

LAA Quarter 3 (2009/10) Performance Update

Housing Theme

Theme Lead Officer: Nigel Johnson, 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

Several bids to the Homes and Communities Agency (HCA) to allow the authority to build houses for rent in partnership with Housing Hartlepool and local developer Yuills have been successful. Work commenced on two of the sites in January 2010, with the second phase of one of the sites and a third site being approved by the HCA in January 2010. This will produce over 80 units of affordable housing for rent owned by the Council. Additionally RSLs were also successful in the bidding process and we will see further new properties for rent in the town. We are working with Centrepoint for funding for a supported housing scheme for young people including two emergency units. This will help young people to live independently.

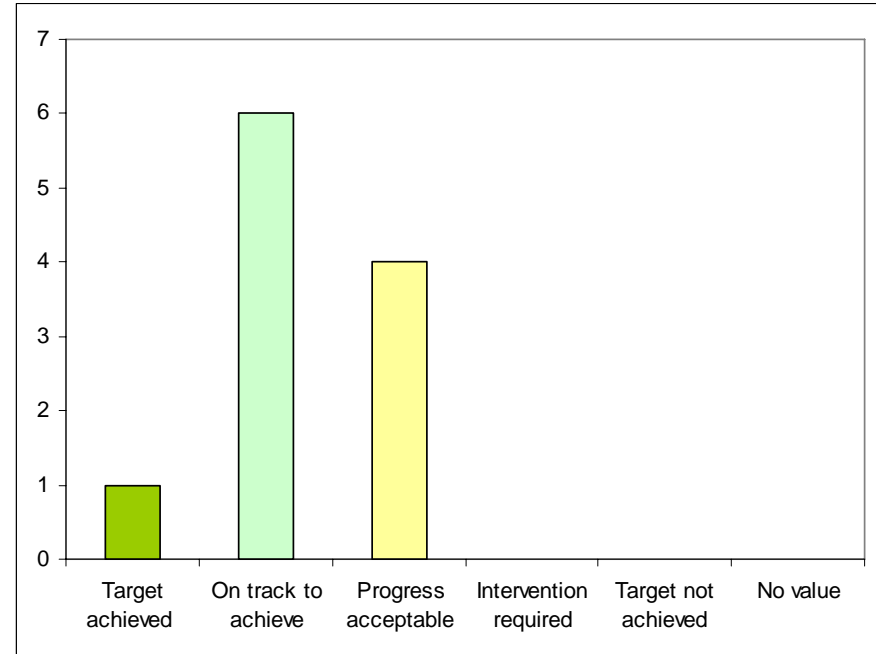
Housing provider partners continue to be on track to meet the Government's decent homes targets and consideration about how we can move beyond these decent homes targets. Concerns remain over meeting the decent homes targets for private sector. Action is dependent on funding availability and the overall SHIP funding will be reduced by 20% in 2010/11, however not for the grants/loans element. A private sector house conditions survey has just been completed for

Hartlepool and its findings need to be assessed and fed into the Hartlepool housing strategy. A regional loans scheme is being established which may affect residents' ability to carry out renovation and improvement works. The positive side to loans is that future funding will be available from interest payments, improvements are critical to support our housing regeneration work particularly where they are adjacent to major sites where housing market is taking place. Funding for further regeneration work after April 2011 will be subject to bidding process later in 2010 and a CSR for 2011 going forward.

The Sub Regional Choice Based Lettings scheme is up and running and will be reviewed after 6 months operation, this will take place shortly. So far the CBL in Hartlepool has been successful, with a few issues to be resolved at the review, particularly with applicants who see it as a positive experience. Additionally the Housing Options Centre is also fully up and running in partnership with Housing Hartlepool.

Our Homelessness Strategy is currently being reviewed, with youth homelessness a top priority. A consultation event is being organised and the draft strategy will be discussed at the Housing Partnership, shortly. Work is underway on a review of Disabled Facilities Grant (DFGs) provision in the Town this will result in an action plan being developed shortly and following from this how a strategy might be developed. A draft Empty Homes Strategy is out for consultation in January 2010. following the consultation an action plan will be drawn up. The introduction of Selective Licensing Scheme commenced in 2009 and this is progressing well across the six selected sites in the Town.

