

Housing Strategy Action Plan 2015-18

Appendix 1



Generated on: 08 November 2017

Action Status		PI Status	
	Cancelled		Alert
	Overdue; Neglected		Warning
	Unassigned; Check Progress		OK
	Not Started; In Progress; Assigned		Unknown
	Completed		Data Only

Title																
Housing Strategy Action Plan 2015-18																
Title																
1. Increase the supply of suitable and affordable homes																
Action	Short Name	2015/16		2016/17		Current Target	Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18		2017/18	
		Value	Status	Value	Status		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
HSAP_1.1	Number of affordable homes delivered	172		91		204	Not measured for Quarters									
HSAP_1.2	Amount of investment secured for new affordable homes					£20,000,000.00	Not measured for Quarters									
HSAP_1.4	% of affordable homes for larger families			0%			Not measured for Quarters									
HSAP_1.4a	Number of affordable homes for larger families			0			Not measured for Quarters									
HSAP_1.6	% of long term empty homes in the private sector stock			0.99%		1.6%										
HSAP_1.7	Number of empty homes brought back into use	0		0			Not measured for Quarters								0	

Code & Title	Assigned To	Due Date	Progress Bar	Status	Latest Note	Latest Note Date
HSAP_1.03 Deliver a mix of affordable housing in line with local planning policy	Arron Nicholls	31-Mar-2018	<div style="border: 1px solid black; width: 100px; height: 20px; background-color: #add8e6; display: flex; align-items: center; justify-content: center;">75%</div>		in Quarter 1 2017/18 4 Shared Ownership homes were completed and 18 affordable Rented	11-Jul-2017

Code & Title	Assigned To	Due Date	Progress Bar	Status	Latest Note	Latest Note Date
HSAP_1.05 Work with social care to ensure that a choice of specialist housing and support is available.	Arron Nicholls	31-Mar-2018	<div style="width: 75%;"><div style="background-color: #4f81bd; width: 75%;"></div></div> 75%		2 extra care schemes are under construction and discussions are being help with RP's to provide specialist accommodation on S106 sites	11-Jul-2017










Title																
2. Improve the quality of homes environments and peoples lives																
Action	Short Name	2015/16		2016/17		Current Target	Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18		2017/18	
		Value	Status	Value	Status		Value	Status	Value	Status	Value	Status	Value	Status	Value	Status
HSAP_2.5a	Total number of Medway Landlords accredited	16					Not measured for Quarters									
HSAP_2.5b	Total number of people who have attended the tenant accreditation courses	91		78			Not measured for Quarters									
HSAP_2.6	Number of training sessions delivered to landlords	4		4		4	Not measured for Quarters									
HSAP_2.8a	Number of HMOs Licensed	115		121												
HSAP_2.8b	Number of licensable HMOs working towards gaining a licence	10		14												

Code & Title	Assigned To	Due Date	Progress Bar	Status	Latest Note	Latest Note Date
HSAP_2.01 Work with Medway CCG, Public Health and Social Care to develop an action plan that identifies targets and delivers improvements that tackle and prevent health inequalities.	Lere Idowu; Helen Miller	30-Apr-2017	<div style="width: 100%;"><div style="background-color: #4f81bd; width: 100%;"></div></div> 100%		A collaborative working agreement is in place to ensure effective development and delivery for services, however we are now working towards an updated version.	04-May-2017
HSAP_2.02 Promote awareness of fuel poverty and develop a referral network for health professionals who visit residents in their homes.	Lere Idowu; Helen Miller	31-Mar-2018	<div style="width: 75%;"><div style="background-color: #4f81bd; width: 75%;"></div></div> 75%		A mailshot was sent out in July 2017 to all Medway residents informing them of the Warm Homes Scheme offering Medway residents discounted insulation and energy efficient replacement boilers. PRS team advise landlords on corrective actions to prevent excess cold.	08-Nov-2017
HSAP_2.03 Support 270 vulnerable clients at any one time to access the outcome based floating support service.	Chris Giles	31-Mar-2018	<div style="width: 75%;"><div style="background-color: #4f81bd; width: 75%;"></div></div> 75%		Support clients to capacity of service 180 Generic, 50 Substance Misuse, 40 Domestic Abuse. This is monitored on a quarterly basis and subject to annual quality monitoring visits.	08-Nov-2017
HSAP_2.04 Review the Council's Allocations Policy to ensure priority is given to households whose housing conditions have a detrimental impact on their health	Tracy Chambers	31-Mar-2018	<div style="width: 60%;"><div style="background-color: #4f81bd; width: 60%;"></div></div> 60%		Research has been carried out and the policy has been reviewed. An options paper with Cllr Doe for consideration. Further work on this will need to follow the guidelines due to come out regarding the Homelessness Prevention Act. Action currently on hold pending decision from portfolio holder.	08-Nov-2017
HSAP_2.07 Provide support to 80% of single people and childless couples accessing the KASH service that results in homelessness being prevented		31-Mar-2018	<div style="width: 0%;"><div style="background-color: #4f81bd; width: 0%;"></div></div> 0%		This service has now ceased operation as this was a commissioned service under a time limited central government grant.	07-Sep-2016


