

HOUSING STRATEGY ACTION PLAN PROGRESS

APPENDIX I

Owner Key

SHM	Strategic Housing Manager	HEM	Housing Enabling Manager	HOH	Head Of Housing
HNM	Housing Needs Manager	PEHD	Principal Environmental Health Officer	JOT	Joint Funded Occupational Therapist
HEO	Housing Enabling Officer	SPM	Special Projects & Tenants Liaison Manager	PPM	Performance & Projects Manager
HPS	Head of Planning Services	HSS	Housing Support Services	TSM	Tenant Services Manager
RTSM	Repairs & Technical Services Manager	EHPM	Empty Homes Partnership Manager		
DAHC	Devon Affordable Housing Co-ordinator				

				Theme 1 - Everyone		
1	Action – Housing Unit Equalities Action Plan	Target	Priority	Owner	Resources	Progress against plan
1.a	Develop our Housing Equalities and Diversity Action Plan and the Housing Equalities and Diversity Implementation Group to properly reflect our strategic housing role.	October 08	High	PPM	Staff time	New group established and starting work towards development of Housing Equality and Diversity strategy.
2	Action – Supported Housing actions	Target	Priority	Owner	Resources	Progress against plan
2.b	Develop a framework for Supported Housing delivery for Exeter through the Devon Local Area Agreement	March 08	High	SHM	Staff time	Work on the Devon LAA ongoing with considerable input from Strategic Housing Services through Devon Strategic Housing Group
3	Action- Housing for people with learning disabilities	Target	Priority	Owner	Resources	Progress against plan
3.a	Work with Devon Learning Disability Team and Supporting People to identify need and types of accommodation/support required.	March 2009	Medium	SHM	Staff time	Some people have been assessed by JOT and are being allocated to homes in the pipeline

4	Action- Housing for people with mental health problems	Target	Priority	Owner	Resources	Progress against plan
4.a	Work in partnership to increase the availability of appropriate housing and support services for people with mental health problems living in the community.	March 2009	Medium	SHM	Staff time	Some people have been assessed by JOT and are being allocated to new homes in the pipeline
	Ensure the Homelessness Strategy addresses the needs of homeless people with mental health problems.	August 2008	High	HNM	Staff time	COMPLETE New Homelessness Strategy published
5	Action- Accessibility	Target	Priority	Owner	Resources	Progress against plan
5.a	Implement policy of all new affordable housing to be built to Lifetime Homes Standards where practicable/viable.	March 08	High	HEM	Staff time/capital resources	COMPLETE Implemented
5.b	Evaluate the role of the Occupational Therapist within Housing Services and negotiate further funding from 2009.	March 2009	Medium	HOH	Revenue funding	COMPLETE Funding agreed until 2009
5.c	Increase to £15,000 grant available to owner-occupiers requiring adaptations who move to more suitable accommodation.	October 2007	Low	PEHO	Capital funding	COMPLETE
5.d	Develop robust monitoring of demand for and provision of accessible housing in the city.	Oct 2008	Medium	JOT	Staff time	Ongoing
5.e	Seek adoption of a suitable Development Plan Document on Accessible Housing within the Local Development Framework.	March 2008	High	SHM	Staff time	Discussions with Planning ongoing.
6	Action- Housing for people with sensory disabilities	Target	Priority	Owner	Resources	Progress against plan
6.a	Research need for accommodation for people with sensory disabilities and work with housing associations to meet identified need.	March 2009	Medium	EHM	Staff time	Ongoing
7	Action- Older persons housing	Target	Priority	Owner	Resources	Progress against plan
7a	Undertake a modernisation programme of suitable sheltered housing schemes to ensure they comply with Supporting People standards and provide long-term accessible housing to older people.	March 2012	Low	RTSM	Capital funding agreed	Programme commenced
7b	To develop a comprehensive, cross-tenure Older Persons Housing Strategy in partnership with other agencies and through consultation with older people.	March 2009	Medium	HSM	Staff time	Work with Devon Supporting People is ongoing.

