



**GREAT YARMOUTH**  
BOROUGH COUNCIL

# Housing and Neighbourhoods Committee

**Date:** Thursday, 27 July 2017

**Time:** 18:30

**Venue:** Supper Room

**Address:** Town Hall, Hall Plain, Great Yarmouth, NR30 2QF

## AGENDA

Open to Public and Press

### **1 APOLOGIES FOR ABSENCE**

To receive any apologies for absence.

### **2 DECLARATIONS OF INTEREST**

You have a Disclosable Pecuniary Interest in a matter to be discussed if it relates to something on your Register of Interests form. You must declare the interest and leave the room while the matter is dealt with.

You have a Personal Interest in a matter to be discussed if it affects

- your well being or financial position
- that of your family or close friends
- that of a club or society in which you have a management role
- that of another public body of which you are a member to a greater extent than others in your ward.

You must declare a personal interest but can speak and vote on the matter.

Whenever you declare an interest you must say why the interest

arises, so that it can be included in the minutes.

**3      MINUTES      3 - 8**

To confirm the minutes of the meeting held on the 22 June 2017.

**4      MATTERS ARISING**

To consider any matters arising from the above minutes.

**5      VOLUNTARY AND COMMUNITY SECTOR SUPPORT SERVICES      9 - 14**

The Committee are asked to note the attached report that was considered by the Audit and Risk Committee at its meeting on the 10 July 2017.

**6      QUARTER 1 PERFORMANCE REPORT      15 - 20**

Report attached.

**7      ANY OTHER BUSINESS**

To consider any other business as may be determined by the Chairman of the meeting as being of sufficient urgency to warrant consideration.

**8      EXCLUSION OF PUBLIC**

In the event of the Committee wishing to exclude the public from the meeting, the following resolution will be moved:-

"That under Section 100(A)(4) of the Local Government Act 1972, the public be excluded from the meeting for the following item of business on the grounds that it involved the likely disclosure of exempt information as defined in paragraph 1 of Part I of Schedule 12(A) of the said Act."

**9      BRL : REMODELLING SHELTERED HOUSING**

Details

# **Housing and Neighbourhoods Committee**

## **Minutes**

Thursday, 22 June 2017 at 18:30

PRESENT:

Councillor Grant (in the Chair); Councillors, Bensly, Bird, Flaxman-Taylor, Mavroudis, Pratt, Wainwright, Walch, Waters-Bunn and Williamson.

Councillor Lawn attended as a substitute for Councillor M Coleman.

Mr R Read (Director of Housing & Neighbourhoods), Mr T Chaplin (Group Manager, Housing Services), Mrs V George (Group Manager, Housing Health & Wellbeing), Mrs K Sly (Section 151 Officer), Mrs J Bowgen (Housing Business & Housing Finance), Mrs E Hamilton (Leaseholder Consultant), Mr G Bedford (Development & Investment Manager) & Mrs C Webb (Member Services Officer).

Debbie Wildridge (Head of CLT, CLT East).

Mr R Oliver (Asset Manager, GY Norse)

## **1 APOLOGIES FOR ABSENCE**

Apologies for absence were received from Councillor M Coleman.

## **2 DECLARATIONS OF INTEREST**

The Chairman declared a personal interest in Item 6 as he was involved in setting up a CLT in Hopton & Lothingland and in Item 11 as he was a Sentinel Board member.

Councillor Walch declared a personal interest in Item 11 as he was a member of the Wellesley Road Working Group.

Councillor Williamson declared a personal interest in Item 11 as he was a Sentinel Board member.

However, in accordance with the Council's constitution they were allowed to both speak and vote on the items.

## **3 MINUTES**

The minutes of the meeting held on 24 April 2017 were confirmed.

## **4 MATTERS ARISING**

With regard to minute number 7, Voluntary Sector Grants, a Member asked why the item had been omitted from the Forward Plan and the agenda. The Director of Housing & Neighbourhoods explained that the report would need to go to Audit & Risk Committee first on 10 July 2017 and then be reported to this Committee on 27 July 2017.

