

Scrutiny Standing Panel Agenda



Housing Scrutiny Standing Panel Tuesday, 7th August, 2012

Place: Combined Committee Rooms 1 & 2 - Civic Offices

Time: 5.30 pm

Democratic Services Officer: Mark Jenkins (The Office of the Chief Executive)
Tel: 01992 564607 Email:
democraticservices@eppingforestdc.gov.uk

Members:

Councillors S Murray (Chairman), A Mitchell MBE (Vice-Chairman), K Avey, K Chana, Ms J Hart, Mrs S Jones, Ms H Kane, L Leonard, Ms G Shiell, Mrs J H Whitehouse and N Wright

SUBSTITUTE NOMINATION DEADLINE:

16:30

1. APOLOGIES FOR ABSENCE

2. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

(Assistant to the Chief Executive) To report the appointment of any substitute members for the meeting.

3. DECLARATION OF INTERESTS

(Assistant to the Chief Executive). To declare interests in any items on the agenda.

In considering whether to declare a personal or a prejudicial interest under the Code of Conduct, Overview & Scrutiny members are asked pay particular attention to paragraph 11 of the Code in addition to the more familiar requirements.

This requires the declaration of a personal and prejudicial interest in any matter before an OS Committee which relates to a decision of or action by another Committee or Sub Committee of the Council, a Joint Committee or Joint Sub Committee in which the Council is involved and of which the Councillor is also a member.

Paragraph 11 does not refer to Cabinet decisions or attendance at an OS meeting purely for the purpose of answering questions or providing information on such a

matter.

4. NOTES OF THE LAST MEETING (Pages 3 - 8)

To agree the notes of the last meeting held on 28 June 2012 (attached).

5. TERMS OF REFERENCE / WORK PROGRAMME (Pages 9 - 16)

(Chairman/Lead Officer) The Overview and Scrutiny Committee has agreed the Terms of Reference of this Panel and associated Work Programme. This is attached. The Panel are asked at each meeting to review both documents.

6. REPAIRS MANAGEMENT CONTRACT PRESENTATION - 1 YEAR ON (Pages 17 - 18)

(Director of Housing) To receive a presentation and consider the attached report.

7. HOUSING SERVICE STANDARDS - PERFORMANCE REPORT 2011/12 AND REVIEW (Pages 19 - 54)

(Director of Housing) To consider the attached report.

8. HOUSING STRATEGY 2009-12 (Pages 55 - 78)

(Director of Housing) To consider the attached report.

9. TENANT SATISFACTION SURVEY 2012

To receive an Executive Summary of the Report by Feedback Services on the Council's Tenant Satisfaction Survey 2012 (Report and Executive Summary to follow).

10. REPORTS TO BE MADE TO THE NEXT MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

To consider which reports are ready to be submitted to the Overview and Scrutiny Committee at its next meeting.

11. FUTURE MEETINGS

The next scheduled meeting of the Panel will be on Tuesday 23 October 2012 at 5.30p.m. in Committee Room 1 and then on:

Tuesday 29 January 2013 at 5.30p.m. in Committee Room 1; and

Tuesday 19 March at 5.30p.m. in Committee Room 1.

**EPPING FOREST DISTRICT COUNCIL
NOTES OF A MEETING OF HOUSING SCRUTINY STANDING PANEL
HELD ON THURSDAY, 28 JUNE 2012
IN COUNCIL CHAMBER, CIVIC OFFICES, HIGH STREET, EPPING
AT 5.30 - 7.12 PM**

Members Present: S Murray (Chairman), A Mitchell MBE (Vice-Chairman), K Avey, K Chana, Ms J Hart, Ms H Kane, L Leonard, Mrs J H Whitehouse and N Wright

Other members present: Mrs J Lea, Mrs M Sartin, D Stallan, Ms S Stavrou, G Waller and C Whitbread

Apologies for Absence: Ms G Shiell

Officers Present A Hall (Director of Housing), L Swan (Assistant Director (Private Sector & Resources)), S Devine (Private Sector Housing Manager), M Jenkins (Democratic Services Assistant), D Gooding (Technical Officer) and S G Hill (Senior Democratic Services Officer)

1. SUBSTITUTE MEMBERS (COUNCIL MINUTE 39 - 23.7.02)

There were no substitutes present.

2. NOTES OF THE LAST MEETING

RESOLVED:

That the notes of the last meeting of the Panel held on 31 May 2012 be agreed, subject to the following amendment to Minute 72 (Call-In Cabinet Decision on Fire Safety) which should read as follows:

(a) "The Councillor suggested that flats in the district had easy escape routes and advised that fire safety experts had stated that no one could be held responsible for deaths and injuries caused in fire providing all conditions were met as stated in the Cabinet decision;" and

(b) "The Housing Portfolio Holder re-affirmed that currently there was no money in the budget for replacing the carpets, but call-in members made it clear that they were asking for non-complying carpets to be removed free of charge, officers were aiming to complete this work within 4 months."

3. DECLARATION OF INTERESTS

There were no declarations of interest made pursuant to the Member's Code of Conduct.

4. TERMS OF REFERENCE

The Terms of Reference were noted.

5. NEW SITE LICENCE CONDITIONS FOR PARK HOMES SITES

The Panel received a report from Mrs L Swan, Assistant Director of Housing, regarding New Site Licence Conditions for Park Home Sites.

On 18 April 2011, the Cabinet agreed to the adoption of the "Standard Park Home Licence Conditions for Permanent Residential Sites in Epping Forest District Council." The agreed conditions included some variations to the Model Standards 2008 and also allowed for certain contraventions to remain provided they were in existence on the date the new site licence was issued. Following the Cabinet decision, good progress had been made with officers completing inspections on all of the sites and identifying contraventions to the new site Licence Conditions. The officers' inspection reports would be presented to the respective site owners explaining both the contraventions that needed rectifying and the contraventions that existed but would be allowed to remain by virtue of the Cabinet's decision.

At its meeting on 19 July 2011, the Panel agreed to add an additional item to its Work Programme to receive a progress report on the implementation of the new licence conditions for park homes. It was expected that this would be reported to the Panel in January 2012. However, certain issues had come to light since the Cabinet meeting in April 2011, which were not specifically covered in the conditions. Officers needed determination from members on the interpretation to be adopted for these matters.

Officers had held a meeting with Park Home Site Owners and representatives of each of the site residents associations to gauge their views on the issues. At the meeting, representatives were informed that their comments would be included in the officers' report to the Panel.

(a) Porches and Smoke Detectors

The 2008 Model Standards allowed one door to either the porch or the home. Many existing park homes had two doors, between the home and the porch and between the porch and the outside. This was preferred by many residents as it improved thermal efficiency and provided extra storage. The Cabinet had agreed that two doors could be allowed, provided that mains-linked smoke detectors were installed in the porch and the living space of the home. It was found that many homes only had battery-operated smoke detectors or hard-wired smoke detectors that were not interlinked to the porch and living space as such, they did not meet the agreed specification.

Whilst the Essex Fire and Rescue Service (ECFRS) remained strongly opposed to closed porches, they advised that interlinked smoke detectors would offer a degree of compensation for the risk of deviating from the Model Standards. It was advised that the Council's Home Improvement Agency (CARE), had been provided with £20,000 of funding by the Essex Supporting People Team to provide help for older and/or otherwise vulnerable people on Park Home Sites to meet certain site licence requirements. Some of this funding could be used for providing smoke detection systems, however, not all residents qualified for this financial support.

Although ECFRS installed battery-operated smoke detectors free of charge, these formed a part of their programme for improving fire safety generally. They did not meet the requirements for the Model Standards, nor was there a requirement in the licence for provision of smoke detectors in park homes generally. It was suggested that the provision and maintenance of smoke detectors, in the home, was a personal responsibility.

At the meeting on 17 November 2011, site owners and park home residents felt that battery-operated smoke detectors were sufficient. Officers recommended where homes had a closed porch, the installation of mains powered, interlinked smoke detection with battery back-up, provided in the porch and home. Where residents preferred battery-powered detection, these could be allowed as battery powered systems as long as they were interlinked with one alarm in the porch and one in the home. These were available around £50.00 per detector. It was considered reasonable for a six month period to be allowed for this work to be carried out from the date of the licence being issued.

(b) Timber Decking

The issue under consideration was whether timber decking constituted a “structure” under the terms of the Site Licence Conditions. It had been established that there were many cases on the sites where timber decking had extended well into the separation distance between park homes. At the consultation meeting home owners were strongly of the view that decking should not be considered as a structure, and therefore not restricted in terms of size and construction. However fire officers considered decking to be a structure. They argued that fires in mobile homes generated thermal radiation at levels in excess of that required for igniting timber. ECFRS said that this was proved empirically through experimentation by the Building Research Establishment (BRE).

(c) Fences

The issue considered the definition of the term “fences.” Following the previous decision of the Cabinet, the Council’s Standard Licence Conditions stated that fences and hedges should be a maximum of 2 metres high where they formed a boundary between homes. The ECFRS had previously stated, and had re-iterated again more recently that, in its view, hedges and fences should be no more than 1 metre high in accordance with Model Standards. Site residents argued that this condition related to fencing only, and therefore other timber construction attached to fencing should remain regardless of height. Site owners and residents argued that with regard to a sloping site, a 2 metre fence was not sufficient for privacy. However planning legislation included a requirement that fences over 2 metres required planning permission, it was considered that this should apply here.

(d) Hedges

The height of fences and hedges were covered under the Site Licence Conditions, although they did not mention trees. ECFRS were of the view that although trees were not specifically mentioned, the issues regarding combustibility were the same as they were for hedges, they should not exceed 1 metre. However, at the Cabinet meeting on 18 April 2011, members agreed that the Council’s own Conditions should depart from the Model Standards in that trees were not hedges and should not be subject to height restrictions, as long as they were not a nuisance or health and safety risk. Officers recommended that common law be used as a guide, in that a hedge was considered to be a number of woody plants, in a line and when mature, so integrated as to form a screen or barrier. It was advised that site owners and representatives of residents were in agreement with this view at the meeting on 17 November.

(e) Porches

Condition 2(iv)(a) of the Council's Site Licence Conditions stated that porches must be no more than 2 metres in length and 1 metre in depth. Members had previously agreed that porches which did not comply with these dimensions at the date of the site licence would be allowed to remain until the home was replaced. Additionally officers had always considered that porches were structures and that there should be a clear 4.5 metre distance between any such structure and any adjacent park home. This was for fire safety, reducing the risk of fire spread. However, site owners and residents at the meeting on 17 November were aggrieved at this as they had incorrectly understood that it had been agreed that all conventions could stay indefinitely if they were in place at the date of the new site licence. Officers clarified that this was certainly not the approach agreed by members and that only specific agreed contraventions would be allowed to remain. Representatives had asked officers to relay their feelings to members. The view of ECFRS had always been that there should be no deduction from the Model Standards.

Following the officer's presentation, the Chairman requested that the three public speakers present their representations.

(i) Mr Peter McMillan (Residents' Representative)

Mr P McMillan stated in summary that:

- The licence conditions were unnecessary and costly.
- Housing officers had entered site residents' gardens during the consultation without permission.
- Site residents were not tenants, they owned their own homes.
- No fire had spread through an estate of park homes in the District in 40 years.
- Decking, porches and fences should be left alone.

(ii) Ms Estelle Martin (Residents' Representative)

Ms E Martin stated in summary that:

- Site residents were shocked, angry and distressed. It was not apparent why park homes differed from other homes made from bricks and mortars.
- Fire risk in terraced houses was greater.
- There was a cost involved in replacing porches and landscaping gardens. This process would destroy their homes and de-value their properties.
- No fire had occurred on the Ludgate House site for 40 years.
- This was a cruel and inhumane act.
- Site owners and residents would take legal action.
- The rules should only be applied to new owners and residents.

(iii) Dr. Claire Zabell (Site Owner)

- The situation was untenable for site owners.
- A site owner failing to comply would be breaking the law site residents refusing to remove decking etc would lead to the site owners being held responsible.
- Research quoted by Essex Fire and Rescue Service, and by District Council Housing officers, came from the Building Research Establishment 20 years ago. The paper was based on a scenario where 1 park home and 1 trailer were burnt. This was based on a worst case scenario. Recent research in 2008 stated that damage was not catastrophic and fire would not spread.
- There should be appropriate housekeeping of the properties concerned.

