

**Meeting: Housing Rental Company Committee      Date: 23<sup>rd</sup> April 2018**

**Wards Affected: All**

**Report Title: Housing Monitoring and Performance Framework**

**Is the decision a key decision? No**

**When does the decision need to be implemented?**

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**1. Proposal and Introduction**

1.1 The Housing Monitoring and Performance Framework Dashboard brings together key monitoring information on housing from across the Council. Information will be reported to the Housing Rental Company Company in the form of a series of performance dashboards to illustrate progress and highlight any exceptions. The Framework will bring together existing data reported by Planning, Housing Options, TDA| and council commissioners of Adult Social Care Services to inform analysis of housing need, demand, supply and delivery. Where possible performance will be benchmarked against similar local authorities.

**2. Reason for Proposal**

2.1 Data on housing delivery is collected in various different teams, both within and outside the Council. Data is collected on different timescales and for different purposes. Affordable housing 'live' monitoring is undertaken by the TDA who maintain a database that can be used to generate reports on Affordable Housing Delivery and the current pipeline of future Affordable Housing Sites. This information will feed into the Planning and Housing Delivery Dashboard along with data that is reported to Homes England.

2.2 Planning staff monitor housing delivery in a wider sense, and assess housing delivery performance against the Local Plan targets. The availability of a Five Year housing land supply of is a key target for planning. The Local Plan targets have themselves been informed by Housing Needs Assessment that form part of the

evidence base for the Plan. In Torbay Neighbourhood Plans were expected to play a key role in housing delivery through the allocation of additional sites for new development.

2.3 The council's commissioning teams (in conjunction with the ICO) collect information on the need and demand for housing for people with particular care needs and those we have a duty to assist including, information on the number of care leavers requiring housing support. Similarly Housing Options collect data on empty homes and HMO licensing. The Council also has access to information about waiting lists from Devon Home Choice (for social/affordable housing) and HomeBuy South West for shared ownership properties.

2.4 The proposed Housing Monitoring and Performance Framework Dashboards will bring together data around Key Performance Indicators in relation to housing from across the Council in suite of dashboards covering:

- Dashboard One: Commissioned Services, Homelessness and Housing
- Dashboard Two: Housing Standards, Aids and Adaptations
- Dashboard Three: Housing Delivery and Planning

The current draft Dashboards present the most up to data currently available. Most indicators can be benchmarked against CIPFA family group on an annual basis. Where possible this will be included in the annual dashboard.

### **3. Recommendation(s) / Proposed Decision**

3.1 It is recommended that:

- the format of the Housing Delivery and Monitoring Framework Dashboards are agreed.
- the dashboards are presented to HRCC quarterly. The annual report will enable the dashboards to draw together data from annual returns provided at the end of the financial year, and summarise performance against agreed targets.
- the Housing Officer Group monitors performance on a quarterly basis to identify any areas of success to be highlighted and exceptions to be escalated to HRCC.

### **Background Documents**

#### **Draft Five Year Housing Land Supply Statement**

<http://www.torbay.gov.uk/media/10979/5yrssupply.pdf>

#### **Local Plan Evidence and Monitoring**

<http://www.torbay.gov.uk/council/policies/planning-policies/evidence-base-and-monitoring/>

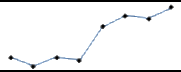



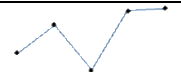
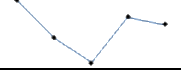

#### **Devon Home Choice Monitoring Reports**

[https://www.devonhomechoice.com/useful-information-0#Monitoring\\_reports](https://www.devonhomechoice.com/useful-information-0#Monitoring_reports)

## Annex One: Housing Monitoring and Performance Framework Dashboards

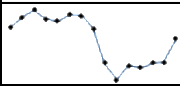
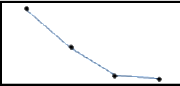
### Housing Monitoring and Performance Framework Dashboard One: Commissioned Services, Homelessness and Housing

Target	Indicator	Value	Time period	Where this information is kept	Who provides information	Trend	England value	Comparator grp value*	RAG rating	Comments	
<b>Commissioned services</b>											
<b>Leonard Stocks Centre</b>											
95%	Utilisation of accommodation	100.0%	2016/17	Performance returns sent to Commissioners	Commissioned service	No meaningful trend data as only 2 full years of data or less due to change in Provider/service	N/A			Contract started during 2015/16 so not a full year of data	
250%	Throughput (Total number of clients as a % of the capacity of the service)	375.0%	2016/17	Performance returns sent to Commissioners	Commissioned service		N/A			Contract started during 2015/16 so not a full year of data	
75%- To be confirmed	% who obtain stable settled accommodation- upon departure from the service	65.2%	2016/17	Performance returns sent to Commissioners	Commissioned service		N/A			Contract started during 2015/16 so not a full year of data	
<b>Torbay Domestic Abuse Service</b>											
95%	Utilisation of accommodation	80.9%	2016/17	Performance returns sent to Commissioners	Commissioned service		N/A				
100%	Obtain safe and secure accommodation- upon departure from the service	98.7%	2016/17	Performance returns sent to Commissioners	Commissioned service	N/A					
<b>Young Devon</b>											
95%	Utilisation of accommodation	89.5%	2016/17	Performance returns sent to Commissioners	Commissioned service	No previous year of data due to service change in mid 2015/16	N/A			Other Young People's and Families services- Young Parents Service and Torbay Foyer started mid 2017/18	

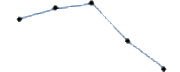
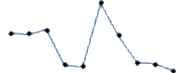
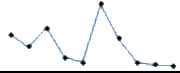

