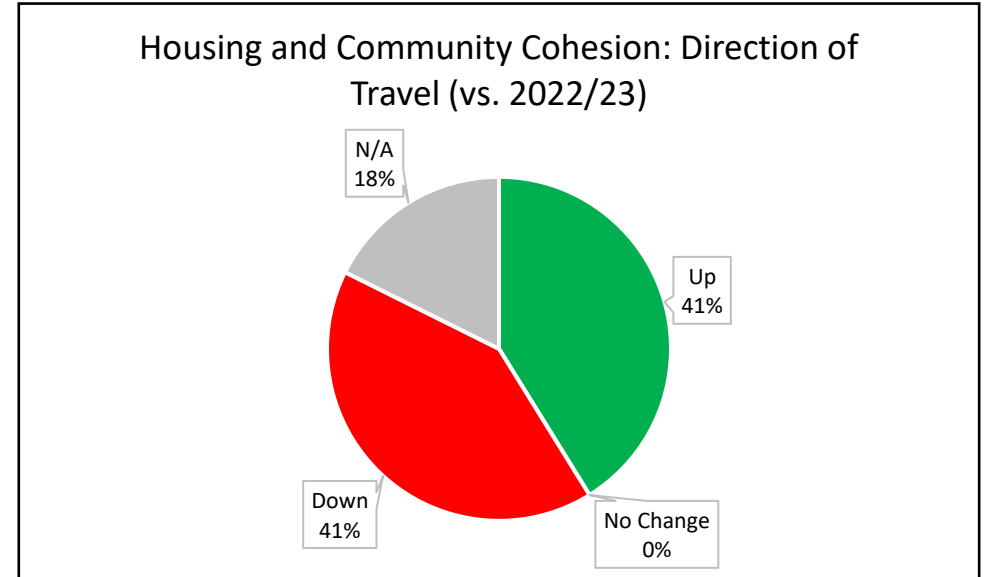
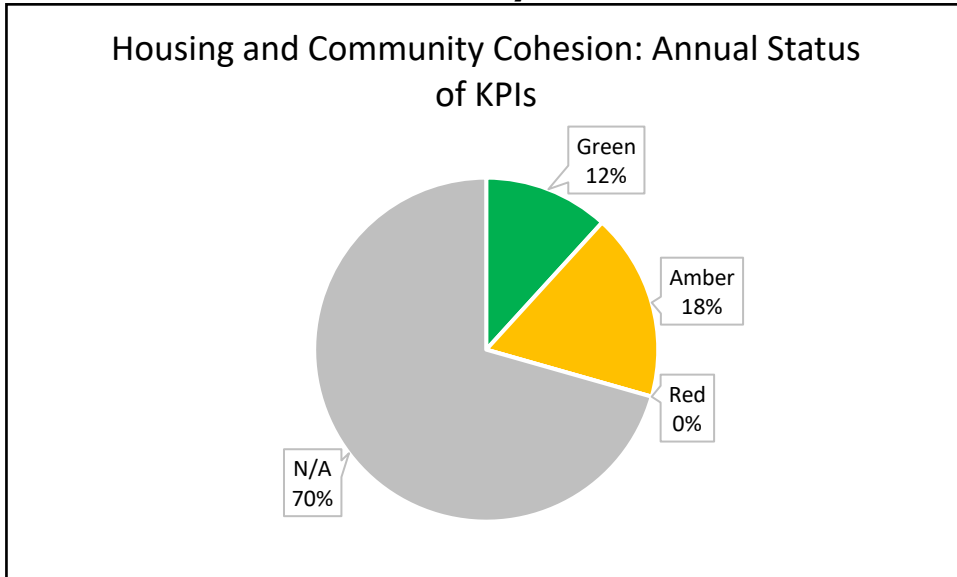


