

NORTH LINCOLNSHIRE COUNCIL

HOUSING AND STRATEGIC PLANNING CABINET MEMBER

**NORTH LINCOLNSHIRE PRIVATE SECTOR HOUSING STRATEGY ACTION
PLAN 2010 - 2015**

1. OBJECT AND KEY POINTS IN THIS REPORT

- 1.1 To seek approval for the Private Sector Housing Strategy Action Plan 2010 – 2015 (attached as Appendix 2).
- 1.2 The key points of the report are as follows:
 - 1.2.1 The action plan aims to achieve the outcomes prioritised in the Private Sector Housing Strategy.
 - 1.2.2 The themes within the Private Sector Housing Strategy include focusing on vulnerable households living in non-decent housing, encouraging and enabling people to make their homes more energy efficient and enabling people to live independently.
 - 1.2.3 The action plan will be monitored and reported to the Cabinet Member for Housing and Strategic Planning on a quarterly basis or as agreed.

2. BACKGROUND INFORMATION

2.1 The Private Sector Housing Strategy 2010 – 2015 was approved by the Cabinet Member for Housing and Strategic Planning in December 2009. The Strategy outlined the overall strategic priorities for tackling issues in private sector housing in North Lincolnshire. It was agreed that a detailed action plan would be developed to show what actions would be taken over the coming years to improve conditions in private sector housing.

2.2 The Private Sector Housing Strategy identified three strategic priorities:

- Safe and Healthy Homes
- Affordability
- Adapting Homes to meet housing needs

2.3 Under these three priority areas a number of desired outcomes have been identified, as set out below. A more detailed summary of the actions, targets and resources is included in Appendix 1 and the full action plan is included in Appendix 2.

Safe and Healthy Homes outcomes:

- An increase in the number of people living in decent homes

- Increase in the number of vulnerable households living in decent homes
- The Regeneration of Advance Crosby
- All members of the community live in decent and safe accommodation
- An increase in energy efficiency and a reduction in carbon emissions from all homes in North Lincolnshire
- Improved conditions and management standards in private rented accommodation
- Maintain clear strategic leadership for private sector housing in North Lincolnshire
- Customers are satisfied with the services provided
- Value for money for housing services can be demonstrated
- Maximum use is made of existing housing stock

Affordability outcomes:

- A reduction in the number of vulnerable people who are in fuel poverty
- People are assisted to maximise their income and seek support

Adapting Homes to Meet Housing Needs outcome

- Improved delivery, quality and consistency of disabled adaptations.

3. OPTIONS FOR CONSIDERATION

3.1 Option 1 – Approve the Private Sector Housing Strategy Action Plan and receive quarterly updates on progress against the actions.

3.2 Option 2 – Approve the Private Sector Housing Strategy Action Plan and receive an annual update on progress against the actions.

3.3 Option 3 – Request further work be carried out on the action plan and resubmit a report to the Cabinet Member at a later date.

4. ANALYSIS OF OPTIONS

4.1 It is suggested that option one is the preferred option in order for the Cabinet Member to retain a good understanding of progress in the first year. Frequency of reports can then be reviewed.

5. RESOURCE IMPLICATIONS (FINANCIAL, STAFFING, PROPERTY, IT)

5.1 The resources required to deliver the action plan are set out in the attached document. The funding is a mixture of existing council resources, external funding and through private investment by home owners and private landlords. It has been difficult to identify all of the resources needed to achieve all of the outcomes wanted by the strategy in the current financial climate. Many of the actions require the council to continue to seek more resources, and particularly external funding.

6. OTHER IMPLICATIONS (STATUTORY, ENVIRONMENTAL, DIVERSITY, SECTION 17 CRIME AND DISORDER, RISK AND OTHER)

6.1 Statutory

The Housing Act 2004 requires that a Local Authority must keep the housing conditions in their area under review with a view to identifying any action that may need to be taken by them under any provisions in the Act.

6.2 Diversity

The action plan contains targets to complete Diversity Impact Assessments against the Home Improvement Policy, and future revised policies. It also has targets around establishing mechanism to ensure housing advice is available for all members of the community.

6.3 Environmental

The implementation of the action plan will lead to an increase in energy efficiency in domestic homes and a reduction in carbon emissions.

6.4 Section 17

Many of the actions identified will lead to safer and more secure homes in North Lincolnshire.

7. **OUTCOMES OF CONSULTATION**

7.1 The priorities within the Private Sector Housing Strategy have been informed by extensive public and shareholder engagement, as detailed in the Cabinet Member report of 10 December 2009.

