**Update on Housing Service performance Apr-Aug 2020**

**Housing Panel, October 2020**

Corporately, we are still recording data for the Key Performance Indicators (KPIs) set for our services under the previous Corporate Plan. However, it is recognised that because of the much changed landscape due to the Covid-19 crisis, the Council’s work has been significantly impacted by the pandemic and lockdown, and resources have had to be redirected to support the response to the crisis. This means many of our pre-existing performance measures currently do not provide a fair and meaningful view of the work of the Council and provide a limited picture on current activity. However this information has been made available here to provide some indication on how activity is continuing through this challenging period, and that positive outcomes are still being delivered for residents and the city. The results for this year are also not directly comparable to previous years when these measures have been used. The process for setting new Service Performance measures for 2021/22 is under way.

This briefing note include the data for set KPIs up until the end of August along with commentary against each measure. This is in line with previous reporting processes to Housing Panel. We are also presenting updates from the Housing Service that gives a better picture of our achievements overall, over the last eight months. These include:

* We have successfully delivered the ‘Everyone In’ scheme, following the Governments direction issues on 26th March 2020 that all Councils in England were to provide emergency accommodation for rough sleepers, vulnerably homeless people and those accommodated in communal setting (such as Floyds Row) in order to help stop the spread of coronavirus. Within two weeks of this direction, we had secured 121 self-contained hotel and student rooms. Food was also provided to those accommodated. On-site support has been provided by St Mungo’s, with other homelessness organisations assisting with staffing, in-reach and to source necessities. As leasing arrangements with hotels came to an end in July and August, we secured the use of YHA until March 2021 and Canterbury House until July 2021 as interim accommodation. Interim accommodation is a bridge between emergency lockdown arrangements and more sustainable housing.
* We have been awarded just over £1m following a successful bid to the Next Steps Programme (NSAP) that will help us: provide 118 units of interim accommodation for former rough sleepers and people who had been living in shared hostels before the pandemic; provide financial assistance through deposits and rent in advance to help people move to more settled accommodation; partner organisation to refurbish properties and bring them back into use as move-on accommodation for people who have experienced homelessness. We are waiting to hear about an additional bid to fund longer term supported accommodation for people who are formed rough sleepers.
* The annual street count and estimate exercises are taking place as usual later this year to determine how many persons are sleeping rough at any given night in the City. The number of people sleeping rough in the city has consistently been in the mid-20s since early May. We now report weekly figures of rough sleepers to the MHCLG and our last reported figure was 25. It was agreed at the start of ‘Everyone In’ that people would not be forced into accommodation and some of those on the streets at present have rejected offers to come in, others are new to rough sleeping waiting to come into accommodation. Where people have rejected accommodation offers, the St Mungo’s outreach team continue to engage to find accommodation options. The securing of YHA and Canterbury House means that there are accommodation offers for those sleeping rough.
* Our teams supporting homeless households with their housing options, rough sleeping, the provision of temporary accommodation, and onward access to the private rented sector have continued to deliver a great service despite the need to change how they work through lockdown with limited access to council sites, and deal with increased demand due to the need to support those effected by homelessness brought on by lockdown and rising unemployment.
* The Council’s landlord services have successfully adapted to meet the challenges of the pandemic. Essential services have continued for our tenants such as repairs and new lets through the pandemic. The team have also been integral to the success of the locality hubs, ensuring vulnerable tenants and our communities were supported through lockdown.
* There are expected delays to our development programme due to the Covid-19 pandemic that saw work on sites across the city stop for a period of time, however sites are now reopened with only slightly reduced capacity due to the need to ensure social distancing. The lockdown in Q1 and continued uncertainty in the housing market will have an impact on the number of units completed throughout the year.
* To tackle the lack of housing in general and affordable housing in particular in the city, the Council Cabinet has committed to spend another £31m to buy land with the aim of building more affordable housing in the city.
* Property services have worked with colleagues in ODS to deliver the safe re-opening of buildings following easing of lock down measures due to Covid, including our leisure and community centres

