



**ACTION PLAN  
TO IMPLEMENT THE RECOMMENDATIONS OF THE  
AFFORDABLE HOUSING INSPECTION**

**SEPTEMBER 2006**

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## ACTION PLAN TO IMPLEMENT THE RECOMMENDATIONS OF THE AFFORDABLE HOUSING INSPECTION

Recommendation		Proposed action	Responsibility / Resource Implications	Timescale / Milestones	Link to Housing Strategy
R1. Improve access to services and standards of customer care by:  Implement by September 2006	Developing and publicising service standards which are specific to housing enabling services	Service standards based on the Corporate Standards have been developed; service users now need to be consulted.	Nicola Harpham / Fiona Hood  Officer time	Drafts by 15 August 06  Final versions implemented by 29 September 06	6.1.1
	Making available comprehensive advice to home owners and older people seeking assistance with minor repairs, adaptations or improvements or to meet the decent homes standards	Re negotiate and agree Home Improvement Agency Contract  Note contract meetings commence early Sept	Head of Regulatory Services  Officer time	Draft by 22 August 06  Final versions implemented by 29 September 06	6.1.2
	Introducing and using consistent methods of service user satisfaction monitoring.	Implement the plans for user satisfaction surveys contained in the Consultation Strategy.	Heads of Service  Officer time	Drafts by 10 August 06  Methods & timescales by 30 August 06  Final versions implemented by 29 September 06	6.1.3

<p>R2. Improve the Council's approach to private sector renewal by:</p>	<p>Review the private sector renewal policy, to ensure that it supports the Council's focus on affordable housing and maximises support to frail elderly and other vulnerable residents and provides value for money.</p>	<p>Broad spectrum of supporting policies and Private Sector Housing Strategy to be developed identified</p>	<p>Head of Regulatory Services  Consultancy time required- £13500 est</p>	<p>Cabinet Paper 7 September 2006</p>	<p>5.1.1</p>
<p>Key milestones identified by September 2006, implemented by April 2007</p>	<p>Using the flexibilities provided by the legislative changes in 2004, review the resources for housing renewal to ensure that those in greatest need receive assistance and that the Council meets its "decent homes" target for at least 70% of all vulnerable households to be in a decent home by 2010 and to demonstrate continuous improvement.</p>	<p>See comments in above</p>	<p>Head of Regulatory Services  Officer time</p>	<p>Scoping Cabinet Paper 7 September 2006</p>	<p>5.1.3</p>
	<p>Develop a clear understanding of the extent and nature of empty homes in the district and implementing the strategy to bring them back into use.</p>	<p>See comments in above</p>	<p>Head of Regulatory Services  Officer time</p>	<p>Research completed by Sept 06 Strategy in place by June 08</p>	<p>4.1.1</p>

R3. Strengthen the approach to service and improvement planning by:  Implemented by October 2006	Reviewing and addressing the outstanding weaknesses from the housing diagnostic report contained within the 2004 CPA report.	Update table of CPA actions, and add to Service Plan	Nigel Preston Officer time	Service Plan complete by end October 06	
	Ensuring that all strategies and plans address equality and diversity issues and reflect the needs of vulnerable groups	Ensure all strategies & plans continue to include equality and diversity issues.	Nicola Harpham Officer time	Ongoing	6.1.8
	Ensuring that all strategies and action plans are SMART (specific, measurable, achievable, resourced and time-bound) and that where targets are missed, appropriate remedial action is taken.	Ensure all strategies & plans continue to include SMART targets.	Housing Improvement Group Officer time	Ongoing	
	Ensuring effective management of performance by councillors and managers through regular monitoring of progress with plans and by active management of a comprehensive suite of performance measures which focus on outcomes.	Monthly performance monitoring reports to HoS already exists. Quarterly performance monitoring meetings introduced to Housing Management Team. Review corporate key PIs	Nigel Preston  Nigel Preston  Richard Menhinick Officer time	Implemented  Implemented  End October 06	

	Routinely benchmarking the quality and costs involved in delivering affordable housing with comparable organisations.	Benchmarking on quality and quantity already available, corporately looking at benchmarking costs.	Nigel Preston and Fiona Hood.  Officer time	Basic benchmarking data available for Budget Review 15 September 06	
R4. Strengthen the Council's capacity to improve delivery of housing services by:  Item 1- 3 implemented by December 2006, Items 4 & 5 by March 2007.	Securing the financial resource for the housing service	Respond positively to Budget Review Process	Nigel Preston and Nicola Harpham  Officer time		
	Introducing a robust value for money strategy for the housing service and delivery of affordable homes.	Value For Money statement for housing to be produced.	Nigel Preston & Head of Finance  Officer time	Draft statement by 14 August 06  Final agreed by 31 October 06.	
	Addressing the capacity issues, particularly in the private sector housing team to ensure that it can take forward all its key areas of work	In Service Review	Head of Regulatory Services  Officer time		
	Identifying and introducing alternative ways of providing affordable housing other than building new homes.	Investigate, report on and implement alternatives	Nicola Harpham  Officer time	Identification 10 January 07 Publish report 20 March 07 Implement report 25 March 07.	4.1.4

	Ensuring that staff and members receive sufficient training to equip them within their role and to deliver the Council's corporate aims.	Review staff training at appraisals and produce training plan	Nigel Preston, Nicola Harpham & Phil Turner  Housing & corporate training budgets	Identification of needs by end November 06	
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