

Housing Theme

LAA Quarter 4 (2009/10) Performance Update

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

During 2009/10 Hartlepool has had success with bids to the Homes and Communities Agency (HCA) this is allowing the authority to build houses for rent in partnership with Housing Hartlepool and local developer Yuills. Work commenced on all of the sites, this will produce 82 units of affordable housing for rent owned by the Council, which will be managed by Housing Hartlepool on the Councils behalf. Additionally RSLs were also successful in the bidding process and we will see over a 100 further new properties for rent in the town. We are continuing to work with Centrepoint for funding for a supported housing scheme for young people including two emergency units. This will help young people to live independently however the barrier currently being worked on is the revenue stream for this service.

Housing provider partners have advised they have met the Government's decent homes targets and consideration about how we can move forward beyond the 2010 decent homes targets are underway. All available funding has been targeted into meeting the decent homes targets for private sector. Action is dependent on funding availability and the overall SHIP funding has been reduced by 20% in 2010/11, however not for the grants/loans element and the Council has agreed

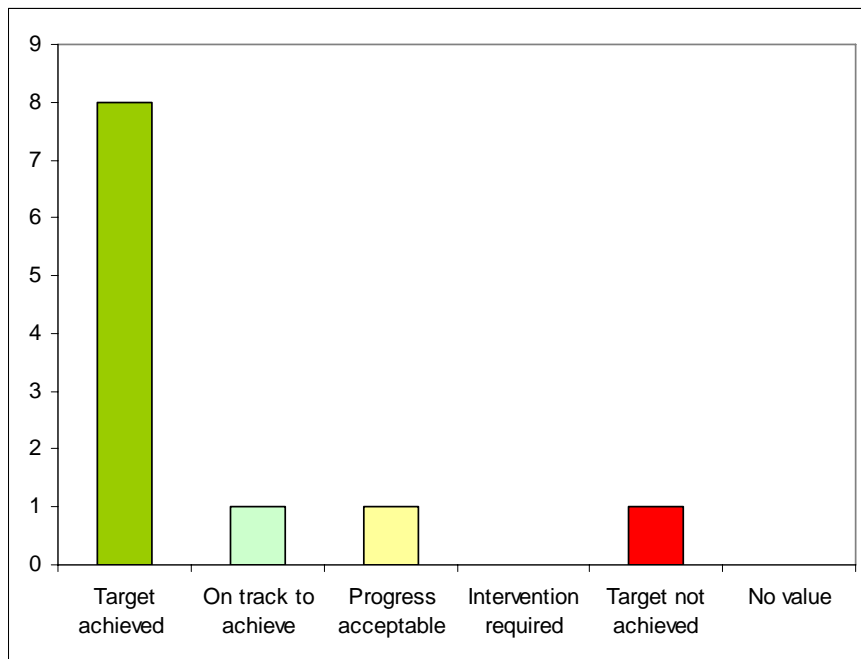
to participate in the Governments regional loans programme. The positive side to loans is that future funding will be available from interest payments, improvements are critical to support our housing regeneration work particularly where they are adjacent to major sites where housing market is taking place. A private sector house conditions survey has just been completed for Hartlepool and this information and the findings are being assessed and fed into the Hartlepool housing strategy. 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 now that it has been in operation for over 6 months. So far the CBL in Hartlepool has been successful, with only minor 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. Work is underway on a review of Disabled Facilities Grant (DFGs) provision in the

Town this will result in an action plan being developed and following from this how a strategy might be developed. The Empty Homes Strategy is due to go to Cabinet for approval, with recommendations on an action plan for delivery. Intensive work has been undertaken in 2009/10 to bring empty property back into use, stretching targets have been given and these are succeeding against a backdrop in Hartlepool where we have high numbers of terraced housing which is unpopular. 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 4 Summary of Progress against Improvement and Local Priority Targets



All but one indicator have either been assessed as on track to achieve target or target achieved.

Full details of the progress against all targets are detailed in the remainder of the Housing Theme Quarter 4 update.

The target that was assessed as having not achieved target is:

Indicator	Notes
RPD P011 Housing Advice Service: Preventing Homelessness (BVPI 213)	During Q4 a further 134 households were prevented from being homeless giving a total for the year of 354. The outcome per 1000 households for 09/10 was 9.57 just short of the target set of 10, this was a stretching target and although not met the outcome still shows improvement in performance in this area.

Outcome 23 Balancing Housing Supply and Demand LAA Performance Update - Quarter 4 (2009/10)

Owner and Organisation – Amy Waters, Hartlepool Borough Council

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

The Council is also progressing with the Housing Market Renewal programme which is contributing considerably to the improvement of private sector housing stock. Funding has been secured to deliver the priority sites and the Council has supported Housing Hartlepool in successful bidding for HCA Kick-start funding from the delivery of Belle Vue.