8. **RECOMMENDATIONS**

8.1 That the Private Sector Housing Strategy Action Plan 2010 – 2015 is approved.

8.2 That the Cabinet Member receives progress reports on the action plan as agreed in paragraph 4.1

HEAD OF STRATEGIC REGENERATION, HOUSING AND DEVELOPMENT
STRATEGIC DIRECTOR NEIGHBOURHOOD & ENVIRONMENT

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Date: 31 March 2010

Background papers used in the preparation of this report

- Private Sector Housing Strategy Action Plan 2010 – 2015
- Private Sector Housing Strategy 2010 – 2015
- Cabinet Member report of 10 December 2009

APPENDIX 1

Private Sector Housing Strategy Action Plan 2010 – 2015

Summary of Actions, Targets And Resources

The Private Sector Housing Strategy identified 3 strategic priorities:

- Safe and Healthy Homes
- Affordability
- Adapting Homes to meet housing needs

Under each of these priority areas a number of outcomes have been identified with the actions intended to achieve these outcomes. Many of the actions overlap in terms of the outcomes they relate to, for example, actions to achieve an increase in the number of decent homes may also relate to a reduction in fuel poverty.

The outcomes, and actions to achieve these outcomes, are summarised below. The details regarding each action can be found in the Private Sector Housing Strategy Action Plan.

Strategic Priority – Safe and Healthy Homes

Outcome 1 – An increase in the number of people living in decent homes

We will:

- increase the number of loans and grants provided to assist people towards decency. target of 32 loans and 50 grants in 2010/11 with resources of £382,000 (27 grants and 28 loans in 2009/10);
- pilot loans for home improvements via the credit union using £50,000 from the regional loans scheme and aim to give at least 25 loans in the first year;
- map number of properties likely to fall into non-decency by March 2011 using internal resources;
- update existing stock condition survey information with local data annually and commission a full private sector stock condition survey in 2013/14 at an estimated cost of £65,000;
- make 50 properties free from Category 1 hazards in 2010/11 as a direct result of action by the Local Authority using our internal resources. (17 properties in 2009/10);
- inspect 100% of private sector rented properties offered a council bond to see if they meet the decent homes standards, using existing resources.

Outcome 2 – Increase in the number of vulnerable households living in decent homes

We will:

- make 180 interventions per year in 2010/11 and 2011/12 to assist vulnerable households living in non-decent homes via the GoWarm scheme;
- assist 150 vulnerable households living in non-decent homes between 2010/11 and 2012/13 using council funding, European Regional Development Fund

(ERDF) and Community Energy Saving Programme (CESP) funding. This is dependent on the success of the ERDF bid;

- employ an unemployed person aged 16 – 24 via the Future Jobs Fund to assist in developing a package to train young people to be more energy efficient, using £6,175 of funding;
- work with health to have a warm home champion in place by July 2011.

Outcome 3 – The Regeneration of Advance Crosby

We will:

- produce a revised delivery plan for Advance Crosby by July 2010 at an estimated cost of £40,000;
- purchase 5 more properties in 2010/11 using Regional Housing Board (RHB) funding (£600,000 allocated from RHB);
- explore funding options to increase the £600,000 expected from the RHB in 2010/11 for Advance Crosby;
- involve and engage the local community in the Advance Crosby area via an annual event, an annual newsletter and liaison with the local school using the RHB allocation of £600,000.

Outcome 4 – All members of the community live in decent and safe accommodation

We will:

- hold regular drop in sessions at the South Humber Racial Equality Council by Housing Officers and a Health representative to offer housing and health advice to landlords and tenants and monitor the number of enquiries and ethnicity of people seeking advice. This will begin by June 2010.
- monitor the number of migrant workers seeking housing advice via the Migrant Outreach Worker based at Crosby Employment Bureau;
- complete a diversity impact assessment on the Home Improvement Policy by end of April 2010 and on a revised Enforcement Policy by December 2010 using internal resources;
- visit and inspect all 8 park homes sites per annum using internal resources;
- visit and inspect 7 touring or static holiday sites per annum using internal resources.

Outcome 5 – An increase in energy efficiency and a reduction in carbon emissions from homes in North Lincolnshire

We will:

- promote energy efficiency measures in domestic homes and aim to have a 2% reduction in carbon emission from domestic homes per annum over the next 5 years. This will require £3,500 per year to measure the reduction in carbon emissions using the HECAMON survey;
- continue to promote energy efficiency schemes available and set a target of 900 households per year to get assistance via the WarmFront and South Humber Energy Efficiency Partnership (SHEEP) scheme. This will be funded by external Warmfront funding and £10,000 of internal funding provided to SHEEP.

