

PERFORMANCE MANAGEMENT **Appendix B**
Statement to Scrutiny Places Panel by the Housing Infrastructure
and Planning Portfolio Holder (Cllr. Mrs. Ackerley)
20010/11

Achievements

(Bullet points on key service aims completed within the portfolio, no more than 6)

◆ **Development Control Performance**

Indicator	Target		Actual Performance
	National	Local	
NI 157 i- Major	60%	63%	72.5%
NI 157 ii Minor	65%	78%	75.0%
NI 157 iii Other	80%	88%	87.6%
LPI 102 Householder	85%	85%	89.7%
LPI 107 Satisfaction	80%	80%	91.0%
LPI 108 appeals	<30%	<30%	26.3%

The Council met all National Indicator (NI) targets. Local targets are all met except for NI157ii and iii. The local targets are set as comparable to top quartile of performing authorities. It is particularly pleasing to see the high "Satisfaction" rating. The Local Planning Authority has a robust appeal performance. Comparison to PINS website is favourable. Its most recently available figures for 2009-10 show 34% of all appeals being allowed compared to HDC 26.3% for this year.

◆ **Housing Supply**

In July 2010 the Council agreed to retain the revoked RSS housing supply target for the District in its work on drawing up the Submission Draft LDF Core Strategy (ie 350 dwellings per year).

300 dwellings were completed in 2010/11, a significantly lower number than in 2009/10 (but figures for that year were due mainly to the completed development at the Welland Quarter in Market Harborough). Last years level of completions fell short of the annual housing requirement and results in the residual annual requirement increasing slightly from 322 as at end 2009/10 to 327 dwellings as at 1st April 2011.

203 of the 300 completions were on brownfield land (68%).

100 of the 300 completions during 2010/11 were affordable (available for social rent or an intermediate tenure through a registered social landlord and available to home seekers through Harborough Home Search).

As at the end of March 2011 the Council had less than a 5 year supply of housing land (at 4.5 years).

Highways work has now commenced on the MH/3 Farndon Road, Market Harborough site and additional reserved matters are also expected at this site along with KB/1 site at Kibworth and GG/2 site at Stretton Road, Great Glen which is encouraging from a housing supply point of view.

◆ **LDF Core Strategy**

Through the LDF Members Task Panel, Officers worked through remaining evidence base work and development options in preparation of the LDF submission draft Core Strategy.

The new Coalition Government announcement regarding revocation of the Regional Spatial Strategy required the Task Panel to consider the position with regard to housing levels and a report was subsequently prepared and approved by Executive in which the Council endorsed the housing levels previously set out in the Regional Plan as a basis to prepare its Core Strategy but also a commitment to working with local communities to agree the level of future housing development in each locality.

This involved a Workshop on 28th July with all Parish Council's invited to consider options for the distribution of housing land to meet the Council endorsed levels of housing.

The Council then approved for public consultation its Submission Draft LDF Core Strategy at full Council on 27th

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September. The consultation exercise was launched on the 15th October and concludes 23rd December after a period of 10 weeks.

Three dedicated Have Your Say meetings were held in October to raise awareness of the Core Strategy and inform stakeholders how to make representations at this submission stage.

In December 2010 the LDF Annual Monitoring Report was published in accordance with regulatory requirements.

In the period January to March 2011 officers drew up a summary report on all submissions received during the Core Strategy Consultation period. Work also commenced through LCC on a further transport assessment of the Core Strategy using the new Leicester and Leicestershire Integrated Transport Model.

Full Council in February 2011 considered an assessment of the key issues raised in response to the public consultation on the submission draft Core Strategy. Council endorsed formal submission of the Core Strategy which was duly submitted in March 2011 along with all the required supporting documentation. Arrangements for developing any further necessary changes to the Core Strategy prior to, and during its public examination were also agreed by Council.

◆ **New Homes Bonus**

In April 2011 the Council received confirmation from government of the New Homes Bonus (NHB) to be awarded during 2011/12 for its increase in housing stock through new home completions and through its provision of affordable housing. The amount of the NHB reflected a particularly successful period of new homes completions within Harborough District (October 2009 to October 2010) and was therefore well received. The scheme allows for the NHB awarded in April will be paid over a 6 year period with future, additional, NHB announcements based on levels of new home completions etc in subsequent years to be announced each February/March for the next 5 years.

