

Housing Strategy Action Plan Refresh 2011-13

South Gloucestershire Housing Strategy 2011-13 priorities:

Accessing high quality services

Delivery, affordability and sustainability of new homes

Rural communities: meeting their needs

Improving the condition of homes

People living independently

Reducing homelessness

Leadership, performance management and improved delivery through partnerships

Our focus:

- Maximising the delivery of appropriate sustainable, good quality and genuinely Affordable Housing with a particular focus on sites in Priority Areas that support delivery of the 5 year land supply.
- Maximising Homelessness Preventions (including Youth Homelessness) and access to the Private Rented Sector, so as to minimise the number of households who become homeless and the number in temporary accommodation.
- Increasing the number of homes that meet the Decent Homes Standard, are energy efficient and, if appropriate, are adapted to meet the needs of their disabled occupants
- Identifying options for the adoption for launching a social lettings agency
- Building on the strengths of Housing Strategy Review Group, develop a partnership that champions strategic housing aims

Our actions are linked to the following South Gloucestershire Strategic Partnership themes:

Children and Young People

Economy and Skills

Environment

Health and Well Being

Safer and Stronger Communities

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Theme	No	Action (Timescale)	Evidence	Output (Timescale)	Outcome	Performance Measure	CCH Lead (s) Status/ comment
Accessing high quality services	1	Identify those most at risk of financial exclusion/ hardship and ensure they receive appropriate financial advice through targeted campaigns and activities (January 2011 – March 2012)	1. Council's debt advice contracts as arranged through Community Services	1. Development of credit union services 2. Drop in surgery via Communities Benefit Officer 3. No of people seeking assistance with welfare benefits and debt	1. Vulnerable and lower income customers can access support and are able to access affordable housing	1. No of HomeChoice household referrals for debt advice 2. Performance management of contract outcomes	Kim Mylchreest Monira Choudhry Safer and Stronger to be involved in taking this forward <i>HWB: Increasing information on Housing Advice</i>
Accessing high quality services	2	Ensure consistent and timely service user surveys, using the results to influence every area of service delivery (to 2013) (Review April 2011- March 2012) (Survey completed June 2011, report due early 2012)	1. 2007 South Glos Private Housing Condition survey 2. Feedback into Homeless and Youth Housing Strategies 3. Service User feedback in implementation of HomeChoice 4. Strategic Housing Market Assessment	1. CCH Customer feedback plan setting out how we measure satisfaction and how data is used to improve service 2. Formal review of methods (April 2011- March 2012) 3. 5 yearly West of England private sector house conditions survey completed (June 2011, report due early 2012)	1. Improved customer satisfaction 2. Service users and partners witness their influence on services	1. Annual Report complaints and feedback 2. Team surveys 3. Housing Service Users & Scheme feedback/ consultation 4. Implementation using SCOUT pop-up	Kim Mylchreest Kerry Metcalfe Colin Martin/ Andrew Barnett Alison Parker

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Accessing high quality services	3	Identify gaps and check robustness of management of information (Periodic reviews 2011-13)	1. Existing information/ publications	1. Annual Review (first due 2011) 2. CCH Directory (January 2011) 3. CCH Factsheets: new publications 4. Website Review	Service users: 1. understand housing aims and priorities 2. know what the service offers and how it can help 3. are familiar with housing vision what we want to achieve	1. Customer Service excellence standard 2. Feedback from service users 3. External consultation group	Lisa Firstbrook Kim Mylchreest Kerry Metcalfe Colin Martin/ Andrew Barnett
Accessing high quality services	4	Assess the achievements and improvements in accessibility through HomeChoice West (Dec 2011)	1. Implemented April 2010, due for 6 month progress review 2. full review planned for 2011	1. No of households achieving successful outcomes through Homechoice West 2. 6 Month Review Report (October 2010) 3. 12 Month Review Report	1. Efficient and effective service delivered with clear standards	1. 5% of all sub-regional vacancies made available through HomeChoice West	Kim Mylchreest Chris Benson
Accessing high quality services	5	Explore undertaking a Black and Minority Ethnic (BME) Needs Survey (scoping report by Jan 2011)	1. Desktop survey analysis and results 2. Scoping survey analysis and results (including SCOUT information) 3. Dialogue and feedback with Corporate Equalities Forum	1. Competent BME housing needs survey completed – accessible to stakeholders and used to inform policy development 2. Hate Crime viewpoint take into account 3. Scoping Outline completed 4. Scoping Report completed	1. BME housing and housing-related needs identified and appropriate response planned across different housing tenures	1. Regional research 2. National research; comparing data on a full survey as required	Chris Benson/ Kim Mylchreest <i>S&S Support (see SSC partnership report) S&S: Consider the housing needs of Black and Minority Ethnic communities</i>

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Accessing high quality services	6	Refocus the South Gloucestershire Social Landlords' Partnership and redefine the aims and objectives of the group to meet the wider strategic objectives of the South Gloucestershire Theme Partnerships (from January 2011)	1. Tenant Services Authority (TSA) requirements and guidance 2. Priority Neighbourhood Evidence 3. Homes and Communities Agency funding requirements 5. Policy requirements 4. CLG guidance on Localism	An action plan for the South Gloucestershire Social Housing Partnership that delivers wider strategic outcomes	1. Registered Providers link directly with the South Gloucestershire Partnership groups 2. Wider strategic issues such as Anti-Social Behaviour, Worklessness, Skills and Education, Fuel Poverty, Health and Wellbeing are better addressed particularly in the priority neighbourhoods	1. Performance of Registered Provider partners to be monitored under the Housing Delivery Panel. 2. Success in terms of improvements in Priority Neighbourhoods to be monitored by Safer and Stronger team	Katy Nurse <i>E&S: Capitalise on youth work experience in Priority Neighbourhoods</i> <i>S&S: Work with RPs to share information and develop local offers which meet identified (and proven) local needs</i> S&S: <i>Further partnership work on new Affordable Housing and developing new communities</i> <i>S&S: Consider the needs of existing communities</i> CYP SOG Issue

