

**HOUSING SERVICES
SERVICE DEVELOPMENT PLAN**

**PROGRESS REPORT
April 2006**

| Ref. No. | Area for Development | Resource Implications | Target Date | Priority | Current Position | Revised Date | 😊 | Responsible Officer |
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| General | | | | | | | | |
| G(1) Page 37 | <p>Housing Stock Options:</p> <p>Select the most appropriate option for the future ownership and management of the Council's housing stock based on:</p> <ul style="list-style-type: none"> a) BWNL's Initial Stock Options Report (Stage 1) b) BWNL's Stage 2 Tenants and Leaseholders Attitude Survey c) The report from Insights on their "further consultation of tenants" d) The Update Report from BWNL e) The feedback received from key partners on the wider issues relating to neighbourhood renewal at the Consultation Forum. e) The views and recommendations of the Tenants and Leaseholders Federation f) The comments and recommendations of Council officers. | Within existing resources | May 2004 | *** | <p>COMPLETED April 2004</p> <p>Cabinet selected the stock retention option</p> | | 😊 | Head of Housing Services |
| G(2) Page 33 | <p>Charter Mark:</p> <p>Seek a Charter Mark, either for the whole of Housing Services, or for one or more individual service areas, dependent on the staffing resource required.</p> | Within existing resources | March 2005 | ** | <p>COMPLETED Nov 2004</p> <p>Charter Mark awarded for the whole of Housing Services</p> | | 😊 | Asst Head of Housing Services (Operations) |



Improvement Achieved

*** = High Priority



Not Yet Due / Target Revised

** = Medium Priority






Improvement Not Achieved






* = Low Priority

Housing Strategy

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| <p>S(1)</p> <p><i>Page 57</i></p> | <p>Affordable Housing Provision:</p> <p>Consider, through the Alterations to the Local Plan:</p> <p>(a) whether the amount of affordable housing sought on large development sites should be increased, and whether an appropriate percentage of this provision should be reserved for key workers; and</p> <p>(b) adopting the following lower site threshold for “large development sites”, above which affordable housing is sought:</p> <p>(i) where the development area is over 0.5 hectares, or</p> <p>(ii) where the development comprises 15 or more dwellings.</p> | <p>Within existing Resources</p> <p>Within existing resources</p> | <p>First Deposit - Sept 2004</p> <p>Adoption - Oct 2005</p> | <p>***</p> <p>***</p> | <p>On Target</p> <p>Public Inquiry held, Inspector's report awaited</p> | <p>Adoption – June 2006</p> | <p>☹️</p> <p>☹️</p> | <p>Head of Housing Services</p> |
| <p>S(2)</p> <p><i>Page 57</i></p> | <p>Key Workers:</p> <p>(a) Following consultation with the Epping Forest Local Strategic Partnership recommend to the Cabinet a definition of “key workers”, who would be eligible for key worker housing developed in the District.</p> <p>(b) Keep the definition of “key workers” under review, together with the balance of the respective housing needs of key workers and general need / homeless housing applicants.</p> | <p>None</p> <p>None</p> | <p>Sept 2004</p> <p>Sept 2006</p> | <p>**</p> <p>*</p> | <p>COMPLETED August 2004</p> <p>Definition considered by LSP – July 2004. Definition agreed by the Housing P/H</p> | | <p>😊</p> | <p>Head of Housing Services</p> |




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| <p>S(3)</p> <p>Page 59</p> | <p>Joint Commissioning:</p> <p>Recommend to the Cabinet that:</p> <p>(a) a Joint Commissioning Scheme be introduced for the future development of affordable housing sites by RSLs in the District; and</p> <p>b) a written protocol for the Joint Commissioning Scheme be adopted, produced in consultation with RSLs already operating in the District, clearly setting out how the Scheme would operate.</p> | <p>None</p> | <p>Sept 2004</p> | <p>**</p> | <p>COMPLETED March 2005</p> <p>Scheme (incorporating protocol) agreed by Cabinet 14 March 2005</p> | <p></p> | <p>Head of Housing Services</p> |
| <p>Housing and Estate Management</p> | | | | | | | |
| <p>HM (1)</p> <p>Page 75</p> | <p>Mobile and Sheltered Cleaning Service:</p> <p>Submit a report to the Housing Portfolio Holder considering the cleaning service improvements suggested by staff and recommending that;</p> <p>a) a consultation exercise be carried out with all tenants and leaseholders living in blocks where there are less than 6 flats to a stairwell asking if they would require a cleaning service, and their willingness to pay a weekly charge</p> <p>b) one resident Caretaker post on the Limes Farm Estate, Chigwell be deleted from the establishment, and a full time Estate Cleaner post be created; and</p> | <p>Self financing through service charges</p> <p>Saving - £5,000 p/a (salary and rent)</p> | <p>Dec 2004</p> <p>June 2004</p> | <p>*</p> <p>*</p> | <p>COMPLETED Jan 2005</p> <p>Survey completed. No majority support for extension of service</p> <p>COMPLETED Aug 2004</p> <p>Housing P/H agreed to change</p> | <p></p> <p></p> | <p>Area Housing Managers (North and South)</p> |

