

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

	Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
1	STRATEGIC WORKING 1(1) Ensure that Rochford Community Strategy takes account of housing issues	<ul style="list-style-type: none"> Input into Community Strategy drafting process 	H	July 2002	HHHCC	Housing Strategy to reflect Community Strategy.	Officer time – cannot be quantified at present.	
	1(2) Ensure that the Corporate Plan continues to incorporate housing issues.	<ul style="list-style-type: none"> Review housing objectives in current Corporate Plan. Revise as necessary for incorporation in updated Corporate Plan. 	H	April 2002	HHHCC	Housing Strategy and Corporate Plan to be consistent.	Officer time – 5 days.	

16.7

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHO – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

16.8

	Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
2	HOUSING & SUPPORT NEEDS LEARNING DISABILITIES 2(1) In partnership with local Social Services team identify the need for learning disabilities accommodation on an annual basis.	<ul style="list-style-type: none"> Consult with learning disabilities team. 	M	April 2002 and annually in April	HC&SO	Numbers and type of housing/support clearly identified for planning/supporting people purposes and any possible bids.	Officer time. Part time Supporting People post - £19,200 funded by specific grant from central Govt. - 15 days.	Target to be revised to August 2002 and annually.
	2(2) Work with ECC and other Essex authorities to meet identified demand for learning disabilities schemes.	<ul style="list-style-type: none"> Participate in Essex-wide study Agree actions needed with ECC and other Districts Formulate proposals to meet identified need in conjunction with ECC and RSL's. 	M	April 2002 May 2002 June 2002	HC&SO } } HC&SO	Study complete and report received. Numbers and type of housing clearly identified. Reach agreement on projects to proceed and identify funding.	Officer time - 2 days. Officer time. SHG may be required but cannot be identified until research completed.	

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHO – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
<p>MENTAL HEALTH</p> <p>2(3) In partnership with local Social Services, identify the need for appropriate accommodation for people who have mental health problems, including the need for additional floating support units.</p>	<ul style="list-style-type: none"> Meet with South Essex Mental Health & Community Care Trust and Community Mental Health team to analyse need for housing and support. 	M	April 2002 and each April thereafter.	HC&SO	Number and type of housing/support clearly identified for planning/supporting people and bid purposes.	Officer time – 10 days. Possible SHG grant, but cannot be agreed until discussions completed. Part time Supporting People post - £19,200 funded by specific grant from central Govt.	Target to be revised to August 2002 and each August thereafter.

16.9

Abbreviations: * Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOOG – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
DOMESTIC VIOLENCE 2(4) Continue to provide financial support to the Essex-wide Women's Refuge Association.	<ul style="list-style-type: none"> Discuss funding requirements through joint work with EHOG. Include provision within draft 2002/3 estimates. 	M	Sept. 2002	HHHCC	Research study completed and report received.	Officer time – 2 days.	
			October 2001	HHHCC	Future years' provision dependent on County-wide study	£9,200 + annual inflation provision.	
2(5) Research need for supported housing in conjunction with EHOG	<ul style="list-style-type: none"> Participate in EHOG research project. 	M	July 2001 (revised to March 2002)	HC&SO	Details of proposals submitted.	Officer time – 2 days.	EHOG research delayed – anticipated early 2002. Target to be revised.

16.10

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOG – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/ Progress
2(5) contd.	<ul style="list-style-type: none"> Agree with EHOG on Rochford District needs identified by the research If need is identified formulate proposals with an RSL partner to bid for safer communities funding 		August 2001	HHHCC	Agreement reached on developments in the District.	Officer time, possible SHG supporting people funding cannot be identified until projects agreed.	EHOG meeting held late October 2001. Agreement not possible as research not completed. Bid estimated by Housing Corporation and partner RSL.
			September 2001	HC&SO	Bid prepared subject to EHOG support.	Officer time. SHG/ land may be required dependent on proposals.	
YOUNG MOTHERS							
2(6) Continue to identify the need for supported accommodation.	<ul style="list-style-type: none"> Analyse information from homelessness staff and teenage pregnancy group Include in Housing Corporation Regional Statement as required. 	M	May 2002	HC&SO	Schemes to be clearly identified.	Officer time – 4 days. P/T Supporting People post £19,200 funded by specific grant from central Govt.	Target to be revised to August 2002.
			July 2002	HC&SO			Regional statements no longer produced.

Abbreviations: * Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOG – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

16 11 91

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
2(7) Identify the need for move-on accommodation in line with the findings of the Supported Housing Move-On Working Group	<ul style="list-style-type: none"> Discuss findings with Working Group 	M	April 2002	HC&SO	No. and type of provision clearly identified for planning/supporting people purposes and bids.	} Officer } time } 4 days. } Possible } SHG/land } require- } ments } depending } on details } of specific } proposals.	Target to be revised to July 2002.
	<ul style="list-style-type: none"> Formulate proposals to meet identified need. 		May 2002	HS&SO	Proposals prepared.	} Part time } Supporting } People } post – } £19,200 } funded by } specific } grant from } central } Govt.	Target to be revised to August 2002.
2(8) continue to be represented on the local Teenage Pregnancy Group.	<ul style="list-style-type: none"> Attend Group Meeting 	M	6 x annually	HC&SO	RDC views taken into account in Group's work and proposals.	Officer time – 3 days to be met from existing resources.	