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



All indicators have either been assessed as on track to achieve target or progress towards the target is acceptable or target achieved. No indicators require any intervention at this point in the process.

Full details of the progress against all targets are detailed in the remainder of the Housing Theme Quarter 3 update.

LAA Performance Update - Quarter 3 (2009/10)

Outcome 23 Balancing Housing Supply and Demand

Owner and Organisation – Amy Waters, Hartlepool Borough Council

Key Partners (*denotes overall lead) - Hartlepool BC*, Housing Hartlepool, Endeavour HA

1.0 Update on Key Focus of Activity for 2009/10

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. HBC have developed a priority matrix for sites it will support HCA funding to be delivered on in the Town.

Consideration is being given, to sites owned by the Council being used to subsidise the delivery of further affordable units and to improve the competitiveness of bids to the Homes and Communities Agency. As well as bids made direct to the HCA for Local Authority Social Housing Grant, for the Council to build Council owned social housing.

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. 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 will help ensure that affordable homes are included in wider housing developments.

2.0 Update on Target Areas and Groups

The target areas are across Hartlepool on sites deemed suitable and in areas of high demand identified by the strategic housing needs assessment. The groups affected include households which are on the housing waiting list in Hartlepool, other groups who are unable to buy property outright but can afford part ownership. Elderly and vulnerable groups in need in Hartlepool are also the target audience

3.0 Latest Developments

The Council was successful in January 2010 in securing an further allocation of LA SHG from the Homes and Communities Agency (HCA) to build an additional 37 units of social housing owned by the Council. Overall this scheme will have provided an additional 82 social rented family homes that meet high levels of sustainability and a large number of job and training opportunities for local people. Other developments are also in the pipeline which will deliver over 100 units of affordable housing in 2009/10. This includes units for shared equity and ownership.

A total of 69 properties classified as affordable homes have been delivered this quarter. This brings the cumulative total for the last 9 months to 121 properties. By the end of December 9 homes had been brought back into use with a further 79 empty properties advertised through Landlord Accreditation Scheme, 17 of which through CBL. 69 sustainable properties have been delivered in the third quarter which brings a cumulative total for the year to 98 homes.

Housing Hartlepool has started the demolition on 2 sites in the HMR areas, 75 properties have been demolished this quarter on Belle Vue and Easington Road sites. These demolitions will be fully complete by March 2010

4.0 Risk Update

Risk	Rating	Who	Date to be completed	Update
1. Reduction in funding for Housing Investment	Red (Extreme – Almost Certain)	Nigel Johnson, HBC	March 2010	Regional Housing Board have been asked by Government to plan for a 20% reduction in capital allocation from April. This is likely to be an across the board reduction with final determinations done sub regionally, allowing flexibility but putting services and projects at risk
2. Effective delivery of housing market renewal affected by external decisions and funding	Amber (High-Possible)	, HBC	March 2010	



5.0 Update on Strategic Targets and Progress

Improvement Targets							
Code	Indicator	Assigned To	Annual 2009/10	Current Value	Last Update	Expected Outcome	Latest Note
NI 155	Number of affordable homes delivered (gross)	Nigel Johnson	60	69	Q3 2009/10	PI On track to achieve target	69 affordable houses have been delivered in Quarter 3 of 2009/10. Of these 9 are shared equity; 6 are shared ownership and 54 are social rented. These have been delivered on the following sites: 22 at Smyth Place; 23 Warren Road; 18 Stockton Road; 3 Headway; 3 Hutton Court.

