

## LAA Quarter 3 (2008/09) Performance Update

### Housing Theme

Theme Lead Officer: Penny Garner-Carpenter, Hartlepool Borough Council

### Community Strategy Aim

Ensure that there is access to good quality and affordable housing in sustainable neighbourhoods and communities where people want to live

### Overall Theme Update

Housing is currently being 'hit' by the international global financial crisis. It is affecting all areas of housing, although the full extent will not be known for some time, however the effects are likely to be wide ranging. Many residents will be into negative equity already and difficulty in accessing mortgages has seen a slowing of house building. This has affected the HMR areas as well as other new build in the town. Our housing need assessment showed a massive increase in need for social and/or affordable homes and this will be exacerbated by international economic factors

The Council has approved criteria for the sale of council owned land to housing providers to enable affordable housing to be built and bids for funding to the Housing Corporation have been supported to provide affordable homes. In 2008/9 150 much needed units should be delivered by housing providers in the town. Sub regionally we are part of the innovative Tees Valley Credit Crunch Task Force who are making an offer to the new Home and Communities Agency on how the Tees Valley Partnership can assist delivery of additional housing units if financial support is forthcoming.

The Vulnerable Persons Panel is proving instrumental to the efficient co-ordination and allocation of vacancies into supported housing schemes. It liaises with private and social housing providers to facilitate move-on into independent tenancies and arranging support services where appropriate.

With sub regional partners we have been successful in securing funding for the Prevention of Offender Accommodation Loss (POAL) project, to assist those who may be facing losing their home as a result of going to prison and will help co-ordinate services to secure appropriate rehousing on release.

The successful commissioning of a range of floating support services (through Supporting People) to meet complex needs, including alcohol support services, in making a significant contribution to helping people stay in their homes.

A Common Allocations Policy has been agreed across the Tees Valley for the implementation of Choice Based Lettings throughout the sub region and procedures are being

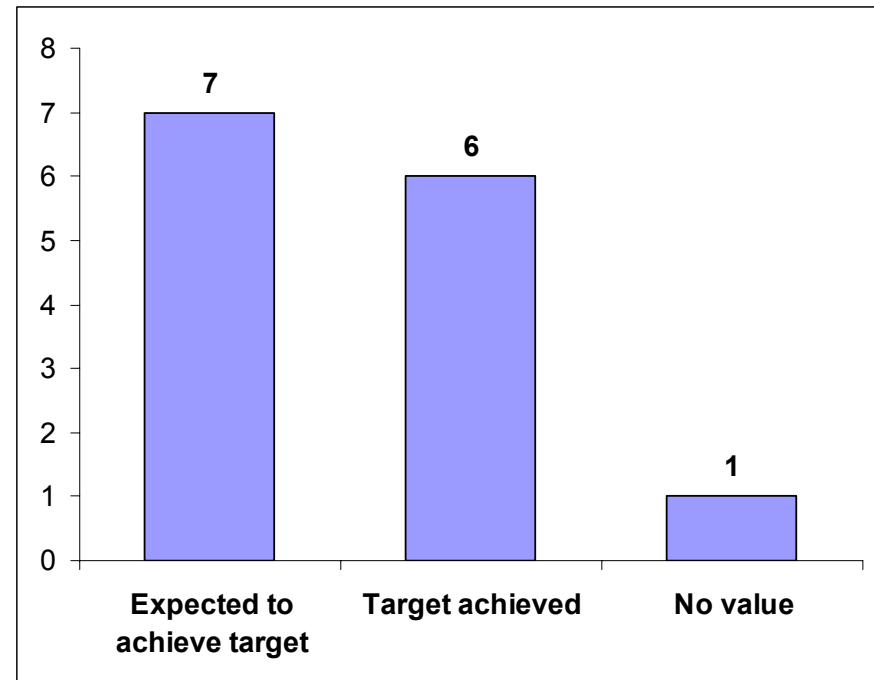
developed to ensure vulnerable people can actively participate in the scheme. It's now likely to 'go live' in June 2009. The computerised system will also be a valuable tool in pulling together information on housing needs and aspirations to support our strategic housing service.

