

Committee workplan progress update and Housing performance report

Quarter 1 2020/21

This new performance report has been designed to include updates on the Housing Committee priorities and work plan 2019-23, as well as cover a wider range of Housing services, while making the report shorter overall.

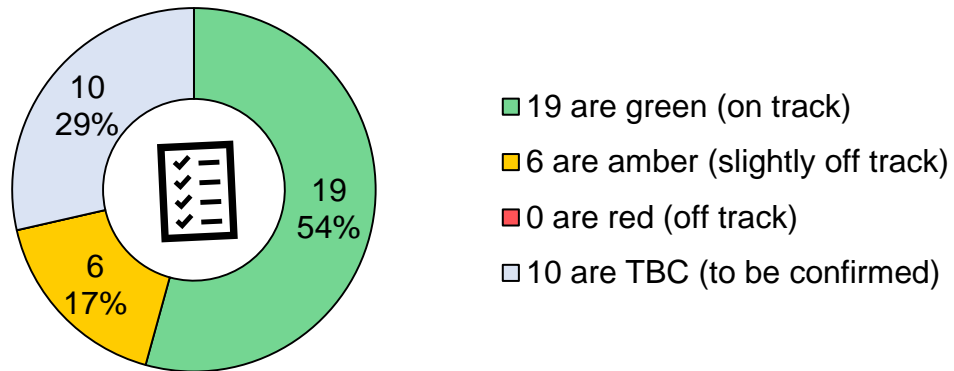
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This housing performance report covers Quarter 1 (Q1) of 2020/21. It uses red, amber and green ratings to provide an indication of performance.

Part one provides an update of performance against the Housing Committee work plan objectives 2019-23:

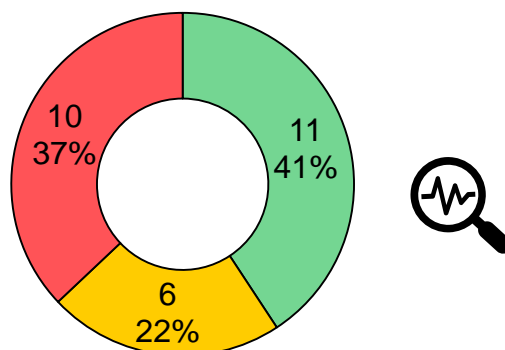
Work plan objectives



Part two presents results for a range of performance indicators across Housing and similarly uses red, amber and green ratings, as well as trend arrows:

-  **Green – on or above target**
(11 indicators)
-  **Improved since last time**
(9 indicators)
-  **Amber – near target**
(6 indicators)
-  **Same as last time**
(3 indicators)
-  **Red – below target**
(10 indicators)
-  **Poorer than last time**
(15 indicators)