16.12

Abbreviations:* Importance: H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOOG – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
2(10) Give wider publicity to the availability of the Council's housing register to young people.	<ul style="list-style-type: none"> To incorporate as part of Annual Review of Housing Register. 	M	Sept. 2001	HRHM	Identify need in the District for young people's accommodation. Information on website, tenants newsletter, Information Station, libraries, CAB and other support agencies, schools, etc.	Officer time – 5 days. Minimal production costs to be met from existing budgets.	Revised target April 2002.
2(11) consider the introduction of a lodging scheme for young people in the District.	<ul style="list-style-type: none"> Evaluate Best Practice amongst other housing authorities. 	L	April 2002	HC&SO	Practical scheme identified and implemented if it can be met from existing budget. If not, report to Committee and include in 2005/6 budget.	Officer time – 50 days.. Budget dependent on specific proposals.	Target to be revised to April 2004.

16.14

Abbreviations:* Importance: H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO –Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOH – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
ELDERLY AND FRAIL ELDERLY 2(12) Finalise proposals for the conversion of Council accommodation containing bedsits, including possible transfer as an option, or disposal of site.	<ul style="list-style-type: none"> Evaluate proposals from RSL's. Report to Council. 	H	June 2001	HHHCC	Initial evaluation work completed. Member decision to seek further evaluation of options for report in December 2001.	Part time Supporting People post - £19,200 funded by specific grant from central Govt.	Completed.
			July 2001	HFS			
			December 2001	HHHCC			

16.15

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOOG – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
2(13) Develop a plan to address the future growth in elderly households and related care needs.	<ul style="list-style-type: none"> Evaluate the findings of the Frail Elderly Needs Survey. 	H	December 2001	HC&SO	Study completed and results published.	Budget provision of £15K made available. Resource implications cannot be identified until survey results known.	Interim findings expected December 2001. Final study report mid-Jan. 2002.
	<ul style="list-style-type: none"> Agree joint investment plan for older people with partner agencies 		December 2001	HHHCC	Investment plan includes housing.	Officer time. Unable to identify financial resources until survey completed. 2001/2 funding.	Will be delayed pending completion of frail elderly needs survey
	<ul style="list-style-type: none"> Provide funding for Private Sector Renewal/Disabled Facilities Grants and adaptation of Council 		February 2002	HHHCC	Funding included in current budget.	Disabled grants £109K Renovation grants £60K Adaptation	

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO –Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHO – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

16.16

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

	accommodation.					grants - £56,700	
	<ul style="list-style-type: none"> Speed up processing of grant applications. - Review grant process 		July 2002.	RSUM	Faster determination of grant applications. Detailed targets to be set.	Officer time - 25 days.	
2(14) Formulate proposals for providing assistance to elderly residents to maintain their gardens.	<ul style="list-style-type: none"> Research best practice in other areas. 	M	April 2002	HC&SO HRHM	Scheme proposals identified.	Officer time - 25 days. Other resource implications dependent on specific proposals.	Officer time split: HC&SO 10 days; HRHM 15 days.
	<ul style="list-style-type: none"> Report to Committee if necessary. 		July 2002	HHHCC	Proposals agreed.	Resource implications depend on proposals. Bid for 2003/4 budget if necessary.	Target for private sector to be revised to April 2004.

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOG – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

16.17

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/ Progress
PHYSICALLY DISABLED		M					
2(15) Work with Social Services to improve the ratio of adapted properties to disabled people.	<ul style="list-style-type: none"> Agree plan with Social Services/HIA to increase awareness of grants. 		July 2002	RSUM	Publicity proposals agreed.	Officer time 5 days. Production costs for literature. Part time Supporting People post - £19,200 funded by specific grant from central Govt.	Increased publicity may lead to increase numbers of applications – effect on grant bid and officer resource requirements. Target revised to July 2003.
	<ul style="list-style-type: none"> Secure grant funding for HIA/ Handyperson scheme. 		December 2001	HHHCC	Funding secured for 2002/3.	HIA £109K Handyperson Scheme £4k	Supporting People funding needs to be secured after April 2003.

16.18

Abbreviations: * Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOOG – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
2(16) Consider setting up register of adapted property and disabled people needing adapted accommodation to facilitate better matching.	<ul style="list-style-type: none"> Gather information from landlords in all sectors and on schemes in operation elsewhere 	L	November 2002	HC&SO HRHM	Information available when proposals drafted.	Officer time – 60 days.	Target revised to April 2004.
	<ul style="list-style-type: none"> Contact estate agents about scheme 		January 2003	HC&SO	Decision on whether to proceed, with full resource implications. Commitment from other parties.	Resources cannot be identified until a decision is made on whether or not to proceed.	Target revised to June 2004.
	<ul style="list-style-type: none"> Decide on format of register and viability. 		April 2003	HC&SO	Only if resources secured and commitment obtained from other parties.		Target revised to September 2004.
	<ul style="list-style-type: none"> Establish register if viable. 						

16.19

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO –Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOOG – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
RURAL NEEDS 2(17) Consider a rural exceptions policy for the provision of affordable housing in rural areas of District.	<ul style="list-style-type: none"> Present proposals to Committee as part of Local Plan review. 	H	January 2002	HPS	New/revised local plan in place.	Officer time as part of local plan review.	A revised policy is being considered for inclusion in the new local plan. Target date will have to be revised.
2(18) Meet with Parishes twice a year to discuss Housing Strategy issues and local housing needs.	<ul style="list-style-type: none"> Organise meetings. 	M	November 2001 and May 2002 and then bi-annually.	HC&SO	Parish Council housing issues and potential partnership working clearly identified so that they can be considered during future strategy reviews.	Officer time – 4 days.	Meeting scheduled for early December.
LOW COST HOME OWNERSHIP 2(19) Continue to work with our partner RSL's delivering the Homebuy Scheme in the District.	<ul style="list-style-type: none"> Support bid for Homebuy. 	H	September 2001 and annually in the autumn.	HC&SO	Support for 1 Homebuy purchase. Bid for 6 in 2002/3.	Officer time – within existing resources.	Completed for this year.