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| | c) greater use of external contractors to provide temporary cover at sheltered housing schemes during time of extreme staff shortages be explored. | Within existing resources | Dec 2004 | * | COMPLETED April 2004 Greater use being made | | | |
| HM (2) Page 78 | Delivery of the Housing Management Service: (a) Following the installation of a computer system at the Waltham Abbey "surgery", promote the facility, undertake a survey of local residents on the service, and report the results to both the Tenants and Leaseholder's Federation and the Housing Portfolio Holder for a decision to be made on the future of the "surgery", including the exploration of the provision of better alternative premises. (b) If the outcome of the survey on the Waltham Abbey "surgery" is positive, submit a report to the Housing Portfolio Holder on the viability of providing a surgery facility through the Ongar Information Centre in order to serve residents further in the north of the District (c) Undertake a study into the capacity for the current resources and facilities available to deliver the service demanded in the south of the District, with a view to proposing ways in which the service can be enhanced/developed to meet that demand, and report the findings of that study be reported to the Housing Portfolio Holder | Within existing resources Within existing resources See HM(3) below | Sept 2004 Dec 2004 May 2004 | ** * ** | COMPLETED Survey completed. Housing P/H decided to close Surgery – April 2005 NO LONGER REQUIRED – In light of the W/A Surgery outcome COMPLETED Dec 2004 Results fed into the report referred to at HM(3) | | | (a) & (b) Area Housing Manager (North) (c) Area Housing Manager (South) |
| HM (3) Page 87 | Housing Management Officers: Submit a report to the Cabinet considering the appointment of two additional housing management officers, in order to achieve service improvements identified in the review | £40,000 p/a | May 2004 | ** | COMPLETED Jan 2005 Cabinet agreed to the appointment of 2 additional officers | | | Asst Head of Housing Services (Operations) |

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| HM (4) Page 83 | Garage Inspections: Following the possible merger of the DSO with Housing Services, investigate the possibility of garage inspections being undertaken by repairs staff across the District | Within existing resources | March 2005 | * | COMPLETED April 2004 Inspections now being undertaken by Housing Repairs Inspectors |  | Asst Head of Housing Services (Operations) |
| HM (5) Page 84 | Introductory Tenancies: Review the Council's decision not to operate an Introductory Tenancy Scheme, in consultation with both the Tenants and Leaseholders Federation and the Citizens Advice Bureaux and submit a report to the Cabinet on the outcome | Within existing resources | Sept 2004 | * | COMPLETED Jan 2005 Cabinet agreed to the principle of operating introductory tenancies. |  | Area Housing Manager (South) |
| HM (6) Page 86 | Anti-social Behaviour: (a) Produce a leaflet on neighbour disputes, nuisance and anti social behaviour advice. (b) Use the current forms for reporting hate incidents for all reports of anti social behaviour, and monitor and report incidents of anti-social behaviour through the Housing Performance Management Monitoring System . (c) Explore the addition of the Housing Management Module to the housing integrated computer system to improve the monitoring of reporting of anti-social behaviour and nuisance incidents. | Within existing Resources None £7,000 (one off - if implemented) | July 2004 July 2004 Dec 2004 | ** ** * | COMPLETED March 2006 COMPLETED Jan 2006 COMPLETED July 2005 Evaluated & decision taken to purchase module |    | (a) Area Housing Manager (South) (b)&(d) Area Housing Manager (North) (c) Asst Head of Housing Services (Operations) |




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| | (d) Draft a Harassment Policy and submit to the Crime and Disorder Partnership for approval | None | Dec 2004 | * | (d) Consultant being appointed to produce | | ☺ | |
| HM (7) Page 88 | <p>Estate Cleansing:</p> <p>Explore the following initiatives to minimise rubbish dumping and fly-tipping as part of the proposed Review of Cleaning:</p> <p>(a) The extension of CCTV on Estates</p> <p>(b) The provision of skips at key locations for short periods of time to enable residents to properly dispose of unwanted items</p> <p>(c) Increased promotion of the Services procedures for rubbish collection and disposal and the action that will be taken against known perpetrators of rubbish dumping and fly tipping</p> | Unquantifiable at present | Dec 2004 | * | <p>COMPLETED Dec 2004</p> <p>CCTV planned on number of estates</p> <p>COMPLETED June 2005</p> <p>Established that scheme would not be workable</p> <p>COMPLETED Dec 2004</p> <p>Publicised through Housing News</p> | | ☺ | Area Housing Managers (North and South) |
| HM (8) Page 88 | <p>Abandoned Vehicles:</p> <p>Submit a joint report from Housing and Environmental Services to the Cabinet considering the implementation of a voluntary surrender scheme for abandoned vehicles.</p> | £18,000 p/a - General Fund £7,000 p/a - HRA | April 2005 | * | <p>COMPLETED June 2005</p> <p>Housing P/H decided not to implement – due to reduction in abandoned vehicles</p> | | ☺ | Asst Head of Housing Services (Operations) |

