

EAST DEVON HOUSING STRATEGY 2008-2011 ACTION PLAN

* Taken from EDDC Corporate Strategy (does not contain target dates or responsibilities)

	Action	Start Date	Completion Date	Output	Responsibility
1. Provide a range of affordable housing to meet housing needs					
1.1	Radically review the Supplementary Planning Guidance and other policies relating to affordable housing to help us deliver higher numbers of affordable housing.	*	*	Delivery of at least 200 affordable homes each year across the district from 2008-2011 with an aspiration to deliver up to 300 a year from 2011-2015	*
1.2	Make sure the Local Development Framework helps us substantially increase provision of affordable homes.	*	*	Achieve a target of at least 40% affordable homes in all relevant new developments. Consideration will be given to increasing the affordable housing target to 60% as part of the LDF process and introducing lower thresholds	*
1.3	Seek to resolve the challenges of the housing market by working jointly with partner organisations across the public, private and voluntary sectors	July 2008	December 2011	Biannual meetings of the Wider Housing Strategic Partnership. The WHSP to monitor progress against the actions in the Housing Strategy	Housing Strategy Manager
1.4	Support the delivery of a programme of rural housing through the Devon Rural Housing Partnership, and use rural exception policies as appropriate	April 2008	March 2011	Sign up to, and participate in, a Service Level Agreement with the Community Council of Devon	Housing Strategy Manager
1.5	Work with Parish councils to identify sites that can be used for building affordable homes.	July 2008	December 2011	Complete at least one rural based housing scheme in 2008/09, rising to three schemes a year by 2010/2011	Housing Strategy Manager

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1.6	Through the Private Sector Housing Renewal and Empty Homes Strategies maximise the use of existing properties through conversion, reuse of redundant farm buildings, or bringing empty homes back into use.	*	*	Return 20 vacant properties back to use in the rented sector in 2008 rising by 20% year on year. Use of PSL scheme to provide majority of target. PSHR/Empty Homes Strategy to provide targets for long term empty property returns	*
1.7	Explore innovative ways of creating affordable housing , for instance introducing cross subsidization, reviewing policies to facilitate development and reinvestigating the scheme to let flats above shops for accommodation.	*	*	Target to provide 5 schemes over 3 years through the Private Sector Housing Strategy. Actively pursue housing schemes which represent a departure from planning policy where they provide a high proportion of affordable housing	*
1.8	Explore opportunities to provide more affordable housing on existing Council estates	July 2008	December 2011	All opportunities fully explored and evidence available to support this. Any which have potential to provide new housing to be pursued with our preferred RSL partners. Embrace 'non-traditional' approaches to increase housing delivery	Housing Strategy Manager
1.9	Develop council owned land at Stowford Rise, Sidmouth, working with a preferred developer partner, to include affordable housing and a community facility	October 2008	December 2011	150 properties of which 66% are affordable, and a community centre, built at Stowford Rise	Head of Housing and Social Inclusion/Housing Strategy Manager

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1.10	Ensure all S106 money is fully utilized and research regularly carried out for opportunities to bring forward finance for new developments	July 2008	December 2011	Secure inward investment into the district to produce more affordable housing and ensure that money is spent on producing new affordable housing within agreed timescales	Head of Housing and Social Inclusion
2. Prevent homelessness wherever possible, and otherwise ensure that accommodation is provided for those who do become homeless					
2.1	Implement the actions contained within the Homelessness Strategy 2008-13	July 2008	July 2013	Deliver the actions contained in the Homelessness Strategy	Housing Needs Manager
2.2	Reduce the cost of homelessness by 30% over the life of the Homelessness Strategy	July 2008	July 2013	Reduce by 30% the current amount of £800,000 spent on homelessness by 2013. Achieve a 10% reduction on the 2008/09 budget by 2011	Housing Needs Manager
2.3	Reduce the levels of homelessness against main causes (family and friends exclusions, loss of private rented sector tenancies and relationship breakdowns)	July 2008	December 2011	Achieve less than 100 homeless acceptances per year by the end of 2010/2011	Housing Needs Manager
2.4	Reduce the average time taken to process Housing Benefit/Council Tax Benefit new claims and change of circumstances as measured by the National Indicator.	July 2008	November 2008 and ongoing	Target for 2008/09 – 15 days. To be reduced by a third to 10 days in 2009/10 when systems thinking processes are embedded	Head of Finance
2.5	Reduce the 'end to end' times for customers making new housing benefit claims and for changing existing customers circumstances ('End to end' times are those experienced by the customer from first point of contact regarding claim to actually receiving benefit)	July 2008	ongoing	End to end target to be considered, advised shortly, and met	Head of Finance

