

Housing Committee Commissioning Plan - Annual Report 2016/17

The tables below provide an update on the Housing Committee Commissioning Plan for 2016/17 against each of the Commissioning Priorities:

- **Increasing housing supply and delivery of affordable housing** – delivering new homes with an appropriate mix of size and tenure through the growth and regeneration programmes
- **Tackling homelessness** and minimising use of emergency accommodation
- **Providing suitable housing to support vulnerable people** with an appropriate mix of size and tenure
- **Good quality private rented sector** that provides a key role in meeting the housing needs of the borough.

INCREASING HOUSING SUPPLY AND DELIVERY OF AFFORDABLE HOUSING			
Commissioning Intention	RAG	Commentary	Service
Building hundreds of affordable homes on council land	Green	615 homes have been delivered across the regeneration estates of which 133 were affordable.	Re
Working with Barnet Homes to build new council homes	Green	<p>Barnet Homes have delivered 40 new council homes and have commenced the construction of a new 53-home extra-care scheme in Mill Hill.</p> <p>The outline business case to build 320 new affordable homes on council land by Opendoor Homes has been approved by ARG in July 2016.</p> <p>Barnet Homes has received Homes and Communities Agency approval for the creation of a subsidiary Registered Provider – Opendoor Homes which has now commenced a programme of developing 320 affordable rental units.</p> <p>Planning Permission has been obtained for 11 schemes in 2016/17.</p>	Barnet Homes
Setting council rents in line with Government policy	Green	The Housing Committee has approved the 1% rent decrease at its February meeting in line with Government policy for rent setting.	Commissioning Group
Reinvesting income to help build more affordable homes	Green	As well as investing in the new homes being provided by Barnet Homes, the HRA, combined with Right to Buy receipts, has been used to purchase 16 homes for affordable rent from the open market in London .	Commissioning Group

Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From EOY 2015/16)	Benchmarking
CPI	Re/S17 (Annual)	Percentage of New Build homes that are affordable	Bigger is Better	N/A	40%	Not reported	TBC by GLA July 2017	N/A	No benchmark available
CPI	CG/S6 (RPS - Biannual)	Percentage of residents who list affordable housing as a concern	Smaller is Better	Autumn 2016	Monitor	34%	36%	Improving	London 23% (November 2014, Survey of Londoners)
CPI	BH/C2 (LY: BH/C6)	Households placed directly into the private sector by Barnet Homes	Bigger is Better	Apr 2016 - Mar 2017	500	646 (G)	492	Improving	No benchmark available
CPI	BH/S3 (LY: BH/S4)	Current arrears as a percentage of debit	Smaller is Better	March 2017	3.0%	3.0% (G)	3.2%	Improving	2 nd highest quartile (Q3 2016/17, Housemark)
Performance in the month of March 2017 has been impacted by a series of IT system issues that took place in the final two weeks of the financial year. This caused delays in the posting of both the weekly rent debit and housing benefit receipts on the system and subsequently limited the ability of the team to identify which accounts were in arrears and which were awaiting delayed benefit payments. Investigations are underway to ensure such issues will be prevented in future. Despite these issues, year-end performance demonstrates a continued improvement on both 2014/15 (3.5%) and 2015/16 (3.2%).									
CPI	BH/C5 (LY: BH/S5)	Temporary Accommodation (TA) current arrears as percentage of debit	Smaller is Better	March 2017	4.95%	5.36% (R)	5.04%	Worsening	No benchmark available
The IT issues that impacted on the collection of arrears on tenant rent accounts outlined in BH/S3 above also applied to collection on Temporary Accommodation accounts. Temporary Accommodation accounts continue to be affected by Welfare Reforms and the continued decline in Housing Benefit receipts, which means more income needs to be collected directly from tenants rather than received automatically from Housing Benefit. An improvement plan with clear timeframes outlining a range of improvement areas is in place and being closely monitored through the contract and performance management arrangements with the council.									
SPI	BH/KPI14 (LY: BH/C1)	Additional Homes provided on HRA land	Bigger is Better	April 2015 - March 17	40 (over 2 years)	40 (32 in 2016/17) (G)	8	Improving	No benchmark available

TACKLING HOMELESSNESS AND MINIMISING USE OF EMERGENCY ACCOMMODATION

Commissioning Intention	RAG	Commentary	Service
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Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From EOY 2015/16)	Benchmarking
SPI	BH/S1	Numbers in Emergency Temporary Accommodation (ETA)	Smaller is Better	March 2017	150	149 (G)	251	Improving	Rank 10 out of 33 London Boroughs (Q3 2016/17, DCLG)
SPI	BH/KPI3 (LY: BH/S3)	Length of stay in Emergency Temporary Accommodation (ETA)	Smaller is Better	March 2017	Monitor	67.8	63.1	Worsening	No benchmark available
SPI	BH/C1 (LY: BH/C3)	Number of families with children living in Bed and Breakfast for more than 6 weeks	Smaller is Better	March 2017	0	0 (G)	0	Same	Top quartile out of 33 London Boroughs (Q3 2016/17, DCLG)
SPI	BH/KPI2 (LY: BH/C2)	Percentage of those households in Emergency Temporary Accommodation pending enquiries or found to be intentionally homeless	Smaller is Better	March 2017	30.0%	28.9% (G)	32.3%	Improving	Rank 24 out of 33 London Boroughs (Q3 2016/17, DCLG)
SPI	BH/KPI15	Number of tenancy failures (evictions and abandonments)	Smaller is Better	Apr 2016 - Mar 2017	35	31 (G)	34	Improving	No benchmark available

