

Service Improvement Plan (*abridged*) 2009/ 2012

Development and Neighbourhood Services

Housing Services

Service Improvement Plan (abridged) – 2009/ 2012 – Housing Services

Theme: Healthier Communities and Adults, Environment and Housing, Older Adults, Stronger Communities		
Development Priority: HSG 1 Promote and sustain independent living		
Key Actions	By when	Outcomes and success criteria
HSG1.1. Develop and monitor Home Improvement Agency	31 st March 2010	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> • Provision of appropriate accommodation, advice and support for older, disabled and vulnerable people <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> • 800 clients per year provided with advice and assistance from the Home Improvement Agency (1.1) • Reduction in time taken to deliver adaptations (2008/09 outturns to be used as baseline for future targets) (1.3) • Amount of funding secured through Supporting People (1.4) • Number of residents assisted to live independently through new housing schemes (1.5)
HSG1.2. Procure and implement (as appropriate) contracts for disabled adaptations across the sub-region	31 st August 2010	
HSG1.3. Implement the changes afforded by the review of the Disabled Facilities Grant procedure and processes	31 st March 2010	
HSG1.4. Secure funding for the provision of a Gateway Service for Floating Support Provision subject to need being identified in the Supporting People programme	31 st December 2009	
HSG1.5. Work in partnership with CESC colleagues to deliver new housing schemes for identified and prioritised needs groups	31 st March 2012	

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Theme: Healthier Communities and Adults, Environment and Housing, Children and Young People		
Development Priority: HSG 2 Meet the homelessness prevention agenda nationally and locally		
Key Actions	By when	Outcomes and success criteria
HSG2.1. Deliver Enhanced Housing Options Service through the co-location of the service with Tristar Homes Allocation Service	31 st March 2010	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> • Provision of settled, stable and secure accommodation for all residents of the borough for all locations they choose to reside <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> • Reduction in the proportion of households accepted by Stockton as statutorily homeless from April 2009 to March 2012 by 5% (2.1)
HSG2.2. Develop a range of housing to provide temporary accommodation provision that support the Government's target of 50% reduction in the use of temporary accommodation by 2010	31 st December 2010	
HSG2.3. Ensure continued funding of and timely and robust referrals to Stockton and District Advice and Information Service (SDAIS) for specialist independent advice	31 st March 2010	

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<p>HSG2.4. Work sub-regionally to deliver the Preventing Offenders' Accommodation Loss programme</p>	<p>31st March 2010</p>	<ul style="list-style-type: none"> • Number of households who consider themselves homeless who approached LA council advice and for whom housing advice casework intervention resolved their situation (2.1) • NI 156 Reduction in the number of households living in temporary accommodation (2.2) • Reduction in the average length of stay in Bed and Breakfast accommodation of households which include dependent children or a pregnant woman (weeks) (2.2) • Reduction in the average length of stay in hostel accommodation of households which include dependant children or a pregnant woman (weeks) (2.2) • Reduction in the average number of families which include dependent children or a pregnant woman placed in temporary accommodation compared with the previous year (2.2) • Eradicate the use of bed and breakfast accommodation for homeless households by 2010 (2.2) • Number of households receiving independent money advice (2.3) • Number of offenders prevented from losing their accommodation (2.4)
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Theme: Healthier Communities and Adults, Environment and Housing, Stronger Communities, Safer Communities, Economic Regeneration and Transport		
Development Priority: HSG 3 Meet the emerging challenges of the housing market, address quality, choice and housing market failure		
Key Actions	By when	Outcomes and success criteria
HSG3.1. Deliver major housing led regeneration schemes and regularly review in the light of the current economic climate: <ul style="list-style-type: none"> • Mandale • Hardwick • Parkfield 	Ongoing	<u>Outcomes</u> <ul style="list-style-type: none"> • Provide quality accommodation and build sustainable communities where people want to live and work, both now and in the future
HSG3.2. Secure indicative Home and Community Agency (HCA) funding for Parkfield Phase 2 (£8m)	31 st July 2009	<u>Success Criteria</u> <ul style="list-style-type: none"> • Number of new homes on Housing Regeneration Schemes (3.1) • SBC and HCA funding agreement completed within timescale (3.2) • Number of local people securing affordable homeownership from the Affordable Homeownership Register (3.3) • Increase and accelerate housing completions (N.B. The original 20% above RSS target is now not expected to be met until 2015/2016) (3.4) • Increase number of owner-occupiers receiving financial assistance to make their homes decent (3.5)
HSG3.3. Development of the Affordable Homeownership Service	31 st March 2010	
HSG3.4. Deliver Growth Point programme	Ongoing	
HSG3.5. Implement the Regional Financial Assistance Policy	30 th April 2010	
HSG3.6. Implement an Accreditation Scheme and toolkit of resources for landlords	30 th June 2009	
HSG3.7. Annually update private sector stock condition information	31 st March 2010, 2011, 2012	
HSG3.8. Update the Private Sector Housing Renewal Strategy and Action Plan	31 st March 2010	