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Delivery, affordability and sustainability of new homes	7	Work with education and development partners, encourage and monitor apprenticeship schemes on new build housing schemes (from January 2011)	1. Funding requirement for provider to collect data for the Homes & Communities Agency (HCA)	1. Educational outputs/ outcomes: to be checked with Children Young People Implementation Plan (January - April 2011) 2. No of additional apprenticeships, not just in construction (e.g. hairdressing, catering), where possible from other schemes e.g. ExtraCare	Local communities benefiting from: 1. Improved access to education and job opportunities 2. Successful integration with identified opportunities 3. Increased economic activity and stable tenancies	1. Delivery of Infrastructure and Investment Plan (DIIP) 2. Compliance with funding requirement of some initiatives (e.g. Kick-start) from Homes & Communities Agency (HCA) 3. Priority Neighbourhood measures	Tim Borthwick Tracey Price <i>E&S: Consider partnership opportunities with existing youth programmes where appropriate</i> <i>E&S: Target new apprenticeship opportunities at Priority Neighbourhoods and link in with pre-apprenticeship schemes (such as run by the Princes Trust)</i> CYP SOG Issue

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Delivery, affordability and sustainability of new homes	8	Deliver the approved Delivery Infrastructure and Investment Plan (DIIP) through the Programme Board taking into account funding cuts (if any) and maximise opportunities to take up slippage funding from elsewhere in the sub-region (2011 - 2015)	1. DIIP data and analysis 2. Programme Board Terms of Reference 3. Homes and Communities Agency funding requirements 4. Programme audit and partnership work	1. No of units delivered 2. Number of apprenticeships 3. Maximised funding envelope from DIIP to SGC, securing investment for SGC for market and affordable housing delivery and associated infrastructure	1. Priority places and themes are places where people want to live and/or work	1. No of homes (market and affordable) and jobs targets set out in the DIIP (and Core Strategy) 2. NI 155 No of affordable homes delivered	Karen Ross
Delivery, affordability and sustainability of new homes	9	Regular and structured engagement with developers and other stakeholders, on a sub regional basis (from April 2011)	1. Housing Delivery Panel in place from April 2011 will establish framework for stakeholder engagement at West of England level	1. Improved partnership working 2. Planning permissions and S106 Agreements in place more quickly	1. Housing supply increased (including affordable housing) resulting in more people adequately housed 2. Increased consistency of approach across the sub-region	1. Housing supply against Core Strategy and DIIP 2. Regular monitoring of quality of affordable housing delivered including Lifetime Homes, Secured by Design and Code for Sustainable Homes Standards	Kerry Metcalfe

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Delivery, affordability and sustainability of new homes	10	Appoint a Housing Delivery Panel to increase capacity to deliver market and affordable housing across the sub-region to 2015 (by April 2011) (Procurement January to March 2011, Panel in place from April 2011)	1. Homeswest Review recommendations post 2011	1. Procurement (Oct 2010 to March 2011) 2. Subregional Panel in place and fit for purpose (from April 2011)	1. Increased sub regional supply of market and affordable housing, more people housed in affordable housing that meets their needs. 2. housing investment targeted to strategic sites that are a priority for South Glos 3. increased development capacity across the subregion	1. Performance measures being developed as part of the HDP procurement process. 2. DIIP programme management 3. Post 2010/11 completion targets for Affordable Homes TBC 2011	Claire Wood
Delivery, affordability and sustainability of new homes	11	Achieve maximum energy efficiency standards in Affordable Homes provision in accordance with agreed requirements e.g. planning, mandatory (January 2011 – March 2013)	1. Statutory requirements 2. Funding requirements 3. Planning and Policy requirements	1. Achievement of minimum of 'Code For Sustainable Homes Level 3' for those schemes secured, in programme/started on site 2. Improved number of affordable homes on s106 sites which secure homes at Code 3 or above from April 2011.	1. (Lower income) Service users see reduced energy costs 2. Cost in use analysis/ sustainability reviews can be set in place to capture good practice and 'liveability' feedback	1. No. of Affordable Homes built to sustainability requirements current at time of securing scheme (quarterly monitoring) 2. No. of Affordable Homes built to sustainability requirements at CSH Level 3 and Level 4 and above (quarterly monitoring) 3. Development and management partners to complete sustainability review post scheme completion	Enabling Team <i>S&S, HWB: Address the quality of space and sustainability</i>