◆ **Harborough Home Search and Choice Based Letting**

HHS moved out of the Home Search Property Shop in Adam & Eve Street at end October 2010. There has been minimal disruption to service during the move. The display of available properties and housing options has been transferred to the Council Offices. Home seekers now have the added benefit of placing bids for available properties using the public computer in the Customer Services area. Monitoring arrangements have been established to ensure the quality of service to all key stakeholders is monitored to ensure service delivery is not adversely affected as a consequence of the move.

A Choice-based letting scheme across Leicestershire continues to be developed. 6 out of the 7 participating Local Housing Authorities are now delivering CBL. Key developments over the year include;

- Consultation with Registered Social Landlords;
- System specification;
- Draft Leicestershire Policy & Procedure;
- Draft Service Level Agreement;
- Consultation with statutory and Voluntary Agencies;
- Design and Print of Leicestershire Housing Application Forms;
- Equality Impact Assessment;
- Re-registration of home seekers onto the new housing register;
- Choice of languages on the bidding line;
- Bidding by text as well as telephone and on-line.

◆ **Dealing with High Levels of Housing advice and homelessness prevention**

Housing option advice and homelessness prevention dealt with approximately 6,191 visitors in the last financial year with 800 client interviews per year

We advertised approximately 653 properties for rent and shared ownership last financial year.

In respect of local performance targets;

- % of cases where positive action was taken to prevent or relieve homelessness was 9.36%. This is above

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the target (1%) - i.e., of 406 households presenting, 38 were resolved through casework.

Building Control

Staffing efficiencies introduced saving approximately £60k/year in service delivery costs.

The Building Control Manager also drew up locally set new fees and charges for Building Control services in accordance with new government guidance to take effect from 1st October 2010.

- **Introduction of a Private Sector Housing Policy**

The private sector housing policy has been developed and published. A full range of housing assistance is now available based on some pay back means to ensure the sustainability of the product.

Currently there is decent homes' funding available which reduces the need for some of the loan products. To date in 2010/11 a total of 21 properties have been made decent under this scheme with a further 20 grants approved and progressing and 17 other properties have been identified as eligible for assistance and quotes are being obtained. Following the completion of these grants the Decent Homes funding will be withdrawn and any further assistance will be through the loan mechanism.

- **Develop and launch the landlord's accreditation service**

The Accreditation scheme was launched at the landlord's forum in September 2010 and an article has been published in the landlord's newsletter. To date 3 landlords have been accredited under this scheme and 2 further landlords are in the process of achieving this status. The Landlord Accreditation Scheme is a voluntary scheme that private residential landlords are encouraged to join. The aims of the scheme are to encourage, acknowledge and actively promote good standards of privately rented accommodation and to assist landlords and tenants to undertake their respective responsibilities to each other. Compliance with the scheme ensures that:

- § Landlords, tenants and community members enjoy the benefits of good property conditions, competent management standards and considerate neighbourly behaviour
- § Misunderstandings and disputes are reduced
- § Where problems do occur they are promptly resolved

- **Countywide Disabled Facility grant project**

Following the Comprehensive Area Assessment the delivery of disabled facility grants throughout the County was flagged as requiring improvement. A countywide project team has established robust benchmarking data; developed customer focussed service standards, provided comparisons for procurement benchmarking and increased quality standards. These revised working practices will be monitored throughout 11/12 across the county to check that the service has been improved.

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Current work in progress.

(Bullet points on the key areas of activity within the portfolio, no more than 6)

Planning

Managing Excellence In Planning Services (MEPS). Partnership project across English LPA's to look at time spent on various stages of planning work to benchmark and identify further efficiencies to be continued June 2011.

Planning Appeals and Major Applications – Bill crane Way, Lutterworth housing scheme for a summer 2011 decision. Major residential proposals anticipated edge of Leicester, Market Harborough and Lutterworth. Additional reserved matters expected at major development sites Farndon Road, Kibworth and Stretton Road, Great Glen.

Planning Performance Agreement entered into for the processing of Airfield Farm planning application for mixed and residential use (received January 2011). Proposals of significant public interest expected from Waitrose, MH and at Bruntingthorpe Proving Ground. Potential for wind turbine proposals at Newton Harcourt.