Our housing provider partners are on track to meeting the Government's decent homes targets. We are also working towards meeting the targets for private sector homes, even though the target hasn't been kept as a national indicator. Action is dependent on funding availability. Changes in national priorities to support provision of new affordable homes has meant a decrease in funding for decent homes targets. This has partially been offset by the Tees Valley Authorities earmarking part of the housing market renewal budget for renovation work and additional funding from New Deal for Communities. Improving properties adjacent to the housing market renewal areas is critical in the success of the HMR areas. If further areas fall into decline we will need to knock more homes down and the success of the redevelopment may be put in jeopardy. We are aware of empty properties in the town – this is the very reason for our housing market renewal. Figures will change as we progress our regeneration strategy however indications are that our number of empty properties reduced by 200 with the first phases of demolition. This will change (potentially up as well as down) as we make progress towards achieving housing market balance.

In Hartlepool we have been very keen to reduce CO2 emissions – our scheme has been hit by reducing funding although we continue to attract funding and provide as much assistance to residents as possible with reducing resources.

Importantly we have seen the opening of Joseph Rowntree Housing Trust's Retirement Village, Hartfields, a show piece extra care sheltered housing scheme which, when completed, will offer 250 units to rent and to own. The scheme is proving very popular with local residents. We are delighted that in partnership with Housing Hartlepool we had a successful bid to the Dept of Health for funding for a further extra care sheltered housing scheme at Orwell Walk. This will offer 60 units of differing tenures

### Housing Theme – Quarter 3 Summary of Progress against Improvement and Local Priority Targets



# LAA Quarter 3 (2008/09) Performance Update

## Outcome 23 Balancing Housing Supply and Demand

Owner and Organisation – Nigel Johnson, Hartlepool Borough Council

**Key Partners** (\*denotes overall lead) – Hartlepool BC\*, Housing Hartlepool, Endeavour HA, Three Rivers HA, Joseph Rowntree HT

### 1.0 Update on Focus of Activity for 2008/09

Registered Social Landlord (RSL) partners are being supported in developing bids to the Homes and Communities Agency HCA for funding to deliver a diverse range of affordable housing units. In 2008/09 a range of shared ownership and rented properties will be delivered by RSL partners in Hartlepool, included in this will be flats, bungalows and houses some of the units will be supported and/or extra care facilities will be available.

Criteria have been approved by Cabinet for the sale of Council owned sites at undervalue, to subsidise the delivery of further affordable units and to improve the competitiveness of bids to the HCA. A business case for the sale of each individual site will be considered by Portfolio holder using the criteria. HBC and Housing Hartlepool have carried out assessments of their landholdings to identify sites which may be considered for suitable affordable housing development.

The 2007 Local Housing assessment identified a shortfall of affordable housing units in Hartlepool, in particular for family homes, accommodation for the elderly and the vulnerable. The local housing assessment has been used and developed further as part of a sub regional, Tees Valley, Strategic Housing Market Assessment which will be supporting evidence for the housing needs in Hartlepool. In addition to the above, the Council is working to introduce planning policies within the Local Development Framework to support the provision of affordable

homes. An Affordable Housing Development Plan Document is being prepared which is proposed to be operational from late 2009 and which will help ensure that affordable homes are included in wider housing developments. The plan is currently at preferred options stage and we are currently undertaking an economic viability assessment to test the viability of different affordable housing requirements on sites across Hartlepool.

### 2.0 Update on Target Areas and Groups

In 2008/09 172 units should be delivered by RSL partners some of these units will have attracted grant from the Housing Corporation and will assist key groups highlighted in the Hartlepool Housing Strategy.

### 3.0 Latest Developments

Recent developments nationally and internationally in housing market and credit/financial sectors will not impact on the properties being delivered above but it is having a significant effect on the wider housing market. HBC are a member of an innovative Tees Valley Credit Crunch Task Force, who have come together to make an offer to Governments new Home and Communities Agency on how the Tees Valley Partnership could assist delivery of additional housing units if financial support is forthcoming. Potentially this could increase further the number of units that are delivered in 2008/09.



