

Service Plan 2013-2014

VERSION:

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Equalities

We are committed to meeting the requirements of the Public Sector Equality Duty (Section 149 of the Equality Act 2010). The Public Sector Equality Duty states that a public authority must - in the exercise of its functions - have due regard to the need to:

- Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act.
- Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it.
- Foster good relations between persons who share a relevant protected characteristic and person who do not share it.

As a service we will proactively work to embed equalities considerations within our daily work. Promoting equalities will be reflected in the way we design and deliver services; and in the policy decisions we make. Our work will reflect the commitments set out by the Council in its Single Equalities Scheme.

1. Purpose of the service and resource profile

Housing sits within the Regeneration and Community Service and has three core functions:

- a) Making the best use of stock with a particular focus on private sector housing , including stock condition, affordable warmth, empty homes and working with Landlords;
- b) Facilitating the right housing offer to support economic growth and community sustainability focusing on facilitating new and affordable housing developments and supply of new homes in private and social sectors to meet our housing markets’ needs, improving neighbourhoods using housing development as a driver; and
- c) Enabling residents and people locating into Copeland to access the housing and support they need, when they need it linked to our specific demand for older persons housing, preventing and dealing effectively with homelessness, improving availability of all housing and ensuring that measures are in place to meet housing needs of vulnerable and socially excluded people.

The service operates within a partnership framework at district and county level to deliver strategic housing services and works in a corporate capacity in areas such as domestic violence, child poverty, welfare reform and community safety. The service has two Service Level Agreements with Cumbria Rural Housing Trust and DIGS to enable focused delivery activity.

Structure Chart

Head of Regeneration and Communities
Julie Betteridge

Housing Services Manager
Debbie Cochrane
1FTE

Housing Technical Officer
Charles Wilcock 1 FTE
David Forster 1FTE

Housing Renewals Support
Officer
Kate Smith 1 FTE

Senior Housing Options
Advisor
Linda Chippendale
1FTE

Housing Options Advisor
Gill Reid 1FTE
Katie Hurst 1 FTE
Ann Simpson 1 FTE

2. Customer Profile of the service

Customer Profile to include detail of customer make up of who uses the service

Housing Options

Service is open to all members of the public aged 16 or above, some of whom may have been referred by (or referred to) other bodies (i.e. Children's Services, Adult Social Care, Age UK, DiGS or CAB). This includes:

- Adults of any age
- Households with children or including a pregnant woman
- Young People, including care leavers
- People with disabilities
- Older people
- Carers
- Ex-armed forces personnel
- Ex-offenders
- People with learning difficulties
- Asylum seekers and refugees
- People with substance/drug/alcohol misuse problems
- People with mental health needs
- Gypsies & Travellers
- Private landlords



- Other local authorities, Health services, Probation etc
- Voluntary & third sector agencies such as Shelter (Cumbria), Community Law Centre
- Registered social housing providers

Note: some people are statutorily not eligible for assistance because of immigration or nationality status but will be given advice.

Housing Strategy

- Members of the public
- Elected Members of the Council
- Registered social housing providers
- Voluntary & Third Sector partner agencies
- Town, Parish and community groups
- House builders and Developers, including small businesses and individuals
- Private landlords, estate and lettings agents
- All organisations with an interest in housing data (i.e. Shelter, MPs)
- Other local authorities, including Lake District National Park as well as Districts & County Council
- Health Services
- Probation
- Other Copeland Borough Council departments

Housing Renewal

The Disabled Facilities Grant service is open to all people via a referral from Occupational Therapy (provided by Cumbria County Council) to ourselves. This service is open to people with disabilities of any age, including:

- Families
- Older people
- Ex-armed forces personnel
- People with learning difficulties
- People with mental health needs
- Borough residents who own or rent their homes (75%-80% of our customers are owner occupiers)
- Carers
- Palliative care patients and others leaving NHS care.