## **5 FORWARD PLAN - HOUSING AND NEIGHBOURHOODS**

The Committee received & considered the Forward Plan.

A Member reported his concerns regarding the proposed cuts to the Sheltered Housing Warden Service proposed for 2018/19 and asked for the item to be included on the Forward Plan. The Director of Housing & Neighbourhoods reported that this would be picked up under the umbrella of Building Resilient Lives which was a standing agenda item.

RESOLVED:

That the Committee note the Forward Plan.

## **6 COMMUNITY LED HOUSING - BACKGROUND REPORT**

Debbie Wildridge, Community Land Trust (East) gave a presentation to the Committee regarding Community Led Housing.

A Member reported that he was unsure how this initiative would work in the Borough which was in dire need of good quality homes for rent. Debbie Wildridge reported that CLT houses would be owned by the community in perpetuity and were not subject to Right to Buy. The viability of the scheme was dependant on the value of the land, the type of property built and the agreed pricing scheme, for example shared ownership.

The Chairman thanked Debbie Wildridge for her informative presentation.

## **7 FIRE RISK**

The Committee received and considered the report from Richard Oliver, Asset Manager, Great Yarmouth Norse, which detailed our response to the Department for Communities & Local Government's request to check fire safety, as well as addressing initial enquiries regarding GYBC's residential asset portfolio, following the recent devastating fire at Grenfell Tower in Kensington, London which raised the concern of the risk of fire to our tenants.

Richard Oliver reported that no recommendations were currently being made; however, as GYN sought to better understand the causes and risks of fire in GYBC properties, recommendations might be included as part of any future Asset management Strategy.

The Chairman asked if all Council owned flats contained smoke alarms. Mr Oliver reported that all flats contained fire alarms within the flats, but not within the communal areas.

A Member was concerned regarding the new cladding on the outside of Havenbridge House, which looked similar to that which had been installed on Grenfell Tower, as a number of local residents worked in the building. The Chairman reported that this was the responsibility of the owners of the building, and not the Council, but that he would ask Building Control and report back to the Member.

A Member raised concerns regarding cavity walls in kitchens of flats built in the 1970's, for example, Magnolia Green and Pine Green. The cavity walls behind where the cookers had once stood had not been sealed with fire resistant materials when they had been refitted which could lead to a "chimney effect"

from one flat to another if a fire broke out. The Member was also concerned with the provision of fire doors in the flatted areas of Pine Green. Mr Oliver agreed to look into these concerns and report back to the Member concerned.

RESOLVED:

That the Committee note the report.

## **8 LEASEHOLD SERVICE CHARGES**

The Committee received & considered the report from the Group Manager, Housing Services which provided details on the legal background and procedures for raising annual service charges and further charges for major works to leasehold properties within the Council's housing stock.

A Member asked whether a Leaseholder Handbook would be produced for leaseholders detailing all the relevant legislation. The Group Manager, Housing Services, reported that once the policy had been adopted that it was envisaged that a handbook would be available for leaseholders towards the end of the year.

A Member reported that it was imperative that the Council could prove to leaseholders that they received value for money for any maintenance undertaken. The Chairman reported that the Council charged a management fee to leaseholders of 15% (10% for re-roofing of properties), which was lower than the national recommended fee of 20%, which was exclusive of VAT.

RESOLVED:

That the Committee note the report.

## **9 HOUSING REVENUE ACCOUNT - OUTTURN 2016-17**

The Committee received and considered the report from the Housing Business and Finance Manager which set out the outturn position of the Housing Revenue Account 2016-17, which was subject to Audit review and would be completed in September 2017.

RESOLVED:

That the Committee note the report.

## **10 HOUSING AND NEIGHBOURHOODS PERFORMANCE MEASURES 2016/2017**

The Committee received and considered the report from the Group Manager, Housing Services which detailed Housing & Neighbourhoods Performance Measures for 2016/17.