Local Priority Targets

Code	Indicator	Assigned To	Annual 2009/10	Current Value	Last Update	Expected Outcome	Latest Note
LAA H P002	Number of sustainable homes constructed	Nigel Johnson	75	69	2009/10	PI On track to achieve target	69 sustainable homes have been constructed in quarter 3 therefore the cumulative total for the first 9 months of 2009/10 is 98.
LAA H P001	Number of homes brought back into use	Nigel Johnson; John Smalley	15	9	2009/10	PI Progress acceptable	79 empty properties advertised through Landlord Accreditation Scheme, 17 of which through CBL. No successes to date. 58 landlords contacted about proposals to re-occupy. 17 landlords have been offered guidance and assistance to return properties to occupation (through LL acc scheme). Survey of empties and consultation with Council Tax in next quarter to follow up on owners undertakings.
LAA H P003	Houses to be demolished for regeneration by Housing Hartlepool	Nigel Johnson	50	75	2009/10	PI Target achieved	Within quarter 3 of 2009/10 75 properties have been demolished by Housing Hartlepool on Easington Road, Belle Vue. The schemes are likely to be fully demolished by March 2010.

Actions for Improvement

Code	Action	Assigned To	Due Date	Expected Outcome	Latest Note
LAA D46	Pilot Scheme run by Housing Hartlepool to manage empty homes on behalf of landlords and private owners	Nigel Johnson	31 Dec 2009	 Action Progress acceptable	Currently awaiting Housing Hartlepool board decision on their involvement in this pilot scheme. This relies on partner delivery and although Housing Hartlepool are on track to commence this by the end of the financial year, there has been some delays.
LAA D47	Undertake and complete a Empty Homes Strategy	John Smalley	31 Dec 2009	 Action Progress acceptable	Draft Empty Homes Strategy in preparation with consultation taking place until the end of Jan 2010. Final report is being prepared and will be presented to Cabinet before the end of March 2010.

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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 Key Focus of Activity for 2009/10

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 is contained in 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's Registered Social Landlords have programmes in place to tackle their non-decent houses. We will be seeking targets from Registered Social Landlords to ensure that their properties do not fall below the decent homes targets post 2010 and that homes are improved beyond the standard.

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 two 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 for improvements to houses, and additional NDC funding. SHIP funding for private sector housing improvement has reduced, but is being used to provide grants/loans to meet the Decent Homes Standard, with priority

being given to vulnerable households and regeneration areas. The budget for the year has been committed.

During the year the North East Housing Board has been developing a Regional Loans Scheme for private sector housing improvements.

Reduced funding increases the focus on the possibility of recycling scarce resources. Councils are being encouraged to investigate the use of alternative funding methods and in particular to move away from providing non-repayable grants towards the use of repayable loans. In order to progress the introduction of loans in this region, the North East Housing Board has been developing a scheme which would align the way in which local authorities in the north east region provide financial assistance for private sector housing repairs, improvements, adaptations, and other forms of assistance. The intention is to move towards the development of a self sustaining loan fund through the repayment of loans, and ultimately to attract private sector leverage in the future. The council has agreed to join the regional loans scheme and to use part of its SHIP funding to fund the loans from 2010/11.

The results of the 2009 private sector stock condition survey will provide the basis for the review of private sector housing policies.

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. Improving the energy efficiency of housing stock is needed to help ensure that vulnerable people including the elderly and families on benefits with young children can keep warm during

winter, reduce fuel bills, and contribute towards reducing the numbers of households in fuel poverty. A methodology has been introduced to collect information for NI 187 on the percentage of people receiving income based benefits living in homes with a low energy efficiency rating new national performance indicator to measure fuel poverty across all housing tenures.

The focus of our activity has continued to be around attracting national, regional and other funding into Hartlepool, coordinating energy efficiency programmes, involving relevant partners, providing advice to residents, making them aware of the range of assistance available. A methodology is in place to collect data for the purposes of National Indicator 187 (Tackling fuel poverty) which requires authorities to carry out an annual calculation of fuel poverty based on the proportion of households in receipt of income-based benefits living in houses with a low energy rating. Over £200,000 has been levered in from our utility partner towards a locally based scheme.

2.0 Update on Target Areas and Groups

Spending against renewal assistance budgets is proceeding very well against targets.

