

STRATEGIC PRIORITY - HOUSING

Month Ending

Jun-20

Ref.	Indicator	Rationale	Current Value	Target	Frequency	Trend	Commentary
H1	Number of housing units delivered for affordable, social or intermediate rent		16	50	Q		Q1 figure is low due to current situation and lockdown with Covid 19. Developers and builders see this as a temporary blip. We are identifying what we can do to increase numbers and respond quickly to enquiries which could hold up delivery.
H2	Housing completions by year (net additional houses)		901	800	A		New figure has been calculated for West Suffolk - 800 homes. 'Overall Housing Requirement explained: Set by central government and updated annually. Central Government have stated that they reviewing the methodology. Existing methodology remains up to date until superseded. Consultation consultation expected late 2020.
H3	Housing Delivery Test		105	95	A		WS combined figure is 105%. Given the % were issued on the former LA areas for 2019 a light touch Housing Action Plan has been prepared. 'Housing delivery below 95% - Council prepare an action plan in line with the NPPF. Below 75% - Paragraph 11, presumption in favour of sustainable development of the NPPF applies.
H4	Housing standard complaints; 'percentage of housing complaints resolved in the quarter, within the target resolution timescales		96.49%	90%	Q		57 housing standards complaints were resolved in Q1 with 55 being resolved within the completion target date, 2 failed to be resolved by the completion target date, resulting in a 96.49% of complaints being resolved within the required time scale. During the pandemic we have significantly reduced our visits and inspections, but we have still managed to resolve the majority of tenant complaints about housing conditions. It has been necessary to work in different ways to achieve this and keep properties safe to live in. There are more complex cases where we will need to make assessments in properties to take more formal action, and we are doing this through our risk assessment and with the permission of the tenants-these are still relatively low in number and only in the cases where there are the most serious hazards and risk to health. We are planning to manage a backlog and an expected increase in complaints as lockdown is relaxed over the coming months.
H5	Housing improvement - Number of residents/households supported via interventions (per annum).	All homes available are safe, decent and healthy to live in. Homes are suitable for physical and mental health and well being.	299	350	Q		The annual projection is 1400 interventions. This report covers pro-rata Q1. Notwithstanding Covid impact, we have continued to investigate complaints in more innovative ways and, in addition to our 45 direct interventions, we have assisted 49 individuals who have had concerns with regard to their housing conditions, 9 people with regard to their accommodation within an HMO, 21 people who have made enquiries in respect of our discretionary and mandatory grants and discussed the new MEES Regulations with 13 landlords. We have also carried out 14 HMO inspections where it was considered that the tenants were at a high risk and an inspection was required. DFG is being delivered in those cases where the adaptation is considered urgent under our Fast Track System, and 20 grants have been completed this quarter. Orbit have also completed 128 interventions this quarter with the installation of hand/grab rails and minor adaptations following referral from Stepping Home, to enable patients to be discharged from hospital. Whilst more DFG work is now being undertaken through the HIA, following relaxation of lockdown, there is a backlog of grant cases and the likelihood of significant increase in demand in all key areas of PHH which will have to be managed. The situation continues to be under regular review, with our priority being the safety of both residents and our staff.