	Completed	Completed	Completed	
	Actual	Completed	Completed	Completed	Completed	Completed	Completed	
Finding and Keeping Housing								
Homelessness cases prevented	Target	33%	33%	33%	35%	35%	35%	
	Actual	41.7%	37.2%	35.8%	35.8%	29.7%	33.2%	↓
Homelessness decisions	Target	90%	90%	90%	90%	90%	90%	
	Actual	100%	100%	100%	100%	100%	100%	→

HOUSING SERVICE PERFORMANCE INDICATORS 16/17		Q2	Q3	Q4	Q1	Q2	Year to date cumulative	Direction of travel (Q1 vs Q2)
Improved Homes								
Temporary accommodation	Target	24	24	24	27	27	27	
	Actual	26	15	21	20	19	19	↑
Homesearch applications determined within 10 working days (New indicator for 2016/17)	Target	N/A	N/A	N/A	90%	90%	90%	
	Actual	N/A	N/A	N/A	83.6%	90.0%	86.9%	↑
Percentage of permanent Gypsy and Traveller pitches occupied	Target	70%	70%	70%	70%	70%	70%	
	Actual	100%	100%	100%	100%	100%	100%	→
Time to complete adaptations - Average time from receipt in Housing Services to practical completion of the work in weeks (Amended indicator for 2016/7)	Target	31	31	31	36	36	36	
	Actual	27	27	28	32	32	32	↓
Number of homes improved (cumulative) (New indicator for 2016/17)	Target	N/A	N/A	N/A	100	200	200	
	Actual	N/A	N/A	N/A	125	310	310	↑
Percentage of validated HMO License renewals determined within 12 working weeks (New indicator for 2016/17)	Target	N/A	N/A	N/A	85%	85%	85%	
	Actual	N/A	N/A	N/A	100.0%	100.0%	100.0%	→
Long term (2+ years) empty properties brought back into use (cumulative)	Target	25	37	50	6	12	12	
	Actual	22	31	62	20	13	33	↑
More Homes								
Deliver 480 new affordable homes over a 3 year period 2015-2018 compromising both intermediate & social homes for rent cumulative	Target	16%	24%	33%	41%	50%	50%	
	Actual	17.9%	24%	30%	36%	43%	43%	↑

HOUSING SERVICES ANNUAL REVIEW 2015-16

We have built on the success of last year and continued to improve the way we work in order to deal with increased demand for Housing Services. We have been able to celebrate 10 years of the Supporting Lodgings scheme as well as receive recognition for 5 years of consecutive excellent customer service.

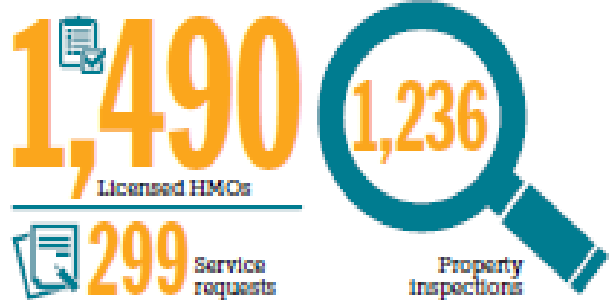
KEY FACTS...



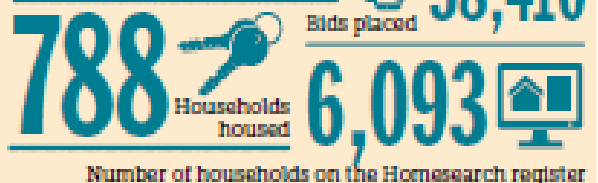
Bath & North East Somerset Council

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REGULATING THE PRIVATE RENTED SECTOR



ALLOCATING SOCIAL HOUSING

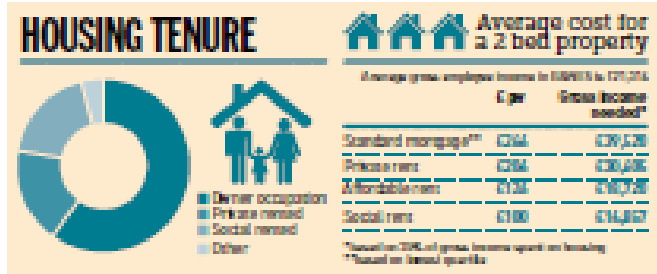


CREATING INDEPENDENCE



Disabled Facilities Grants (DFGs) provide adaptations to enable people to remain independent in their homes at an average cost of £3,856 and an average enquiry to completion time of 45 weeks.