16.20

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO –Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOg – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/ Progress
2(20) Continue to publicise the availability of the HOMES shared ownership scheme to housing register applicants and other residents in the District.	<ul style="list-style-type: none"> Make information leaflets widely available in Council offices and with other agencies. 	L	September 2001	HRHM	Information available in libraries, CAB and other civic offices. Stage 2 to be incorporated in tenant information pack.	Officer time – within existing resources.	Stage 1 completed. Stage 2 target January 2002.
2(21) Consider the need to provide shared ownership and low cost market housing through the planning process to satisfy the need for newly forming households subject to the availability of resources.	<ul style="list-style-type: none"> Include appropriate policies in review of Local Plan. 	H	January 2002.	HPS.	New Local Plan reflects these issues.	Officer time.	As 2(17).
KEY WORKERS							
2(22) Continue to support Estuary Housing Association in their bid for funding under the starter home initiative.	<ul style="list-style-type: none"> Liaise with partner RSL on progress of bid. 	H	September 2001. Further bids if opportunities arise.	HC&SO	Key Worker housing scheme if approved.	Officer time – within existing resources.	Completed. Bid not supported by Government.

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHO – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/ Progress
<p>PRIVATE SECTOR HOUSING</p> <p>2(23) Hold a Landlord Forum twice a year and seek to extend this to a joint authority forum to address cross boundary issues.</p>	<ul style="list-style-type: none"> • Arrange forum meeting. 	M	November 2001 and May 2002 and then bi-annually.	HC&SO	Landlord and tenant views taken into account in formulating future strategy. Joint meetings with neighbouring authorities. Closer working with the introduction of HB verification framework.	Officer time – within existing resources - and printing. Minimal printing costs contained within this year's budget.	Meeting being scheduled for early December.
<p>2(24) Complete a housing stock condition and energy efficiency survey.</p>	<ul style="list-style-type: none"> • Tender for survey. • Appoint consultants • Complete survey • Evaluate results • Feed into strategy update 	H	<p>Sept. 2001</p> <p>Oct. 2001</p> <p>January 2002</p> <p>March 2002</p> <p>July 2002</p>	<p>HC&SO</p> <p>HHHCC</p> <p>HC&SO</p> <p>HC&SO</p> <p>HC&SO</p> <p>HRHM</p>	<p>} Energy efficiency</p> <p>} of all stock in the</p> <p>} District available.</p> <p>}</p> <p>}</p> <p>}</p>	<p>Officer time – 50 days.</p> <p>Budget £35,000.</p>	<p>Revised targets:</p> <ul style="list-style-type: none"> • December 2001 • December 2001 • March 2002 • May 2002 • July 2002

1622

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHO – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW
ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
2(25) Continue to target private sector grants to the elderly living in unfit homes.	<ul style="list-style-type: none"> Work with Home Improvement Agency to increase awareness of availability of grant to target audience. 	H	July 2002	RSUM	Publicity proposals agreed.	<ul style="list-style-type: none"> Officer time – 10 days – and production costs for literature 	Target revised to July 2003.
	<ul style="list-style-type: none"> Ensure information about grants is widely distributed – Parish Councils, CAB, etc. 		January 2002	RSUM	Information available from Parish Councils, CAB and website.	<ul style="list-style-type: none"> can be met from existing budget. 	Target revised to July 2003.
2(26) Consider the appointment of an Empty Homes Officer.	<ul style="list-style-type: none"> Research best practice 	H	October 2001	RSUM/HRHM.	Proposals agreed and funding secured. Long term empty homes brought back into use.	Some renovation grant should be available. Staffing and associated costs – 30 days.	Need also to consider houses in multiple occupation as a joint duty for the officer. Delayed to October 2002 due to research. Revised target for report to Committee for budget provision of £26,000 in 2002/3.

16.23

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHOC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHO Group – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
2(27) Work with private sector landlords and letting agencies – reviewing the Council's rent and deposit guarantee scheme and the development of a good practice guide for potential renters of private accommodation.	<ul style="list-style-type: none"> Discuss at landlord forum meeting. Develop revised scheme. 	H	November 2001	HC&SO	Revised scheme agreed with local letting agents. Increased levels of private tenancy lettings to homeless people. 5 homes let.	Budget implications depend on type of scheme and numbers. Provisional sum to be included in 2002/3 draft estimates – 5 properties at £1,000 each + £3K for consultancy Officer time 20 days.	Target revised to December 2001. Target October 2002.
2(28) Continue to develop liaison arrangements with Parish Councils to advise RDC of the availability of private rented accommodation in their parishes.	<ul style="list-style-type: none"> Discuss at meetings with parishes. 	M	November 2001 and May 2002 and then bi-annually.	HC&SO Parish Councils	Details of rented accommodation provided to Parish Councils.	Officer time – 10 days (included at 2(18)).	Meeting scheduled for early December.