In answer to a question, the Director of Housing advised that, the local housing authority, park home licences were the Council's responsibility. If there was a major incident involving a fatality, it was possible that an inquiry would be established to examine why this had happened, and that it was possible that this would include an examination of what had been included in, and/or excluded from the Council's Licence Conditions compared to the Model Standards and taking account of the views of the ECFRS.

Some members commented that they felt that the site owners and residents seemed had expressed their views strongly, having regard to all of the issues. They perceived that they were being treated as victims, for example parked cars with fuel were more flammable than decking and fences. The issue affected quality of life, gardens were an outdoor living area.

The Housing Portfolio Holder reassured members that the length of time this issue had been under consideration by the Council was not needlessly long. He pointed out that the only reason the Panel had been requested to re-examine this again was due to the issues identified by officers, who were seeking further guidance from members, instead of simply following the previous guidance. However, he also said that the Cabinet wanted this to be resolved as soon as possible.

RECOMMENDED:

That the following interpretations of the Standard Licence Conditions for Permanent Residential Park Home Sites in Epping Forest District be recommended to the Cabinet:

(1) (a) That same guidelines be used for fences that are applied under planning legislation, in terms of adornments and calculation methodology, be used to assess whether the height of fences meet the requirements of the Site Licence Conditions; and

(b) That the following definition of a hedge be adopted for the purposes of the Site Licence Conditions:

"a number of woody plants, whether capable of growing into trees or not, which are so planted as to be intended to be in line and which, when mature, to be so integrated together as to form a screen or a barrier" for the purposes of the Site Licence Conditions.

(2) (a) That mains-powered, interlinked smoke detection with integral battery pack-up should be installed by residents in all homes that have a closed porch, within 6 months of the date of the site licence. However, where home owners preferred battery-powered detection, that they be allowed to install battery powered systems provided they are inter-linked, with one alarm being placed in the porch and one in the home, within no more than 6 months of the date of the site licence; and

(b) That funding for the home owners preferred option is offered through CARE's Handyperson Service to eligible home owners, whilst available.

(3) That timber decking be regarded as a structure within the terms of Condition 2(iv)(c), but that any decking that is in place on the date the licence is issued be allowed to remain.

(4) That, porches be regarded as "structures" for the purposes of Condition 2(iv)(c) and should not be positioned closer than a 4.5 metre clear distance from any adjacent park home, but that any that are so positioned at the time the Site Licence is issued shall be allowed to remain.

(5) That the Director of Housing be authorised to amend the Licence Conditions to take account of any alterations to the Licensing Conditions agreed by the Cabinet on the recommendation of this Panel and any other changes made by the Cabinet itself.

(6) That, if in the future, councils are able to charge for licensing functions, this Council reserves the right to charge park owners for such functions in line with the relevant statutory legislation introduced, and that such charges be subject to prior consultation with interested parties and a further report to the Cabinet – and that a new site licence condition covering this point shall be added stating "This Council reserve the right to charge for site licensing functions in line with future statutory legislation introduced."

6. REPORTS TO BE MADE TO THE NEXT MEETING OF THE OVERVIEW AND SCRUTINY COMMITTEE

The Chairman advised that he would give a verbal update to the forthcoming Overview and Scrutiny Committee.

7. FUTURE MEETINGS

The next scheduled meeting of the Panel would be Tuesday 24 July at 5.30p.m. It was announced that there would be an extra-ordinary Panel meeting on Tuesday 7 August at 5.30p.m. as well.

TERMS OF REFERENCE - STANDING PANEL

Title: Housing

Status: Standing Panel

Terms of Reference:

(1) To undertake reviews of public and private sector housing policies on behalf of the Overview and Scrutiny Committee, Housing Portfolio Holder or Head of Housing Services and to make any recommendations arising from such reviews to the Housing Portfolio Holder or Cabinet as appropriate.

(2) To undertake specific projects related to public and private sector housing issues, as directed by the Overview and Scrutiny Committee, and to make any recommendations arising from such reviews to the Housing Portfolio Holder or Cabinet as appropriate.

(3) To consider and provide comments to the Housing Portfolio Holder on the following matters, prior to consideration by the Cabinet:

- (i) Draft Housing Strategy (to be adopted by full Council in accordance with the Council's Constitution)
- (ii) Draft Private Sector Housing Strategy
- (iii) Draft Private Sector Housing Grants Policy
- (iv) Annual Review of the Housing Allocations Scheme

(4) To consider and provide comments to the Housing Portfolio Holder on draft versions of the following documents:

- (i) Housing Revenue Account (HRA) Business Plan
- (ii) Local Supporting People Strategy
- (iii) Housing Service Strategies

(5) To undertake the Annual Ethnic Monitoring Review of Housing Applicants and Housing Allocations, in accordance with the Code of Practice in Rented Housing.

(6) To monitor progress with the actions plans contained in the following documents, on a six-monthly basis:

- (i) Housing Strategy
- (ii) Local Supporting People Strategy
- (iii) Private Sector Housing Strategy
- (iv) Housing Services Development Plan

(7) To consider the Housing Portfolio Holder's draft response to any consultation papers relating to public or private sector housing that the Housing Portfolio Holder considers warrants a response from the Council.

(8) In relation to Traveller issues to consider and monitor:

- (a) the position regarding tolerated sites and;
- (b) the management of travellers who enter onto land within the district with a view to unauthorised encampments, with particular reference to the legal remedies available, interactions with other agencies such as Essex Police and Essex County

Council and the provision of emergency and/or transit sites within the district;

(c) Government's guidance on the needs of travellers in the context of the Council's review of its District Local Plan and the Essex Housing Needs Assessment;

(d) the results of the Commission for Racial Equality's study on traveller issues in which this Council participated, once published;

(9) To report to the Overview and Scrutiny Committee, the Council and the Cabinet with recommendations on matters allocated to the Panel as appropriate.

Chairman: Cllr Stephen Murray

Housing Scrutiny Standing Panel – 2012/2013

Item	Report Deadline / Priority	Scheduled Date	Progress / Comments	Programme of Future Meetings
Standard (Periodic) Items				28th June 2012 (Special) 24th July 2012 7 th August 2012 23 rd October 2012 29 th January 2013 19 th March 2013
(1) Annual Ethnic Monitoring Review of Housing Applicants <i>(Recommendations to Housing Portfolio Holder)</i>	Medium	July 2012	Completed – July 2012 meeting	
(2) Annual Report on the HomeOption Choice Based Lettings Scheme	Low	July 2012	Completed – July 2012 meeting	
(3) Housing Performance Indicators - 2011/12 Out-turn (Tenant-Selected & KPIs)	Low	July 2012	Completed – July 2012 meeting	
(4) Housing Strategy Action Plan 2012/13 <i>(Recommendations to Cabinet)</i>	High	August 2012	On agenda this (August) Meeting	
(5) Performance against Housing Service Standards and Review <i>(Recommendations to Housing Portfolio Holder)</i>	Medium	August 2012	On agenda this (August) Meeting	
(6) 12-Month Progress Report on Housing Strategy Action Plan 2011/12	Low	August 2012	On agenda this (August) Meeting	
(7) Six-Month Review of the HRA Financial Plan	Medium	October 2012		

(8) Six-monthly Progress Report on Housing Business Plan Action Plan	Low	October 2012	
(9) Annual Review of the Housing Allocations Scheme <i>(Recommendations to Cabinet)</i>	High	January 2013	
(10) Briefing on the proposed Council rent increase for 2013/14	Low	January 2013	
(11) Six-monthly Progress report on Housing Strategy Action Plan 2012/13	Low	January 2013	
(12) HRA Business Plan 2013/14 <i>(Recommendations to Housing Portfolio Holder)</i>	High	March 2013	
(13) Six-Month Review of the HRA Financial Plan	Medium	March 2013	
(14) 12-monthly Progress report on Housing Business Plan Action Plan	Low	March 2013	
Special (Planned) Items – Including Updated Housing Service Strategies			
(15) Issues relating to the implementation of new licences for park home sites <i>(Recommendations to Cabinet)</i>	High	June 2012	Completed – June 2012

(16) Homelessness Strategy – Revision and update <i>(Recommendations to Housing Portfolio Holder)</i>	High	July 2012	Completed – July 2012 meeting
(17) West Essex Tenancy Strategy – Consultation Draft	High	July 2012	Completed – July 2012 meeting
(18) Response to CLG “Pay to Stay Consultation Paper”	Medium	July 2102	Completed – July 2012 meeting
(19) Presentation by Mears – Repairs Management Contract – One year on	Medium	August 2012	On agenda this (August) Meeting
(20) Results of the Tenant Satisfaction Survey 2012	Medium	August 2012	Scheduled for this (August) Meeting – but may have to be deferred until October meeting (awaiting final report from market research company)
(21) Adoption of EFDC’s Tenancy Policy <i>(Recommendations to Cabinet)</i>	High	October 2012	
(22) Housing Service Strategy on Home Ownership (Review and update) <i>(Recommendations to Housing Portfolio Holder)</i>	Medium	October 2012	
(23) Housing Service Strategy on Rent Administration (Review and update) <i>(Recommendations to Housing Portfolio Holder)</i>	Medium	October 2012	

(24) Housing Service Strategy on Repairs and Maintenance (New) <i>(Recommendations to Housing Portfolio Holder)</i>	Medium	October 2012		
(25) Housing Service Strategy on Energy Efficiency (Review and update) <i>(Recommendations to Housing Portfolio Holder)</i>	Medium	October 2012		
(26) Housing Service Strategy on Under-Occupation (Review and update) <i>(Recommendations to Housing Portfolio Holder)</i>	Medium	October 2012		
(27) Housing Service Strategy on Equality and Diversity (Review and update) <i>(Recommendations to Housing Portfolio Holder)</i>	Medium	October 2012		
(28) Proposed housing service improvements and service enhancements, as a result of the additional resources available from HRA self financing <i>(Recommendations to Cabinet)</i>	High	January 2013		
(29) Housing Service Strategy on Housing Advice (Review and update) <i>(Recommendations to Housing Portfolio Holder)</i>	Medium	January 2013		

(30) Housing Service Strategy on Allocations (Review and update) <i>(Recommendations to Housing Portfolio Holder)</i>	Medium	January 2013		
(31) Housing Service Strategy on Tenant Participation (Review and update) <i>(Recommendations to Housing Portfolio Holder)</i>	Medium	March 2013		
(32) Housing Service Strategy on Harassment (Review and update) <i>(Recommendations to Housing Portfolio Holder)</i>	Medium	March 2013		
Items added after the original Work Programme was agreed				
Items for Future Years				
Progress Report on Private Sector Housing Strategy	Low	July 2013		
Social Housing Fraud Scheme – Progress Report	Low	July 2013		

Review of new posts under Housing Improvements and Enhancements Budget: (a) Senior Housing Officer (Social Housing Fraud) (b) Housing Underoccupation Officer (c) Handyperson – Sheltered Housing Schemes	Low	July 2013		
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Report to Housing Scrutiny Standing Panel

Date of meeting: 7 August 2012

Portfolio: Housing – Cllr D. Stallan

**Subject: Repairs Management Contract
Presentation – 1-Year on**



Officer contact for further information:

Paul Pledger – Asst Director of Housing (Property) (01992 564248)

Committee Secretary: Mark Jenkins (01992 56 4607)

Recommendations:

- (1) That a joint presentation be given to the Housing Scrutiny Panel by the Assistant Director of Housing (Property) and Mears on the progress made in the Housing Repairs Service following the introduction of the innovative “In-sourcing” arrangements 1-year on from its introduction.**

Background

- In May 2011, following an EU procurement exercise, the Council let an innovative “In-sourcing” contract with Mears as the External Repairs Management Company, whereby Mears manage the Council’s own in-house Housing Repairs Service with the intention of delivering a stepped change in performance and service for our tenants.
- One year on from its introduction, the Assistant Director of Housing (Property) and the Housing Repairs Manager representing Mears will be giving a short presentation on the progress that has been made in improving the management and services being delivered to tenants. This presentation will include a section on the delivery of the 5 “Key Deliverables”, improvements in KPI’s and Value for Money achievements so far. This will include a demonstration of the new Mears MCM IT system.

