

Housing Strategy Action Plan 2015-18

Monitoring Report – Quarter 2 July-September 2015

Delivery and Monitoring

The Medway Strategic Housing Partnership Board was established in 2007 as a forum of key public and private players involved in housing, brought together to help deliver decent and safe homes for all residents living in Medway.

The action plan sets out the actions we will take forward, and each action has a timescale and a target or performance indicator to achieve. Actions may have one or more organisations leading or contributing to its implementation.

The actions are flexible and may alter to meet changing circumstances, but are all based on achieving the vision and priorities. Many actions and projects are well underway and some have already been noted within this strategy.

It is important that the action plan is monitored to ensure that progress is on target, (especially in these changing times), and to ensure that our actions remain the right ones.

The Strategic Housing Partnership Board will monitor progress of the action plan on a quarterly basis and separate task and finish groups will be set up to carry out specific projects meet the outcomes of the strategy.

Strategic Priority One – Increase the SUPPLY of suitable and affordable homes

Action Point	ACTION	Target Date	TARGET OUTCOME	ACHIEVEMENTS TO DATE	2015/16				2016/17				2017/18			
					Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar
1.1	Work with partners to deliver at least 204 additional affordable homes a year	Monitored annually	Delivery of additional affordable homes	115 Units have been completed in the first 2 quarters of 2015-16	37	78										
1.2	Secure at least £20m worth of investment in new affordable housing per year	Monitored annually	Delivery of additional affordable homes	115 units delivered to the estimated value of £13 million	☺	☺										
1.3	Deliver a mix of affordable housing in line with local planning policy	On-going	Housing delivered to meet local need	A mix of units has been delivered in line with planning policy	☺	☺										
1.4	10% of additional affordable homes to be for larger families each year	On-going scheme by scheme basis	Increase the number of larger families assisted to secure suitable, appropriate housing	1x5 and 3x4 bed houses were delivered in Quarter 2 of 2015-16. Further schemes on line for completion this year	☺	☺										
1.5	Work closely with social care to ensure that a choice of specialist housing and support is available to meet the identified needs of the elderly, disabled and other vulnerable people	Ongoing	Homes delivered that meet identified local need	3x1 bed wheelchair unit delivered in Quarter 2, a further 125 Extra Care units now have planning permission and funding secured.	☺	☺										

1.6	Maintain the level of long-term empty homes below 1.6% of the total private sector stock	Monitored annually	Minimise the impact of empty homes on local communities and to make best use of existing housing	0.84% of the private sector stock is currently long term empty	0.97 %	0.84 %											
1.7	Work to bring back into use at least 100 empty properties per year	Monitored annually	Minimise the impact of empty homes on local communities and to make best use of existing housing	Work ongoing to bring empty properties back into use with 56 for the YTD	😊	😊											

Strategic Priority Two – Improve the QUALITY of homes, environment and people’s lives

Action Point	ACTION	Target Date	TARGET OUTCOME	ACHIEVEMENTS TO DATE	2015/16				2016/17				2017/18				
					Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	
2.1	Work in partnership with Medway CCG, Public Health and social care to develop a action plan to identify targets and deliver improvements which tackle and prevents health inequalities	Action plan developed by September 2015	Health inequalities reduced and a more cohesive service for clients	Collaborative Working Agreement in place to ensure effective development and delivery of service	😊	Action completed											
2.2	Promote awareness of fuel poverty and develop a referral network for health professionals who visit residents in their homes	December 2015	Reduce the level of fuel poverty	Referral system in place. We will be developing this work with Medway Community Health teams in early 2016, once their services are embedded	😊	😊											
2.3	To support 585 vulnerable clients at any one time to access the outcome based floating support service	Monitored annually	Enable people to live independently	225 clients were supported in Quarter 2 with 426 YTD	201	225											
2.4	Review the Council’s Allocations Policy to ensure priority is given to households whose housing conditions have a detrimental impact on their health	April 2016	Allocations policy reviewed	A review of the Allocations Policy is underway, however changes in case law mean that further	😊	😊											

				consideration is required and guidance awaited													
2.5	Increase the membership of the Landlord and Tenant accreditation schemes by 10%	Monitored annually	A professional, well-functioning private rented sector	Work continues to increase membership of both schemes, but currently on track..	☺	☺											
2.6	To deliver four training and accreditation sessions to landlords and agents.	Monitored annually	A professional, well-functioning private rented sector	4 training sessions have been undertaken this year	☺	☺											
2.7	Provide support to 80% of single people and childless couples accessing the KASH service that results in homelessness being prevented	Monitored quarterly	A professional, well-functioning private rented sector	83% of those assisted through the scheme were prevented from being homeless. Current arrangements end in next quarter future options are being explored.	☺	☺											
2.8	Licence or take enforcement action in respect of 100% of licensable HMOs and continue to inspect properties, responding to issues raised by landlords and agents. Where appropriate, ensure relevant standards are met in line with the Council's Enforcement Policy.	Monitored quarterly	A professional, well-functioning private rented sector	There are 115 Licensable HMO's all of which are either licensed or being licensed.	☺	☺											
2.9	Improve the housing conditions in the private rented section by using enforcement action to tackle rogue landlords	Monitored quarterly	A professional, well-functioning private rented sector	Work is progressing and resulting in improvements in the standards of management and housing conditions. With prosecutions continuing.	☺	☺											

