



Scrutiny Committee 6 September 2017

Quarterly Performance Reporting – Quarter 1 2017-18

Purpose of report

This report provides Members with high level information about performance across the council in relation to agreed performance indicators and other statistics that support the monitoring of performance. Areas of achievement are also identified.

Attachment(s)

Appendix A: Quarter 1 Performance Highlights report – April 2017 to June 2017

Appendix B: Homelessness and Housing Contract information (in relation to Member enquiry)

1.0 Background

- 1.1 In order to monitor and report on the Council's performance, quarterly Performance Clinics are held for each service area.
- 1.2 The purpose of the performance clinics is to assess how service areas are progressing towards delivering key priorities and outcomes, identify problem areas and actions where required, provide peer challenge and identify and record good performance. The result is a high level report for Members focussing on the key areas of interest.

2.0 Performance Clinics

- 2.1 The Performance Clinic report for each service area includes information on all performance indicators, achievements and workforce statistics.
- 2.2 The Quarter 1 performance clinics for 2017-18 took place in August 2017. Clinics were attended by the Heads of Service, Middle Managers, Executive Director, Chief Executive, Finance Manager and Performance Officer.
- 2.3 The Performance Officer discussed and challenged each section of the detailed performance report and the clinics agreed which items should be reported to the Scrutiny Committee.
- 2.4 The overall performance report has been prepared for the Scrutiny Committee and is attached at Appendix A. The report contains:
 - A summary of performance across the Council
 - Key Performance Indicators which have been underperforming for 2 (or more) consecutive reporting periods.
 - Key Priority Performance indicators that are over-performing and have been selected, by Heads of Service, for escalation to committee
 - Performance Indicators that are of particular interest/relevance to the committee
 - Employment Statistics
 - Service area achievements
- 2.5 The criteria for under-performing key priority measures means that any measure which has under-performed for two or more consecutive periods is escalated for inclusion in the Scrutiny report as a matter of course.

- 2.6 Explanations are provided against performance indicators to give context to the quarter's performance. Heads of Service may attend the Committee meeting to provide further information.
- 2.7 Scrutiny Committee has requested that operational measures monitored by the Waste Team be included in the report.
- 2.8 Following a request received from a member of the Committee, information relating to the Housing Contract and homelessness is attached at Appendix B.

3.0 Equality and Diversity Implications

- 3.1 This is an information report for discussion. There are no equality and diversity implications arising.

4.0 Legal Implications

- 4.1 This is an information report for discussion. There are no legal implications arising.

5.0 Risk Management

- 5.1 There are no significant risks arising from the information provided in this report.

6.0 Financial Implications



- 6.1 This is an information report for discussion. There are no financial implications arising unless Members identify areas of significant underperformance that require additional resources to improve performance. Any proposed action would be subject to a further report and recommendation through the Policy & Resources Committee.

7.0 Corporate Outcomes

- 7.1 The information provided in this report demonstrates how the council is performing in relation to its Corporate Outcomes of:
- Good Value for Money
 - Healthy
 - Clean
 - Sustainable
 - Prosperous
 - High quality service delivery
 - Effective Management
 - Members and staff with the right knowledge skills and behaviours

8.0 Recommendation

- 8.1 The Committee is recommended to consider and discuss performance reported for Quarter 1 2017-18

Legal	Power: Local Government Act 2000				
	Other considerations:				
Background Papers:					
Person Originating Report: Angela Hook - Corporate Support Manager 01832 742203 ahook@east-northamptonshire.gov.uk					
Date: 18/05/17					
CFO 23/8/17		MO 23/8/17		CX	



East
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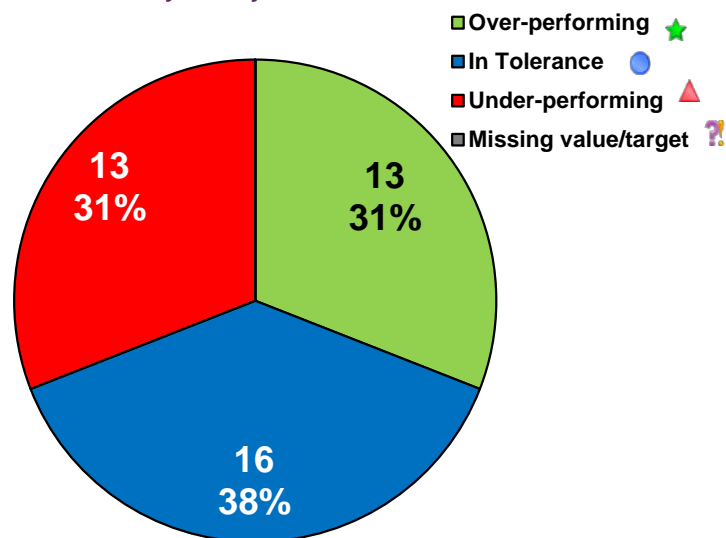
Quarter 1 Performance Highlights 1 July 2016 - 30 June 2017

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1. Quarter 1 Performance Summary

There were 42 key performance measures recorded in Quarter 1 and 69% were over-performing or within tolerance.

ENC Key Priority Measures



The pie chart above gives a summary of the performance of those measures identified as key to our performance as a council, within service areas' service plans for 2017-18.

1 April 2017 to 30 June 2017

	ENC Overall	Target	Performance
Local supplier invoices paid within 10 days	98.9%	98%	
2 out of 179 invoices to local suppliers were paid later than 10 days in Quarter 1. (One was an Environmental Services invoice and one was an Amenties invoice)			
All invoices paid within 30 days <small>(Late payment could result in the requirement to pay interest. Interest is currently set at 8.5% pa.)</small>	99.7%	100%	
2 invoices paid late this quarter, in May. (One ICT and one Finance)			

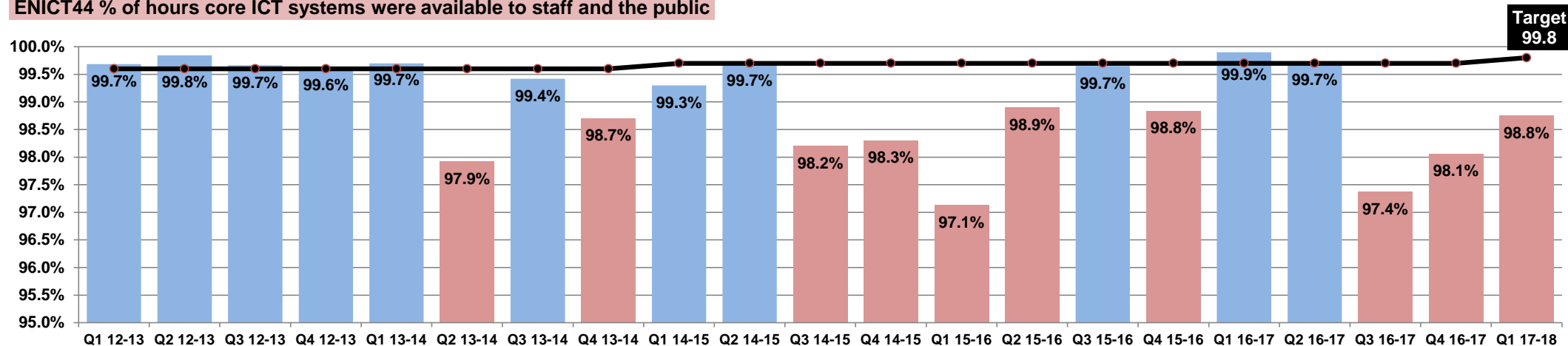
2.1 Under-performing Measures (Key Priority Measures which have been under-performing for 2 consecutive quarters)

Resources and Organisational Development

Outcome and Measure	Data Series	March 2016	June 2016	Sep 2016	Dec 2016	March 2017
<i>Effective Management</i> BV012b Number of days lost to long term sickness per FTE (12 months)	Actual	5.21 days	6.82 days			
	Target	2 days	5 days			
	Comment (June 2017)	See comment below.				
<i>Effective Management</i> BV012 Overall number of days lost to sickness per FTE (12 months)	Actual	9.15 days	10.56 days			
	Target	5.5 days	8.5 days			
	Comment (June 2017)	We have reviewed the target to 8.5 days (5 long term and 3.5 short term) for 2017/18 to ensure it is realistic in comparison with the targets being set by other councils in the East Midlands.				

