

Housing Strategy Action Plan 2015-18

Monitoring Report To 31 September 2016

Strategic Priority One – Increase the SUPPLY of suitable and affordable homes				
Action Point	Action	Target Date	Target Outcome	Progress to Date
1.1	Work with partners to deliver at least 204 additional affordable homes a year	Monitored annually	Delivery of additional affordable homes	Off target: 38 additional homes have been completed in the first two quarters of 2016/17 and further 251 are currently on site but due to slippage in some of the schemes the annual target will not be met, as the units will be delivered in the next year, they will be delivered but later than expected.
1.2	Secure at least £20m worth of investment in new affordable housing per year	Monitored annually	Delivery of additional affordable homes	On target: Over the 18 months of the strategy in excess of £31.5m has been invested into affordable housing in Medway
1.3	Deliver a mix of affordable housing in line with local planning policy	On-going	Housing delivered to meet local need	On target: 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	On target: Of those homes completed 12% were 3 bed or more
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	On-going	Homes delivered that meet identified local need	On target: 8 wheelchair standard units have been completed, with 75% of all other homes being accessible under the Lifetime Homes Standard and construction is underway of 125 Extra Care units
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	On Target: 0.88% of properties in the private sector were empty for longer than 6 months at the end of September

			make best use of existing housing	2016
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	On target: Work ongoing to bring empty properties continue with 61 brought back into use for the YTD

Strategic Priority Two – Improve the QUALITY of homes, environment and people’s lives				
Action Point	Action	Target Date	Target Outcome	Progress to Date
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	Action Completed: A Collaborative Working Agreement is in place to ensure effective development and delivery of services
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	On Target: A referral system is in place and will be continued to be developed with Medway Community Health services
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	On Target: We are on track to meet this target by the end of the year and have supported just under 300 vulnerable clients YTD
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	On hold: We are awaiting further detail from the Government to inform the planned review
2.5	Increase the membership of	Monitored	A professional, well-	On Target: We are continuing to

	the Landlord and Tenant accreditation schemes by 10%	annually	functioning private rented sector	develop the schemes via the Landlord's Forum. We are also working with Children's Services to promote the Tenant Accreditation scheme amongst their clients
2.6	To deliver four training and accreditation sessions to landlords and agents.	Monitored annually	A professional, well-functioning private rented sector	On Target: Four training sessions have been undertaken this year and more are planned.
2.7	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	On Target: There are 115 Licensable HMO's in Medway and 100% are either licensed or being licensed
2.8	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	On Target: Work continues to improve the standards of management and housing conditions and just under 200 properties have been improved YTD
2.9	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	On Target: Work is ongoing and all known landlords are registered with the scheme for have been improved
2.10	Work with Housing Associations operating in Medway to ensure that all residents are provided with clear guidance and advice on suitable behaviour and support	Monitored annually	A living environment which is clean, safe and green	On Target: Housing Associations work on a case by case basis to promote suitable behaviour amongst their residents. Work will continue to address issues as they arise and ensure that standards are met and support

	them to take action where issues arise			provided. Referrals for support continue to be made for floating support
2.11	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	On Target: Initiatives continue. Current work focusing on intelligence led issues including a number of serious crime prevention initiatives, work progressing with police, social care, DWP and Boarder Agency.
2.12	Develop an action plan with social care to deliver dementia friendly communities	Monitored annually	A living environment which is clean, safe and green	Action Completed: Housing have had an involvement in the Dementia Strategy 2015 and will be part of the Dementia Alliance
2.13	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	Action Completed: Jigsaw project has now been completed and Housing Management formed part of the pilot
2.14	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	On Target: 100% of the new affordable homes meet the standards

Strategic Priority Three – Promote SUSTAINABILITY by supporting people within their community				
Action Point	Action	Target Date	Target Outcome	Progress to Date
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	Action Completed: Review has been completed and work is ongoing to combine the model with Adult Social Care
3.2	Review the use of telecare and	Review	Older people living in	On Target: To be included in

	telehealth services to help people live independently in their homes and commission and deliver new services based on the outcome	undertaken by April 17	suitable accommodation which enables them to live independently	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	Action Completed: Discharge protocol is in place 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	Action Completed: Needs assessment has been completed and we are 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	Developed by April 2017	Older people living in suitable accommodation which enables them to live independently	On Target: Initial scoping exercise is 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 2017	Older people living in suitable accommodation which enables them to live independently	On Target: Work underway. Providers have introduced new models of support for older people who are accommodated within their general needs stock
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	On Target: 116 DFGs were completed in 2015/16 and a further 49 in the first 2 quarters of 2016/17
3.8	Work with partners to review and develop integrated	April 2017	People living in homes which enable	On Target: Social Care are leading on delivering the Better Care Fund and we

	services that meet the housing needs of people with physical disabilities through the Better Care Fund		independent living	will continue to work with them to develop the approach
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	Action Completed: New service has been commissioned. A quality assessment was undertaken in August 2016
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	Action Completed: the Sanctuary scheme will be included as part of the wider re-commissioning of Domestic Abuse services across Medway Council
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	On Target: MARAC meetings take place weekly. 100% attendance from Housing
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	On Target: We continue to support ex-offenders to secure and maintain accommodation and are on track to meet the target by the end of the year
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	Action Completed: A pathway is in place and we continue to engage with the Multi Agency Public Protection Assessment to support ex-offenders moving back into the community
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	Action Completed: Review has been completed and a revised service model implemented for panel meetings

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 2017	Clients with Mental Health issues are supported to live independent lives	On Target: We continue to work with Social Care to identify accommodation options
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	Action Completed: Specialist role established by social care as a pilot. The role is 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	Off Target: Funding has been withdrawn for the Mental Health link worker role. Social Care are considering options to continue this role
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	Action Completed: A specialist worker has been recruited within Children's Services to assess 16/17 year olds. A resource has been identified within Children's Services to act as a link worker
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	Action Completed: Local Offer in place
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	Action Completed: A housing pathway is in place and will be further developed following the 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	Off Target: Awaiting outcome of needs assessment to be undertaken by Social Care
3.22	To support those families being assisted as part of the	Monitored quarterly	Troubled families are aided to turn their lives	On Target: Housing attend the Early Help Panel on a regular basis to help

	MAFF initiative to secure and maintain appropriate accommodation		around	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	On Target: Homelessness was prevented in 355 cases in 2015/16 and a further 234 cases in the first 2 quarters of 2016/17. The amount of successful prevention work undertaken by the Housing Options team continues to increase
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	Off Target: At the end of September 2016 there were 306 households in temporary accommodation. The number of households in temporary accommodation in Medway per 1,000 households is 2.7 which is below the national average of 3.15 and considerably below the London level of 14.72

Strategic Priority four – Improve the FLEXIBILITY of accommodation				
Action Point	Action	Target Date	Target Outcome	Progress to Date
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	Action Completed: A review of the Tenancy Strategy has been undertaken
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	On Target: Mutual exchanges are promoted through the Kent Homechoice online system and information targeted to clients
4.3	Ensure that adapted properties are suitably and clearly	Monitor quarterly	Best use of the existing housing stock and people	On Target: Properties advertised through Kent Homechoice detail

	advertised through Homechoice		supported to live independent lives	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	Action Completed: Review undertaken and needs identified. Accommodation has been identified with providers to accommodate 16/17 year olds on licence until they are able to have a tenancy

Performance Summary

Actions Completed	16
Actions On Target	28
Actions Off Target	4
Actions On Hold	1
Total Actions	49