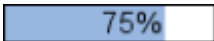

#### 4.0 Risk Update

Risk	Rating	Actions	Who	Date to be completed	Update
1. Reduction in funding for Housing Investment	Amber (High-Possible)	Include any financial pressures which would arise from further studies/consultants' activities are included in the next Budget Pressures round	Penny Garner-Carpenter	March 2009	No indication that there will be any further reduction in housing investment finance
2. Effective delivery of housing market renewal affected by external decisions and funding	Amber (High-Possible)		Peter Scott	March 2009	The are no details of funding levels for 2009/10

#### 5.0 Update on Strategic Targets and Progress

Improvement Targets							
Code	Indicator	Assigned To	Annual Target 2008/09	Current Value	Last Update	Expected Outcome	Latest Note
NI 155	Number of affordable homes delivered (gross)	Nigel Johnson; Richard Waldmeyer	20	121	Q3 2008/9	Target Achieved	Up to quarter 3, 78 affordable homes were delivered in the 2008/9 period the expected outcome will be 172, this is largely due to the all the properties at Hartfields extra care village coming on line in the year 2008/9

Local Priority Targets							
Code	Indicator	Assigned To	Annual Target 2008/09	Current Value	Last Update	Expected Outcome	Latest Note
LAA H P001	Number of new homes brought back into use	Nigel Johnson	15	8	Q3 2008/9	Expected to achieve target	8 houses have been brought back into use as a result of action by the Council, a further 14 are close to completion and being occupied, although owners have indicated they are experiencing difficulties attracting and finding tenants.
LAA H P003	Houses to be demolished for regeneration by Housing Hartlepool	Nigel Johnson	30	20	Q3 2008/9	Expected to achieve target	The Contract for demolition has been let by HH and in quarter4 the contractor will be complete the work, more than 20 demolitions will be achieved in Thackray, Symthe areas.
LAA H p002	Number of sustainable homes constructed	Nigel Johnson	20	20	Q3 2008/9	Target Achieved	All home completed by RSLs are built to sustainable homes standard and as 78 affordable homes have been completed by quarter 3 this target has been achieved

Actions for Improvement							
Code	Action	Sub Actions	Progress Bar	Assigned To	Due Date	Expected Outcome	Latest Note
LAA 232	Establish and seek approval for a criterion based policy supporting the principle of the disposal of Council land to RSLs			Graham Frankland	30/06/2008	Target Achieved	Policy has been established and was approved by cabinet on the 7th July 2008
REG A111 1	Production of Affordable Housing Preferred Options Report DPD and Sustainability Appraisal and Appropriate Assessment for public consultation			Amy Waters	31/08/2008	Target Achieved	The Preferred Options report, sustainability appraisal and appropriate assessment has been completed and approved by Cabinet for consultation purposes.
REG A083 3	Completion of SHLAA			Tom Britcliffe	31/12/2008	Expected to achieve target	Survey work almost complete with 83 sites under consideration. Asking for feedback on the sites from HBC technical officers and statutory consultees and utilities. Aiming to have a draft for consultation for March 2009.
HSG A02-3	Establish ways of working more closely with RSLs for the provision of affordable rented social housing			Penny Garner-Carpenter	31/03/2009	Target Achieved	we continue to work closely with RSLs to enable provision of affordable housing and have achieved 78 units so far this year

# LAA Quarter 3 (2008/09) Performance Update

## Outcome 24 Improving the quality of existing housing

Owner and Organisation – John Smalley, Hartlepool Borough Council

**Key Partners** (\*denotes overall lead) –

\*Hartlepool Borough Council, Registered Social Landlords(RSLs), NDC, Private Landlords, Owner-occupiers, Energy Utility Company, TADEA

### 1.0 Update on Focus of Activity for 2008/09

Housing authorities are required to keep housing conditions under review to identify the need for any action needed on health and safety hazards, licensing and management of privately rented houses, and the provision of financial or other assistance for the improvement of housing.