High Quality service delivery - under-performing measures

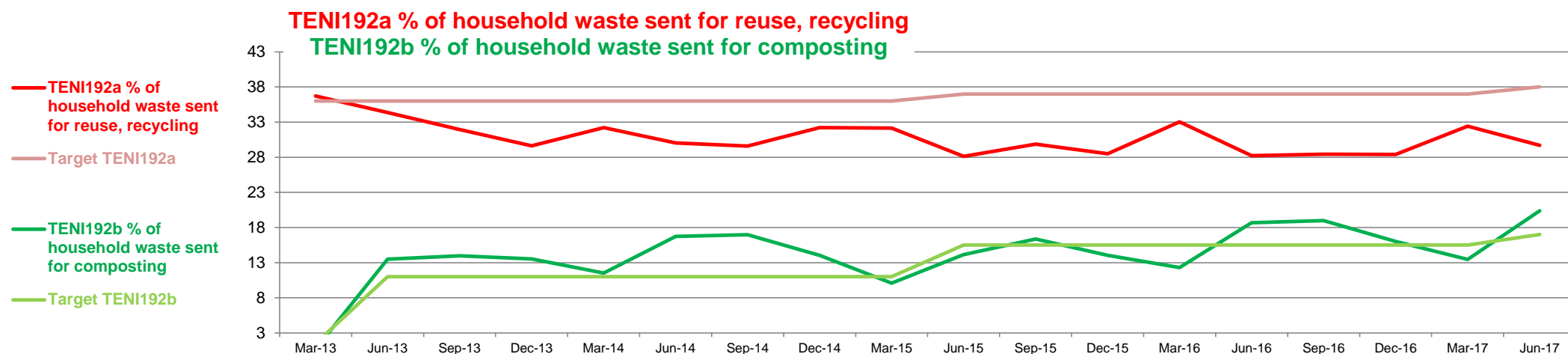
ENICT44 % of hours core ICT systems were available to staff and the public



2 significant issues during period. Public Access issue 04/04/2017 resulting in 14 hours downtime (Third party issue resolved) and In My Area issue 22/04/17 resulting in 54 hours downtime (Third Party issue resolved).

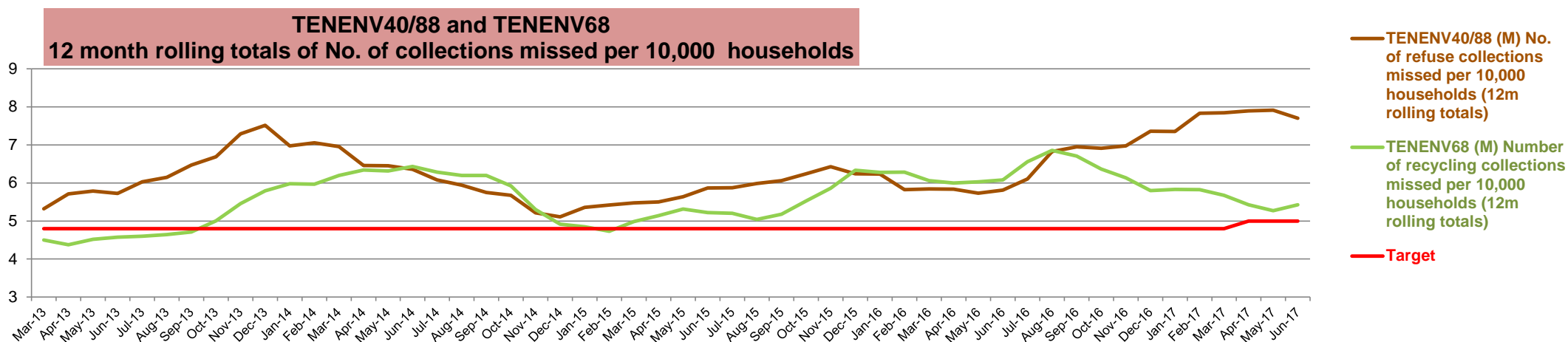
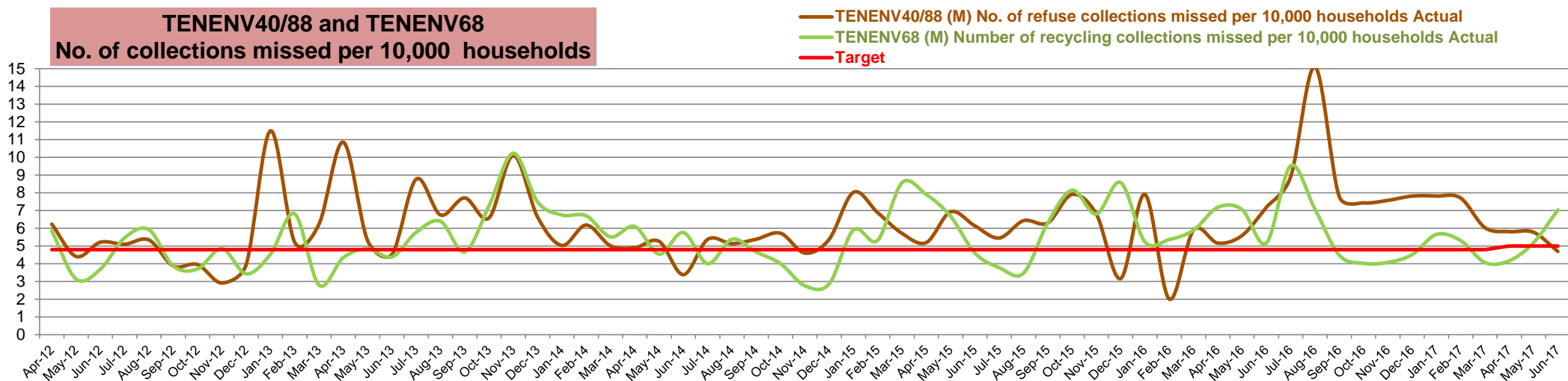
Environmental Services

Outcome and Measure	Data Series	March 2017	June 2017	Sept 2017	Dec 2017	March 2018
<u>Healthy</u> TENENV47 No. of premises holding the 'Eat Out Eat Well ' award	Actual	21	21			
	Target	39	40			
	Comment (June 2017)	June 2017 - still awaiting guidance from Surrey as to what is expected of EOEW programme. Until new guidance received, county-wide decision is to not progress programme. Surrey being contacted again to clarify status.				
<u>Clean</u> ENENV95 Number of enforcement actions relating to irresponsible dog behaviours	Actual	4	3			
	Target	12	9			
	Actual (YTD)	7	3			
	Target (YTD)	48	9			
	Comment (June 2017)	Three Fixed Penalty Notices issued one each for Dog in exclusion area; dog fouling and dog off lead.				



Comment for TENI192a: At the time of writing this is a draft figure as June disposal and recycling figures are subject to confirmation.