Rent Collection and Administration

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| <p>RC (1) Page 96</p> | <p>Rent Payment Swipe Cards: Introduce rent payment swipe cards, with a review after one year, and give tenants the ability to pay by cheque at any Post Office.</p> | <p>Average annual saving - £20,000 p/a</p> | <p>Feb 2004</p> | <p>***</p> | <p>COMPLETED Feb 2004 All tenants now have swipe cards, with additional payment locations</p> |  | <p>Housing Resources Manager</p> |
| <p>RC (2) Page 97</p> | <p>Debit Cards: Introduce the facility for tenants to make rent payments by debit card, both at cash offices and by telephone.</p> | <p>Within existing resources</p> | <p>June 2004</p> | <p>*</p> | <p>COMPLETED Feb 2004 Tenants can now make debit payments in person and by telephone</p> |  | <p>Housing Resources Manager</p> |
| <p>RC (3) Page 97</p> | <p>Internet Payments: Introduce the facility for tenants to make rent payments through the Internet.</p> | <p>Within existing resources</p> | <p>April 2005</p> | <p>*</p> | <p>COMPLETED June 2005 Internet facility now available for a range of payment types</p> |  | <p>Housing Resources Manager</p> |

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| <p>RC (4)</p> <p>Page 97</p> | <p>Direct Debit Take-up Campaign:</p> <p>Introduce a further campaign to encourage tenants to pay rent by Direct Debit, including:</p> <p>a) Targeting those not paying by direct debit through a promotional scheme for two months, where customers receive a £10 incentive payment (by way of a store voucher) when applying for direct debit and remaining on the scheme for at least twelve months</p> <p>b) Adding information to new tenant packs, with tenants being encouraged to apply when they sign-up</p> <p>c) Housing Management Officers encouraging rent payment by direct debit at new tenant visits</p> <p>d) Information on direct debit payments to be included in the annual rent increase letters and statement to those not currently paying by this method</p> | <p>Self financing</p> | <p>Sept 2004</p> | <p>**</p> | <p>COMPLETED July 2004</p> <p>Campaign undertaken & successful</p> <p>COMPLETED June 2004</p> <p>Information added</p> <p>COMPLETED June 2004</p> <p>Added to HMO's checklist</p> <p>COMPLETED March 2005</p> <p>Information provided with rent change letters</p> | <p>☺</p> <p>☺</p> <p>☺</p> <p>☺</p> | <p>Housing Resources Manager</p> |
| <p>RC (5)</p> <p>Page 99</p> | <p>Additional Direct Debit Payment Date:</p> <p>Give tenants an additional date (of 25th of the month) to make payments by Direct Debit, with a review after 12 months to assess whether further additional payment dates could be provided.</p> | <p>Nil</p> | <p>April 2004</p> | <p>*</p> | <p>COMPLETED Feb 2004</p> <p>Tenants can now choose from two dates</p> | <p>☺</p> | <p>Housing Resources Manager</p> |

Sheltered Housing

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| <p>SH (1) Page 107</p> | <p>Major Improvement Schemes:</p> <p>Should any major improvements be undertaken at any sheltered housing schemes in the future, undertake a detailed option appraisal to investigate if partial stock transfer would be the most cost effective way of carrying out the work.</p> | <p>Unquantifiable at present</p> | <p>Ongoing</p> | <p>*</p> | <p>COMPLETED April 2005</p> <p>Options appraisal undertaken for Wickfields, which led to Cabinet deciding to improve through a stock transfer</p> | |  | <p>Head of Housing Services</p> |
| <p>SH (2) Page 108</p> | <p>Non-Resident Wardens:</p> <p>Undertake consultation exercises with:</p> <p>(a) Wardens, on whether wardens should be either residential or non residential together with the options, and subsequently</p> <p>(b) the Tenants and Leaseholders Federation to seek their views,</p> <p>and submit a report to the Cabinet setting out the options and the results of the consultation exercises, and recommending an option to be implemented.</p> | <p>Additional income of £58,000 p/a</p> <p>Possible one-off cost of £34,000 for disturbance allowances/ expenses</p> <p>One off conversion costs - £125,000</p> | <p>June 2004</p> | <p>***</p> | <p>COMPLETED March 2004</p> <p>Cabinet has agreed proposal and all wardens given option. A number have already become non-resident</p> | |  | <p>Asst Head of Housing Services (Operations)</p> |
| <p>SH (3) Page 111</p> | <p>Keys to Door Entry Systems:</p> <p>Tenants, at their own wish, to provide themselves duplicate door entry and property keys to care staff, to enable care staff to gain access to sheltered housing schemes.</p> | <p>None</p> | <p>May 2004</p> | <p>*</p> | <p>COMPLETED May 2004</p> <p>Tenants advised</p> | |  | <p>Housing Manager (Older People)</p> |

