

**Service Improvement Plan (*abridged*) 2010/ 2013**

**Development and Neighbourhood Services**

**Housing Services**

## Service Improvement Plan (*abridged*) 2010/ 2013 - Housing

<b>Stockton Borough – The People, The Place</b>		
<b>Theme: Health and Wellbeing, Environment and Housing, Adults’ Services and Stronger Communities</b>		
<b>Development Priority: Promote and sustain independence</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
Enhance the service of the Home Improvement Agency and ensure its longer term viability.	31 <sup>st</sup> March 2011	<u>Outcome:</u> Provision of appropriate accommodation, advice and support for older, disabled and vulnerable people <u>Success criteria:</u> 850 clients per year provided with advice and assistance from the Home Improvement Agency 42 households assisted to live independently through new housing schemes in 2010/13
Extend contracts for the provision of Disabled Adaptations	31 <sup>st</sup> March 2011	
Recycle Disabled Facilities Grant (DFG) funding by implementing DFG property charges	31 <sup>st</sup> March 2011	
Work in partnership with Children, Education and Social Care (CESC) to deliver new housing options for identified and prioritised needs groups	31 <sup>st</sup> March 2013	

## Service Improvement Plan (abridged) 2010/ 2013 - Housing

<b>Stockton Borough – The People, The Place</b>		
<b>Theme: Health and Wellbeing, Adults’ Services, Environment and Housing and Children and Young People</b>		
<b>Development Priority: Meet the homelessness prevention agenda nationally and locally</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
Deliver a Gateway Service for Floating Support Provision in conjunction with the Supporting People commissioning body	30 <sup>th</sup> April 2010	<u>Outcome:</u> Provision of settled, stable and secure accommodation for all residents of the borough for all locations they choose to reside
Deliver advice to homeowners to help them remain in their home in the current economic climate	Extend service to run from April 2010 to March 2011	<u>Success criteria:</u> NI 156 Number of households living in temporary accommodation 140 households receiving advice through the homeowner advice service in 2010/11.
Increase supported accommodation provision for rehabilitating offenders	30 <sup>th</sup> June 2010	Reduction in the proportion of households accepted by Stockton as statutorily homeless from April 2009 to March 2012 by 5% from the baseline at March 2009 (416) 16 rehabilitating offenders assisted through the provision of trainer flats 60 households helped to live independently through the Gateway Service

## Service Improvement Plan (abridged) 2010/ 2013 - Housing

<b>Stockton Borough – The People, The Place</b>		
<b>Theme: Health and Wellbeing, Environment and Housing, Stronger Communities, Community Safety, and Economic Regeneration and Transport</b>		
<b>Development Priority: Meet the challenges of the housing market</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
Implement the Regional Financial Assistance policy and decommission existing financial products	30 <sup>th</sup> April 2011	<u>Outcome:</u> Provide quality accommodation and build sustainable communities where people want to live and work, both now and in the future
Deliver major housing led regeneration schemes and regularly review in the light of the current economic climate: <ul style="list-style-type: none"> <li>- Mandale</li> <li>- Hardwick</li> <li>- Parkfield</li> <li>- Swainby Road</li> </ul>	Mandale – 2014 Hardwick – 2015 Parkfield – 2020 Swainby Road - TBC	<u>Success criteria:</u> NI155 Number of affordable homes delivered Number of landlords participating in the Landlord Accreditation Scheme Percentage of total private sector homes vacant for more than 6 months Improve the SAP rating of private sector homes to at least 65 75 clients receiving assistance to improve their homes from their own financial resources
Deliver Growth Point programme	Circa £400k to be spent by 2011	53 properties registered under the Landlord Accreditation Scheme 83 properties improved through the introduction of the Private Rented Toolkit
Maximise the impact of Time2Buy: <ul style="list-style-type: none"> <li>- Allocation of Homebuy direct</li> <li>- Home Mortgage Rescue assistance</li> </ul>	31 <sup>st</sup> March 2011	100% of all rent rebate claims successfully converted to rent allowance claims by first payment date following stock transfer date
Drive up standards in the Private Rented Sector through implementing the 'Private Rented Project'	31 <sup>st</sup> March 2011	Majority of tenants who vote in the transfer proposal vote in favour
In partnership with the Tees Valley LAs, develop and introduce a TV wide Empty Homes Strategy and Empty Dwelling Management Order and Corporate Enforced Sale policies	31 <sup>st</sup> March 2011	Financial and service impact of the transfer proposal are mitigated
Deliver a successful large scale voluntary stock transfer of Council owned housing and maintain the financial viability of related Council Services	31 <sup>st</sup> December 2011	

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Maintain a robust evidence base through appropriate studies and research (housing need and condition)	31 <sup>st</sup> March 2013	
Work with partners to maximise affordable housing in the borough	31 <sup>st</sup> March 2011	
Implement energy efficiency schemes that will improve SAP ratings and address fuel poverty and climate change issues	31 <sup>st</sup> March 2011	

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<b>Stockton Borough – The People, The Place</b>		
<b>Theme: Health and Wellbeing, Environment and Housing, Adults' Services, Stronger Communities and Economic Regeneration and Transport</b>		
<b>Development Priority: Promote sustainable communities</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
Work in partnership with Catalyst and the Community Empowerment Network to create conditions for a thriving and vibrant third sector	Throughout plan to March 2013	<u>Outcome:</u> Build sustainable communities where people want to live and work, both now and in the future <u>Success criteria:</u>
Support third sector organisations in the borough to improve their governance standards	31 <sup>st</sup> March 2013	Increased customer satisfaction from community centres and core funded organisations Improved compliance of third sector organisations with governance checklist
Contribute towards the development of a Capital Asset Transfer Strategy	31 <sup>st</sup> March 2011	
Explore green and sustainable development opportunities and initiatives within the Northern Gateway masterplan area	31 <sup>st</sup> March 2011	
Secure outstanding funding from CLG and undertake the refurbishment of the travellers site at Bowesfield Lane	31 <sup>st</sup> May 2010	

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<b>Stockton Borough – The People, The Place</b>		
<b>Theme: Health and Wellbeing, Environment and Housing, Adults’ Services, Stronger Communities and Economic Regeneration and Transport</b>		
<b>Development Priority: Promote social and financial inclusion</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
Introduce new methods of claiming housing and council tax benefit	Phased to 31 <sup>st</sup> March 2012	<u>Outcome:</u> Income maximisation and greater financial stability for those in our community on low incomes <u>Success criteria:</u>
Facilitate a range of back to basics activities (e.g. On the House) events delivered from community centres to address issues faced by residents arising from the current economic climate.	31 <sup>st</sup> March 2011	95% of all new housing and council tax benefit claims to be received electronically by March 2013

## Service Improvement Plan (abridged) 2010/ 2013 - Housing

<b>Stockton Borough – The Council</b>		
<b>Theme: Our Organisational Effectiveness, Our Value for Money/ Efficiency</b>		
<b>Development Priority: Deliver modern, efficient and customer-focused services</b>		
<b>Key actions</b>	<b>By when</b>	<b>Outcomes and Success Criteria</b>
Manage the migration of benefit advice services to the Customer Services Division and ensure a continued high quality service	Phased to 31 <sup>st</sup> March 2012	<u>Outcome:</u> The provision of a quality housing service accessible to all <u>Success criteria:</u>
Identify and evaluate homelessness software packages with a view to procuring a bespoke system in the Tees Valley	30 <sup>th</sup> April 2011	NI 180 The number of change of circumstances which affect customers' HB/CTB entitlement within the year NI 181 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events