16.254

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHO – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
GENERAL NEEDS AND SUPPLY 2(29) consider the future management of RDC's housing stock including the possibility of contracting out management or working in partnership with other organisations.	<ul style="list-style-type: none"> Appoint consultants to investigate with tenants whether they wish RDC to consider different management or ownership arrangements. Discuss with potential management organisations how joint working might be developed. 	H	July 2002	HRHM	Consultant appointed. Liaison arrangements in place. Tenants' views expressed and understood and reported to Council.	Officer time 25 days. Consultant fees £8,000.	Cross references with the Housing Management Action Plan.
			October 2002	CD(F&ES)	Most appropriate method of managing stock determined. Procurement of service if not in-house.	Officer time 100 days. Setup costs. If determined in time included in 2003/4 budget.	
2(30) Continue to support incentive schemes to enable RDC and RSL tenants to move on from social housing and buy in the private sector.	<ul style="list-style-type: none"> Ensure cash incentive scheme is included in capital programme. Support Homebuy. 	H	January 2002 Sept. 2001 and annually (See 2(19))	HHHCC HFS HC&SO	3 cash incentive scheme grants awarded and properties freed for reletting.	Officer time within existing resources. £57K from capital programme. Same draft estimate for 2002/3	

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO –Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOOG – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

16.25

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
2(31) Consider the reintroduction of an incentive scheme to encourage RDC and RSL tenants who are under-occupying to move into smaller homes.	<ul style="list-style-type: none"> Report to Committee 	H	January 2002	HRHM	Scheme re-introduced with Member approval. Target to maximise use of 10 properties made available by the scheme.	Officer time within existing resources. Budget provision £20,000 in 2002/3.	Report on target for January 2002 and possible inclusion in HRA estimates for 2002/3.
2(32) Continue to de-designate elderly designated stock for use as general needs accommodation.	<ul style="list-style-type: none"> Further report to Committee 	H	November 2001	HRHM	Further designated elderly property released for the higher priority need of general purposes. Reduction in voids.	Officer time 5 days.	Report made Sept. 2001. No further properties released at that stage. Further report June 2002.
HOMELESSNESS/ HOUSING ADVICE							
2(33) Continue to work with RSL partners and other organisations including the voluntary sector to prevent homelessness; meet the needs of homeless people and provide additional general needs housing.	<ul style="list-style-type: none"> Work with RSL partners to develop schemes for accommodation outside the District. Monitor acquisitions approved through Housing Corp. funding. 	H	April 2002	HC&SO	RSL properties available outside the District for Rochford homeless persons.	Officer time 10 days.	Target revised to December 2002.
			March 2002	HC&SO	5 properties for letting.	Officer time within existing resources	Target revised to March annually.

Abbreviations: * Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHO – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

16.26

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
2(33) Continued	<ul style="list-style-type: none"> Support further bids for new build or purchase 		October 2001.	HC&SO	4 Properties	Officer time 20 days. Possibly SHG for joint scheme. £375,000 capital available for provision of accommodation for the homeless to reduce use of B&B. £150,000 capital available for enabling RSL acquisitions or other course of action approved by Members.	Report to Committee November 2001. Target for units to be available April 2003. Member decision taken November 2001 not to allocate £20K to purchase properties

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO –Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOOG – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

1627

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
2(37) consider the improvements required to hostel accommodation.	<ul style="list-style-type: none"> Determine improvements needed in consultation with users. Agree funding Implement improvements 	H	} Nov. 2001 } } } Dec. 2001 } May 2002 }	RSUM HRHM HRHM/HFS HRHM	Provision of 2 self contained units and provision of floor covering, heating, fridges.	£50,000 in capital programme for 2002/3. Officer time 20 days.	
2(38) Continue to explore the possibility of developing a joint independent housing advice service with other neighbouring Castle Point BC	<ul style="list-style-type: none"> Establish working group with Castle Point BC Determine viability and costs of scheme Report to Committee 	M	} April 2002 } } August 2002 } } Oct. 2002	RSUM RSUM RSUM	Creation of independent advice service with Castle Point.	Potential budget bid 2004/5. Officer time 30 days.	Revised target: October 2003 October 2003 October 2003.
BLACK AND ETHNIC MINORITIES							
2(39) Continue to monitor the needs of people within ethnic groups.	<ul style="list-style-type: none"> Monitor housing register applications. Hold discussions with Essex Racial Equality Council (EREC) 	H	Sept. 2001 and annually. June 2002.	HRHM HC&SO	Report to CRE by December 2001 EREC recommendations included in RDC practices.	Officer time within existing resources. Officer time 5 days.	Final report considered by Housing Management Sub Committee 7.11.01. Target date to be revised to January 2004.

16.29

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHC – Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHO – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken		Target for Completion	Lead Officer	Output	Resources	Comment/Progress
2(40) Continue to support and be represented on the SE Racial Incident Panel	<ul style="list-style-type: none"> Attend meetings 	H	Quarterly	CSO	Strategy to reduce racial incidents to be included in crime and disorder strategy.	Officer time within existing resources.	
EX OFFENDERS							
2(41) Work with the Probation Service to identify the future needs of ex-offenders for supported housing in the District.	<ul style="list-style-type: none"> Audit service provision as part of Supporting People mapping exercise. 	M	January 2002	HC & SO	} } } Housing needs of ex-offenders clearly identified.	Officer time. Part time Supporting People officer post - £19,200 funded by specific grant from central Govt.	Target revised to February 2002.
	<ul style="list-style-type: none"> Consult with Probation Service 		January 2002	HC & SO	} }	Officer time	Target revised to February 2002.
	<ul style="list-style-type: none"> Consider supported housing scheme proposals and discuss potential funding bids with RSL's. 		May 2002	HC & SO	Scheme proposals identified and accepted in preparation for funding bid for inclusion in annual bidding process.	Officer time 15 days. Potential SHG and capital programme implications.	Target revised to August 2002.

