

SERVICE PLAN 2009/12 – Housing General Fund

NOW ANALYSIS

THE SERVICE

Objective:

To work towards ensuring that communities within the Borough become and remain sustainable and that adequate access to Housing is provided meeting the need of the most vulnerable groups and meeting the diverse needs of the community.

Housing Research and Development team: Developing, monitoring and reviewing the Borough Housing Strategy
 Researching and maintaining an up to date housing needs and housing market evidence base
 Enable the development of all new affordable housing in the Borough.

Private sector team: To provide assistance to owner-occupiers and private sector landlords to repair, improve and adapt their properties through direct advice, grants, and enforcement of the relevant statutory provisions, together with signposting to partner organisations and outside agencies. The Service is substantially demand led

Choice Based Lettings Team: Ensure that Council and Housing Association housing is let in accordance with the Council's Lettings Policy.
 Ensure that the Choice Based Lettings register is maintained in order to identify levels of housing need and demand

Housing Options- advice and Homelessness: This service is responsible for delivering a housing advice service targeted towards preventing homelessness. Where homelessness cannot be prevented, the team are also responsible for assessing homelessness applications, ensuring that the Council is meeting it's statutory duties towards the homeless, General needs rented, Supported housing (e.g. extra-care sheltered for older people)
 Intermediate tenure (i.e. shared ownership and intermediate rented

Budget: Net Expenditure: £634,110

Staffing: Total 20.5 FTE, 23 PIP (people in Post) (includes 9 FTE & 10 PIP Externally funded)

Key Partners:

- Ashford Home Improvement Agency
- Eastern and Coastal Kent NHS Primary Care Trust
- Empty Homes Agency
- Energy Action Grants Agency
- Home Improvement Trust
- Kent County Council Social Services
- Kent County Council Children, Education and Families
- Kent Energy Centre
- Kent Fire and Rescue Service
- Kent Police
- North and West Kent Private Sector Renewal Partnership

WHERE ANALYSIS

GOALS

Short Term (2009/10)	Medium Term	Long Term
H3 Develop Clear service standards for all Housing GF services, to improve transparency of advice, information and performance to Customers H4 Roll out Trailblazer project to link housing options to training and employment opportunities. H4 Improve access to a range of Housing Options for customers H4 Seek to ensure there is provision for young people so that B&B is used only in exceptional cases. H1 Continue to deliver affordable Housing in accordance with the LDF and affordable Housing SPD H1 Carry out a Housing Market Assessment GQS1 Review the impact of enforcement work and legislation changes in the private Sector GQS1 Review the impact of funding streams to improve private sector condition GQS1 to ensure all Equality Impacts are undertaken in accordance with the timetable.	H4 Achieve the Governments target for 50% reduction in use of temporary accommodation H1 Ensure affordable Housing is delivered on all appropriate sites. H1 Deliver a sustainability code level 5 housing scheme H1 Review Housing strategy H1 Consider commissioning a Private Sector Condition Survey. H4 review progress of Trailblazer project	H1 60% of all new affordable homes to meet life times homes standard. H4 Ensure adequate supply of temporary accommodation to meet need. GQS4 To achieve an Excellent rating in strategic Housing. H4 deliver an older persons local needs rural housing scheme. GQS1 Operate the Housing Options team from the New Ashford Gateway

IMPROVEMENT PLAN/STRATEGIES

People & Finance	Technology	Strategies
Review staff to ensure generic working is effective and ensure training needs are met. Review the management structure for Housing Options and PSH Compare and evaluate costs of delivering the Housing advice and homelessness services Evaluate the Private sector Leasing Scheme in the light of Government changes	Participate in the CBL partnership and implement the new CBL software Ensure the new Housing System is implemented for lettings and homelessness Implement the HELP software to the CBL scheme	Housing Strategy Homelessness Strategy Private sector strategy Develop Older Persons Strategy Empty Homes strategy Ensure Equality Impact assessments are undertaken for all strategies and policies.
PERFORMANCE		
Information on performance can be found in the quarterly Budget and Performance Monitoring Reports to the Executive.		

