

**Service Improvement Plan** *(abridged)*

**Development and Neighbourhood Services**

**Housing**

**2007/08 - 2009/10**

## Service Improvement Plan (*abridged*) – Housing 2007/08- 2009/10

<b>Theme: Liveability, Children and Young People, Community Safety</b>		
Development Priority: <b>HSG 1 Meet the Homelessness prevention agenda nationally and locally</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
HSG 1.1 Undertake review of the Housing Options service ensuring that the staffing structure is fit for purpose in meeting the National and Local Homelessness agendas	June 2007	<p><b><u>Outcomes</u></b></p> <p><i>Provision of settled, stable and secure accommodation for all residents of the borough for all locations they choose to reside.</i></p> <p><b><u>Success Criteria</u></b></p> <p>BV 183a - Average length of stay in Bed and Breakfast accommodation of households which include dependent children or a pregnant woman and which are unintentionally homeless and in priority need (weeks) 1.5 in 2007/08</p> <p>BV 183b - Average length of stay in hostel accommodation of households which include dependant children or a pregnant</p>
HSG 1.2 Dispose of Hartington Road hostel and undertake review of temporary accommodation provision in the Borough to prepare for meeting the Government target of 50% reduction in the use of temporary accommodation by 2010	June 2007	
HSG 1.3 Deliver pro-active and preventative housing options services by adopting best practice and innovation	Ongoing	
HSG 1.4 Work in partnership with Stockton and District Advice and Information Service (SDAIS) to make more effective use of Discretionary Housing Payments to prevent homelessness	April 2008	

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<p>HSG 1.5 Undertake a strategic review of Homelessness in the borough (including preventative measures) and produce an action plan.</p>	<p>April 2008</p>	<p>woman and which are unintentionally homeless and in priority need (weeks) 8 in 2007/08</p> <p>BV 202 - Number of single people sleeping rough on a single night within the area of the authority – 0 to 10 by 2007/08</p> <p>BV 203 - Percentage change in the average number of families which include dependent children or a pregnant woman placed in temporary accommodation under the homelessness legislation in the current financial year compared with the average from the previous year</p> <p>50% reduction in use of temporary accommodation by 2010 – from November 2004 baseline</p> <p>BV 213 - no. of households who consider themselves homeless who approached LA council advice and for whom housing advice casework intervention resolved their situation - 105 by March 2008</p> <p>BV 214 - proportion of households accepted as statutorily homeless who were accepted by the same Authority in the last two years – a 10% reduction on the 2005/6 outturn – 105 in 2007/8</p>
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## Service Improvement Plan (*abridged*) – Housing 2007/08- 2009/10

Theme: <i>Liveability, Children and Young People, Community Safety</i>		
Development Priority: HSG 2 Meet the housing and support needs of young people in the borough.		
Key actions	By when	Outcomes and Success Criteria
HSG 2.1 Develop and agree a Young Persons Homelessness Strategy.	December 2008	<p><b><u>Outcomes</u></b>  <i>Provision of appropriate accommodation for young people with the right levels of support in place.</i></p> <p><b><u>Success Criteria</u></b>                      Reduce the use of temporary accommodation for young people by 50% by 2010. – From November 2004 baseline                      Eradicate the use of Bed and Breakfast for 16 and 17 year olds by 2010.</p>
HSG 2.2 Work in partnership to ensure an integrated and holistic service response approach for young people who are homeless, at risk of homelessness or inappropriately accommodated.	Ongoing throughout 2007, 2008, 2009 and 2010.	
HSG 2.3 Provide a range of housing choices suitable for young people that meet their needs and aspirations.	March 2010	
HSG 2.4 Develop new housing, support and care pathways for vulnerable groups of young people.	April 2008	
HSG 2.5 Ensure effective engagement and involvement of children and young people in tackling homelessness.	Ongoing throughout 2007, 2008, 2009 and 2010.	
HSG 2.6 Develop and promote best practice frameworks for the prevention of youth homelessness.	March 2009	

