





Housing Departmental Service Plan 2010/11








(Comprising Housing Strategy and Needs, Housing Services and Property Services)











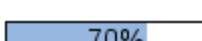




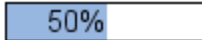




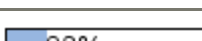




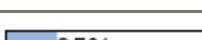
Progress and Performance Report



Key to Symbols

	The action has been completed
	This action is still in progress and on track
	The action was cancelled for the reasons given
	The action was not completed within the planned timetable

Code and Description	Assigned To	Due Date	Status	Progress	Latest Note
Housing Services					
CP10_HHS01 Carry out a Tenants Satisfaction Survey in line with Government requirements	Head of Housing Management	31-Aug-2010		<input type="text" value="0%"/>	DCLG announced in July that the Tenants Survey was not required to be carried out.
CP10_HHS02 Work towards achieving Customer Service Excellence Standard in 2011	Corporate Head - Housing	31-Mar-2011		<input type="text" value="25%"/>	Work has been focussed on gathering evidence and gap analysis. Progress has been delayed due to long term staff sickness.
CP10_HHS03 Carry out a survey to update housing management records	Head of Housing Management	31-Dec-2010		<input type="text" value="100%"/>	Unique survey complete and tenant records updated
CP10_HHS04 Establish tenants scrutiny panel to test housing service standards	Head of Housing Management	31-Mar-2011		<input type="text" value="100%"/>	All actions completed and code of conduct and terms of reference agreed
SP10_HHS02 Review void procedure	Head of Housing Management	31-Dec-2010		<input type="text" value="25%"/>	Working group established and agreed changes to procedures resulted in a reduction of void turnaround figures. Action has now been superseded by Empty Properties Local Offer.
SP10_HHS03 Review Implementation of Choice Based Lettings	Head of Housing Management	31-Jul-2010		<input type="text" value="100%"/>	Completed and information used to amend Allocations Policy
SP10_HHS04 Upgrade Saffron System – install version 7 Saffron release	Head of Housing Management	31-Dec-2010		<input type="text" value="60%"/>	Repairs and Rent complete. Staffed trained in V7. Due to changes in Allocations process still to add allocations and homelessness. Considering a revised date March 2012
					Working group established and consultation

SP10_HHS05 Review current Move on including under occupation and TIS	Housing Projects Manager	31-Dec-2010			complete. Tenants Audit will provide a current snapshot of the levels of under occupation. Review delayed due to the Allocations Policy Review. Suggested Review Date Dec 2011
SP10_HHS08 Agree and implement project plan to meet TSA requirements- National Standards and Local Offers and provide initial TSA report in consultation with tenants	Head of Housing Management	31-Jul-2011			Complete- Annual report 2010 published
SP10_HHS08.1 Set up a Tenants Scrutiny Panel and carry out 3 Scrutiny projects	Head of Housing Management	31-Jul-2011			All actions completed- 3 scrutiny projects for local offers listed under new actions for 2011/12
SP10_HHS08.2 Recruit Resident Inspectors to be involved in scrutiny projects	Head of Housing Management	31-Jul-2011			Project complete
SP10_HHS08.3 Consult with tenants and agree local offers- and how we aim to comply with the National Standards	Head of Housing Management	31-Jul-2011			Three local offers now agreed with tenants. Actions to comply with National Standards included in 2010 Tenants Annual Report
SP10_HHS08.4 Review Housing Link	Head of Housing Management	31-Dec-2010			Focus group held and consultation page introduced
SP10_HHS08.5 Identify under represented groups	Tenant Participation Manager	31-Mar-2011			Survey produced and sent to all tenants. Data uploaded onto saffron system. Now aim to analyse data and produce reports to enable us to do accurate profiling
SP10_HHS10 Join benchmarking club and learn from best performers in a similar family group (HQN not operating in 2004/5)	Head of Housing Repairs and Improvements	31-Mar-2011			Housing now member of Housemark. Comparative analysis of Maintenance and Repairs costs complete and published in 2010 summer housing Link.
SP10_HHS10.2 Investigate the higher management costs using Housemark benchmarking exercise	Corporate Head - Housing	31-Mar-2012			Joined Housemark Benchmarking club. PIs are entered on a quarterly basis. Last Status Survey data also uploaded. Work to join Core Benchmarking Club paused awaiting outcome of the Financial Review
SP10_HHS11 Develop an Older Persons Housing & Support Strategy	Housing Policy & Development Manager	30-Apr-2010			
SP10_HHS13 Review Departmental Risk Assessment Processes	Corporate Head - Housing	31-Dec-2010			Managers provided training in risk assessment. Lone working policy and procedures agreed and implemented
SP10_HHS14 Review Housing Services Standards	Tenant Participation Manager	30-Apr-2011			Work focused on National TSA Standards. Now working to interlink with our service standards
SP10_HHS15 Review the Council's Sheltered Housing Services including the best use of accommodation	Head of Housing Management	30-Apr-2010			Supporting People have now inspected the service
SP10_HHS16 Extend East Sussex Credit Union across Lewes District initially prioritising DeMontfort	Tenant Participation Manager	31-Jul-2011			Complete- New project for 2011/12 to extend subject to funding application
SP10_HHS19 Carry out a full review of the policies and procedures for recharges	Head of Housing Management	31-Dec-2010			Working group established and meeting scheduled to scope the review
SP10_HHS01 Review the lettings system and consider Choice-based lettings	Head of Housing Management	31-Dec-2010			Completed and details on Homemove website