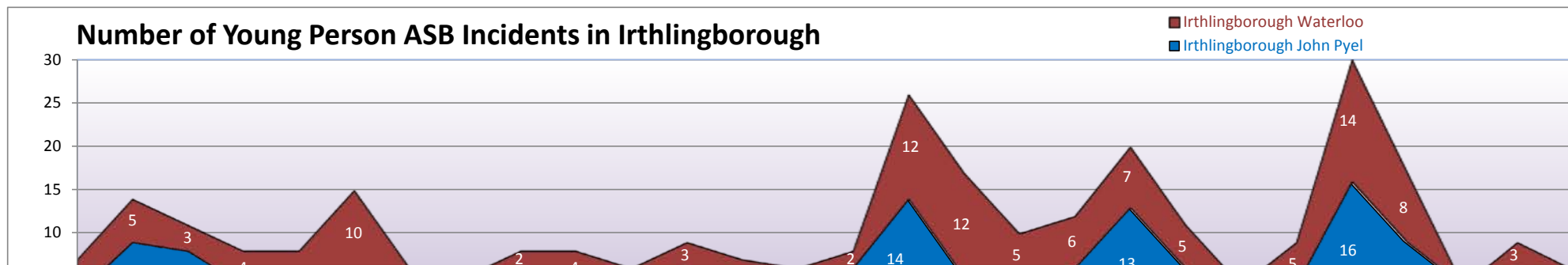
Recycled tonnage in Q1 was 2,094 compared to 2,072 for same period last year. Percentage recycled has risen principally as a result of lower disposal tonnages compared to same period last year.



Comment for TENENV40/88 and TENENV68: Waste Service Manager is addressing the ongoing issue of missed collections via contractual defaults to be issued to the contractor. Where an acknowledged missed collection has not been rectified within the proper timescales the contractor can be fined. This issue has also been formally raised with the contract manager as a priority area for improvement.

Customer and Community Services

Outcome and Measure	Data Series				
<u>Healthy</u> ENCCS30 % reduction in level of youth related ASB & criminal damage in targeted areas of EN (graph)	Actual	-52.00%	-80.00%		
	Target	20.00%	35.00%		
	<p>Comment (June 2017)</p> <p>This measure compares July 2015 - June 2016 to July 2016 - July 2017. Over the past 12 months there has been a substantial increase in youth related ASB in Irthlingborough. It is not unexpected for ASB to increase in the summer months due to longer daylight hours and school holidays, however, March 2016 saw a dramatic increase in incidents across both wards in Irthlingborough. Since March, reports of ASB have reduced significantly and comparing Q1 17/18 data with Q4 16/17 reports have decreased by 30%. This is due to interventions from the Police, Groundwork JAM team and the Arson Task Force with Operation Rebuild which have all made a positive impact on the town.</p> <p>Operation Rebuild is being lead by the Northamptonshire Arson Task Force. It was started as a result of an increase in secondary fires (wheelie bins, discarded rubbish etc) particularly in Irthlingborough. It is a partnership operation involving the Fire Service, Police, ENC, the town council, housing providers and Groundwork working together to promote fire and community safety in the local community. Work is also being done with schools and further activities are planned for the next 10-12 months.</p> <p>Please also see trend graph in CCS Performance Clinic report.</p>				



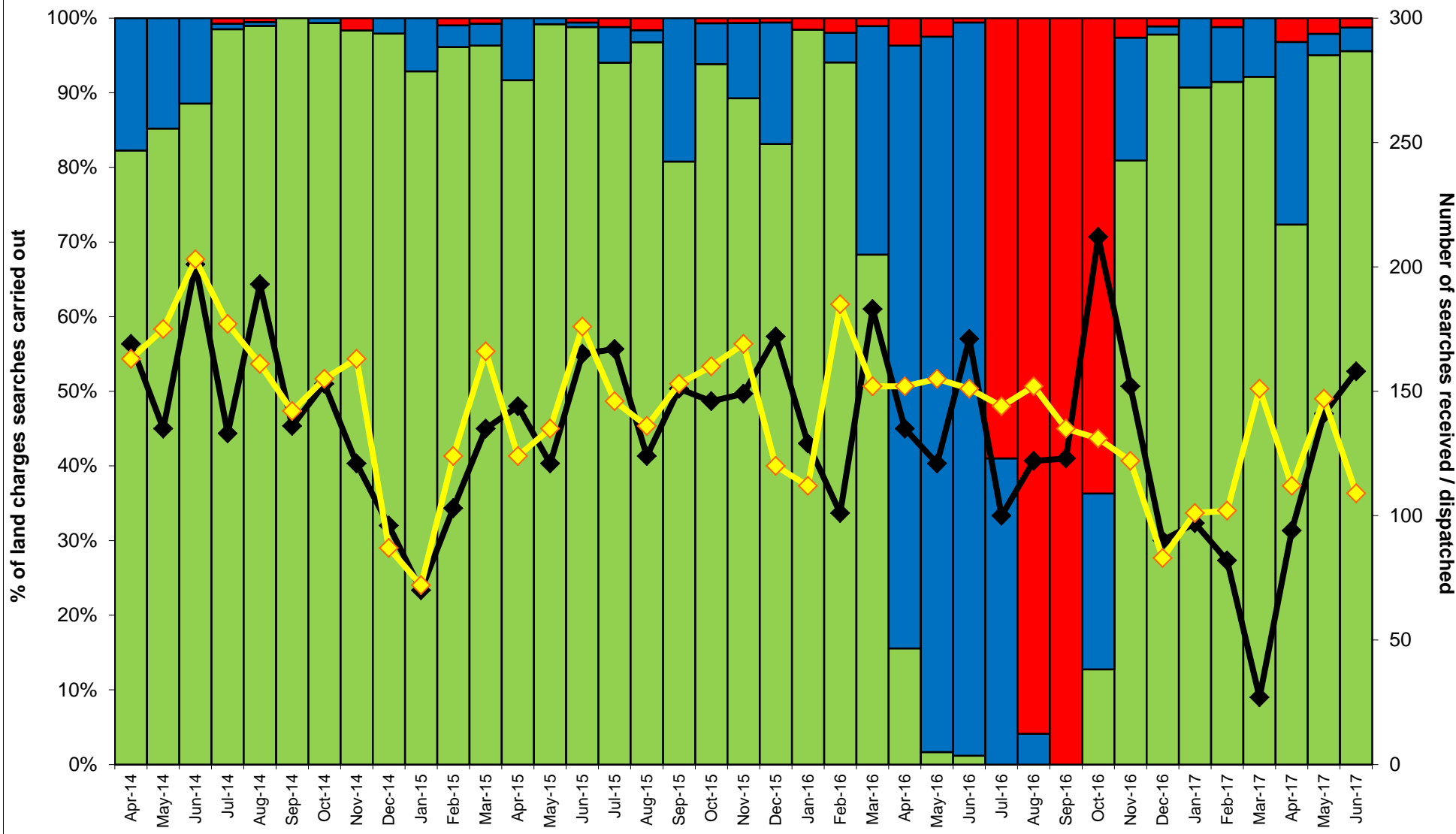
2.2 Over-performing Measures (Key Priority Measures which have been chosen to be escalated to show good performance)