- bid to the Local Strategic Partnership by the end of April 2010 for resources to assist in increasing energy efficiency measures in private rented accommodation;
- increase energy efficiency measures in social housing stock;
 - external insulation of 1500 non-traditional homes between 2010 and 2014;
 - replacement of double glazing in 491 non-traditional homes;
 - replacement of 1089 E.F and G rated boilers between 2010 and 2012;
 - top up of loft insulation to 2,500 homes between 2010 and 2012;
- target people in receipt of means tested benefits living in properties with a low energy efficiency rating and have a 1% reduction per annum for national indicator 187a - % of people on income based benefits who have a home with a SAP rating of less than 35 and a 1% increase per annum for NI 187 b) those with a SAP rating of more than 65. £3,500 will be required each year for the NI 187 survey and analysis;
- increase each year the development and uptake of innovative solutions to improve energy efficiency and carbon reduction in private sector homes, with a target of 15 measures in 2010/11.
- support the development of 169 new built properties built to the code to sustainable development level 3 and above using HCA funding and other sources during 2010/11;
- have a Warm Home Champion in place by July 2011 and develop an Affordable Warmth Strategy by March 2013.

Outcome 6 – Improved conditions and management standards in private rented accommodation

We will:

- present a business plan, including required funding, to the Humber Housing Partnership on a Sub-Regional Accreditation Scheme for private landlords by October 2010;
- produce a revised Housing Enforcement Policy by December 2010 using internal resources;
- undertake random sampling by Trading Standards of private properties to let to check energy performance certificates are in place. Sampling format to be in place by July 2010;
- aim to have no more than 30 people accepted as homeless as a result of eviction from private rented accommodation per annum. An increase is anticipated from the 13 cases in 2009/10, as a result of the expected increase in repossessions and other factors;
- monitor the use of the council's website providing information for private landlords – within existing resources;
- seek funding and set up a pre-tenancy training programme for private renting tenants by March 2012. Funding to be identified.

Outcome 7 – Maintain clear strategic leadership for private sector housing in North Lincolnshire

We will:

- establish a Housing Quarterly Performance Review (QPR) and hold the first meeting by July 2010 and quarterly thereafter, using existing resources;
- submit a Cabinet Member briefing on progress against targets in the action plan on a quarterly basis using existing resources;
- use the performance improvement group to get suggestions for service improvements from staff in the housing division and take action as a result of these suggestions. Target of 3 service improvements in 2010/11;
- establish an evidence base around health and housing and present to the health summit on 18 May 2010, using existing resources.

Outcome 8 – Customers are satisfied with the services provided

We will:

- revise, consult on and publish Housing Division Service Standards and establish monitoring arrangements by July 2010 using internal resources;
- report on and publicise the results of ongoing consultation. First report to go to the Housing QPR in July 2010.

Outcome 9 – Value for money for housing services can be demonstrated

We will carry out a benchmarking exercise on enforcement costs across the sub-region by December 2010 using internal resources.

Outcome 10 – Maximum use is made of existing housing stock

We will map all empty properties and long term empty properties by July 2010 using internal resources and review the findings.

Strategic Priority – Affordability

Outcome 11– A reduction in the number of vulnerable people who are living in fuel poverty (see also actions under Outcome 4)

We will:

- train 30 front line staff in 2010/11 on fuel poverty issues and referral procedures using existing resources;
- map NI 187 to GIS by July 2010 using £3,500 to fund the survey and external analysis for NI 187.

Outcome 12 – People are assisted to maximise their income and seek support

We will:

- continue to promote the Debt and Housing Advice Network (DHAN) and measure the number of people who have been prevented from becoming homeless as a result of debt advice;
- provide debt advice to vulnerable households as part of the GO Warm and ERDF funded schemes;
- seek funding for a Young Person's Lifeskills Adviser to help young people with budgeting skills. Post to be created in 2010 using £6,175 of Future Jobs Fund money;

- monitor energy costs on a quarterly basis and report to the Housing QPR using existing resources.

