

Performance Indicators	A Good Standard of Performance	Current Rochford Strategy	Action	Resource
Item 1 : Comprehensive approach to housing, reflecting corporate commitment, incorporating Best Value Principles				
Clear approach to housing which flows from and is informed by the authority's corporate strategy	<p>Housing strategy clearly developed in context of corporate vision, objectives and plan and reflected in community plans</p> <p>Evidence of integration of and co-ordination with other council strategies and other agreed local strategies</p> <p>Strategy draws on key themes of Regional Housing Statement.</p>	<p>Links shown with corporate plan, no community plan.</p> <p>Links with corporate plan and crime and disorder strategy, and crime and disorder link with tenants' participation compact (TPC).</p>	<p>Housing Strategy Plan to be amended to show vision statement and links to Corporate Plan. Community Plan needed</p> <p>Links must be explicit. A visual guide to be drawn to show links and key issues from each strategy and/or plan</p> <p>Pick up links with Regional Housing Statement</p>	Officer Time
Agreed housing strategies developed through active participation of partners and customers, tenants and residents	<p>Partners play an active role in developing housing strategy</p> <p>Customers' views taken into account through community planning, Best Value process, other surveys and TPC's</p>	<p>Some activity with partners including cross border with Castle Point Borough Council.</p> <p>To some extent.</p>	<p>Partners to be more involved.</p> <p>Consultation with local groups; issues paper; talk more with RSL's. Consult with residents Jan 2001; survey to identify issues March/April 2001; publicity to be available to all residents. Roll into next year's BVPP. Include Health Authority, Social Services, probation service and tenant reps.</p>	Officer time plus cost of consultation.
Effective liaison with RSL's and the Housing Corporation.	<p>Regular and effective working arrangements with RSL/s and HC including monitoring and evaluation of strategy and projects.</p> <p>Joint commissioning arrangements in place.</p>	<p>Joint transfer list in place with active partners as evidenced by joint projects.</p> <p>See above</p>	<p>Vision for next 3-5 years. Agree policy of working together with RSL's and consider possibility of involving other RSL's - speak to HC early in new year.</p> <p>See above</p>	Officer time.

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Best Value	<p>BVPP in place - benchmarking undertaken with best performing comparable local authorities and other organisations.</p> <p>Appropriate priority given to BV Housing Review(s) within overall service review framework.</p> <p>Robust local service delivery performance targets in place with effective monitoring and evaluation.</p> <p>Mechanisms in place for engaging and reporting to Members and consulting tenants and residents.</p> <p>Clear plans for reviewing and revising strategies and performance targets in the light of BV review outcomes.</p>	<p>No benchmarking, although some comparison with other authorities</p> <p>Done.</p> <p>Some targets set up</p> <p>Some mechanisms in place.</p> <p>Will be developed from BV reviews.</p>	<p>Attempt to form partnerships with other authorities or service providers.</p> <p>Set targets for key areas.</p> <p>Need to be more effective, especially with tenants and residents. Improve engagement .D38 Last survey showed 90% of tenants happy with service. This can be a barrier to gaining more active participation.</p>	<p>Officer time.</p> <p>Probable external costs of benchmarking if only way of achieving is to join Benchmarking Clubs.</p>
Item 2 : Assessment of Housing Needs, Demand and Conditions				
Information on housing needs, demand and supply across the LA area, including needs of black and minority ethnic groups and those with special needs.	<p>Authority has good quality up-to-date information on housing supply and demand by locality, type, need and across all tenures within the Housing Market Area.</p> <p>Authority has good understanding of problems associated with mismatch in supply and demand for housing, eg. Areas of low demand or where there are shortages of affordable housing</p> <p>Clear methodology and timescales for updating needs information in the future.</p> <p>Cross boundary issues are identified and addressed through liaison with neighbouring authorities and joint research where appropriate.</p>	<p>Housing needs survey recently undertaken.</p> <p>In the process of analysis.</p> <p>Housing needs study to be updated every 5 years.</p> <p>Floating support scheme with Castle Point and also initiatives with other Essex authorities.</p>	<p>Information from survey to be used to develop policies. Key issues to be drawn out and compared with strategy.</p> <p>Still need to strengthen links with other agencies.</p>	<p>Officer time plus costs of new Housing Needs Survey in 2004.</p>