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Delivery, affordability and sustainability of new homes	12	Achieve affordable completions on Hanham Hall, the first large-scale zero carbon development in the country (first completions 11/12)	1. Central Government Carbon Challenge Initiative – funding requirements	1. Combined biofuel heat and power plant 2. Low energy appliances 3. Harvested rainwater 4. Allotments and community greenhouses 5. Cycle paths 6. Energy efficient materials used in construction 7. Building for Life Platinum or Gold Standard	1. An exemplar - mixed and sustainable development that offers service users the option of a more energy efficient and eco-friendly way of life 2. Reduced energy costs for service users in the use. 3. Investigate ground-breaking technology in order to deliver CSH L6 that can be replicated elsewhere	1. Code for Sustainable Homes Level 6: completion of 65 Affordable Homes 2. Local Carbon Reduction Strategy (relevant targets TBC)	Joelle Moore
Delivery, affordability and sustainability of new homes	13	Promote the development of new mixed tenure Extra Care Schemes and where possible ensure that existing ExtraCare schemes operate as community hubs/ day care provision links (to 2015)	1. Better services for older people programme 2. Accommodation and care strategy for older people	1. 163 units of new build affordable extra care (end of Autumn 2011) 2. Provision of 2 day care centres (end of Autumn 2011) 3. Local Involvement Network Sub-regional workshop with developers (January 2011)	1. Increased housing supply, improved personal choice and healthier outcomes for service users seeking a choice on tenure	1. NI 141 Independent living 2. Project milestones 3. Deliver against new Housing Related Support targets including Extra Care Housing	Peter Sherrard Smith <i>HWB: Welcomed the opportunity to take a holistic approach to ExtraCare Housing</i>

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Delivery, affordability and sustainability of new homes 14	Ensure that all affordable homes are provided at Life Time Homes (LTH) standard (January 2011 – April 2013)	1. Housing and Communities Agency (HCA) requirements 2. Supplementary Planning Document (SPD) planning and policy 3. Part of assessment for Codes for Sustainable Homes	1. Improved number of affordable homes on s106 sites which achieve LTH standard (quarterly monitoring) 2. Achievement of LTH on schemes where already secured - sites in programme/onsite – 7 schemes with units being built to LTH, plus additional s106 schemes not yet commenced to be (monitored once started on site and in contract with RSL)	1. High standards to achieve quality affordable housing 2. Homes prepared for future changes in household	1. Number of homes on which LTH sought and number achieved, further analysis if not achieved 2. 100% LTH achieved on grant funded schemes 3. Priority Neighbourhood measures	Tracey Price S&S, HWB: Address the quality of space and sustainability
Delivery, affordability and sustainability of new homes 15	Ensure all council owned land earmarked for affordable housing is available at nil cost to Housing Associations (January 2011 – April 2013)	1. HCA guidance and policy for efficiency and value for money	1. Subsidised scheme to lever in other funding	1. Local economy stimulated by producing affordable homes 2. Strategic use of Council assets to complement Delivery of Infrastructure and Investment Plan 3. Partnerships working to deliver priorities	1. NI 155 Number of affordable homes delivered 2. Grant funding levels per financial year	Kerry Metcalfe

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Delivery, affordability and sustainability of new homes	16	Develop programme for affordable housing schemes for any identified suitable sites (January 2011 - March 2013)	1. Rural affordable housing schemes highlighted as priority in DIIP 2. Maximise use of assets to achieve Council objectives (Council and partner owned sites) 3. Opportunities from partners	1. Identified rural housing schemes delivered annually 2. Minimised subsidy (links with DIIP) 3. Innovative schemes using cross subsidy 4. Slippage of future programme set against DIIP priorities	1. Maximised use of identified sites (including council) for affordable homes development 2. Rural communities supported to conduct local needs surveys and identify potential sites for Affordable Housing 3. Regular review of DIIP	1. NI 155 Number of affordable homes delivered 2. Housing Service Statistical Returns	Kerry Metcalfe Clare Burchell
Delivery, affordability and sustainability of new homes	17	Future proof Affordable Housing provision on multiphase housing sites (from Oct 2010)	1. Regional Innovation and Efficiency Programme	1. Ark's Final report November 2010 – recommended options for dealing with reduced viability on large housing applications	1. Maximise affordable housing delivery	1. Increases in NI 155, affordable homes NI 154 housing, all tenures NI 159 number of sites with potential to deliver housing	Tim Borthwick

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Delivery, affordability and sustainability of new homes	18	Undertake development viability assessment to inform Core Strategy Policy on Affordable Housing (by Nov 2010)	1. Planning Policy Statement 3 2006 (PPS3)	1. Viability Assessment report 2. Final report from District Valuer Services October 2010	1. Robust Core Strategy policy to maximise affordable housing delivery for use as evidence by Executive or other decision makers 2. Viability assessment will inform the development of Core Strategy	1. Compliance with PPS3 2. External consultation with the public and subject to Examination in Public by Planning Inspector	Tim Borthwick
Delivery, affordability and sustainability of new homes	19	Implement and deliver Core Strategy: Affordable Housing Policies CS18 and CS19 of Core Strategy (to be adopted April 2012, policies will apply to 2026)	1. Strategic Housing Market Assessment (approved June 2009) 2. Local Plan 3. Viability Assessment Report	1. Revised Supplementary Planning Development (to be confirmed April/ May 2012) 2. Policies CS18 and 19	1. Robust planning policy for the delivery of new affordable homes through the planning system, supported by clear guidance 2. New policies adopted in Core Strategy by April 2012	1. NI 155 Affordable Home to be delivered 2. All new affordable housing: meets HCA Core Housing and Sustainability Standards from April 11 (to be confirmed)	Tim Borthwick