Code & Title	Assigned To	Due Date	Progress Bar	Status	Latest Note	Latest Note Date
HSAP_2.09 Improve the housing conditions in the private rented sector by using enforcement actions to tackle rogue landlords.	Victor Gouldstone	31-Mar-2018	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		The rogue landlord initiative ended in 2015. The private sector housing team continues to improve the standards of management and housing conditions.	22-Jun-2017
HSAP_2.10 Promote awareness of the Lettings Agent Redress scheme and work to ensure compliance through the Landlords Forum.	Victor Gouldstone	31-Mar-2018	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		Work is ongoing and all known landlords who should be registered are registered with the scheme and standards are maintained	15-Dec-2016
HSAP_2.11 Develop an action plan with the Community Safety Partnership and Housing Associations to address identified needs	Rachel Britt	30-Apr-2017	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		Action Completed. Housing have been involved in the Dementia Strategy 2015 and will be part of the Dementia Alliance	15-Dec-2016
HSAP_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	Chris Giles	31-Dec-2017	<div style="width: 50%;"><div style="width: 50%; background-color: #4f81bd; color: white; text-align: center;">50%</div></div>		We work closely with MHS to ensure that people who may need support are identified and supported early. The HRA benchmark issues with MHS to ensure the emerging themes are identified. We are currently compiling individual Registered Provider responses to ensure that there is consistency in the message given to residents.	08-Nov-2017
HSAP_2.13 Continue to work as part of the Community Engagement initiative and deal appropriately with all housing related issues as a result of the 'street week' work	Rachel Britt	31-Dec-2016	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		The council is part of the project to address serious organised crime. Mark Breathwick has attended and the project will contact us when our input is needed.	28-Jun-2017
HSAP_2.14 Develop an action plan with social care to deliver dementia friendly communities	Lere Idowu; Helen Miller	31-Mar-2018	<div style="width: 75%;"><div style="width: 75%; background-color: #4f81bd; color: white; text-align: center;">75%</div></div>		'Dementia friendly 'practice has been put into use during the design of our extra care schemes. Floors are colour graded to assist in people navigating their way around the scheme. Shelves with pictures and personal items are used to help people identify their flat.	08-Nov-2017
HSAP_2.15 To deliver and review a pilot project to support those with Learning Disabilities to live independently and sustainably within their community	Rachel Britt	30-Apr-2016	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		Pilot project has ended. Jigsaw project has now completed and the housing management formed part of the pilot	15-Dec-2016
HSAP_2.16 All affordable housing to meet the HCA Design and Quality Standards, Lifetime Homes Standards, Secure by Design Standards and HAPPI design standards	Arron Nicholls	31-Mar-2018	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		Life Time Homes has been replaced by the Nationally Described Space Standards	11-Oct-2016

Title
3. Promoting sustainability by supporting people within their community






Action	Short Name	2015/16		2016/17		Current Target	Q1 2017/18		Q2 2017/18		Q3 2017/18		Q4 2017/18		2017/18	
		Value	Status	Value	Status		Value	Status	Value	Status	Value	Status	Value	Status		
HSAP_3.23	Number of successful Homeless Preventions/Reliefs	355		395			65		95						160	
HSAP_3.24	Number of households living in temporary accommodation	259		351		350	327		354						354	

