

Agenda Item 6

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

Measure	Reporting Frequency	2019/20		2020/21	Comments
Description		EOY result	Result at end of Aug 2019	Result at end of Aug 2020	
Limit our use of temporary accommodation at 2015 levels (Corporate Measure, NI156)	Monthly	93 Number	78 Number	86 Number	We continue to work hard to prevent homelessness and thus reduce the need to place households in temporary accommodation. The number of households in temporary accommodation will fluctuate throughout the year and over the last few weeks, we have seen a reduction in the number of households placed in temporary accommodation despite upward pressure on homelessness due to the pandemic. Our teams are also focussed on assisting households to move on from temporary accommodation into suitable permanent housing. This work has continued throughout the Covid-19 crisis. <i>Please note</i> , this data does not include the persons provided accommodation by the council under the 'Everyone In' scheme.
Homelessness cases prevented (HC004)	Monthly	1,616 Number	Not available	433 Number (cumulative)	We have continued to carry out important homeless prevention work throughout the Covid-19 crisis, both under 'Prevention Duty' and through other 'pre-prevention' activities which include, general housing advice from our housing options service, Welfare Reform Team case work, landlord/tenant liaison work, prevention work/advice provided by advice agencies and Shelter. This measure is an example of the holistic approach taken by our service to homeless prevention. Some measures included in this data is reported bi-annually, so will not be included in this data set.
Homeless Acceptances (HC003)	Monthly	53 Number	26 Number	13 Number (cumulative)	Since the Homelessness Reduction Act was implemented in April 2018 there are fewer instances where we have to accept a 'Main Homelessness Duty'. Under the new legislation, Main Duty is only considered when Prevention and Relief activities have been unsuccessful. Therefore a significantly lower number of cases are now 'assessed' for Main Duty.
The number of successful interventions with rough sleepers (HP0040)	Quarterly	Not Recorded	79 Number	Not available	Due to the Covid-18 pandemic and the delivery of the 'Everyone In' scheme, it has not been possible to report this measure as it has in the past. We will investigate the best way of reporting this for the remainder of the year, remaining focussed on recording interventions for people moving off the streets. Under the 'Everyone In' scheme, where all rough sleepers, former rough sleepers living in communal spaces and those at imminent risk of rough sleeping were (and are) offered accommodation, a total of 235 persons had been placed in emergency accommodation up to the end of August.
Total standard re-let time (HouseMark definition) (HP009)	Monthly	20 Days	15 Days	24 Days	Due to a number of properties needing a great deal of work before being let again, as well as an multiple offers and direct matches on certain properties that has taken the teams longer to arrange, alongside the ongoing pressure from the pandemic and need to ensure full compliance with social distancing regulation, our re-let time is higher than we normally would want to see.
Empty homes returned to use (BV064)	Monthly	26 Homes	9 Homes	13 Homes (cumulative)	We continue to work with property owners to bring empty properties back into use across the City.
Total number of affordable homes completed in year	Monthly	89 Number	0 Number	33 Number (cumulative)	33 units have been handed over to date and a further 63 units are expected by the end of the year bringing the total to 96 completions. At this time last year, no properties had been handed over due to delays in completions, with handovers taking place from October onwards. Work on sites was significantly impacted by the pandemic in Q1, with some supply chains halted and work stopped at sites due to lockdown, sites have been getting back up to speed through the summer.
Number of affordable homes for rent delivered (HC016)	Monthly	66 Number	0 Number	20 Number (cumulative)	20 Social Rent units handed over to date and a further 48 Social Rent units are expected to be handed over by the end of March 2021, including 19 units at Barton, 13 units at Sandford Road, 7 at Wolvercote Mill and 9 units built by OCH. At this time last year, no properties had been handed over due to delays in completions, with handovers taking place from October onwards.

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