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Report to Housing Scrutiny Panel

Date of meeting: 7 August 2012

Portfolio: Housing – Cllr D. Stallan

Subject: Housing Service Standards – Performance Report 2011/12 and Review

Officer contact for further information:

Alan Hall – Director of Housing (01992 564004)

Committee Secretary: Mark Jenkins (01992 56 4607)



Recommendations:

- (1) That performance against the previously-agreed Housing Service Standards in 2011/12 (where measured), as set out in Appendix 1, be noted;**
- (2) That, subject to the views of the Tenants and Leaseholders Federation, the proposed changes and additions to the Housing Service Standards (as set out in bold italics within Appendix 1) be recommended to the Housing Portfolio Holder, and that the relevant leaflets be updated at an appropriate time; and**
- (3) That the Housing Service Standards, and performance against the Service Standards in 2012/13, be reviewed again in July/August 2013.**

Background

1. In 2007, following consultation with the Housing Scrutiny Panel and the Tenants and Leaseholders Federation, the Housing Portfolio Holder agreed a range of Housing Service Standards, covering all of the Housing Directorate's main areas of activity. An updated Housing Charter was also agreed at the same time, which sets out the Council's approach and ethos to the delivery of its housing service to customers.
2. Subsequently, a leaflet setting out all of the agreed Housing Service Standards was issued to all the Council's tenants and added to the Tenants Handbook, given to new tenants. In addition, a number of leaflets were produced setting out the Housing Service Standards for particular areas of activity.
3. At the same time as agreeing the Service Standards, it was also agreed that the Housing Directorate's performance against the Housing Service Standards (where possible and appropriate) should be considered annually.

Performance against the Housing Service Standards in 2011/12

4. Performance against the Housing Service Standards - and the Standards themselves - have been reviewed by the Housing Scrutiny Panel, Tenants and Leaseholders Federation and Housing Portfolio Holder annually since their introduction.

5. Appendix 1 provides details of the Housing Service Standards and – where measurable and appropriate – the Housing Directorate’s performance in meeting the standards in 2011/12. As a comparison, Appendix 1 also provides details on the performance in 2010/11 and 2009/10.

6. It is emphasised that it is not possible to measure performance against every Service Standard. In a number of cases, there is nothing that can be measured, since the Standard is a “statement of intent”; in a number of other cases, whilst performance could potentially be measured, it is considered that the time and resources that would be required to properly record and monitor performance is not warranted.

Proposed Changes and New Service Standards

7. The Director of Housing has reviewed the Housing Service Standards, having regard to performance in 2011/12 and changes in legislation and Council policy. As a result, a number of changes are proposed, including some proposed new Service Standards. These are set out in bold italics under the description of the relevant standard in the first column of Appendix 1.

8. A number of the proposed changes result from the introduction of the Repairs Management Contract with Mears, and the improvements that Mears and officers have already made to the Housing Repairs Service – particularly due to the introduction of Mears’ own Repairs IT system, which was a key requirement of the Council.

9. It is recommended that the proposed changes and additions to the Housing Service Standards - as set out in Appendix 1 - be recommended to the Housing Portfolio Holder for approval, and that the relevant leaflets be updated at an appropriate time. It is also suggested that performance against the Service Standards is reviewed again in July/August 2013.

Consultation Undertaken:

The Tenants and Leaseholders Federation is being consulted on the performance against the Service Standards and the proposed changes and additions, at its meeting to be held on 19th July. Their views and comments will be reported orally.

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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We aim to....

GENERAL

(G1) Report on our performance against these Service Standards to your Tenants and Leaseholders Federation every year, and review the Standards in the light of performance	Director of Housing	Whether or not performance is reported	Yes	Yes	Yes	
(G2) Generally satisfy at least 80% of our tenants with the overall housing service provided	Director of Housing	Overall level of tenant satisfaction as surveyed through the national STAR survey	88 %	83 %	83 %	
(G3) Respond to your letters within 10 working days on routine matters, or acknowledge within 5 working days and then provide you with a full response within 28 days on more complex issues	Director of Housing	Not measured.	N/A	N/A	N/A	
(G4) Give you an opportunity to appeal within 3 months to a senior officer about any decision made about	Director of Housing	(a) Senior Officer appeals	11 appeals	16 appeals	Not measured	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
your housing that affects you, and then (for certain specified types of appeals) ^(a) give you a further opportunity within a further 3 months to appeal to the Housing Appeals and Review Panel of district councillors ^(a)		(b) Panel Appeals / reviews heard	11 Appeals/ reviews	9 Appeals /reviews	10 Appeals/ reviews	
(G5) Give you an opportunity to complain about anything you are unhappy about, fully investigate your complaint, and inform you of the outcome of your complaint within the Council's published timescales.	Director of Housing	(a) No. of Step 2 complaints (to Asst. Director of Housing) received	17 comps	18 comps	9 comps	
		(b) No. of Step 3 complaints (to Chief Executive, investigated by Complaints Officer) received	13 comps	9 comps	12 comps	
(G6) If you are unhappy about the way your complaint has been dealt with by housing officers, arrange to have your complaint heard by a panel of district councillors	Director of Housing	No. of Step 4 complaints received	0 comps	0 comps	0 comps	
(G7) Deliver a copy of the Council's "Housing News" to your home (giving useful information about your housing) at least three times each year	PHO (Information/ Strategy)	No. of issues of Housing News produced	2 issues	1 issues	2 issues	Due to staffing shortages within the Information & Strategy Section (around 20%), it was not possible to provide 3 issues

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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HOMELESSNESS

(H1) Give you an interview with a Homelessness Prevention Officer within 7 days of initial contact, or on the same day if an emergency	Asst. Housing Options Manager (Homelessness)	Not measured.	N/A	N/A	N/A	
(H2) If necessary, provide you with suitable temporary accommodation, whilst we investigate your homelessness application, until we provide you with a written decision	Asst. Housing Options Manager (Homelessness)	Total no. of applicants in temporary accommodation at end of year	63 apps.	47 apps.	46 apps.	The main reason for the increased homelessness is the current economic climate
(H3) If requested by you, review a homelessness decision that you are unhappy with (by either a senior officer or the Housing Appeals and Review Panel of district councillors) within 8 weeks ^(b)	Director of Housing	% Within target time (unless with the permission of the applicant to extend period)	100 %	100 %	100 %	
(H4) Advise you of your right of appeal to the County Court within 21 days on a point of law if you are unhappy with the homelessness decision after it has been reviewed <i>(Statutory right and timescale)</i>	Asst. Director of Housing (Operations)	% of applicants notified of their right	100 %	100 %	100 %	

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(H5) Keep you in temporary accommodation for at least 3 months after providing you with our written decision, before making you an offer of suitable permanent accommodation.	Asst. Housing Options Manager (Homelessness)	Average period in temporary accommodation	28 weeks	25 weeks	21 Weeks	
HOUSING REGISTER AND ALLOCATIONS						
(HR1) Register your housing application or garage application, and advise you of the level of priority (band) given, within 10 working days of receipt of all the information we need from you and other people.	Asst. Housing Options Manager (Allocations)	(a) Average time to register	3-4 days	3-4 days	3-4 days	
		(b) No. of applications awaiting registration at end of year	5 apps.	10 apps.	0 apps.	
(HR2) Notify you in writing of any change in your priority banding, within 7 days of the change being made	Asst. Housing Options Manager (Allocations)	Not measured	N/A	N/A	N/A	
(HR3) Write to you at least every year if you have not expressed any interest in vacant properties under the Home Options Scheme, and ask if you wish to remain on the Housing Register	Asst. Housing Options Manager (Allocations)	Not measured	N/A	N/A	N/A	

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(HR4) Give you at least 5 calendar days notice between offering you a tenancy and the tenancy commencement date	Asst. Housing Options Manager (Allocations)	Not measured.	N/A	N/A	N/A	
(HR5) Unless you are a homeless applicant ^(c) , allow you to choose the vacant Council or housing association home you would like to be offered (through our Home Option Scheme), subject to the interest expressed by other applicants with higher priority	Asst. Housing Options Manager (Allocations)	Not measured	N/A	N/A	N/A	
(HR6) If you are not a Council tenant already, offer you an Introductory Tenancy initially, followed by a Secure Tenancy automatically after 1 year, if you have not caused any anti-social behaviour, have had any significant rent arrears or broken any other Conditions of Tenancy.	Area Housing Managers	Not measured.	N/A	N/A	N/A	
(HR7) Give you a decision on your request for a mutual exchange within 5 working days of receiving an application from you and the other party/parties, with all the required information provided.	Asst. Housing Options Manager (Allocations)	Not measured.	N/A	N/A	N/A	

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HOUSING MANAGEMENT

<p>(HM1) If you are a new tenant, visit you at home within 10 weeks of your tenancy commencing, to introduce you to your local housing officer and to discuss the main conditions of your tenancy and any queries you may have</p>	Area Housing Managers	(a) No. of new tenant visits undertaken	167 visits	158 visits	202 visits	
		(b) No. of visits undertaken within 10 weeks	123 visits (74%)	148 visits (94%)	182 visits (90%)	The target time was not met in all cases, due to the workload of Housing Management Officers and other priorities (e.g. rent arrears, neighbour disputes, estate issues)
<p>(HM2) Provide you with the following options to pay your rent:</p> <ul style="list-style-type: none"> • At one of the Council's Cash Offices • At any post office • At any "PayPoint" access point • By direct debit • By credit card • By text • By standing order • Through the internet • By telephone • By salary deduction (if you work for the Council) 	Housing Resources Manager	Not measured	N/A	N/A	N/A	<p><i>Proposed amended Service Standard</i></p> <p>In addition to the facilities referred to under the current Service Standard, the option to pay by credit card was introduced during the year.</p>

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(HM3) Give you a choice of three dates in the month to pay your rent by direct debit.	Housing Resources Manager	No. of direct debit payment dates available as at end of year	3 payment dates	3 payment dates	3 payment dates	
(HM4) Provide you with written confirmation of the balance on your rent account in April/May each year (unless your account is clear or only in credit or arrears by less than £1)	Area Housing Managers	Whether or not balance confirmations are sent out by end of May	Yes	Yes	Yes	
(HM5) Provide you with a detailed statement of your rent account for the previous 12 months on request or automatically every three months if you are in arrears by more than £1	Area Housing Managers	Not measured	N/A	N/A	N/A	
(HM6) Make every effort to enter into an agreement with you to clear any rent arrears that you have through reasonable instalments, before we take any legal action to recover the arrears	Area Housing Managers	Not measured.	N/A	N/A	N/A	
(HM7) Make every effort to meet with you to discuss any rent arrears before any court hearing takes place	Area Housing Managers	(a) No. of visits to tenants' homes to discuss rent arrears	735 visits	600 visits	865 visits	
		(b) No. of office interviews held to discuss rent arrears	1191 i/views	1,277 i/views	1,320 i/views	

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(HM8) If you are an Introductory Tenant or a Demoted Tenant ^(d) , give you an opportunity to appeal to a senior officer against any proposed legal action within 2 weeks of you being advised of the proposed legal action.	Asst Director of Housing (Operations)	(a) No of reviews held for introductory tenants	13 reviews	12 reviews	6 reviews	
		(b) No. of reviews held for demoted tenants	0	0	0	
(HM9) Remove abandoned vehicles from housing estates (after making enquiries of the DVLA on ownership and contacting the owner) within 5 weeks of receiving a complaint	Area Housing Managers	% of abandoned vehicles removed within 5 weeks of EFDC completing enquiries of the DVLA	100 %	100 %	Not measured	
(HM10) Remove clearly abandoned and potentially dangerous vehicles from housing estates within 5 working days of receiving a complaint	Area Housing Managers	Not measured	N/A	N/A	N/A	
(HM11) If you live in a flat with more than four flats in the block, clean the communal area weekly and re-charge you the cost to the Council.	Area Housing Managers	Not measured	N/A	N/A	N/A	
(HM12) Where we clean communal areas of blocks or flats, inspect the standard of cleaning at least twice a year	Area Housing Managers	Whether or not blocks of flats have been inspected at least twice a year	Yes	Yes	Yes	

