

# HOUSING SERVICES ANNUAL REVIEW 2017-18

Demand for our services has continued to be high in 2017-18. In addition, resources were invested in preparing for the introduction of Homelessness Reduction Act 2017, which when implemented will significantly increase our statutory responsibilities. Working with the YMCA we launched "Platform for Life" an innovative 20 unit scheme for young people in 5 shared houses. We have also continued to generate savings for the Council.

## KEY FACTS...

3,396   
Customers receiving help and advice



896

Households housed

26,262  
Calls answered



35



Members of staff

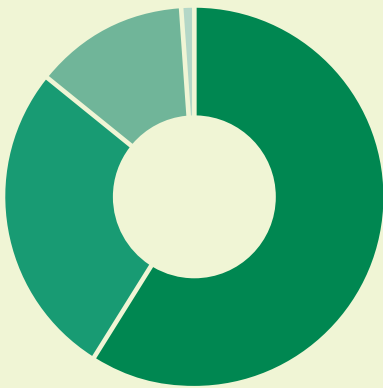
# UNDERSTANDING THE HOUSING MARKET IN BATH AND NORTH EAST SOMERSET

## HOUSING TENURE



Average cost for a 2 bed property

Average gross annual residential wage in B&NES is £23,760



- Owner occupation
- Private rented
- Social rented
- Other

**£ pw**      **Gross income needed\***

Standard mortgage**	<b>£244</b>	<b>£36,251</b>
Private rent	<b>£219</b>	<b>£32,537</b>
Affordable rent	<b>£137</b>	<b>£20,354</b>
Social rent	<b>£107</b>	<b>£15,897</b>

\*based on 35% of gross income spent on housing

\*\*based on lowest quartile

## DEVELOPING NEW HOMES

**1,298**  Affordable homes completed since 2011

## IMPROVING EXISTING HOMES



Properties improved

**619**



Affordable homes completed in 2017/18

**219**

**74** Empty homes brought back into use



**219** Households provided with energy advice by the Energy at Home service

**149** New affordable homes secured through the planning process on 6 sites

**40** Homes assessed and improved by the Energy at Home service



# REGULATING THE PRIVATE RENTED SECTOR

  
**1,489**  
Licensed HMOs

  
**1,119**  
Property inspections

  
**435**  
Tenant complaints about housing conditions


## ALLOCATING SOCIAL HOUSING

**690**  
  
Households housed



Bids placed

**83,292**

**4,084**  


Number of households on the Homesearch register

## CREATING INDEPENDENCE

**207**  
  
DFGs completed

Disabled Facilities Grants (DFGs) provide adaptations to enable people to remain independent at home at an average cost of £5,061 and an average enquiry to completion time of 30 weeks

**18**  
  
Young people housed by supported lodgings providers



# HELPING HOMELESS HOUSEHOLDS

# 714

# 31



England rate = 3.40 per 1000 households, Bath and NE Somerset rate = 0.40 per 1000 households. If same rate in BANES there would be **258** households in temporary accommodation.

Households in temporary accommodation

Homeless cases prevented

Helping people locally...

# 740



customers seen in the Keynsham and Midsomer Norton one-stop shops

# 34

Rough sleepers

(0.04 per 1000 population). From rough sleeper count and BANES population figures against the national rate of 0.2 per 1000 households.




## CUSTOMER SERVICE



# 99%



of customers either very satisfied or satisfied with our service

**23** Complaints received 

Silver award for delivering an efficient, cost effective and comprehensive homeless prevention focused service for all customers.



## ATTRACTING FUNDING INTO THE AREA

# £806,575

Total amount of funding brought into the area for new housing



# £500,000

Homes England funding for regeneration scheme at St Chads, MSN

# £245,000

Homes England funding for additional units at The Meadows, Keynsham

# £61,575

Income from Councils enabling activities

# £843,000

Amount generated from New Homes Bonus since 2011