3.0 Latest Developments

A new **Regional Loans Scheme** is to be introduced from April 2010 which involves the 12 north east local authorities using one loan coordinator and working to a common assistance policy. The North East Housing Board has ring-fenced specific funding for the scheme in 2010/11. The intention will be to increase that amount in subsequent years as the scheme is developed. This will give the capability of recycling funding in the future as loans are repaid.

A **reduction in funding** for private sector housing improvement has been offset for 2010/11 by virement of housing market renewal funding. This may not be possible in later years and could have an impact on funding priorities and numbers assisted.

The outcome of the **stock condition survey** is being assessed to provide priorities for future action.

Selective licensing of privately rented houses was introduced in May 2009 with a target of licensing the owners of an estimated 500 properties in six defined areas. If successful it is anticipated that the scheme will be expanded to include additional areas.




An **Empty Homes Strategy** is in draft stage and out for consultation during December 2009/January 2010. The Strategy will provide an effective framework for bringing private sector empty homes back into use using a range of initiatives and enforcement powers. Action in respect of individual houses will be monitored through the Derelict Buildings Group.

4.0 Risk Update

Risk	Rating	Who	Date to be completed	Update
Failure to achieve national decent homes standard in social housing	Green(Low -Possible)		March 2010	This continues to be unlikely with RSLs on target to achieve targets
Insufficient funding to achieve Decent Homes Standard in private sector housing	Amber (Low – possible)	John Smalley	March 2010	The level of private sector grants/loans has been protected from the SHIP reductions.

5.0 Update on Strategic Targets and Progress

Local Priority Targets							
Code	Indicator	Assigned To	Annual 2009/10	Current Value	Last Update	Expected Outcome	Latest Note
RPD P041	Achieving decent homes standard in social housing sector (Hartlepool) - RSL (LAA H1b)	Nigel Johnson	90%	100%	2008/09	PI On track to achieve target	RSLs confirm that they're all well above achieving target
RPD P042	Achieving decent homes standard in private sector housing sector (LAA H2)	John Smalley	71.77	68.95	2008/09	PI Progress acceptable	The stock condition survey is raising questions over our assumptions of decency standard. Economic downturn has meant residents are not spending as much as expected on maintaining and improving their homes. Reduction in funding through the capital programme next financial year will affect outcomes unless alternative funding can be sources

Actions for Improvement					
Code	Action	Assigned To	Due Date	Expected Outcome	Latest Note
LAA D49	Prepare a report on the condition of the private sector housing stock following receipt of the stock condition survey	John Smalley	30 Sep 2009	 Action Progress acceptable	A 'main issues' report to be produced by end February
LAA D50	Investigate the options for maximising energy efficiency assistance	John Smalley	30 Sep 2009	 Action Progress acceptable	Discussions held with Tees and Durham Energy Advice Centre on future schemes. Involvement in government backed CESP scheme with energy suppliers being investigated and a report with regards funding will be going to Cabinet in March.
LAA D48	Identify and confirm funding sources for private sector housing improvement for 2010/11 and subsequent years	John Smalley	28 Feb 2010	 Action Completed	Funding allocations between the Tees Valley authorities agreed for 21010/11. Ring-fenced Regional Loans Scheme funding identified

LAA Performance Update - Quarter 3 (2009/10)

Outcome 25 Changing housing needs and meeting the Housing Needs of Vulnerable People

Owner and Organisation – Lynda Igoe, HBC

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

1.0 Update on Key Focus of Activity for 2009/10

Our key partners in meeting the targets for N141 and N142 are supported housing providers, Registered Social Landlords, health and care agencies and Probation and agencies providing key services.

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 and also liaises closely with both private and Registered Social Landlords to facilitate move on into 'general needs', or independent, tenancies, with floating support services if needed.

The successful commissioning of a range of floating support services to meet complex needs, including alcohol support services, has helped to maintain people in their own homes, though many of these services were on short-term contracts that have now ended.

We no longer have a Home Improvement Agency in Hartlepool however DFGs and a Handyperson scheme are

operated in-house by the housing team. We now have a Common Allocations Policy across the Tees Valley and Choice Based Lettings was implemented here in June 2009 and we are very keen to ensure vulnerable people can actively participate within the scheme, a SP funded post has been established for one year to facilitate this.