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| SH (4) Page 113 | <i>Scheme Manager Designation:</i> Provided that the majority of wardens are in agreement, change the title for these posts to "Scheme Manager". | None | March 2004 | * | COMPLETED July 2004 Staff consulted and the new name introduced | | ☺ | Housing Manager (Older People) |
| Careline Service | | | | | | | | |
| C(1) Page 119 | <i>Provision of Careline Service to other Local Authorities:</i> Submit a report to the Housing Portfolio Holder at the earliest opportunity recommending that Careline be given approval to tender for the monitoring of alarm systems for other authorities and housing associations. | Possible additional income – unquantifiable at present | March 2004 | *** | COMPLETED June 2004 Housing P/H agreed to tenders being submitted | | ☺ | Asst Head of Housing Services (Operations) |
| C(2) Page 119 | <i>Receipt of Property Repair Calls:</i> Undertake a feasibility study to assess in detail the costs and benefits of Careline handling property repair calls between 5.15pm and 8pm, and report the outcome to the Housing Portfolio Holder. | Within existing resources | Dec 2004 | ** | COMPLETED June 2005 Feasibility study completed – However, subsequently agreed not to pursue, due to introduction of the Contact Centre | | ☺ | Asst Head of Housing Services (Operations) |

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| C(3) Page 119 | Diversification of Careline Centre: Explore other opportunities corporately within the Council for utilising the 24-hour monitoring service offered by Careline, including the possible monitoring of CCTV systems around the District | Possible savings - Unquantifiable at present | Dec 2005 | * | No progress – No opportunities have presented. | Apr 2007 | ☹ | Asst Head of Housing Services (Operations) |
| C(5) Page 126 | Additional Careline Services: (a) Meet with Tunstall Telecom Ltd to investigate all available “peripherals”, together with their compatibility with existing systems (b) Offer these options to all new and existing service users, with a detailed price list approved by the Housing Portfolio Holder. | Self financing | July 2004 | ** | COMPLETED Nov 2004 Charges for the new services have been agreed by the Cabinet and are being offered to clients | | ☺ | Housing Manager (Older People) |
| Planned Maintenance | | | | | | | | |
| M(1) Page 139 | Internal Decorations Service for the Elderly: Submit a report to the Housing Portfolio Holder, recommending: (a) only elderly tenants in sheltered housing, designated elderly persons' accommodation and one-bedroomed accommodation be entitled to internal redecorations, irrespective of whether they are on Housing Benefit, based on one room being decorated every 5 years; (b) redecoration be undertaken for other elderly tenants, to whom a commitment has already been given; and (c) the budget be retained at £75,000 and if the actual cost of undertaking all the required decorations would be in excess of the budget in any one year, a waiting list be kept, with the redecoration undertaken in the following financial year. | Nil – Same budget | July 2004 | ** | COMPLETED June 2004 Housing P/H has agreed the proposal and the policy has been implemented | | ☺ | Housing Assets Manager |

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| <p>M(2)</p> <p>Page 141</p> | <p>Gas Contracts:</p> <p>(a) Undertake tendering on a long-term contract for combined gas servicing and maintenance work only, with only small ad-hoc repairs included so that the contractors can concentrate on servicing and CP12 certificates.</p> <p>(b) Consider option of one gas contract covering the whole District, or two contracts for the North and South areas.</p> <p>c) Package together all of the new heating installations into one partnership contract, where the supply chain can be introduced and better value for money obtained.</p> <p>(d) Maintain a list of small contractors to undertake ad-hoc repairs work to help achieve targets for breakdowns and repairs.</p> | <p>Within existing resources</p> | <p>June 2004</p> | <p>***</p> | <p>COMPLETED March 2005</p> <p>New contracts in place</p> <p>COMPLETED March 2004</p> <p>Options were incorporated within tender documents</p> <p>COMPLETED March 2004</p> <p>Partnering contract signed with contractor</p> <p>COMPLETED Aug 2004</p> <p>Additional contractors now used where necessary</p> | | <p>☺</p> <p>☺</p> <p>☺</p> <p>☺</p> | <p>Housing Assets Manager</p> |
| <p>M(3)</p> <p>Page 144</p> | <p>(b) External Repairs Work and Window Replacements – Alternative Methods of Procurement:</p> <p>Submit a report to the Housing Portfolio Holder recommending that:</p> <p>(a) Generic performance specifications be prepared, which set the quality and standards of work to be undertaken on each property, rather than undertake individual surveys and schedule all work to be included.</p> | <p>Possible savings – unquantifiable at present</p> | <p>Sept 2004</p> | <p>**</p> | <p>COMPLETED June 2005</p> | | <p>☺</p> | <p>Housing Assets Manager</p> |

