

STRATEGIC HOUSING ACTION PLAN 2010/11 EXCEPTION REPORT

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Summary: To present an exception report on implementation of the Strategic Housing Action Plan as at the end of quarter 3.

Recommendation: Members note the actions where activity completion dates have been rescheduled.

1.0 INTRODUCTION

- 1.1 The Action Plan is the single performance improvement plan for the Strategic Housing service following its re-inspection, service planning, partner input advised and monitored by the Strategic Housing Panel.
- 1.2 The Strategic Housing Panel monitor the implementation of the Action Plan on a bi monthly basis and sign off completed actions and discuss exceptions. The Strategic Housing Panel have discussed the plan at their June meeting and signed it off at their July 2010 meeting. The full action plan has been considered by the Audit Committee who asked for quarterly exception reporting against actions.

2.0 ACTION PLAN

- 2.1 The action plan activities which have not delivered in line with the agreed timetable are provided at Appendix A. All of these exceptions have required a revision to the timetable but will all deliver within the 2010/11 operating year.

3.0 CONCLUSION

- 3.1 The plan focuses on completing necessary improvements within this current year 2010/11 to enable the service to be prepared and able to plan effectively. The delay in the actions reported here will be completed within the year to enable an evidenced strategic housing strategy and plan for the next 3-5 years. The first draft of this strategy is being discussed now and its development through consultation taking place over the next few months.

List of Background Documents: Audit Commission Re-Inspection Report, Development Strategy Service Plan, Strategic Housing Action Plan

SH1.2 Maintain a customer focused website and develop e-enabled service access initiatives

Actions	Milestones	Who will do this	By when	How will you measure success?
Implement necessary online forms	<ul style="list-style-type: none"> - Test internally and test with partners for consultation - Test with customer focus group for consultation - Make any adjustments from consultation - Publicise new forms- Copeland Matters, website 	Web Manager/ HSM Web Manager/HSM Web Manager/ HSM Web Manager/ HSM HSM/HPO	Sept 2010 Oct 2010 Oct 2010 Nov 2010 Nov 2010 To be launched by March 2011	<ul style="list-style-type: none"> - Finalised online form changed from consultation undertaken - Articles published in Copeland Matters and Website

SH1.5 Monitor and promote the Strategic Housing Service Standards and address under performance

ACTIONS	MILESTONES	WHO	WHEN	MEASURE OF SUCCESS
Consult with focus group on current service standards	Change or amend standards if necessary	HSM/HRM	Nov/December 2010 Revised date March 2011	Document agreed by focus group and SHP

SH2.2 Adopt & implement an overarching housing strategy for Copeland which is reviewed annually and sets a clear direction for the service. This to incorporate plans with clear milestones to address the needs of specific diverse groups including Gypsies & Travellers, migrant workers, older persons and young people.

ACTIONS	MILESTONES	WHO	WHEN	MEASURE OF SUCCESS
Determine evidence base	Complete strategic housing market and needs assessment (SHMNA)	LP/KS	October 2010	Final report accepted by officers
Develop strategic plans to address the needs of groups including Gypsies & travellers, migrant workers, older persons & young people	Interrogate SHMNA to determine needs of groups	LP/KS/DC	November 2010 Revised March 2011	Needs revealed in SHMNA are determined
Engage with Cumbria County Council on needs of younger & older people	Agree scope with Adult Social Care & Children's Services	LP/KS/DC	December 2010 Revised March 2011	Joint plans are made with Adult Social Care & Children's Services (a protocol for homeless 16/17 year olds has been agreed and joint staff training began in October 2010).

SH 2.7

Produce an Empty Homes/Park Homes Strategy.

ACTIONS	MILESTONES	WHO	WHEN	MEASURE OF SUCCESS
Produce draft strategy	Draft written and discussed with team/Head of service / internal depts. and SHP	HRM/HSM/Head of DS/Head of DO/SHP	December 2010 Revised February 2011	
Draft strategy sent out for consultation	Sent to stakeholders/residents, advertised on web-site	HRM	January 2011 Revised February 2011	Consultation responses received
Take final draft to the Strategic Housing Panel	SHP recommend strategy is approved by Executive	SHP	Dec 2010 Revised March 2011	Strategy actions developed and implemented

H 3.2 Carry out more robust Equality Impact Assessments

ACTIONS	MILESTONES	WHO	WHEN	MEASURE OF SUCCESS
Final draft EIA taken to SHP for discussion	SHP comments taken into account	HRM	December 2010 Revised March 2011	Completed and robust EIA

SH3.3

Ensure Equality Impact Assessments are thoroughly responded to

ACTIONS	MILESTONES	WHO	WHEN	MEASURE OF SUCCESS
Work with SHP and staff to challenge action plans from the equality impact assessments.	Confirm existing actions Identify additional actions and cost/resources needed as part of service review	Head of DS	January 2011 Revised February 2011	Engagement of relevant partners
To include actions within existing and future work programs	Work programs revised	HSM / HRM	October 2010 and ongoing Link to service plan 2011/12 sign off in March 2011	Improve equality of access for service users Improve service delivery in response to known customer needs
Review training need during staff performance reviews	Appraisal identifies need.	HRM	Nov 2010 Revised Jan 2011	Staff updated on equalities knowledge and service requirements.

SH4.5 Investigate the potential for shared service delivery with neighbouring authorities

ACTIONS	MILESTONES	WHO	WHEN	MEASURE OF SUCCESS
Take decision on next steps and progress	Put action in strategic housing action plan 2011/12	SHP	January 2011 Paper to March 2011 Panel	Decision taken

SH5.2 Review the Current working arrangements with the Home Improvement Agency

ACTIONS	MILESTONES	WHO	WHEN	MEASURE OF SUCCESS
Expressions of interest received and contract awarded	Contract awarded	Supporting People Team	September 2010 No bids were received.	Robust assessment of tenders This would have succeeded if the contract had been awarded. But In the absence of bids the County Council has withdrawn the funding in the belief that the support services can be met by other existing providers.

SH5.3 Benchmarking service costs and quality with other councils, reporting the findings, and using the data to review how value for money can be improved

ACTIONS	MILESTONES	WHO	WHEN	MEASURE OF SUCCESS
Service improvements implemented	Service restructuring	Head of DS / HSM/ HRM	December 2010 Revised March 2011	Improved service team delivery

SH5.4 Review existing partnership arrangements to improve value for money

ACTIONS	MILESTONES	WHO	WHEN	MEASURE OF SUCCESS
To work with existing corporate partnership review process	Cipfa guidance used Completed assessment template for all housing partnerships	HSM/HRM/ team/SHP	September 2010 and ongoing Revised March 2011	Understand the value of all partnership arrangements
Set out actions needed to improve partnership arrangements	Action plan agreed	SHP HSM	September 2010 and ongoing Revised March 2011	Rationalise partnership working
Implement actions	Delivered actions	HSM / Head of DS/ SHP	November 2010 Revised March 2011 - within 2011/12 service plan	Participate in partnerships offering value for money only