



PLACE
Improved Living Environment
Housing Priority Delivery Plan
2013/14

Lead Officer:
Corporate Director

Housing

Portfolio Delivery Plan

The Housing Portfolio enables the Council to contribute to Place through the provision and improvement of housing within the District.

The portfolio responsibilities for Housing include:

- The Housing Revenue Account (HRA) and HRA Capital Programme.
- The management and maintenance of the Council's Housing Stock
- Administration of the housing register, the allocation of Council dwellings and the provision of housing advice and homelessness services.
- Private sector housing services including disabled facilities grants, and home security grants.
- The provision of additional social and affordable housing.
- The Housing Strategy and other housing policies and plans.

The Council provides these services through the Housing Services and Environmental Health Departments.

Housing Services Department

- Housing Strategy.
- Social and affordable housing partnership work.
- Rent collection and arrears recovery.
- Housing applications and the housing register.
- Allocation and letting of vacant Council dwellings and garages.
- Estate management including action in respect of anti-social behaviour on the Council's housing estates.
- Planned maintenance including external property works, kitchen and bathroom replacement, central heating and boiler renewal and electrical upgrading works.

- Cyclical maintenance including gas and solid fuel appliance servicing and lift and entry phone maintenance.
- Responsive repairs and voids maintenance.
- Vulnerable tenants' grass cutting and internal decoration service.
- Disabled adaptations to HRA properties.
- Homelessness and housing advice services.
- Tenant participation including the Hometalk Magazine.
- Right to Buy applications and leaseholder services.

Environmental Health Department

- Intervention in the Private Sector Housing stock to improve and maintain standards and encourage owners and landlords of property to meet the Decent Homes standard.
- Ensure that Houses in Multiple Occupation are improved and maintained to meet current legislative standards and licensed in appropriate cases.
- Provision of Disabled Facilities Grants (DFG's).
- Liaison with and advice to individual and landlord groups.
- Advice and enforcement of standards in relation to private sector housing.
- Advice and enforcement of standards relating to private residential drainage.
- Facilitating, through partners, energy efficiency schemes in Private Sector Housing.
- Development of strategies and associated policies to improve Private Sector Housing conditions.
- Area based initiatives to improve private sector property.
- Assessment of empty properties and bringing dwellings back into use.
- Licensing and maintenance of standards on licensed mobile home sites.

- Safe as Houses and Home security grants to residents who have been victims of domestic violence.

Service Aims:

- Increase the supply of affordable housing.
- Maintain and improve the facilities and energy efficiency of the Council's housing stock.
- Manage the Council's housing stock.
- Support vulnerable households to live independently in their own homes.
- Provide housing advice and homelessness services.
- Improve the quality and availability of private sector housing.

How will we achieve our service aims and the priority outcome?

Service Aim: Increase the supply of affordable housing

How	When				Who	Indicator	Resource
	Q1	Q2	Q3	Q4			
Support the delivery of 51 additional affordable housing units by March 2014	✓	✓	✓	✓	Head of Housing	N/A	
Complete the affordable housing in respect of the Elizabeth Road Redevelopment Scheme		✓			Head of Housing	N/A	Within agreed resources
Implement the Local Authority Mortgage Scheme in partnership with Lloyds TSB		✓			Head of Housing and Head of Finance	N/A	Within agreed resources
Consider the implementation of the Council's revised allocations policy	✓				Head of Housing	N/A	Within agreed resources
Determine the provision of the "non site" specific Council houses included in the agreed Build Programme	✓				Head of Housing	N/A	Within agreed resources

Service Aim: Maintain and improve the facilities and energy efficiency of the Council's housing stock

How	When				Who	Indicator	Resource
	Q1	Q2	Q3	Q4			
Provide a responsive repairs service	✓	✓	✓	✓	Head of Housing	Place Housing 1, 2 & 3	Within agreed resources
Service gas and solid fuel heating appliances	✓	✓	✓	✓	Head of Housing	Place Housing 4 & 5	Within agreed resources
Formulate proposals to secure the introduction of an External Curtilage Works and Environmental Improvements Programme in 2014-15			✓		Head of Housing	N/A	Within agreed resources
Implement the 2013-14 HRA Capital Programme by providing:-					Head of Housing		Within agreed resources
<ul style="list-style-type: none"> • Kitchen Improvements – 140 dwellings 	✓	✓	✓	✓		N/A	
<ul style="list-style-type: none"> • Bathroom Improvements – 400 dwellings 	✓	✓	✓	✓		N/A	
<ul style="list-style-type: none"> • Central Heating Improvements - 265 dwellings 	✓	✓	✓	✓		N/A	
<ul style="list-style-type: none"> • Electrical Upgrades – 660 dwellings 	✓	✓	✓	✓		N/A	

Service aim: Maintain and improve the facilities and energy efficiency of the Council's housing stock (Cont'd)

How	When				Who	Indicator	Resource
	Q1	Q2	Q3	Q4			
<ul style="list-style-type: none"> External Improvement Works (including double glazing and solid wall insulation where required) - 812 dwellings. 	✓	✓	✓	✓		N/A	Within agreed resources
Progress the Moss Road Regeneration Strategy by:- <ul style="list-style-type: none"> Undertaking the structural reinstatement of the 63 Reema houses in Council ownership Re-housing the remaining households living in the Council's 167 Reema flats Procuring a redevelopment partner for the Reema Flat Redevelopment Scheme 	✓	✓	✓		Head of Housing	N/A	Within agreed resources
	✓	✓	✓	✓		N/A	
			✓			N/A	

Service aim: Maintain and improve the facilities and energy efficiency of the Council's housing stock (Cont'd)