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Up to date information on LA and private sector stock condition which is used to inform decision making and HRA Business Plan	<p>Authority has good understanding of housing needs of black and minority ethnic groups.</p> <p>Thorough and timely assessment of LA (internal and external) stock condition, including surveys, carried out and kept up to date, and used for capital investment strategy and HRA Business Plan which take a long term view</p>	<p>Not particularly relevant to Rochford.</p> <p>Currently being developed.</p>	<p>Must demonstrate analysis carried out and problem assessed. Contact Essex Racial Equality Council for help.</p> <p>More information required on the private sector and on Council stock. Council property should be included in housing condition survey. Information required from Property Services.</p>	<p>Officer time</p> <p>Estimated cost £35,000. High priority.</p>
Item 3 : Appropriateness of strategy to meeting priorities identified				
Clear consultative process for prioritisation and allocation of resources.	Housing strategy explains prioritisation and allocation of resources to meet identified needs, and contains targets against which programmes can be assessed and delivery of strategy monitored.,	Not currently done to the full extent envisaged by the Government.	Provide better explanation of how resources spent and set targets. Pass information to residents. Needs Member priorities clearly identified.	Officer time.
Consideration of range of options for maintaining and improving LA stock.	<p>Evidence that the stock condition information is used to inform development of investment strategy and is consistent with housing strategy.</p> <p>Evidence that options are being informed by the BV review process LA has considered and analysed a variety of options, including stock transfer and the selected options are consistent with housing strategy. LA involves tenant representatives actively in the option appraisal process and the development of investment strategy. Appropriate internal and external links are in place to ensure that selected options are sustainable and likely to achieve long term neighbourhood regeneration.</p>	<p>Not currently done.</p> <p>Currently done.</p> <p>No consultation with tenants.</p> <p>Endeavours have been made.</p> <p>STAR Project.</p>	<p>To be determined.</p> <p>Tenants to be consulted in future.</p> <p>Meaningful consultation with tenant representatives is extremely difficult.</p> <p>Problems to be identified. Include RSL housing.</p>	<p>Officer time plus actual costs of involving tenants.</p>

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Effective policies for dealing with anti-social behaviour and racial harassment.	<p>Effective strategy in place for dealing with anti-social behaviour and neighbourhood nuisance which is set in the context of wider community safety and social inclusion policies.</p> <p>Appropriate measures in place to deal with racial harassment.</p> <p>Effective working with other departments within the authority, statutory and voluntary agencies.</p> <p>Rights and responsibilities of tenants set out in tenancy agreement.</p> <p>Local performance indicators and targets in place to measure the effectiveness of LA activity.</p>	<p>Linked to crime and disorder strategy. Included in TPC. Tenancy conditions have been strengthened</p> <p>See above.</p> <p>Member of South East Essex Racial Incident Panel.</p> <p>TPC.</p> <p>Yes.</p>	<p>Appropriate measures need to be in place re anti social behaviour order. Noise nuisance would require out of hours response service and stronger enforcement of nuisance conditions in tenancy agreement.</p> <p>See above.</p> <p>More corporate input required.</p>	Officer time plus significant additional costs of introducing noise service.
Use of planning policy (PPG3 & DETR Circular 6/98) and knowledge of land availability to maximise opportunities for provision of affordable housing where needs require.	<p>Clear reflection of development plan policies in housing strategy.</p> <p>Evidence of LA utilising planning powers to provide affordable housing linked with assessment of total amount of affordable housing which might be needed in LA in the lifetime of the plan.</p> <p>Where resources permit, uses discounted, free land and/or LASHG where resources permit.</p> <p>Well informed on land availability and cost of bringing land into housing use where appropriate.</p> <p>Land survey carried out within last 3 years.</p>	<p>Links will be strengthened as the review of the Local Plan progresses.</p> <p>Not yet clearly available</p> <p>Yes.</p> <p>Reasonably well informed.</p> <p>Annual land availability report, but not mentioned in strategy.</p>	<p>Action will need to be taken to address this as part of the Local Plan Review</p> <p>Look at in the future local plan in conjunction with housing needs survey.</p> <p>Urban capacity survey to be carried out. Cost of bringing land into housing use to be assessed. Need to look at Council-owned land.</p> <p>Include mention of report in strategy.</p>	Officer time plus cost of Urban Capacity Survey (funding already agreed)