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Delivery, affordability and sustainability of new homes	20	Prioritise the HCA investment to secure the five year land supply by supporting the deliverability of strategic sites (Jan 2011 - March 2015)	<ul style="list-style-type: none"> 1. Approved DIIP and SGC priority places 2. Allocated sites in Adopted SGLP/Emerging Core Strategy 3. Strategic Housing Land Assessment Availability (SHLAA) 4. Five year land supply 	<ul style="list-style-type: none"> 1. Protocol for dealing with schemes with viability claims set up between teams 2. Programme of relevant sites established 3. Major sites masterplanned, projections agreed with spatial planning and liaison with DIIP programme board as required. 	<ul style="list-style-type: none"> 1. Accurate programming and delivery projection (considering concept/master planning) 2. Improved efficiency and team communication 	<ul style="list-style-type: none"> 1. Regular monitoring of delivery against major sites (linked with DIIP) 2. Target % of affordable homes achieved on strategic sites 3. Conclusion of renegotiations on major sites 4. Start and continuing build out on strategic sites 	Kerry Metcalfe
Delivery, affordability and sustainability of new homes	21	Monitor HCA work with institutional investors and support new opportunities (Post 2011)	1. Bournemouth model: learn from best practice	<ul style="list-style-type: none"> 1. Maximised opportunities which arise from any new initiative 2. Established links with stakeholders to consider options to match housing need under new initiatives 3. Range of tenure options to improve choice for residents 	<ul style="list-style-type: none"> 1. Increased housing opportunities for local people 2. Improved supply of purpose built private rented accommodation within Local Housing Allowance rents 	<ul style="list-style-type: none"> 1. Number of new units delivered under any new emerging scheme 	Kerry Metcalfe

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Delivery, affordability and sustainability of new homes	22	Timely, accessible & independent consultation with Gypsies and Travellers on Gypsy/Traveller pitch provision in accordance with the draft Core Strategy timetable and through DC applications (Core Strategy adoption by Spring 2012)	1. Timely, accessible & independent consultation with the public and Gypsies and Travellers on Gypsy/Traveller pitch provision	1. provision of gypsy and traveller accommodation	1. suitable gypsy and traveller accommodation in place that has improved residents' quality of life	1. Approach identified in the draft Core Strategy at Policy CS21 to meet the accommodation needs of Gypsies and Travellers and through development control	Lisa Price/ John Malone HCA funding requirements has provided opportunity for Gypsies and Travellers on existing, family sites to apply for low-cost loans to construct additional pitches through an existing loan scheme offered by the Council S&S, HWB Partnership issue
Delivery, affordability and sustainability of new homes	23	Achieve maximum adherence to 'Secured by Design' (SBD) for new affordable homes (to 2026)	1. Quality and design assessment requirements through planning 2. SPD requirements 3. HCA funding assessment	1. Improved number of affordable homes on s106 sites which achieve SBD (quarterly monitoring) 2. Achievement of SBD on schemes already on site (5 compliant schemes with completions due in lifetime of action plan)	1. Reduced fear of crime 2. Increased satisfaction with local area	1. Number of units on 100% AH schemes achieving SBD 2. Number of homes on which SBD sought and number achieved, further analysis if not achieved 3. Priority Neighbourhood measures	Enabling Team S&S: <i>provide advice on appropriate standards, and publicise homes achieving the standard</i>

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Rural communities: meeting their needs	24	Maximise delivery of affordable housing in rural villages through planning process including exception sites policies and other opportunities including the proposed Community Right to Build under the Localism Bill (if approved) (Due to start on site 2010/11 and 11/12 and to be completed over next 2 years)	<ol style="list-style-type: none"> 1. Housing Strategy Statistical Appendix returns (HSSA) 2. SHMA – rural zone housing needs 3. Previous local level housing needs surveys and parish engagement 	<ol style="list-style-type: none"> 1. Completion of 50 mixed tenure units on currently identified schemes 2. Maximising delivery for DIIP priority. 3. Take up of funding allocation 4. Successful disposal of council sites to development partner for AH development 	<ol style="list-style-type: none"> 1. Housing need in rural villages identified and met 2. Maximised redevelopment council owned sites for council priority 	<ol style="list-style-type: none"> 1. Monitored delivery through Housing Statistical Service Appendix returns and Annual Monitoring Return 2. N1 155 Number of affordable homes delivered 	Clare Burchell S&S: Actions 24-27- <i>Consider whether new affordable housing in rural communities can be allocated to people with a local connection</i>
Rural communities: meeting their needs	25	Develop guidance and protocol for delivering rural Affordable Homes including housing needs surveys (January 2011 - March 2013)	<ol style="list-style-type: none"> 1. Developers request for additional information with regard to local level surveys. 2. Consistent working at West of England level 	<ol style="list-style-type: none"> 1. Guidance within revised SPD, or separate guidance as appropriate 2. Consistent protocol across WoE area 3. Protocol implemented 4. Improvement to planning process 	<ol style="list-style-type: none"> 1. Clarification and improved understanding of approaches to rural Affordable Homes delivery for developers and other stakeholders 2. Increased opportunities for rural affordable housing schemes 	<ol style="list-style-type: none"> 1. Guidance document approved for implementation 	Clare Burchell

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Rural communities: meeting their needs	26	Carry out a review of local connection criteria and set up a cascade mechanism compatible with Choice Based Lettings (CBL) - (January 2011 - September 2011)	<ol style="list-style-type: none"> 1. Members requirement 2. Emerging Core Strategy policy 3. Lettings Policy/CBL 4. Equalities Act 	<ol style="list-style-type: none"> 1. Review outcomes to be taken through appropriate decision making process 2. Mechanism identified for rural local connection compatible with CBL and other statutory requirements. 	<ol style="list-style-type: none"> 1. Efficient and effective process for establishing local connection for rural Affordable Homes schemes according to review outcomes 2. Open and transparent mechanism for lettings following local connection criteria if approved. 	<ol style="list-style-type: none"> 1. Appropriate checks to changes coming out of the review 	Clare Burchell
Rural communities: meeting their needs	27	Engage in Community Led Planning process to help communities identify affordable housing opportunities if approved under the Localism Bill (January 2011 - March 2013)	<ol style="list-style-type: none"> 1. Rural community led plans 2. Audit requirement 3. Specialist partner on WoE HDP for rural affordable homes delivery 4. Up to date understanding of housing market planning policy 	<ol style="list-style-type: none"> 1. Proactive service for rural communities wishing to identify (affordable homes) need. 2. Framework agreed with specialist panel partner on HDP for identifying rural opportunities 3. Maximise delivery through community led opportunities. 	<ol style="list-style-type: none"> 1. Potential for additional rural sites with community support 2. Mixed and balanced rural communities 3. Communities influencing local Affordable Homes delivery 	<ol style="list-style-type: none"> 1. N1 155 Number of affordable homes delivered 2. Housing Service Statistical Return 	Clare Burchell <i>S&S: Further partnership work on new Affordable Housing and developing new communities</i>