Strategic Priority – Adapting Homes to Meet Housing Needs

Outcome 13 – improved Delivery, Quality and Consistency of Disabled Adaptations

We will:

- extend the review of the disabled adaptations process to include Adult Services and Children's Services. This will result in a reduction from enquiry to completion of DFGs to 12 months for urgent cases and 18 months for non-urgent cases in 2010/11 to 4 months for urgent cases and 12 months for non-urgent cases in 2011/12 and maintain these targets thereafter. An allocation of £791,000 has been made to North Lincolnshire for 2010/11.
- promote the use of loans where DFGs are not available and increase the number of loans given from 1 in 2009/10 to 5 in 2010/11;
- train 65 front line staff each year who are the first point of contact for someone requesting an adaptation using internal resources;
- regularly participate in the Northern Adaptations Group as a means of comparing performance and good practice using internal resources.

APPENDIX 2

Private Sector Housing Strategy 2010 – 2015 : Draft Action Plan

Background and Monitoring of the Action Plan

The North Lincolnshire Private Sector Housing Strategy 2010 – 2015 was approved at the Cabinet Member briefing in December 2009. This action plan sets out the details on how the objectives in the Private Sector Housing Strategy will be achieved.

Chapter 9 of the Private Sector Housing Strategy provides details on how this action plan will be monitored, which includes regular reports to the Private Sector Housing Strategy Steering group, reports to the Cabinet Member for Housing and Strategic Planning as agreed, and an annual report to the North Lincolnshire Housing Investment Board.

The North Lincolnshire Private Sector Housing Strategy can be found on housing pages of the Council’s website.

PRIORITY 1 - SAFE AND HEALTHY HOMES

Outcome 1.1 – An increase in the number of people living decent homes										
	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.1.1	Encourage and support greater use of home improvement loans to fund maintenance and improvements	No. of home improvement loans/grants given towards making homes decent	2009/10: 27 grants 28 loans ¹	Loans 32 Grants 50	Dependent on funding allocation	Dependent on funding allocation	Dependent on funding allocation	Dependent on funding allocation	2010/11 £150,000 – Internal funding £132,000 – Regional Loans fund £100,000 – Regional Housing Board	Home Improvement Manager

¹ Grants made up of energy efficiency grants and hardship grants. Loans made up of houseproud and home appreciation loans. Source: Energy Efficiency Officer and Loans Officer, January 2010.

	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.1.2	Pilot loans via Credit Union	No. of loans given for home improvements given towards making homes decent	No scheme currently in place	25 loans	Review pilot and number of loans given in first year.				£50,000 from Regional Loans Scheme	Home Improvement Manager
1.1.3	Undertake a mapping exercise to assess no. of properties likely to fall into non-decency over time.	No. of properties likely to fall into non-decency.	19.9% of private sector properties classed as non-decent ²	Mapping exercise complete by March 2011. Steering group to consider impact on strategy action plan	Revise action plan targets accordingly				Internal resources to be used	Housing Standards and Performance Manager
1.1.4	Undertake a private sector house condition survey at least every 5 years	Private Sector House Condition Survey undertaken	Private sector house condition survey undertaken in 2008	Update the stock condition survey with local data	Update the stock condition survey with local data	Update the stock condition survey with local data	Undertake private sector stock condition survey	Results of Private sector Stock Condition Survey reported	£65,000 for stock condition survey in 2013/14	Housing Standards and Performance Manager
1.1.5	Increased number of dwellings made free from Category 1 hazards as a direct	No. of properties made free from Category 1 hazards as a direct result of action by	17(Enforcement Only) ³	50 (to be confirmed following allocation of resources)					Internal resources to be used	Performance and Improvement Officer

² Source: PS House Condition Survey p32

³ Source: 2008 Housing Strategy Statistical Appendix

	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
	result of action by the Council	the Local Authority Breakdown by private renting and owner occupied								
1.1.6	Inspect 100% of private rented properties offered a Council Bond	Percentage of properties inspected	100% of properties inspected	100%	100%	100%	100%	100%	Internal resources to be used	Housing Standards and Performance Manager / Housing Advice Team Manager

Outcome 1.2 – Increase in the number of vulnerable households living in decent homes										
	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.2.1	Implementation of GoWarm	Number of interventions to vulnerable households Number of vulnerable households assisted towards having a decent home	5,778 ⁴ dwellings that are occupied by vulnerable groups are classed as decent, 2,567 classed as non-decent.	180 interventions to vulnerable households	180	-	-	-	Internal resources and external funding	Housing Standards and Performance Manager
1.2.2	Bid for European Regional	Number of interventions to vulnerable	-	50 vulnerable private sector households	50 vulnerable private	50 vulnerable private			£150,000 Council match	Housing Standards and Performance Manager / North