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| | <p>(b) Divide all properties in the five year cyclical programmes into two lists, to create two five year contracts for two contractors.</p> <p>(c) Develop appropriate contract documentation for the work, taking into account legal advice.</p> <p>(d) Require contractors to undertake detailed surveys and prepare schedules of work, based on the performance specification</p> <p>(e) Benchmark contractors against each other in terms of quality, programme and price, using standard construction best practice key performance indicators.</p> <p>(f) Undertake quality inspections, and at the same time, undertake a full stock condition survey report for updating the OHMS attribute database.</p> <p>(g) Formulate details of leaseholder consultation, which meet the requirements of legislation.</p> | | | | <p>COMPLETED March 2004</p> <p>Lists used for tender documents</p> <p>COMPLETED July 2005</p> <p>COMPLETED Jan 2006</p> <p>Awaiting completion of works</p> <p>COMPLETED Nov 2005</p> <p>COMPLETED Feb 2004</p> | <p>June 2006</p> | <p>😊</p> <p>😊</p> <p>😊</p> <p>😊</p> <p>😊</p> <p>😊</p> | |
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Responsive and Voids Repairs and the Building Maintenance DSO

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| <p>R(1)</p> <p>Page 165</p> | <p><i>Delivery of Repairs and Voids Service:</i></p> <p>Recommend to the Cabinet that:</p> <p>(a) the Building Maintenance DSO be incorporated within Housing Services and that, subsequently, detailed consideration be given to the resultant restructuring necessary to enable effective integration; and</p> <p>(b) consideration be given to the most appropriate position/ structure of the Fleet DSO for the future.</p> | <p>Approx. saving - £65,000 p/a</p> | <p>June 2004</p> | <p>**</p> | <p>NO LONGER REQUIRED</p> <p>Management Board considered that DSO and Housing should be kept separate, in the light of possible</p> | | <p>😊</p> | <p>Head of Housing Services</p> |
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| | | | | | introduction of a corporate contact centre | | | |
| R(2) <i>Page 167</i> | Void Penalties Charged to the DSO: Abandon the voids penalty process with the Building Maintenance DSO, in favour of an emphasis on performance management and solutions to resourcing jobs on void properties, either internally or externally. | None – Cost neutral | April 2004 | ** | COMPLETED May 2004 Penalties now ceased | | 😊 | Housing Repairs Manager |
| R(3) <i>Page 167</i> | Void Properties – Standards: Hold training sessions at empty properties to enable officers to gain a common understanding of specification requirements. | None | June 2004 | * | COMPLETED Dec 2004 Training sessions held | | 😊 | Housing Repairs Manager |
| R(4) <i>Page 167</i> | Void Properties - Transferring Utility Providers After the proposed merger between the Building Maintenance DSO and Housing Services, examine the option of transferring to other utility providers at the time a dwelling becomes vacant, in return for the provider paying the Council a fee and taking initial responsibility for gas/electric safety checks. | Minimal savings – unquantifiable at present | March 2005 | * | COMPLETED April 2005 Housing P/H agreed to proposal – now in operation | | 😊 | Housing Resources Manager / Housing Repairs Manager |
| R(5) <i>Page 167</i> | Increased Use of Sub-contractors: After the proposed merger between the Building Maintenance DSO and Housing Services, consider the increased use and control of sub-contractors to assist with, in particular, peak workloads on a trade by trade basis. | Unquantifiable at present | March 2005 | * | COMPLETED Oct 2004 Greater use being made | | 😊 | Head of Works Unit |
| R(6) <i>Page 168</i> | Voids – Roles of Individual Sections: Hold joint seminars of staff within all sections involved in the voids process, to increase their understanding of the respective roles within the ‘key in’ to ‘key out’ process of voids. | Nil | Sept 2004 | * | COMPLETED June 2005 Seminars held | | 😊 | Asst Head of Housing Services (Prop/Res) |