From April 2009 the Council has extended the monitoring we undertake in order to capture the needs of all homeless people and not just those who present as homeless to the Council. We are working in partnership with a range of agencies across Hartlepool who provide advice and information to people whose problems may also include homeless. Partners involved include supported housing providers, MIND, CAB, Connexions, probation, and RSL's. Information will be gathered at the point that someone presents as homeless and the data will be analysed by Centrepoin; the homeless charity. The first batch of reports have been collated and though the number of forms submitted is disappointing, there has been some useful data captured which will be used to inform future strategy updates. Work will be carried out with agencies and partners to remind them of the importance of completing the forms.

SP are funding a training programme, Keys To Success, which will be delivered by Housing Hartlepool and aimed at people who are accessing tenancies for the first time or need support to maintain their tenancy. Practical training is provided to enable clients to develop domestic skills, such as cooking and cleaning, as well as enabling them to understand their responsibilities as a good tenant. The training programme will run for a 12 month period from February 2009 and should enable vulnerable people to have a better chance of sustaining their tenancy and reduce homelessness.

2.0 Update on Target Areas and Groups

Performance against NI141 continues to exceed the target, with 80.61% of clients moving on to achieve independence in a planned way. The success has been due to the partnership working with providers, Supported Housing Panel and other agencies. Choice Based Lettings requires more information and details than previous applications which can be seen as a barrier, however there is more empowerment with applicants actively choosing properties to bid for and this is proving a positive. Any issues which arise should be resolved via the 6 month review (with sub regional partners).

Performance against NI42 remains below target at 98.52% - the target is a demanding one set at the insistence of CLG and GONE which is unlikely to be achieved. A contributory factor is the number of challenging client groups receiving floating support – the more chaotic clients are less likely to maintain independence. SP are improving performance by reconfiguring services.

3.0 Latest Developments

Work is currently underway to produce Hartlepool's second Homelessness Strategy and will be presented to Cabinet (via the Housing Partnership) by March 2010 for approval. The Strategy will review current levels of homelessness and service provision, examine the achievements made since the previous Strategy and any outstanding actions, identify our priorities for action and the challenges we will face over the next five years. A consultation event on youth homelessness was held on 11th December 2009 at Café 177 which was attended by at least 25 young people who have experienced homelessness, or have an interest in the subject.

During the quarter 82 households were confirmed as having homelessness prevented and many more cases are still being worked on and will be reported at the end of the next quarter. We are currently liaising with Centrepoint for a bid they are working on for HCA funding for a supported housing scheme for young people. A site has yet to be finalised – it was anticipated that a bid would be submitted for the December bidding round, but this has been delayed and is now expected in early 2010. There is a funding gap for the support (SP can provide £130k support likely to cost up to £190k), Centrepoint will need to find additional funding to make up this gap as this will be key in the HCA's assessment of their bid. Centrepoint will also consider provision of 'move-on' supported housing for young people which will not be reliant on SP funding and will increase young people's chances of independent living.

A supported lodgings scheme is in the process of being tendered for young people. Expressions of interest have been sought from prospective providers, with funding committed from Supporting People, Children's Services, Youth Offending and Connexions. An accommodation based service (Carr-Gomm) to support residents with alcohol issues is now running successfully and at full capacity.

New service provision for Older People has been in place since 6 April 2009. Floating support is being provided across all tenures, extra care is being developed at Bamburgh, Albany and Richard Court.

An event is being planned for early 2010 to focus on the issues involved in rehousing challenging clients. The half day workshop will involve housing and support providers, as well as referral agencies and partners as the first step in agreeing a protocol around information sharing and risk management.

4.0 Risk Update




Risk	Rating	Who	Date to be completed	Update
Failure to provide correct housing advice to the public (RPD R014)	Amber (High-possible)	Lynda Igoe HBC	31.3.10	
Lack of capacity to continue to fund short term services, which will end in 2010. These services provide support to key priority groups, such as alcohol, substance misuse and complex needs. This could have an impact on our ability to meet needs in the longer term.	Red	Peter Morgan HBC	31.3.10	Most short term services have now ended, some may continue if able to access other funding or if existing service can be remodelled.