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO –Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHO – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

1630

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken		Target for Completion	Lead Officer	Output	Resources	Comment/Progress
2(42) Continue to support the EHOG in conducting its research on young ex-offenders and evaluate the findings for the District.	<ul style="list-style-type: none"> Evaluate implications for the District when report received. 	M	June 2002	HC&SO	Housing needs of ex-offenders clearly identified.	£500 annual fee to EHOG for research. Officer time 2 days.	
<p>PEOPLE LEAVING HOSPITAL</p> <p>2(43) Continue to develop close liaison arrangements with agencies to co-ordinate the housing needs of older people leaving hospital.</p>	<ul style="list-style-type: none"> Contribute to formulation and review of Joint Investment Plan for Older People Complete evaluation of proposals for Intermediate Care Scheme with Rochford PCG and Essex Social Services 	M	<p>December 2001 and ongoing.</p> <p>December 2002</p>	<p>HHHCC</p> <p>HRHM</p>	<p>RDC services reflected in Joint Investment Plan where appropriate.</p> <p>Identify needs of people leaving hospital and final assessment of provision.</p>	<p>Officer time within existing resources.</p> <p>Officer time 30 days. Provisional capital expenditure, possibly jointly with Social Services - £100,000 for 2003/4.</p>	<p>Target amended from December 2001 to December 2002.</p>

16.31

Abbreviations: * Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO –Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOG – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW
ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
CARERS 2(44) Continue to develop services and support for carers through the locality planning process.	<ul style="list-style-type: none"> To consult with Essex Social Services and Rochford PCG on the housing needs of carers. 	M	April 2002	HHHCC HRHM	Housing needs of carers included in development plans for supported housing.	Officer time. Part time Supporting People post - £19,200 funded by specific grant from central Govt.	
3 MEETING THE NEEDS 3(1) Continue to liaise with all key partners to develop stronger links and working relationships in order to implement the Council's housing strategy.	<ul style="list-style-type: none"> Hold housing strategy forum meeting. Meet with Parish Councils, landlords, RSL's, neighbouring authorities, etc. 	H	June 2002 See various at Section 2 above.	HC&SO	} Views of stakeholders obtained and taken into account in the development strategy.	Officer time 5 days. Strategy for 2002/3 to include budget for consultation and strategy development - £1,500. Officer time.	

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO –Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOOG – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

16.32

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
3(2) Continue to plan for the implementation of the Supporting People programme with key partners.	<ul style="list-style-type: none"> • Conduct mapping exercise of current provision • Consult with service users and providers • Research special needs and current service provision • Prepare local information for Supporting People strategy 	H	January 2002 January 2002 January 2002 February 2002	HC&SO HC&SO HC&SO HC&SO	} } Supported housing } needs clearly } identified and } incorporated in } strategy. } } } Information } submitted for } inclusion in ECC } strategy in July } 2002.	} } Officer } time 30 } days. Part } time Sup- } porting } People } post - } £19,200 } funded by } specific } grant from } central } Govt. }	Target to be extended to March 2002. Target to be revised to March 2002. Target to be revised to March 2002. Target revised to July 2002.
3(3) Survey partner RSL's to ensure that their policies are compatible with those of the Council.	<ul style="list-style-type: none"> • Obtain key policy documents including rent policy, allocation policy, management policy from RSL's operating in the District • Discuss with RSL's areas of incompatibility and how convergence can be achieved. 	M	September 2002 December 2002	HC&SO HC&SO HRHM	Policies obtained from RSL's. Documented protocol with RSL's reflecting policies, roles and responsibilities.	} } } } Officer } time } 15 days. } } }	Target to be revised to September 2004. Target to be revised to December 2004.

16.33

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO –Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHO – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
3(4) Consult with tenants about the future ownership and management of the Council's housing stock	<ul style="list-style-type: none"> See 2(29) 	H	July 2002	HRHM	See 2(29)	Officer time (see 2(29)). Consultants' fee £8000.	
3(5) Involve tenants in making decisions on improvement priorities to their homes.	<ul style="list-style-type: none"> Conduct survey of tenants' priorities for investment. 	H	July 2001	HRHM	Survey results received and analysed. Views taken into account in formulating capital programme.	Officer time 5 days.. Capital programme resources of £75,000 in 2002/3.	Completed for 2001. Next consultation 2003.

1634

Abbreviations: * Importance; H – High; M – Medium; L – Low; HHHCC – Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO – Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHO – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOUSING STRATEGY BEST VALUE REVIEW

ACTION PLAN (REVISED 18 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
3(6) Continue to bid for increased resources and make best use of current resources.	<ul style="list-style-type: none"> • Submission of HIP papers • Support appropriate bids to Housing Corporation by RSL's. • Ensure housing projects are included in the Council's capital programme. 	H	July 2001 and annually October 2001 and annually January 2002 and annually.	HHHCC HFS HHHCC HHHCC	Bid submitted.	See 2(33)	
3(7) Assess all potential development sites in RDC ownership and determine suitability for social housing use.	<ul style="list-style-type: none"> • Report to Council on sites already identified. • Review of further sites. 	H	December 2001 December 2002	HFS HHHCC HFS HHHCC	Sites released to RSL's for housing development.	} } Officer } time } 15 days. } }	On target.