2.10	Promote awareness of the Lettings Agent Redress scheme and work to ensure compliance through the Landlords Forum	On-going	A professional, well-functioning private rented sector	Work ongoing all known landlords are registered with the scheme	😊	😊											
2.11	Develop an action plan with the Community Safety Partnership and Housing Associations to address identified needs	Action plan developed by December 2015	A living environment which is clean, safe and green	Work ongoing	😊	😊											
2.12	Work with Housing Associations operating in Medway to ensure that all residents are provided with clear guidance and advice on suitable behaviour and support them to take action where issues arise	Monitored annually	A living environment which is clean, safe and green	Work ongoing	😊	😊											
2.13	Continue to work as part of the community engagement initiatives and deal appropriately with all housing related issues identified.	Monitored annually	A living environment which is clean, safe and green	Initiatives continue. Current work focusing on CSE in partnership with the Police, with enforcement and housing assistance provided to households identified.	😊	😊											
2.14	Develop an action plan with social care to deliver dementia friendly communities	Monitored annually	A living environment which is clean, safe and green	Housing have had an involvement in the Dementia Strategy 2015 and will be part of the Dementia Alliance	😊	😊	Action Completed										
2.15	Deliver and review a pilot project to support those with Learning Disabilities to live independently and sustainably within their communities	Pilot delivered by December 2015 and reviewed by April 2016	A living environment which is clean, safe and green	Jigsaw project is ongoing	😊	😊											
2.16	All affordable housing to meet the HCA Design and Quality Standards, Lifetime Homes Standards, Secure by Design Standards and HAPPI design standards	On-going on a scheme by scheme basis	Good quality, new affordable housing developed	All units meet the standards	😊	😊											

Strategic Priority Three – Promote SUSTAINABILITY by supporting people within their community

Action Point	ACTION	Target Date	TARGET OUTCOME	ACHIEVEMENTS TO DATE	2015/16				2016/17				2017/18				
					Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	
3.1	Work in partnership with social care to review and develop a new model of accommodation for older people	Review undertaken by December 2015	Older people living in suitable accommodation which enables them to live independently	Review has been completed and work is ongoing to combine the model with Adult Social Care and Public Health.	☺	☺											
3.2	Review the use of telecare and telehealth services to help people live independently in their homes and commission and deliver new services based on the outcome	Review undertaken by April 16	Older people living in suitable accommodation which enables them to live independently	To be included in procurement of specialist support for older people based on joint needs assessment	☺	☺											
3.3	Work with Medway CCG and social care to develop an effective discharge-to-assess model	Model developed by April 2016	Older people living in suitable accommodation which enables them to live independently	Work ongoing to review hospital discharge process with the CCG	☺	☺											
3.4	Develop a pathway in partnership with health and social care to support vulnerable older people to maintain or secure suitable accommodation	Pathway developed by December 2015	Older people living in suitable accommodation which enables them to live independently	Needs assessment completed, developing plan in association with Social Care and Public Health	☺	☺											
3.5	Ensure dedicated, suitable advice, advocacy and support is provided to older people and clients with physical disabilities in respect of housing issues	Pilot developed by April 2016	Older people living in suitable accommodation which enables them to live independently	Initial scoping underway	☺	☺											
3.6	Develop an action plan with Public Health, social care, Medway CCG and housing providers in Medway to tackle social isolation in older people	Action plan developed by April 2016	Older people living in suitable accommodation which enables them to live independently	Work ongoing	☺	☺											

3.7	Provide Disabled Facilities Grants where appropriate and work with social care and Medway CCG to review the way in which this assistance is provided	Annually monitored	People living in homes which enable independent living	55 adaptations provided for YTD	33	22												
3.8	Work with partners to review and develop integrated services that meet the housing needs of people with physical disabilities through the Better Care Fund	April 2016	People living in homes which enable independent living	Work is ongoing with Social Care	😊	😊												
3.9	Implement a new outcome based support service for clients affected by domestic abuse that provides advice, IDVA service, floating support and refuges	April 2015	Clients experiencing Domestic Abuse are supported to live independently	Complete service re-tendered and now operational	Action Completed. Outcomes monitored via the Housing Related Support Contracts													
3.10	Review the provision of the Sanctuary scheme and commission services that will best meet the needs of clients	Review undertaken by September 2015	Clients experiencing Domestic Abuse are supported to live independently	Work ongoing and review to be finalised following introduction of new specialist support contract	😊	😐												
3.11	Actively participate in the MARAC to ensure that clients affected by domestic abuse are supported through the multi-disciplinary process and are provided with appropriate housing options	Monitored quarterly	Clients experiencing Domestic Abuse are supported to live independently	Ongoing 100% attendance at MARAC since year start.	😊	😊												
3.12	Support at least 40 offenders/ex-offenders at any one time to help secure and maintain accommodation	Monitored quarterly	Offenders/ex-offenders are supported to live independently	32 clients were supported in Quarter 2	29	32												
3.13	Work with partners to ensure a smooth transition for ex-offenders moving back into the community	Pathway developed by December 2015	Offenders/ex-offenders are supported to live independently	Engaging with Multi Agency Public Protection Assessment. 5 clients moved on from supported schemes	😊	😊												