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Theme: <i>Liveability</i>		
Development Priority: <b>HSG 3 Address affordability in the housing market</b>		
Key actions	By when	Outcomes and Success Criteria
HSG 3.1 Develop (in conjunction with planning) a borough wide affordable housing strategy.	March 2008	<p><b><u>Outcomes</u></b>  <i>Extend (broaden) the range of affordable housing options for residents of the borough.</i></p> <p><b><u>Success Criteria</u></b></p> <p>Home owners within Housing Regeneration areas benefiting from the range of assisted homeownership initiatives</p> <p>BV78a – Average time taken for all HB/CTC claims submitted, for which the date of the decision is within the financial year being reported reduced to 29 days in 2007/08</p> <p>BV78b – Average processing time taken for all written notifications of changes to a HB/CTC claimants circumstance that require a new decision on behalf of the Authority reduced to 9 days in 2007/08</p>
HSG 3.2 Maximise affordable housing outputs through section 106 agreements.	Ongoing during 2007, 2008, 2009 and 2010	
HSG 3.3 Work with Registered Social Landlord partners to secure National Affordable Housing Programme funding to deliver quality and affordable housing.	September 2007	
HSG 3.4 Continue to provide assisted homeownership initiatives.	Ongoing during 2007, 2008, 2009 and 2010	
HSG 3.5 Develop an equity share scheme	March 2007	
HSG 3.6 Increase access to quality and affordable accommodation through provision of decent council properties advice and assistance on housing benefit issues	Ongoing during 2007, 2008, 2009 and 2010	

## Service Improvement Plan (abridged) – Housing 2007/08- 2009/10

Theme: <i>Liveability, Community Safety, Healthier Communities and Adults</i>		
Development Priority: HSG 4 Deliver quality and choice in the housing market and address housing market failure		
Key actions	By when	Outcomes and Success Criteria
HSG 4.1 Complete the Small Scale Voluntary Transfer of the Council's Sheltered Housing to Erimus Housing.	August 2007	<p><b><u>Outcomes</u></b> Provision of quality accommodation which meets the housing needs and aspirations of residents of the borough.</p> <p><b><u>Success Criteria</u></b></p>
HSG 4.2 Introduce a Home Improvement Agency (HIA) to assist elderly and vulnerable households maintain safe and independent living.	April 2008	
HSG 4.3 Continue progress of prioritised Housing Market Renewal (HMR) schemes. <ul style="list-style-type: none"> <li>- Mandale</li> <li>- Hardwick</li> <li>- Parkfield</li> </ul>	Ongoing throughout 2007, 2008, 2009 and 2010.	Transfer of sheltered housing to preferred RSL partner by August 2007.
HSG 4.4 Support the long-term work of Tees Valley Living Housing Market Renewal	Ongoing throughout 2007, 2008, 2009 and 2010.	200 clients per year provided with advice or assistance to help them maintain safe, healthy and independent living within their own home.
HSG 4.5 Explore the feasibility of a Landlord Accreditation Scheme within the Parkfield / Mill Lane area of the borough to support the ongoing Housing Market Renewal and homelessness agendas.	April 2008	Number of properties demolished in areas of housing market failure (677 obsolete housing demolished by March 2010)
HSG 4.6 Undertake a Private Sector Stock Condition Survey through the borough.	March 2008	BV 64 – number of private sector dwellings that are returned into occupation or demolished as a direct result of action by the Local Authority (60 by March 2008) (N.B. This definition should also be used in the Council Plan – not just brought back into use properties)
HSG 4.7 Implement Local Housing Allowance, proposed in the Welfare Reform Bill.	Implementation date anticipated April 2008	Reduce the number of non-decent council owned properties to 23% by March 2008 and 0% by 2010/11
HSG 4.8 Introduce Choice Based Lettings	No later than December 2010	Implement Choice Based Lettings within Government timescale of December 2010
		Following completion of an Option Appraisal exercise, sign off preferred option with DCLG by September 2008.