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(HM13) Undertake a formal inspection of your estate by a housing officer with a representative of any recognised tenant association covering your area and make a note of any required work at least once every year.	Area Housing Managers	No. of estate inspections undertaken	89 inspects.	91 inspects.	73 inspects.	
(HM14) Give you a decision on your request for permission to carry out improvements to your Council home (or former Council home) within 2 weeks of us receiving your request and all the required information.	Area Housing Managers	Not measured	N/A	N/A	N/A	
(HM15) When you vacate your Council home, inform you of your right to compensation for certain improvements you have undertaken within 7 days of you informing us of your vacation and give you a decision on your request for compensation to your Council home within 2 weeks of us receiving your application and all the required information.	Area Housing Managers	No. of compensation claims agreed	2 claims	5 claims	4 claims	

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(HM16) If you are unable to succeed ^(e) to a tenancy because there has already been one succession, we will offer you a new tenancy of the property in which you are currently living or, if you are not a spouse and are under-occupying the property, the tenancy of another property.	Area Housing Managers	Not measured	N/A	N/A	N/A	
(HM17) Comply with the Government's Respect Standard for Housing Management in dealing with anti-social behaviour on housing estates	Area Housing Managers	Date of self-certification for compliance with the Standard	June 2007	June 2007	June 2007	
REPAIRS, MAINTENANCE & IMPROVEMENTS						
(R1) Continue to ensure that your home meets the Government's Decent Home Standard	Housing Assets Manager	% of non- decent homes at the end of the financial year	0	0	0	
(R2) Carry out emergency repairs within 24 hours of you reporting the defect.	Housing Repairs Manager	% emergency repairs completed within target time	99 %	98 %	98 %	
(R3) Carry out urgent repairs within 5 working days of you reporting the defect.	Housing Repairs Manager	(a) Average time to complete urgent repairs	4 days	5 days	4 days	

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		(b) % urgent repairs completed within target time	90 %	69 %	94 %	
(R4) Carry out routine repairs within 6 weeks of you reporting the defect.	Housing Repairs Manager	(a) Average time to complete routine repairs	13 days	18 days	27 days	
		(b) % routine repairs completed within target time	96 %	92 %	95 %	
<i>(R - New) Provide you with an appointment to undertake repairs, within the Council's target times, at the time you report a repair – with a choice of three periods on any day, including a "School Times" option</i>	<i>Housing Repairs Manager</i>	<i>% of all repairs, for which an appointment is made</i>	<i>N/A (New)</i>	<i>N/A (New)</i>	<i>N/A (New)</i>	<i>Proposed new Service Standard</i> Now possible, as a result of the Repairs Management Contract with Mears
<i>(R5) Confirm in writing to you by text the details of any repairs you report and the appointment date on the day you report the repair (or the next day if reported after Noon)</i>	Housing Repairs Manager	Not measured	N/A	N/A	N/A	<i>Proposed amended Service Standard</i> Now possible, as a result of the Repairs Management Contract with Mears

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<i>(R – New) Remind you of your repairs appointment by text the day before, and give you an estimated time of arrival on the day of appointment</i>	<i>Housing Repairs Manager</i>	<i>Not measured</i>	<i>N/A</i>	<i>N/A</i>	<i>N/A</i>	<i>Proposed new Service Standard</i> Now possible, as a result of the Repairs Management Contract with Mears
(R6) Keep any appointments that we make for tradesmen to carry out repairs to your home.	Housing Repairs Manager	% appointments kept	94 %	98 %	97 %	
(R7) Satisfy at least 97% of tenants with the general standard of the repairs service we provide ^(f) .	Housing Repairs Manager	% tenant satisfaction	99 %	99 %	98 %	
(R8) If a repair needs to be inspected first, give you an appointment for a Housing Inspector to visit your home for a morning or afternoon within 10 working days of your request.	Housing Repairs Manager	Not measured	N/A	N/A	N/A	
(R9) Arrange for Repairs Inspectors to randomly inspect the quality of work of a sample of repairs carried out by our Housing Repairs Service and contractors	Housing Repairs Manager	Average number of properties visited per week to inspect repairs	9 props / week	20 props / week	36 props / week	

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(R10) If you are dissatisfied with a repair, arrange for a Supervisor to telephone or visit you within 5 working days of you telling us of your dissatisfaction.	Housing Repairs Manager	(a) No. of repair requests completed	16,764 repairs	12,854 repairs	17,062 repairs	
		(b) No. of dissatisfied tenants	0 tenants	7 tenants (0.05 %)	28 tenants (0.16 %)	
		(c) No. of dissatisfied tenants considered justifiable	0 tenants	0 tenants	4 tenants (14 %)	
		(d) No. of dissatisfied tenants considered due to minor problem	0 tenants	7 tenants (100 %)	11 tenants (39 %)	
		(f) No. of cases where dissatisfaction was considered to be not due to the Repairs Service	0 cases	0 cases	2 cases (7 %)	
		(g) No. unable to gain access	0 tenants	0 tenants	5 tenants (18 %)	

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<p>(R11) If we do not complete certain specified repairs within specific timescales, arrange for another repairs contractor to carry out the repair within the same timescale on request ⁽⁹⁾</p> <p><i>(Statutory requirement)</i></p>	Housing Repairs Manager	No. of tenants exercising their "Right to Repair"	0 tenants	0 tenants	0 tenants	
<p>(R12) If a second contractor does not complete certain specified repairs within specific timescales, pay you compensation of £10 + £2 per day until the repair is carried out (upto a maximum of £50) ⁽⁹⁾</p> <p><i>(Statutory requirement and amounts)</i></p>	Housing Repairs Manager	Amount of compensation paid	£ Nil	£ Nil	£ Nil	
<p>(R13) Service all the gas appliances in your home (or undertake a safety check if you have installed the appliance yourself), and provide you with a copy of the associated safety certificate, once a year</p>	Housing Assets Manager	% of properties where servicing not undertaken within 12 months (due to no access provided)	North – 0.06 %	North – 0.38 %	North - 0.19 %	
			South – 0.32 %	South – 0.57 %	South - 1.25 %	

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<p>(R14) Arrange for a gas contractor to visit your home to attend to a gas appliance that is required as an emergency (e.g. a water/gas leak) within 2 hours</p>	<p>Housing Assets Manager</p>	<p>% attended within 2 hours</p>	<p>North – 100 %</p>	<p>North – 100 %</p>	<p>North - 100 %</p>	
			<p>South – 100 %</p>	<p>South – 100 %</p>	<p>South - 100 %</p>	
		<p>% attended within 1 hour</p>	<p>North – 99.3 %</p>	<p>North – 100 %</p>	<p>North – 99 %</p>	
			<p>South – 91.8 %</p>	<p>South – 91.3 %</p>	<p>South - 100 %</p>	
<p>(R15) Arrange for a gas contractor to visit your home and carry out a non- emergency repair to your heating or hot water system (if no part is required):</p> <p>(a) Within 24 hours (if during the week, or if you are an older person); or</p> <p>(b) On the following Monday (if reported over the weekend and you are not an older person)</p>	<p>Housing Assets Manager</p>	<p>% attended within 24 hours (or on the following Monday (if not an older person and reported over the weekend))</p>	<p>North – 100 %</p>	<p>North – 100 %</p>	<p>North – 100 %</p>	
			<p>South – 100 %</p>	<p>South – 100 %</p>	<p>South – 100 %</p>	

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(R16) Arrange for a gas contractor to visit your home to repair a gas appliance within 5 working days (when a part is required)	Housing Assets Manager	% attended within 5 working days	North – 100 %	North – 100 %	North – 100 %	
			South – 100 %	South 99.9 %	South - 100 %	
(R17) If you are over 60 years of age and live in a 1 or 2 bed property, redecorate 1 room in your home, on request, every 5 years and within 13 weeks of your request	Housing Assets Manager	(a) No. of internal decorations completed	86 decs.	96 decs.	102 decs.	
		(b) Average time from request to completion	3.2 weeks	3.9 weeks	5.4 weeks	
		(c) No. of internal decorations outstanding at end of year, not completed within target timescale	0 decs.	0 decs.	0 decs.	

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DISABLED ADAPTATIONS

(D1) Advise you in writing about whether or not you are eligible for specific adaptations to your Council home within one week of us receiving a request from the Occupational Therapy Service	Housing Assets Manager	(a) Minor adaptations	1.2 days	1.2 days	1.3 days	
		(b) Major adaptations	1.8 days	1.6 days	1.7 days	
(D2) Carry out minor adaptations to your home within 4 weeks of receiving details of the required work from the Occupational Therapy service	Housing Assets Manager	(a) Average time from decision to completion of work	3.1 weeks	3.0 weeks	3.1 weeks	
		(b) No. of minor adaptations at end of the year not completed within the target time	5 adapts.	0 adapts.	0 adapts.	
(D3) Carry out non-minor adaptations to your Council home within 13 weeks of receiving details of the required work from the Occupational Therapy Service	Housing Assets Manager	(a) Average time from decision to completion of work	11.5 weeks	9.8 weeks	35 weeks	
		(b) No. of non-minor adaptations at end of the year not completed within the target time	0 adapts.	2 adapts.	16 adapts.	

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SHELTERED HOUSING & CARELINE

(S1) Test your Careline alarm in sheltered accommodation every 3 months and in non-sheltered accommodation every 6 months	Senior Scheme Manager	(a) % of tenants' alarms tested in sheltered schemes within 3 months of the previous test	100 %	N/A	N/A	
		(b) % of tenants' alarms tested in sheltered schemes within 3 months of the previous test	100 %	N/A	N/A	
(S2) Install: (a) 90% of urgent basic telecare packages within 2 working days and 100% within 5 working days; and (b) 100% of non-urgent telecare packages within 15 working days <i>(Telecare Services Association Standards)</i>	Housing Manager (Older Peoples Services)	(a) % of urgent basic telecare packages installed within 2 working days	83 %	88.9 %	Not available (New target)	
		(b) % of urgent basic telecare packages installed within 5 working days	100 %	100 %	Not available (New target)	
		(c) Average time to install a telecare package	7.1 days	7.6 days	Not available (New target)	

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		(d) % of non-urgent basic telecare packages installed within 15 working days	96 %	94.6 %	Not available (New target)	
(S3) Renew mains batteries in individual (dispersed) alarms every 5 years	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	
(S4) Treat all your alarm calls to Careline as potential emergencies, until proved otherwise	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	
(S5) Answer your alarm calls to Careline, on average, within 10 seconds	Housing Manager (Older Peoples Services)	Average time to respond to calls (including non urgent, routine calls from scheme managers and test calls)	6.5 seconds	6.4 seconds	7.7 seconds	
(S6) Answer 97.5 % of all alarm calls to Careline within 60 seconds <i>(Telecare Services Association Standard)</i>	Housing Manager (Older Peoples Services)	% of calls answered within 30 seconds	99.7 %	99.6 %	Not available (New target)	

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(S7) Liaise with other agencies and nominated contacts to ensure the wellbeing of our Careline customers <i>(Telecare Services Association Standard)</i>	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	
(S8) Record and monitor all alarm calls to Careline, to help train our staff and look at how we can improve our service	Housing Manager (Older Peoples Services)	Whether all calls have been recorded and monitored	Yes	Yes	Yes	
(S9) Repair: (a) 90% of critical faults to telecare equipment within 2 working days, and 100% within 4 working days (b) Repair 100% of non-urgent faults to telecare equipment within 15 working days <i>(Telecare Services Association Standards)</i>	Housing Manager (Older Peoples Services)	(a) No. of critical repairs completed within 2 days	97 %	96.7 %	Not available (New target)	
		(b) No. of critical repairs undertaken in 4 days	100 %	100 %	Not available (New target)	
		(c) No. of non-critical repairs undertaken within 10 working days	100 %	100 %	Not available (New target)	
(S10) Visit you annually to test the back-up batteries in your Careline alarm and to review your personal details held on our records	Housing Manager (Older Peoples Services)	% of visits undertaken	100 %	N/A	N/A	

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(S11) Record, maintain and update your Careline records in a confidential and secure manner <i>(Telecare Services Association Standard)</i>	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	
(S12) Train all our Careline staff to a high standard	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	
(S13) If you live in sheltered accommodation, ensure that your Scheme Manager gives you a home visit (or accounts for you) every day (Monday to Friday – subject to holidays and sickness)	Housing Manager (Older Peoples Services)	Not measured (but monthly records from Scheme Managers are required and checked)	N/A	N/A	N/A	
(S14) If you live in sheltered accommodation and your Scheme Manager is on holiday or sick, arrange for another Scheme Manager to visit you 3 times a week	Housing Manager (Older Peoples Services)	Whether 3 visits per week have been arranged for absent scheme managers	Yes	Yes	Yes	
(S15) If you do not live in sheltered accommodation, but are visited by a Scheme Manager, ensure that you receive a visit every week, fortnight or month, as appropriate (as determined by a risk assessment)	Housing Manager (Older Peoples Services)	Average no. of visits per week	242 visits	246 visits	250 visits	

