

## Housing & Sustainable Development Directorates' Narrative

For **Households in temporary accommodation**, with a monthly average of 409, the target of an average of 450 has been achieved in exceptionally challenging circumstances. However, it should be noted that the month end for December was 469 and the upward trend is likely to continue. The main issues remain increasing demand and dropping supply across London and the south east. There has been new research published by London Councils which shows a 41 per cent reduction in the number of London properties available for private rent since the Covid-19 pandemic. With warnings that turbulence and supply constraints in the private rental market is worsening added to near-record levels of homelessness across the capital.

In February Shelter published a report showing that evictions by s21 notice (which is the biggest cause of homelessness in Merton and London) are up 143% in one year.



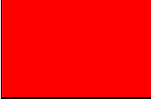







There are also demands from asylum seekers granted status in the UK. Merton has a home office hotel in Colliers wood and we have seen a significant increase in the numbers of people presenting to the Council often with only short notice, which means that temporary accommodation is usually the only response we can make. November, December and January has also seen much more significant activity by way of court evictions from the private sector.

For **Homelessness Preventions**, (as noted above), there are significant supply issues in terms of private sector accommodation. The Council remains part of Capital Letters and is working with partners to look at ways of increasing supply. In June we had a Housing Options Open Day for those households in temporary accommodation and those facing homelessness to explore alternative housing options.

For **Development Management** performance in terms of determining major planning applications remains very strong. For minor applications this is improving further now that the application by the All-England Lawn Tennis Club has been presented to the Planning Applications Committee, as the Principal Planner Case Officer has renewed capacity to process a wider variety of proposals.

The performance of the service will be enhanced during 2024 following a peer challenge by the Planning Advisory Service. This is currently being scoped out and ultimately will result in the agreement of an improvement plan with the Council which will be made publicly available

## 2023/24 Quarter 3 Measure Progress

KEY		
	Measure is on track	Measures RAG rated Green have achieved or surpassed target.
	Measure is off track with some issues to address	Measures RAG rated Amber are below target within an agreed tolerance.
	Measure requires strong action. An opportunity to improve performance	Measures RAG rated Red are below target beyond an agreed tolerance.
	Measure result and RAG was not received by deadline	Measure result is Not Yet Available
Page 112	  	<b>Trend Arrows for Monthly Results:</b> The short trend compares June 2023 performance to the previous month (May 2023). The long trend compares June 2023 performance with performance in June 2022.
	  	<b>Trend Arrows for Quarterly Results:</b> The short trend compares Q1 2023/24 performance to the previous quarter (Q4 2022/23). The long trend compares Q1 2023/24 performance with performance in Q1 2022/23.

Abbreviations List	
CRP	Service Plan measures identified as key to the Councils performance and reported to CMT
FOI	Freedom of Information
FY	Financial Year
KPI	Key Performance Indicator
Q1	Quarter 1
Q2	Quarter 2
Q3	Quarter 3
Q4	Quarter 4
RAG	Red, Amber, Green
SP	Service Plan measures are used to review and manage service level performance, plans and operational working

## HSD Performance Summary

In total, 100% (6 out of 6 Corporate KPIs returned), met target in Q3.

	Monthly	Quarterly	Total	RAG Total %
Green	4	2	6	100.0%
Amber			0	0.0%
Red			0	0.0%
Data Only			0	
TBC			0	
<b>TOTAL</b>	<b>4</b>	<b>2</b>	<b>6</b>	
<b>RAG</b>	<b>4</b>	<b>2</b>	<b>6</b>	<b>100%</b>

Compared to Q2 2023/24 returns, 3 RAG rated measures improved performance, 1 declined.

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Q2 2023/24 to Q3 2023/24 Progress			
Quarter on Quarter Improving Measures		Quarter on Quarter Declining Measures	
CRP 062 / SP 035 No. of homelessness preventions (Monthly)		CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks or within agreed timescales (Monthly)			
CRP 062 / SP 035 No. of homelessness preventions (Monthly)			

Compared to Q3 returns last year (2022/23), 3 RAG rated measures improved performance, 1 declined.

Q3 2022/23 to Q3 2023/24 Progress			
Year on Year Improving Measures		Year on Year Declining Measures	
CRP 051 / SP 114 % Major applications processed within 13 weeks or within agreed timescales (Monthly)		CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks or within agreed timescales (Monthly)			
CRP 062 / SP 035 No. of homelessness preventions (Monthly)			

### Quarter Corporate Performance Tables

For Quarter 3 2023/24 Directorate performance tables presented below have been refreshed so as to assist with contextualising results. Tables now include clear RAG ratings and direction of travel arrows. Direction of travel trends are related to an indicators current result:

- For KPIs that return results on a monthly basis, the short trend compares **December 2023** performance to the previous month (**November 2023**). The long trend compares **December 2023** performance with performance in December 2022
- For KPIs that return results only on a quarterly basis, the short trend compares **Q3 2023/24** performance to the previous quarter (**Q2 2023/24**). The long trend compares **Q3 2023/24** performance with performance in Q3 2022/23.
- Please note – Trend arrows apply to the KPIs Direction of Travel in terms of actual performance and not the RAG Rating. A measure may have a downward trend compared to a previous period, but still be RAG rated Green and achieving target. For example, if the target is 90% and in June performance of 96% is achieved, while in July the performance figure is 93%, the trend arrow will show a downward trend (performance has deteriorated) but the RAG rating will remain Green as performance remains above 90%.

## Housing & Sustainable Development Monthly Reported Corporate KPIs

KPI Code and Title	Directorate	Polarity	Dec-23 Result	Dec-23 Target	Short Trend / MoM Trend	Long Trend / YoY Trend	Q3 / YTD 2023/24 Result	Q3 / YTD 2023/24 Target	Short Trend / QoQ Trend	Long Trend / YoY Trend
CRP 051 / SP 114 % Major applications processed within 13 weeks or within agreed timescales (Monthly)	Housing & Sustainable Development	Aim to Maximise	100%	81%	N/A	↔	100%	81%	↔	↑
CRP 052 / SP 115 % of minor planning applications determined within 8 weeks or within agreed timescales (Monthly)	Housing & Sustainable Development	Aim to Maximise	95.45%	72%	↔	↓	88.30%	72%	↓	↑
CRP 061 / SP 036 No. of households in temporary accommodation (Monthly)	Housing & Sustainable Development	Aim to Minimise	469	450	↓	↑	409	450	↓	↓
CRP 062 / SP 035 No. of homelessness preventions (Monthly)	Housing & Sustainable Development	Aim to Maximise	338		↑	↑	338	338	↑	↑

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## Housing & Sustainable Development Quarterly Reported Corporate KPIs

KPI Code and Title	Directorate	Polarity	Dec-23 Result	Dec-23 Target	Short Trend / MoM Trend	Long Trend / YoY Trend	Q3 / YTD 2023/24 Result	Q3 / YTD 2023/24 Target	Short Trend / QoQ Trend	Long Trend / YoY Trend
CRP 134 Average no. of stalls in Mitcham Market	Housing & Sustainable Development	Aim to Maximise	Baseline	Baseline	Baseline	Baseline	3	2	Baseline	Baseline
CRP 135 No. Of events in Mitcham	Housing & Sustainable Development	Aim to Maximise	Baseline	Baseline	Baseline	Baseline	2	2	Baseline	Baseline

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