7c	To continue to review the Council's sheltered housing and support services for older people in accordance with the emerging Supporting People Older Persons' Strategy.	March 2009	Medium	HOH	Staff time	Sheltered Housing Review group established
7e	To work in partnership to develop Extra Care and other innovative models of housing/care provision.	April 2010	Medium	HOH	Staff time/capital funding	Discussions underway with DCC
7d	To consult with black and minority ethnic communities regarding older persons housing needs.	March 2009	Medium	HEO	Staff time and consultation costs	Contacts with BME groups developed
8	Action-gypsies and travellers	Target	Priority	Owner	Resources	Progress against plan
8a	Identify sites in Core Strategy.	March 2008	High	HPS	Staff time	Ongoing- Member group established
8b	Consult with community regarding preferred models of site provision/management.	March 2010	Low	HPS	Staff time	Will be done when sites identified
8c	Work with registered social landlords to secure provision.	March 2011	Low	HEM	Staff time	Devon G&T Coordinator being appointed to help
9	Action- Black and minority ethnic communities	Target	Priority	Owner	Resources	Progress against plan
9a	Review homelessness/housing advice services in light of findings of the Inclusive Housing Project	June 2009	Low	HNM	Staff time	Project completes in 2009
9b	Develop meaningful and ongoing consultation with Exeter's black and minority ethnic groups on housing issues.	October 08	Medium	HEO	Staff time/revenue funding	Some consultation undertaken as part of Housing Strategy review, further consultation planned
10	Action- Faith	Target	Priority	Owner	Resources	Progress against plan
10a	Research implications of Islamic teaching on loans/interest and possible effect on housing opportunities.	October 08	Medium	HEO	Staff time	Ongoing
	Action- Children and young people	Target	Priority	Owner	Resources	Progress against plan
10b	To explore and develop opportunities for further consultation and information sharing with young people on housing issues.	March 2009	Low	HNM	Staff time	Link with the annual Young Person's Consultation Day
	Action- Gender	Target	Priority	Owner	Resources	Progress against plan
10c	To widen housing performance monitoring to include gender.	March 2008	Medium	PPM	Staff time	Included in CORE, Housing Advice figures and Tenant Census

10d	To require monitoring by gender of take up of low cost home ownership.	March 2008	Medium	HEO	Staff time	COMPLETE - now have access to Home2own data system
11	Action – Housing issues for gay, lesbian and transsexual people					
11a	Consider housing issues relating to sexuality through the Housing Equalities and Diversity Implementation Group and develop appropriate policies.	October 08	Medium	PPM	Staff time	To be done
12	Action- Student Accommodation	Target	Priority	Owner	Resources	Progress against plan
12a	Consult on and adopt Supplementary Planning Guidance seeking to limit further student developments in certain areas.	March 2008	High	HOPS	Staff time	SPG on Permissions for conversions to student accommodation agreed, established an agreement with University on new sites.
12b	Investigate setting up an accreditation scheme for student accommodation.	October 2008	Medium	PEHD	Staff time	In development and will be launched December 08
13	Action- Customer and tenant involvement	Target	Priority	Owner	Resources	Progress against plan
13a	In partnership with local registered social landlords explore and develop methods of consultation/involvement that can reach all social housing tenants.	October 2008	Low	HOH	Staff time	To be done
13b	Develop resident consultation/satisfaction mechanisms to gain feedback on residents' experiences of affordable housing developed through S106 agreements on private developments.	March 2009	Medium	HEM	Staff time	To be done
				Theme 2 - Home		
14	Action- Improving quality of private sector housing in Exeter	Target	Priority	Owner	Resources	Progress against plan
14a	Implement a programme to educate and inform property owners on the benefits of proper maintenance and energy conservation.	March 2009	Medium	PEHO	Staff time	To be done
14b	Assess feasibility of the use of an accreditation scheme or selective licensing for rented properties alongside mandatory HMO licensing.	October 2008	Low	PEHO	Staff time	To be done