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 provide an additional 82 social rented family homes that meet high levels of sustainability. Start on site has been achieved for each scheme and the schemes are on target to be completed by March 2011. This has also brought a range of training and employment 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 7 properties classified as affordable homes have been delivered this quarter. This brings the cumulative total for the last 12 months to 128 properties. By the end of March 2010, 15 homes had been brought back into use with a further 95 empty properties advertised through Landlord Accreditation Scheme, 25 of which through CBL. 6 sustainable properties have been delivered in the fourth

quarter which brings a cumulative total for the year to 104 homes.

Housing Hartlepool has started the demolition on Easington Road with 36 demolitions completing this quarter. The demolitions on this scheme will be fully complete by April 2010.

The delivery of new housing units on HMR schemes has been progressing with Trinity Court now fully built out and Headway completing the first phase of redevelopment.

The Council are now moving forward with Compulsory Purchase Proceedings (CPO) on the Raby Road Corridor site with the first phase of preparatory work being completed. The Council are continuing to buy by agreement and all targets for acquisition and spend have been achieved this quarter.

4.0 Risk Update

Risk	Rating	Who	Date to be completed	Update
Reduction in funding for Housing Investment	Amber (High-Possible)	Nigel Johnson HBC	March 2010	Programme is activity managed to take account of constant changes in funding and reports are made to Members.
Effective delivery of housing market renewal affected by external decisions and funding	Amber (High-Possible)	Jeff mason, HBC	March 2010	Risk reviewed

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	127	Q4 2009/10	PI Target achieved	6 affordable units have been delivered this quarter on Warren Road and Trinity Court. Two of which were shared ownership and 4 were social rented.

Local Priority Targets

Code	Indicator	Assigned To	Annual 2009/10	Current Value	Last Update	Expected Outcome	Latest Note
LAA H P001	Number of homes brought back into use	Nigel Johnson; John Smalley	15	15	2009/10	PI Target achieved	15 properties have been brought back into use within 2009/10. 95 empty properties have been advertised through the landlord accreditation scheme, 25 of which were advertised through choice based lettings.
LAA H P002	Number of sustainable homes constructed	Nigel Johnson	75	104	2009/10	PI Target achieved	6 Sustainable homes have been constructed this quarter.
LAA H P003	Houses to be demolished for regeneration by Housing Hartlepool	Nigel Johnson	50	111	2009/10	PI Target achieved	36 properties were demolished by Housing Hartlepool in quarter 4 of 2009/10. These were at Easington Road. The delay was due to bats being found within the properties.

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 Completed	Housing Hartlepool's board has now made a decision to move the pilot scheme forward in two key locations. The detailed practicalities of the scheme are now being worked up ready for implementation. Housing Hartlepool report through the Empty Property Steering Group. Because it is a partner agency the Council must run with their timescales for moving this forward and that will be March 2011.
LAA D47	Undertake and complete a Empty Homes Strategy	John Smalley	31 Dec 2009	 Action Completed	Draft Empty Homes Strategy, including options, completed for consideration by Cabinet in May

Outcome 24 Improving the quality of existing housing LAA Performance Update - Quarter 4 (2009/10)

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 have a duty to keep housing conditions under review to identify the need for any action on health and safety hazards, licensing and management of privately rented houses and the provision of financial and other assistance for the improvement of housing.

We have continued to work 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. Whilst this is no longer a national indicator, the 'percentage of vulnerable households in decent homes in the private sector' is included as a measure of quality of housing in CLG Departmental Strategic Objective 2. The Government provides funding to assist local authorities to tackle the problem through the regional housing pot.

We are working on a regional basis to deliver this assistance through the regional loans scheme, launched in April. This will fund improvements to existing housing stock, bringing non-decent dwellings up to the Decent Homes Standard. The scheme will target financial assistance on the most vulnerable

households. The impact of the change over from a grants/loans system to a 100% loans scheme will be monitored, to ensure that there is sufficient take-up of both financial assistance and advice.

We expect to see some recycling of funding as loans are repaid, however this may be limited during the first year of the scheme. This will be closely monitored. In addition we will be working on a regional level with the loans administrator to identify and attract private sector leverage or other possible sources of investment.

Reducing domestic energy consumption remains a key factor in the reduction of CO₂ emissions and energy efficiency programmes make an important contribution to this. These programmes are limited by the funding available and our aim in Hartlepool is to attract as much funding as possible to enable assistance to be made available to residents.

