

## Quarter 4 Performance Report (1<sup>st</sup> Jan 2010 – 31<sup>st</sup> March 2010)

### Local Area Agreement 2008-2011

**LAA Priority:** Improve housing options for the homeless and vulnerable clients  
(LAA27)

**Lead Contact:** Lisa Jennings

**RAG Status:** **Amber**

**RED** = fundamental blockage to progress with milestones and/or achievement of target  
**AMBER** = positive movement but with risks to achievement of milestones and/or target (so cannot say with confidence that priority would be achieved)  
**GREEN** = on track to achieve target and Milestones

#### Delivery Board Recommendations:

Delivery Board are asked to:

#### Quarter 4 Summary Statement:

LAA 27 brings together 5 distinct work themes relating to housing and vulnerable groups, with overall performance varying

##### **1. Increasing access to the private rented sector (lead officer Eve Fitzgerald)**

A range of letting options was tabled at the DHOP on the 14<sup>th</sup> April 2010 for discussion and consideration A draft bid was submitted to REIP for funding to facilitate and increase capacity of properties to a Decent standard to take forward advertising of Private Rented accommodation on the Devon Home Choice The feasibility study is to be presented to CLG on the 23<sup>rd</sup> April

##### **2. Reducing youth homelessness by streamlining the LPSA2 reward money (lead officer Lisa Jennings)**

The project seeks to further reduce the number of young people accepted as homeless through the reinvestment of the £1,388,476.81 LPSA2 reward money. The original target was to reduce youth homelessness acceptances by a further 25% by 2011. Performance in the first year was very good. However, in light of the House of Lords handing down judgement in the case of R (G) v London Borough of Southwark on the 20 May 2009 the target has been revised to include young people accommodated by C&YPS and now reads: 'A 25% reduction in the number of statutory homelessness acceptances for 16/17 year olds and the number of 16/17 year olds accommodated by C&YPS' A new benchmark has been set, based on Jul-Dec 09 monitoring data

##### **4. Modernisation of older person's housing & support services (lead officer Max Sillars, Devon Supporting People)**

Summary statement: In the CIVIS report (2008). 'Strategic review of older persons' housing & support services', the separation of support from sheltered housing tenancies is a fundamental element of the future vision for providing support services to older people, which it defines as:

*The provision of high quality, cost effective, preventative housing support services to older people irrespective of the type of tenure in which they live. These services can help service users to sustain their current accommodation, or enable a move to suitable alternative accommodation, and prevent the need for high care residential or health services by working in close partnership with other agencies.*

This project seeks to separate housing from support and a number of local indicators have been set:  
1. % of sheltered services where the support agreement is separate to the tenancy agreement

- 2. % of sheltered services provided as floating support
- 3. % of services with a mobile warden (considered a pre-cursor or step - change towards the provision of floating support)

The overall target is to achieve 100% of services on all 3 indicators by April 2011. Although, some services may be exempted from the targets, (for example to be remodelled to provide 'extra care'), subject to local, County and Joint Commissioning Body agreement.

**5. Choice based lettings (lead officer Rupert Warren, Devon Home Choice Coordinator)**

This project sought to develop and implement a Devon wide Choice Based Letting scheme (Devon Home Choice). The project has now been implemented and Devon Home Choice is live across the 10 local authorities.

**End of year 2 review:**

**Achievements:**

**Theme 2**

In partnership with Devon C&YPS, Supporting People and Plymouth City Council a new supported lodgings, emergency accommodation and floating supported service has been designed and commissioned. The new service went live on the 1 April 2010 and the contract runs for 2 years (April 2010 to March 2012).

**Outcomes for local people:**

**Theme 2**

The new service will increase accommodation options for young people in housing need across Devon and Plymouth.

**Value for money:**

**Theme 2**

The new service should help reduce the costs of emergency/temporary accommodation.

**Performance Indicators – National and Local**

Code	Title	+/ -	Year	Annual Target	Status	Improvement	Actual to Date	Notes
Theme 1	Number of private rented sector moves facilitated by Devon authorities	+	FY 2009-10	876	39% increase		1218 at 14 <sup>th</sup> April awaiting 4 more LAs return. In excess of target figures	This is a revised higher target
Theme 2	Number of statutory homelessness acceptances for 16-17 yr olds and the number of 16/17 olds accommodated	-	From Q4 09/10 onwards	118 (target covers Q4 09/10 to Q4 10/11)				This is a revised target and monitoring began in Jan 10, the first quarter statistics (Q4 09/10) are not yet available to report

	by C&YPS							
Theme 4	The separation of support from sheltered housing tenancies			100% by April 2011			n/a	No change, this is not unexpected as the final milestone for the implementation of the strategy is April 2011.
Theme 5	Introduction of a common Choice Based Letting Scheme across Devon		FY 2008-09	n/a	Devon Home Choice is now live across the 10 Devon local authorities		n/a	

**Key to PI symbols (insert as appropriate):**

1. **+** equals higher figures are better and **-** equals lower figures are better
2. **No Data/Well Below Target/Below Target/On Target/Above Target/Well Above Target**

Well Below Target	Under	5%
Below Target	Under	0.0001%
On Target	On	
Above Target	Over	0.0001%
Well Above Target	Over	5%

