

Action Plan

1	Aims for the Strategy's 5-year plan	How Measured?	Target Date	Owner	Progress
1a	The creation of an Older Persons' Partnership Board for the City consisting of relevant organisations including health, social care, housing and planning strategists, the voluntary sector plus customers. The Partnership to discuss the issues related to the ageing society, address them through the aims of this strategy and deliver solutions.	Creation of partnership	October 2011	Assistant Director of Housing and Contracts and SHIP	Action deleted. SHIP and Health and Well Being Board now fulfilling this role.
2	Aids and Adaptations	How Measured?	Target Date	Owner	Progress
2a	Establish whether Council Estate or Technical Officers would be able to carry out basic screenings for falls for older tenants as part of their routine visits. Work with Devon County Council to see how this could join up with the health and social care community falls pathway.	Process established	December 2010	Occupational Therapist and Housing Operations Manager	Technical officers now authorised to agree minor adaptations to prevent falls of older tenants.
3	Disabled Facilities Grant	How Measured?	Target Date	Owner	Progress
3a	Use the evidence from the research project to develop a common operating protocol with registered social landlords	Protocol developed	June 2011	Environmental Health Manager	Protocol in use by some Registered Providers, others to sign up during year
4	Exeter City Council Housing Adaptations	How Measured?	Target Date	Owner	Progress
4a	To improve waiting times, establish	Reduced waiting	April 2011	Housing	Complete

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	whether the council could have a dedicated occupational therapist to carry out all assessments for adaptations to it's own stock.	times. Completion of Resident Auditors Team review		Operations Manager	
5	Occupational Therapist	How Measured?	Target Date	Owner	Progress
5a	Secure funding for the occupational therapist post for 2010 / 11 / 12	Joint funding agreement in place	November 2010	Assistant Director of Housing and Contracts	Ongoing funding agreed. Reviewed annually
5b	Establish methods for identifying council stock with major adaptations prior to 1997, i.e. properties which have had extensions which were not recorded	Methods established	April 2011	Occupational Therapist	Technical Officers carrying out stock condition surveys and neighbourhood officers carrying out pre-void inspections also complete accessibility assessments and alert the Occupational Therapist to any major adaptations.
6	Wheelchair Accessible Housing in Exeter	How Measured?	Target Date	Owner	Progress
6a	Produce a wheelchair accessible homes design standards booklet	Publication date	June 2011	Occupational Therapist	Completed Jan 2011 and reviewed and amended in November 2011
6b	Amalgamate data on accessible homes to Devon home Choice property data.	Number of properties which have had their accessibility category entered onto Devon Homechoice.	Ongoing	Occupational Therapist	Accessibility categories and adaptations are recorded on capita property data base so this information can be accessed when properties are advertised through Devon Homechoice.
7	Home Call	How Measured?	Target Date	Owner	Progress
7a	Home Call to explore funding options for Telecare to enable the wider public take up of remote monitoring devices	All funding options explored	July 2011	Control Centre Manager	Complete. Funding is available and administered through Devon County Council

8	Lifetime Homes Standard	How Measured?	Target Date	Owner	Progress
8a	Ensure that the Council's Residential Design Guide requires all new dwellings to meet the Lifetime Homes Standard	All 16 criteria required by the adopted Residential Design Guide	Autumn 2010	Design Manager	Lifetime Homes incorporated into Residential Design Guide Supplementary Planning Document and Core Strategy.
9	Exeter City Council Planning Service	How Measured?	Target Date	Owner	Progress
9a	Ensure access to local amenities and public transport is embedded in emerging Local Development Framework policy and the Residential Design Guide	Assess whether guidance/policy achieves the actions	Ongoing	Design Manager and Development Manager	Complete
9b	Ensure requirements for refuse storage is included in Residential Design Guide	Requirements included in adopted residential design guide	Autumn 2010	Design Manager	Complete
10	Personalisation	How Measured?	Target Date	Owner	Progress
10a	Establish how housing services can be more tailored to the needs of older people	Tailoring of services	Ongoing	All housing managers	Housing Needs – see 18a Landlord Services - When a tenant moves into older persons accommodation a single assessment is carried out that assists to tailor services. Devon County Council is working towards this becoming standard across Devon. Housing Development – We continue to enable the development of accommodation for this age group.

