

Appendix B: Information Pack

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1.1 Housing

The Council's housing services are provided by Barnet Homes and R^e (Regional Enterprise). Barnet Homes is responsible for the management and maintenance of 15,000 council homes and homelessness services, whilst Re is responsible for maintaining and developing the Council's Housing Strategy, the delivery of affordable housing, managing the Council's relationship with housing associations, the regulation of the private rented sector and the provision of disabled facilities grants.

Barnet Homes

Barnet Homes is an Arm's Length Management Organisation (ALMO) which is also part of the Barnet Group, a local authority trading company established by the Council in 2012. The Delivery Unit is responsible for the provision of Housing Management and maintenance services across 15,000 council homes and homelessness services for the London Borough of Barnet.

Barnet Homes will largely contribute to the strategic objective, support families and individuals that need it- promoting independence, learning and well-being. The services provided will also support the delivery of the two strategic objectives, create the right environment to promote responsible growth, development and success across the borough and improve the satisfaction of residents and business with the London Borough of Barnet as a place to live, work and study.

R^e

Barnet's housing strategy 2010 to 2025 set the following housing objectives:

- increasing housing supply, including family homes, to improve the range of housing choices and opportunities available to residents
- improving the condition and sustainability of the existing housing stock
- promoting mixed communities and opportunities available to those wishing to own their own home
- providing housing related support options to enable independent living
- providing excellent value housing and related services

R^e is currently carrying out a review of the housing Strategy on behalf of the Council and this will be considered as part of business planning on the Housing Committee work programme.

R^e works closely with the Greater London Authority, local housing associations and Barnet Homes to oversee the delivery programme of affordable homes for rent and sale in the borough. More than 600 new affordable homes have been built in Barnet since April 2012.

The environmental health service within Re is responsible for the licencing of Houses in Multiple Occupation and tackling poor conditions in the private rented sector through advice and enforcement action where necessary.

R^e also provides the Care and Repair Service (or Home Improvement Agency) that helps vulnerable residents to live at home in greater warmth, comfort, safety and security. It is the primary source for advice on housing adaptations, repairs and improvements, funding suitable contractors, grant funding streams and other financial assistance (including charity funding) as well as benefit entitlement.

The measures of success as set out in the Corporate Plan for 2014/15 are:

Strategic Objective	Indicator	Most Recent Outturn
Support families and individuals that need it- promoting independence, learning and well-being	Reduce the number of households placed in emergency accommodation to 500 (Barnet Homes)	471 (as at March 14)
	Total number of private rented sector lettings achieved (Barnet Homes)	318 (April 13 – March 14)
Create the right environment to promote responsible growth, development and success across the borough	Delivery of affordable housing completions (R ^e)	161 (January 14 – March 14)

The scope of services delivered and monitored by Housing Committee are outlined below:

Service	Service Base
Number of council tenants (as at 03 April 2013)	10,245
Council housing sold on long leases (as at December 2013)	3,605
Council housing – shared ownership (as at December 2013)	87
Council housing (as at December 2013)	10,464
Number of homeless preventions (action by Barnet Homes – Jan - Mar 2014)	207
Number of homeless acceptances (Sept-Dec 2013)	265
Number of households in emergency accommodation (as at March 2014)	471
Number of households in temporary accommodation (Oct 14 – Dec 14)	2,403
Affordable Housing delivered (Oct 13 – Mar 14)	251

2.1 Financial information

Barnet Homes 2014/15 Fixed Management Budgets and Efficiency Savings

	Year 13/14	Efficiency Savings	Inflationary Increase	Year 14/15
Barnet Homes Core Management Fee	17,585,327	(150,000)	0	17,435,327
Repairs & Maintenance Management Fee	7,800,000	(150,000)	0	7,650,000
Total BH excl. Housing Options	25,385,327	(300,000)	0	25,085,327
Housing Options HRA Mgt Fee	1,195,323	(40,000)	0	1,155,323
Housing Options GF Mgt Fee	3,065,627	(55,000)	0	3,010,627
Additional Finance and HR Support - HRA	5,959		0	5,959
Additional Finance and HR Support - GF	19,041		0	19,041
Total BH Housing Options Mgt Fee	4,285,949	(95,000)	0	4,190,949
Total Barnet Homes Management Fee incl. Housing Options	29,671,276	(395,000)	0	29,276,276

R^e contract management fee paid by the Council per year is £14,365,676 (gross) for 2014/15.

Capital

Barnet Homes

The Barnet Group	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
	£000	£000	£000	£000	£000	£000	£000
Alexandra Road	567						567
Hostel Refurbishment Programme	2	270					273
	569	270					839

Housing Revenue Account

Housing Revenue Account	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
	£000	£000	£000	£000	£000	£000	£000
Major Works (excl Granv Rd)	6,164	8,519	8,520	8,438	8,101	6,331	46,072

Housing Revenue Account	2013-14	2014-15	2015-16	2016-17	2017-18	2018-19	Total
	£000	£000	£000	£000	£000	£000	£000
Granville Road	92	293					385
Regeneration	5,636	4,504	2,301	2,506	2,065	1,684	18,697
Misc - Repairs	2,303	1,316	942	2,020	2,073	2,348	11,001
M&E/ GAS	11,697	13,066	15,014	8,254	8,079	6,826	62,935
Voids and Lettings	1,967	1,980	1,712	1,806	1,853	2,305	11,621
New Affordable Homes	242	6,851					7,093
	28,100	36,528	28,488	23,024	22,171	19,493	157,805

3.1 Past Performance

The quartiles are calculated by dividing the data set into an equal number of authorities in each part of four to identify whether spend is high or low.

Quartile group one is the bottom/lower 25 per cent (a value less than 25 per cent) of the chosen comparison group. Quartile group two is in the range equal to or greater than 25 per cent but less than 50 per cent of the chosen comparison group. Quartile group three is in the range equal to or greater than 50 per cent but less than 75 per cent of the chosen comparison group. Quartile group four is in the top/higher 25 per cent (a value that is equal to or greater than 75 per cent) of the chosen comparison group.

Bottom London boroughs (excl. City)			Top London boroughs (excl. City)
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	Barnet	London Average	England Average
Families with children in Bed and Breakfast accommodation for more than 6 weeks, excluding those pending review (Oct 13 – Dec 13)	0	9	1
Percentage of statutory homeless appeals completed on time (2013-14)	100%	-	-
Total number of cases where homelessness was prevented and relieved (2012/13)	615	930	621
Eligible, homeless and in priority need, but intentionally (Oct 13 – Dec 13)	8	19	7
Average days to re-let empty properties	18	29.19*	-
Current arrears as percentage of debit (2013-14)	2.4%	2.91%*	-
Temporary accommodation arrears as percentage of debit (March 2014)	3.9%	-	-
Percentage of annual leasehold service charge collected	101.5%	-	-

including arrears brought forward (2013-14)			
Responsive repairs satisfaction	97%	-	-

* Housemark London benchmark used (includes non-local authority housing organisations)

4.1 Human Resources

Housing Management and Homelessness Services are being delivered by Barnet Homes an Arms Length Management Organisation (ALMO). Housing Strategy and Private Housing Function is delivered by R^e joint venture with Capita Symonds. Employment information is held by Re and Barnet Homes and are not within the Council's remit.

5.1 Links to other information

Finance

[Click here to see detailed Budget breakdown for 14/15](#)