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Item 4 : Effective policies for private sector stock				
Clear private sector policies and programmes.	<p>Clear evidence of policies consistent with housing strategy and reflecting identified needs, sustainability, targeted resources and involvement of RSL's.</p> <p>Accessible, well publicised advice given to owners and landlords on repairs, improvement grants and energy efficiency, consistent with the LA's private sector renewal policies.</p> <p>Published and transparent criteria/priority points system for assessment of grants applications.</p> <p>Involvement/support of a Home Improvement Agency.</p>	<p>Current strategy does exist for private sector housing.</p> <p>Currently work with Springboard.</p> <p>Criteria in operation, no points system has been necessary.</p> <p>To a limited extent.</p>	<p>Strengthen and update strategy.</p> <p>Make leaflets more widely available.</p>	Officer time
Effective Empty Property Policies.	<p>Policies based on reliable information about scale and nature of problem and opportunities which exist.</p> <p>Clear targets set and performance monitored.</p>	<p>Very little currently done.</p> <p>Very little currently done.</p>	<p>Need to demonstrate that there is a need for such property. Consider CPO's/grants.</p> <p>Need to demonstrate results.</p>	Officer time.
Effective policies for the private rented sector including HMO's.	<p>Clear strategy on the role of the private rented sector, including liaison arrangements with private landlords and letting agents (eg., landlords' forum)</p> <p>Targets set and monitored, initiatives implemented for improving standard of private rented homes.</p> <p>Clear policy, integral to housing strategy, to ensure better HMO's including a registration scheme where appropriate.</p> <p>Systematic inspection of properties (particularly worst), use of risk assessment/compulsory purchase power/RSL management where necessary.</p>	<p>No forum at present.</p> <p>No targets at present.</p> <p>No policy at present. Believed to be about 40 properties in the District.</p> <p>Not currently done.</p>	<p>Try to reconvene landlords' forum.</p> <p>See above.</p> <p>Survey needed, resources required.</p> <p>Landlords' forum/survey.</p>	Officer time plus cost of survey.

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Item 5 : Provision of Support and Advice for those in Housing Need				
Provision of housing advice, including prevention of homelessness.	<p>Accessible, well publicised and co-ordinated advice, independent of homeless persons unit, on preventing homelessness and how to deal with problems arising from potential homelessness.</p> <p>Wide range of measures to address different situations and clients (eg. Rent and mortgage arrears schemes, debt counselling, rent deposit guarantee schemes, life skilling, health and social education, benefits and grants), planned outputs and timescales over which benefits will accrue.</p> <p>Accessible, impartial advice readily available to all on housing options, tenure issues, harassment (including racial harassment), anti-social behaviour and other relevant issues.</p> <p>Active formal partnership with other statutory agencies, landlords and voluntary sector to assist non-priority homeless people.</p>	<p>No independent housing advice service. Rent guarantee available. Currently undergoing Best Value Review.</p> <p>Rent deposit guarantee. Floating support.</p> <p>Advice given but no dedicated resources.</p> <p>Not currently done.</p>	<p>Resources required. ?Job share with another authority.</p> <p>Consider working with CAB.</p> <p>Could use CAB. ?</p>	<p>Officer time plus additional staff.</p> <p>Any assistance from Voluntary sector would require additional funding.</p>
Effective measures for minimising use of temporary accommodation and ensuring homeless households are rehoused in permanent accommodation within 2 years.	<p>Average waiting times for most types of accommodation are within the two year period.</p> <p>Authority has strategy for reducing/minimising use of temporary accommodation and evidence that strategy is having some effect.</p>	<p>Increasing amount of stock where homeless could be accommodated rather than using B&B, etc.</p> <p>Included in strategy.</p>		Officer time plus resource implications of increasing stock.