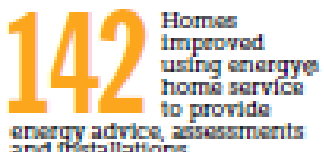
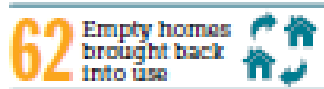
UNDERSTANDING THE HOUSING MARKET IN BATH AND NORTH EAST SOMERSET



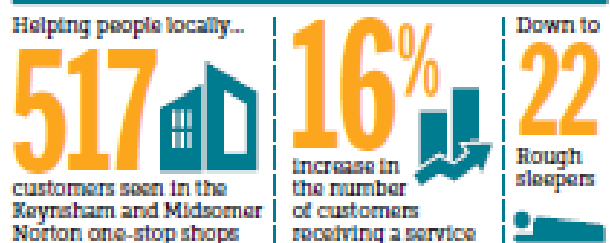
DEVELOPING NEW HOMES



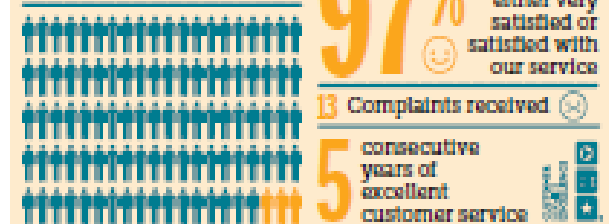
IMPROVING OLD HOMES



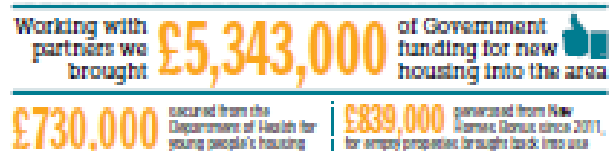
HELPING HOMELESS HOUSEHOLDS



CUSTOMER SERVICE



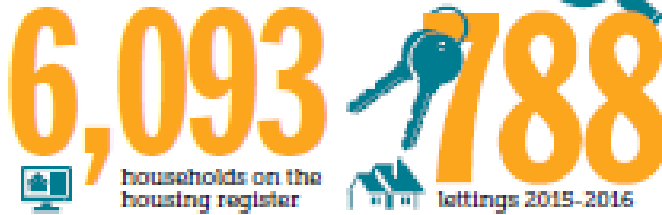
ATTRACTING FUNDING INTO THE AREA



HOMESearch 2015-16

A annual Report data collection 31 March 2016

Homesearch is the housing register and allocation scheme for social housing in Bath and North East Somerset. We need an allocation scheme because we don't have enough properties to meet demand. The Homesearch Policy explains who can be offered a social housing tenancy and how we decide who should be housed first.



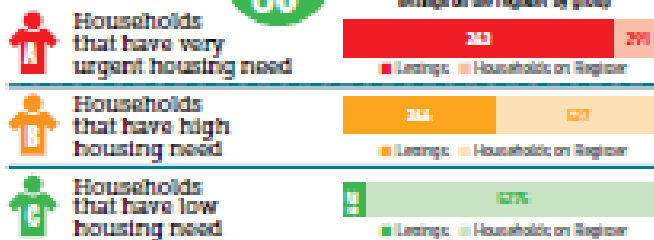
HOW WE DECIDE WHO NEEDS HOUSING FIRST

All applicants are placed in a housing need group within a 'top'. Properties are offered to those in greatest housing need first and then by waiting time.



14 of every 100 households are in groups **A** or **B**

Number of households and lettings on the register by group



*See the policy for full group details

Bath & North East Somerset Council



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GENERAL NEEDS

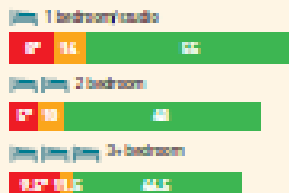
Bedroom need	Households	Lettings
1 bedroom/studio	2854 (50%)	214 (28%)
2 bedroom	1644 (28%)	289 (38%)
3+ bedroom	922 (17%)	148 (20%)
Total	5420	651

Split by Group **97 427 667 144 214 265**

Area of properties let



Average time taken (months) for successful households to get a property



SHELTERED

Bedroom need	Households	Lettings
1 bedroom/studio	454 (95%)	127 (94%)
2+ bedroom	27 (5%)	8 (6%)
Total	481	135

Split by Group **194 83 434 78 28 36**

Area of properties let



Average time taken (months) for successful households to get a property



Find out about Homesearch in our One-Stop-Shop or online www.bathnes.gov.uk/homesearch

LOCAL CONNECTION

All applicants must have a local connection with Bath and North East Somerset and meet Homesearch eligibility criteria.



Households on the register



■ UK Nationals
■ Non UK Nationals



Properties Let



Tell us what you think www.bathnes.gov.uk/feedbackhousing