Code & Title	Assigned To	Due Date	Progress Bar	Status	Latest Note	Latest Note Date
HSAP_3.01 Work in partnership with social care to review and develop a new model of accommodation for older people	Rachel Britt	31-Dec-2016	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		Action completed; review has been completed and work is ongoing to combine the model with Adult Social Care	15-Dec-2016
HSAP_3.02 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	Chris Giles	31-Mar-2018	<div style="width: 60%;"><div style="width: 60%; background-color: #4f81bd; color: white; text-align: center;">60%</div></div>		Strategic Housing currently fund telecare in commissioned sheltered services and community alarms a wider range of older people's provision. Telecare is also used in our extra care services. Review of this will be dependent on the outcome of the changes to supported housing funding, which will replace current funding with a standardised 'sheltered rent' covering rent and eligible service charges. Project on hold.	08-Nov-2017
HSAP_3.03 Work with Medway CCG and social care to develop an effective discharge-to-assess model	Rachel Britt	30-Apr-2017	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		Action Completed. Discharge protocol is in place with the CCG	15-Dec-2016
HSAP_3.04 Develop a pathway in partnership with health and social care to support vulnerable older people to maintain or secure suitable accommodation	Chris Giles	31-Mar-2018	<div style="width: 50%;"><div style="width: 50%; background-color: #4f81bd; color: white; text-align: center;">50%</div></div>		A 'long term care and accommodation strategy' will set out plans to support people in ways that promote independence, including development of more alternatives to residential/nursing care. This includes 2 new extra care schemes that are due to come on-line in Medway over the next year. A new model of practice called '3 conversations' is being rolled out across Adult Social Care which aims to support more people to live independently in their own homes. Further housing action will be dependent on ongoing discussions with Adult Social Care.	08-Nov-2017
HSAP_3.05 Ensure dedicated, suitable advice, advocacy and support is provided to older people and clients with physical disabilities in respect of housing issues	Chris Giles	31-Mar-2018	<div style="width: 60%;"><div style="width: 60%; background-color: #4f81bd; color: white; text-align: center;">60%</div></div>		We have worked with MHS to agree a variation in use of some of their sheltered provision. There is now a dedicated block catering for people with physical health needs in the 35-64 age group. We have also carried out discussions with existing sheltered providers around capacity for delivering support more flexibly.	08-Nov-2017
HSAP_3.06 Develop an action plan with Public Health, social care, Medway CCG and housing providers in Medway to tackle social isolation in older people.	Chris Giles	31-Mar-2018	<div style="width: 50%;"><div style="width: 50%; background-color: #4f81bd; color: white; text-align: center;">50%</div></div>		We have worked with MHS and they have developed a model of community outreach to older MHS tenants to provide additional support. We have also explored redirecting a proportion of our in-house sheltered HRA resource to community outreach and will include this in an options paper to be delivered by end March 2018.	08-Nov-2017
HSAP_3.07 Provide Disabled Facilities Grants where appropriate and work with social care and Medway CCG to review the way in which this assistance is provided.	Lloyd Rees	30-Apr-2017	<div style="width: 100%;"><div style="width: 100%; background-color: #4f81bd; color: white; text-align: center;">100%</div></div>		116 DFGs were completed in 2015-16. 140 DFGs were completed in 2016-2017. We work with social care for every case.	14-Jun-2017
HSAP_3.08 Work with partners to review and develop integrated services that meet the housing needs of people with physical disabilities through the Better Care Fund	Mark Breathwick	31-Mar-2018	<div style="width: 50%;"><div style="width: 50%; background-color: #4f81bd; color: white; text-align: center;">50%</div></div>		Housing has a representative on the Getting Better Together group which replaces the Better Care Fund. Ongoing discussions are being had around use of Disabled Facilities Grant. Allocations panel are in place to ensure needs of Medway residents are served through Extra Care schemes.	08-Nov-2017
HSAP_3.09 Implement a new outcome based support service for clients affected by domestic abuse that provides advice, IDVA service, floating support and refuges	Chris Giles	31-Mar-2018	<div style="width: 75%;"><div style="width: 75%; background-color: #4f81bd; color: white; text-align: center;">75%</div></div>		Services have been reviewed, refuges will remain under current contract until June 2019 and non accommodation based aspects will be recommissioned in 2018, date to be confirmed with partnership commissioning.	02-Nov-2017