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HSG 4.9 Contribute to working towards the development of sub-regional choice based lettings across all tenures.	December 2008	
HSG 4.10 Undertake an updated option appraisal of the Council's housing stock	March 2008	

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Theme: <i>Liveability, Community Safety, Healthier Communities and Adults</i>		
Development Priority: HSG 5 Promote Strong and prosperous communities		
Key actions	By when	Outcomes and Success Criteria
HSG 5.1 Provide training and employment opportunities for young people with the Housing Market Renewal schemes	Ongoing	<b><u>Outcomes</u></b> <i>Build sustainable communities where people want to live and work, both now and in the future.</i>
HSG 5.2 Continue meaningful involvement and consultation with local residents in the implementation and delivery of Housing Market Renewal Schemes.	Ongoing	<b><u>Success Criteria</u></b> Hardwick Primary School complete by January 2009.
HSG 5.3 Implement the key Housing actions from the Council's Equality Scheme	March 2008	Twelve young people benefiting from training and employment opportunities within Housing Market Renewal schemes annually.
HSG 5.4 Review Voluntary Sector Core Funding arrangements	March 2008	Percentage of governance agreements increased to 75% by 2010

## Service Improvement Plan (*abridged*) – Housing 2007/08- 2009/10

<b>Theme: Liveability, Organisational Development</b>		
<b>Development Priority: HSG 6 Deliver modern, efficient and customer-focused services</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
HSG 6.1 Participate in the corporate Access to Services Strategy	To be determined	<b>Outcomes</b> <i>The provision of a quality housing service accessible to all.</i>
HSG 6.2 Achieve the Customer First award (stage 2) across Housing	March 2008	<b>Success Criteria</b> Implementation of Customer Relationship Management in Benefit service by May 2007
HSG 6.3 Continue to review service delivery to promote choice and equitable access to services.	Ongoing throughout 2007, 2008, 2009 and 2010.	All housing Best Value Inspections to achieve a 2 star and 'promising prospects for improvement rating.  Implementation of cross-authority Empty Homes Challenge Fund by May 2007
HSG 6.4 Regularly review and evaluate Housing Services against the Audit Commission's Key Lines of Enquiry	6 monthly throughout 2007, 2008, 2009 and 2010.	Implementation of energy efficiency scheme and procurement of disabled adaptations contract through the Tees Valley sub-region by April 2007
HSG 6.5 Take a lead role in cross-authority collaboration on key housing issues. <ul style="list-style-type: none"> <li>▪ Homelessness</li> <li>▪ Private Sector</li> </ul>	Ongoing throughout 2007, 2008, 2009 and 2010.	Average no. days sickness per FTE —reduction against 2006/7 of at least 0.5 days lost per FTE due to sickness  BV 78a - Days taken to process new Benefit claims – 29 days in 2007/8
HSG 6.6 Continue to introduce new methods of working to improve work life balance and performance.	March 2009	BV 78b – Days taken to process changes in circumstances – 9 days in 2007/8
HSG 6.7 Review intervention work in the Benefit Service in light of the changes to National Performance Standards.	April 2007	New DWP Performance Measure 10 – reductions in benefit processed against annual target ( <i>details and target still to be clarified by DWP</i> )
HSG 6.8 Work with sub-regional partners to secure Single Housing Investment Pot (SHIP) round 3 monies.	To be determined	

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### Theme: Organisational Development

**Development Priority: HSG 7 Undertake all relevant actions within the Council’s Equality Plans and other cross-cutting strategic plans**

Key actions	By when	Outcomes and Success Criteria
HSG 7.1 Identify routes for actively promoting awareness of housing services to the BME communities	Ongoing	Outcomes relating to the improved accessibility of services to all people and improved community cohesion.
HSG 7.2 Involve service users in planning and remodelling their homes	Ongoing	
HSG 7.3 Develop and integrate an action plan into the Housing Strategy to meet the needs of our BME communities	Ongoing	
HSG 7.4 Ensure that we are complying with the statutory CRE code of practice on racial equality in housing	Ongoing	
HSG 7.5 Identify routes for actively promoting awareness of housing adaptations and Disabled Facility Grants	March 2008	
HSG 7.6 Develop a Housing Strategy for people with learning disabilities	December 2007	