The government's target is for all social housing to meet the Decent Homes Standard by 2010 and this is now contained within the new national indicator set as NI158. Although the council has transferred its housing to Housing Hartlepool, and will not be monitored against the indicator, improvement of this stock and that of the other RSLs is crucial in providing better quality tenure options and supporting activities in Outcome 23 to improve supply and demand. For that reason 'achieving decent homes standard in social sector housing' has been included as a Local Priority Target to be tackled by our RSL partners.

Hartlepool has been working towards meeting the government's private sector decent homes target (Public Service Agreement 7) to ensure that at least 70% of the vulnerable households in Hartlepool live in houses meeting the standard by 2010. This target has not been maintained as

a national indicator, but 'the percentage of vulnerable households in decent houses in the private sector' is included as a measure of the quality of housing in CLG Departmental Strategic Objective 2. Action is substantially dependent on the availability of funding to support housing improvement. A substantial reduction in the funding available in the region over the next three years as a result of concentrating support on the provision of affordable housing, decent homes in the social sector, and maintaining housing market renewal targets, will have an impact on the ability to meet the target. The impact of the allocation has been partially offset by the Tees Valley authorities earmarking part of the housing market renewal budget, and additional NDC funding.

Reducing domestic energy consumption is an important factor in reducing CO2 emissions which is a national priority. Energy efficiency programmes are important in doing this. The biggest factor is the availability of funding. The focus of our activity will continue to be around attracting as much national, regional and other funding as possible into Hartlepool, providing advice to residents, making them aware of the range of assistance available and to maximise that assistance.

The new National Indicator 187 (Tackling fuel poverty) requires authorities to carry out an annual random SAP survey (an energy efficiency assessment) and to make a calculation of fuel poverty based on the proportion of households in receipt of income-based benefits living in houses with a low energy rating. Activity will be around setting an initial baseline, establishing annual targets, coordinating energy efficiency programmes and involving relevant partners.

## **2.0 Update on Target Areas and Groups**

Provision of grant/loan assistance towards private sector decent homes for vulnerable households and households in the regeneration areas is progressing well against budget provision and is expected to utilise all of the SHIP funding and the additional funding provided for works in the NDC Area.

## **3.0 Latest Developments**

A review of the social housing 2009 Decent Homes position will be carried out in mid-March followed by a request for their projected outcome at March 2010.

Consideration of working with an alternative delivery agency has slowed energy efficiency activity on Hartlepool's scheme. TADEA is now progressing the scheme with British Gas as the utility partner. This delay should not impact on planned energy efficiency expenditure.




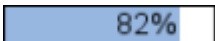
The development of a methodology to report on NI187(fuel poverty) and to carry out a desktop exercise for that purpose has been affected by guidance from DEFRA on how to carry out the sample survey necessary to provide the data. More work is needed to ensure that the guidance requirements can be met and be capable of audit.

#### 4.0 Risk Update

Risk	Rating	Who	Date to be completed	Update
Failure to achieve national decent homes standard	Amber (High-Possible)	Penny Garner-Carpenter	March 2009	Impact reduced with Government lowering emphasis (i.e. reduced funding) on achieving decent homes standard in the private sector. Impact may still be high for social housing; however, likelihood of failure is significantly less.

#### 5.0 Update on Strategic Targets and Progress

Local Priority Targets							
Code	Indicator	Assigned To	Annual Target 2008/09	Current Value	Last Update	Expected Outcome	Latest Note
NI 187(i)	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (i) Low energy efficiency	John Smalley					New national PI. Baseline figures to be established in 4 <sup>th</sup> Quarter following stock condition survey
NI 187(ii)	Tackling fuel poverty – % of people receiving income based benefits living in homes with a low energy efficiency rating: (ii) High energy efficiency	John Smalley					New national PI. Baseline figures to be established in 4 <sup>th</sup> Quarter following stock condition survey
RPD P042	Achieving decent homes standard in private sector housing sector (LAA H2)	John Smalley			2008/9		
RPD P041	Achieving decent homes standard in social housing sector (Hartlepool) - RSL (LAA H1b)	Penny Garner-Carpenter	80		Q2 2008/9	Expected to achieve target	this is an annual target, part of the action plan to achieve Government Target of 100% social housing at decent homes target by 2010