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2.6	Meet and exceed the void target set for re-letting of empty properties	July 2008	March 2009	Target of 28 days to re-let properties met and exceeded by 31.03.09. Improving to 25 days by 31.03.10 and 20 days by 31.03.11	Housing Needs Manager/ Housing Services Manager
2.7	Provide a further 9 pitches for gypsies and travellers	July 2008	March 2011	9 extra pitches provided by 2011 and 21 by 2026	Environmental Health Service/ Planning Service
2.8	Work with tenants to prevent debt and rent arrears occurring by actively referring cases to floating support agencies	July 2008	December 2011	- Number of people receiving help from support agencies increases year on year from base of 50 in 2008 - Decrease in number of households with over 7 weeks rent arrears to below 5% by the end of 2009/2010	Housing Rental Manager
2.9	Continue to support the sanctuary scheme, Exeter City Council's women's refuge, and Honiton refuge , for victims of domestic violence	July 2008	December 2011	Sanctuary Scheme and Women's Refuge places available to all council, RSL, private tenants and owner occupiers who are victims of abuse	Housing Needs Manager
2.10	Research the number of RSL properties which are adapted to meet existing tenants needs.	July 2008	December 2011	RSLs are actively encouraged to meet the housing needs of existing tenants by improving, adapting or extending existing properties and the number of adapted properties is increased	Housing Strategy Manager
2.11	Undertake a review of all applicants currently in the ' gold band ' of the housing register	July 2008	July 2009	The number of applicants in the 'gold band' reduced from September 2008 level of 1057 by 10% per annum	Housing Needs Manager

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3. Maintain and manage the Council owned housing stock to a high standard, actively involving tenants in all aspects of the service					
3.1	Purchase new software and carry out a stock condition survey and valuation exercise as part of preparations for reconsidering housing stock options	July 2008	December 2009	Using newly acquired software, more detailed and reliable stock condition survey and valuation information is available to officers, members and tenants to use as a tool to plan future housing investment	Housing Services Manager
3.2	Maintain and exceed the Decent Homes Standard for all council housing stock	April 2008	March 2011	All council housing meets the Decent Homes Standard as a minimum in 100% of council homes	Housing Services Manager
3.3	Undertake, at change of tenancy, any work necessary to bring up to standard the small number of properties where we have respected tenants wishes not to do DHS work at time	July 2008	March 2011	All council housing meets the Decent Homes Standard and enhanced void standard	Housing Services Manager
3.4	Complete responsive repairs within the agreed timescales	July 2008	December 2011	97% responsive repairs completed in time during 2009/2010 and 98% by 2010/2011	Housing Services Manager
3.5	Carry out the five year improvement and modernisation programme agreed by the Housing Review Board March 08	March 2008	March 2013	Improvement and modernisation programme implemented	Housing Services Manager
3.6	Review the void standard	April 2009	July 2009	Produce an up to date and effective void standard meeting tenant aspirations by December 2010	Housing Services Manager/Housing Needs Manager
3.7	Meet targets for dealing with antisocial behaviour and estate management issues	September 2008	December 2011	Meet targets set out in the adopted estate management procedures including the target response times	Housing Services Manager