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| | | | | | and found to be useful | | | |
| R(7) Page 168 | Building Maintenance DSO Business Plan: After the proposed merger between the Building Maintenance DSO and Housing Services, produce a Building Maintenance Business Plan, which integrates with the existing Repairs and Maintenance Business Plan. | Within existing resources | April 2005 | * | COMPLETED June 2004 Business Plan produced, that integrates with R & M Business Plan | | ☺ | Head of Works Unit |
| R(8) Page 163 | Building Maintenance DSO Trading Account: Recommend to the Cabinet, subject to District Audit being satisfied, that the Building Maintenance DSO trading account be closed from 1 April 2004, and that the DSO services be funded by a budget established in the Housing Repairs Fund covering existing costs and taking into account an estimate for materials to be used. | Potential savings – unquantifiable at present | May 2004 | *** | COMPLETED Feb 2004 Management Board agreed to closure. Direct budgets now being used | | ☺ | Head of Works Unit |
| R(9) Page 169 | Generic Repairs and Voids Inspectors: Reconsider the issue of adopting generic repairs and voids officers either as part of, or following, the required restructuring of the proposed combined Housing Services and DSO. | Nil | April 2005 | * | COMPLETED Dec 2004 Decision made to introduce generic voids and repairs officers. Awaiting change to IT database to implement | | ☺ | Housing Repairs Manager |

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| <p>R (10) Page 171</p> | <p>Mobile Working:</p> <p>(a) Endorse the principal of moving towards electronic mobile working for the Housing Repairs Section</p> <p>(b) Prepare a further report on details of the approach, including changes to the staffing structure, costings and the acceptability of the approach within the Council's corporate HR and IT policies following, or as part of, the resultant restructuring following the proposed merger between Housing Management DSO and Housing Services</p> | <p>One off cost - £40,000</p> <p>Approx savings - £7,200 p/a</p> | <p>Dec 2005</p> | <p>**</p> | <p>COMPLETED Dec 2004</p> <p>Use of mobile working endorsed. However, subsequent decision taken to defer, since limited efficiencies available at present</p> | | <p>☺</p> | <p>Housing Repairs Manager</p> |
| <p>R (11) Page 175</p> | <p>Response Repair Times:</p> <p>Recommend to the Housing Portfolio Holder that:</p> <p>(a) a new category of repairs be introduced to be undertaken within three days, for repairs covered by the Right to Repair legislation that do not need to be undertaken within 24 hours.</p> <p>(b) the target time for routine works be reduced from 8 weeks to 6 weeks.</p> | <p>Nil</p> | <p>Dec 2004</p> | <p>**</p> | <p>COMPLETED Feb 2005</p> <p>Housing P/H agreed new target time</p> <p>(b) Deferred until Works Unit is able to achieve shorter target time.</p> | <p>July 2006</p> | <p>☺ ☹</p> | <p>Housing Repairs Manager</p> |
| <p>R (12) Page 175</p> | <p>Recommend to the Housing Portfolio Holder that job evaluation be extended to the Building Maintenance DSO, as a recruitment and retention measure and to achieve the new response repair targets.</p> | <p>Estimated £115,000 p/a</p> | <p>March 2004</p> | <p>***</p> | <p>COMPLETED March 2004</p> <p>Support Services P/H agreed to extension of JE. Currently being implemented</p> | | <p>☺</p> | <p>Head of Works Unit</p> |

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| R (14) Page 180 | Accompanied Viewings Process: (a) Retain the accompanied viewings process, subject to the following changes: (i) The introduction of set appointment dates which can be held earlier in the process; and (ii) Not undertaking heating improvements whilst properties are left vacant. | Nil | June 2004 | ** | COMPLETED Mar 2004 |  | Housing Repairs Manager |
| | (b) Investigate the feasibility of undertaking accompanied viewings for properties that; (i) have previously had an accompanied viewing, but have been refused; (ii) are difficult to let; or (iii) require major repairs. | Nil | Sept 2004 | * | COMPLETED July 2005 Feasibility investigated – some initiatives being taken forward as a result |  | Housing Needs Manager |
| | (c) Investigate further ways of using the accompanied viewing process to help let difficult-to-let properties. | Nil | March 2005 | * | COMPLETED July 2005 As an outcome, agreed that “viewing days” should be arranged at sheltered schemes, to which a no. of applicants will be invited. |  | Housing Needs Manager / Housing Repairs Manager |

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| R (15) Page 182 | Tenant Repairs Recharge Scheme: | | | | | | | |
| | (a) Recommend to the Housing Portfolio Holder that a Tenants' Repairs Scheme be introduced (including the replacement of fluorescent tubes in sheltered schemes) after the application of job evaluation to the Building Maintenance DSO, but that the scheme be suspended (or eligibility restricted to just elderly and disabled people) at any time when the scheme would detrimentally affect the Council's Repairs Service. | Self financing | Dec 2004 | ** | COMPLETED Aug 2004 | | 😊 | Head of Works Unit |
| | (b) Produce and publicise a leaflet on the scheme when it is introduced. | Within existing resources | | ** | Not yet applicable | Sept 2006 | 😊 | |
| | (c) Consider extending the scheme to cover leaseholders at a later date. | Self financing | | * | Not yet applicable | April 2007 | 😊 | |