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11	Area Based Grant	How Measured?	Target Date	Owner	Progress
11a	Obtain more information from Devon County Council on where community based support grant is allocated and ensure Exeter receives its fair share of funding	Detailed budget for both Supporting People programme and administration grant	April 2011	Assistant Director of Housing and Contracts	Ongoing
12	Home Ownership	How Measured?	Target Date	Owner	Progress
12a	Encourage homeowners to claim pension and council tax benefits	Marketing carried out	June 2012	Housing Needs Manager	General Marketing Campaign conducted by the Housing Benefit department to encourage the take up of benefits.
12b	Research the need for shared ownership for older people and provide such units through various initiatives	Whether the need established is met	Method for establishing need – May 2011 Using this method and meeting need – On-going	Housing Enabling Officer	On-going
13	Private Renting	How Measured?	Target Date	Owner	Progress
13a	Create guidance on letting to older tenants to encourage landlords to specialise in renting to this age group	Guidance created	July 2011	Housing Enabling Officer	Action deleted – due to our relatively low demand for social sheltered housing stock, private rented accommodation is very rarely required
13b	Create a landlord accreditation scheme for landlords who provide settled, sustainable tenancies for older people claiming LHA and achieve a decent standard of letting which meets or exceeds all legal	Scheme developed and operating	June 2012	Empty Homes Manager	Action deleted – due to our relatively low demand for social sheltered housing stock, private rented accommodation is very rarely required.

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	requirement relating to various aspects of renting. Provide the registered landlords with information on good practice in renting to older people, LHA and grants and aids for adaptations.				
13c	Hold a register of properties, which are suitable for older people with limited mobility. Register to be jointly maintained by the Housing Advice team, the Empty Homes team and Adult Community Services	Register produced	July 2012	Empty Homes Manager and Housing Needs Manager	Register of properties established through ExtraLet and private sector leasing schemes has been set up. Further work required with Adult Community Services.
13d	Promote LHA take-up and deposit guarantee scheme	Marketing carried out	On-going	Housing Needs Manager	General Marketing Campaign conducted by Housing Benefit department to encourage benefits take up.
14	Exeter City Council's Older Person Accommodation	How Measured?	Target Date	Owner	Progress
14a	Produce a plan for improving and remodelling the Council's older person housing schemes	Plan produced via review of older person housing schemes	August 2011	Housing Operations Manager	Due to changes in Housing Revenue Account funding this is now part of a larger review of finances. Also continuing discussions with Devon County Council over older persons funding.
14b	Review buggy power points and storage in ECC older person housing schemes	Review completed	August 2011	Tenant Service Manager	On-going
14c	Explanation of scooter re-charge facilities in Chatterbox and as part of accompanied let checks.	Article in Chatterbox	November 2010	Tenant Service Manager	On-going

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14d	Re-assess the use of the communal lounges. Establish whether a hub and spoke model could be used which would allow other members of the public to make use of the communal rooms.	Review completed and greater use of communal areas where appropriate	Re-assessment - April 2012. Encouraging participation – Ongoing	Tenant Service Manager	Review of older persons services is due to commence and will take approximately six months.
14e	Arrange more joint activities with the PCT	More activities recorded. Better working relationship with PCT.	Ongoing	Tenant Service Manager	Subject to current review
14f	Action - Tenant profiles are established via a census form completed at the sign up. The Council needs to use this information gathered to improve its housing management service.	Census returns increased to above 80%	Ongoing	Tenant Service Manager	Tenant census work still ongoing
14g	Service standards to be measured and method of measurement to be established	Standards measured as outlined in service improvement plan	April 2011	Tenant Service Manager	If we agree to sign a new contract with Devon County Council then a review of what standards to report on will be undertaken
14h	Complete Housing Services Older Persons Strategy	Strategy complete	May 2011	Tenant Service Manager	Strategy will depend on outcome of current negotiations with Devon County Council
15	Accommodation for Older People				
15a	Action – In partnership with Devon County Council, the planning service and the housing service, produce a process for collecting evidence of need for various specialised housing of all tenures. Such evidence will	Process determined	July 2012	Housing Enabling Officer and Forward Planning Manager	On-going