16.35

Abbreviations:* Importance; H – High; M – Medium; L – Low; HHHCC- Head of Housing Health & Community Care; CD(F&ES) – Corporate Director (Finance & External Services); HC&SO –Housing Client & Strategy Officer; ECC – Essex County Council; SHG – Social Housing Grant; EHOH – Essex Housing Officer Group; RSL – Registered Social Landlord; RDC – Rochford District Council; HRHM – Head of Revenue & Housing Management; HFS – Head of Financial Services; RSUM – Residential Services Unit Manager; HPS – Head of Planning Services; CRE – Council for Racial Equality; EREC – Essex Racial Equality Council; CSO – Community Safety Officer; PCG – Primary Care Group; HIA – Home Improvement Agency;

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

	Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/ Progress
1	Provide a more focussed Service							
	(a) Review corporate objectives and document strategy	Review relevant existing minutes Review Corporate Plan's impacts on homelessness/housing advice Document homelessness strategy.	H	September 2001 November 2001 Dependent on Homelessness Bill and guidance.	HHHCC HHHCC RSUM	} Ensure housing strategy and corporate plan are consistent. } } } Homelessness strategy produced.	Officer time. (See section 1(2) of housing strategy action plan) Officer time cannot be quantified until guidance is issued.	Target needs revision to April 2002 to be consistent with housing strategy action plan. Anticipated new legislation will be enacted for April 2002.

16.36

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

	Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
2	Improve Customer Awareness of Service							
	(a) Ensure adequate publicity for homelessness and advice services	Produce advice leaflet on homelessness and distribute.	M	October 2001	RSUM	Leaflets produced and distributed.	Officer time 3 days. Production/ printing costs can be met from existing budgets.	Target date needs revision to March 2002.
3	Develop a more Customer focussed Approach							
	(a) Evaluate customer satisfaction	Design feedback questionnaire Implement Record and analyse feedback	M	June 2001 June 2001 Ongoing	RSUM RSUM RSUM	} } Customer issues identified and taken into account in future service planning. }	} } Officer time 5 days annually. }	Form designed as part of review. Ongoing survey of all service recipients

1637

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

	Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
	(b) Record and analyse all complaints about the service.	Implement new corporate complaints procedure following trials	M	December 2001	RSUM	All complaints recorded, issues identified and considered in future service provision.	Officer time 4 days per annum.	Target needs extending but is dependent on corporate complaints recording system.
4	Provide a more "Joined Up" Service							
	(a) Establish protocols for liaison with other agencies for identifying and dealing with homelessness, improve linkages to provide a more seamless service	Identify agencies/ Organisations where a protocol would improve service Agree and document working arrangements and protocols	H	Sept. 2001 First protocol to be agreed and documented by Dec. 2001.	RSUM RSUM	Agencies where protocol required identified. Protocol produced.	} Officer time 15 days.	Completed. Target date needs revision to September 2002.

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
(b) Develop more formal working arrangements with Registered Social Landlords	Discuss with RSL's whether they can assist in providing accommodation for homeless persons.	H	Hold discussions with 2 RSL's by Sept. 2001.	HC&SO	4 new units of accommodation for the homeless available. See also 2(33) in Housing Strategy Action Plan.	Officer time. May involve use of £375,000 capital allocated to provide accommodation for homeless people, also development of unused Council land.	Discussions held. Target for units to be available April 2003.
© Develop working arrangements with neighbouring authorities.	Investigate how far cross-border working arrangements and joint service provision can be improved.	M	June 2001 and ongoing.	RSUM	See 2(38) in housing strategy action plan.	Officer time. Provision of an Independent housing advice service is likely to entail significant costs.	Some discussions have taken place during review process and in Housing Strategy Review and Forum. Targets should be reviewed to bring into line with 2(38) of housing strategy action plan. Target set at October 2003.

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

04.91

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
(d) Maximise opportunities for joint work with other RDC departments.	Introduce service level agreement for client/contractor split departments.	M	October 2001	HC&SO/ HRHM	Service level agreement in place.	Officer time within existing resources.	Final draft being considered November 2001.
	Joint agreement on revised pointing scheme and allocations policy	H	Dependent on staffing in Revenues and Hsg. Mgt. Divn.	HRHM/ RSUM/ HC&SO	Revised letting policy in place.	Officer time 50 days.	Target to be revised to April 2002, but may need further deferment if implementation of Homelessness Bill is delayed.
	Develop protocol with Housing Benefits.		March 2002.	HRHM/ RSUM	Protocol agreed	Officer time 10 days.	Delay until March 2003.
5 Provide a more consistent Service							
(a) Ensure homelessness policy and practice complies with the Council's equal opportunities policies when finalised.	Research good practice among other authorities.	M	To be determined.	HC&SO	Best practice identified.	} Officer time 30 days.	Dependent on development of corporate equal opportunities policies. Target date January 2004..
	Consult with EREC.			HC&SO	EREC support for RDC policy.		
	Introduce monitoring of homelessness/advice work and periodic review of results.			RSUM	Evidence that RDC's homelessness and advice work is non-discriminatory.		

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
(b) Introduce procedures to help ensure consistency in decision making.	Introduce meetings to discuss cases/decisions.	H	Ongoing	RSUM	Meetings arranged.	Officer time within existing resources.	
	Review decisions to be discussed with homelessness staff.		June 2001	HHHCC	Homelessness and advice staff appraised of review officer/panel decisions and reasons for them.	Officer time within existing resources.	Implemented.
	Provide staff and Member training.		June 2001 and ongoing.	RSUM/HHHCC	High level of competency.	Officer time within existing resources. External trainer cost £800 pa. Staff training costs in 2001/2 are £1,400. Estimate for 2002/3 is £2,000.	Implemented.