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Improving the condition of homes	28	Ensure financially sustainable model/ resources for the delivery of Disabled Facilities Grants (DFGs) (January 2011 – March 2011)	1. 2009-10 Database reports for Govt Returns 2. HSSA statistical data 3. CIPFA statistical data 4. LOGASnet data 5. Communities and Local Government (CLG) guidance pending	1. Number of homes adapted through the use of disabled facilities grant 2. Agreements in place for increased funding to Registered Providers for development of a home adaptations local standard	1. Holistic consideration of all budgets that have an impact on service delivery 2. Appropriate lead responsibility taken by Registered Providers for some adaptations 3. Availability of a broad range of options to meet needs where major adaptations are recommended – including temporary/ re-usable structures, new build 4. Efficient, consistent and customer-focused adaptations, with views of housing association residents taken into account	1. Waiting times for Disabled Facilities Grant 2. Monitoring of competitive pricing, meeting the needs of service users and achieving reasonable standards in works undertaken 3. Customer feedback	Andrew Barnett
Improving the condition of homes	29	Work with schools to promote and explicitly raise awareness of energy efficiency (January 2011 – March 2013)	1. Priority neighbourhood evidence 2. Worksheets and application forms given to children and parents	1. 5 school visits: multiple year groups – minimum of 600 children per year	1. Children and young people equipped with knowledge to respond fuel poverty 2. Shared expertise of fuel efficiency within schools	1. Priority Neighbourhood measures 2. Monitoring of worksheets and application forms	Colin Martin

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Improving the condition of homes	30	Improved and targeted communication with private sector tenants and those identified most at need of improved energy efficiency in their homes (from January 2011)	1. Annual Return from South West Energy Agency (SWEA)	1. Take up of (Warm and Well and Rent Warm Rent Well) schemes 2. Service requests and number of visits to tenants on saving energy	1. Improved financial management skills amongst tenants/ first time property occupiers 2. Reduced energy use and bills	1. NI 187 Tackling fuel poverty 2. Regular review of content to improve accessibility 3. Quantity and quality of advice used: Feedback from tenants 4. SWEA quarterly reports	Colin Martin
Improving the condition of homes	31	evaluate the impact of the Green Deal and explore how to maximise and maintain our existing energy efficiency schemes such as Warm and Well (April 2011)	1. SWEA Quarterly Returns 2. Comparison with other Gloucestershire Authorities	1. Green Deal evaluated 2. No of properties with 1 or more energy efficient measures (target of 320)	1. Lower fuels bills and improved health for service users 2. Improved health and well being	1. Monitoring the adherence to the Decent Homes Standard 2. Contractual specifications	Colin Martin <i>EP: Issue raised</i>
Improving the condition of homes	32	Ensure the best value delivery of Disabled Facilities Grant (DFG) whilst maintaining a quality service (April 2011-March 2012)	1. Review work undertaken with Bristol considering issues such as contractual arrangements	1. Potential savings for works resulting in Value For Money 2. Schedule of rates	1. Improved Value For Money with consumption of resources reduced 2. Reduced fuel poverty for service users	1. Average costs of particular adaptations 2. NI 187 Tackling fuel poverty 3. Standards for contract and aftercare	Andrew Barnett <i>CYP SOG Issue</i>

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Improving the condition of homes	33	Pursue renewable energy efficiency pilots with RPs. Expand existing (future energy) renewable programme (January 2011 March 2013)	1. Private Sector Renewal bid funds from GOSW	1. Providing alternative ways of heating	1. Consumption of resources is reduced 2. Reduced fuel poverty for service users	1. NI 187 Tackling fuel poverty 2. % of owner occupier/ registered provider	Colin Martin <i>EP: Issue raised</i>
Improving the condition of homes	34	Promote and coordinate opportunities bought by Feed-In Tariffs (January 2011 – March 2013)	1. Resident take up of feed-in-tariffs 2. Guidance as per Carbon Reduction Commitment	1. Monitoring scheme take up 2. Issue of information on eligibility	1. Improved property energy standards 2. Increased awareness of energy consumption	1. Number of loans provided for Carbon Reduction Commitment Feed-in-tariffs	Colin Martin