The Group Manager, Housing Services highlighted performance measure HN04, GYCH Rent Collection Rate, and that he was confident that tenant arrears collection figures would improve.

A Member highlighted performance measure HN06, Average Time to Re-let Local Authority Housing as he felt that a turn around time of 54 days was too high. The Group Manager, Housing Services reported that it was hoped to drive this figure down by the end of the year.

RESOLVED:

That the Committee note the report.

## **11 BUILDING RESILIENT LIVES**

The Committee received & considered the report from the Group Manager, Housing Health & Wellbeing which provided an update on the building Resilient Lives work, in particular, the development of the Locality Investment Proposal Matrix, which Norfolk County Council asked District Councils or other lead locality organisations to complete in partnership.

The Director of Housing & Neighbourhoods reported that with regard to all the individual funding pots available across the County, the Council was joining all the dots up, unfortunately, other County organisations were not.

Members reported that they were concerned that vulnerable tenants would suffer as a result of the proposed funding cuts and that 544 people totally relied on sheltered housing support, as they had no family support to fall back on. This would ultimately put a greater strain on the James Paget Hospital and the NHS.

RESOLVED:

That the Committee note the report.

## **12 WELLESLEY RECREATION GROUND**

The Committee received and considered the report from the Neighbourhood Manager.

The Director of Housing & Neighbourhoods reported the current issues and options for the future development and operation of the Wellesley Road Recreation Ground. However, there was an expectation that the Council would have to provide funding for this once in a lifetime opportunity.

The Director of Housing & Neighbourhoods reported that one of the options would be to offer trust management as a way forward for the Wellesley and this could be undertaken by Sentinel Leisure Trust which managed outdoor sporting facilities in Waveney. There was also a possibility of linking football with job skills and training which was an exciting prospect.

A Member reported that the GYSLT was sitting on £400k of funds and suggested that some of this could be re-directed to this project as match funding. The Director of Housing & Neighbourhoods reported that the Trust had been written to on this matter.

Councillor Walch queried paragraph 2.4 of the report and asked for assurance that Big Lottery programme funding, if awarded in 2007, had not been spent as a result of the Youth Club disbanding, and whether the money would be available for use on this project. The Director of Housing & Neighbourhoods reported that he would look in to the matter and report back to the Member directly.

Members were in agreement that a cohesive scheme for sports provision in the Borough was required and that they supported this project.

**RESOLVED:**

That the Committee consider the content outlined in the report and approve the development of a full business case for the site, to include options around site management arrangements to be considered at a future Committee; and note that the business case may lead to a proposal to the capital programme for 2018/19 for Council match-funding to the scheme.

### **13 ANY OTHER BUSINESS**

The Chairman reported that there was no other business as being of sufficient urgency to warrant consideration.

### **14 EXCLUSION OF PUBLIC**

The meeting ended at: 20:10



Subject: Review of Commissioning Process for Voluntary and Community Sector Support Services

Report to: Audit and Risk Committee – 10<sup>th</sup> July 2017

Report by: Emma Hodds, Head of Internal Audit

## **SUBJECT MATTER/RECOMMENDATIONS**

To report back to the Audit and Risk Committee on the commissioning process followed for voluntary and community sector support services as requested at the meeting on 6<sup>th</sup> March 2017.

The Committee are requested to note the report.

### **1. INTRODUCTION/BACKGROUND**

- 1.1 On the 6<sup>th</sup> March 2017 a report was received by Committee, as requested through the Housing and Neighbourhoods Committee – “Review of Commissioning Process for Voluntary and Community Sector support services”.
- 1.2 The Committee resolved that “the Internal Audit Consortium Manager to re-look at the report and to encompass, through the Chairman, issues raised by the Committee”.
- 1.3 On the 29<sup>th</sup> March 2017 a meeting was held with the Chairman of the Audit and Risk Committee – Cllr K Grey – where it was agreed that discussions would be held with the members on the panel to gauge their individual opinions and that the issues raised in the minutes of the meeting held on the 6<sup>th</sup> March 2017 would also be addressed.