# APPENDIX 2: PART B – END OF YEAR PERFORMANCE MONITORING

## Housing and Community Cohesion: 2023/2024 End-of-Year Outturn

### Annual Performance Summary












































#### Notes & Key to Icons

- A key to the icons used in this report is shown on the right-hand side.
- Direction of travel for targeted performance indicators (PIs) shows if performance has improved or declined. For 'Data Only' PIs, the direction of travel shows if there has been an increase or decrease in volume.
- Where KPIs are providing data "as at the end of the month", the annual outturn is provided as an average figure, taken from the quarterly performance, for the 2023/24 year.
- Data for many of the annual indicators is still being collated, and therefore not currently available at the time of publishing this report. Updates will be provided to this PAC at the next reporting cycle.

RAG Rating		Direction	
	Target not achieved		Performance has improved
	Target slightly missed (within 10%)		Performance has been sustained
	Target met		Performance has declined
	Data Only	N/A	No previous data to compare

## Housing and Community Cohesion PAC 2023/24 Performance

Indicator	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Annual 2023/24	Annual Target 2023/24	Annual Status	Direction of travel
<b>Community Cohesion and Safety</b>								
Percentage of households receiving Council Tax Support (CTS)	12.63%	12.31%	13%	12%	12.49%			N/A
Percentage of CPWs to CPNs in period (CPT/SMP)	5.7%	11.1%	16.7%	7.1%	7.9%			
Number of Community Protection Warnings (CPWs) in period	35	9	12	14	63			
Number of Community Protection Notices (CPNs) in period	2	1	2	1	5			
Number of households at risk of (or in) financial crisis (LIFT data)	756	633	615	688	673			N/A
<b>Housing and Homelessness</b>								
Number of households living in temporary accommodation last night of the month (NI 156 & SDL 009-00)	254	274	238	240	252			
Number of households living in nightly paid temporary accommodation last night of the month	149	164	128	136	144			
Number of Rough Sleepers accommodated by the	25	28	34	53	35			

Indicator	Q1 2023/24	Q2 2023/24	Q3 2023/24	Q4 2023/24	Annual 2023/24	Annual Target 2023/24	Annual Status	Direction of travel
Council on the last night of the month								
Percentage of successful Prevention Duty outcomes	67.23%	59.46%	63.20%	61.70%	63.36%	65%		
Number of households prevented or relieved from becoming homeless	165	124	153	133	575	500		
Percentage of successful Relief Duty outcomes	38.98%	33.33%	55.22%	33.09%	39.65%	40%		
Number of homeless cases where the cause of homelessness is domestic abuse	40	35	29	36	140			
Number of completed Disabled Facilities Grants	15	41	18	18	92			
Number of private sector homes improved through MBC Housing Standards Team interventions	39	45	66	49	199	180		
Number of completed Housing Assistance interventions	Annual Indicator				370			
Number of affordable homes delivered (Gross)	50	67	2	70	189	200		
Affordable homes as a percentage of all new homes	Annual Indicator				Data not due to be available until Summer 2024	20%	TBC	TBC

## **Head of Service Summary of Performance in 2023/24**

### Head of Housing & Regulatory Services comments:

The continuing pressures on the housing market saw a 46% increase in the number of residents seeking advice from our Housing Team based at Trinity. In total nearly 2,000 cases over the financial year. Whilst the number of approaches that required a homeless application stabilised, our ability to assist people was constrained by a number of issues. Most notably the reduction in lettings on the past few years, including a significant slump in the delivery of new affordable housing. This is a national problem, with many of the housing associations reevaluating their financial commitments, and others choosing to concentrate on refurbishing their existing stock rather than investing in new supply. Whilst some of this loss will be made up by the Council's own commitment to build new affordable housing, the speed at which this can be delivered will mean that we face a difficult period over the next few years.

