

Appendix D - Delivering New & Good Quality Homes

Council built homes

Indicator	Value	Reporting Period
Number of council owned homes – Local Authority new build	140	2011 to date

- Cabinet approved Phase I of the **Greenwich Builds**, a local authority led build programme of 750 new Council homes (all to start on site by March 2022). Development team are in place to deliver and a term alliance contractor procured for part of Programme
- 21 new houses will be delivered by Quarter 3 19:20 under the Greenwich Build Program

New homes

Indicator	Value	Reporting Period	Previous Value	Reporting Period	Target
Number of residential permissions given (net) (3 year rolling)	19,859	(2015/16 - 2017/18)			
Number affordable residential permissions (net) (3 year rolling)	3,667	(2015/16 - 2017/18)			35% for 10+ units
Number of new homes built (net) (3 year rolling)	6,085	(2015/16 - 2017/18)			8,055 (2,685 per annum)
Number affordable homes built (net) (3 year rolling)	1,745	(2015/16 - 2017/18)			35% for 10+ units
% major planning applications determined in time	100%	2019/20 Q2	100%	2019/20 Q1	60%
% non-major planning applications determined in time	95.2%	2019/20 Q2	93%	2019/20 Q1	70%

- Meridian Home Start has delivered its first 29 new homes (to add to its existing stock of 29 homes). A further c.200 homes are either on site or plans are being developed. Cabinet have agreed to support Meridian in developing a further 300 new homes.
- In addition to the local authority led Greenwich Builds programme, Cabinet approved a commitment to co-operative housing, self-build and community land trusts. These are largely dependent upon the demand for these models from the community.

Tenancy Management

Indicator	Value	Reporting Period	Previous Value	Reporting Period	Target
Borough rental collection rate	97.41%	Q2 19/20 cumulative	97.64%	Q1 19/20 cumulative	
Number of fraudulent applications and properties revoked through Unauthorised Occupation team case work	18	Q2 19/20 cumulative	6	Q1 19/20 cumulative	50
Housing stock lost through right to buy	62	Q2 19/20 cumulative	32	Q1 19/20 cumulative	

- Currently 17% of all cases in rent arrears are households claiming Universal Credit, this cohort disproportionately represents 35% (£2.3m) of the total arrears, the remaining 83% represents 65% (£4.3m) of the total arrears.
 - Increases in Universal Credit rent arrears is progressively outweighing decreases from non- Universal Credit arrears.
 - A Universal Credit team set up in 2019 has been extended until March 2021 to help mitigate against the risks and impacts of Universal Credit on the Housing Revenue Account (HRA).
 - To address the relatively static rent arrears of around £6.5m we are targeting arrears reductions within the self-payer cohorts who are not in receipt of any benefits.
 - Process and procedural re-mapping work is drawing to a conclusion and changes, improvements and efficiencies are incrementally being introduced and implemented.
 - **Number of fraudulent applications and properties revoked through Unauthorised Occupation team case work** - This KPI is below the target; it is always difficult to predict as cases can take many months to get a court date for possession. The team will be undertaking a small trial of occupancy checks in Temporary Accommodation in October / November 2019 this may be extended depending on the outcome / result.
 - Indicative forecasting based on current data predicts total arrears rising to £7.3m by March 2020 and £8.4m by March 2021 - further work will be undertaken to qualify and refine our forecasting and predictions.
 - 262 Right to Buy applications were received in the year to date reflecting a downward trend compared to recent years.
 - The 62 Right to Buy completions in the year to date represents total Right to Buy receipts of approximately £9.6m.
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Homelessness

Indicator	Value	Reporting Period	Previous Value	Reporting Period
Number of cases where homelessness has been prevented through advice and case work	646	Q2 19/20 cumulative	331	Q1 19/20 cumulative
Number of households in temporary accommodation	1186	Q2 19/20 cumulative	1131	Q1 19/20 cumulative
% of households presenting as homeless accepted as homeless	57.6%	Q2 19/20 cumulative	62.3%	Q1 19/20 cumulative
% of households accepted as homeless rehoused	31.2%	Q2 19/20 cumulative	36.8%	Q1 19/20 cumulative

- The percentage of lets made to homeless households reduced during Q2, partly due to offers being prioritised to decant households. However, it is worth noting that a number of households are currently under offer for registered social landlord new build properties, for which tenancy start dates are awaited and are therefore not reflected in these figures. The introduction of the Direct Offer Policy in October, to temporary accommodation households will assist with achieving this target.
 - During Q2 the number of households in temporary accommodation increased by 55. This is partly due to number of new placements into temporary accommodation being considerably more than households leaving, during the last week of Q2.
 - The temporary accommodation team are assisting households to bid for accommodation to ensure move on. The introduction of the Direct Offer Policy in October to temporary households will also assist with move on. The Council is awaiting start dates for a number of households are currently under offer for registered social landlord new build properties. Once confirmed, this should assist in reducing the overall temporary accommodation numbers and provide move on accommodation to those currently in shared accommodation.
 - Furthermore, the ongoing-targeted approach with weekly performance stats will help the Housing Inclusion and Support Service continue to make speedier casework decisions and reduce time spent in temporary accommodation.
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Property Maintenance

Indicator	Value	Reporting Period	Previous Value	Reporting Period	Target
Number of voids (snap shot at reporting period)	227	Q2 19/20	238	Q1 19/20	
Voids Turnaround time - Key to Key - in Days	75	Q2 19/20	78	Q1 19/20	50
Void loss against rent role	1.21%	Q2 19/20	1.68%	Q1 19/20	
% of resident satisfaction with completed repairs	Collection Suspended**	Q2 19/20	97.95%	Q1 19/20	
% of urgent repairs completed within time	94.51%	Q2 19/20	95.71%	Q1 19/20	
% of Fire Risk Assessment completed in last 12 months - High Rise Council Block*	46.32% (100%)*	Q2 19/20	100%	Q1 19/20	
% of properties with gas serviced within the last 12 months (snap shot)	99.96%	Q2 19/20	99.42%	Q1 19/20	

* Due to some unforeseen staffing issues, the scheduled High Rise Fire Risk Assessments that were due to be carried out by the end of July could not be completed on time. However, these have now all been completed and there was 100% compliance.

** Due to a re-evaluation of the collection methods

- The number of outstanding voids continues to reduce as the team addressed backlog issues. The snapshot has reduced from 270 at 2018/19 Q4 to 227 at 2019/20 Q2.
- The voids turnaround time continues to be a significant area for improvement. Performance on this reflects the historic voids being processed, and will improve once these backlog voids have been resolved.
- The longer turnaround time impacts on the voids rent loss KPI, which will also improve as turnaround times reduce.
- A contract to carry out external satisfaction surveys based on a sample of circa 15% has been awarded, and will be mobilised subject to clearance from the GDPR team.
- A number of improvement initiatives are underway to improve productivity and efficiency in the repairs service, and support improved customer care. This includes significant improvements in systems to support improved job handling.
- The current performance on individual boiler servicing reflects to significant work put in to restore performance after staff shortages earlier in the year. As at 2019/20 Q2, only 8 were outstanding, with the necessary legal processes being under way.