Financial Services

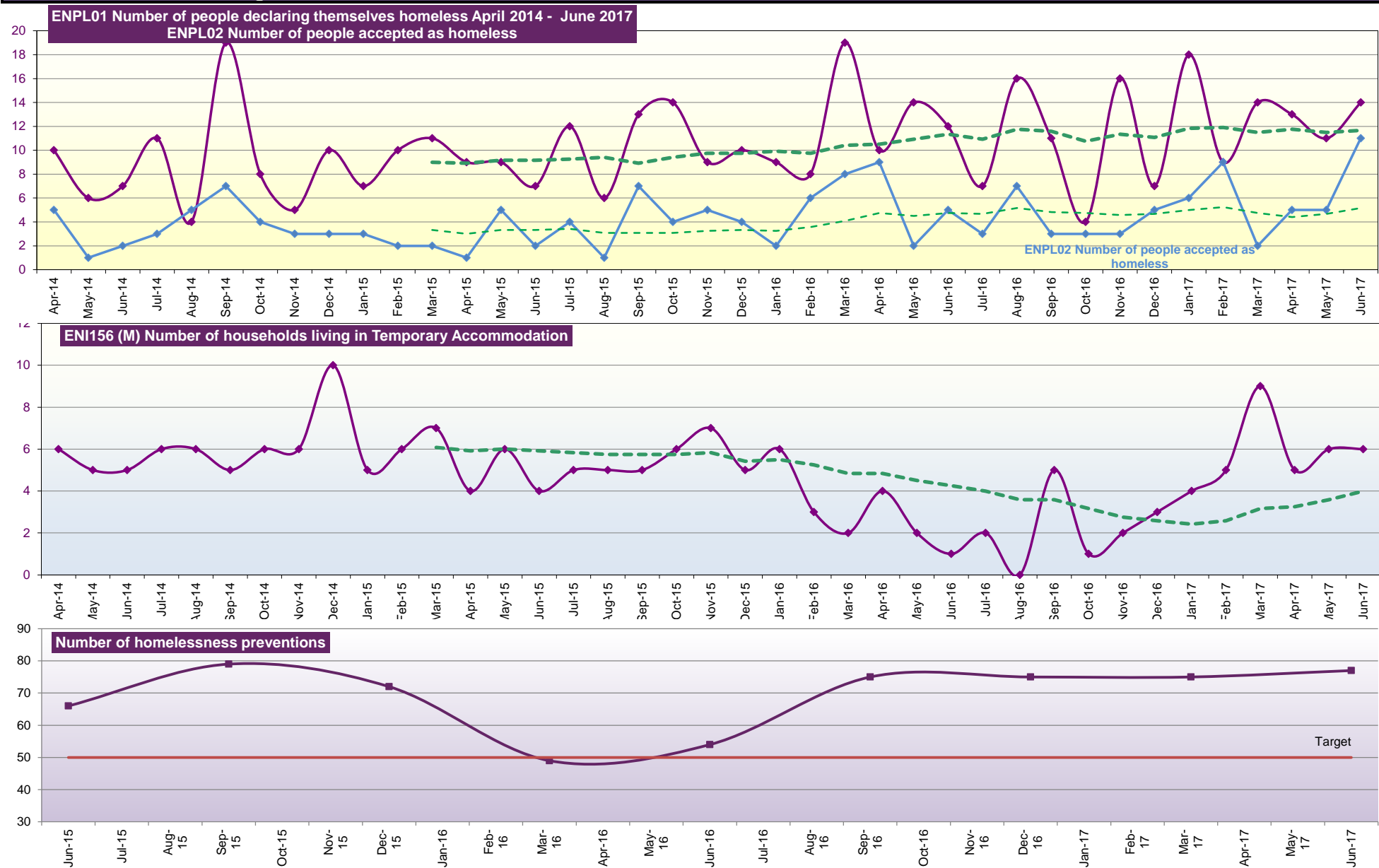
Outcome and Measure	Data Series	March 2016	June 2016	Sep 2016	Dec 2016	March 2017
<u>Prosperous</u> ENROD01 Amount of external funding received by community groups in the district after receiving advice (12 month rolling total)	Actual	£1,058,423	£1,070,927			
	Target	£500,000	£500,000			
	Comment (June 2017)	Results for successful community bids which have been received during this quarter are as follows: Apethorpe Church, tower repairs £3,000 Brigstock Cricket Club, replacement boiler £3,000 Brigstock Village Hall, replacement heaters £4,456 Fotheringhay Church, repairs and improvements £54,552 Nassington Cricket Club, pavilion repairs £20,000 Ringstead Parish Council, community garden £17,000 Ringstead Village Social Club, capital works £13,695 Rushden, Rush2theden, tots and adults work £5,655 Stanwick Parish Council, outdoor sports equipment £10,000 Collyweston Parish Council, new sports pavilion £35,000 Woodnewton Parish Council, play area £9,718 Yarwell Parish Council, playing field equipment £35,000 TOTAL £211,076				
<u>Prosperous</u> ENPCD32/50 Amount of external funding received by ENC and partners (12mth rolling total)	Actual	£334,522	£263,499			
	Target	£200,000	£200,000			
	Comment (June 2017)	Three bid results were received in this quarter. -One was successful: a bid to the Northamptonshire Community Foundation for £7658 to enable the Rockingham Forest Trust to run sessions at Stanwick Lakes for older people and people with disabilities. -One was not successful: a partnership bid to the Prince's Countryside Fund for £30,000 to enable The Mallows Company to set up a farmers sub group of the Made in Northamptonshire food network. -One was neither successful nor unsuccessful. A bid was submitted to the Horner Foundation for Freedom Leisure to undertake youth outreach work across the District. The Foundation replied to say that the project seemed very similar to one proposed by the Northamptonshire Association of Youth Clubs and suggested the two merge their projects. Freedom decided not to do this, and withdrew. Further bids in the pipeline include: a bid to Sport England for £46,000 to runs sports activities at Stanwick Lakes two bids to European funding pots for over £200,000 in total to improve stretches of the Greenway a bid to Defra for £50,000 to undertake work to stop flooding				

% of land charges searches carried out in target time
(April 2014 - June 2017)

- ENCCS12 % of searches carried out in more than 15 days
- ENCCS13 % of searches carried out in 11-15 days
- ENCCS14 % of searches carried out in 10 days or less
- Total number of searches dispatched
- ◇— Total number of searches received



Homelessness measures being escalated to attention due to the introduction of The Homelessness Reduction Act 2017



2.3 Waste Measures						
All other Waste Measures can be found here (if not in the previous measures tabs)						
Outcome and Measure	Data Series	Mar-17	June 2017	Sep-17	Dec 2017	March 2018
<u>Clean</u> TENI192b % of household waste sent for composting	Actual	13.46%	20.40%			
	Target	15.5%	17.0%			
	Comment (June 2017)	This measure was shown on a graph earlier in the report. At the time of writing this is a draft figure as June disposal and recycling figures have yet to be confirmed. Q1 tonnage was 1,437 compared to 1,372 for same period last year. Proportion composted has increased disproportionately as disposal tonnage has fallen compared to Q1 2016.				
<u>Good Value for Money</u> TENENV28 Number of garden waste service members	Actual	6385	7041			
	Target	6200	6500			
	Comment (June 2017)	Subscriber numbers continue to increase.				
<u>Clean</u> ENENV196d Average time taken to investigate fly-tips	Actual	1.26 days	1.04 days			
	Target	3 days	3 days			
	Actual (YTD)	0.98 days	1.04 days			
	Target (YTD)	3 days	3 days			
	Comment (June 2017)	Of 88 fly tips investigated 73 were investigated the same or next day as reported/found				

Outcome and Measure	Data Series	Mar-17	June 2017	Sep-17	Dec 2017	March 2018
<u>Sustainable</u> ENENV204 % of recycling lost to contamination	Actual	8.20%	8.20%			
	Target	10%	9%			
	Comment (June 2017)					
<u>Clean</u> TENENV27 Number of green dog club members	Actual	847	854			
	Target	750	800			
	Comment (June 2017)					
<u>Clean</u> ENENV196c Average time taken to remove fly-tips	Actual	1.94 days	2.13 days			
	Target	2 days	2 days			
	Actual (YTD)	1.91 days	2.13 days			
	Target (YTD)	2 days	2 days			
	Comment (June 2017)	56% of fly tips were cleared same or next day as reported.				
<u>Clean</u> TENENV73a Number of investigations commenced in relation to environmental crime	Actual	34	28			
	Target	30	30			
	Actual (YTD)	121	28			
	Target (YTD)	120	30			
	Comment (June 2017)	During this quarter a total of 28 environmental enforcements cases were instigated: One each for dog off lead; dog in exclusion area and dog fouling; nine for littering and 16 for flytipping				
Outcome and Measure	Data Series	Mar-17	June 2017	Sep-17	Dec 2017	March 2018
<u>Clean</u> ENENV94 Number of investigations concluding in formal action in relation to environmental crime	Actual	23	13			
	Target	20	20			
	Actual (YTD)	75	13			
	Target (YTD)	80	20			
	Comment (June 2017)	During this period the following formal actions took place: 8 x £75 Fixed Penalty Notices issued; 2 x £300 Fixed Penalty Notices Issued; 1 x case fined £811 in court; 1 x case passed to Legal Services with a view to prosecution and 1 x Warning Notice issued.				
<u>High Quality Service Delivery</u> ENENV67U % of people using the pest control service that were satisfied or better with the service received	Actual	100%	50%			
	Target	95%	95%			
	Actual (YTD)	100%	50%			
	Target (YTD)	95%	95%			
	Comment (June 2017)	Out of 15 pest control surveys sent out four were returned. Two stated they were very satisfied; one stating fairly dissatisfied and one stating they were very dissatisfied.				