⁴ Source: 2008 Private Sector Stock Condition Survey, p36

	Development Funding to improve the energy efficiency of homes in 2 lower super output areas in North Lincolnshire	households Number of vulnerable households assisted towards decency		assisted	sector households assisted	sector households assisted			funding £150,000 potentially ERDF funding CESP funding	Lincs Homes
1.2.3	Bid for Future Jobs Fund for a Young People's Energy Advisor	Young Person's Energy Advisor in post	No current post	6 month post for Young People's Energy Advisor	Review success of post and identify additional funding if necessary.				£6,175 from Future Jobs Fund	Projects/Connexions Officer / Strategy and Information Officer
1.2.4	Agree final, deliverable vision for Advance Crosby	New Delivery plan produced for Advance Crosby	Original delivery plan created as part of the original master plan but is now obsolete and requires revisiting.	Production of revised delivery plan by July 2010	To be set based on delivery plan	To be set based on delivery plan	To be set based on delivery plan		£40,000 required for delivery plan (figure based on costs for Westcliffe delivery plan)	Project Manager, Advance Crosby

Outcome 1.3 – The Regeneration of Advance Crosby										
	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.3.1	Demolition of up to 50 obsolete properties	Number of properties purchased / demolished	28 properties demolished in 07/08 14 properties purchased in 08/09 16 properties demolished in 09/10	5 properties purchased	Future targets dependent on outcome of delivery plan.	Future targets dependent on outcome of delivery plan.			£600,000 Regional Housing Board Funding in 2010/11	Project Manager, Advance Crosby

1.3.2	Explore funding options for Advance Crosby	Amount of funding acquired for Advance Crosby	£700k Regional Housing Board funding in 2009/10	£600k from Regional Housing Board expected in 2010 / 11					£700k Regional Housing Board (RHB) funding in 09/10 £600k expected in 10/11 from RHB allocation	Project Manager, Advance Crosby
1.3.3	Involve and engage the local community in the Advance Crosby project	Place survey, quality of life indicators, analysed by Advance Crosby area	Annual event held. Memorial gardens consultation. Newsletter to local residents, Project House. Work with schools on project work	Annual event held by Sept 2010 Annual newsletter Continue schools liaison work	Annual event held by Sept 2011 Annual newsletter	Annual event held by Sept 2012 Annual newsletter	Annual event held by Sept 2013 Annual newsletter	Annual event held by Sept 2014 Annual newsletter	From RHB allocation of £600k in 10/11	Project Manager, Advance Crosby

Outcome 1.4 – All member of the community live in decent and safe housing										
	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.4.1	Drop in Advice Surgery by Housing Officers at the South Humber Racial Equality Council (SHREC)	Number of drop in sessions held Number of people given housing and health advice at drop in sessions. Diversity of	No base line information for this action	First drop in session held by June 2010 Report on drop in sessions in September 2010 and set future targets					Within existing resources	Housing Standards and Performance Manager Health

		people seeking housing advice to be monitored.								
1.4.2	Work with service providers working with migrant workers	Number of referrals to housing from Migrant Outreach Worker	6 referrals since November 2009 and March 2010	12 referrals and assess issues raised.	15 referrals	20 referrals			Within existing resources	Housing Standards and Performance Manager
1.4.3	Complete the actions as identified in the Diversity Impact Assessment on the Private Sector Housing Strategy.	Progress on completion of the Diversity Impact Assessment action plan.	Training completed on Diversity Impact Assessments and staff Performance Improvement Group allocated the task	DIA on Home Improvement Policy and Prevention of Homelessness Strategy complete by April 2010 Revised Enforcement Policy by Dec 2010	Complete DIA on revised and new policies	Complete DIA on revised and new policies	Complete DIA on revised and new policies	Complete DIA on revised and new policies	Within existing resources Resources to be identified for any actions in the completed DIAs	Strategy and Information Officer / Housing Advice Manager / Housing Standards and Performance Manager
1.4.4	Park homes sites are visited and inspected annually	Number of Park homes sites visited per annum	8 Park homes sites with approximately 550 homes	8	8	8	8	8	Within existing resources	Housing Standards and Performance Manager
1.4.5	Touring and static sites are visited on a risk-based approach (at least bi-annually)	Number of touring and static caravan sites visited per annum	7 touring or static holiday sites with approximately 315 homes/pitches	7	7	7	7	7	Within existing resources	Housing Standards and Performance Manager