Performance indicators

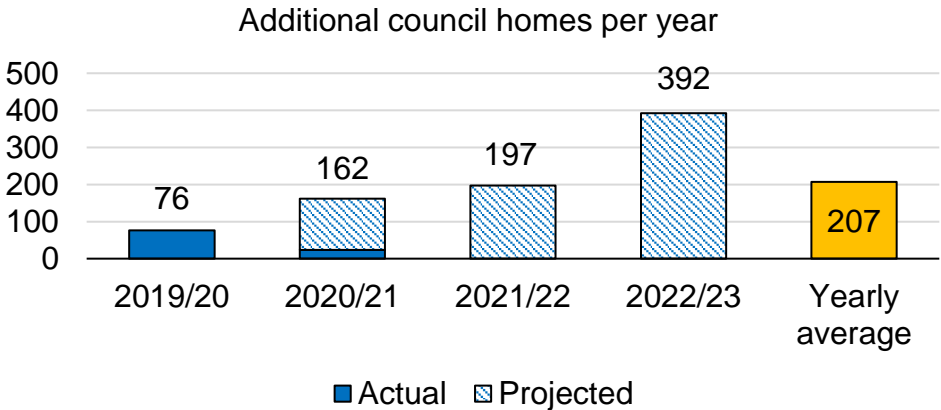


Part one: Housing Committee priorities and work plan 2019-23

1. Providing additional affordable homes

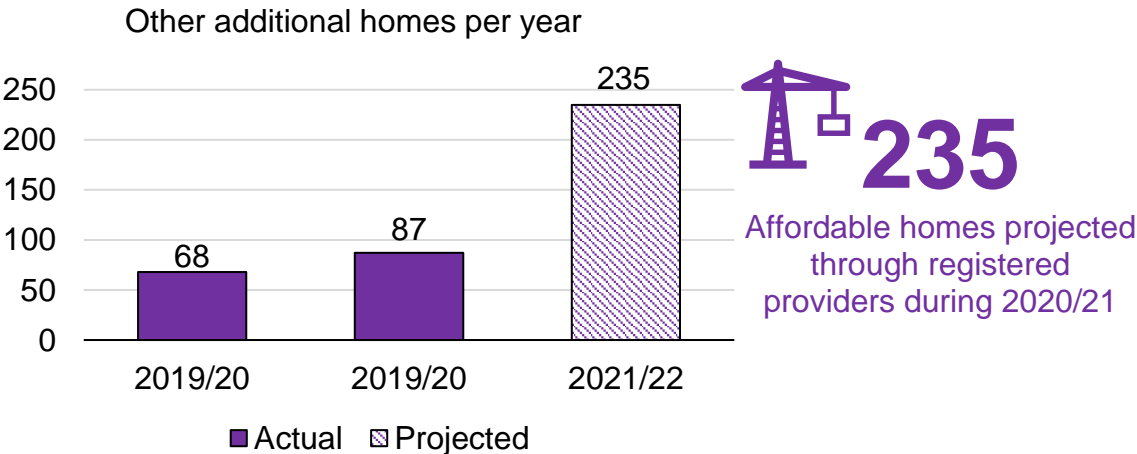
1.1 On track: Achieve 800 additional council homes

- 2020/21: 162 homes – Home Purchase Policy (HPP) buy backs (60), Selsfield Drive (30), Buckley Close (12), Gladstone Court (38), Hidden Homes (12), Oxford Street (10)
- 2021/22: 197 homes – HPP buy backs (40), Victoria Road (42), Rotherfield Crescent (4), Frederick Street (4) and Hidden Homes (10). Potential for four further schemes (97).
- 2022/23: 392 homes – HPP buy backs (50), Moulsecoomb Hub (244), Hidden Homes (10), potential for two further schemes (88).



1.2 On track: Achieve 700 other additional homes (registered provider, affordable rented, shared ownership)

- 235 affordable homes projected through registered providers during 2020/21
- Of these, 94 homes (40%) are for rent, 141 (60%) are for shared ownership



1. Providing additional affordable homes

1.3 On track: Review the rent policy to maximise the number of council homes replaced at social or living wage rents

- 68% (or 46 of the 68) homes purchased are at social (2), 27.5% Living Wage (10) or 37.5% Living Wage rents (34)
- 7 of 43 homes purchased since committee decision have had rent subsidy applied to support lower rent levels

1.4 On track: Develop the existing Hidden Homes strategy

- Works have resumed on three sites to create 12 new homes from underused spaces by December 2020
- Estates are reviewed to consider maximising use of land through our housing stock review process.

1.5 TBC: Develop a policy for the council to take the role of developer on major sites

- Report to committee Year 2 Q2 (September 2020). We have deferred some reports to future committees given Covid-19 capacity & related issues.

1.6 On track: Bring a report to committee identifying suitable sites to work in partnership with Community Land Trust (CLT) for development

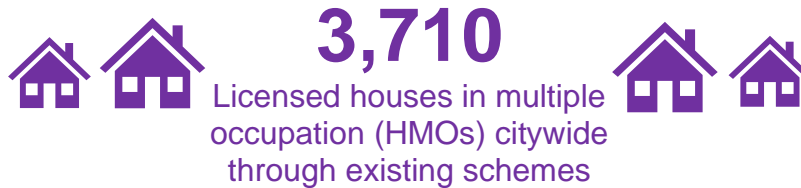
- Council (13/08/20) agreed to continue to explore borrowing from the Public Works Loan Board and on-lending to community-led housing projects as a matter of urgency as a way of supporting such community-led efforts.
- 6 sites identified since 2017 for potential CLT development. Further council owned sites being assessed to find at least 4 more
- Regular updates on progress to Housing Member Supply Board.