### **2. MAIN BODY**

#### **2.1 Summary outcomes from meetings with Members**

Individual meetings were held with each Member and the following points are the key messages from these discussions:

- The staff were exemplary in the explanation of the scoring and criteria applied to the applicants and how the scoring conclusions for 1 – 10 were reached.
- Presentations from the top applicants would have been beneficial.
- Clarity is needed when such a sub-group is set up re the terms of reference / purpose of the group.
- Clarity was needed in relation to the change in terms of budget available and term of the award.
- There is a need to look at different approaches for supporting the voluntary and community sector, this needs to be wider and not just financial support.

#### **2.2 Issues raised from meeting held on 6<sup>th</sup> March 2017**

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Minute	Response
The Chairman reported that she was disappointed that the Panel Members had	Members were not initially interviewed as this was not an investigation, it was a

not been interviewed prior to the production of the report which did not reflect what had transpired during the process.	review of process for the award of the grants, however the Head of Internal Audit has subsequently had discussions with all three members, the conclusions of which are noted above.
Cllr Waters-Bunn reported that she felt section 2.5 of the report was incorrect as the outcome was discussed at Group Leaders meeting prior to being discussed at EMT.	<p>Section 2.5 of the report explores each step in the process.</p> <p>The process itself i.e. scoring and criteria was followed, as confirmed by members through discussions and though the review of the process.</p>
Cllr Grant reported that the process had been correctly followed but the problems had arisen when the funding pot had been increased and a fourth award put into the melting pot which put the Panel Members under intense pressure.	<p>The previous report covers the increased pot of money.</p> <p>The fourth placed applicant was then also awarded funding – importantly there was <u>no</u> change in the ranking of the applicants at any time.</p>
<p>Cllr Walch reported that the whole process for awarding the grants was flawed.</p> <p>The Panel had been informed that they would score the applications and the top three would be successful and awarded funding from the £50k pot for a three-year period.</p> <p>It was acknowledged that the successful Charities would be asked to reduce their funding requirement to ensure that the total did not exceed the total amount.</p> <p>However, as the process unfolded, a further £40k was found and awarded to the fourth rated charity and all awards would be for a period of one year only.</p> <p>The decision to increase the funding pot should have gone to the H&amp;N Committee for approval in the first instance.</p>	<p>Discussion with members and the conclusions for the previous audit report indicate that in relation to the process, and specifically the scoring criteria, this was followed.</p> <p>The panel were there to ratify the officer decision. Review of documentation and review of agenda items and minutes confirm that it was a budget to be allocated, not a “number”. In terms of the change in funding period this was covered in the January 2017 report to H&amp;N, and covered in the report to A&amp;R in March 2017.</p> <p>All four were requested to re-submit budget proposals on 13 December 2016.</p> <p>See other notes.</p> <p>The recommendation to amalgamate the general fund &amp; HRA was agreed at EMT and then taken through to H&amp;N for information.</p>
Cllr Robinson-Payne reported that the process had been flawed from the outset as Members had requested that the application process be opened as wide as	As explained at the time to the Committee the portal was used, together with an advert on the Council's website and through the VCS network to ensure a wide