Outcome 1.5 – An increase in energy efficiency and a reduction in carbon emissions from homes in North Lincolnshire										
	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.5.1	Promotion of energy efficiency measures in domestic homes	A reduction in Carbon emissions from domestic homes	29.8% improvement in energy efficiency in domestic homes between 1996 and 2009 ⁵	2% annual improvement	2% annual improvement	2% annual improvement	2% annual improvement	2% annual improvement	£3,500 per annum for HECAMON survey	Home Improvement Manager
1.5.2	Referrals to WarmFront and South Humber Energy Efficiency Partnership (SHEEP)	Number of referrals to WarmFront and SHEEP and number of households assisted	1183 referrals received to Warm Front in 08/09 ⁶	900	900				£10,000 to SHEEP from internal resources External funding from Warmfront	Home Improvement Manager
1.5.3	Bid to the Local Strategic Partnership for resources to assist energy efficiency levels in private rented accommodation	Proportion of energy efficiency measures taken up in private rented accommodation	In 2008/09 Private rented = 5.7% Owner occupied = 94.2 ⁷	8% of total installations	9% of total installations	10% of total installations	11% of total installations	12% of total installations	Potential LSP funding	Housing Standards and Performance Manager

⁵ Source: Home Energy Conservation (HECA) Act survey results 2009.

⁶ These referrals included lightbulbs given and these will not be counted t monitoring figures for the action plan for future years.

⁷ Source: Home Energy Conservation Act Report prepared for North Lincolnshire Council on the effect of the Warm Front Grant Scheme on the housing stock within that area over the period 1st April 2008 to 31st March 2009.

	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.5.4	Increase the implementation of energy efficiency measures within social housing stock	Number of energy efficiency measures within social housing stock across North Lincolnshire	2,617 E.F and G rated boilers replaced Central boiler plant replaced at Lincoln Court (70 dwellings) 5,923 homes installed with double glazing and new well sealed composite doors.	External insulation of 1500 non-traditional dwellings between 2010 and 2014 Replacement of double glazing in 491 non-traditional homes Replacement of 1089 E.F and G. rated boilers over 2 years Top up loft insulation to 2,500 homes between 2010 and 2012	External installation of 1500 non-traditional dwellings between 2010 and 2014 Replacement of 1089 E.F and G. rated boilers over 2 years Top up loft insulation to 2,500 homes between 2010 and 2012	External installation of 1500 non-traditional dwellings between 2010 and 2014	External installation of 1500 non-traditional dwellings between 2010 and 2014		CESP and possibly ERFD funding	North Lincs Homes

	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.5.5	Target people in receipt of means tested benefits living in properties with low energy efficiency	NI 187a – number of people in receipt of means tested benefits living in properties with a low energy efficiency and b) high energy efficiency	NI 187a – 2008/09 = 11% 2009/10 = 7.7% NI 187 b) 2008/09 = 13% 2009/10 = 39.5%	NI 187 a) = 7% NI 187 b) = 41%	NI 187 a) = 6% NI 187 b) = 42%	NI 187 a) = 5% NI 187 b) = 43%	NI 187 a) = 4% NI 187 b) = 44%	NI 187 a) = 3% NI 187 b) = 45%	Via resources identified in other actions. £3500 per annum for NI 187 survey and analysis	Home Improvement Manager
1.5.6	Development and uptake of innovative solutions to improve energy efficiency and carbon reduction.	Number of innovative solutions installed	10 air source heat pumps in private sector homes ⁸	15 measures in private sector homes	20 measures in private sector homes				Regional Housing Board funding	Housing Standards and Performance Manager / Strategic Housing Co-ordinator
1.5.7	Provide eco-friendly new build housing	Number of new built properties constructed to the Code for Sustainable Development Level 3 and above		169 new properties					Homes and Communities Agency funding, section 106, and RSL resources	Strategic Housing Co-ordinator / North Lincs Homes / RSL developing partners

⁸ In addition, 4 Exhaust air heating systems installed in 4 new build affordable homes, 51 air source heat pumps installed in NLHomes properties.

	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.5.8	Work with health to identify a Warm Home Champion	Warm Home Champion in place	No Warm Home Champion currently in post	Group looking at fuel poverty established	Warm Home Champion in place by July 2011				Internal Resources	Programme Co-ordinator for Older People (PCT)
1.5.9	Develop an Affordable Warmth Strategy	Affordable Warmth Strategy approved by Cabinet Member	No stand alone Affordable Warmth Strategy exists	-	Identify resources required for the strategy development	Develop Affordable Warmth Strategy	Implementation of strategy	Implementation of Strategy	Identify resources required in 2011/12	Strategic Housing Team / Health