Sites
identified

2. Improving private rented housing

2.1 On track: Review and resubmit selective licensing scheme proposal to improve the management and standards of private rented sector homes in the City

- Committee report completed setting out evidence for pursuing scheme
- Stock condition survey recommenced in September
- Report planned for January Housing Committee



2.2 TBC: Research and review an ethical loan scheme

- Report to committee Year 2 Q3 (November 2020)

2.3 TBC: Develop or commission an information or advice hub for private renters and consider options for a private tenants' forum

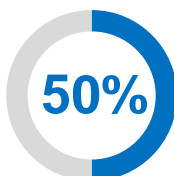
- Briefing to go to committee November 2020 on way forward

2.4 Slightly off track: Research and develop a social lettings agency

- Capacity has been limited due to Covid-19
- Research work will resume before the end of 2020/21

2.5 Slightly off track: Develop the enforcement approach to private sector housing to reflect the full range of potential options available to improve management and standards

- Work has largely been on hold (Covid-19 restrictions limit access to homes)
- Urgent hazards have been attended to
- Request for assistance top categories: disrepair (37%), Councillor enquiries (21%), assessments for social housing waiting list applications (10%).



of licensed HMOs meet all special conditions (licences issued 12 plus months ago)

62

Requests for assistance received during Q1



3. Alleviating homeless and rough sleeping

3.1 On track: Develop a rough sleeping strategy (to include partnerships with community homeless and faith projects and delivery of homeless enterprise projects)

- Strategy report to approved by committee June 2020
- Policy & Resources approved setting up of the Homeless Reduction Board July 2020
- Covid-19 response: over 400 people accommodated including rough sleepers, those in congregate accommodation and those at risk of rough sleeping
- Next Steps Accommodation Programme (NSAP) funding bid submitted to Ministry of Housing, Communities & Local Government for the costs of providing accommodation and support to all those accommodated in short term owing to the pandemic and to develop move on options (outcome expected mid-September)



400+

People accommodated
through Covid-19
response

88

Rough sleepers counted
in November 2019, up
from **64** the year before

3.2 On track: Review/consult/adopt the Homeless Bill of Rights

- Values of the Homeless & Rough Sleeper Strategy approved by Housing Committee in June 2020 align to the Homeless Bill of Rights. Strategy states that *'The Homeless Bill of Rights should be viewed as a standard against which the Council and it's partners judge our policies and practices'*.
- Policy & Resources approved Homeless Reduction Board – July 2020
- Progress of the aspirations contained in the Homeless Bill of Rights will be monitored by the Homeless Reduction Board.

3.3 On track: Provide a 365 day night shelter

- Shelter opened in November 2019 (this needs reviewing following Covid-19 and impact of shared facilities)

3.4 TBC: Expand Housing First

- A report on 'Commissioning of a Housing First Service for Single Homeless People', including potential funding for expansion subject to NSAP bid to Government, is being considered at September 2020 Housing Committee.

3. Alleviating homeless and rough sleeping

3.5 On track: Develop a strategy for the provision of council run temporary accommodation including Seaside Homes

- Gladstone Court, Hartington Road (38 homes) – purchase August 2020
- Oxford Street refurbishment (10) – expected completion December 2020
- Home Purchase Policy purchases – 22 of 68 are for temporary accommodation (9 during 2018/19, 12 during 2019/20 and 1 during 2020/21 to date)
- Progress negotiating a new agreement with Seaside Homes to develop better ways of supporting homeless people.

3.6 On track: Develop a homeless strategy, ensuring homeless people are involved in the design and development of services which directly affect them.

- Homeless & Rough Sleeper Strategy agreed at committee – June 2020
- Policy & Resources approved Homeless Reduction Board – July 2020
- First meeting of Homeless Reduction Board held and we are currently developing Terms of Reference for the Homeless Operational Board

4. Achieving carbon reductions and sustainability in housing including address fuel poverty

4.1 On track: Develop an action plan to set out how we will work collaboratively to ensure housing contributes to making the city carbon neutral by 2030

- Working with corporate programme to become carbon neutral by 2030 – delivery plan for Housing will be developed and presented to committee.
- Our Housing Revenue Avenue capital programme targets investments that will ensure our homes are energy efficient and that we continue to improve the energy performance of our housing stock, including through modern heating systems to reduce carbon emissions and resident's fuel costs. Our HRA capital programme for 2020/21 includes £2,104,000 for domestic/communal heating improvements.
- Agreement to install ground source heat pump at a seniors housing scheme
- Retrofit installation of the first air source heat pump on Housing land
- Working on funding bid to pilot a 'whole house' approach to reduce carbon emissions from council homes
- Continued promotion of the Your Energy Sussex renewable energy tariff
- Continued support of the Warmer Sussex model to offer energy efficiency improvements to private householders and landlords