Disabled Adaptations





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|---------------------|--|---------------------------|------------|-----|---|-----------|---|--|
| D(1) Page 193 | Make more information available about disabled adaptations to residents, setting out the responsibilities of the Council, procedures, targets, contacts in the form of a leaflet. | Within existing resources | Dec 2004 | * | Leaflet being drafted | June 2006 | 😊 | Housing Assets Manager |
| D(2) Page 193 | Recommend to the Housing Portfolio Holder that the Council's contribution to disabled adaptations be limited to the maximum grant under DFG regulation (currently £25,000) | Nil | May 2004 | *** | COMPLETED July 2004 | | 😊 | Housing Assets Manager |
| D(3) Page 193 | Explore the feasibility of an OT being jointly employed between Housing Services, Environmental Services and Social Services to oversee all disabled adaptation and DFG requests within the District, subject to the approval of funding | Unquantifiable at present | April 2005 | ** | 2 meetings held to date, and proposals emerging | Sept 2006 | 😊 | Housing Assets Manager |
| D(4) Page 193 | Recommend to the Cabinet that the budget for general and major disabled adaptations be increased to £300,000 (to be funded from a re-prioritisation of schemes within the Housing Capital programme) in order to reflect the increasing number of applications | None overall | May 2004 | *** | COMPLETED July 2004 | | 😊 | Asst Head of Housing Services (Strategy) |
| | | | | | Budget increased to £300,000 | | | |

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|-----------------------------|---|------------------------------|---------------|----|--|--------------|---|---|
| D(5) Page 193 | Retain any Council properties receiving substantial major adaptations and generally only allocate them to applicants from the Housing Register with similar disabilities, in order to avoid the removal of the adaptations already provided | Nil | Dec 2004 | ** | COMPLETED April 2004 | | ☺ | Housing Needs Manager |
| D(6) Page 193 | Set up partner frameworks with the voluntary sector organisations and the EFPCT to widen the scope of benefits for residents. | Within existing resources | March 2005 | * | Limited progress due to other commitments | Sept 2006 | ☹ | Asst Head of Housing Services (Prop/Res) |
| Tenant Participation | | | | | | | | |
| TP (1) Page 207 | <i>Difficult Areas for Tenant Participation:</i> Seek tenant representatives in locations that have no recognisable estates, particularly the rural areas, and where formal associations are difficult to establish. | Within existing resources | March 2005 | * | In progress. Meeting held with rural champions. Need to identify interested tenants | Sept 2006 | ☹ | Housing Resources Manager |
| TP (2) Page 207 | <i>Sheltered Housing Forum:</i> Arrange for the Tenant Participation Officer to meet with residents at all the Council's sheltered schemes with the aim of establishing a 'Sheltered Housing Forum'. | Within existing resources | June 2004 | ** | COMPLETED July 2004 Now well established and a no. of meetings held | | ☺ | Housing Resources Manager |
| TP (3) Page 207 | <i>Tenants Open Day:</i> Hold a second Tenants Open Day in Waltham Abbey. | Within existing resources | June 2005 | * | COMPLETED June 2005 | | ☺ | Housing Resources Manager |

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|------------------------------|---|---------------------------|------------|----|--|-----------|---|---------------------------|
| TP (4) Page 208 | Tenants Training: | | | | | | | |
| | (a) Organise training sessions on Council premises, based on the identified wishes of association members. | Within existing resources | Sept 2004 | ** | COMPLETED May 2004 Training provided by TPAS | | ☺ | Housing Resources Manager |
| | (b) Offer access to the Council's own Corporate Training Programme to tenants association members. | Within existing resources | March 2005 | ** | COMPLETED July 2004 HR agreed to proposal. Training Programme / booking form provided to TA members | | ☺ | |
| Housing Information | | | | | | | | |
| I (1) Page 215 | Website Promotion: | | | | | | | |
| | Promote the Council's website more widely through a variety of media. | Within existing resources | Sept 2004 | * | COMPLETED Dec 2004 | | | Housing Resources Manager |
| I (2) Page 215 | On-Line Website Functionality: | | | | | | | |
| | Provide more on-line functionality to the website, such as rent payments and applications, for tenants and leaseholders | Within existing resources | April 2005 | * | Test site set up for interactive mutual exchange register. Needs to be finalised | July 2006 | ☹ | Housing Resources Manager |