	then be fed into planning policy and used as a basis for the production of specialised housing schemes. Various delivery methods need to be explored including Section 106 agreements.				
16	Extra Care Housing	How Measured?	Target Date	Owner	Progress
16a	Work in partnership with Devon County Council, housing associations, charitable trusts and private developers to produce Extra Care schemes in Exeter.	Target of 50 units per year	Ongoing	Housing Enabling Manager	On-going. First scheme will hopefully be completed in 2013. Delivery rate has been affected by the removal of Homes and Communities Agency grant.
17	Downsizing	How Measured?	Target Date	Owner	Progress
17a	Promote the Downsizing Scheme to encourage more tenants who are not disabled or elderly to move out of adapted properties. Linked to target 6a.	Article in Insight. Record the number of adapted properties released through the scheme	December 2010	Housing Operations Manager	Ongoing. Downsizing policy to be reviewed to make it a more attractive option.
18	Devon Homechoice	How Measured?	Target Date	Owner	Progress
18a	Ensure older people with higher support needs are case managed and supported through allocations process	All applicants over 55 contacted and offered case management service	January 2012	Housing Needs Manager	Not necessary to offer service to all over 55s. Currently 30 applicants are receiving this support and it is offered where required.
18b	Scan applications to reduce processing time	Scanning in place	December 2010	Housing Needs Manager	Not financially viable
18c	Promote the use of phone / advocate bidding		Ongoing	Housing Needs Manager	See 18a
18d	Establish a method for identifying people who need help using the system		October 2010	Housing Needs Manager	Devon Home Choice Procedures Version 1.2 Section 41, has been implemented setting out how we respond to vulnerable applicants.

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19	Cognitive Disability	How Measured?	Target Date	Owner	Progress
19a	Establish the level of need for clustered accommodation and provide through various initiatives.	Procedure established and accommodation provided	On-going	Occupational Therapist and Housing Enabling Officer	Reviewing key ring scheme and exploring alternatives.
20	Devon Care and Repair	How Measured?	Target Date	Owner	Progress
20a	Feed the comments made by the focus group into the re-tendering process of the service next year.	Tender process acknowledges inspection feedback	October 2010	Assistant Director of Housing and Contracts	Action deleted as ECC have withdrawn their funding
20b	Inform Devon Care and Repair and Devon County Council of the need for a specific moving service for older people living in Exeter on a low income. A service is required to provide help and advice on options and the transition of selling a property and physical help moving.		May 2010	Strategic Housing Manager	Not complete. Owner recently taken voluntary redundancy. Action to be passed to Head of Housing
21	Decoration and Garden Assistance Schemes	How Measured?	Target Date	Owner	Progress
21a	Research services available for low income home owners and people renting privately and promote. If necessary, recommend that DCR provide a similar service for homeowners and private renters.		October 2011	Environmental Health Manager and Assistant Director of Housing and Contracts	Devon Care and Repair contract with Devon County Council changed to the point that nothing but their core activities will be undertaken. Exeter Community Service Volunteers services promoted.
22	Private Sector Renewal Scheme	How Measured?	Target Date	Owner	Progress
22a	Publicise the availability of grants, linked to loans, targeting publicity in areas known to have the poorest housing conditions		Ongoing	Environmental Health Manager	Leafleting campaign undertaken in key areas of deprivation