Outcome 1.6 – Improved conditions and management standards in the private rented sector										
	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.6.1	Explore sub-regional Private Landlord's Accreditation Scheme	Decision on way forward for accreditation scheme by April 2010	Review of North Lincolnshire Private Landlord's Accreditation scheme suggested further actions required 17 accredited landlords in current scheme	Decision on way forward for accreditation scheme by April 2010. Business Plan to Humber Housing Partnership on sub-regional scheme in October 2010`	Launch the new scheme in April 2011 if approved	Insert targets for number of accredited landlords			Internal resources Additional resources to be identified in business case	Housing Standards and Performance Manager
1.6.2	Review Private Sector Housing Enforcement Policy	Enforcement Policy in place	Neighbourhood and Environment Enforcement Policy in place	Private Sector Housing Enforcement Policy in Place by Dec 2010	Annual Review of Policy	Annual Review of Policy	Annual Review of Policy	Annual Review of Policy	Within existing resources	Housing Standards and Performance Manager

	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.6.3	Random sampling by Trading Standards of private properties available for let to check Energy Performance Certificates (EPC)	Number of private rented properties available to let with an EPC	No baseline data	Establish sampling format by June 2010. 100% of properties to let have an EPC	100%	100%	100%	100%	Within existing resources	Housing Standards and Performance Manager
1.6.4	Private rented tenants are prevented from becoming homeless	Number of households accepted as homeless as a result of eviction from private rented accommodation	06/07 = 61 (22%) 07/08 = 45 (25%) 08/09 = 36 (26%) 09/10 = 13 (17%)	No more than 30 (increase anticipated as a result of coming out of recession and increase in repossessions)	No more than 30	No more than 30	No more than 30	No more than 30	Within existing resources	Housing Advice Team Manager
1.6.5	The Council's website is updated to provide more information for private landlords.	Number of people visiting the Council's website pages related to private renting.	No baseline data	Quarterly monitoring to be established and report to Housing QPR and Private Sector Steering Group	Targets to be established	Targets to be established	Targets to be established	Targets to be established	Within existing resources	Service Support Officer

1.6.6		Seek funding and establish pre-tenancy training for private renting tenants.	Number of tenants accessing tenancy training	0	Seek funding for scheme	Establish pre-tenancy training scheme by March 2012	50 tenants receive training	75	100	Funding to be sought	Strategic Housing Co-ordinator
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Outcome 1.7 – Maintain clear strategic leadership for private sector housing in North Lincolnshire										
	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.7.1	Establishment of a Housing Quarterly Performance Review (QPR) based on key targets in the 2010 Housing Strategy Action Plan.	Four Housing QPRs held each year.	No Housing QPR in place.	Housing QPR held on a quarterly basis	Housing QPR held on a quarterly basis	Housing QPR held on a quarterly basis	Housing QPR held on a quarterly basis	Housing QPR held on a quarterly basis	Within existing resources	Strategic Housing Co-ordinators
1.7.2	Undertake quarterly progress review for the lifetime of the strategy	Quarterly progress report of the action plan completed and reported to the Cabinet Member for Housing and Strategic Planning	Action Plan to go to Cabinet Member for approval in April 2010	Quarterly reports to Cabinet	Quarterly reports to Cabinet	Quarterly reports to Cabinet	Quarterly reports to Cabinet Full review of existing strategy	Revised private sector housing strategy in place	Within existing resources	Housing Strategy and Information Officer

	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.7.3	Staff have an opportunity to feed ideas and suggestions forward on private sector housing through the Performance Improvement Group	Number of suggestions put forward to the Performance Improvement Group and as a result action is taken to improve the service.	Housing Performance Improvement group held monthly	3 suggestions	5 suggestions	5 suggestions	5 suggestions	5 suggestions	Within existing resources	Performance Improvement Group
1.7.4	Establish a sound evidence base for health and housing and present this to the Well-being and Health Improvement Partnership (WHIP)	Evidence base for health and housing in place	Some information in the private sector housing strategy	Complete the evidence base beginning of May and present at the Health Summit on 18 May 2010 Maintain strong presence on the WHIP	Update the evidence base as necessary on an annual basis and present to the WHIP				Within existing resources	Housing Standards and Performance Manager / Housing Strategy and Information Officer

Outcome 1.8 – Customers are satisfied with the services provided										
	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.8.1	Revise, publish and monitor housing division service standards	Service standards are published, monitored and reported on at least quarterly	Service standards approved in 2009.	Consultation on service standards complete by July 2010 Service standards published, monitored and results reported by July 2010	Review service standards annually	Review service standards annually	Review service standards annually	Review service standards annually	Within existing resources	Housing Standards and Performance Manager
1.8.2	Report and publicise results of ongoing consultation for Housing Division services	Reports to the quarterly housing QPR	Consultation undertaken but not always publicised	First report on all ongoing consultation to the Housing QPR in July 2010 and quarterly thereafter Targets to be set for all ongoing consultation	Targets set in 2010/11 for future years				Internal resources	Team Managers