How	When				Who	Indicator	Resource
	Q1	Q2	Q3	Q4			
<ul style="list-style-type: none"> Undertaking external refurbishment works and improvements to the internal communal areas to the 8 traditional flat blocks 	✓	✓	✓			N/A	Within agreed resources
Undertake the structural reinstatement scheme in respect of the 44 Council owned Cornish houses in the Rowley Close area, Pye Green		✓	✓		Head of Housing	N/A	Within agreed resources
Evaluate the provision of Photovoltaic panels to further dwellings within the Council's housing stock				✓	Head of Housing	N/A	Within agreed resources

Service aim: Manage the Council's housing stock

How	When				Who	Indicator	Resource
	Q1	Q2	Q3	Q4			
Review and update the HRA Business Plan to take account of any changes to key assumptions			✓		Head of Housing and Head of Finance	N/A	Within agreed resources
Re-let vacant dwellings in accordance with the Council's allocations policy and void re-let standard	✓	✓	✓	✓	Head of Housing	Place Housing 6 & 7	Within agreed resources
Maximise rental income through the prevention and recovery of arrears	✓	✓	✓	✓	Head of Housing	Place Housing 8 & 9	Within agreed resources
Manage the Council's housing estates through a programme of estate walks, tenancy audits and action to combat anti-social behaviour	✓	✓	✓	✓	Head of Housing	Place Housing 10 & 11	Within agreed resources
Progress the implementation of the replacement Housing Management IT system	✓	✓	✓	✓	Head of Housing and Head of Technology	N/A	Within agreed resources

Service aim: Support vulnerable households to live independently in their own homes

How	When				Who	Indicator	Resource
	Q1	Q2	Q3	Q4			
Review and introduce revised procedures for the implementation of disabled adaptations to Council dwellings			✓		Head of Housing	N/A	Within agreed resources
Undertake disabled adaptations to 80 Council dwellings	✓	✓	✓	✓	Head of Housing	N/A	Within agreed resources
Provide a Vulnerable Tenants Grass cutting and Internal Decoration Scheme	✓	✓	✓	✓	Head of Housing	N/A	Within agreed resources
Provide sheltered housing scheme support services in accordance with Supporting People Contract requirements	✓	✓	✓	✓	Head of Housing	N/A	Within agreed resources
Spend or commit DFG budget allocation each year.				✓	Head of Environmental Health	Place Housing 12	Approved DFG budget
Determine DFG applications within 28 days of application	✓	✓	✓	✓	Head of Environmental Health	Place Housing 13	Staff resources and approved DFG budget

Service aim: Provide housing advice and homelessness services

How	When				Who	Indicator	Resource
	Q1	Q2	Q3	Q4			
Provide advice on housing options	✓	✓	✓	✓	Head of Housing	Place Housing 14	Within agreed resources
Assess the needs of homelessness applicants in accordance with statutory requirements	✓	✓	✓	✓	Head of Housing	Place Housing 15	Within agreed resources
Implement the 2013-14 Homelessness Prevention Programme	✓	✓	✓	✓	Head of Housing	Place Housing 16	Within agreed resources

Service aim: Improve the quality and availability of Private Sector Housing.

How	When				Who	Indicator	Resource
	Q1	Q2	Q3	Q4			
Respond to private sector service requests within set response times	✓	✓	✓	✓	Private Sector Housing Manager	Place Housing 17	Within agreed resources
Put in place and deliver actions to maximize the number of empty dwellings brought back into use				✓	Private Sector Housing Manager	Place Housing 18	Within agreed resources

Key Performance Measures

Service aim: Maintain and improve the Council's housing stock			
Indicator reference code	Definition	Baseline 2012/13	Targets 2013/14
Place Housing 1	% of emergency repairs completed within former Government time limits	98%	98%
Place Housing 2	Average time taken to complete non-urgent repairs	15 days	15 days
Place Housing 3	% of repairs appointments made and kept	98%	98%
Place Housing 4	% of properties with a valid Landlord Gas Safety Record	99%	99%
Place Housing 5	% of properties without a valid Landlord Gas Safety Record which are in the No Access Procedure	99%	100%
Service Aim: Manage the Council's housing stock			
Indicator reference code	Definition	Baseline 2011/12	Targets 2012/13
Place Housing 6	Average re-let time for void dwellings	27 days	26 days
Place Housing 7	% of dwellings that are vacant	1%	1%
Place Housing 8	Current tenants' arrears	300,000	£488,800*
Place Housing 9	Rent arrears as % of rent debit	1.05%	2.6%
Place Housing 10	% of estate walks undertaken classified as "Green"	30%	34%
Place Housing 11	% of secure tenants receiving a tenancy audit	5%	6.5%

* Note – Arrears target reflects the effects of the Housing Benefit "bedroom tax" and Universal Credit.

Key Performance Measures

Service Aim: Support vulnerable households to live independently in their own homes			
Indicator reference code	Definition	Baseline 2012/13	Targets 2013/14
Place Housing 12	Spend or commit budget allocation each year	£700,000	£500,000
Place Housing 13	100 % of DFG applications determined within 28 days of receipt of a valid application	100%	100%
Service Aim: Provide housing advice and homelessness services			
Indicator reference code	Definition	Baseline 2012/13	Targets 2013/14
Place Housing 14	Number of households re-housed to private rented accommodation	80	75
Place Housing 15	% of homeless decisions determined within 33 days	73%	75%
Place Housing 16	Number of households where homelessness was prevented	120	100
Place Housing 17	Initial response to 95% service requests within required timescale	TBC after 31/3/2013	95%
Place Housing 18	Number of empty dwellings brought back into use	4	6