3. Improved Performance **↑** Worse Performance **↓** Unchanged **↔** compared with the same period in the previous year

**Key Milestones (Last Quarter – Quarter 4 09/10, ends 31 March 2010)**

	Description	Date	Outputs expected	Achieved/missed
<b>Theme 1</b>	Scoping exercise of lettings services in Devon LAs	End December	Existing service provision Existing Incentive provision Resources available	
	Commence Consultation with Private Sector Devon Group	End January	Material to undertake feasibility of common letting standard and grant or loan support	Completed
	Complete scoping exercise	February	Feasibility Study Draft	Partially finished now Mid April
	Complete landlord consultations	March	Attributes of a social lettings agency investigation complete	Letting agents Devon Completed Landlords East Devon, Mid Devon, Plymouth and two forums completed. Further mail-out from Exeter HB commenced March
	Complete consultation with Private Sector Group	March	Options identified	Consultation completed Further discussions re REIP meeting 21 <sup>st</sup> April
<b>Theme 2</b>	Design and facilitate the provision of	February	Better trained officers, increased number of successful homeless prevention cases	Partially met, training has been commissioned but has yet to be delivered

	specialist training for prevention posts			
	Identify options for early intervention work within schools and explore commissioning opportunities	February	Available options identified	Missed
	Consider funding opportunities for capital under spend	March	Available options identified	Ongoing
	Analyse Jul-Dec 09 Southwark Monitoring information to benchmark and set a new Target	March	New target finalised	Achieved
	Finalise new SL contract arrangements and determine how CYPS and housing authorities utilise the contract	March	Contract ready to go live and all agencies clear on access arrangements	Achieved
<b>Theme 4</b>	This project seeks to separate housing from support and a number of local indicators have been set: 1. % of sheltered services where the support agreement is separate to the tenancy agreement 2. % of sheltered services provided as floating support 3. of services with a mobile warden		No significant progress towards the key targets and milestones is anticipated this next quarter (Q4 09/10). However, a number of providers have indicated, in their monitoring returns, that in April 2010, they will be completing the separation of tenancy from support services. This data will appear in the Q1 2010/11 report	n/a
<b>Theme 5</b>	East Devon to go live	27 January	Council and housing association homes in East Devon to be advertised through Devon Home Choice	Achieved.
	Torbay, North Devon & Exeter to go live	3 February	Council and housing association homes in Torbay, North Devon & Exeter to go live to be advertised through Devon Home Choice	Missed. Torbay did go live on 3 February, but the go live dates for North Devon & Exeter were delayed to 3 March & 31 March respectively

**Key Milestones (This Quarter - Quarter 1 2010/11 ends 30 June 2010)**

	Description	Date	Outputs expected
1.	Feasibility options for DHOP to decide on way forward	May 2010	Action plan based on DHOP decisions

2.	Agree commissioning priorities for remaining capital funds	April 2010	Priorities identified
	Consider exit strategy for prevention posts / SL contract	April 2010	Opportunities identified
	Mediation skills training delivered to prevention workers	June 2010	Better trained officers, increase in number of successful homeless prevention cases
	Design service specification/grant proposal for prevention work within schools	June 2010	Service ready for tender
4.	This project seeks to separate housing from support and a number of local indicators have been set: 1. % of sheltered services where the support agreement is separate to the tenancy agreement 2. % of sheltered services provided as floating support 3. of services with a mobile warden	By April 2011 at the latest	
5.	Procedure Manual to be finalised and signed off by partners	1 June 2010	Agreed Procedures Manual ensuring consistency across Devon
	Cross border moves to be enabled	1 June 2010	People to be able to move within Devon

**Key Risks (\*\*Please update the following with reference to scoring guidelines below\*\*)**

Risk		Impact	Likelihood	Score	Mitigation
<b>Theme 1</b>	Lack of engagement by LAs	3	3	9	REIP may accelerate Accreditation and cascade training
<b>Theme 2</b>	Unequal distribution of SL placements between housing authorities and CYPS	3	3	9	Work with CYPS and housing authorities to agree access arrangements
<b>Theme 4</b>	Negative press/publicity regarding strategic changes				
<b>Theme 5</b>	Torbay, North Devon & Exeter not able to go live on planned date				
<b>Theme 5</b>	Procedures Manual not finalised/ signed off by partners	4	2	8	Has been identified as the key priority.

**\*Risks – Scoring Guidelines:**

Likelihood of risk:	Impact of risk:	<b>Total risk score (likelihood x impact)</b>
---------------------	-----------------	---

1 – Very low 2 – Low 3 – Medium 4 – High 5 – Very high	1 – Insignificant 2 – Minor 3 – Moderate 4 – Serious 5 – Very serious	1 – 6 Low 8 – 12 Medium 14 – 20 High Over 20 Very high
--	---	---

**Spatial Implications (please insert detail if possible)**

District	Impact (insert ✓ or x or unknown)	Disaggregated Data (✓ or x)	Examples of Local Delivery Outcomes
Exeter			
East Devon			
Mid Devon			
North Devon			
Torridge			
West Devon			
South Hams			
Teignbridge			