14c	Extend the existing landlord insulation grant scheme (PLEA) to include non-priority groups, including students (further 3,000 homes).	December 2008	Medium	PEHO		To be done
14d	Organise training for landlords regarding energy efficiency and fuel poverty issues and promote grants.	December 2008	Medium	PEHO		To be done
15	Action- Achieving excellence in management of council homes	Target	Priority	Owner	Resources	Progress against plan
15a	Use the recommendations from the mock inspection of the housing service to identify areas for improvement and develop robust, SMART service improvement plans for implementation	March 2008	High	HOH	Staff time/ revenue funding	COMPLETE Mock inspection completed and action plan agreed.
15b	Undertake a full tenants' census and use the data to ensure a tailored and inclusive service.	March 2008	High	PPM	Staff time/ revenue funding	COMPLETE Work underway to use data collected
15c	Research feasibility of the use of incentive schemes to improve rent arrears, anti-social behaviour and tenancy management.	October 2008	Medium	HOH	Staff time/ revenue implications	Planned for 2009
15d	Submit management and performance information to Housemark and commence in-depth benchmarking of services.	March 08	Medium	PPM	Staff time	Underway – to be completed by October 2008
15e	Review and amend existing procedure manuals and undertake refresher training where necessary.	March 2009	Low	HSS TSM RTSM SPM PPM	Staff time	New procedures being developed starting with Tenancy Services.
16	Action- Ensuring high management standards in all affordable housing	Target	Priority	Owner	Resources	Progress against plan
16a	Develop exemplar policies and appropriate legal frameworks to secure housing management standards in privately managed affordable housing.	June 2008	Low	HEM	Staff time	Some policies developed for specific scheme but now no longer necessary as scheme likely to be managed by ECC in future

	Action- Council-owned land	Target	Priority	Owner	Resources	Progress against plan
16b	Deliver 75 new homes on Council land by March 2009. All homes to be built to at least Code for Sustainable Homes level 3 with inclusion of further sustainable measures if possible.	October 2009	High	HEM	Capital resources and staff time	Expect first starts on site in the Autumn. Partnership with RSL now in place. Resident consultation on sustainable housing measures undertaken. Technical review ongoing.
	Action- Downsizing	Target	Priority	Owner	Resources	Progress against plan
16c	Develop downsizing incentives scheme for other registered social landlords in the city.	March 2009	Medium	HEO	Staff time/capital funding	Being developed will be launched by October 08.
16d	In partnership with other agencies explore possibilities for downsizing support in the private sector.	March 2009	Medium	PEHO	Staff time	To be done
	Action – Empty Homes	Target	Priority	Owner	Resources	Progress against plan
	Develop a separate Empty Homes Strategy	October 2008	High	HEM EHMP	Staff time	Draft completed
17	Action- Sustainability	Target	Priority	Owner	Resources	Progress against plan
17a	Implement policy that all new affordable housing to meet at least level 3 of the Code for Sustainable Homes wherever possible.	March 08	High	HEM	Staff time/ capital resources	Implemented through Housing Strategy and in negotiations with developers
17b	Complete and promote current eco-homes exemplar project and identify and take forward further such projects.	October 2009	Medium	HEM	Staff time/ capital resources	Site and partner RSL identified, design agreed. Planning application to be submitted by autumn 08
17c	Implement policy that all new affordable housing to be designed according to Secured By Design principles	March 08	High	HEM	Staff time	Implemented through Housing Strategy and negotiations with

						developers
17d	Assist Planning department to develop a sustainability checklist and guidance to encourage sustainable construction methods and materials to be adopted in new developments and refurbishments.	Sept 2008		HEM/ HPS	Staff time	COMPLETE
17e	Review relevant policies for the management of Council homes, development of new housing and private sector renewal to ensure compliance with the Biodiversity Duty. Develop new policies where necessary to ensure biodiversity is protected.	March 2010	Low	HOH PEHO	Staff time	To be done
18	Action- Housing types and tenures	Target	Priority	Owner	Resources	Progress against plan
18a	Explore options and allocate funding to create a supply of 'intermediate' rented housing.	March 2009	Medium	HEM	Staff time/ capital resources	Scheme going ahead for 10 units in partnership with RSL, further schemes planned
19	Action- Energy Efficiency	Target	Priority	Owner	Resources	Progress against plan
19a	All new dwellings to achieve a minimum SAP rating of 75*	March 2010	High	HEM	Staff time/ capital resources	Achieved
19b	Continue to improve the energy efficiency of Council houses in the city by: <ul style="list-style-type: none"> Installing loft and cavity wall insulation into remaining houses not already benefiting; Installing a further 200 gas combination condensing boilers (SEDBUK 'A' rated) Investigating the viability of a trial to install solar water heating into properties receiving renovation grants 	December 2010	High	RTSM	Staff time/ capital resources	Programme Underway
						Theme 3- Opportunity
20	Action- Homelessness	Target	Priority	Owner	Resources	Progress against plan
20a	Revise and update the Homelessness Strategy	August 2008	High	HNM	Staff time	New Homelessness Strategy published.
20b	Reduce homelessness acceptances by 25% by 2010 and 50% by 2015 through improved housing advice and homelessness prevention services.	March 2010/2015	Medium	HNM	Staff time/ revenue & capital resources	On target
20c	Consult with service users regarding accessibility and quality existing of homeless services in the city.	October 2008	High	HNM	Staff time	Completed and fed into Homelessness Strategy
20d	Ensure no young person aged 16 or 17yrs or care leaver up to the age of 21yrs is	March	High	HNM	Staff time	On Target