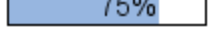



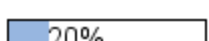




Property Services

SP10_HPS01 Meet the Decent Homes Target.	Head of Housing Repairs and Improvements	31-Mar-2011			Decent Homes Figure 2010/11 - 5 homes non decent 0.1%
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SP10_HPS02 Improve the proportion of planned maintenance over responsive maintenance	Head of Housing Repairs and Improvements	31-Mar-2011			Completed
SP10_HPS03 Install digital TV reception to Council flats in preparation for the national switch to digital reception	Housing Contracts Manager	30-Jun-2011			Only one remaining block to complete
SP10_HPS04 Review Waste action plan for Housing Maintenance Unit	Head of Housing Repairs and Improvements	31-May-2011			Completed
SP10_HPS05 Review Disabled Adaptations incorporating the Audit Review and the strategic approach in East Sussex	Head of Housing Repairs and Improvements	31-Mar-2011			Completed – Local offer being introduced as a new project
SP10_HPS05.1 Introduce cyclical property inspections	Head of Housing Management	30-Sep-2010			working group established with key officers
SP10_HPS06 Carry out comparative analysis of maintenance and repairs benchmarking results	Head of Housing Repairs and Improvements	31-Jul-2010			Key performance outcomes published in Housing Link Summer Housing Link 2010
SP10_HPS07 To reduce carbon dioxide emissions in our properties to increase energy efficiency and reduce heating costs.	Housing Contracts Manager	31-May-2011			Target was 69 - achieved 68



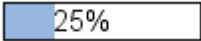











Housing Strategy and Needs

CP10_HST01 Evaluate the Government's offer of reform of the council housing finance system	Head of Housing Strategy and Needs	31-Jul-2010			
CP10_HST02 Launch family intervention prevention scheme	Head of Housing Strategy and Needs	31-May-2010			Q4 - Scheme is underway. We are working with our partners throughout East Sussex to secure funding to enable this scheme to continue in 2011/12.
CP10_HST03 Participate in work to complete a Local Investment Plan and subsequent Agreement	Head of Housing Strategy and Needs	31-Mar-2011			Updated Local Investment Plan has been produced and priorities for East Sussex agreed. The LIP has been submitted to the HCA.
SP10_HST01 Work with a range of partners and agencies to deliver affordable housing in the District.	Housing Policy & Development Manager	31-Mar-2011			The Council continues to work with groups both internally and in partnership with Registered Social Landlords, private developers, housing associations, Town & Parish Councils, AiRS and other local authorities in East Sussex.
SP10_HST01a Produce a supplementary planning document as part of the LDF process	Housing Policy & Development Manager	31-Mar-2011			There is a close working partnership with Planning Policy Team, in supporting the development of the Local Development Framework.
SP10_HST02 Carry out a review of the Homelessness Strategy	Head of Housing Strategy and Needs	31-Mar-2011			
SP10_HST03 Implement Mortgage Rescue Scheme	Head of Housing Strategy and Needs	30-Jun-2010			
SP10_HST04 Implement Prevention of Offender Accommodation Loss	Head of Housing Strategy and Needs	31-Mar-2011			Two officers employed across East Sussex. Rolling out to other Districts and Boroughs.