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(S16) If you live in sheltered or non-sheltered accommodation for older people and have high support needs , provide you with a Tenant Support Plan – explaining the type and level of support that we will give you - and review the Tenant Support Plan every 12 months (or sooner if requested by you)	Housing Manager (Older Peoples Services)	Not measured	N/A	N/A	N/A	Proposed amended Service Standard Tenant Support Plans are now only required by the Essex Housing Related Support Team for tenants with high support needs only.
(S17) Carry out fire drills at sheltered accommodation every three six months	Housing Manager (Older Peoples Services)	% of required fire drills undertaken every three six months	88 %	0	0	Proposed amended Service Standard The health and safety requirement is every 6 months, hence the proposed change
HOUSE SALES						
(HS1) Confirm whether or not you are eligible for the Right to Buy within 2 weeks of receiving a properly completed application from you <i>(Statutory requirement, but the statutory timescale is 4 weeks)</i>	Principal Housing Officer (Sales/Leases)	(a) Average periods	F/hold – 5.8 days L/hold 4.4 days	F/hold – 3.7 days L/hold 4.3 days	F/hold - 3.2 days L/hold 5.7 days	

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		(b) % within statutory timescale (4 weeks)	F/hold – 100 % L/hold – 100 %	F/hold – 100 % L/hold – 100 %	F/hold – 100 % L/hold – 100 %	
(HS2) Advise you of the valuation, discount and purchase price for the property you wish to purchase within 8 weeks of us confirming the Right to Buy if your property is a house or bungalow or 12 weeks if your property is a flat or maisonette <i>(Statutory requirement and timescales)</i>	Principal Housing Officer (Sales/Leases)	(a) Average time to provide information	F/hold – 5.1 weeks L/hold – 6.6 weeks	F/hold – 4.1 weeks L/hold – 4.3 weeks	F/hold – 4.8 weeks L/hold – 4.9 weeks	
		(b) % within statutory timescale	F/hold – 93 % L/hold – 89 %	F/hold – 100 % L/hold – 100 %	F/hold – 92 % L/hold – 100 %	
(HS3) Give you an opportunity to appeal against our valuation of your home, and to obtain an independent valuation (free of charge) from the District Valuer, within 3 months of you receiving our valuation <i>(Statutory requirement and timescale)</i>	Principal Housing Officer (Sales/Leases)	No of appeals to DV	0 appeals	0 appeals	4 appeals	

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(HS4) Complete the purchase of your property within 10 weeks of you confirming that you wish to proceed, provided that you and your solicitor deal with all required matters promptly	Principal Housing Officer (Sales/Leases)	Average time taken to complete a purchase	25 weeks (7 sales)	29 weeks (9 sales)	15 weeks (8 sales)	
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(HS5) If you do not proceed with your purchase, give you two formal notices of 8 weeks each before cancelling your Right to Buy application <i>(Statutory requirement and timescale)</i>	Principal Housing Officer (Sales/Leases)	Not measured	N/A	N/A	N/A	
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LEASEHOLD SERVICES

(L1) Provide you with a detailed breakdown of your <u>estimated</u> annual service charge at least 2 weeks before the beginning of the financial year	Principal Housing Officer (Sales/Leases)	No. of weeks before the beginning of the reference year when all estimated service charge accounts were issued for the reference year	4 weeks	4 weeks	4 weeks	
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**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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<p>(L2) Provide you with a detailed breakdown of your <u>actual</u> annual service charge within 6 months after the end of the financial year</p>	<p>Principal Housing Officer (Sales/Leases)</p>	<p>No. of months after the end of the reference year when all actual service charge accounts were issued for the reference year</p>	<p>5.5 months</p>	<p>6 months</p>	<p>6 months</p>	
<p>(L3) If you fall into arrears with your actual service charge, give you an appropriate amount of time to clear the arrear in accordance with the Council's Sundry Income and Dept Policy ^(h)</p>	<p>Principal Housing Officer (Sales/Leases)</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	
<p>(L4) Consult you on proposed major repairs and improvements (over £250) and give you the opportunity to nominate a contractor to provide a tender for the work at least 30 days before seeking tenders</p> <p><i>(Statutory requirement and timescale)</i></p>	<p>Principal Housing Officer (Sales/Leases)</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
<p>(L5) Consult you on the estimated cost of major repairs and improvements and advise you of the selected contractor before commencing the work, and give you at least 30 days to provide any comments you may have, which we will take into account</p> <p><i>(Statutory requirement and timescale)</i></p>	Principal Housing Officer (Sales/Leases)	Not measured	N/A	N/A	N/A	
<p>(L6) Provide you, on request, with a copy of your current service charge account and other relevant information (perhaps if you wish to sell on the leasehold), for a fee, within 2 weeks of your request</p>	Principal Housing Officer (Sales/Leases)	Not measured	N/A	N/A	N/A	
<p>(L7) Support a District-wide Leaseholders Association and ensure that it meets at least four three times each year</p>	Tenant Participation Officer	No. of meetings held	3 meetings	3 meetings	3 meetings	<p><i>Proposed amended Service Standard</i></p> <p>The Leaseholders Association has only been held three times each year, for the past three years, and it seems appropriate that the Service Standard reflects this frequency</p>

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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PRIVATE SECTOR HOUSING

(PS1) Visit 95% of applicants for our Caring And Repairing in Epping Forest (CARE) Service within 3 weeks of the initial enquiry	Private Housing Manager (CARE & Grants)	% of visits undertaken within 3 weeks	100 %	99 %	100 %	
(PS2) Undertake jobs through our Handyperson Service within 2 weeks of request	Private Housing Manager (CARE & Grants)	Average time for jobs to be completed	1.9 weeks	2.1 weeks	1.9 weeks	
(PS3) Generally satisfy at least 95% of our customers for both CARE's core service and Handyperson Service	Private Housing Manager (CARE & Grants)	% satisfied with CARE's core service and the H/person Service	100 %	100 %	100 %	
(PS4) Respond to applicants for Disabled Facilities Grants (DFGs) within 10 working days of receiving a referral from an occupational therapist (OT)	Private Housing Manager (CARE & Grants)	Average time to respond to referrals	8 working days	8 working days	10 working days	
(PS5) Issue a decision on a formal application for a DFG within 5 working days of receipt	Private Housing Manager (CARE & Grants)	Average time to issue a decision	5 working days	2 working days	4 working days	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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(PS6) Respond to applicants for other private sector grants types of financial assistance for private occupiers within 5 working days of receiving a request	Private Housing Manager (CARE & Grants)	Average time to respond to requests	5 working days	5 working days	6 working days	
(PS7) Issue a decision on a formal application for other private sector grants types of financial assistance for private occupiers within 5 working days of receipt	Private Housing Manager (CARE & Grants)	Average time to issue a decision	5 working days	5 working days	4 working days	
(PS8) Respond to requests for assistance from private tenants allegedly being harassed by landlords within 24 hours	Private Housing Manager (Technical)	% of responses within 24 hours	100 %	100 %	100%	
(PS9) Respond to initial enquiries for other private sector housing services (e.g nuisance, filthy / verminous properties, mobile homes, HMOs) within 5 working days	Private Housing Manager (Technical)	% of responses within 5 working days	100 %	100 %	99 %	
(PS10) Issue licences for houses in multiple occupation (HMOs) within 6 months of receiving a properly completed application	Private Housing Manager (Technical)	% of licences issued within 6 months	100 %	100 %	100 %	

**Epping Forest District Council
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ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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TENANT PARTICIPATION

(TP1) Consult you on any significant matters relating to your tenancy and take your views into account when making decisions	PHO (Information/ Strategy)	No. of major consultations undertaken, that affect all tenants	1 consult.	0 consults.	0 consults.	STAR Tenant Satisfaction Survey undertaken to assess overall (sample) satisfaction and to seek views on issues such as repairs and contact with the Council.
(TP2) Consult you on major issues that affect your estate (such as improvement schemes) and offer individual choices where appropriate.	PHO (Information/ Strategy)	Not measured	N/A	N/A	N/A	
(TP3) Agree our approach to tenant involvement with the Tenants and Leaseholders Federation and maintain a written Tenant Participation Agreement which we review every 3 years.	Tenant Participation Officer	Whether or not the Agreement was reviewed	Not required	Yes	Not required	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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<p>(TP4) Invite 2 representatives of all the recognised tenants associations in the District to become members of the Epping Forest Tenants and Leaseholders Federation, which will have a written constitution explaining how it will operate.</p>	<p>Tenant Participation Officer</p>	<p>Whether or not 2 representatives from recognised tenants associations have been invited</p>	<p>Yes</p>	<p>Yes</p>	<p>Yes</p>	
<p>(TP5) Consult the Tenants and Leaseholders Federation on proposed new, or changed, housing plans, strategies and policies, and take their views into account before making decisions.</p>	<p>Director of Housing</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	
<p>(TP6) Look for opportunities to form new tenants associations, and support these groups by providing practical or financial support.</p>	<p>Tenant Participation Officer</p>	<p>Not measured</p>	<p>N/A</p>	<p>N/A</p>	<p>N/A</p>	
<p>(TP7) Provide start-up funding of £100 to any recognised steering group wishing to form a recognised tenants association, and a further grant of £200 when formally recognised.</p>	<p>Tenant Participation Officer</p>	<p>(a) No. of new groups provided with start-up funding</p>	<p>1 group</p>	<p>0 groups</p>	<p>Not measured</p>	
		<p>(b) No. of new groups provided with further grant</p>	<p>1 group</p>	<p>0 groups</p>	<p>Not measured</p>	

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Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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(TP8) Make premises available for meetings of tenants groups or meet any reasonable costs of hall bookings.	Tenant Participation Officer	Not measured	N/A	N/A	N/A	
(TP9) Consider the training requirements of tenants and leaseholders who are members of the Federation or other tenants associations, and assist in arranging suitable training.	Tenant Participation Officer	Not measured	N/A	N/A	N/A	
(TP10) Provide a variety of ways to involve residents, for those that prefer not to attend meetings, including surveys, panels and public events.	Tenant Participation Officer	Not measured	N/A	N/A	N/A	
(TP11) Review the success of the Council's Tenant Participation Strategy through consultation with the Federation and by conducting a survey once every three years.	Tenant Participation Officer	% of tenants that feel that their views are taken into account by the landlord as recorded by the tri-annual Tenant Satisfaction Survey	62 %	62 %	62 %	

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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Notes:

(a) The Housing Appeals and Review Panel will consider appeals on the following issues:

- (1) All homelessness reviews, with the exception of the following types of reviews that are already only undertaken by officers;
 - (i) whether or not single applicants are “homeless” or have a “priority need”;
 - (ii) whether or not an allocation of either temporary or permanent accommodation is suitable for the applicant and his/her family; and
 - (iii) whether or not a homeless applicant should be referred to another local authority, due to their local connection with that local authority;
- (2) Housing succession cases, where the successor is under-occupying Council accommodation, and has been required to transfer to smaller accommodation;
- (3) Exclusion of housing applicants from the Housing Register;
- (4) Non-provision of discretionary home improvement grants;
- (5) Refusal of requests for disabled adaptations to Council properties requested by the tenant;
- (6) Refusal to sell Council owned-land under 50 square metres to occupiers for garden use;
- (7) Refusal of requests from housing applicants for “priority moves” (i.e. those very urgent and rare cases, dealt with outside of the usual Allocations Scheme); and
- (8) disagreements with tenants and former tenants on the level or liability for current or former rent arrears;

(b) Decisions relating to the priority need of single people, suitability of accommodation and referrals to other councils are considered by a senior officer. All other reviews of homelessness decisions are considered by the Housing Appeals and Review Panel of district councillors.