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

	Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
6	Improve Quality of Service							
	(a) Ensure homelessness/advice service supports corporate aims and community plan, including: i. Equality issues ii. Social inclusion iii. Community safety iv. Quality objectives.	Review policies to ensure compatibility with corporate aims. See footnote**	H	November 2001	RSUM	Policies reviewed and compatible with corporate aims.	Officer time 5 days to identify issues.	See also 1(a). Target amended to April 2002. Links with community plan dependent on development of that plan.
	(b) Improve quality of interim/temporary accommodation.	Develop and implement improvements to Hatfield House Hostel.	H	January 2002.	HRHM	See 2(37) of Housing Strategy Action Plan.	See 2(37) of Housing Strategy Action Plan.	Target revised to May 2002.

* Action divided into 2 phases:

Initial appraisal by April 2002 – 5 days officer time

Writing/revision of policies – by April 2003 – 20 days officer time, Lead Officer RSUM.

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
(c) Develop strategy/options to minimise use of bed & breakfast accommodation.	Discuss with RSL's whether they can assist in providing accommodation for homeless persons.	H	Hold discussions with 2 RSL's by Sept. 2001.	HC&SO	See 4(b) above.	See 4(b) above.	See 4(b) above.
	Review allocations policy to ensure homeless people receive appropriate priority for permanent accommodation.	M	April 2002.	HRHM	See 4(d) above	See 4(d) above.	See 4(d) above.
	Increased use of Hatfield House Hostel for interim accommodation and of 125 High Road (pending decision on its future)	H	Ongoing	RSUM	Decreased use of B&B for interim accommodation.	Officer time within existing resources. Capital allocation of £375,000 available for provision of accommodation for the homeless to reduce use of B&B.	Target revised to November 2003. See 4(b) above.

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
(d) Improve monitoring of persons in interim and temporary accommodation.	Introduce systems to ensure review of cases before expiry of 2-year duty.	M	October 2001.	RSUM	All cases reviewed prior to end of 2-year duty.	Officer time met from existing resources.	System implemented.
	Investigate ways of better monitoring of usage of interim accommodation.	L	Dependent on staffing.	RSUM	Reduced non-occupation of interim and temporary accommodation.	Officer time 5 days per annum.	Target to be set at April 2005.
(e) Improve interview facilities.	Arrange, where appropriate, for home interviews.	M	Ongoing	RSUM	Home interviews carried out when appropriate.	Officer time from existing resources.	2 staff may sometimes be needed for safety reasons. Implemented where appropriate.
	Improve interview facilities at Rochford and Rayleigh offices.	H	To be determined.	HAMS	Private and welcoming interview facilities available.	See comment.	Target set at April 2005. Dependent on long term plan for this review.
(f) Improve facilities for the protection of property.	Investigate options for storage and select most appropriate option.	H	October 2001.	RSUM	Secure, weather-proof accessible storage facilities available.	Current budget £7,000. Costs likely to increase. Officer time 10 days.	May require Committee report, dependent on costs. Target revised to October 2003.

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/ Progress
(g) Reduce time taken to decide applications.	Identify resource implications to meet upper quartile performance	H	June 2001.	HHHCC] Council approval } of increased } staffing]	Officer time. Additional staffing approved at full year cost of £46,000.	Completed. DELETE FROM ACTION PLAN
	Report to Committee		July 2001.				Finance & General Purposes, July 2001.
	Appoint and train staff if approved by Committee.		November 2001.	RSUM	Staff in post. Training undertaken.	2001/2 training budget of £1,400 available for homelessness staff. Estimate for 2002/3 is £2,000.	Staff appointed and training programme started.
(h) Reconsider officer arrangements for investigating homelessness reviews.	Issues presented to Members for consideration.	H	December 2001.	HHHCC	Review process re-considered as part of homelessness best value review.	Officer time.	Members have decided to continue with existing Appeals Panel arrangements.

Sth 91

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

	Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/ Progress
7	Improve Delivery of Service							
	(a) Develop realistic, challenging local Performance Indicators (PI's).	Obtain information from other authorities, evaluate and determine PI's to be used. Put in place appropriate collection and reporting processes.	L	February 2002 March 2002	RSUM RSUM	Local PI's indentified.	Officer time 5 days. Officer time 5 days per annum.	Target revised to November 2002. Target revised to March 2003.
	(b) Provide better comparative information on performance.	Identify local authority group for comparison. Agree performance indicators Establish information sharing and reporting processes.	L	February 2002. February 2002. March 2002.	RSUM RSUM RSUM	} } } Benchmarking arrangements with other authorities agreed }	} } } Officer time 20 days }	Target revised to November 2003. Target revised to November 2003. Target revised to March 2004.