PROVIDING SUITABLE HOUSING TO SUPPORT VULNERABLE PEOPLE			
Commissioning Intention	RAG	Commentary	Service
Providing suitable housing to support vulnerable people	Green	<p>Former residents of Moreton Close have been rehoused in suitable accommodation following individual assessments; and the build contract for the extra care scheme has been awarded, with work commencing on site. Funding has been agreed for the development of an additional two extra care schemes and initial feasibility work is underway.</p> <p>The Accommodation and Support approved list has been successfully mobilised for the planned 3 April 2017 go-live date and the first two referrals are currently being processed.</p>	Commissioning Group

Commissioning Intention	RAG	Commentary	Service
Delivering homes with an appropriate mix of size and tenure for the needs of vulnerable groups through its growth and regeneration programmes	Green	Housing providers have been engaged in conversations around future developments to meet the needs of 18-25 year olds transitioning from Children Services (which includes the transforming care cohort) and have also looked at developing a new offer for older people. Initial agreements are in place with two providers to invest additional capital in accommodation for 0-25 year olds and two new agreements are in place with commercial providers to provide high spec. assisted living schemes in the borough.	Commissioning Group

Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From EOY 2015/16)	Benchmarking
SPI	CG/S21	Delivery of 10% affordable homes as wheelchair or accessible units	Bigger is Better	Apr 2016 - Mar 2017	10%	11.5% (3 of 26 units) (G)	10%	Improving	No benchmark available

SUSTAINING QUALITY IN THE PRIVATE RENTED SECTOR			
Commissioning Intention	RAG	Commentary	Service
Bringing more empty properties back into use, alongside	Green	120 empty properties were brought back into residential use during the year (exceeding the target of 100).	Re
Keeping the quality of private rented homes in the borough high by cracking down on the minority of rogue landlords.	Green	There are now 244 houses in multiple occupation (HMOs) licensed under the mandatory HMO licensing scheme. Since the extended HMO licencing scheme became operational in July 2016, 128 properties have been licensed. 8 successful prosecutions have been taken for failure to licence and poor management. Support has also been provided for a Rent Repayment Order following a successful prosecution for failure to licence.	Re

Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From EOY 2015/16)	Benchmarking
CPI	EH021 (Re/S6)	Compliance with licensing requirements for Houses in Multiple Occupation	Bigger is Better	Apr 2016 - Mar 2017	60%	72% (G)	80%	Worsening	No benchmark available
SPI	EH04A	Number of empty properties brought back into residential use	Bigger is Better	Apr 2016 - Mar 2017	100	120 (G)	229	Worsening	No benchmark available
SPI	EH04B	Number of private tenanted properties with Category 1 Hazards reduced to Category 2 Hazards	Bigger is Better	Apr 2016 - Mar 2017	165	396 (G)	570	Worsening	No benchmark available
SPI	EH02J	HMOs licensed in a timely manner (90 days or less)	Bigger is Better	Apr 2016 - Mar 2017	60%	86% (G)	92.9%	Worsening	No benchmark available
SPI	EH11	Number of accredited landlords	Bigger is Better	Apr 2016 – Mar 2017	5% increase against final 15/16 Outturn	627 (G)	588	Improving	No benchmark available
SPI	EH10	Increasing number of Houses in Multiple Occupation licenced under the mandatory scheme	Bigger is Better	Apr 2016 – Mar 2017	191	244 (G)	191	Improving	No benchmark available

DELIVER EFFECTIVE AND EFFICIENT SERVICES									
Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From EOY 2015/16)	Benchmarking
CPI	CG/S18	Percentage of respondents very or fairly satisfied with the service provided by their social housing provider (Barnet Homes)	Bigger is Better	Annual Survey 2016/17	81%	79% ¹ (G)	81%	Worsening	London average (of 19 London boroughs) 76% (2013-2016, Housemark)

¹ The result is within an acceptable margin of error to be Green

Ref		Indicator	Polarity	Period Covered	2016/17 Target	2016/17 Result	2015/16 Result	DOT Long Term (From EOY 2015/16)	Benchmarking
SPI	BH/C4 (LY: BH/C8)	Average re-let time for routine lettings	Smaller is Better	Apr 2016 - Mar 2017	17.5 days ²	13.5 days (G)	20.9 days	Improving	Q3 2016/17 Housemark - Barnet Homes remain in upper quartile for standard re-lets (London) and continue to be number 1 in London
SPI	BH/C8 (LY: BH/C10)	Percentage of respondents very or fairly satisfied with repairs and maintenance	Bigger is Better	Apr 2016 - Mar 2017	96%	99.2% (G)	99.1%	Improving	No benchmark available

² Target of 15 days was incorrectly published in the Housing Committee Commissioning Plan 2016/17 addendum. This related to the Q4 target rather than the Annual target, which was 17.5 days.

Key:**Activities**

RAG Rating	Description
Green	Action on track or met
Green Amber	Action delayed, Low Impact
Red Amber	Action delayed, Medium Impact
Red	Risk of Not Delivering Or High Impact

Indicators

Ref	RAG Rating	Percentage of Targeted Improvement Achieved	
CPI = Corporate Plan Indicator for 2016/17	Green	100% or more	Target is met or exceeded
SPI = Commissioning Plan Indicator for 2016/17	Green Amber	>80% <100%	Target not met, but 80% or more of targeted improvement achieved
	Red Amber	>65% <80%	Target not met, but 65-80% of targeted improvement achieved
	Red	<65%	Target not met, and less than 65% of targeted improvement achieved