possible to allow all charities the opportunity to apply and this had not transpired.	range of charities were able to respond.  See conclusions at 5.1.
The Chairman reported that Cllr Carpenter had asked her to report that she had grave misgivings as to the commissioning process and that she had asked for this to be suspended pending consultation with the CEO.	The same comments were provided during the discussion with Cllr Carpenter however the decision has now been made.
Cllr Hammond reported that the process had highlighted the need for all meetings to be recorded to enable accurate minutes to be produced.	Outside of the scope of this report.
The Chairman reported that she knew nothing of the problems which had been encountered by Panel Members until the matter was discussed at Group Leaders meeting, as the Panel Members had been reminded of the need for confidentiality throughout the process. The Group Manager, Housing Services reported that the Panel Members were reminded of the confidentiality clauses as the process was highly confidential to prevent any leaks to the press, but the Panel Members were not forbidden to talk to their Group Leaders.	This is a Group issue and outside of the scope of this report.
The Director of Housing & Neighbourhoods reported that it had not been a perfect process and following the outcome of this report and a period of reflection, an improved process would be implemented.	Options for the next steps are documented below and the H&N now need to conclude on a way forward.  See conclusions at 5.1.
Cllr Robinson-Payne reported that the next Panel should be privy to all information to ensure that they could reach the correct decisions.  Cllr Robinson-Payne reported that she had requested that each charity attend a Panel meeting to give a presentation but that this has been refused but she would like this to be included in the next process.	Discussions with the Members on the panel indicate that the officers took them through the conclusions and scoring in an exemplary manner.  To be considered once a decision as to the next steps have been decided.
The Chairman reported that she had asked for sight of the Head of Terms for the Panel, but to date she had not received them.	Covered as a recommendation going forwards, although the report to H&N was clear in that member's role was to ratify the decision.

Cllr Jeal asked if there would be a further cost implication to produce another report and how much had been spent on the commissioning process.	<p>In relation to the internal audit cost of a further review this has been minimised as much as possible.</p> <p>In terms of officer time on the commissioning process this is not known.</p>
Cllr Waters-Bunn proposed that as the commissioning process had been flawed from start to finish and the goal posts changed mid-way through the process, the report should be re-visited and the Panel Members interviewed as they had been an integral part of the process. The Section 151 Officer reported that she would discuss this and add this to the programme of work.	The report has been revisited and discussions have been held with the three members. Concluded within this report, also refer to 5.1.

### 3 **FINANCIAL IMPLICATIONS**

- 3.1 Annual available budget of £80,000 from the general fund (£50,000) and the housing revenue account (£30,000).

### 4. **RISK IMPLICATIONS**

- 4.1 This report addresses the members concerns regarding the risks associated with the process not being open and transparent.

### 5. **CONCLUSIONS**

- 5.1 It is important to recognize the stepped improvements within this area, historically grants were provided to organisations year on year, with no set criteria to determine how these would be awarded or importantly to ensure that the organisations helped to achieve the Council's objectives and that clear measures and outcomes were monitored to ensure delivery for the funds provided.
- 5.2 It is clear from the discussions with all members on the panel that there was confusion over what the role/remit was. Going forwards there needs to be absolute clarity as to what members need to do when sitting on a panel and terms of reference / purpose need to be written up, explained and signed up to.
- 5.3 The discussions with Members highlighted some key points, see paragraph 2.1, that need to be considered by officers going forwards.
- 5.4 It is also recognized that wider County work is underway with regards to how all voluntary grants are provided across the board, and the wider remit of support generally.
- 5.5 Officers now need to determine what to do post 31st March 2017, through reports to the Housing and Neighbourhoods Committee. Options are, but not restricted to:
- The current award of grants for the 2017/18 financial year to be extended for a year to allow the County work to be explored.
  - A process be developed for the award of grants for 2018/19, taking on board the points raised within this report and for a time frame to be determined by officers.
  - No award of grants during 2018/19 whilst the County options are being explored.

## RECOMMENDED ACTIONS

- 6.1 For officers through the Housing and Neighbourhoods Committee to determine the next steps in grant funding for Voluntary and Community Sector, taking on board the points raised within this report and the report dated 6<sup>th</sup> March 2017.

## BACKGROUND PAPERS

- 7.1 Commissioning Voluntary Sector Support – Report to Cabinet 11 November 2015

Voluntary and Community Sector support services – commissioning process – Report to Housing and Neighbourhoods Committee 15 September 2016

Procurement documentation for Voluntary, Community and Social Enterprise Sector

Voluntary and Community Sector support services – commissioning process – Report to Housing and Neighbourhoods Committee 19 January 2017

Review of Commissioning Process for Voluntary and Community Sector Support Services – Report to Audit and Risk Committee 6 March 2017