In 2009, a Selective Licensing scheme to license private landlords and their properties was introduced. It is estimated that 500 properties will have been licensed under this scheme by 2011. During 2010/11 we will target properties in the licensing areas to check compliance with licence conditions

and will undertake proactive inspections to ensure that properties are free from high scoring hazards.

The Empty Homes Strategy (2010-2015) sets out the key objectives that the Council and its partners will work towards achieving in order to reduce the number of long-term (empty over 6 months) private sector empty homes.

In Hartlepool increasing the supply of affordable housing is a key priority for the Council and bringing empty homes back into use will assist in achieving this.

It is expected that bringing long-term empty homes back into use will contribute towards neighbourhood sustainability and community well being by increasing the stock of good quality housing meeting the Decent Homes Standard.

Action taken with respect to this strategy will be monitored by the Derelict Buildings Group

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)	Nigel Johnson	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 Target 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%	2009/10	PI Target achieved	Decent Homes target was required to be achieved by 2010. All social landlords have advised that this has been achieved apart from where they have made a decision to redevelop properties. This has been agreed with the HCA and TSA.

Code	Indicator	Assigned To	Annual Target 2009/10	Current Value	Last Update	Expected Outcome	Latest Note
RPD P042	Achieving decent homes standard in private sector housing sector (LAA H2)	John Smalley	71.77	73.46	2009/10	PI Target achieved	Improved figure reflects the inclusion of properties considered to be made decent through energy efficiency works, i.e. 543 properties in total: 122 through grant/ loan assistance, 41 due to private sector housing enforcement, and 380 through the energy efficiency scheme with British Gas. The out-turn percentage exceeds the projected target for 2010 contained in the Local Area Agreement Calculation and on that basis meets and exceeds the government's PSA7 target.

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 Completed	Main issues report prepared and presented to Housing Partnership
LAA D50	Investigate the options for maximising energy efficiency assistance	John Smalley	30 Sep 2009	 Action Completed	Funding allocated in 2010/11 Housing Capital Programme to support the continuance of a scheme in partnership with TADEA and British Gas
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	

Outcome 25 Changing housing needs and meeting the Housing Needs of Vulnerable People LAA Performance Update - Quarter 4 (2009/10)

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 housing needs of vulnerable people are supported housing providers, Registered Social Landlords, health and care agencies and Probation and agencies providing key services.

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.

Towards the end of 2008/9 a range of short term floating support contracts were commissioned for services to meet complex needs these have proved successful in helping to maintain people in their own homes over the last year, however many of the short-term contracts have ended and therefore this could result in increased tenancy failure and increased homelessness in the 2010/11.

Choice Based Lettings has been in operation for 6 months and a review of the system and governing Common Allocation Policy is

currently underway with consultation expected commence during the summer with a report being presented to Cabinet in the autumn.

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 is improving performance by reconfiguring services.

During 2009/10 the Housing Advice Team have opened 1334 case files for clients across a full range of housing issues and during quarter 4 132 households were actively prevented from becoming homeless. Our focus on homeless prevention has continued to see our figures for homeless acceptances decline and during quarter 4 only 5 households had to be accepted as homeless and in priority need.

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.

3.0 Latest Developments

There has been some delays with the consultation process necessary to complete the work on the Homelessness Strategy which will now be presented to Cabinet in June 2010.

An event was held in March 2010 focussing on the issues involved in re-housing challenging clients. The half day workshop was attended by over 40 representatives from RSL's, support providers, Private landlords, probation, YOT, DAT, Leaving Care Team, ASBU and other relevant agencies.

A report from the day will be submitted to the next Housing Partnership with the aim of getting commitment to progressing protocol across all agencies.

Liaison is still ongoing with Centrepoint for a bid they are working on for HCA funding for a supported housing scheme for young people. It was anticipated that a bid would be submitted for the December bidding round to the HCA, but this has been delayed further due to a shortfall in the revenue funding needed for the scheme. Discussions are with Centrepoint are ongoing and it is still hoped that they will be able to make a bid to the HCA for the capital funding needed.

A supported lodgings scheme has been tendered and awarded to Barnardo's from April 2010. This will offer support to 6 young people in the community. This is funded jointly by 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.

4.0 Risk Update

Risk	Rating	Who	Date to be completed	Update
Failure to provide correct housing advice to the public (RPD R014)	Medium (High/Possible)	Lynda Igoe HBC	31.3.10	The internal controls to minimise this risk continue to be implemented and reviewed on a regular basis
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.	High	Peter Morgan HBC	31.3.10	Commissioning Team and partners will work towards solutions to address these gaps with providers.