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Effective measures for assessing homelessness applications.	Realistic targets set and monitoring systems in place to ensure homelessness applications are assessed within 33 working days.	Current average 63 days. Part of Best Value Review.	Appears to be a regional problem. Working on review.	Officer time plus likely requirement for additional staff.
Effective measures in place to assess and tackle rough sleeping.	Some assessment has been made of whether there is a rough sleeping problem. Where a significant problem exists, a strategy is in place to tackle it. Evidence of progress being made in reducing the incidence of rough sleeping. Local performance indicators and targets in place . Evidence that appropriate follow-up action (eg rent deposit schemes, tenancy support, etc.) is being implemented.	Problem has been assessed, but is not considered significant. Annual consultation with police. Currently utilise Southend Centre for the Homeless. Not a significant problem. Not currently. Floating support scheme available.		Officer time.
Clear policies for assistance to people with special needs (eg. Older people, those with physical disabilities, learning disabilities, mental health problems, etc.)	Clear evidence of strategy reflecting identified needs. Clear evidence of joint and co-ordinated working on special needs addressing location, type and special requirements together with level of care required. Evidence of close working relationship with statutory agencies (social services, health and probation), RSL's, private landlords and voluntary sector, addressing type, location and special requirements with level of required support. Evidence of consultation with and involvement of users and carers. Accessible impartial advice on adaptations, housing options, etc.	Not systematic. Some accommodation for frail elderly but no clear action plan. Some evidence from projects, floating support, etc. Work being done, but lack of evidence. Floating support scheme. 2 homes provided to care leavers. Local action group for learning disabilities. Rely on Social Services. See above.	Talking with RSL's re mental health and learning disabilities. Difficult to get any response from Social Services. Need to improve links with health authority and social services. Needs analysis required.	Officer time plus costs of needs analysis.

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Advice on grant assistance including Disabled Facilities Grants.	Clear targets set for carrying out assessments and for processing grant applications within statutory deadlines. Where evidence of queuing LA able to demonstrate agreed priorities with Social Services.	Target - 6 months. Delays caused by pressure on staff resource rather than lack of budget.	Strategy to be revised.	Officer time.
Item 6 : Energy efficiency : effectiveness in delivery of improvements through the HECA strategy				
Percentage improvement in energy efficiency.	Realistic energy efficiency targets in place (annual and cumulative) reflecting size and characteristics of authority. Robust monitoring mechanisms in place, including review of targets where necessary. Energy efficiency targets achieved.	Targets in place. Some monitoring, but not robust. Probably.	Further survey planned.	Officer time plus cost of survey.
Reduction in CO2 emissions.	Realistic targets in place for reductions in tonnage of CO2 emissions (annual and cumulative) reflecting size and characteristics of authority. Robust monitoring mechanisms in place, including review of targets where necessary. CO2 reduction targets achieved.	No resources. All HRA properties have cavity wall insulation and significant number have double glazing. Some monitoring, but not robust. Probably.		Officer time, but given all other commitments accorded low priority at present.
Implementation cost.	Target implementation costs in place. Cost per dwelling is realistic.	No. Not established.	Housing condition survey. See above.	Cost of survey
Progress of initiatives, good practice, monitoring and stock improvement.	Realistic programme targets and monitoring mechanisms in place for thermal upgrading of stock. Direct input made through social housing and private sector renewal programmes for thermal uprating of stock. Evidence that authority is initiating and implementing good practice in its energy conservation programmes. Realistic improvements achieved in average energy ratings (SAP or NHER levels).	Some targets in capital programme. New properties contribute. See above. See above.		Officer time Plus cost of being able to obtain energy ratings.

FACTOR 1 - HOUSING STRATEGY

APPENDIX 1

Performance Indicators	A Good Standard of Performance	Current Rochford Strategy	Action	Resource
Partners, promotion and education.	<p>Evidence that authority is actively promoting energy efficiency issues across all residential accommodation including the private sector and is acting as the focal point for promotion and education of residents and businesses.</p> <p>Evidence that the authority is working with external partners and other agencies to develop and implement their HECA strategy.</p>	<p>Included in RDM, tenants' newsletter, council tax leaflet, benefit forms, etc.</p> <p>Currently work with private landlords and network installers, but lack of evidence.</p>	<p>Need to be able to show evidence.</p>	<p>Officer time.</p>