Actions for Improvement							
Code	Action	Sub Actions	Progress Bar	Assigned To	Due Date	Expected Outcome	Latest Note
LAA 241	Agree targets for achieving the decent homes standard in private sector housing	Agree baseline by September 08 Draft targets for 9/10 & 10/11 by November 08		John Smalley	31/12/2008	Expected to achieve target	Budget committed
LAA 242	Make private landlords aware of the Decent Homes Standard	Provide guidance document December 08		John Smalley	31/12/2008	Target Achieved	
LAA 243	Agree baseline and targets for tackling fuel poverty (NI 187)	Agree baseline by September 08 Develop methodology for SAP surveys and desktop NI 187 exercise September 08 Draft targets for 9/10 & 10/11 by November 08		David Morgan	31/12/2008	Not expected to achieve target	CLG deadline extended to 31st March. Formal written methodology to be submitted to CLG
LAA 244	Develop a local fuel poverty strategy with key partners including health services and energy agencies	Review Warm Front activity September 08		David Morgan	31/01/2009	Expected to achieve target	Hartwarmers insulation programme now underway. Hotspots training for HBC staff now underway. PCT to be approached to discuss possible financial support. Warm Front continues strongly.

# LAA Quarter 3 (2008/09) Performance Update

## Outcome 25 Meeting the Housing Needs of Vulnerable People

Owner and Organisation – Pam Twells

**Key Partners** (\*denotes overall lead) - \*HBC, Probation, PCT, Housing Providers

### Update on Focus of Activity for 2008/09

Our key partners in meeting the targets for N141 and N142 are supported housing providers, Registered Social Landlords, health and care agencies and Probation. Also agencies who provide key services including homeless, drug action team and the special needs housing team who administers and arrange disabled facilities grant.

There is a range of activities contributing to the achievement of meeting the targets specified.

The Vulnerable Persons Panel is instrumental to the efficient co-ordination and allocation of vacancies into supported accommodation schemes. This Panel also liaises closely with both Private and Registered Social Landlords to facilitate move on into independent tenancies and arranging Floating Support services if needed.

With our colleagues in the sub region we have been successful in securing funding from Government for the Prevention of Offender Accommodation Loss (POAL) project which will assist those who may be facing losing their accommodation as a result of going into prison and will also help coordinate services effectively for securing appropriate rehousing on their release from prison.

The successful commissioning of a range of floating support services to meet complex needs, including alcohol support services, is contributing to maintaining people in their own homes.

Home Improvement Agency services in Hartlepool are now delivered in house and include minor repairs and adaptation, again this contributes to all our improvement targets. A Common Allocations Policy has been agreed across the Tees Valley for the implementation of Choice Based Lettings throughout the sub region and procedures are being developed to ensure vulnerable people can actively participate within the scheme. The scheme is on target to 'go live' in April 2009 and robust monitoring arrangements will be in place to identify vulnerable applicants and offer any additional advice and assistance that may be necessary. In addition, we have agreed to fund a temporary post for 12 months to provide support to vulnerable adults to access accommodation under the new CBL scheme. The system will also be able to provide information on all applicants housing needs and aspirations which will be particularly valuable in planning future service provision for vulnerable groups.

## **2.0 Update on Target Areas and Groups**

Additional floating support services have been developed in Q4 to provide additional support for young people (16-19), People with a Learning Disability, Complex Needs and Substance Misuse. We have also extended short term contracts awarded in January 2008 for a further 12 months. Alcohol and drug misuse services continues to be a high priority.

## **3.0 Latest Developments**

Hartfields is now nearing completion with the first two phases completed and all allocations completed. Third phase allocations will commence from January 2009.