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3.8	Continue to allocate funds to provide aids and adaptations to council dwellings and advertise this service	July 2008	December 2011	Ensure level of service does not fall below that of 2007/08 (375 adaptations) where demand exists. Meet target timescales for adaptation work	Housing Services Manager
3.9	Establish and maintain a database of council properties that have been adapted for disabled people	October 2008	December 2009	Comprehensive database in place and used when allocating housing for disabled people	Housing Services Manager/Housing Needs Manager
3.10	Ensure maximum amount of rental income possible is collected year on year	July 2008	December 2011	Rental income collection reaches the BVPI66a target (98.5% for 2008/09 rising to 99% by 2010/2011)	Housing Rental Manager
3.11	Improved rental statements produced	September 2008	December 2008	User friendly rent statements, which meet tenant expectations, issued quarterly	Housing Rental Manager
3.12	Visit every tenant in their home once a year	July 2008	December 2011	Every tenant visited annually	Head of Housing & Social Inclusion
3.13	Produce Service Level Agreements for grounds and garden maintenance, and communal cleaning	April 2008	December 2009	Service Level Agreements in place for the three contracted areas	Housing Business Manager
3.14	Undertake a review of the individual garden maintenance scheme	March 2009	December 2009	Scheme reviewed and updated, with tenant involvement	Housing Business Manager
3.15	Implement the HRA Business Plan	April 2008	March 2011	Undertake an annual review of the HRA Business Plan	Housing Strategy Manager
3.16	Develop the role of the Housing Review Board	December 2007	March 2009	Ensure training needs are captured and met, a mentoring system and opportunities to meet with tenants in place, and annual appraisals carried out	Head of Housing and Social Inclusion

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3.17	Together with other stock retaining authorities lobby government to make changes to the housing subsidy system	July 2008	December 2011	Problems of loss of income for stock retaining authorities kept within public awareness	Head of Housing and Social Inclusion
4. Bring sub-standard housing up to current standards					
4.1	Implement the Private Sector Housing Renewal Strategies (2004-07 and revised 2008-2010) (including the Action Plans)	December 2008	December 2010	All targets within the Private Sector Renewal Strategies and Action Plans are met	Head of Environmental Health
5. Improve the use and safety of housing					
5.1	Review the downsizing scheme and continue to provide incentives to discourage the under occupancy of council homes	July 2008	December 2011	Increase the number of households using this scheme year on year (18 people used scheme in 07/08). Achieve 20 in 2008/09 25 in 2009/2010 and 27 in 2010/2011	Housing Needs Manager
5.2	Promote the benefits of our sheltered housing	January 2009	December 2011	All sheltered housing schemes fully occupied	Housing Needs Manager/Home Safeguard Manager
5.3	Implement the Empty Homes Strategy and Action Plan	December 2008	December 2010	All targets within the Empty Homes Strategy and Action Plan are met	Environmental Health Manager
5.4	Carry out annual risk assessments of community centres and communal areas in sheltered housing, including an energy efficiency audit.	July 2008	<i>December 2011</i>	All centres meet health and safety requirements, DDA requirements and have standard fixtures and fittings	Housing Business Manager
5.5	Carry out gas safety checks in council housing	July 2008	December 2011	100% of houses have gas safety checks annually	Housing Services Manager
6. Enable elderly people, disabled people and those with special needs to live as independently as possible and remain in their own homes if they so wish					
6.1	Review the possible decommissioning of sheltered housing	April 2008	April 2009	Each scheme is assessed to ensure it meets Supporting People standards and local needs	Housing Business Manager

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6.2	Work with our RSL partners to ensure that any sheltered schemes meet required standards	July 2008	December 2011	Each RSL scheme is assessed to ensure it meets Supporting People standards and local needs	Housing Strategy Manager
6.3	Fully assess the needs of all tenants on any sheltered scheme when a resident Scheme Manager leaves the service	July 2008	April 2010	Continue to work towards a fully mobile support officer service for our sheltered schemes	Housing Business Manager
6.4	Carry out feasibility study of expanding our mobile support service into the private sector	April 2008	March 2009	Feasibility study indicates whether the mobile support service is extended and a preferred approach specified	Housing Business Manager
6.5	Work towards separating housing related support costs from tenancy agreement charges	July 2008	April 2010	Supporting People requirements met and housing support services can be provided regardless of the type of property occupied	Housing Business Manager
6.6	Refresh and update the Marketing Plan for Home Safeguard to identify new business opportunities and offer Telecare services	July 2008	December 2008	Up to date Marketing Plan in place and being actioned	Housing Business Manager
6.7	Work with Devon County Council to deliver an extra care sheltered housing scheme in Exmouth	September 2009	December 2011	Provision of a specialist extra care housing scheme	Head of Housing and Social Inclusion
6.8	Work with the PCT on the falls prevention initiative	April 2008	December 2008	Some scheme managers and MSOs trained in falls prevention and assistance	Housing Business Manager
6.9	Complete support plans and risk assessments for tenants of sheltered housing	July 2008	ongoing	Every resident of sheltered housing has risk assessment and support plan completed within 6 weeks of moving in to their home	Housing Business Manager