(c) Homeless applicants are able to participate in the Choice Based Letting Scheme, for a period of 8 weeks (4 cycles) after receiving their homelessness decision letter. If no successful expressions of interest are made by the applicant, the Council will initially make expressions of interest on their behalf. If this is still unsuccessful, the Council will make the applicant one offer of accommodation when a suitable property becomes available.

(d) A demoted tenant is someone who held a secure tenancy but whose secure tenancy rights have been taken away by a court and has therefore become a (demoted) tenant - who is allowed to live at the property but with limited rights.

**Epping Forest District Council
Housing Directorate**

ANNUAL REPORT ON PERFORMANCE AGAINST HOUSING SERVICE STANDARDS 2011/12

Service Standard	Officer Responsible	Performance Measure	2011/12	2010/11	2009/10	Comments
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(e) Succession takes place when, ***in specified circumstances***, someone legally takes over the tenancy from their spouse or another family member, following the previous tenant's death. In law, there can only be one succession. A person (spouse or family member) who would otherwise be a successor tenant, but cannot in law because there has already been one succession, will be offered a new tenancy of either the property they are living in or another one, depending on whether or not they under-occupy the property.

(f) Measured through the Council's ongoing repairs satisfaction survey from satisfaction forms provided to tenants for all repairs requested.

(g) Under the Right to Repair legislation, defined repairs must be undertaken within either 1, 3 or 7 days as specified by the legislation.

(h) Under the Council's Sundry Income and Debt Policy, people are given the following time periods to repay the following levels of debts:

Debts below £500 Upto 3 months
 Debts below £1,500 Upto 6 months

Debts below £2,500 Upto 9 months
 Debts above £2,500 Upto 12 months

Produced – July 2012

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Report to Housing Scrutiny Panel

Date of meeting: 7 August 2012

Portfolio: Housing – Cllr David Stallan

Subject: Housing Strategy 2009-2012:

(a) 12-Month Progress Report on Key Action Plan 2011/12; and

(b) New Key Action Plan 2012/13



Officer contact for further information: Alan Hall – Director of Housing (01992 564004)

Committee Secretary: Mark Jenkins (01992 56 4607)

Recommendations/Decisions Required:

- (1) That the 12-Month Progress Report on the Housing Strategy's Key Action Plan 2011/12 – attached as Appendix 1 – be considered, with any comments passed to the Housing Portfolio Holder and Director of Housing accordingly; and**
- (2) That the proposed new Housing Strategy Key Action Plan 2012/13 – attached as Appendix 2 – be recommended to the Cabinet for adoption.**

Report:

1. At its meeting in September 2009, the Council's Cabinet adopted the Housing Strategy 2009-2012. This followed the Housing Scrutiny Panel considering in detail, and approving for consultation, an earlier "Consultation Draft" Housing Strategy, and a major Consultation Exercise being undertaken with the Council's partners, key stakeholders and the public over a three-month period. The Consultation Exercise included a one-day Housing Strategy Conference, to which all the consultees were invited.

2. The Housing Strategy assesses the District's current and future housing needs - having particular regard to the Strategic Housing Market Assessment produced by six local authorities in the eastern part of the London Commuter Belt Sub-Region - and sets out the Council's approach to meeting those needs. As well as taking account of national priorities, it also links with other Council and non-Council strategies that both influence, and are influenced by, the Housing Strategy.

3. The Strategy also included a Key Action Plan, which set out the proposed actions that would be taken by the Council to contribute towards the achievement of the housing objectives over the 3 years of the Housing Strategy. When adopting the Housing Strategy, the Cabinet agreed that Key Action Plans should be produced and updated on an annual basis for approval by the Cabinet, and that progress with the Key Action Plans should be monitored on a 6-monthly basis by the Housing Scrutiny Panel, in accordance with its Terms of Reference.

12-Month Progress Report on Key Action Plan 2011-2012

4. Last year, the Cabinet adopted the third Key Action Plan for the Housing Strategy, on the recommendation of the Housing Scrutiny Panel. The first 6-Month Progress Report on this Key Action Plan was considered by the Scrutiny Panel in March 2012, and the 12-Month Progress Report is attached as Appendix 1, which the Scrutiny Panel is asked to consider, and to provide any comments to the Housing Portfolio Holder and Director of Housing.

Deferral of new Housing Strategy and Adoption of Key Action Plan 2012-2013

5. Although there is no legal or policy requirement, it was originally anticipated that the Housing Strategy would be updated during 2012, to cover the following three years. However, following a recommendation from the Housing Scrutiny Panel, in May 2012 the former Housing Portfolio Holder agreed that the production of the next Housing Strategy should be deferred for one year, and produced in 2013/14.

6. This was because it was identified and acknowledged that there are a number of important issues that were expected to be concluded by the Council over the following year, which would have a significant impact on the Housing Strategy, and that it would not be possible to formulate a robust and sustainable Housing Strategy for the next three years – that would then not be updated again until 2015 - until these issues have been concluded. These issues included:

- A refresh of the Council's Strategic Housing Market Assessment (SHMA);
- The production of the Council's Strategic Housing Land Assessment (SHLA), which would evaluate all of the proposed development sites in the District put forward by landowners and developers, through the "Call for Sites" Exercise;
- The production of the Council's Draft Local Plan, which would set out the Council's proposed plans on the number and proposed location of new homes in the District; and
- The Council's decisions on housing issues relating to the Localism Act, including a possible Local Eligibility Criteria for the Council's Housing Register and the possibility of the introduction of fixed term flexible tenancies by the Council, instead of "lifetime" secure tenancies.

7. The Housing Scrutiny Panel also recommended that, in the meantime, an updated Housing Strategy Key Action Plan for 2012/13 should be considered by the Housing Scrutiny Panel at this meeting - for recommendation to the Cabinet for adoption - and that progress with the updated Action Plan should be monitored on a six-monthly basis by the Scrutiny Panel in the normal way. This recommendation was also agreed by the Housing Portfolio Holder.

8. Therefore, it is now necessary for the Cabinet to adopt a Key Action Plan for the forthcoming year. Accordingly, an updated Key Action Plan is attached at Appendix 2, which the Scrutiny Panel is asked to consider and recommend to the Cabinet for adoption at its meeting in September 2012.

**Housing Strategy Key Action Plan 2011-12
(as at July 2012)**

No	Category	Action	Responsibility	Timescale	Progress Report as at July 2012
1	Housing Market	Produce a Strategic Housing Land Assessment (SHLA), to provide an assessment of the potential capacity for new house-building in the District	Principal Planning Officer (Forward Planning)	July 2012	Achieved – The SHLA has been produced and is being published alongside the Issues and Options Paper.
2	Housing Market	Review the target for the number of new homes to be provided within the District between 2011-2031, and the proposed locations, following the proposed revocation of the East of England Plan	Principal Planning Officer (Forward Planning)	July 2012	<p>In Progress – The Localism Act states that the East of England Plan will be revoked. However, the required secondary legislation has not yet been passed.</p> <p>Essex County Council is working on behalf of all local authorities in Essex and has provided revised household and population estimates for each district, up until 2031. This includes different scenarios for the Epping Forest District.</p> <p>These household/population estimates have been translated into different assessments of the number of new homes required in the District. A range of new home figures has been included within the Issues and Options Paper, together with the numbers of new homes that would be provided in different settlements.</p>
3	Housing Market	Progress the Local Development Framework's Core Strategy to the Issues and Options Stage	Principal Planning Officer (Forward Planning)	July 2012	In Progress - The LDF Core Strategy has now been replaced with the proposed Local Plan. The Issues and Options Paper has been approved and is due to be published for consultation at the end of July, with an 11 week consultation period.

4	Regeneration	Undertake a public consultation on a proposed Development and Design Brief for the St Johns Area of Epping, including market and affordable housing	Director of Corporate Support Services	December 2011	<p>Achieved– The public consultation exercise has been completed and the responses have been analysed by the Council’s consultants. The feedback was considered by the Cabinet on 23rd July 2012.</p> <p>It is proposed that a draft Design & Development Brief is presented to the Cabinet and full Council in September 2012.</p>								
5	Affordable Housing	<p>Work with housing associations and developers to provide 98 new affordable homes for rent and shared ownership in 2011/12 and around a further 120 new affordable homes by March 2014, at the following sites with detailed planning permission:</p> <p>(a) Sewardstone Road, Waltham Abbey (b) Station Approach, Ongar (c) Jennikings Nursery, Chigwell (d) Zinc (Gt. Stony), Ongar (e) Manor Road Garden Centre, Chigwell (f) 12-30 Church Hill, Loughton (g) St Johns School, Epping</p>	Director of Housing	March 2012	<p>Target Not Achieved (by March 2012) – The target of 98 homes included the anticipated completion of the final phases of 67 affordable homes at Sewardstone Rd, Waltham Abbey. However, these were delayed until 2012/13, due to problems with the provision of utility services. However, 43 new affordable homes were completed in the District in 2012/13, as follows:</p> <table data-bbox="1417 730 1848 901"> <tr> <td>Zinc, Ongar</td> <td>- 9</td> </tr> <tr> <td>Station Approach, Ongar</td> <td>- 6</td> </tr> <tr> <td>Sewardstone Rd, W/A</td> <td>- 28</td> </tr> <tr> <td>Total</td> <td>- 43</td> </tr> </table> <p>The completion of further developments at the other stated locations are planned for future years.</p>	Zinc, Ongar	- 9	Station Approach, Ongar	- 6	Sewardstone Rd, W/A	- 28	Total	- 43
Zinc, Ongar	- 9												
Station Approach, Ongar	- 6												
Sewardstone Rd, W/A	- 28												
Total	- 43												
6	Affordable Housing	Review the possible re-introduction of the Home Ownership Grant Scheme (enabling existing Council tenants to purchase in the private sector) in 2012/13.	Housing Resources Manager	Sept 2011	<p>Achieved – The Cabinet reviewed, in September 2011, whether to not to reintroduce the Scheme, and agreed to suspend the scheme for a further year.</p> <p>A further review will be undertaken by the Cabinet in September 2012.</p>								

7	Affordable Housing	Complete Phase 1 of the Open Market Home Ownership Scheme with Broxbourne Housing Association (BHA) - to enable first time buyers in the District to purchase a property of their choice from the open market through shared ownership, funded jointly by the Council, BHA and the applicant – and consider whether to undertake Phase 2	Director of Housing	March 2012	<p>In Progress – All the required bespoke legal agreements have been drafted and signed.</p> <p>Following a marketing campaign by BHA amongst all of the Council’s housing applicants and tenants, as well as those registered with the Essex Homebuy Agent. A number of applicants have been accepted onto the scheme as a result.</p> <p>One completion took place in March 2012. A further two completions have taken place since March 2012 and another is close to completion. Four further applications have been approved and the applicants are sourcing properties. A further eight applications are on the Reserve List.</p> <p>It is anticipated that the Cabinet will review the success of Phase 1, and consider whether to proceed to Phase 2, at its meeting in September 2012.</p>
8	Affordable Housing	Investigate the feasibility and viability of the Council building social housing for rent itself, on Council-owned sites, including difficult-to-let garage sites	Director of Housing	March 2012	<p>Achieved – In December 2011, the Cabinet agreed to undertake a Council Housebuilding Programme and also agreed the approach.</p> <p>A Development Agent is currently being appointed - six applicants have been shortlisted to submit detailed tenders, which are due for return in September 2012.</p> <p>The Cabinet considered a report on potential development sites at its meeting on 23rd July 2012 and agreed a list of sites to be passed to the Development Agent (when appointed) to undertake Development and Financial Appraisals.</p>