LDF Progress

Preparations are underway for the LDF Core Strategy Public Examination which is now scheduled to commence 19th July 2011. A pre-inquiry meeting is scheduled for June 9th 2011. Evidence from the application of the new Leicester and Leicestershire Integrated Transport Model is being assessed in order to inform the Examination process. Arrangements are currently being made to share this information with all interested parties. A series of Council Position Papers are being prepared for sharing with other interested parties prior to the Examination

Home Improvement Agency

The Executive agreed on 14th March 2011 to a further year contract with Mears Ltd to provide the Home Improvement Agency service. During this year a sustainable solution will be developed to ensure that the disabled facility grants can continue to be delivered through the Agency.

HHS and Delivery of Sub-regional Choice Based Letting

A project officer has now been appointed and regular meetings of the project group are taking place which the Council is participating in and advising as necessary. The partners are also working together in developing the technical specification for the IT system and sub-regional lettings criteria. The project will enable other Leics local authorities to deliver a CBL system for the first time. HDC CBL has been running for 10 years. The project aims to ensure consistency of service delivery to achieve a better sub-regional service to customers and create the opportunity for home seekers to move across the sub-region. To this end a project plan has been drawn up and a MoU for delivery of the project by end January 2011.

Future plans.

(Bullet points on the key service aims of the portfolio over the next 3-6 months, no more than 6)

- On completion of the MEPS project ON Development Management and implementation of improvements arising from the benchmarking analysis it is anticipated a robust evidence base will be established to respond if necessary to decentralisation of planning application fees.
- Progress on LDF Allocations Development Plan Document taking on board impacts of government Localism agenda
- Work on introducing Community Infrastructure Levy
- Council and Community engagement on Localism measures introduced through the Act.
- Work has started on investigating options for the necessary move of the HHS out of the Property Shop on Adam & Eve Street into alternative accommodation. An Options report is being taken to the July Executive.
- LDF Parish Council liaison work on Core Strategy housing distribution following Council decision on LDF programme in light of recent coalition government policy announcements.

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- Develop an approach to dealing with empty properties to maximise the return from the New Homes Bonus funding.

Areas of concern

Impact of Localism Bill

NI159 – 5 year supply of deliverable housing coupled with developer pressures to release further land whilst we are seeking to manage delivery through the LDF process.

Increasing demand on homelessness service through impact of emergency budget measures including capping of housing benefits.

Impact of CSR details on future Council budget coupled with outcome of business planning decisions concluded last financial year

LDF and emerging housing development pressures

Loss of any further Housing and Planning Delivery Grant

Key Performance Indicators

(report on exceptions, i.e. over or under performing BV indicators)

Better than target		Worse than target	
<p>NI 157 – Time taken to determine major planning applications. LPI 107 – Customer Satisfaction. LP1 108 Appeals (see figures above under “Achievements”)</p> <p>NI 155. Number of affordable homes delivered (gross). Target = 80 for year, actual =100.</p> <p>NI154 - Net additional homes provided. Target = 378. Actual = 542 NI 155. Number of affordable homes delivered (gross). Target = 80. Actual = 112.</p>	<p>NI 157 – Time taken to determine minor planning applications (see figures above under “Achievements”).</p> <p>H 01 Publish Local Development Framework (Core Strategy) draft by Summer. Not completed</p> <p>H 02 Publish Local Development Framework (Core Strategy) submission document. Not completed</p> <p>NI154 - Net additional homes provided. Target = 378 per annum actual = 300.</p> <p>LPI 101 HOUSING STRATEGY No. of affordable housing units for which</p>		

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	(see figures above under "Achievements".	funding is secured = 73. (<i>Below target = 76 Above target = 84</i>) LPI 605 Homes made decent for vulnerable groups
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Corrective Actions

(Report on corrective actions being taken to address under performing indicators

LDF – delays in delivering to original work programme due to such factors as the impact of the new governments policy announcements on key areas of planning policy (eg revocation of RSS requiring the Council to establish its position in relation to its housing supply targets which delayed publication of the Submission draft for consultation purposes). Delay in the commissioning and completion of the new Leicester and Leicestershire Integrated Traffic Model also delayed progress in preparing the evidence base to support the submission and commitment to the formal Examination stage of the Core Strategy.