4. Achieving carbon reductions and sustainability in housing including address fuel poverty

4.2 On track: Develop a new PV and energy efficiency strategy for council homes to include standards for new homes

- Standards for new council homes are guided by the revised new build specification – minimum Energy Performance Certificate rating of A

45,000

Estimated tonnes of carbon emissions from council homes



67.5

Energy efficiency rating of council homes (maximum of 100)



4.3 On track: Review the energy efficiency and provision on all new developments

- Government consulting on the Future Homes standard and building regulations (proposes lower carbon emission achieved through very high standards and low carbon heating systems)

4.4 On track: Investigate and report the possibility of bulk buying PV panels and other energy saving resources

- Work started on PV installations at a seniors housing scheme
- Continued work towards a launch of the Solar Together Sussex collective buying scheme for solar PV panels

5. Improving council housing and community involvement

5.1 TBC: Work with tenants to develop a 'decent environment' standard

- Work will commence with tenants during 2021/22 to jointly develop this new standard

5.2 On track: Develop a fire safety programme in conjunction with tenants and residents

- Sprinklers are now fitted as standard in all council new build homes
- Sprinkler systems at St James's House and Essex Place – out to tender soon

5.3 TBC: Review and develop a new tenant and community involvement policy/strategy for housing, ensuring we learn from the lived experience of our clients, meet the 'Involvement and Empowerment' standard and that co-production is at the heart of our tenant and resident involvement work

- Report to committee Year 2 Q3 (November 2020)

5. Improving council housing and community involvement

5.4 Slightly off track: Extend participatory budgeting

- Report to committee Year 2 Q1 (June 2020). We have deferred some reports to future committees given Covid-19 capacity & related issues.

5.5 On track: Develop the work undertaken with leaseholders to develop a new leasehold involvement policy, setting out how leaseholders can be supported to be more proactively involved in capital works and other leasehold matters

- . Due to the Covid-19 outbreak, our planned works procurement was paused. The procurement is now due to be completed in November 2020. The next stage of the procurement is to consult with leaseholders on the council's proposals to enter into the long-term agreements with the winning bidders.
- The resident 'task and finish' group, including significant representation from leaseholders, worked with the programme team over the last year on planned works procurement has been unable to hold meetings due to current social distancing measures.
- For the social value question, two members of the resident task and finish group, one tenant and one leaseholder, were part of the evaluation team.
- Senior Leasehold Liaison Officer appointed

6. Enabling more affordable home ownership

6.1 On track: Work with Community Land Trust (CLT) to develop self-build opportunities

- Report to committee Year 2 Q2 (September 2020). We have deferred some reports to future committees given Covid-19 capacity & related issues.
- Working with CLT to develop increased knowledge of possible funding sources

6.2 Slightly off track: Work with Homes for Brighton & Hove and registered providers in the city to develop 500 shared ownership properties for essential workers who live and work in the city

- The Living Wage Joint Venture, Homes for Brighton & Hove, has planning permission for its first two sites totalling 346 homes. Options are being reviewed for delivery of the shared ownership element of the two schemes.
- Report to go to September Housing Supply Member Board considering options
- 235 affordable homes projected through registered providers during 2020/21, 141 (60%) are for shared ownership.

7. Make fuller use of shared housing capacity

7.1 Slightly off track: Review our empty homes policy to ensure 650 empty homes are brought back into use

- Progress restricted by Covid-19 restrictions – 21 homes taken back during Q1



158

Private sector empty
homes returned to use per
year (2016/17 to 2019/20)

7.2 TBC: Develop a policy to incentivise households to relinquish council tenancies as an alternative to right to buy

- Report to committee Year 2 Q3 (November 2020)

7.3 TBC: Investigate the possibility of supporting a 'lodger' scheme and report to committee

- Report to committee Year 2 Q4 (March 2021)

7.4 On track: Undertake an impact assessment of short-term holiday lets and Air BnB in the city and consider options that may inform an approach to alleviate the most detrimental issues arising

Report to committee Year 1 Q4 (March 2020). A report on Regulation of Short Term Holiday Lets considered by Tourism Equalities Culture and Communities on 5 March 2020 was also considered at Housing Committee on 11 March 2020. The report agreed:

- To officers using existing powers to investigate and respond to complaints about short term holiday lets, ensuring a co-ordinated approach to enforcement between services.
- Noted officers are actioning the requests in the Notice of Motion to lobby central Government for a national registration scheme and for enhanced enforcement powers for officers to deal with issues caused by these types of properties and to write to Air BnB regarding a consultation.