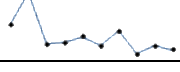
Target	Indicator	Value	Time period	Where this information is kept	Who provides information	Trend	England value	Comparator grp value*	RAG rating	Comments
<b>Supported living</b>										
	Number entering supported living	See comment								Data available from 2018/19, not 2017/18
<b>Extra care housing</b>										
	Number moved into Extra Care Housing	18	2017/18	Torbay and South Devon NHS Foundation Trust			N/A			
	Number on the waiting list for Extra Care Housing	8	31/03/2018	Torbay and South Devon NHS Foundation Trust			N/A			
<b>Homelessness</b>										
<b>Rough sleeper count</b>										
	Count (some years were estimates)	24	Autumn 2017	<a href="https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness">https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness</a>	Local Authority (LA)		N/A			
	Rate per 1000 households	0.39	Autumn 2017	<a href="https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness">https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness</a>	LA		0.20			
<b>Accepted as homeless and in priority need</b>										
	Count	166	2016/17	<a href="https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness">https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness</a>	LA- Housing Options		N/A			
	Number per 1000 households	2.72	2016/17	<a href="https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness">https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness</a>	LA- Housing Options		2.54			
<b>Households accommodated by the authority</b>										
	Count of households in temporary accommodation	71	31-Mar-17	<a href="https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness">https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness</a>	LA- Housing Options		N/A			
	Number per 1000 households	1.16	31-Mar-17	<a href="https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness">https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness</a>	LA- Housing Options		3.32			
<b>Cases of homelessness prevention</b>										
	Count	415	2016/17	<a href="https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness">https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness</a>	LA- Housing Options		N/A			
	Rate per 1000 households	6.79	2016/17	<a href="https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness">https://www.gov.uk/government/statistical-data-sets/live-tables-on-homelessness</a>	LA- Housing Options		8.62			

Target	Indicator	Value	Time period	Where this information is kept	Who provides information	Trend	England value	Comparator grp value*	RAG rating	Comments
<b>Housing register</b>										
<b>Households registered with Devon Home Choice</b>										
	Count of households in housing need (Bands A-D)	1,073	03-Apr-18	<a href="https://www.devonhomechoice.com/useful-information-0">https://www.devonhomechoice.com/useful-information-0</a>	Devon Home Choice		N/A			Quarterly trend
<b>Adult social care outcomes framework indicators</b>										
75%	ASC-1G: The proportion of adults with learning disabilities who live in their own home or with their family	77.1%	2016/17	<a href="http://www.content.digital.nhs.uk/catalogue/PUB30122">http://www.content.digital.nhs.uk/catalogue/PUB30122</a>	Torbay & South Devon NHS Foundation Trust		76.2%			
	ASC-1H*: Proportion of adults in contact with secondary mental health services who live independently, with or without support	39%	2016/17	<a href="http://www.content.digital.nhs.uk/catalogue/PUB30122">http://www.content.digital.nhs.uk/catalogue/PUB30122</a>	Mental Health Services Data Set		54%			See ** below for reasons to view values with caution
* Value of comparator group of Local Authorities to be added where possible in the annual update of this dashboard in the Summer										
** Central Government suspended ASC-1H in 2016/17 due to issues with completeness & quality of the data. Caution should be taken when comparing 2015/16 and 2016/17 figures with previous years due to changes in the dataset										

## Housing Monitoring and Performance Framework Dashboard Two: Housing Standards, Aids and Adaptations

Target	Indicator	Value	Time period	Where this information is kept	Who provides information	Trend	England value	Comparator grp value*	RAG rating	Comments
<b>Housing standards</b>										
	Number of licensed HMOs	75	Apr-2018	<a href="http://www.torbay.gov.uk/registers">http://www.torbay.gov.uk/registers</a>	Local Authority		N/A			
	Number of enforcement actions	Awaiting data			Local Authority		N/A			
	Number of long term vacant dwellings (6+ months)	1,220	Feb 2018**		Local Authority		N/A			
<b>Disabled Facilities Grants (DFGs)</b>										
	Number of completed cases	Awaiting data			Local Authority		N/A			
	Actual annual spend on DFGs	Awaiting data			Local Authority		N/A			
	% spent of the annual DFG budget	Awaiting data			Local Authority		N/A			
<b>Community equipment</b>										
	Number of different clients served	3,818	2017/18	Provided by the commissioned service			N/A			
* Value of comparator group of Local Authorities to be added where possible in the annual update of this dashboard in the Summer										
**This 2018 figure is not directly comparable with previous years because of seasonal variations- the figure is normally provided for October of the year										

## Housing Monitoring and Performance Framework Dashboard Three: Housing Delivery and Planning

Target	Indicator	Value	Time period	Where this information is kept	Who provides information	Trend	England value	Comparator grp value*	RAG rating	Comments	
<b>5 year land supply</b>											
	5 year land supply	4.2 years	2017/18	Local Authority- Planning			N/A				
<b>Delivery</b>											
	% of sites delivered that are brownfield	63%	2016/17	Local Authority- Planning							
75	Number of affordable homes delivered (gross)	26	2017/18	Torbay Development Agency			N/A				
	Number of affordable homes delivered- Social rent	5	2017/18	Torbay Development Agency			N/A				
	Number of affordable homes delivered- Intermediate rent	7	2017/18	Torbay Development Agency			N/A				
	Number of affordable homes delivered- Shared ownership	14	2017/18	Torbay Development Agency			N/A				
	Number of affordable homes delivered- Other**	N/A		Torbay Development Agency			N/A				
* Value of comparator group of Local Authorities to be added where possible in the annual update of this dashboard in the Summer											
**Other-To reflect new NPPF definition going forward											