LPI 101 HOUSING STRATEGY - *Slow down in development activity explains the marginal reduction in levels of grant aid being monitored along with reductions in grant availability from HCA.*

Corrective Action; Liaison with Developers to negotiate delivery of non-grant aided Section 106 obligations. Maintain efforts to facilitate developers in the bidding process for grant aid and working with HCA (e.g. through Single Conversation process) to ensure HDC priorities recognised.

H 01 Publish Local Development Framework (Core Strategy) draft Towards a Final Draft document issued in October. *Council agreed in November to defer consideration of Draft until January to allow time to assess issues arising. Subsequently the Leader of the Council and the LDF Task Panel have agreed to defer consideration of the Pre Submission Draft until Summer 2010 to enable additional evidence on transport to inform the final decision on distribution of development. Publishing is now planned for October 2010 following considering of the Core Strategy document by Council in September.*

Corrective Action; Preparations being made to take final draft Core Strategy to September Council meeting for approval. Critical dependency is on County Highways Authority in delivering assessments from new Leics Transport model on schedule – this has recently been further delayed a month to early July which should allow for completion of the final draft Core Strategy for September decision.

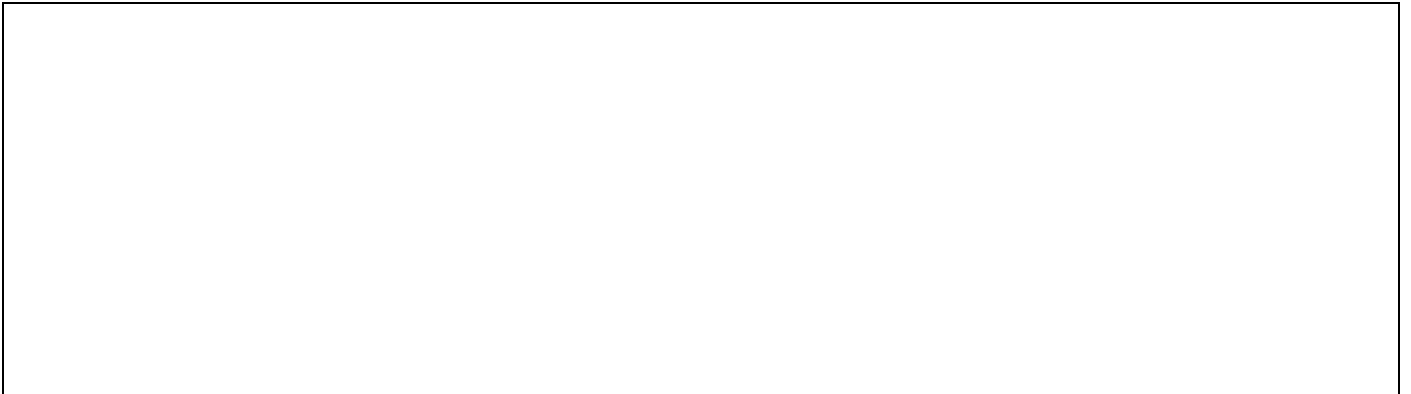
H 02 Publish Local Development Framework (Core Strategy) submission document. *Related to Action H01 above, "Submission" is the stage at which the Council can submit the approved final draft Core Strategy to GOEM following completion of the planned public consultation exercise in Oct-November 2010. Submission is planned for January 2011.*

Corrective Action; Again, the critical dependency of delivery of the Leics Transport model will determine whether or not the Council can meet its planned delivery programme for the Submission draft Core Strategy.

LPI 605 Homes made Decent

The target for this indicator was the improvement of 50 homes and the out turn was 47. The department of Communities and Local Government (CLG) have withdrawn the funding for these grants and the remaining budget has been allocated to improve a further 24 properties during 11/12.

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Topical issues

(Key issues or areas of interest not reported elsewhere)

Localism Bill. A progress and information brief on this important area of new government thinking was published for Members interest in May 2011. Further work will be required to prepare the Council for the demands and opportunities that will be presented as the Bill becomes Law, expected some time in the Autumn.

Integrated Planning Service. Following the departure of the Head of Built Environment Services, the integration of the various elements of the Planning and Housing Service will need to be carefully managed. The new Heads of Service with responsibility for Planning and Housing will be addressing this.