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%	87.50%	Q4 2009/10	PI Target achieved	Final figure for the year based on returns for short-term supported housing projects- awaiting return from one provider for Q4. The PI for one provider (Tees Valley- Anna Court Teenage Parent Service) has been amended retrospectively for Q3 after agreeing to change one move-on from unplanned to planned.




Code	Indicator	Assigned To	Annual 2009/10	Current Value	Last Update	Expected Outcome	Latest Note
NI 142	Percentage of vulnerable people who are supported to maintain independent living	Peter Morgan	99.15%	98.49%	Q4 2009/10	PI Progress acceptable	Based on returns submitted to date from 31 providers, awaiting returns from 4.

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 Target achieved	Q4 continues to see 100% of our floating support clients successfully maintaining their tenancies
RPD P011	Housing Advice Service: Preventing Homelessness (BVPI 213)	Lynda Igoe	10.00	9.57	Q4 2009/10	PI Target not achieved	During Q4 a further 134 households were prevented from being homeless giving a total for the year of 354. The outcome per 1000 households for 09/10 was 9.57 just short of the target set of 10, this was a stretching target and although not met the outcome still shows improvement in performance in this area.

Code	Indicator	Assigned To	Annual 2009/10	Current Value	Last Update	Expected Outcome	Latest Note
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	4,710	Q4 2009/10	PI On track to achieve target	<p>Final year figure revised after submission of data showing works carried out for the whole year.</p> <p>Actual jobs completed in Q1=166 (previously reported 151). Actual jobs completed in Q2=213 (previously reported 216). Actual jobs completed in Q3=138 (previously reported 139). Actual jobs completed in Q4=144, based on Necil handyperson jobs (5), Special Needs Jobs (41) and Housing Hartlepool jobs (98).</p> <p>Revised total for the year is 661 jobs completed. Cumulative total at year end is therefore 4,049 (figure at year end 2008-9) + 661=4,710.</p>

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 Completed	Estimates of future potential demand prepared. A draft action plan to improve disabled adaptation provision highlights the need for a significant bid for SHIP funding in the next funding round based on reducing waiting times for assistance
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 Completed	Awaiting report for whole year from Centrepoint. Have continued to engage with agencies and providers to ensure forms are completed and returned.

Outcome 26 Access to housing LAA Performance Update - Quarter 4 (2009/10)

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.

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.

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 – for example expansion of extra care facilities and the successful bid for a new build scheme at Orwell Walk. 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.

Costs of adaptations are increasingly due to demographic changes and the increasing elderly population plus the removal of means tested contributions for adaptations for children. 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, 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. 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. 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.






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

Code	Action	Assigned To	Due Date	Expected Outcome	Latest Note
LAA D57	Agree baseline and targets for 2010 onwards	Nigel Johnson	28 Feb 2010	 Action Completed	Officers are about to embark on a process to work with each RSL who have stock in the town on how this can be achieved.
CORP HO05.1	Review the impact of Choice Based Lettings on vulnerable people	Lynda Igoe	31 Mar 2010	 Action Not completed	Consultation on the overall review has been delayed due to the impact of stock transfer at Stockton and the sub regional partnership for the Common Allocation Policy and CBL system has agreed to delay the commencement of consultation until July. This area of work continues to be a priority and will be included in next year's improvement plan.

Code	Action	Assigned To	Due Date	Expected Outcome	Latest Note
CORP HO07.1	Encourage the use of CBL for RSL and private landlords	Lynda Igoe	31 Mar 2010	 Action Completed	Accredited private landlords are routinely encouraged to advertise their vacancies through CBL and this has been adopted in ongoing procedures. Work will continue with this on an ongoing basis with further promotion of the scheme carried out at all appropriate opportunities such as the Landlords Forum.
CORP HO08	Open the Housing Options Centre	Lynda Igoe	31 Mar 2010	 Action Completed	
LAA D04	Produce Housing Strategy for People with Learning Disability	Neil Harrison	31 Mar 2010	 Action Completed	Draft and easy read version of Housing care and support strategy completed, to present to future partnership board for consideration. Also to include in Older Persons strategy group.
LAA D53	Review the provision of adaptations across social housing sector	Nigel Johnson	31 Mar 2010	 Action Completed	This has been discussed at the Housing Partnership & a wider review is now underway.
LAA D56	Work with accredited private landlords to get their agreement to use CBL for their stock	Lynda Igoe	31 Mar 2010	 Action Completed	Accredited private landlords are routinely encouraged to advertise their vacancies through CBL and this has been adopted in ongoing procedures. Work will continue with this on an ongoing basis with further promotion of the scheme carried out at all appropriate opportunities such as the Landlords Forum.