Area for consideration	Comment
Monitoring Officer Consultation:	Yes
Section 151 Officer Consultation:	Yes
Existing Council Policies:	N/a
Financial Implications:	Covered in the report
Legal Implications (including human rights):	N/a
Risk Implications:	Covered in the report
Equality Issues/EQIA assessment:	Already covered in earlier / other reports
Crime & Disorder:	Already covered in earlier / other reports
Every Child Matters:	Already covered in earlier / other reports



Subject: Quarter 1 Performance Report

Report to: Housing & Neighbourhoods Committee

Report by: Trevor Chaplin, Housing Department

### **SUBJECT MATTER/RECOMMENDATIONS**

The following gives an update on current performance for the first quarter of 2017/18 (Apr – Jun) where progress is assessed against Targets which are set at the start of the financial year. The report also gives an update to the position of key projects that are linked to the corporate priorities from 'The Plan 2015-2020'.

Progress against Targets is assessed by RAG (Red/Amber/Green) ratings and is also assessed in terms of Direction of Travel (DoT) through use of arrows.

The summary report, see attached, highlights performance measures that have not achieved the target for this period and measures that do not have a target but are moving in the wrong direction. The report also highlights a number of measures that are showing exceptional performance against targets.

### **RECOMMENDATIONS**

The actions are:

- All measures to be monitored during the next quarter.

## **1. INTRODUCTION/BACKGROUND**

To consider all measures and key projects within the report and to continue to monitor throughout the year and report quarterly to Housing & Neighbourhoods Committee. Performance measures will be presented to the relevant service Committees on a quarterly basis with the complete suite going to Policy & Resources Committee. The 15 Key Projects will be reported to Policy & Resources Committee quarterly.

## **2. Performance Measures**

### **Performance Measures**

Performance measures cover the full range of services delivered by the Council. The details in the summary report provide quantitative information about the performance of these services and provide useful trend data. A traffic light status easily identifies if improvement is required.

There are a two measures for 2017/18, HN01 - Number of households still in temporary accommodation after two months and HN04 - Number of evictions from GYCH.

## Data Quality note

All data included in this report for the current financial year is provisional unaudited data and is categorised as management information. All current in-year results may therefore be subject to later revision.

### 3. FINANCIAL IMPLICATIONS

None

### 4. RISK IMPLICATIONS

None

### 5. CONCLUSIONS

None

### 6. RECOMMENDATIONS

The actions are:

- All measures to be monitored during the next quarter

### 7. BACKGROUND PAPERS

None

*Areas of consideration: e.g. does this report raise any of the following issues and if so how have these been considered/mitigated against?*

Area for consideration	Comment
Monitoring Officer Consultation:	N/A
Section 151 Officer Consultation:	N/A
Existing Council Policies:	None
Financial Implications:	None
Legal Implications (including human rights):	None
Risk Implications:	None
Equality Issues/EQIA assessment:	N/A
Crime & Disorder:	N/A
Every Child Matters:	N/A









# PERFORMANCE INDICATORS – SUMMARY REPORT QUARTER 1 (Apr - Jun) 2017/18

## HOUSING AND NEIGHBOURHOODS COMMITTEE

Measure	Previous Quarter	This Quarter	Target	Qtr 1 2016/17	Status	Trend	
						Last Period	Last Year
HN01 - Number of households still in temporary accommodation after two months a) Individual b) Families (Quarterly Snapshot at last day of quarter)	New indicator	6 16	NA NA	New indicator		N/A	N/A
HN02 - Number of a) Homeless acceptances b) Homeless preventions (Quarterly)	30 35	40 55	30 25	31 21		↓	↓
						↑	↑
HN03 - Great Yarmouth Community Housing rent: GYCH rent collection rate a) % of rent & arrears collected b) Arrears as a % of rent debit c) Total rent arrears (Quarterly Cumulative)	98.84% 1.51% £355,025	93.12% 1.64% £381,099	95% 1.4% £333,000	95.52% 1.2% £281,668		↓	↓
HN04 - Number of evictions from GYCH for a) rent arrears b) non rent tenancy breaches (Quarterly Cumulative)	New indicator	0 3	NA NA	New indicator		N/A	N/A
HN05 - Number of a) Social housing applicants in allocation pool b) Social housing new applicants awaiting assessment (Quarterly Snapshot at last day of month)	248 342	262 357	NA NA	257 400		↓	↓
						↓	↑
HN06 - Average Time to Re-let Local Authority Housing (Quarterly Cumulative)	45 days	51 days	30 days	45 days		↓	↓
HN07 - Time taken for Housing Options to match property (Quarterly Cumulative)	16 days	22 days	18 days	13 days		↓	↓