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|---|---|---------------------------|----------|----|---|--|---|---------------------------|
| I (3) <i>Page</i> 215 | <i>E-Mail News Service:</i> Consider providing an email 'news service' for tenants and leaseholders. | Within existing resources | Dec 2004 | * | COMPLETED March 2005 Interest sought through Housing News – very little interest shown | | ☺ | Housing Resources Manager |
| I (4) <i>Page</i> 216 | <i>Survey of Housing Applicants:</i> Include a survey in the Council's newsletter to people on the Housing Register (The Applicant) seeking feedback on the ways housing applicants wish to be kept informed. | Within existing resources | Dec 2004 | * | COMPLETED Nov 2004 Based on survey results – one Housing News p/a will be sent to Housing Register applicants | | ☺ | Housing Resources Manager |
| House Sales and Leasehold Services | | | | | | | | |
| HS (1) <i>Page</i> 226 | <i>Target Time for Valuations:</i> Introduce a target of 15 working days for completion of RTB valuations by the Estates and Valuation Division and review in April 2005. | None | May 2004 | ** | COMPLETED June 2004 Target time introduced and being met, except when staff absences | | ☺ | Housing Resources Manager |

Supporting People

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|---|---|---------------------------|---|---|--|---|---|
| <p>SP (1) Page 231</p> | <p>Transfer of LSPO to County Council:</p> <p>(a) Subject to the approval of the Housing Portfolio Holder, transfer the "district level" functions relating to Supporting People to Essex County Council.</p> <p>(b) Delete Post HHO/05 (Local Supporting People Officer) from the Council's Staff Establishment and transfer the post to the Essex County Council Supporting People Team, under the Transfer of Undertakings (Protection of Employment) (TUPE) regulations.</p> <p>(c) Enter into a Service Level Agreement with Essex County Council's Supporting People Team for the provision of the following services;</p> <ul style="list-style-type: none"> (i) Updating the Local Supporting People Strategy on an annual basis (ii) Attendance by a member of the Team at all Core Strategy Group meetings (iii) Consultation with providers and service users on the Strategy (iv) General liaison with Supporting People providers and users in the District. <p>(d) Transfer the District Council's Supporting People Implementation Funding to Essex County Council.</p> | <p>All self financing</p> | <p>March 2004</p> <p>March 2004</p> <p>April 2004</p> <p>March 2004</p> | <p>***</p> <p>***</p> <p>***</p> <p>***</p> | <p>COMPLETED March 2004</p> <p>Functions transferred to Essex CC</p> <p>COMPLETED March 2004</p> <p>Post deleted and employee transferred to Essex CC</p> <p>COMPLETED April 2004</p> <p>SLA signed</p> <p>COMPLETED April 2004</p> <p>Funding transferred</p> | <p></p> <p></p> <p></p> <p></p> | <p>Asst Head of Housing Services (Operations)</p> |
|---|---|---------------------------|---|---|--|---|---|

Housing Emergency Planning

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|--------------------------------------|--|---------------------------|------------|----|--|-----------|---|--------------------------|
| HE (1) <i>Page 242</i> | <i>Computerised Rest Centre Records:</i> (a) Introduce a computerised self-registration rest centre system for use in civil emergencies involving over 50 evacuees and/or where rest centres are required for more than one night, and that its use be incorporated within the Housing Emergency Plan. | Within existing resources | Sept 2004 | ** | COMPLETED Dec 2004 Software loaded onto Housing laptop | | ☺ | Head of Housing Services |
| | (b) Explore the use of a facility to e-mail records from the laptop at a rest centre using a mobile phone with “Bluetooth” technology. | Within existing resources | Sept 2004 | ** | Laptop purchased, with integral mobile modem. Awaiting ICT Service to configure | July 2006 | ☹ | |
| | (c) Use the computerised system for the next rest centre exercise that is arranged. | Within existing resources | April 2005 | * | Unable to do, until HE(1)(b) completed | Sept 2006 | ☹ | |

**HOUSING SERVICES
SERVICE DEVELOPMENT PLAN**

**PROGRESS REPORT
April 2006**

SUMMARY OF PROGRESS

| | | *** | ** | * | Total | Total (%) |
|---|------------------------------|-----------|-----------|-----------|-----------|-------------|
| 😊 | Improvement Achieved | 16 | 32 | 29 | 77 | 83 % |
| 😊 | Improvement No Longer Req'd | 0 | 1 | 1 | 2 | 2 % |
| 😐 | Not Yet Due / Target Revised | 2 | 5 | 7 | 14 | 15 % |
| 😞 | Improvement Not Achieved | 0 | 0 | 0 | 0 | 0 % |
| | | 18 | 38 | 37 | 93 | |

😊 Improvement Achieved
*** = High Priority

😐 Not Yet Due / Target Revised
** = Medium Priority

😞 Improvement Not Achieved
* = Low Priority