3. ENC Employment statistics

This section identifies sickness levels and staff turnover data for each Service Area. This is reported to Personnel Sub Committee at regular intervals during the year.

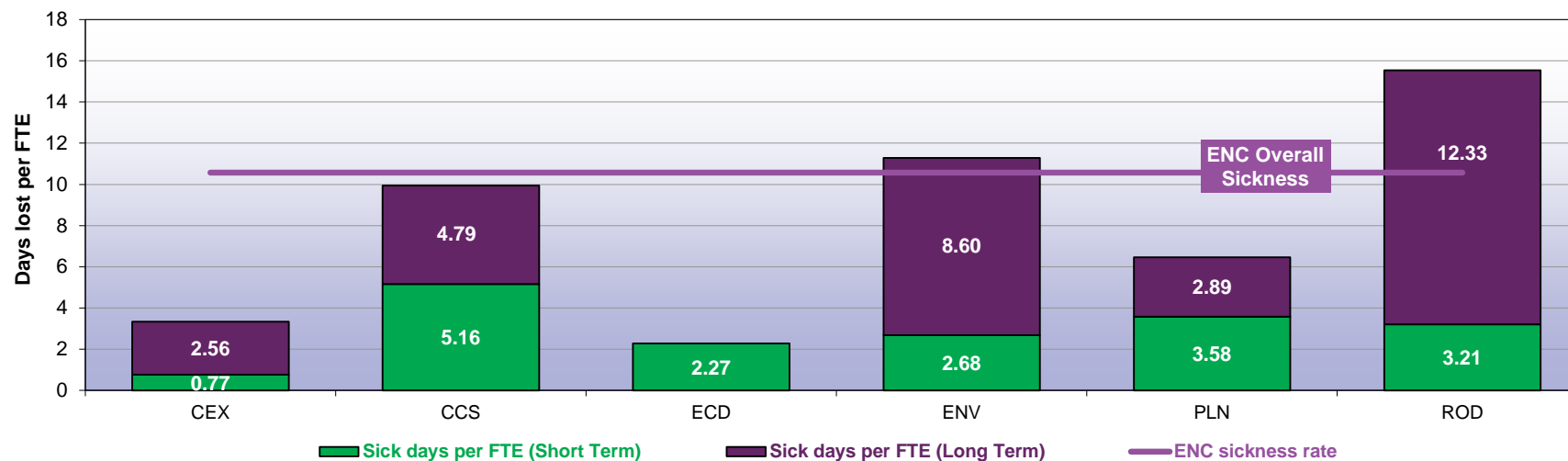
3.1 Staff Sickness

ENC TOTAL (1 July 2016 - 30 June 2017)	Days lost per FTE		
	OVERALL	Short Term	Long Term
	10.56	3.74	6.82
Target	8.50	3.50	5.00

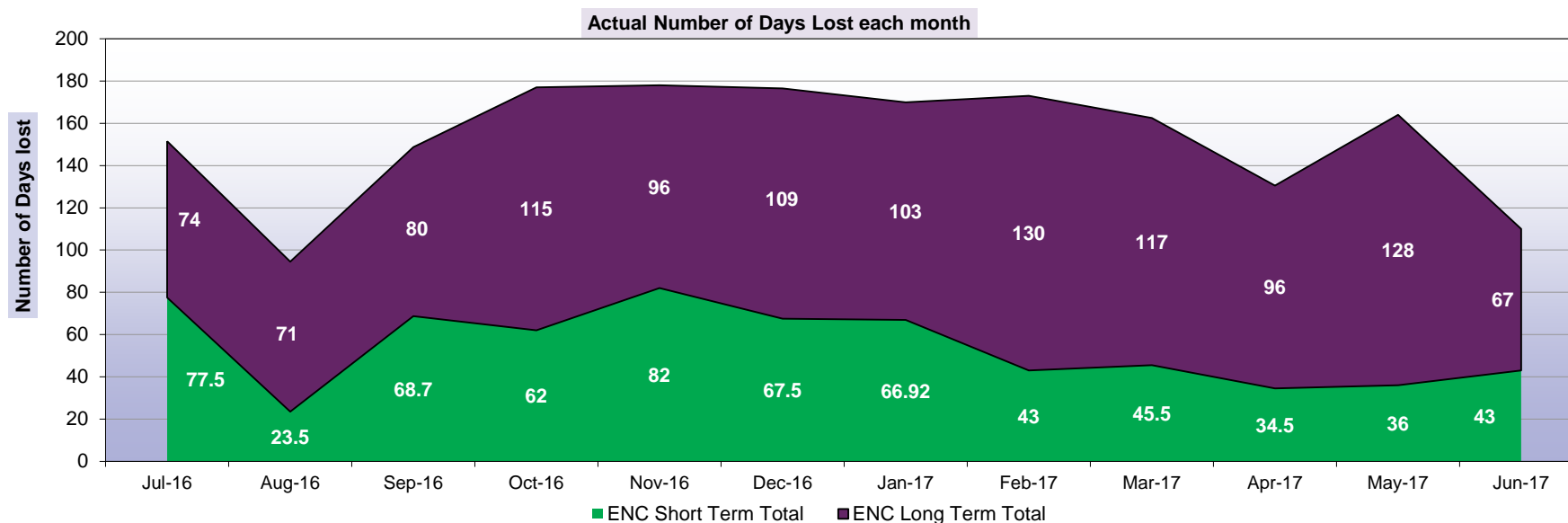
Previous ENC sickness (days)	2016/17	9.19
	2015/16	8.80
	2014/15	5.84
	2013/14	6.80
	2012/13	5.25
	2011/12	5.29
	2010/11	5.49
	2009/10	6.83
	2008/09	5.84
	2007/08	9.37

National sickness (days)				
Sector/Year	2013	2014	2015	2016
Public sector average	8.7	7.9	8.8	8.5
All sector average	7.6	6.6	6.9	6.3
Private sector average	7.2	5.5	5.8	5.2

Service area sickness totals - (1 July 2016 - 30 June 2017)



3.2 Sickness trends



Benchmarking Sickness - Days lost per FTE All Districts and Boroughs in the East Midlands	2016/17 ENC 9.19 days	Lowest	Lower Quartile	Average	Upper Quartile	Highest
		7.7 days	8.8 days	9.9 days	11.1 days	12.6 days

ENC Lost 1836.12 days to sickness from July 2016 to June 2017. This is the equivalent of 8.23 FTE (based on a calculation of working days excluding bank holidays, closed days and 25 days annual leave).