	accommodated in B&B by 2010.	2010				
20e	Reduce the use of temporary accommodation by 50% by 2010	March 2010	High	HNM	Staff time/ revenue & capital resources	On target at end of last quarter
20f	Assist in reducing youth homelessness by 50% by April 2008	April 2008	High	HNM	Staff time/ revenue resources	Completed – youth homelessness reduced by 80% since 2005
21	Action- Preventing rough sleeping and repeat homelessness	Target	Priority	Owner	Resources	Progress against plan
21a	Revise the Resettlement Strategy as part of the Homelessness Strategy review; ensuring numbers found on rough sleeper counts remain below 9.	August 2008	High	HNM	Staff time	Completed as part of Homelessness Strategy
21b	Review the current partnership agreement between ECC Health/Social Services/Drugs Action Team and secure future funding for the Street Homeless Outreach Team	March 2008	High	HNM	Staff time/ revenue resources	Project team currently working on this. CLG funding secured for 3 years
21c	Work with Supporting People team and other partners to review unmet housing and support needs for the client group and develop a Move-on strategy.	March 2009	Medium	HNM	Staff time/ revenue resources	Some progress with sectorial review of homelessness services now partially completed
21d	Ensure that existing accommodation projects accommodating rough sleepers are reconfigured to meet the changing needs of the client group. Ensure additional funding is secured where a need for additional resources is identified.	March 2010	Low	HNM	Staff time/ revenue resources	To be done
21e	Develop partnership protocols for information sharing with key partners agencies (mental health, probation, drug agencies)	March 2009	Low	HNM	Staff time	Ongoing through Homelessness Collaboration project
22	Action- Housing advice/homelessness prevention	Target	Priority	Owner	Resources	Progress against plan
22a	Complete review of the housing advice service against the Audit Commissions Key lines of enquiry (KLOE 8) and agree an improvement plan.	October 2008	Medium	HNM	Staff time	Review completed – service improvement plan to be produced by Oct 08
22b	Develop customer feedback mechanisms including mystery shopping	October 2008	Medium	HNM	Staff time/ revenue	Part of service improvement plan
22c	Benchmark housing advice service against peer-group to ensure value for money.	Oct 2008	Medium	HNM	Staff time	To be done
22d	Review and update housing advice information leaflets.	March 2008	High	HNM	Staff time	COMPLETE

23	Action- Temporary accommodation and direct lettings	Target	Priority	Owner	Resources	Progress against plan
23a	End use of bed and breakfast for 16 and 17year olds and care leavers up to 21yrs by 2010.	March 2010	High	HNM	Staff time/ revenue	In progress
23b	Improve methods of customer feedback from clients in temporary accommodation.	October 2008	Medium	HNM	Staff time	In progress – client user groups established
23c	Improve the standard of advice and information provided to tenants in temporary accommodation with the aim of developing a tenant's handbook.	October 2008	Low	HNM	Staff time/ revenue resources	To be completed as part of Temporary Accommodation service improvement plan
23d	Ensure that the stock of temporary accommodation meets clients needs whilst also reducing the stock of temporary accommodation by 50% by March 2010	March 2010	High	HNM	Staff time	On target
23e	Ensure temporary serviced accommodation meets level B of Supporting People Quality Assessment by 2009.	March 2009	High	HNM	Staff time	In progress
23f	Increase the number of properties available through Extralet to 50 by 31 March 2008.	March 2008	High	HEM	Staff time/ revenue resources	51 properties now available
23g	Complete a business plan for the Extralet service by Dec 2007 to secure the long-term future of the Management Agency.	December 2007	High	HEM/ HNM	Staff time	Completed – being submitted to Scrutiny September 08
24	Action- Allocations	Target	Priority	Owner	Resources	Progress against plan
24a	Implement recommendations arising from the mock inspection of the Exeter Home Choice service.	October 2008	Medium	HNM	Staff time	Underway as part of service improvement plan
24b	Carry out focus groups with successful applicants and applicants on the waiting list to obtain feedback on the standard of service and implement recommendations.	October 2008	High	HNM	Staff time	Feedback mechanism established
24c	Improve information to applicants of alternative housing options in the city through staff training and improved literature.	October 2008	Medium	HNM	Staff time	Completed – website updated and staff training carried out
24d	Deliver outreach surgeries at other statutory and voluntary agencies to provide accessible advice to applicants on the Home Choice service and evaluate effectiveness.	October 2008		HNM	Staff time	Outreach surgeries being held
25	Action- Developing more affordable housing	Target	Priority	Owner	Resources	Progress against plan
25a	Develop and implement Supplementary Planning Document on Affordable Housing.	March 2008	High	HEM	Staff time	Joint work with Planning Department ongoing but delayed by LDF work
25b	Implement policy of 35% affordable housing on sites of 15 homes or more with 70% of affordable homes social rented housing and 30% affordable intermediate housing.	March 2008	High	HEM	Staff time	Included in Housing Strategy – to be