3.14	Review arrangements to support MAPPA to help offenders resettle and reduce the risk of reoffending	Review undertaken by September 2015	Offenders/ex-offenders are supported to live independently	Review completed revised service model implemented for panel meetings	😊	😊	Action Completed Arrangements monitored by MAPPA Board												
3.15	In partnership with social care review and develop suitable accommodation options for those with mental health issues	Undertake a needs assessment by December 2015	Clients with Mental Health issues are supported to live independent lives	Work Ongoing	😊	😊													
3.16	Work in partnership with health and Social Care to develop the role housing has to play in dealing with co-morbid cases	Developed by June 2015	Clients with Mental Health issues are supported to live independent lives	Specialist role established by social care, following pilot role now being reviewed.	😊	😐													
3.17	Formalise the dedicated mental health housing link worker role	April 2015	Clients with Mental Health issues are supported to live independent lives	Specialist role established by social care.	😊	😊	Completed												
3.18	Work with social care to replicate the mental health link worker role with other vulnerable client groups	December 2015	Vulnerable clients are supported to live independent lives	Work ongoing with children and families due to start in next quarter.	😊	😊													
3.19	Develop the Local Offer in partnership with social care to provide housing information and advice for clients with learning difficulties	Monitored quarterly	Vulnerable clients are supported to live independent lives	Local Offer developed	Action Completed. To be reviewed annually														
3.20	Develop a housing pathway in Medway for young people with SEND in partnership social care	Pathway developed by June 2015	Vulnerable clients are supported to live independent lives	Work ongoing to develop pathway. Awaiting outcome of visioning work undertaken by Social Care	😊	😐													
3.21	Undertake in partnership with social care needs analysis of people with young SEND and adults with learning disabilities	Needs assessment by October 2015	Vulnerable clients are supported to live independent lives	Awaiting outcome of visioning work undertaken by Social Care	😊	😐													

3.22	To support those families being assisted as part of the MAFF initiative to secure and maintain appropriate accommodation	Monitored quarterly	Troubled families are aided to turn their lives around	Housing attending the Early Help Panel on a regular basis to help identify cases for early intervention.	😊	😊											
3.23	To increase the number of cases where homelessness is prevented	Monitored quarterly	Vulnerable clients are supported to live independent lives. Troubled families are aided to turn their lives around	The number of applications is down from 720 to 636 against the same period last year.	😊	😊											
3.24	To manage the use of temporary accommodation	Monitored quarterly	Vulnerable clients are supported to live independent lives. Troubled families are aided to turn their lives around	The number of households in temporary accommodation has reduced by 1% for the YTD compared to an increase of 43% for the same period last year.	😊	😊											

Strategic Priority four – Improve the FLEXIBILITY of accommodation

Action Point	ACTION	Target Date	TARGET OUTCOME	ACHIEVEMENTS TO DATE	2015/16				2016/17				2017/18				
					Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	Apr-Jun	Jul-Sep	Oct-Dec	Jan-Mar	
4.1	Work with partners to review and refresh our Tenancy Strategy	April 2016	Best use of the existing housing stock and people supported to live independent lives	Tenancy Strategy to be reviewed by April 2016	😊	😊											
4.2	Work in partnership with Housing Associations to promote the use of mutual exchanges	Monitor quarterly	Best use of the existing housing stock and people supported to live independent lives	Work Ongoing. Mutual exchanges are promoted through the Kent Homechoice online system and information targeted to clients	12	10											

4.3	Ensure that adapted properties are suitably and clearly advertised through Homechoice	Monitor quarterly	Best use of the existing housing stock and people supported to live independent lives	Properties advertised through Kent Homechoice detail adaptations	😊	😊										
4.4	Review the accommodation available for Young People in Medway and develop an action plan in association with social care to meet identified need	Review undertaken by September 2015	Young people are supported to live independent lives	Platform for life bid submitted to the HCA for Russell House to accommodation for young people outcome awaited.	😊	😊										

Quarter 2 Performance

Total Actions	51
Actions completed	6
Actions on target	41
Actions off target	4