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Improving the condition of homes	35	Complete 5x exemplar retrofit energy projects on difficult to treat properties and evaluate and publicise outcomes (March 2011)	1. Target 2050 funding requirements	1. Reduced householder energy usage with reported benefits to monitor change 2. Joint authority consideration of saving/renewable measures being installed in other areas 3. Installation of the following summary energy measures 4. Final report on all case studies	1. Efficient and effective use of resources 2. Cutting consumption of resources 3. Low carbon home 2. Exemplar communicated to local communities	1. Comprehensive evaluation of exemplars 2. Demonstrable measures in a variety of properties typical of the South Glos Private Housing Stock 3. Householder energy usage for the 2 year period 4. NI 187 Tackling fuel poverty 5. Behaviour change programme 6. Financial and carbon savings	Colin Martin <i>EP: Issue raised</i>
Improving the condition of homes	36	Undertake next Private Sector Housing Condition Survey on a sub-regional basis; refresh our policy approach in the light of the findings (Sept 2012)	1. Previous 2007 Private Sector Housing Conditions Survey	1. Survey to be completed (Summer 2011) 2. Survey reports (Due 2012)	1. Up to date information on stock condition informing strategic, service development and shaping policy	1. Appropriate quality checks (including data) and risk management	Andrew Barnett

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Improving the condition of homes	37	Maximise opportunities with other agencies to identify opportunities to review and use the hospital discharge (March 2011)	1. Setting up referral schemes and monitoring take up	1. Improved administration, process and multi agency approach 2. Procedure in place between Adult Social Care and Private Sector Housing	1. Improved health for individuals most at need 2. Reduced fuel poverty	1. NI 187 Tackling fuel poverty 2. Analysis of take up and number of referrals	Jon Shaw <i>HWB: Interest and support to make hospital discharges more efficient and beneficial for the client</i>
Improving the condition of homes	38	Continue regular meetings with new and existing Landlords Associations (January 2011 – March 2013)	1. Building on existing landlord liaison: including quarterly West of England (WoE) Landlord Panels	1. Regional liaison through WoE Landlord Panel meetings 2. Response to WoE website enquiries 3. Delivery of Landlord Expo (Annual: next due May 2011)	1. Tenants living in suitable accommodation through improved regulation of the private rented sector	1. Regular review of engagement	Colin Martin
Improving the condition of homes	39	Working in partnership with the West of England, promote enforcement powers with a priority neighbourhood focus (January 2011- March 2013)	1. WoE Landlord Panel 2. WoE Private Rented Sector meeting 3. Landlord Expo	1. Annual Reports 2. Increased number of properties made decent 3. Increased formal action	1. Tenants living in suitable accommodation through improved regulation of the private rented sector	1. H17 Private sector unfit dwellings made fit	Colin Martin/ Andrew Barnett

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Theme	No	Action (Timescale)	Evidence	Output (Timescale)	Outcome	Performance Measure	CCH Lead (s) Status/ comment
Improving the condition of homes	40	Continue to develop accreditation scheme to the private rented sector not currently engaged (from January 2011)	1. Increased standards in Private Sector Housing	1. No of accredited private sector landlords (25 a year)	1. Tenants living in suitable accommodation through improved regulation of the private rented sector	1. NI 187 Tackling fuel poverty 2. Decent Home Standard 3. Energy Efficiency	Colin Martin
Improving the condition of homes	41	Bring an increased number of empty properties back into use by expanding & improving advice & assistance to empty property owners (January 2011 – March 2013)	1. Housing and Statistical Service Appendix quarterly returns: H18 the percentage of private sector homes vacant for more than six months	1. Reports from WoE website 2. Number of SGC non vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by SGC 3. Annual private landlord expo 4. working with the Accommodation Team to target more landlords with empty properties	1. Number of empty homes reduced 2. 158 properties to be returned to use 3. Improved quality of local neighbourhoods 4. Improved partnership work with Landlords	1. BV64 – total of properties returned to use as a direct result of action by SGC 2. Review Compulsory Purchase Order policy	Amanda Thomas
Improving the condition of homes	42	Use loans to assist existing (privately owned) homes to be made decent (January 2011 – March 2013)	1. Data from 09-10 (and previous years where relevant) 2. Monthly and quarterly Wessex data	1. No of homes that meet the Decent Homes Standard 2. No of loans completed	1. Improved quality of life outcome for individuals identified with a need	1. Customer feedback from Wessex 2. The level of capital held with Wessex 3. Wessex audit checks	Andrew Barnett

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Improving the condition of homes	43	Bring empty properties back into use by expanding and improving Empty Dwellings Management Order (EDMO) and enforcement action (2011 - 2013)	1. No of previous EDMOs 2. Review of current procedure 3. National guidance	1. No of EDMOs 2. Referrals/ partnership work with Planning, Building Control and Environmental Health	1. Reduced empty homes 2. Improved quality of local neighbourhoods 3. Improved partnership work with Landlords	1. BU64 – total of properties returned to use as a direct result of action by LA. 2. Number of long-term Empty Homes where Empty Dwelling Management Action is pursued	Amanda Thomas

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Theme	No	Action (Timescale)	Evidence	Output (Timescale)	Outcome	Performance Measure	CCH Lead (s) Status/ comment
People living independently	44	Explore the provision of training to all Housing Benefit staff on other welfare benefits (from January 2011)	1. Scoping work undertaken of need 2. Existing analysis/ data	1. Skilling up Community Benefit Officers to Community, Welfare Benefit Officers (March 2011)	1. Uptake of benefit is maximised to support independence	1. Increased knowledge & awareness: performance measures to be confirmed	Jude Bevan
People living independently	45	Ensure contracted Supporting People services operate to the Quality Assessment Framework (QAF) (from January 2011)	1. Existing commissioning and procurement performance information	1. QAF analysis	1. QAF standards embedded in contractual specifications	1. NI 141 Independent living 2. Performance monitoring of providers adherence to QAF standards	Chas Townley
People living independently	46	Commission replacement Home Improvement Agency (HIA) service from April 2011 and investigate potential for WoE approach from April 2012	1. Care & Repair's successful Hospital Discharge & Admission Prevention Schemes and their involvement in larger adaptations	1. Replacement HIA Contract in place for 2011/2012 by 31 December 2010 and long-term contracting options established by June 2011	1. Vulnerable people are able to stay in their own homes longer 2. hospital discharges are not delayed	1. Number of hospital admissions prevented by intervention 2. Number of discharges achieved 3. Average time from initial involvement to discharge 4. Number of larger adaptations completed	Chas Townley Andrew Barnett