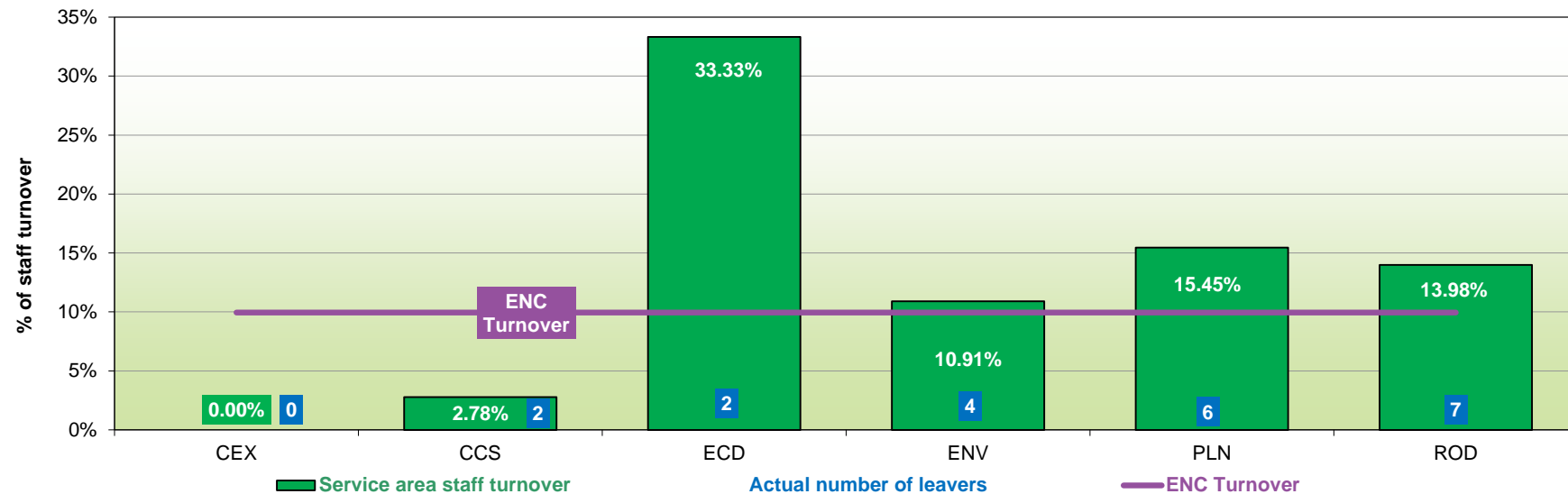
We have historically had very low sickness levels, but they have increased significantly over the last two years. This is mainly due to a spate of long-term sickness, which has occurred for a variety of reasons. We have had some absences due to anxiety and depression as well as several due to long-term physical conditions (such as cancer) requiring treatment and/or surgery. We continue to manage both the physical and mental health of our staff as best we can, and even at the current elevated level our sickness absence is only just above the sector average and is lower than many of our East Midlands comparators.

3.3 Staff Turnover

	% of leavers
ENC TOTAL (1 July 2016 - 30 June 2017)	9.94%

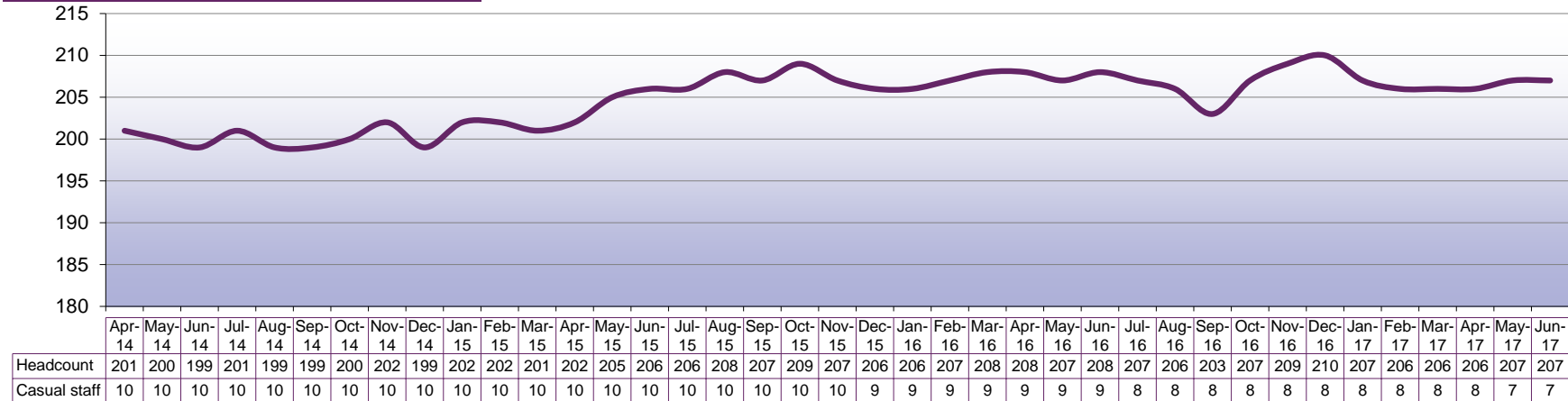
Previous ENC Turnover	2016/17	10.63%
	2015/16	9.20%
	2014/15	11.60%
	2013/14	11.72%
	2012/13	11.71%
	2011/12	14.32%
	2010/11	13.36%
	2009/10	11.70%
	2008/09	12.77%
	2007/08	18.14%

% of staff leaving out of total staff in Service Area - (1 July 2016 - 30 June 2017)



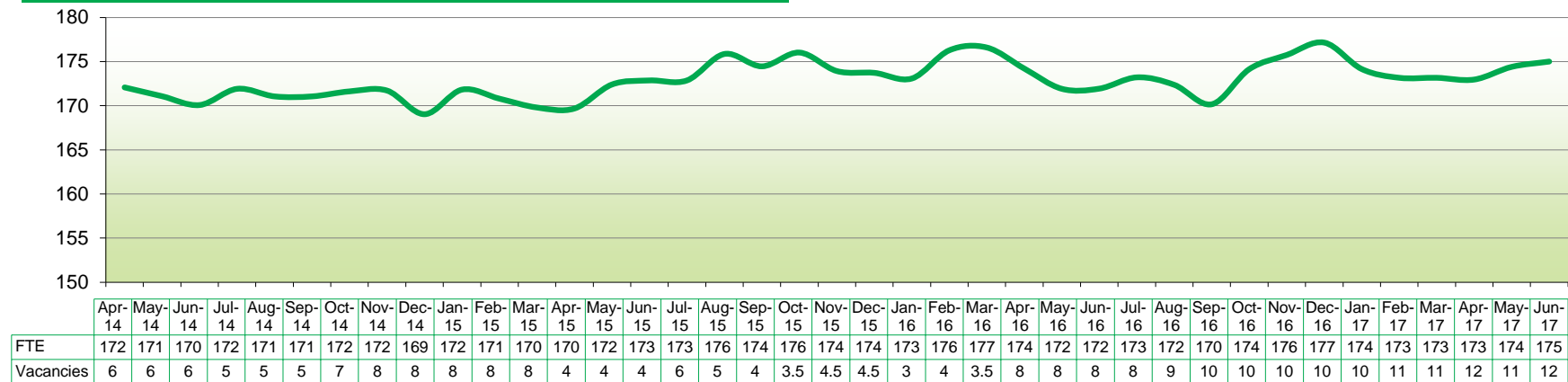
3.4 Staff headcount and full time equivalent staff

Staff Headcount* - April 2014 to Jun 2017



*Headcount and FTE includes staff on fixed term contracts

Number of Full time equivalent staff (FTE)* - April 2014 to Jun 2017



There were 4 Starters in Quarter 1:-

Head of Economic and Commercial Development
Senior Tree and Landscape Officer
ICT Service Desk Analyst (maternity cover)
Facilities Manager

There were 4 Leavers in Quarter 1:-

Amenities Manager
Environmental Services Officer
Administration Assistant
Committee Support (Casual)

4. Areas of Achievement

This section is for Service Areas to report any areas of achievement. This might include Continuous Service Improvements, efficiency savings or other exceptional performance.