Copeland Disability Forum, Age UK and other bodies have a representative interest in this service and therefore a relationship with us.

3. 2012/13 Service Plan Performance Summary

Achievements 2012/13

- Provided information and training to private landlords on issues including; Green deal; Welfare reform and changes in legislation.
- Continued to facilitate the delivery of energy efficiency installations in the private housing sector.
- Prevented homelessness by providing financial assistance to tenants with small amounts of rent arrears threatened with eviction.
- Maintained an average 8 weeks waiting time from referral to approval of DFG's.
- Published an empty homes policy plan.
- Established an older person's task group and identified key projects.
- Developed and produced a tenancy strategy for Copeland.
- Reviewed the allocations policy.
- Supported residents in Egremont during and after the floods in autumn.
- Supported residents during and after the mineshaft collapse in Egremont.
- Completed a count of rough sleepers.
- Developed a Severe Weather Emergency Protocol for rough sleepers
- Held open days for tenants of social housing providers in partnership with other agencies to provide advice and support on under occupation
- Signed up to 'Streetlink' to support rough sleepers
- Joined and supported the 'Evict Rogue Landlords' campaign
- Reduced the time spent in bed and breakfast by residents who may be homeless.
- Implemented 'No Second Night Out', to ensure when rough sleepers are identified they do not spend a second night out.
- Worked with private landlords to bring 30 'unfit' properties back up to a decent standard.
- Provided funding and support to residents with disabilities to adapt 94 properties.
- Inspected 74 properties in the private rented sector prior to funding rent deposits for residents who were homeless or at risk of homelessness
- Attended the Young People's forum in Seascale to discuss housing problems young people face.
- Developed a protocol with Registered Providers which will alert the housing options team to possible evictions, the team can then work with the tenants and landlord to try and prevent the eviction.
- Restructured the team after a review of the service.

4. Service Objectives - Key Activities – Activities delivered including routine tasks

No	Routine Tasks	Description of Performance Indicator and/or milestone to be used to demonstrate performance in this area	Responsible Officer	Link to Corporate Plan Priority (P1.P2 or P3)	Support required (if any) from corporate services.
1	Deliver the actions outlined in the year 3 strategic housing action plan, annual review and preparation of a partnership agreed year 4 action plan.	Actions completed and reported to Strategic Housing Panel and Executive quarterly. Manage and Deliver direct projects and SLAs within the Action Plan and working with partners to support and scrutinise their active delivery.	D Cochrane	P1, deliver efficient and effective statutory services. P2, , be an effective public service partner so we can get the best deal for Copeland	Finance, legal, customer services, planning policy, enforcement, environmental health, building control, Committee section re SHP, IT and comms/website.
2	Enable and provide a strong partnership role and lead on strategy and delivery on housing developments targeted at addressing inequalities.	Lead Copeland Housing Partnership. Develop a five year development plan with partners in Copeland and Cumbria and the HCA under the Copeland Housing Strategy including extra care housing sites.	D Cochrane	P1, deliver efficient and effective statutory services.	Planning Policy,
3	Improve e-access and information management systems as part of the corporate transformation programme.	Improvement in data base system.	D Cochrane	P1, deliver efficient and effective statutory services.	IT, Comms and website, customer services

	Corporate Projects				
	Review the homelessness strategy (2008 – 2013), produce, with partners, a revised five year homelessness strategy and robust action plan.	Work towards the ' gold standard ' for homelessness. Gold Standard to be applied for by autumn 2014. Action plan developed by October 2013 with clear milestones to ensure standard can be achieved.	D Cochrane/L Chippendale	P1, deliver efficient and effective statutory services.	
	Intervene to help return empty homes to occupation	Number of empty homes returned to occupation per annum	D Cochrane	P1, deliver efficient and effective statutory services	