Code & Title	Assigned To	Due Date	Progress Bar	Status	Latest Note	Latest Note Date
HSAP_3.10 Review the provision of the Sanctuary scheme and commission services that will best meet the needs of clients	Chris Giles	30-Apr-2017	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%		Provision of Sanctuary scheme reviewed in July 2017, service will continue and we will increase the range of outcomes reported on.	02-Nov-2017
HSAP_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	Tracy Chambers	31-Mar-2018	<div style="width: 75%;"><div style="width: 75%;"></div></div> 75%		Continued attendance at MARAC from the service and all actions carried out following the meeting.	10-Apr-2017
HSAP_3.12 Support at least 40 offenders/ex-offenders at any one time to help secure and maintain accommodation.	Chris Giles	31-Mar-2018	<div style="width: 75%;"><div style="width: 75%;"></div></div> 75%		This is reviewed through quarterly monitoring on utilisation and throughput of 41 commissioned units. The quality of service delivered is formally confirmed through detailed annual inspection under the Quality Assessment Framework (QAF).	08-Nov-2017
HSAP_3.13 Work with partners to ensure a smooth transition for ex-offenders moving back into the community	Chris Giles	31-Mar-2018	<div style="width: 75%;"><div style="width: 75%;"></div></div> 75%		A pathway is in place and we continue to engage with MAPPA to support ex-offenders moving back into the community.	08-Nov-2017
HSAP_3.14 Review arrangements to support MAPPA to help offenders resettle and reduce the risk of reoffending	Mark Breathwick	31-Mar-2018	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%		Action Completed; The review is completed and a revised service model implemented for panel meetings	15-Dec-2016
HSAP_3.15 In partnership with social care review and develop suitable accommodation options for those with mental health issues	Chris Giles	31-Mar-2018	<div style="width: 75%;"><div style="width: 75%;"></div></div> 75%		Monthly Joint Operations Group meeting attended and individual cases are discussed at blue light meeting with regards to street homelessness.	02-Nov-2017
HSAP_3.16 Work in partnership with health and Social Care to develop the role housing has to play in dealing with co-morbid cases	Chris Giles	30-Sep-2017	<div style="width: 50%;"><div style="width: 50%;"></div></div> 50%		Action covered by Health and Social Care input into our strategy consultation and mapping their anticipated need. Further action will be progressed following the completion of the Adult Social Care restructure. Project on hold.	08-Nov-2017
HSAP_3.17 Formalise the dedicated mental health housing link worker role	Rachel Britt	30-Apr-2016	<div style="width: 50%;"><div style="width: 50%;"></div></div> 50%		This has been discussed with at the monthly JOG meeting with KMPT and ASC. This is currently on hold while adult social care undergoes a restructure. Project on Hold	08-Nov-2017
HSAP_3.18 Work with social care to replicate the mental health link worker role with other vulnerable client groups	Rachel Britt	30-Apr-2017	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%		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	15-Dec-2016
HSAP_3.19 Develop the Local Offer in partnership with social care to provide housing information and advice for clients with learning difficulties	Rachel Britt	30-Apr-2016	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%		Action completed, Local Offer in place.	07-Sep-2016
HSAP_3.20 Develop a housing pathway in Medway for young people with SEND in partnership social care	Rachel Britt	30-Apr-2017	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%		Action Completed: A housing pathway is in place and will be further developed following the outcome of visioning work undertaken by social care	15-Dec-2016
HSAP_3.21 Undertake in partnership with social care needs analysis of people with young SEND and adults with learning disabilities	Chris Giles	30-Apr-2017	<div style="width: 100%;"><div style="width: 100%;"></div></div> 100%		Analysis of this cohort has been carried out and Housing are included in a bi monthly steering group looking at how this group is catered for led by the Project Management Office.	08-Nov-2017

Code & Title	Assigned To	Due Date	Progress Bar	Status	Latest Note	Latest Note Date
HSAP_3.22 To support those families being assisted as part of the MAFF initiative to secure and maintain appropriate accommodation	Chris Giles	31-Mar-2018	<div style="width: 75%;"><div style="background-color: #4F81BD; color: white; text-align: center; padding: 2px;">75%</div></div>		Housing regularly attend the Early Help Panel to identify cases for early intervention	15-Dec-2016

Title
4. Improve the flexibility of accommodation

Code & Title	Assigned To	Due Date	Progress Bar	Status	Latest Note	Latest Note Date
HSAP_4.01 Work with partners to review and refresh our Tenancy Strategy	Rachel Britt	30-Apr-2017	<div style="width: 100%;"><div style="background-color: #4F81BD; color: white; text-align: center; padding: 2px;">100%</div></div>		Action Completed: A review of the Tenancy Strategy has been undertaken	15-Dec-2016
HSAP_4.02 Monitor the number of homes converted to Affordable Rent by Housing Associations	Mark Breathwick	31-Mar-2018	<div style="width: 75%;"><div style="background-color: #4F81BD; color: white; text-align: center; padding: 2px;">75%</div></div>		Affordable rented homes are monitored through the Kent Homechoice system so the team maintain an overview of numbers.	08-Nov-2017
HSAP_4.03 Work in partnership with Housing Associations to promote the use of mutual exchanges	Tracy Chambers	31-Mar-2018	<div style="width: 75%;"><div style="background-color: #4F81BD; color: white; text-align: center; padding: 2px;">75%</div></div>		Upgrade to the Homechoice application form now means that applicants can register for a Mutual Exchange when they apply for Homechoice. We also continue to work with housing providers to promote exchanges.	12-Oct-2017
HSAP_4.04 Ensure that adapted properties are suitably and clearly advertised through Homechoice	Chris Giles	31-Mar-2018	<div style="width: 75%;"><div style="background-color: #4F81BD; color: white; text-align: center; padding: 2px;">75%</div></div>		All properties are clearly advertised on Homechoice including known details of adaptations that have been made to the property. Preference is given to applicants that require those adaptations.	23-Oct-2017
HSAP_4.05 Review the accommodation available for Young People in Medway and develop an action plan in association with social care to meet identified need	Chris Giles	31-Dec-2017	<div style="width: 50%;"><div style="background-color: #4F81BD; color: white; text-align: center; padding: 2px;">50%</div></div>		Review of previous actions carried out with Anna Whalen - DCLG funded consultant. Currently working with children's services to align our young people's homelessness action plan with their current work around care leavers.	08-Nov-2017