19-46

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

	Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
8	More Cost-effective Services							
	(a) Develop procurement strategy for temporary/interim accommodation that ensures cost effectiveness.	Discuss with R&HM Divn to agree future allocation of temporary accommodation.	M	October 2001.	RSUM	Release of 2 further properties.	Officer time (see 2(32) of Housing Strategy Action Plan.	Revised to H priority to link with 2(34) of Housing Strategy Action Plan. Target revised to July 2002 following further report to Committee on use of elderly stock.
		Discuss with appropriate RSL's.	H	See 4(b) above.	See 4(b) above.	See 4(b) above.	See 4(b) above.	See 4(b) above.
		Consider tendering for B&B accommodation and tender if considered appropriate.	H	March 2002.	RSUM	Determine appropriateness of tendering and tender if appropriate.	Officer time 15 days.	If appropriate, tender process to be completed by August 2003.
	(b) Develop procurement strategy for removals which ensures cost effectiveness.	Invite tenders for provision of removal service.	L	June 2002.	RSUM	Tenders received.	Officer time 10 days.	Target revised to June 2004.

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

	Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
	© Implement suitable information management software.	Research available systems and implement most suitable option.	L	2005/06.	RSUM	Homelessness information software implemented.	Officer time. IT strategy estimated cost of £5K.	Timetable is dependent on IS/IT strategy.
9	Increase Availability of Accommodation							
	(a) Improve range of temporary/interim accommodation available.	Investigate assistance from RSL's	H	See 4(b) above.	HC&SO	As 4(b)	See 4(b) above.	See 4(b)
		Investigate availability of private sector accommodation.	M	Hold discussions with 2 letting agents by 3/02.	HC&SO	Agreement to provide private sector accommodation to homeless.	Officer time 5 days.	
		Review rent and deposit guarantee scheme	M	See 2(27) of HS Action Plan	See 2(27) of HS Action Plan	See 2(27) of HS Action Plan..	See 2(27) of HS Action Plan.	See 2(27) of HS Action Plan.
		Work with Rochford PCG and other organisations to investigate the use of part of Albert Jones Court as homeless persons' accommodation.	H	To be determined.	HHCC	See 4(b)	Officer time within existing resources. May involve use of £375K capital allocated to reduce use of B&B.	PCG was leading on this project but has now withdrawn. Initial discussions have been held. Target set at March 2002.

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

	Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
		Consider use of capital programme/receipts to procure additional accommodation.	H	July 2001	HHCC	Minimum 4 units procured from funds set aside to reduce B&B use.	See 4(b). Officer time from existing resources.	See 4(b)
	(b) Improve research into availability of good quality temporary and permanent accommodation.	Hold private landlords' forum meetings. Regular meetings with development partner RSL's.	M M	See 2(23) of HS Action Plan Ongoing.	See 2(23) of HS Action Plan. HC&SO.	See 2(23) of HS Action Plan Agreement on bids to be made for funding.	See 2(23) of HS Action Plan. Officer time 4 days per annum.	See 2(23) of HS Action Plan. Meetings held with 3 RSL's during June and September 2001. Future target – meetings held with 3 developing RSL's minimum twice a year.

67.19

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
© Encourage new markets, particularly private rented sector.	Hold discussions with letting agents about buy-to-rent in Rochford.	H		} } HC&SO }	See 9(a) and 9(b) above.	Officer time within existing resources.	Housing Strategy Best Value Review is also considering these issues.
	Review rent and deposit guarantee scheme.			} }		See 9(a) above.	See 9(a) above.
	Encourage availability of accommodation for lodgers	L		See 2(11) of HS Action Plan	See 2(11) of Housing Strategy Action Plan.	See 2(11) of HS Action Plan.	
	Development and implementation of empty homes strategy	H		See 2(26) of HS Action Plan	See 2(26) of Housing Strategy Action Plan.	See 2(26) of HS Action Plan.	See 2(26) of Housing Strategy Action Plan.
(d) Improve knowledge and understanding of private rented sector.	Discuss local housing market with estate agents/letting agents, through private landlord forum.	M	See 9(b) above.	See 9(b) above.	See 9(b) above.	See 9(b) above.	See 9(b) above.
(e) Allocations policy to give appropriate preference to applicants who have been homeless.	Review pointing system and allocation policy.	H	See 4(d) above.	See 4(d) above.	See 4(d) above.	See 4(d) above.	See 4(d) above.

16.50

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

	Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/Progress
10	Forward Planning (a) Improve understanding of demographic changes in the planning of the service provision.	Review data collection methods and improve analysis of trends.	M	Dependent on staffing.	HC&SO	Census information analysed and implications identified for future strategy development.	Officer time 20 days	Target set at December 2004, by which time 2001 census information should be available.
		Liaison with other Essex authorities.	M	Ongoing.	HHHCC/ RSUM		Officer time within existing resources.	Liaison with EHO and Essex Homeless Officers Group.
	(b) Adequately prepare for legislative changes.	Monitor Government announcements and consider implications. Liaison with other Essex Authorities. Committee reports as necessary.	H	Ongoing Ongoing Ongoing.	} } RSUM } } } HHHCC	} } Implications for RDC } } } Members decide on action to be taken where necessary	} } Officer time from existing resources }	See 10(a)

15.91

HOMELESSNESS ACTION PLAN

(REVISED 20 DECEMBER 2001)

	Action Required	Action to be Taken	*	Target for Completion	Lead Officer	Output	Resources	Comment/ Progress
	(c) Investigate whether there is a "rough sleepers" problem.	Clarify definition of rough sleeper.	L	May 2002	RSUM	Definition established.	Officer time from existing resources.	Targets to be revised to May/July 2004.
		Establish best practice methodology	L	May 2002	RSUM	Survey protocol identified.	Officer time 5 days.	
		Survey, liaising with other agencies	L	July 2002	RSUM	Number of rough sleepers in District identified.	Officer time 3 days. Some costs will be incurred in carrying out the survey.	