Inevitably we experienced an increase in the use of temporary accommodation, particularly in the first two quarters. In response, we developed alternative ways in which to assist applicants, including an initiative to assist extended families to stay together whilst a managed solution could be found. Investment into our own temporary accommodation continues, and we have seen more accommodation becoming available in our own borough as a result. Not only is this a better solution for our residents but is also financially more favourable to the Council and the anticipated overspend on temporary accommodation was not as bad as originally predicted. The Housing Portfolio Team ensured 100% compliance with the Council's statutory duties in relation to safety of its residential stock. This includes matters such as gas safety certification and fire safety.

During the year the Home Choice Team received almost 3,500 applications to join the Council's Housing Register. The number of applications accepted has continued to rise year on year, and now stands at 1,305 – compared to 819 in 2019/20. New affordable housing lettings reduced to 152 compared with 240 in the previous year.

The number of property inspections undertaken by the Housing Standards Team has risen from 172 in 2019/20 to 253 in 2023/24. Of these inspections 59% related to the Private Rented Sector and 31% to Social Housing accommodation. Of the 253 inspections carried out, 45% related to issues of damp & mould being complained of by the resident. The inspections found 5 premises with Category 1 hazards (the most serious) and 25 with Category 2 hazards. A total of 8 Improvement Notices were served on landlords who were compliant with the Council's informal enforcement approach. The majority of landlords actively working positively with our team to resolve the problems. The team also carries out the Council's Houses in Multiple Occupation licensing regime, of which there are 165 licensed HMOs in Maidstone.

The Helping You Home programme received 531 requests for assistance over the year. This resulted in 392 completed tasks to help patients move out of hospital wards and back into their homes. Over 140 properties had adaptations completed as a result of the referrals to assist with the quality of life of those being discharged from hospital. Of the more significant adaptations being dealt with under the Disabled Facilities Grant process, we completed 92 applications in 2023/24. Spend in this area of activity has continued to be delivered more expeditiously, with nearly £1,150,000 being spent and/or committed.

### Community Protection Manager comments:

In 2023 we saw a 31% decrease in ASB across the borough. This is further evidenced by a 27% reduction in ASB and 15% reduction in Nuisance service requests received by the Community Protection Team. Community Protection Notices (CPNs) remain one of the most effective tools in the Community Safety tool kit. It is a legislative requirement to issue a written warning prior to issuing a CPN. These are commonly referred to as CPWs. Whilst informal, the CPW continues to be the most effective aspect of this power, as compliance with the warnings remains high. Service level agreements are now in place with Housing Providers and the Town Centre Ambassadors to allow them to use CPWs as part of their role, to complement our use. Maidstone Police have also embraced the effectiveness of this tool, using them to deal with a rang of issues.

Reductions in ASB across the borough and the effectiveness of the CPWs previously issued on those individuals responsible for the majority of the ASB, such as those in the Town Centre, has seen a net reduction in the number of CPWs issued by the Community Protection Team, particularly for ASB and noise. It should also be noted that, as part of the neighbourhood policing review, the Warnings issued by Kent Police are now recorded centrally, as they no longer rely on CPT to issue and record on their behalf. We have not been able to obtain the figures for Maidstone Police, but we have reason to believe, owing to the collaborative approach to their use, that the number of CPWs issued by Maidstone Police is relatively high in comparison to the rest of the force, who are themselves only now learning their effectiveness.

The use of CPWs remains relatively high, despite a reduction in the last period.

<b>Breakdown of CPWs Issued by the Community Protection Team</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023</b>
ASB	13	28	26	62	19
Nuisance/Dangerous dog (Inc Barking)	5	8	19	6	13
Noise (Inc with ASB)	4	18	25	28	12
Nuisance	1	14	15	12	14
Unauthorised Encampment	5	2	0	0	0
<b>Total</b>	<b>28</b>	<b>70</b>	<b>85</b>	<b>108</b>	<b>59</b>

The issuing of a CPN is only necessary when compliance is not achieved through the CPW. The relatively low number of CPNs shows that the CPWs issued have been effective.