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7. Improve the sustainability and energy efficiency of housing and eliminate fuel poverty					
7.1	Declare a series of ' Warmzones ' across the district and work in partnership with energy providers and other agencies to improve energy efficiency of houses and reduce fuel poverty.	*	*	Reduce by 5% a year the estimated number of households (7150) in fuel poverty in East Devon	*
7.2	Continue to work with other Devon Authorities to deliver the Devon Affordable Warmth Strategy	ongoing	2010	The aims and targets of the Affordable Warmth Strategy are delivered in East Devon	Environmental Health Manager
7.3	Make Cranbrook an exemplar of sustainable living by requiring all dwellings in the first phase to be a minimum of level 3 of the Code for Sustainable Homes and securing 16.7% of the energy needs of the new community from renewable sources.	*	*	Implementation of a Sustainability Strategy for Cranbrook	*
7.4	Ensure that all new affordable housing meets high standards of design and energy efficiency	July 2008	December 2011	All new affordable housing meets a minimum of level 3 of the Code for Sustainable Homes, and good practice guidelines in Building for Life and national space standards	Head of Planning and Countryside
7.5	Develop and introduce a sustainability checklist for new housing initiatives and ensure all partner agencies commit to this	September 2009	March 2010	Checklist in place and sustainability part of planning process for new initiatives	Housing Strategy Manager
7.6	Implement the Interim Supplementary Planning Guidance which gives guidance to developers on energy efficiency and sustainability standards	July 2008	December 2011	All new affordable housing meets the Interim Supplementary Planning Guidance standards	Housing Strategy Manager/Planning Service

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7.7	Support the actions in the Climate Change Strategy , and the Carbon Management Strategy Plan and Energy Strategy (when drafted)	March 2009	December 2011	Carbon emissions from council housing stock further reduced	Housing Services Manager
7.8	Produce energy performance certificates for council properties (relet or sold)	October 2008	ongoing	Raise energy awareness amongst tenants	Housing Services Manager
7.9	Increase the SAP rating of council properties	September 2008	December 2010	Significant improvement on current average SAP rating of 71 so that tenants enjoy affordable warmth. Aim to achieve a SAP rating of 75 by December 2010	Housing Services Manager
8. Widen the choice of housing, especially for those in priority need					
8.1	Keep under review the options for future management and ownership of council homes	April 2008	December 2010	Stock Optional Appraisal revisited	Head of Housing and Social Inclusion
8.2	Develop the housing options interview process	July 2009	July 2010	Further options considered and housing applicants receive comprehensive advice on their options - to be measured by satisfaction survey	Housing Needs Manager
8.3	Maintain and promote the mutual exchange register	July 2008	December 2011	Numbers of people using mutual exchange register increased year on year	Housing Needs Manager
8.4	Implement the Devon wide Choice Based Lettings scheme	Sept 2009	December 2011	Devon wide CBL scheme running in East Devon	Housing Needs Manager
8.5	Purchase Abrisas software to operate the Devon wide CBL scheme	October 2008	December 2009		
8.6	Continue to fund and advertise the rent deposit/rent in advance scheme	July 2008	December 2011	Increase the number of households using these schemes from a baseline of 125 (2007/08)	Housing Needs Manager
8.7	Introduce a rent guarantee scheme	July 2008	December 2008		

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8.8	Use the tenant profiling work to ensure that all BME residents receive equal access to council housing, RSL, private renting and housing services.	July 2008	December 2011	No one receives a poorer service because of their ethnicity	Housing Needs Manager
8.9	Work with Learning Disability Team to ensure suitable accommodation for people with learning disabilities is provided	July 2008	December 2011	All East Devon residents with learning disabilities are adequately housed	Housing Needs Manager
8.10	Research the housing needs of overseas workers and produce proposals to meet the needs identified	July 2008	December 2009	The Housing Service understands the needs of this group and overseas workers are made aware of their rights and how to access housing advice	Housing Strategy Manager/
9. Support the improvement and regeneration of local communities by encouraging social inclusion, involving children and young people in housing issues, and enabling residents to actively participate in their communities					
9.1	Work with The Children's Trust Housing Steering Group, and young tenants to produce a Young Person's Housing Strategy	July 2008	July 2009	Young Person's Housing Strategy drafted (if appropriate)	Housing Strategy Manager
9.2	Work with young people to investigate the potential for a Young Person's Forum to oversee delivery of the Young Person's Housing Strategy	July 2008	July 2009	Young Person's Forum established (if considered appropriate by young people)	Housing Strategy Manager
9.3	Support the Devon Children and Young People's Plan 2008-2011	July 2008	July 2011	Work with partners to promote the nine cross cutting projects outlined in the plan	Housing Strategy Manager/ Housing Needs Manager
9.4	Support the council ' Play Days ' activities	July 2008	March 2009	Tenants and residents involved with the Play Day activities	Housing Strategy Manager