Customer and Community Services	
Achievement	Date Completed
Telephony project board - scored tenders viewed demo's and site visits to view potential providers products	Ongoing
CRM - workshop and training day held with Jadu. Workflows for missed collections and Household Bulky Waste have been worked on. Northampton Borough Council visit as they are on the same journey as ENC with the CRM	Ongoing
Revived the Customer Service area networking group	Jun-17
Authorised referral agency for the Stamford and Oundle foodbank charity. Registered to issue food vouchers to those in need.	Jun-17
Participation in Customer Insight PSTB	Jun-17
Women's Tour 2017 event and race support	Jun-17
Operation Rebuild - Irthlingborough	Jun-17
Significant reduction in ASB incidents in Irthlingborough wards from last quarter in 2016/17, following JAM project and police interventions	May-17
Eol for European (EADRF) funding for Greenway phases 7 and 8 (Islip to Woodford Lock) approved and invited to submit full application.	Jun-17
Met threshold for Fraud and Error Incentive scheme therefore incentive payment of £3707.00 received.	Jun-17
Economic and Commercial Development	
Achievement	Date Completed
Economic development strategy approved	Apr-17
Acquisition of Rushden Investment site (Wilco)	May-17
Environmental Services	
Achievement	Date Completed
Health Protection	
George & Dragon Appeal Hearing - additional licensing conditions confirmed	Apr-17
Gambling Test Purchases - 5 businesses tested, 5 passed	Jun-17
Full revocation of Operators, Drivers & Private Hire Vehicle licences from a licenholder	Jun-17
Waste Services	
Support for the Womens Tour ENC event held at Cedar House - Waste Management Officers acted as Stewards representing the Council	Jun-17
Co-ordination of the pre- event arrangements including cleansing for the route and alternate waste collection arrangements for the Womens Tour event	May / June 17
Issued 3 x £300 FPN & 4 x £75 FPN's for littering and waste offences	Q1
First use of Hybrid Mail within Env Services for Garden Waste mailout - saved approx 20 hours of officer time	Apr-17
Environmental Protection	
Completion of the new air quality screening report following change in requirements from DEFRA, working with our consultants and NCC Public Health Team	May-17
Successful bespoke Air quality training event organised and held over two days at ENC with attendees both inside and out of county. Format and content of the day has proven so successful that the training company has been requested by other councils to replicate the training around England.	Apr-17
DFG waiting list review undertaken and utilising different resources have enabled the waiting list to be significantly reduced for the first time in at least the last 2 years	Jul-17

Financial Services	
Achievement	Date Completed
Funding fair	27.04.2017
Draft outturn report to FSC showing underspend of £455k against budget	08.05.2017
Accounts closed to accelerated timescale	31.05.2017
Training on Statement of Accounts delivered to Members of G&A	21.06.2017
Draft Statement of Accounts approved by G&A (incl AGS and narrative report)	21.06.2017
Commercial acquisition approved following completion of due diligence	05.05.2017
Above acquisition resulting in underspend reported to FSC for 2017/18	26.06.2017
Charging Policy Approved	24.04.2017
Review of capital programme completed	06.06.2017
New Code of Corporate Governance recommended by G&A	21.06.2017
New Contract approved with LGSS for Internal Audit Services	22.05.2017
New Contract approved with Melton for Welland Procurement Services	20.06.2017
Annual report of Governance and Audit produced for first time (will be annual report)	12.05.2017
Business Rates Consultation response produced and submitted	03.05.2017
Bid Success: Northamptonshire Community Foundation on behalf of Rockingham Forest Trust (£8k)	TBC
Gave advice as part of funding panel at local charity conference	13.06.2017
Ran BBC Children in Need funding day at ENC: one to one workshops for 8 local voluntary groups	24.05.2017

Planning Services	
Achievement	Date Completed
Homelessness Prevention Grants allocated	Apr-17
Housing White Paper and Build to Rent consultation responses submitted	Apr-17
Older People's Accommodation Study completed	Apr-17
Completion of Open Space and Playing Pitch Strategy	Apr-17

Resources and Organisational Development	
Achievement	Date Completed
County Council Election, Neighbourhood Planning Referendum and Prebendal Councillor Election	May-17
General Election all run successfully	Jun-17
Scanning and uploading of historical planning applications as part of the move to paperless working	
IQ Post Me go live in Fraud & Overpayment and Garden Waste	May-17
Revs and Bens RedHat 6 upgrade at ENC and BCW	
Office 365 Rollout ENC	
Data Centre Build Out – including physical racking of kit	
MPLS Router Installation	
MPLS Line Installations	
Data Centre Procurement	
CRM Supplier Procurement	
iDox Environment Build	

Further Details in relation to the Housing Contract and Homelessness

(requested by a member of the Scrutiny Committee)

1. Background

The current Housing Contract commenced in April 2012 after a competitive procurement process. The Contract covers the statutory homelessness, housing advice, and choice based lettings services. The contract is provided by Midland Heart, under the banner of 'Homes Direct', from their premises in High Street South, with staff available to travel to rural locations and visit customers in their own homes where appropriate.

The Homes Direct Housing Options Team provide advice on:

- finding accommodation in the private rented sector;
- applying to go onto the Housing Register;
- homelessness;
- housing advice and
- claiming Housing Benefit.

(See https://www.east-northamptonshire.gov.uk/info/100007/housing/402/homelessness_and_housing_advice)

In 2016 the contract was extended for 3 years until March 2019. More recently, in order to meet the requirements of Homelessness Reduction Act 2016 we have funded an additional post with Homes Direct. (See report to Finance Sub Committee 26th June 2017)

The next procurement process will be guided by the Housing Policy Working Party (although any decisions will be made by the Policy and Resources Committee) and is included in their Terms of Reference (see [https://www.east-northamptonshire.gov.uk/downloads/file/4460/part_8 - terms of reference of committees sub-committees panels and working parties](https://www.east-northamptonshire.gov.uk/downloads/file/4460/part_8_-_terms_of_reference_of_committees_sub-committees_panels_and_working_parties))

To inform the process Internal Audit have been commissioned to review current processes, the client/contractor interface, and bench-mark performance/service provision with neighbouring councils. In addition they will check that we have the procedures in place for the Homelessness Reduction Act. This review is scheduled for mid-October.

2. Performance Measures

Metrics relating to Homelessness are reported to Scrutiny Committee (via the Quarterly Performance reports such as this report). Information on numbers on the council's Housing Waiting List is currently monitored by the Housing Policy Working Party. Homes Direct also provide the information for the quarterly homelessness returns required by the Government.

Homes Direct also carry out an Annual Customer Satisfaction Survey with their customers. Overall satisfaction levels with the service have dropped from 84% in 2015/16 to 63% in 2016/17. However, those dissatisfied stated that the reason was they had been unable to find a property they wanted. It is considered that the drop in satisfaction is largely due to the increasing pressures on the available housing stock rather than a drop in service levels.

There are Quarterly Contract Monitoring Meetings between Homes Direct and Housing Services staff. If necessary there are clauses in the contract which allow the council to issue Improvement Plan, Rectification or Default Notices and to terminate the contract if performance fails. However there have been no performance issues with the current contract. Indeed the statistics below show that Homes Direct have significantly increased the level of homelessness prevention activity whilst at the same time the annual cost of the contract to the council has reduced compared with the previous contractor.

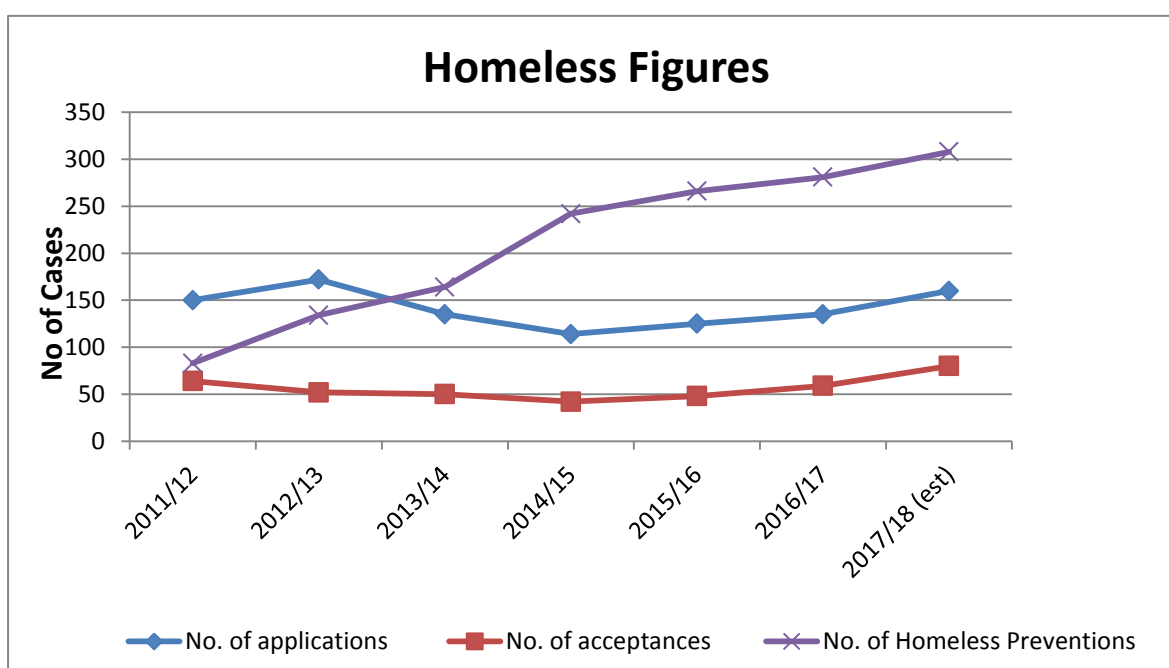
Financial Year	Budget	Actual	Notes
2011/12	213,320	202,823	
2012/13	202,820	254,492	Includes £81k set up costs for housing contract
2013/14	179,300	185,037	
2014/15	190,590	189,662	
2015/16	193,460	191,329	
2016/17	194,430	193,625	