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Theme	No	Action (Timescale)	Evidence	Output (Timescale)	Outcome	Performance Measure	CCH Lead (s) Status/ comment
Reducing homelessness	47	Strategically review Supporting People services and develop partnership plan for Housing Related Support post 2011 (Jan 2011)	1. St Andrews Outcomes framework analysis Needs data identified via Homelessness and Youth Housing Strategy 2. Commissioning and procurement performance data	1. External Consultation and subsequent report (December 2010) 2. Housing Related Support Plan and Strategic Review published (January 2011)	1. Outcomes based plan based on preventing homelessness and promoting/ ensuring tenancy sustainment 2. Plan that incorporates relevant policy/ strategic links and stakeholder feedback	1. NI 141 Independent people 2. (St Andrews) Supporting People Outcomes Framework	Sabrina McAndrew <i>E&S: Maximise opportunities for housing for vulnerable adults</i> <i>CYP SOG Issue</i>
Reducing homelessness	48	Deliver Youth Housing Strategy objectives: develop brief for Young People project (identifying scheme type, mix, location, support) by March 2013	1. YHS & Homelessness Strategies – implementation of priorities 2. Accessibility framework worked up and rolled out to Landlords	1. Successful commissioning of supported living schemes for young people (Charles England House, Patchway) (March 2011) 2. People (with housing related support needs) take up of occupancy	1. Addition of short term supported accommodation 2. Improved capacity to effectively meet the housing need of vulnerable people	1. NI 141 Number of vulnerable people achieving independent living 3. N1 156 Number of households living in Temporary Accommodation	Kim Mylchreest Kerry Metcalfe (scheme development) <i>E&S: Consider partnership opportunities with existing youth programmes where appropriate</i> <i>CYP SOG Issue</i>
Reducing homelessness	49	Identify the level of under occupancy within the existing social housing stock and develop incentive scheme to encourage people to move (March 2012)	1. South Gloucestershire Social Landlords Panel – completion of surveys	1. Landlord conduct occupancy surveys	1. Households downsize to more appropriate accommodation	1. Larger properties become available for relet	Kim Mylchreest

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Theme	No	Action (Timescale)	Evidence	Output (Timescale)	Outcome	Performance Measure	CCH Lead (s) Status/ comment
Reducing homelessness	50	Identifying options for launching a social lettings agency (January 2011 – March 2011)	1. Scoping and partnership work undertaken	1 Social lettings agency (goes live) 2. Number of tenancies started through social letting agency	1. reduction in homeless applications 2. reduction in households in temporary accommodation	1. NI 156 Number of households in temporary accommodation 2. Number of homelessness applications	Michelle Anderson
Reducing homelessness	51	Introduce housing options advice at pre-housing application stage (Sept 2011)	1. Housing Service Review	1. Self Assessment for potential housing applicants introduced 2. Housing advice options provided to all lower priority cases at pre-application stage	1. Improved service delivery via best practice 2. Improved management and sustainability of Housing Register	1. Trend of increasing housing applications is reduced	Chris Benson <i>HWB: Increasing information on Housing Advice</i>
Reducing homelessness	52	Review CBL penalty system (early 2011) in line with customer choice	1. Report completed on impact of introducing penalty from April 2010	1. Decline in rate of refusal	1. Ensure that application of penalties for multiple refusals are fair and equitable	1. Ever applicant refusing two reasonable offers has a penalty applied	Chris Benson
Reducing homelessness	53	Working with the Census District Manager consider the need to conduct a count of rough sleepers (Jan 2011)	1. Annual survey of agencies that identify anyone sleeping rough. 2. Annual returns to the CLG	1. Annual survey conducted (November)	1. Survey analysed and recommendation made	1. Ascertain whether a survey is required	Kim Mylchreest

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Reducing homelessness	54	Identify the resources to deliver a new bespoke refuge Domestic Violence refuge to meet client need in South Gloucestershire (January 2011 onwards)	1. South Gloucestershire research on Domestic Violence requirements and provision 2009 2. Domestic Violence Strategy	1. Finance available and site identified 2. Planning obtained	1. Vulnerable individual supported and signposted	1. NI 32 Repeat incidents of domestic violence 2. Number of homelessness applications	Chris Benson/ Clare Burchell <i>S&S: Supply information to provide evidence of need. Link new refuge to support structures and the other mechanisms already used to protect victims</i>
Reducing homelessness	55	Participate in the partnership to ensure there are options and solutions where needed that tackle hate crime and the impact of hate crime on victims, their property and local communities (March 2012)	1. Quarterly returns to CLG: reporting on homelessness and preventions achieved	1. Myth busting work undertaken with providers to address hate crime within their own stock 2. Vulnerable individual supported and signposted	1. Social landlords identify relevant issues for them 2. Partnership aims achieved	1. NI 141 Independent people 2. No of homelessness applications	Kim Mylchreest Chris Benson

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Reducing homelessness	56	Promote our role in the Tenancy Fraud Initiative and increase the % of social housing in SGC area covered to 85% by April 2011 (April 2011 – March 2012)	1. Contracted advice and relevant service performance data	1. Freephone and website advice/ reporting point for Tenancy fraud 2. Opportunity to data matrix by Audit Commission known to all RPs	1. Any fraudulently occupied Affordable Housing is recovered for use by households in need	1. 85% of social housing units checked for tenancy fraud	Jon Shaw