Outcome 1.9 – Value for money for housing services can be demonstrated										
	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.9	Benchmarking on enforcements costs across the sub-region		Bench marking complete by December 2010						Within existing resources	Housing Standards and Performance Manager

	Outcome	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
1.10	Maximum use is made of the existing housing stock	Map all empty properties to identify any areas of concern	% of empty properties and long-term empty properties by area	No current mapping	Maintain current levels and review targets in July 2010	Insert targets following review in July 2010				Within existing resources Resources required to be reviewed in July 2010	Housing Standards and Performance Manager

PRIORITY 2 - AFFORDABILITY

Outcome 2.1 – A reduction in the number of vulnerable people who are living in fuel poverty										
	Action to achieve the outcome	Performance Measure	Starting Point	10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
2.1.1	Training of outreach workers on fuel poverty issues and work with PCT and other partners to promote affordable warmth and referral contacts	Number of front line staff trained to recognise fuel poverty issues	17	30	40	50	50	50	Within existing resources	Home Improvement Manager
2.1.2	Map NI 187 to GIS	NI 187 mapped to GIS and results reported to	No mapping in place	Complete mapping by July 2010	Complete annual mapping by July 2011	Complete annual mapping by July 2012	Complete annual mapping by July 2013	Complete annual mapping by July 2014	£3500 required for questionnaire and external analysis	Housing Standards and Performance Manager

		Housing QPR								
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Outcome 2.2 – People are assisted to maximise their income and seek support											
2.2.1	Continue to promote the Debt and Housing Advice Network (DHAN)	Prevention measure A4 – Debt advice allowing people to remain in their own home	2009/10 Q1 – Q3 = 5	15	15	15	15	15	15	Within existing resources	Housing Advice Team Manager
2.2.2	Bid to the Future Jobs Fund for a Young People's Lifeskills Advisor to include advice on budgeting for young people	Young People's Lifeskills Advisor in post. Performance measures to be set once funding approved	No post currently exists	Set once funding approved Young people's housing strategy group review post						£6,175 Future Jobs Fund	Projects and Connexions Officer / Strategy and Information Officer
2.2.3	Monitor energy costs	Energy costs are monitored and reported to the Housing Quarterly Performance Review	Energy cost information gathered when required	Establish monitoring of energy costs and report to Housing QPR	Quarterly monitoring of energy costs	Quarterly monitoring of energy costs	Quarterly monitoring of energy costs	Quarterly monitoring of energy costs	Quarterly monitoring of energy costs	Within existing resources	Housing Strategy and Information Officer

PRIORITY 3 - ADAPTING HOMES TO MEET HOUSING NEEDS

Outcome 3.1 – improved delivery, quality and consistency of disabled adaptations										
	Action to achieve the outcome	Performance Measure	Starting Point	Target 10/11	11/12	12/13	13/14	14/15	Resources	Lead Officer
3.1.1	Extend the review of the disabled adaptations process to	Average time taken from Enquiry to Completion of a DFG	DFG 180 days 2009-10 (so far)	12 months for urgent cases 18 months	4 months – urgent cases	4 months – urgent cases	4 months – urgent cases	4 months – urgent cases	£791,000	Home Improvement Manager

	include Adult Services and Children's Services		NLH 199 days 2009-10 (so far) ⁹	for non-urgent cases	non-urgent cases	non-urgent cases	non-urgent cases	non-urgent cases		
3.1.2	Promote use of loans where DFG not available.	No. of loans taken up for adaptations	1	5	7	10	12	15	Regional loans fund	Home Improvement Manager
3.1.3	Training for staff who are the first point of contact for someone requesting an adaptation	Number of front line staff trained	65 staff trained in 2009/10	65	65	65	65	65	Within existing resources	Home Improvement manager
3.1.4	Regular participation in the Northern Adaptations Group as a means of comparing performance and good practice	Number of meetings attended and action taken to improve the service		First meeting to be attended on 18 March 2010						Home Improvement Manager

⁹ Number of DFGs 2009/10 = 88 adults / 24 children. Average cost of DFG 2009/10 = £8,890 (adult) and £19,134 (child)
Draft Private Sector Housing Strategy Action Plan, version 0.10