a) Homelessness

The table below shows the numbers of homelessness applications made to East Northamptonshire Council together with the numbers of acceptances i.e. those to whom the council accepted a full duty to provide accommodation. It also details the number of homelessness preventions undertaken through the Housing Options Contract.

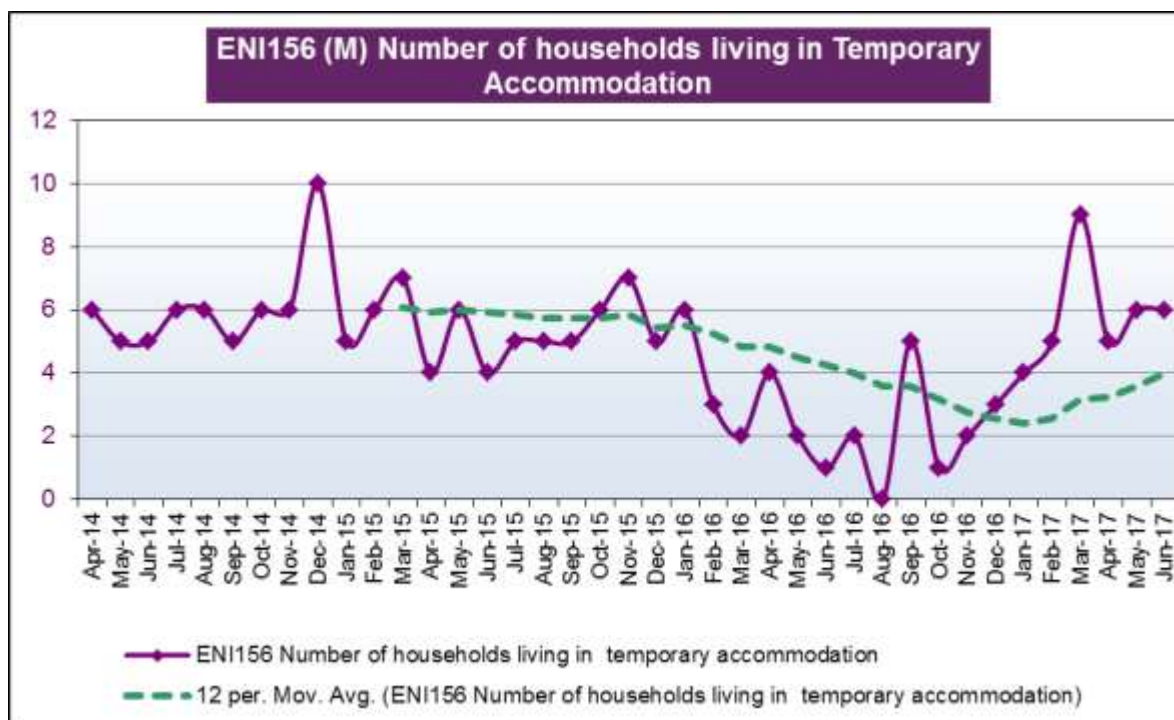
Year	No. of Homeless Applications	No. of Homeless Acceptances	% of Applications Accepted	No. of Homelessness Preventions	Acceptances plus Preventions
2011/12	150	64	43	83	147
2012/13	172	52	30	134	186
2013/14	135	50	37	164	214
2014/15	114	42	37	242	284
2015/16	125	48	38	266	314
2016/17	135	59	44	281	340
2017/18 (to 30 June)	40	20	50	77	97

This can be seen in the following graph with the figures for 2017/18 estimated for the full year based on the actual data for the period April to June 2017:



b) Number of households living in temporary accommodation

The reasons that people present as homeless are varied and increasingly complex. As a council we have statutory duties to house people in certain circumstances and they may need to be placed in temporary accommodation at least initially, for example if they are homeless because of an emergency, whilst we are investigating whether or not we have a duty to house them, or for 28 days if it is decided they are intentionally homeless.



The above is a 'snap shot' Performance Measure as it measures the number of households in temporary accommodation at the end of each month – the figure may vary up or down in the interim. It can be seen from the next table that the use of temporary accommodation by this council is very low compared to some of our neighbours.

	Total no of households in temporary accommodation 2015/16	Total no of households in temporary accommodation 2016/17	Total no of households in B&B 2015/16	Total no of households in B&B 2016/17
Kettering	132	283	30	39
Wellingboro'	172	189	59	63
Corby	35	53	7	15
ENC	19	16	5	10
Northampton	297	537	131	265
Daventry	23	19	12	15
S. Northants	67	109	6	24

We have 16 units of temporary accommodation for families in Shoemaker Court and 15 for single people in High Street South. Grant aid support is provided by the council to these schemes via the Homelessness Prevention Grant Fund. If these are full and we have no other alternative accommodation we will place people into B&B accommodation but we try wherever possible to avoid the use of bed and breakfast, particularly as it is not always available in the district.

Homes Direct would normally source and place people in temporary accommodation and notify the Housing Services Officer. However, where B&B is

to be used, they will first gain approval from the Housing Services Officer or the Housing Strategy and Delivery Manager.

c) Number of children in B&B accommodation

Government guidance indicates that families with children should not remain in B&B for longer than 6 weeks.

Year	Total number of Children in B&B Accommodation	Number of Families	Av length of stay in B&B Accommodation
2016/17	23	9	28 nights
2017/18 (Quarter One)	5	5	25 nights

3. Changing housing context

The Housing Policy Working Party have identified that there is a risk of an increased level of homelessness due to a combination of factors. These include:

- a) The Homelessness Reduction Act 2017, due to be implemented early in 2018, will place significant new duties on local authorities. In summary the council will have:
- a duty once a household is threatened with homelessness within 56 days (currently 28 days)
 - to provide temporary accommodation for intentionally homeless households for 56 days (currently 28 days)
 - an increased duty to 'non-priority' applicants
 - a requirement to provide all applicants with Personal Housing Plans.

An initial consideration of the additional burdens indicates the changes could mean a substantial increase in homelessness applications together with an increase in the time taken for each homelessness application interview and for the subsequent data recording and reporting, together with the provision of the Personal Housing Plans. Policy and Resources Committee has approved a new post as part of the Housing Options Contract to assist with these additional burdens.

- b) Increasing local house prices (Northamptonshire was recently reported to have the highest level of increase in the past year) is creating a greater demand for rented properties. However the local rental market is shrinking due to the buoyant housing market and because the financial rewards have been reduced by changes to the stamp duty and tax arrangements. As a result the highest single current reason for homelessness applications is loss

of private rental accommodation due to notice given by private landlords. This in turn drives up the prices and demand for the remaining rental accommodation.

For this reason Policy and Resources have also asked for quarterly reports about homelessness levels as there is concern that the council may face increasing financial and service pressures.