5.0 Update on Strategic Targets and Progress

Improvement Targets							
Code	Indicator	Assigned To	Annual 2009/10	Current Value	Last Update	Expected Outcome	Latest Note
NI 141	Percentage of vulnerable people achieving independent living	Peter Morgan	73.00%	80.61%	Q3 2009/10	PI On track to achieve target	Based on all returns submitted as at 20.10.09.
NI 142	Percentage of vulnerable people who are supported to maintain independent living	Peter Morgan	99.15%	98.52%	Q3 2009/10	PI Progress acceptable	Based on returns submitted to date as at 20.01.10. Awaiting returns for 3 services, 3 other returns not included in calculation as subject to query with provider.

Local Priority Targets

Code	Indicator	Assigned To	Annual 2009/10	Current Value	Last Update	Expected Outcome	Latest Note
RPD P043	The percentage of new tenants receiving support from HBC sustaining their tenancies for 6 months (LAA H7)	Lynda Igoe	90%	100%	2008/09	PI On track to achieve target	This is an annually reported PI but results at the end of Q3 show we continue to have 100% of our floating support clients successfully managing their tenancies.
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	3,200	4,555	Q3 2009/10	PI On track to achieve target	Jobs completed in Q3=139, based on Necil handyperson jobs (37), Special Needs Jobs (37) and Housing Hartlepool jobs (65). Cumulative figure at Q3 is 4,555 (4,416+139)
RPD P011	Housing Advice Service: Preventing Homelessness (BVPI 213)	Lynda Igoe	10.00	5.95	Q3 2009/10	PI Progress acceptable	During Q3 82 households were confirmed as having homelessness prevented

Actions for Improvement					
Code	Action	Assigned To	Due Date	Expected Outcome	Latest Note
LAA D03	To develop remodelled Service Provision for Older people from April 2009, working in partnership with Housing Hartlepool.	Peter Morgan	31 Jul 2009	 Action Completed	New service provision in place with effect from 6th April 2009. Floating support being provided across all tenures, extra care being developed at Bamburgh, Albany and Richard Court, with new provision at Orwell Walk from 2010.
LAA D54	Investigate the potential future demand for adaptations and funding sources	John Smalley	31 Jan 2010	 Action On track	Disabled adaptations strategy being prepared to take into account possible future government funding, demand trends, and changes in social housing provider policies
LAA D02	To monitor homeless needs to identify changes in need on an ongoing basis. Key action will be to ensure that relevant agencies are capturing data	Peter Morgan	31 Mar 2010	 Action On track	Report produced based on returns submitted from April-September- however only 30 completed and returned. Awaiting report for Q3, Centrepoint have indicated that 60 forms submitted for this period.

LAA Performance Update - Quarter 3 (2009/10) Outcome 26 Access to housing

Owner and Organisation – Nigel Johnson, Hartlepool Borough Council

Key Partners (*denotes overall lead) - HBC, Registered Social Landlords (RSL)

1.0 Update on Key Focus of Activity for 2009/10

Our housing needs assessment showed a high level of housing need for affordable housing within the town. We are addressing this in a variety of ways. This outcome looks at how people access accommodation across tenure within the town.

Particular areas are access via Choice Based Lettings (a sub regional change of housing allocation implemented in June 2009) for RSL stock. Expand this to the private rented sector eventually, this is currently being piloted by the Tenant Accreditation Service at present. The housing advice service is delivered by the Housing Options Centre, which open in 2009 and has proved very successful. This is the 'shop front' for CBL and housing advice. As CBL will be implemented during 2009/10 we will use this year to assess its impact and establish targets for 2010 onwards, at the six month review point any necessary changes will be considered and undertaken.