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HSG3.9. Implement the requirements of the Housing Act 2004 linked to Management Orders and Empty Dwelling Management Orders	31 st March 2010	<ul style="list-style-type: none"> • Amount of funding recycled (£) (3.5) • Number of clients receiving assistance to improve their homes from their own financial resources. (3.5)
HSG3.10. Develop and implement a Corporate Enforced Sale procedure	30 th June 2009	<ul style="list-style-type: none"> • Increase number of properties in the private rented sector made decent and brought back into use with links to Accreditation Schemes (3.6)
HSG3.11. Deliver the Authority's 'preferred' Housing Futures outcome:		
<ul style="list-style-type: none"> • Appraisal of appropriate Regeneration Vehicle • Formal establishment of a Regeneration Vehicle bringing together key investment partners (If appropriate following the above) • Formal evaluation of the Governments review of the HRA Review to determine implications for SBC • Deliver a stock transfer (if deemed the preferred option) • Effective communication and consultation with key stakeholders 	<p>30th Sept 2009</p> <p>31st March 2010</p> <p>30th April 2009</p> <p>31st March 2010</p> <p>Ongoing</p>	<ul style="list-style-type: none"> • 50 properties registered under the Accreditation Scheme (3.6) • 50 private rented sector tenants benefiting from improved conditions and management standards (3.6) • 50 landlords assisted in improving the condition of their properties through proactive joint working. (3.6) • Appointment of Managing Agent to assist in implementing Management Orders by April 2009 (3.9) • Number of properties under control through Management Orders (3.9) • Debt owed to the Local Authority recovered through the use of a Corporate Enforced Sale Procedure (£) (3.10)
HSG3.12. Undertake a Local Housing Assessment update	31 st December 2009 and annual	<ul style="list-style-type: none"> • Total amount of funding secured through the National Affordable Housing Programme in 2008/11 through Regular Market Engagement (£) (3.14)
HSG3.13. Rural Housing Needs		
<ul style="list-style-type: none"> • Conduct a rural housing needs assessment in conjunction with the planning service • Address the findings of the assessment 	<p>31st July 2009</p> <p>31st March 2010</p>	<ul style="list-style-type: none"> • Number of affordable homes delivered (gross) (3.15) • Number of households benefiting from rent/bond scheme (3.17)
HSG3.14. Work with RSL/Developers in 'regular market engagement' to maximise affordable housing outputs (National Affordable Housing Programme)	31 st March 2011	

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HSG3.15. Work with Planning to maximise affordable housing outputs	31 st March 2012	
HSG3.16. Ensure full implementation of Choice Based Lettings scheme with a common allocations policy across the Tees Valley	31 st March 2010	
HSG3.17. Develop a rent bond scheme	31 st March 2010	

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Development Priority: HSG 4 Promote strong and prosperous communities		
Key Actions	By when	Outcomes and success criteria
HSG4.1. Consolidate Catalyst as the key co-ordinating agency for the Third Sector in the borough - continue to support the Board in an advisory capacity	31 st March 2010	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> • Build sustainable communities where people want to live and work, both now and in the future <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> • Support the Catalyst Board at 100% of their meetings (4.1) • Number of suitable properties secured (4.2) • Number of families assisted through the Family Intervention Project (4.3)
HSG4.2. Secure suitable permanent accommodation to meet the requirements of the Asylum Seekers Case Resolution Programme	To be confirmed	
HSG4.3. Develop a Family Intervention Project	31 st March 2010	
HSG4.4. Contribute to the Corporate Equalities and Diversity agenda as detailed in Housing Business Unit Plans	31 st March 2010	
HSG4.5. Consolidate links between the voluntary sector and the Sustainable Community Strategy and the Local Area Agreement as part of the Voluntary Sector Support Fund review	30 th September 2009	