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9.5	Develop role of Community Development Worker	September 2008	December 2009	Key work areas agreed and young residents involved in community matters. Work with Youth Service and Police to provide training for Youth Clubs across district	Housing Strategy Manager
9.6	Continue to support the work of the Community Safety Partnership	July 2008	December 2011	Support Community Action Days and attend Community Safety Partnership meetings	Housing Services Manager
9.7	Sign up to the Respect Agenda	December 2008	December 2009	Targets within the Respect Agenda are adhered to	Housing Services Manager
9.8	Continue to use demoted tenancies when appropriate. and	July 2008	December 2011	Better management of antisocial behaviour issues and tenancies	Head of Housing and Social Inclusion
9.9	Reconsider the merits of, and continue to keep under review the option to bring in, 'introductory' tenancies	July 2008	December 2011		
9.10	Devise and implement community development and social inclusion initiatives	April 2008	March 2011	Undertake range of projects and activities across estates - at least two per year	Housing Strategy Manager
9.11	Carry out Neighbourhood Assessments in rural areas	August 2008	March 2009	Neighbourhood Assessments to be carried out in seven rural locations in 2008/09	Environmental Health Manager
9.12	Continue to review the use of our community centres and promote their availability	July 2008	December 2011	Increase numbers of external groups using community centres	Housing Business Manager
9.13	Carry out Equality Impact Assessments for housing	April 2008	March 2009	Equality Impact Assessments completed for all policies	Housing Strategy Manager
9.14	All housing staff to undertake further training on equality and diversity	October 2008	December 2008	All housing staff have received relevant training and improvements seen to service delivery	Housing Strategy Manager

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9.15	Implement the Tenant and Council Partnership Agreement	April 2008	March 2011	Partnership Agreement Action Plan monitored and implemented	Housing Strategy Manager
9.16	Study the guidance on community empowerment and duty to involve and implement where appropriate	July 2008	July 2009	Requirements regarding duty to involve are met in relation to our routine functions and one-off decisions	Housing Strategy Manager
9.17	Encourage RSLs and developers to employ local labour on their projects	July 2008	December 2011	Evidence available to show that local people are employed on housing projects	All Service Managers
10. Consistently satisfied customers					
10.1	Apply Systems Thinking to rent management, void management and allocations	December 2008	March 2009	Systems thinking applied and used to identify demand and reduce waste, achieve efficiency savings, value for money and best value	Housing Business Manager/ Housing Needs Manager
10.2	Move towards a 'one stop' housing management service	July 2008	December 2011	A greater number of staff work across the traditional housing disciplines	All Housing Managers
10.3	Implement the Housing Customer Charter	April 2008	March 2011	Each Housing Team to monitor compliance with Housing Customer Charter	All Housing Managers
10.4	Monitor results of STATUS 2008 and put in appropriate action	April 2008	March 2011	Maintain high levels of tenant satisfaction (top quartile)	All Housing Managers
10.5	Support the Housing Review Board customer focus champion and set up customer focus service review group	April 2008	March 2011	Improve customer focus and involvement through various means	All Housing Managers
10.6	Implement the Housing Procurement and Value for Money Strategies	April 2008	March 2011	Improved value for money, performance monitoring, procurement and contract management	All Housing Managers

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10.7	Deliver the Audit Commission recommendations (see Annex 3)	December 2007	March 2009	All recommendations delivered within timescales	Head of Housing and Social Inclusion
10.8	Every 12 months review the Housing Strategy and Action Plan to ensure it is up to date and relevant and actions progressing	September 2009	ongoing	Housing Strategy key aims remain realistic and relevant and Action Plan is delivered	Head of Housing and Social Inclusion