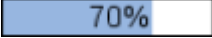
#### 4.0 Risk Update

Risk	Rating	Actions	Who	Date to be completed	Update
Failure to provide correct housing advice to the public (RPD R014)	M	Regular review of risk register, annual service planning process, supervision arrangements including QMR	Lynda Igoe	31.3.09	No change this quarter and will be continually monitored and updated through Covalent


#### 5.0 Update on Strategic Targets and Progress

Improvement Targets							
Code	Indicator	Assigned To	Annual Target 2008/09	Current Value	Last Update	Expected Outcome	Latest Note
NI 141	Percentage of vulnerable people achieving independent living	Peter Morgan; Pam Twells	72.00%	75.61%	Q3 2008/9	Expected to achieve target	Target exceeded in Q3 due to higher number of clients moving on in a planned way. The Supporting People Team liaise with Housing Aid, support providers and Housing Hartlepool to try and maximise availability of accommodation for clients.
NI 142	Percentage of vulnerable people who are supported to maintain independent living	Peter Morgan; Pam Twells	99.15%	98.51%	Q3 2008/9	Expected to achieve target	Revised figure after late submission and corrected workbook. Figure now based on 47 out of 49 returns. Of the services included in the return 72% have exceeded target for Q3 alone, which has seen an increase in average for the year to date at the end of Q3.

Local Priority Targets							
Code	Indicator	Assigned To	Annual Target 2008/09	Current Value	Last Update	Expected Outcome	Latest Note
RPD P011	Housing Advice Service: Preventing Homelessness (BVPI 213)	Lynda Igoe	4.75	7.14	Q3 2008/9	Target Achieved	
RPD P046	Number of failed tenancies (performance expected with reward) (LAA H10)	Lynda Igoe		125	Q3 2008/9	Target Achieved	During Q 3 four tenancies failed bringing the cumulative total for the year so far to 125
ACS P027	Increase the number of adaptations carried out to enable vulnerable people to remain living independently in their own home (LAA H5)	Peter Morgan; Pam Twells	3,000	3,525	Q3 2008/9	Target Achieved	Target achieved due to level of increased investment from Housing Hartlepool towards provision of Disabled Facilities Grants.
LAA H P005	The percentage of new tenants receiving support from HBC sustaining their tenancies for 6 months	Lynda Igoe	80%	100%	Q3 2008/9	Target Achieved	

Actions for Improvement							
Code	Action	Sub Actions	Progress Bar	Assigned To	Due Date	Expected Outcome	Latest Note
LAA 254	Recruitment and Selection of key staff to deliver minor repairs adaptations service			Peter Morgan; Pam Twells	30/09/2008	Expected to achieve target	Sub Contract currently delivering mobile maintenance service until recruitment of mobile maintenance operative which is still being delayed due to job evaluation assessment of salary for the post. Interview to take place 19/1/09, appointment expected to be in place by beginning of March 2009.
LAA 252	Development of shared ownership for Learning Disabilities	Review progress (Sep 08)		Peter Morgan; Pam Twells	31/12/2008	Expected to achieve target	Builder on site, estimated completion date June 2009. Commissioning/SP Team to set up steering group to oversee implementation of care and support.
LAA 253	Second round of floating support service short term funding bids	Advertising for Expressions of Interest (Sep 08)		Peter Morgan; Pam Twells	11/01/2009	Target Achieved	Services commissioned for young people, substance misuse, People with a Learning Disability and complex needs. 2 of these services started in January, the other 2 will start by March.
HSG A03-2	Develop a Housing Options Centre with partners			Lynda Igoe	31/03/2009	Expected to achieve target	Premises have been approved and negotiations on going to agree lease

## Actions for Improvement

Code	Action	Sub Actions	Progress Bar	Assigned To	Due Date	Expected Outcome	Latest Note
LAA 251	Continued development of Extra Care Housing	Bid to DOH for development of extra care sheltered accommodation (May 2008) Handover of Hartfields (Jan 2009)	 80%	Peter Morgan; Pam Twells	31/03/2009	Expected to achieve target	--Negotiations currently taking place with Housing Hartlepool to develop extra care