Our focus is mainly on affordable housing for rent, but also includes shared and outright ownership. It is important to expand the options for certain vulnerable groups – focus recently has been on housing options for the elderly with the opening of the Retirement Village and expansion of extra care and the successful bid for a new build scheme at Orwell Walk. This year we are aiming at producing a housing strategy for people with a learning disability and expect to expand the options for residents. We were successful in bidding to the Department of Health for funding for 6 shared ownership flats, these properties are now completed and let. The site was large enough for additional building and a successful bid to the Homes & Communities Agency means that relatives and carers may live adjacent.

There are concerns over the costs of adaptations given an increasingly elderly population and the removal of means tested contributions for adaptations for children. There is clearly a need for a review of how adaptations are carried out. Many RSL homes have had adaptations carried out and we should ensure that when available they are let to residents requiring adaptations – to ensure those who need adaptations

have them and to make sure resources are focussed where needed. Part of our review will be to establish baseline information and agree targets for 2010 onwards.

2.0 Update on Target Areas and Groups

These remain the whole borough and vulnerable groups.

3.0 Latest Developments

The sub regional Choice Based Lettings scheme for the Tees Valley, Compass, went 'live' in Hartlepool in June 2009 with the remaining sub regional partners following on in July. Early indications are that customers are very happy with the new system and in particular residents ready to move on from supported housing have expressed their views that the new system is much easier to understand and offers them much improved access and real choice. Thorough monitoring and evaluation of the system and the governing Common Allocations Policy is underway and full policy review will be completed after 6 months of operation. All RSL's operating in Hartlepool are advertising 50% of their properties that the Council has nomination rights for directly on the Compass CBL system. Several private landlords have also advertised their vacancies but more work is needed to ensure wider take up. However landlords have said that they would be unwilling to commit all their stock unless a greater level of service is offered.

The Housing Options Centre, on the ground floor of the old Cop building at Park Tower, opened in September 2009. The Council's Housing Advice Team have relocated to the new Centre and Housing Hartlepool's Lettings Team are due to move in the near future. The Council continues to monitor all activity or lack of it from vulnerable applicants. Early



indications are that applicants find the new system easier to access, understand and provides real choice.


Vulnerable young people continue to be a group where we need to offer more accommodation and support. Centrepoint are keen to become involved in the North East and are currently seeking a site to apply for funding to provide a supported housing scheme, including some open access for emergencies. It is hoped that a further scheme will also be opened offering 'move on' accommodation to encourage and support young people gain access to independent living.

4.0 Risk Update

Risk	Rating	Who	Date to be completed	Update
Vulnerable People will find it difficult to access homes through the CBL scheme	Amber/possible	HBC & RSLs using CBL	March 2010	During the first year of operation of the CBL system a short term funded post is ensuring that vulnerable groups maximise opportunities to access housing via CBL and this has proved to be successful
Adapted properties are not relevant to people with disability when available	Red/likely	HBC & RSLs	March 2010	HBC and RSLs work closely together to minimise this occurring via CBL. On the rare occasion this would happen it would result in a semi-mobile fitting being re-used elsewhere

5.0 Update on Actions for Improvement

Actions for Improvement					
Code	Action	Assigned To	Due Date	Expected Outcome	Latest Note
LAA D03	To develop remodelled Service Provision for Older people from April 2009, working in partnership with Housing Hartlepool.	Peter Morgan	31 Jul 2009	 Action Completed	New service provision in place with effect from 6th April 2009. Floating support being provided across all tenures, extra care being developed at Bamburgh, Albany and Richard Court, with new provision at Orwell Walk from 2010.
LAA D54	Investigate the potential future demand for adaptations and funding sources	John Smalley	31 Jan 2010	 Action On track	Disabled adaptations strategy being prepared to take into account possible future government funding, demand trends, and changes in social housing provider policies

LAA D02	To monitor homeless needs to identify changes in need on an ongoing basis. Key action will be to ensure that relevant agencies are capturing data	Peter Morgan	31 Mar 2010	 Action On track	Report produced based on returns submitted from April-September- however only 30 completed and returned. Report is attached. Awaiting report for Q3, Centrepoint have indicated that 60 forms submitted for this period.
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