8. Alleviating poverty

8.1 Slightly off track: Ensure the in house repairs services includes measures to: provide opportunities for young people to develop skills for example through apprenticeships; maximise community benefits, including through use of local firms and labour for supply chain as well as planned and major works; and, develop pathways to employment that are inclusive in offering opportunities to all the communities we serve

- A report on 'Update on Repairs & Maintenance to Council Housing Stock' is being considered by September Housing Committee. Following the insourcing there are a number of ongoing and new projects which are being delivered by the programme team. Due to the Covid-19 outbreak, the planned and major works procurement was paused as were other areas of the programme, including taking on apprentices.











8.2 TBC: Review arrears policy to ensure all action is taken at the earliest stage, support given and eviction is used as a last resort

- Report to committee Year 2 Q2 (September 2020). We have deferred some reports to future committees given Covid-19 capacity & related issues.







8.3 TBC: Develop an arrears policy for temporary accommodation, which gives tenants the same level of support and assistance as those in permanent accommodation






- Report to committee Year 2 Q2 (September 2020). We have deferred some reports to future committees given Covid-19 capacity & related issues.




Part two: Performance indicators









 Customer feedback	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
9.1  Compliments received from customers	88	105	67		
9.2  Stage one complaints responded to within 10 working days	80%	85% (113 of 133)	61% (43 of 71)		
9.3 Stage one complaints upheld	Info	56% (74 of 133)	34% (24 of 71)	n/a	n/a
9.4 Stage two complaints upheld	18%	42% (5 of 12)	22% (2 of 9)		
9.5  Leaseholder disputes upheld	Info	New indicator	0% (0 of 1)	n/a	n/a




There was one leaseholder dispute during Q1, which related to charges for major works at a high rise block. Most disputes arise during Q3 when bills are sent out to leaseholders. There are three outstanding disputes from the previous year, which also relate to major works.

  Private sector housing	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4	
10.1	New licenses issued for Houses in Multiple Occupation (HMOs)	Info	228	162	n/a	n/a
10.2	HMOs where all special conditions have been met (for licences issued over 12 months ago)	50%	49.8% (821 of 1,649)	50.1% (942 of 1,882)		
10.3	Private sector empty homes returned to use	40	20	23		

 Housing major adaptations	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4	
11.1	Private housing – average weeks taken to approve Disabled Facilities Grant applications	10	11.2	16.6		
11.2	Council housing – average weeks taken to approve applications and commence works	10	13.9	5.3		

 Housing options and homelessness	Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4	
12.1	Households prevented from becoming homeless	202	189	154		
12.2	New households accepted as homeless	Info	66	58	n/a	n/a
12.3	Number of households on the social housing waiting list	Info	9,155	8,352	n/a	n/a

 Temporary accommodation		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
13.1	Total homeless households in temporary accommodation	For info	1,505	1,750	n/a	n/a
13.2	Rent collected for emergency nightly placements	89.21%	89.21%	71.84% (£846k of £1.18m)		
13.3	Rent collected for leased temporary accommodation properties	96.10%	96.10%	95.97% (£1.67m of £1.75m)		
13.4	 Rent collected for Seaside Homes	91%	88.19%	88.38% (£1.03m of £1.17m)		
13.5	Empty temporary accommodation homes (leased and Seaside)	For info	60	57	n/a	n/a

 Additional council homes		Q4 2019/20	Q1 2020/21
14.1	 Additional council homes	15	20
14.2	... at Local Housing Allowance rents	20% (3 of 15)	0% (0 of 20)
14.3	... at 37.5% Living Wage rents	47% (7 of 15)	75% (15 of 20)
14.4	... at 27.5% Living Wage rents	13% (2 of 15)	25% (5 of 20)
14.5	...at social rents	20% (3 of 15)	0% (0 of 20)
14.6	Council homes sold through the Right to Buy	6	8
14.7	Net change in the number of council homes – all rent levels	+9	+12
14.8	Net change in the number of council homes – social and 27.5% Living Wage rent homes only	-1	-3
14.9	 Total council homes	11,577	11,589
Total stock includes 10,649 general needs, 877 seniors housing, 52 council owned temporary accommodation and 11 long term leases to housing associations.			