Measure	Previous Quarter	This Quarter	Target	Qtr 1 2016/17	Status	Trend	
						Last Period	Last Year
HN08 - Number of complaints of ASB received (includes flytipping; dog fouling; noise; smoke and accumulations) (Quarterly Cumulative)	10,235	2,734	NA	1,979		N/A	↓
HN09 - Number of DFGs							
a) Recommendations received	158	46	NA	38		N/A	N/A
b) Approvals	134	25	NA	32		N/A	N/A
c) Completed	115	34	NA	21		N/A	N/A
(Quarterly Cumulative)							
HN10 - Number of alarm calls received at Control Centre Wherry Way (Quarterly)	12,149	12,503	NA	12,492		N/A	N/A
HN11 - Number of out of hours call received at Control Centre Wherry Way (Quarterly)	786	1,318	NA	1,305		N/A	N/A
HN12 - Wherry Way Control Centre call handling:							
a) Alarm Calls answered within 30 seconds	85.83%	85.61%	80%	85.37%		↓	↑
b) Alarm Calls answered within 60 seconds	94.24%	94.24%	98%	94.32%		↔	↓
(Quarterly Cumulative)							
HN13 - Number of Yare Care Alarm							
a) Referrals	264	75	NA	86		N/A	N/A
b) Installations	262	75	NA	86		N/A	N/A
c) Removals	277	62	NA	74		N/A	N/A
(Quarterly Cumulative)							
HN14 - Number of Community Housing Adaptations							
a) Recommendations received	New indicator	59	NA	New indicator		N/A	N/A
b) Approvals		51	NA				
c) Completed		37	NA				
(Quarterly Cumulative)							

Measure	Previous Quarter	This Quarter	Target	Qtr 1 2016/17	Status	Trend	
						Last Period	Last Year
HN15 - Neighbourhoods That Work programme a) Number of self-help resident led community groups supported to develop. b) Number of residents who have overcome issues preventing them from getting and holding down a job, resulting in them sustaining employment. c) Number of residents with complex needs supported to overcome at least one personal challenge. (Quarterly Cumulative)	New indicator	3 77* 19	10 90* 25	New indicator		N/A N/A N/A	N/A N/A N/A
<b>Note:</b>  * The figures shown are cumulative totals from the start of the Neighbourhoods That Work programme. The target is 150 by the end of the project.							
<b>Measures that are not achieving Target:</b>  HN03 - Great Yarmouth Community Housing rent: GYCH rent collection rate - There has been some technical issues over the quarter in ensuring that payments are received to the correct account, particularly with DWP payments. In addition, the impact of Universal credit continues to have an effect.  HN06 - Average Time to Re-let Local Authority Housing - A transformation project has been in place to review the voids process from end to end. This project will report with recommendations by the end of Quarter 2.  HN07 - Time taken for Housing Options to match property – See commentary for HN06.							

<b>Key</b>	
<b>Status</b>	
	Current performance has met or exceeded target/ has met or exceeded trend
	Current performance is below target but within tolerance/ is below trend but within tolerance
	Current performance is below target and tolerance/ is below trend and tolerance
	Contextual information only
<b>Trend</b>	
	Performance for quarter is improving (up) or deteriorating (down) compared to previous quarter.
	Performance for period (quarter) is improving (up) or deteriorating (down) compared to same quarter last year.

**Key:**

NA = No target set, contextual information only

N/A = Not available/not applicable