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Theme	No	Action (Timescale)	Evidence	Output (Timescale)	Outcome	Performance Measure	CCH Lead (s) Status/ comment
Leadership, performance management and improved delivery through partnerships	57	Examine best practice that will deliver more for less as a result of joint working between schools, communities and providers of affordable housing (March 2011)	1. Housing, Schools & Communities Guidance	1. To be confirmed considering the Children & Young People's implementation plan	1. Improved quality of life and education outcomes for children, young people and local communities	1. Appropriate measures to be confirmed considering the Children & Young People's implementation plan	Jon Shaw/ Karen Ross/ Sabrina McAndrew
Leadership, performance management and improved delivery through partnerships	58	Develop awareness raising material to brief staff on Strategic Housing services including those designed to meet the housing and support needs of vulnerable groups (March 2011)	1. Annual Review 2010 2. Housing Strategy 2009-13	1. Promotional material, including CD footage available for download and distribution (from March 2011)	1. Community Care & Housing Council staff and relevant agencies are aware of the range of housing and support services to enable people to meet their housing needs	1. Feedback from CCH training events 2. Feedback from Partners	Sabrina McAndrew

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Leadership, performance management and improved delivery through partnerships	59	Building on the strengths of Housing Strategy Review Group, develop a partnership that champions strategic housing aims (February 2011)	1. National government guidance 2. Good practice websites/ circulars/ bulletins	1. A new South Gloucestershire Housing Partnership 2. Improved governance and performance monitoring	1. Improved understanding of the Housing vision 2. Improved partnership work with the Council & explicit links with relevant strategies (Youth, Homelessness)	1. Meaningful consultation with partners 2. Agreed terms of reference and framework for working 3. Evaluation/ feedback from members	Jon Shaw/ Karen Ross/ Sabrina McAndrew <i>S&S: Consistency across Avon and Somerset Police for engagement within housing</i> <i>HWB: Housing partners welcomed the additional priority, in particular the partnership approach to the action plan development and the priority itself</i>

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Theme	No	Action (Timescale)	Evidence	Output (Timescale)	Outcome	Performance Measure	CCH Lead (s) Status/ comment
Leadership, performance management and improved delivery through partnerships	60	Increase focus on national best practice examples and monitoring of national strategy and policy development (January – March 2011)	1. National government guidance 2. Good practice websites/ circulars/ bulletins	1. Bi-monthly review issued to Strategic Housing Management Team 2. Ad hoc policy and best practice briefings	1. Continuous performance management and due consideration to best practice 2. Increased staff and partner awareness of policy development	1. Regular updates on policy and practice 2. New initiatives and opportunities developed	Sabrina McAndrew

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Theme No	Action (Timescale)	Evidence	Output (Timescale)	Outcome	Performance Measure	CCH Lead (s) Status/ comment	
Leadership, performance management and improved delivery through partnerships	61	Maximise capacity to deliver by improving links between Housing Strategy Action Plan targets and staff development/ training needs (from January 2011)	1. Analysis through Performance Development and Performance Review and other staff induction, development and learning feedback mechanisms	1. Strategic Housing role to be covered in all CCH Staff Induction events	1. All staff employed by the Council and relevant agencies are aware of the range of housing and support services to enable people to meet their needs	1. Personal Development and Performance Review 2. Training evaluation	Jon Shaw/ Nick Thorne
Leadership, performance management and improved delivery through partnerships	62	Improve Member engagement in, and training on, the Strategic Housing function (January 2011 – March 2013)	1. Member feedback from previous engagement 2. National guidance on Member Policy/ Practice briefings	1. Regular opportunity for Member engagement 2. Relevant policy and practice issues considered at CCH Select Committee	1. Members have a clear understanding of what housing services can be delivered and are familiar with housing vision	1. Member evaluation/ feedback. 2. Attendance at least annually at a member Training event and/or Political Group Meetings'	Jon Shaw

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Leadership, performance management and improved delivery through partnerships	63	Examine opportunities for improved service delivery as part of transformational service reviews (by March 2011)	1. Service Review scoping and final analysis 2. Corporate and Directorate guidance	1. Housing Service Review	1. Improved efficiency on the delivery and management of resources	1. Reduction of Strategic Housing staffing by 6.5 fte	Jon Shaw
Leadership, performance management and improved delivery through partnerships	64	Identify, assess and manage risk to the delivery of Housing Strategy Action Plan (January –March 2013)	1. Action plan 2011-13 2. Corporate and national risk management guidance	1. Risk management plan agreed with Strategic Management Housing Team	1. Future priorities and strategic planning informed by experiences and stakeholder feedback	1. Risks identified and mitigated where appropriate	Sabrina McAndrew/ Jon Shaw

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Theme	No	Action (Timescale)	Evidence	Output (Timescale)	Outcome	Performance Measure	CCH Lead (s) Status/ comment
Leadership, performance management and improved delivery through partnerships	65	Agree West of England methodology and definitions for strategic housing performance measures and submit data to Housing Quality Network 2011/12 benchmarking project (Sept 2011)	1. Performance Indicators for the various service strands	1. Standard methodology and definitions agreed by the West of England LAs. 2. Benchmarking data submitted to HQN 3. Areas of good and poor performance identified	1. Strategic housing services delivered more consistently across the sub-region and brought up to the standard of the best performers	1. Benchmarking will be done against agreed performance measures	Karen Ross