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Development Priority: HSG 5 Promote social and financial inclusion		
Key Actions	By when	Outcomes and success criteria
HSG5.1. Work with the Financial Inclusion Forum Partnership to develop a strategy for promoting financial inclusion in Stockton	30 th June 2009	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> Income maximisation and greater financial stability for those in our community on low incomes <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> Strategy for promoting financial inclusion in Stockton in place by 30th June 2009 (5.1) Additional collection points for the Tees Valley Credit Union established within Community Centres within the housing portfolio (5.2) 100% of Community Centres within the housing portfolio participating in back to basics initiatives (5.2) Number of residents referred by the housing service to projects funded through the Communities Fund (5.4)
HSG5.2. Facilitate a range of back to basics activities (e.g. promotion of the Tees Valley Credit Union) to be delivered from Community Centres to address “Credit Crunch” Issues	31 st March 2010	
HSG5.3. Contribute to the Corporate Financial Inclusion agenda as detailed in Housing Business Unit Plans	31 st March 2010	
HSG5.4. Work in partnership to reduce worklessness through the Communities Fund	31 st March 2010	

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Theme: Focus on Residents and Customers, Performance and Resource Management		
Development Priority: HSG 6 Deliver modern, efficient and customer-focused services		
Key Actions	By when	Outcomes and success criteria
HSG6.1. Review the benefit service to ensure continued value for money and ability to meet legislative requirements and increasing customer demands	30 th September 2009	<p><u>Outcomes</u></p> <ul style="list-style-type: none"> The provision of a quality housing service accessible to all. <p><u>Success Criteria</u></p> <ul style="list-style-type: none"> NI 180 - Benefit right time indicator – improved performance (6.1) NI 181- Benefit right benefit indicator – improved performance (6.1) Contribution to NI 14 - % of Benefits avoidable contact (2008/09 outturns to be used as baseline for future targets) (6.2) Recommendations following RSL Scrutiny Review implemented (6.4) Meet Customer Service Excellence Standard within Housing (6.6) 0.5 day reduction in sickness absence from 2008/09 outturn
HSG6.2. Manage the migration of benefit advice services to the Customer Services Division, and ensure a continued high quality service	Phase 2 to be confirmed.	
HSG6.3. Introduce new methods of claiming benefit and reporting changes in circumstance in line with DWP best practice and to improve customer satisfaction	Phased to 31 st March 2011	
HSG6.4. Implement the recommendations following the Registered Social Landlord Scrutiny Review	31 st March 2010	
HSG6.5. Procure I.T. System for homelessness to provide for management information (Abitas homelessness module)	31 st March 2011	
HSG6.6. Raise standards of customer excellence in Housing to meet the Customer Service Excellence standard	31 st March 2010	

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HSG6.7. Undertake all relevant actions within the Council's cross cutting plans, such as those relating to equality and diversity and carbon management	31 st March 2010	<ul style="list-style-type: none"> • 90% of invoices paid within 30 days • 98% on-contract spend on relevant contracts • 90% staff receive annual appraisal • Achievement of Council's target to reduce its carbon emissions by 25% by 2013 • Improved standards of data quality
HSG6.8. Support the delivery of improved services through the Council's Efficiency, Improvement and Transformation Programme (EITP) (The Year 1 EITP includes reviews of Regulation and Enforcement, Advice and Information Provision and Communication, Consultation and Engagement)	31 st March 2012	
HSG6.9. Reduce sickness absence	31 st March 2010	
HSG6.10. Implement the relevant actions from the Council's Data Quality Strategy	31 st March 2010	
HSG6.11. Improve performance on payment of invoices and on-contract spend	31 st March 2010	
HSG6.12. Ensure staff receive an annual appraisal	31 st August 2009	