14.10 Home purchase performance data – since start of programme

Home purchases by application date								
	2017/18	2018/19	2019/20	Apr-20	May-20	Jun-20	Jul-20	Total
Total applications	5	54	88	1	0	16	6	170
Of which, became purchases	2	31	35	0	0	0	0	68
Council declined	1	14	10	0	0	2	0	27
Owner declined offer	1	5	11	0	0	0	0	17
Owner withdrew	1	3	13	0	0	2	0	19
Outcome pending	0	1	19	1	0	12	6	39












Home purchases by completion date and rent level								
	2017/18	2018/19	2019/20	Apr-20	May-20	Jun-20	Jul-20	Total
Completed purchases	1	13	43	4	1	3	3	68
... general needs social rent	0	0	1	0	0	0	1	2
... general needs 27.5% Living Wage	0	0	5	2	1	2	0	10
... general needs 37.5% Living Wage	1	5	24	2	0	1	1	34
... temporary housing at LHA rates	0	8	13	0	0	0	1	22






Summary of all home purchases since start of scheme, September 2017


















Total purchases	Social rent	27.5% LWR	37.5% LWR	LHA rate	No. rent reserve applied	Total rent reserve applied	Net modelled subsidy over all properties to date (£)
68	2	10	34	22*	7 **	£0.249m	TBC

















*All LHA rate purchases are for temporary accommodation

**Of the 43 purchases following Housing Committee decision to use rent reserve to keep rents as low as possible

 Council housing management		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
15.1	 Rent collected for council housing (end of year projection)	95%	96.80% (£50.4m of £52.0m)	96.28% (£51.0m of £53.0m)		
15.2	 Tenants known to claim Universal Credit (UC)	For info	19% (2,117 of 11,436)	22% (2,545 of 11,357)	n/a	n/a
15.3	UC tenants in arrears who have an alternative payment arrangement	For info	39% (531 of 1,355)	47% (765 of 1,622)	n/a	n/a
15.4	Tenants evicted due to rent arrears	For info	0	0	n/a	n/a
15.5	Tenants evicted due to anti-social behaviour (ASB)	For info	1	0	n/a	n/a
15.6	 New ASB cases reported	For info	185	198	n/a	n/a
15.7	 Surveyed ASB victims satisfied with way their closed case was dealt with	85%	94% (15 of 16)	100% (3 of 3)		
15.8	Tenancies sustained following difficulties	98%	100% (24 of 24)	100% (13 of 13)		

 Council empty homes		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
16.1	 Average re-let time (calendar days) excluding time spent in major works	21	20 (111 lets)	91 (12 lets)		
16.2	Average 'key to key' empty period (calendar days) including time spent in major works	For info	47 (111 lets)	140 (12 let)	n/a	n/a
16.3	 Empty council homes (includes new homes)	For info	78	173	n/a	n/a

 Council housing repairs		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
17.1	 Emergency repairs completed within 24 hours	99%	99.8% (2,714 of 2,719)	99.4% (2,498 of 2,513)		
17.2	Routine repairs completed within 28 calendar days	92%	99.5% (6,011 of 6,041)	74.5% (769 of 1,032)		
17.3	 Average time to complete routine repairs (calendar days)	15 days	20 days	20 days		
17.4	 Appointments kept as proportion of appointments made	97%	97.8% (8,874 of 9,069)	97.5% (3,135 of 3,216)		
17.5	 Tenants satisfied with repairs (standard of work)	96%	100% (15 of 15)	93% (403 of 432)		
17.6	Repairs completed at first visit	92%	87.5% (7,666 of 8,760)	93.9% (2,838 of 3,023)		

 Council housing maintenance		Target	Q4 2019/20	Q1 2020/21	Status against target	Trend since Q4
18.1	 Dwellings meeting Decent Homes Standard	100%	100% (11,511 of 11,511)	96.8% (11,216 of 11,587)		
18.2	Energy efficiency rating of homes (out of 100)	67.4	67.5	67.5		
18.3	 Council homes with a valid Landlord's Gas Safety Record	100%	99.99% (9,992 of 9,993)	99.79% (9,962 of 9,982)		
18.4	 Lifts – average time taken (hours) to respond	2	4.7	2.5		
18.4	Lifts restored to service within 24 hours	95%	97.7% (130 of 133)	91% (104 of 114)		
18.6	Lifts – average time taken (days) to restore service when not within 24 hours	7	10	4		

Please note that new performance indicators relating to planned maintenance and major works are currently being developed and will be included in future versions of these performance reports once finalised.