5. Performance Indicators

PI no	Description of Performance Indicator			How often can the PI be reported?	Source
		Target 13/14	Basis for target		
	Satisfaction with housing options service	90%		Quarterly	Surveys returned
	Satisfaction with DFG service	95%		Quarterly	Surveys returned
	Complete and return PIE statistics to DCLG	4	Quarterly report (mandatory)	Quarterly	PIE Return
	Average time to decide homelessness cases and notify customer	30 days	Good practice	Monthly	Database
	Number of rough sleepers	0	Annual return to DCLG	Quarterly	Database

	Number of households where homelessness prevented	60		Quarterly	Database/private sector records (unfits returned to decent standard)
	Number of repeat homeless cases	0	PIE Return	Monthly	PIE Return
	Number of advice cases regarding Welfare Reform			Monthly	Database
	Number of homes empty for at least six months brought back into use as a direct result of CBC intervention	10		Quarterly	Private sector housing team records
	Number of category 1 HHSRS hazards removed from private tenancies as a result of CBC intervention.	45		Monthly	Private sector housing team records.
	Number of weeks from referral to approval of DFG's	8	Previous stretch target	Monthly	Private sector housing team records.
	Number of new build affordable homes completed by Registered Providers	35	Affordable housing programme	Quarterly	CBC Building Control
	SLAs delivered to agreed milestones		SLA reporting	Six monthly	CRHT and DIGS
	Performance Monitoring reports received from Registered Providers	2	Reporting to CLT and Strategic Housing Panel	Six monthly	Registered providers

6. Operational Risks

In this section the service should identify any risks to service delivery. Where you are stopping certain services, activities, or projects, the risks associated with this should also be recorded here. This will directly feed into the communications plan for managing this process. These risks should be reviewed monthly. Where risks are then escalated via the 'Top Three' process these are discussed at CLT and the corporate Strategic Risk Register is updated where required.

Id	Description	Impact score	Likelihood score	How will this risk managed? [Treat, tolerate, transfer or terminate]	Owner
1	Team capacity due to sickness and loss of staff	3	5	Treat – putting in interim cover need capacity to meet demand	Manager
2	Lack of project resources including reduced partners contribution to existing service areas eg DFG	3	4	Tolerate – in line with capacity to identify additional resources Treat – where possible work with partners to identify additional resources	Manager
3	Lack of investment in affordable housing by HCA and providers	2	3	Tolerate – programme is in place Treat – encourage social landlords to have schemes ready to pick up any underspend opportunities	Manager
4	Increase in homelessness throughout the borough due to under occupation reduction in benefit , Universal Credit and national recession	3	4	Treat – focus on prevention activities and working with partners, including social and private landlords, to ensure effective support to local households to keep them in their homes or able to be relocated appropriately.	Senior Housing Options Officer
5	Increased applications for DFG's due to aging population	3	3	Tolerate – working with partners to ensure effective package of support and available resources best used Treat – an increase by £100k in CBC resources will assist but if we maintain with our policy of no waiting list the treatment will be a further request to Executive for additional capital resources from the ear marked reserve to enable demand to be met within 2013/14.	Manager
6	Existing IT arrangements and systems not enabling customer improvements and efficiencies	2	4	Tolerate – in knowledge that the service will be picked up in 2013/14 by transformation programme Treat – via Corporate transformation programme	CLT?

Scoring the Risk

Impact		Likelihood	
1	Negligible	1	Almost Impossible
2	Marginal	2	Very Low
3	Critical	3	Low
4	Catastrophic	4	Significant
		5	High
		6	Very High

7. Version Control

Current Document Status			
Version	<Insert version number>	Head of Service authorisation	Date of authorisation
Date	<Date>	<Name of HoS>	<Insert date>
Responsible officer	Insert name and job title	Review date	Insert date review must be completed
Location	Insert file location or web address where document can be accessed		
VERSION HISTORY			
Date	Version	Author/Editor	Comments
<Insert date>	<i.e. 0.1 draft use this field to track the version number of the policy as it develops>	<Insert name>	<i.e. First draft for consultation>