SP10_HST05 Complete review of Choice Based Lettings	Housing Needs Manager	31-Dec-2010			Amended Allocation Policy agreed by Cabinet in July 2011. New policy published and implemented on 1st August.
SP10_HST06 Investigate new provision of alternative accommodation for 16 to 25 year olds	Head of Housing Strategy and Needs	31-Mar-2011			Two emergency beds are now available for 16/17 year olds.
SP10_HST07 Continue to support BHT and CAB in the provision of debt advice and the Court Desk service to prevent homelessness where appropriate	Housing Needs Manager	31-Mar-2011			
SP10_HST08 Review Private Sector Leasing Scheme and other temporary accommodation	Head of Housing Strategy and Needs	31-Mar-2011			A Landlord's Forum is in place and meets twice yearly. An accreditation scheme with private landlords has been implemented.
SP10_HST09 Continue to represent the Council on the East Sussex Supporting People Commissioning body	Head of Housing Strategy and Needs	31-Mar-2011			This is an ongoing commitment and includes all East Sussex Districts and Boroughs
SP10_HST09a Investigate higher levels of support for people with complex needs	Head of Housing Strategy and Needs	31-Mar-2011			Protocols agreed and signed, meetings attended and work ongoing
SP10_HST10 Develop an older persons housing strategy	Head of Housing Strategy and Needs	31-Mar-2011			
SP10_HST11 Investigate options and prepare a business case to overcome fuel poverty at Saxonbury and other temporary accommodation	Head of Housing Strategy and Needs	31-Mar-2011			Initial health & safety works completed. New water meter fitted.
SP10_HST12 Carry out a quality audit of homelessness service	Head of Housing Strategy and Needs	30-Sep-2010			
SP10_HST13 Carry out a complete review of the Housing Strategy	Housing Policy & Development Manager	31-Mar-2011			Consultation, strategic review and draft strategy completed. Consultation on final document and Equalities Impact Assessment progressing.
SP10_HST14 Encourage affordable housing which meets HCA environmental standards code 3	Head of Housing Strategy and Needs	31-Mar-2011			

Key Aim: Supporting the housing, health and social needs of everyone in our communities
Progress on Council Plan actions and projects in 2010/11

Key to Symbols	
	Action ceased for reasons given
	Target date has not been met
	Action is still ongoing
	Completed by due date

Action	Progress	Target Date	Status	Comments
Housing – Tenants Services				
Carry out a Tenants Satisfaction Survey in line with Government requirements		31 Aug 2010		DCLG announced in July that the Tenants Survey was not required to be carried out. There are no plans to carry out in 2010/11 now.
Work towards achieving Customer Service Excellence Standard in 2011		31 Mar 2011		Work is focussed on gathering evidence and gap analysis. Work has been delayed due to long term staff sickness.
Carry out a survey to update housing management records		31 Dec 2010		Survey carried out and a good response rate achieved. Officers are continuing to gather further information from tenants in order to properly update housing records. This work will continue in 2011. A number of reports have been generated to inform and improve housing management operation.
Establish tenants scrutiny panel to test housing service standards		31 Mar 2011		Training for scrutineers/inspectors has taken place and operation of tenants' scrutiny is underway. The first area of review is empty Council homes.
Evaluate the Government's offer of reform of the council housing finance system		31 Jul 2010		The Government has further reformed the system which renders this action obsolete. New details are currently being evaluated and will be implemented from April 2012.
Housing – Strategy and Needs				
Launch family intervention prevention scheme		31 May 2010		Scheme is underway. We are working with our partners throughout East Sussex to secure funding to enable this scheme to continue in 2011/12.
Participate in work to complete a Local Investment Plan and subsequent Agreement		31 Mar 2011		Updated Local Investment Plan has been produced and priorities for East Sussex agreed. The LIP has been submitted to the HCA.

**Key Aim: Supporting the housing, health and social needs of everyone in our communities
Outcomes in 2010/11**

Objective - Affordable and decent housing is available to all and meets individual needs

- Funding worth £8.570 million was approved for the BEST housing partnership to support vulnerable people living in poor housing conditions in the region - £305, 419 of this is allocated to the Lewes District. This funding has enabled the Council to review its financial assistance policy and introduce 2 new loans aimed at encouraging renewable energy and making better use of empty dwellings. The BEST partnership, of which the Council is a partner, is the biggest and most successful in the South East.

2.8 per 1000 households	9.8	L56b	Green	Number of cases where advice resolved homelessness per 1000 households			
5%	0%	L57	Green	No. of cases of repeat homelessness as a % of acceptances	-		
Less than 2.5 weeks	4.05 weeks	L58a	Red	Length of stay in B&B for families with children	-	-	4
6 weeks	7.74 weeks	L58b	Red	Length of stay in B&B for all households	-	-	

Explanatory Notes:

3	L51	Performance is unlikely to increase further as all significant improvements have been carried out.
4	L58a	Due to substantial increase in homelessness applications the department has placed 3 families into bed and breakfast accommodation these families were moved to self-contained accommodation in just over 4 weeks, well within the Government target of 6 weeks.