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23	Home Improvement Loans	How Measured?	Target Date	Owner	Progress
23a	Publicise the availability of loans, targeting publicity in areas known to have the poorest housing conditions		Ongoing	Environmental Health Manager	Leafleting campaign undertaken in key areas of deprivation
23b	Use Joseph Rowntree Foundation results from the equity release pilot schemes in local authorities (due to be published in Autumn 2011) to establish whether Exeter City Council can improve its equity release loan service.	Research use and a course of action determined	June 2012	Environmental Health Manager	Complete. Equity release product available through Wessex Home Loans
24	Fuel Poverty	How Measured?	Target Date	Owner	Progress
24a	Leaflets on schemes for homeowners to be made widely available	Availability of leaflets	July 2010	Environmental Health Manager	Leaflets distributed widely
25	Crime, Security and Safety	How Measured?	Target Date	Owner	Progress
25a	As requested by the focus group, arrange more sheltered housing forum meetings with estate managers and the police.	Review carried out	Review by April 2011	Tenant Service Manager	Action deleted - Due to poor attendance meetings have been cancelled.
25b	As requested by the focus group, door entry timings to be adjusted so that doors are locked from 6pm to 8am.	Consultation on a site by site basis and timings changed where appropriate	October 2010	Tenant Service Manager	Door entry systems are adjusted to cater for the needs of individual schemes
26	Advice and information	How Measured?	Target Date	Owner	Progress
26a	Work alongside Devon County Council and Age Concern to avoid duplication of housing advice services for older people and create a joined up service which offers advice on all aspects of housing.	Customer feedback showing that consistent advice /referral process available across city	Ongoing	Housing Needs Manager	Progress limited as allocation of older person's housing related support has not been centralised by Devon County Council so there is not just one point of contact for Older Persons Housing Advice.

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26b	Promote housing advice service to older people as the focus group identified a lack of awareness. Pilot use of Housing Care's housing options self assessment for older people.	Promotion and pilot carried out	Promotion – ongoing Pilot – March 2013	Housing Needs Manager	Pilot not adopted across Devon and therefore not taken forward. Need to assess benefit of revisiting this for Exeter.
26c	Strengthen the housing advice link with Devon County Council (over 50s website and leaflet) and monitor		October 2011	Housing Needs Manager	See 26a
26d	Council resident involvement service and strategy to be reviewed	Review completed	December 2010	Housing Resident Involvement Manager	Complete. New strategy in place in April 2012
26e	Update tenant's handbook	New tenants handbook published	Review by October 2011	Tenant Service Manager	Hand book will be reviewed when negotiations with Devon County Council are complete
26f	Formal links to be developed between service user involvement and community development as part of the Council's Partners and Communities Together (PACT) initiative	Links developed	June 2011	Tenant Service Manager	PACT is not appropriate on these comparatively small sites. A residents meeting with possible police attendance is a better approach.
26g	Review the Council's tenant consultation process and produce a strategy	Strategy produced	March 2011	Housing Operations Manager	Complete
27	Access to Council services	How Measured?	Target Date	Owner	Progress
27a	Central control team to undertake Telecare Service Association accreditation, which is a nationally recognised quality audit.		July 2010	Control Centre Manager	Complete
27b	All managers to keep customer services updated on any staff changes and their roles.	Updates carried out	On-going	All managers	On-going

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27c	Promotion of the main customer services telephone number	Phone number published.	On-going	Customer Service Manager	On-going
27d	As requested by the focus group, increase the number of estate officer site meetings	Record the number of site meetings	Review by September 2010	Tenant Service Manager	Action deleted - Lack of attendance by residents has lead to the meetings being cancelled.
27e	Establish how we will support Older People with a range of disabilities or failing mental faculties	Procedure drawn up, agreed and in place	January 2011	Housing Needs Manager and Housing Operations Manager	We have recently reviewed the councils housing adaptation policy to allow the maximum use of the aids and adaptations budget and follow the Disabled Facilities Grant model. Currently £450,000 is allocated each year to carry out aids and adaptations to our council properties.
28	Equality and Diversity	How Measured?	Target Date	Owner	Progress
28a	Promote resident involvement groups in order to make them more representative.	More resident groups created and outcomes of resident involvement reviewed	Ongoing	Housing Resident Involvement Manager	Approaches for this are outlined in the Resident Involvement Strategy
28b	Engagement with faith groups in the production of this strategy has been unsuccessful. This has highlighted the need for our services to try different methods of engagement.	Methods established and monitored	Ongoing	All housing managers	Housing Needs - Social Media channels established and use of corporate, web-based consultation opportunities. Housing Development – We monitor the ethnicity of landlords on the Private Sector Leasing, EXtraLet & empty homes schemes. We also advertise these schemes to BME voluntary and

					<p>community sector organisations and projects. Landlord services – We are now using a number of new and various methods of engaging its tenants through the new Resident Involvement Strategy agreed in January 2012. This includes how we engage with different faith groups.</p>
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