9	Affordable Housing	Implement the proposals of the Development and Design Brief for The Broadway, Loughton relating to the Council's land-holdings, to provide significant levels of affordable housing	Director of Housing	July 2012	<p>In Progress – At the request of the Council's Management Board, the Director of Housing has established and chairs a Broadway Redevelopment Working Party, which is drafting an Action Plan to implement the proposals within the Development and Design Brief that are controlled by the Council, and to monitor progress by third parties.</p> <p>It is proposed that the Draft Action Plan will be considered by the North Weald and Asset Management Committee in September 2012.</p>
10	Affordable Housing	Undertake a "Planning for Real Exercise" to consider the options for the development/conversion of Council-owned Leader Lodge, North Weald and, if development is agreed, select one of the Council's Preferred Housing Association Partners through a competitive process to implement the agreed option	Director of Housing	February 2012	<p>Achieved – The Planning for Real Exercise has been completed.</p> <p>In March 2012, the Cabinet considered the outcome of the exercise and decided that Leader Lodge should be sold on the open market for private housing, with tenderers requested to state their intention to either retain or demolish the building.</p> <p>The sale is being undertaken by the Council's Estates and Valuations Division within Corporate Support Services.</p>
11	Affordable Housing	Work in partnership with one of the Council's Preferred Housing Association Partners to convert 20 unpopular bedsits for older people at Marden Close, Chigwell Row into 10 self-contained rented flats for families	Director of Housing	July 2012	<p>In Progress – Following a decision by Trust for London (the charity that owns the freehold of Marden Close) not to provide a sufficient period of lease to a housing association to convert the properties, discussions have been held between the Director of Housing and Trust for London and Chigwell Parish Council on alternative approaches. However, the Trust continues to have reservations about the potential effect on the Trust's ability to develop its adjacent land in the future, which is currently in the Green Belt.</p>

					The Director of Housing is continuing to seek a resolution for this issue and it is hoped that an agreed way forward can be reported to the Cabinet in the Autumn.
12	Affordable Housing	Formulate a specific District-wide Nominations Agreements for shared ownership properties, with each of the Council's Preferred Housing Association Partners, following consultation with the Partners	Director of Housing	Dec 2011	No Progress – Due to workload and other commitments
13	Affordable Housing	Following the enactment of the Localism and Decentralisation Bill, formulate a Strategic Tenancy, possibly in partnership with the other West Essex Councils	Director of Housing	July 2012	<p>In Progress – The three West Essex local authorities have agreed to work together to produce one Tenancy Strategy for West Essex. Following a competitive exercise, an experienced housing consultant has been appointed to produce the Tenancy Strategy.</p> <p>Two consultation events have been held with private registered providers of housing (housing associations) and “stakeholders” (e.g. CAB, homelessness groups, Social Care etc) on the proposed approach.</p> <p>A draft West Essex Tenancy Strategy has subsequently been produced and a formal consultation exercise is being held in July/August 2012. The Housing Scrutiny Panel considered the Draft Strategy at its July meeting and made one minor comment.</p> <p>It is hoped that the Cabinet will be able to adopt the final version of the Tenancy Strategy in October 2012.</p>
14	Affordable Housing	Following a competitive exercise, work with one of the Council's Preferred Housing Association Partners to develop the Council-owned site at Roundhills, Waltham Abbey for an affordable rented housing scheme	Director of Housing	July 2012	Action updated – In January 2012, the Cabinet agreed that the Council should develop the site at Roundhills itself, as part of its Council Housebuilding Programme, rather than it be developed by a housing association.

					Once the Development Agent for the Housebuilding Programme has been appointed, it will undertake a detailed development appraisal of the site.
15	Affordable Housing	Following the enactment of the Localism and Decentralisation Bill, consider the possible introduction of “flexible secure” Council tenancies for fixed periods	Asst. Director of Housing (Operations)	Sept 2012	<p>In Progress – An Information Session for Members was held in June 2012 on the housing elements of the Localism Act, which included details of flexible tenancies.</p> <p>Following the Information Session, the Housing Portfolio Holder intends to make a Portfolio Decision on the approach that officers should take to the drafting of the required Tenancy Policy, which the Housing Scrutiny Panel will be asked to consider in detail and make recommendations to the Cabinet for its adoption.</p>
16	Affordable Housing	Complete and review the Council’s Pilot Social Housing Fraud Scheme, and determine whether or not the scheme should continue permanently	Asst. Director of Housing (Operations)	March 2012	<p>Achieved – The Housing Scrutiny Panel reviewed the success of the Scheme in January 2012, and recommended to the Cabinet in March 2012 that the Scheme continues on a permanent basis, with additional officer hours provided – which was agreed.</p> <p>The Cabinet also agreed the Scrutiny Panel’s recommendation that a Senior Housing Officer (Social Housing Fraud) should also be appointed, when it considered the list of proposed housing improvements and service enhancements at its meeting on 5th March 2012. As a result the senior officer post was filled in July 2012.</p>
17	Affordable Housing	Introduce an on-line housing registration system	Asst. Director of Housing (Operations)	March 2012	<p>In Progress – The Council’s Housing IT Team have developed a bespoke on-line Housing Application Form that is currently being tested.</p> <p>In addition, discussions are being held with Locata Housing Services, the organisation that runs the Council’s choice based lettings scheme, to consider its scheme.</p>

18	Homelessness	Review and revise the Homelessness Strategy for a further three-year period	Asst. Director of Housing (Operations)	August 2012	In Progress – The Homelessness Strategy has been updated by officers, and was considered by the Housing Scrutiny Panel on 13 th March 2012. A consultation exercise will be undertaken shortly, following which the Housing Portfolio Holder will be asked to adopt the final version.
19	Diversity	Compare the ethnicity of applicants provided with Council accommodation with the ethnicity of Housing Register applicants	Housing Options Manager	July 2012	Achieved – The annual report was considered by the Housing Scrutiny Panel on 24 th July 2012.
20	Diversity	Review and update the Customer (Equality) Impact Assessments of the Housing Strategy & Development, HomeOption Scheme, Homelessness, and Private Sector Housing functions	Director of Housing	July 2012	Not progress – Due to workload and other commitments
21	Supported Housing – Older and Other Vulnerable People	Through the LDF Core Strategy, seek to introduce a requirement that all new housing developments in the District should meet the Lifetime Homes Standard	Principal Planning Officer (Forward Planning)	July 2012	In Progress – The LDF Core Strategy has now been replaced with the proposed Local Plan. This issue has been raised within the Issues and Options Paper, which is due to be consulted from the end of July 2012.
22	Supported Housing – Older and Other Vulnerable People	Following Essex County Council's decision to withdraw 24-hour staffing for the scheme at Jessopp Court, Waltham Abbey for frail older people, work with Essex Adult Social Care to remodel the scheme to a sheltered housing scheme	Asst. Director of Housing (Operations)	Dec 2011	Achieved – Following the decision by Cabinet, the scheme was remodelled to a conventional sheltered housing scheme in December 2011, and a new Scheme Manager has been appointed.
23	Supported Housing – Older and Other Vulnerable People	Following consultation with the CARE Advisory Group, safeguard the future viability of the Caring And Repairing in Epping Forest (CARE) Service, by increasing project management fees for disabled facilities and other grants to 15%	Private Housing Manager (Grants & CARE)	October 2011	Achieved – The CARE Advisory Group agreed to increase project management fees by 15%, which has now been implemented.

24	Empty Homes	Bring at least 20 long-term empty properties back into use by Council intervention, including the continued use of the PLACE Scheme	Private Housing Manager (Technical)	March 2012	Achieved for 2011/12 and On Target for 2012/13 – Despite the Empty Property Officer post being vacant for a number of months, 60 empty homes were brought back into use by the Council in 2011/12 and 23 empty homes brought back into us in Quarter 1 of 2012/13.
25	Empty Homes	Enter into an agreement with Pathmeads Housing Association to manage vacant properties in the District served with an Empty Dwelling Management Order (EDMO)	Private Housing Manager (Technical)	October 2011	In Progress – An Interim EDMO was approved by the Residential Property Tribunal. Officers are now seeking the owner to bring the property back into use, who has responded by undertaking works to the property. However, if this doesn't come to fruition a Final EDMO will be made by the Council and Genesis Housing Association (the successor to Pathmeads HA) will complete any outstanding works and let the property to a household on the Council's Housing Register.
26	Rural Housing	Continue to work with Hastoe Housing Association and Parish Councils to investigate the development potential for rural housing schemes in villages, through the Council's Rural Planning Exceptions Policy	Director of Housing	July 2012	No Progress – Since the last rural housing scheme was completed in Summer 2011, no further opportunities for new rural schemes have arisen. However, Hastoe HA remains prepared and ready to work with any Parish Council wishing to support a scheme in their village.
27	Decent Homes – Public Sector	Undertake programmes of work to ensure that all the Council's homes continue to meet the Decent Homes Standard	Housing Assets Manager	July 2012	Achieved – All the Council's homes continue to meet the Decent Homes Standard. In December 2011, the Cabinet agreed to increase the amount of resources invested in the Council's housing stock by around 50%, to enable properties to be maintained to a full, modern standard – a much higher standard than the Decent Homes Standard.

28	Decent Homes – Private Sector	Complete the Private Sector House Condition Survey, to provide information on the most up-to-date estimate of the number and location of non-decent homes in the private sector.	Assistant Director of Housing (Private Sector and Resources)	Sept 2011	Achieved – The Private Sector House Condition Survey has been completed, and the results were presented to the Housing Scrutiny Panel on 5 th March 2012.
29	Decent Homes – Private Sector	After completion of the Private Sector Stock Condition Survey, produce a new Private Sector Housing Strategy	Assistant Director of Housing (Private Sector and Resources)	January 2012	Achieved – Following completion of the survey, a new Draft Private Sector Housing Strategy was considered by the Housing Scrutiny Panel on 5 th March 2012, which was recommended to (and agreed by) the Cabinet for adoption in April 2012.
30	Decent Homes – Private Sector	Introduce new licences for existing residential park home sites in the District and report progress on implementation to the Council's Housing Scrutiny Panel	Private Housing Manager (Technical)	October 2011	Delayed – All sites have now been comprehensively surveyed, ready for licences to be issued. However a number of issues arose, that required consideration and determination by members before the licences can be issued. The Housing Scrutiny Panel considered a detailed report on all the issues at a special meeting in June 2012 and made recommendations to the Cabinet, all of which were agreed by the Cabinet at its meeting on 23 rd July 2012.
31	Decent Homes – Private Sector	Introduce new licence conditions for existing and new holiday park home sites in the District, following consultation with site owners, park home residents association and statutory agencies	Private Housing Manager (Technical)	July 2012	Not yet required – This will follow-on, once the licences for the permanent residential sites have been issued.
32	Decent Homes – Private Sector	Establish and support a Park Homes Consultative Group to consult and brief representatives of park home residents on issues of interest	Private Housing Manager (Technical)	March 2012	Achieved – A useful meeting of site owners and representatives from residents associations was held in December 2012, to discuss issues relating to site licences. It is envisaged that future meetings will be held as required.

33	Decent Homes – Private Sector	Introduce and support a Landlord Accreditation Scheme within the District	Private Housing Manager (Technical)	March 2012	<p>Achieved – A Student Accommodation Accreditation Scheme has been introduced in partnership with East 15 Acting School (part of the University of Essex), which encourages good practice among landlords and provides good quality private rented accommodation for these students.</p> <p>It also gives official recognition to those landlords whose properties achieve the agreed standards and allows students to select their accommodation with confidence.</p> <p>The property is inspected by an officer from the Private Sector Housing Team, who carries out a full survey of the property including a Housing Health and Safety Rating Scheme (HHSRS) assessment. Once the property meets the accreditation requirements, the owner is issued with a certificate that can be displayed in the premises. The accreditation will last for 5 years.</p>
34	Energy Efficiency	Work with Hastoe Housing Association to obtain planning permission and commence the first affordable housing development by a housing association in the country constructed from straw bales at Millfield, High Ongar, significantly improving energy efficiency	Director of Housing	June 2012	<p>Achieved – Hastoe obtained detailed planning application and the site was conveyed to them at the end of August 2012 and a start on site has been made.</p> <p>Due to the level of national interest in the project, a television documentary is being made, following the construction process.</p>
35	Energy Efficiency	Investigate the use of the Government's Feed-in Tariff Scheme to fund the installation of photo-voltaic (solar) panels on the roofs of Council properties, in order to reduce energy costs for tenants and to produce an income stream for the Council	Asst. Director of Housing (Property)	March 2012	<p>Not pursued – The Housing Scrutiny Panel considered a detailed report on this issue in October 2011, and agreed in principle to recommend the installation of PV panels on the roofs of sheltered housing schemes. However, the Government then significantly reduced the tariff and it was agreed not to implement a scheme as a result.</p>