						implemented when Core Strategy submitted.
25c	Implement policy of financial contribution in the form of commuted sums on developments of between 3 and 14 dwellings.	March 2008	High	HEM	Staff time	To be implemented when Core Strategy submitted.
25d	Develop tools to assess scheme viability.	March 2008	High	HEM	Staff time	Viability study completed
25e	Develop model to allocate available public subsidy between Section 106 and Non-S106 sites taking account of targets, developer contributions, site availability and yields	March 2008	High	SHM	Staff time	Underway
				Theme 4- Sub-regional issues		
26	Action- Sub-regional Strategy	Target	Priority	Owner	Resources	Progress against plan
26a	Identify mechanisms and funding to take forward the sub-regional Strategic Land Availability and Viability studies and develop sub-regional delivery targets and monitoring systems.	October 2008	High	ETHMA Steering Group	Staff time	Methodology agreed and SLA study underway. Work ongoing to develop joint work at sub-regional level.
26b	Submit a bid on behalf of partner authorities for a sub-regional choice-based lettings system.	October 2007	High	HOH	Staff time/ revenue funding	Bid submitted and has been successful, officer now appointed
27				Additional Actions – Creating additional lettings of Affordable Housing		
Action						
27a	Acquire completed homes that private developers cannot sell and create intermediate rent and social rent	October 2009	High	HEM	Staff time, capital funding	Researching sites
27b	Bring forward affordable housing on S106 sites where developer has market units 'on hold'	March 2010	High	HEM	Staff time, capital funding	Negotiations underway with developers
27c	Identify sites under 14 units that have planning consent for private development and find ways of bringing forward for affordable housing	March 2010	High	HEM	Staff time, capital funding	Research underway and discussions with RSL

						commenced
27d	Set up Devon-wide Community Land Trusts scheme	March 2010	Medium	DAHC	Staff time	Devon-wide mechanism being progressed
27e	Support development of STEPs housing project in partnership with Exeter Community Initiatives	March 2009	Medium	HEO	Staff time, capital funding	£5k funding committed, business plan done, SLA being prepared,
27f	Convert hard-to-let sheltered housing to permanent or temporary affordable housing for non-elderly	March 2010	High	HOHS/ HEM	Staff time, capital funding	Investigation underway
27g	Encourage tenants to use space rooms for lodgers	October 2008	Medium	EHM	Staff time	Leaflet being drafted to go on Council website
27h	Convert shared ownership units that are difficult to sell in the current market to rented units and explore feasibility of Rent-to-buy	October 2009	High	HEM	Staff time, capital funding	Being raised in developer negotiations
27i	As prices in second-hand market decline purchase second-hand street properties to convert to affordable housing.	October 2010	Medium	HEM	Staff time, capital funding	Budget allocated
27j	Making better use of all stock through Conversions and Extensions	October 2010	High	EHM RTSM	Staff time, capital funding	3 Council done, others in pipeline with RSLs
27k	Encouraging Mutual Exchanges	Sept 2008	High	HNM	Staff time	New Scheme underway
27l	Encouraging Private Landlords to take people off the Housing Register (LetStart)	July 2008	High	HMN	Staff time	7 moves achieved