Housing Strategy Key Action Plan 2012-13

No	Category	Action	Responsibility	Timescale	Progress Report (to be reported after 6 and 12 months)
1	General	Review the Housing Strategy 2009-2012 and produce an updated Housing Strategy for 2013-2016, following a consultation exercise on a Draft Housing Strategy	Director of Housing	Sept 2013	
2	Housing Market	Undertake an extensive Public Consultation Exercise on the Issues and Options Paper for the Council's Local Plan, to assist with the production of the new Local Plan	Asst. Director of Planning (Policy & Conservation)	October 2012	
3	Housing Market	Undertake a review and refresh of the Strategic Housing Market Assessment (SHMA), to inform the Draft Local Plan and the target number of new homes required for the District to 2031	Principal Planning Officer (Forward Planning)	Sept 2012	
4	Housing Market	Produce a Draft Local Plan, taking account of the responses to the Issues and Options Paper, including a proposed target for the delivery of new homes to 2031.	Asst. Director of Planning (Policy & Conservation)	May 2013	
5	Housing Market	Undertake a Consultation Exercise on the Draft Local Plan and process the responses	Asst. Director of Planning (Policy & Conservation)	August 2013	
6	Housing Market	Submit the final version of the Local Plan for an Examination in Public	Asst. Director of Planning (Policy & Conservation)	March 2014	

7	Regeneration	Adopt a Design and Development Brief for the St Johns Area of Epping, including the provision of market and affordable housing, following analysis of the results of the public consultation exercise completed in July 2012	Director of Corporate Support Services	Sept 2012	
8	Regeneration	Produce and agree an Action Plan for the regeneration of the Council's assets at The Broadway, Loughton, in accordance with the approved Development and Design Brief, including the provision of significant levels of affordable housing	Director of Housing	Sept 2012	
9	Affordable Housing	<p>Work with housing associations and developers to provide 76 new affordable homes for rent and shared ownership in 2013/14 and around a further 69 new affordable homes by March 2015, at the following sites with planning permission:</p> <p>(a) Sewardstone Road, Waltham Abbey – 67 new homes (b) 12-30 Church Hill, Loughton – 5 new homes (c) Millfield, High Ongar – 4 new homes (d) Jennikings Nursery, Chigwell – 52 new homes (e) Manor Road Garden Centre, Chigwell – 17 new homes</p>	Director of Housing	<p>March 2013</p> <p>March 2014</p>	

10	Affordable Housing	Review the possible re-introduction of the Home Ownership Grant Scheme (enabling existing Council tenants to purchase in the private sector) in 2013/14.	Housing Resources Manager	Sept 2012	
11	Affordable Housing	Complete Phase 1 of the Open Market Home Ownership Scheme with Broxbourne Housing Association (BHA) - to enable first time buyers in the District to purchase a property of their choice from the open market through shared ownership, funded jointly by the Council, BHA and the applicant – and consider whether to undertake Phase 2	Director of Housing	Sept 2012	
12	Affordable Housing	Seek and obtain planning permission for residential development at the Council's Pyrles Lane Nursery site, Loughton, including the provision of at least 40% affordable housing	Chief Estates Officer	Nov 2012	
13	Affordable Housing	Ensure commencement of the residential housing element of the development of the St Johns School site, Epping, in accordance with the signed Section 106 (Planning) Agreement, including the provision of affordable housing	Director of Housing	Jan 2013	
14	Council Housebuilding Programme	Appoint a Development Agent to manage and deliver the Council's Housebuilding Programme, including the provision of all building consultants and the procurement of works contractors	Director of Housing	Jan 2013	

15	Council Housebuilding Programme	Formulate and adopt a Development Strategy for the Council Housebuilding Programme	Director of Housing	April 2013	
16	Council Housebuilding Programme	Undertake initial development assessments for a further list of small garage sites and garage sites with vacancies and no waiting list, and recommend to the Cabinet that detailed Development and Financial Appraisals be undertaken for those sites that have development potential	Director of Housing	Dec 2013	
17	Council Housebuilding Programme	Seek Development Partner status for the Council with the Homes and Communities Agency, to enable the Council to bid for HCA funding and charge affordable rents for its new developments, instead of social rents	Director of Housing	Sept 2013	
18	Council Housebuilding Programme	Complete the first batch of Development and Financial Appraisals for potential development sites, for consideration by the Cabinet	Director of Housing	June 2013	
19	Council Housebuilding Programme	Obtain planning permissions for the first sites under the Council Housebuilding Programme	Director of Housing	Nov 2013	
20	Affordable Housing	Work with Trust for London and Chigwell Parish Council to agree an appropriate way forward for the development or conversion of the 20 unpopular bedsits for older people at Marden Close, Chigwell Row to provide good quality, self-contained rented accommodation for Housing Register applicants	Director of Housing	Oct 2012	

21	Affordable Housing	Update the existing District-wide Nominations Agreements with each of the Council's Preferred Housing Association Partners for new rented housing developments - to take account of the new Affordable Rents Framework - and formulate new District-wide Nominations Agreements for shared ownership properties with the same partners.	Director of Housing	Dec 2012	
22	Affordable Housing	Adopt a West Essex Tenancy Strategy to meet the requirements of the Localism Act, setting out the Council's requirements for the forms of tenure offered to new tenants, to which the Council and housing associations must have regard.	Director of Housing	Oct 2012	
23	Affordable Housing	Formulate a Tenancy Policy, setting out the form(s) of tenure that the Council will provide in the future, including the possible use of flexible (fixed term) tenancies in appropriate cases, for detailed consideration by the Housing Scrutiny Panel and subsequent adoption by the Cabinet.	Asst. Director of Housing (Operations)	Dec 2012	
24	Affordable Housing	Undertake a major review of the Council's Allocations Scheme, in the light of the flexibilities offered by the Localism Act, and adopt a revised Allocations Scheme by the Council by the Cabinet – including a local Eligibility Criteria – following detailed consideration by the Housing Scrutiny Panel and consultation with stakeholders and housing applicants.	Asst. Director of Housing (Operations)	Jan 2013	

25	Affordable Housing	Undertake a review of the success of the Council's expanded Social Housing Fraud Scheme, around 1 year after the appointment to the new post of Senior Housing Officer (Social Housing Fraud)	Asst. Director of Housing (Operations)	July 2013	
26	Affordable Housing	Recruit to the new post of Housing Underoccupation Officer and formulate an action plan to reduce the amount of under-occupation within the Council's housing stock and to assist older people with practical support to move to smaller accommodation.	Asst. Director of Housing (Operations)	Oct 2012	
27	Affordable Housing	Produce and submit to the Housing Scrutiny Panel a progress report on the success of the new Housing Underoccupation Officer post, around 12 months after appointment	Asst. Director of Housing (Operations)	Oct 2013	
28	Affordable Housing	Consider the findings of the Chartered Institute of Housing's study (commissioned by the Council with full funding from Improvement East) on the implications of the welfare reforms - in relation to the introduction of universal credit, under-occupation, increased rent arrears and increased transaction costs - and identify and implement an appropriate package of measures to mitigate the effects	Director of Housing	Mar 2013	
29	Affordable Housing	Introduce an on-line housing registration system	Asst. Director of Housing (Operations)	April 2013	

30	Homelessness	Adopt a revised Homelessness Strategy for a further three-year period, following review by the Housing Scrutiny Panel and consultation exercise with stakeholders	Asst. Director of Housing (Operations)	Sept 2012	
31	Homelessness	Decide whether or not to use the flexibilities offered by the Localism Act to place homeless families in private rented accommodation without their agreement	Asst. Director of Housing (Operations)	Oct 2012	
32	Homelessness	Consider the findings of the Chartered Institute of Housing's study on the implications of the welfare reforms, in relation to homelessness, and implement an appropriate package of measures to mitigate the effects	Asst. Director of Housing (Operations)	March 2013	
33	Homelessness	Complete the programme of conversion works to provide designated bathrooms for each room at Norway House, the Council's Homeless Persons Hostel	Housing Options Manager	March 2013	
34	Diversity	Compare the ethnicity of applicants provided with Council accommodation with the ethnicity of Housing Register applicants	Housing Options Manager	July 2013	
35	Diversity	Review and update the Customer (Equality) Impact Assessments of the Housing Strategy & Development, HomeOption Scheme, Homelessness, and Private Sector Housing functions	Director of Housing	July 2013	

36	Diversity	Implement the Council's new Equality Monitoring Policy and Guidance for appropriate housing services	Director of Housing	Mar 2013	
37	Diversity	Complete an Accommodation Assessment for Gypsy Roma and Travellers (GRT), in order to inform the Local Plan in respect of the accommodation requirements for the GRT community	Asst. Director of Planning (Policy & Conservation)	Nov 2012	
38	Diversity	Undertake an audit of the Council's compliance with the Human Right's Commission's Code of Practice in Rented Housing and undertake any required actions as a result	Assistant Director of Housing (Private Sector and Resources)	July 2013	
39	Supported Housing – Older and Other Vulnerable People	Following the Issues and Options Exercise, include a requirement in the Draft Local Plan that all new housing developments in the District should meet the Lifetime Homes Standard	Principal Planning Officer (Forward Planning)	May 2013	
40	Supported Housing – Older and Other Vulnerable People	Agree the Council's approach for the delivery of its Careline Service, following the County Council's proposed introduction of a new county-wide Telecare Contract from April 2013	Asst. Director of Housing (Operations)	June 2013	
41	Supported Housing – Older and Other Vulnerable People	Introduce a new, in-house, free Handyperson Scheme for all the Council's sheltered housing schemes, and commission a similar free Handyperson Scheme for other older Council tenants from Voluntary Action Epping Forest (VAEF)	Asst. Director of Housing (Property)	Oct 2012	

42	Supported Housing – Older and Other Vulnerable People	Review the success of the in-house Handyperson Scheme and VAEF Handyperson Scheme around 12 months after their introduction	Asst. Director of Housing (Property)	Oct 2013	
43	Supported Housing – Older and Other Vulnerable People	Provide a grant of £10,000 to the proposed Home2Home Furniture Recycling Scheme, provided that there is surety and evidence that the Scheme will become operational.	Director of Housing	Oct 2012	
44	Supported Housing – Older and Other Vulnerable People	Install key safes outside all properties within the Council sheltered housing schemes, free of charge	Housing Manager (Older People's Services)	Dec 2012	
45	Empty Homes	Bring at least 20 long-term empty properties back into use by Council intervention, including the continued use of the PLACE Scheme	Private Housing Manager (Technical)	March 2013	
46	Rural Housing	Continue to work with Hastoe Housing Association and Parish Councils to investigate the development potential for rural housing schemes in villages, through the Council's Rural Planning Exceptions Policy	Director of Housing	July 2013	
47	Decent Homes – Public Sector	Undertake programmes of work to ensure that all the Council's homes continue to meet the Decent Homes Standard and also meet a (higher) full, modern maintenance standard, utilising the additional funding available as a result of HRA self financing	Housing Assets Manager	July 2013	

48	Decent Homes – Private Sector	Produce for the Housing Scrutiny Panel a Progress Report on the new Private Sector Housing Strategy, around 1 year after adoption, to identify if any refinements are required	Assistant Director of Housing (Private Sector and Resources)	July 2013	
49	Decent Homes – Private Sector	Introduce new licences for existing residential park home sites in the District	Private Housing Manager (Technical)	Dec 2012	
50	Decent Homes – Private Sector	Introduce new licence conditions for existing and new holiday park home sites in the District, following consultation with site owners, park home residents association and statutory agencies	Private Housing Manager (Technical)	Dec 2013	
51	Decent Homes – Private Sector	Prepare the Council's CARE Service for the retendering of the Essex Home Improvement Agency contract(s), due to be introduced in July 2013.	Private Housing Manager (Grants & CARE)	April 2013	
52	Decent Homes – Private Sector	Review the charging policy for the CARE Handyperson Service, including a consultation exercise with service users	Private Housing Manager (Grants & CARE)	Dec 2012	
53	Decent Homes – Private Sector	Seek to introduce a Hospital to Home Scheme for West Essex, in partnership with the Papworth Housing Trust	Private Housing Manager (Grants & CARE)	Mar 2013	
54	Energy Efficiency	Work with Hastoe Housing Association to complete the first affordable housing development by a housing association in the country constructed from straw bales at Millfield, High Ongar, significantly improving energy efficiency	Director of Housing	Mar 2013	

55	Energy Efficiency	Identify and implement the role that the Council can play with the roll-out of the Green Deal, once the final arrangements have been confirmed by the Government	Environmental Co-ordinator	Mar 2013	
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