

## Schedule D - DRAFT Council Plan: Measures for Housing

This schedule sets out the key priority actions and targets for each portfolio over the next three years across the Housing portfolio to support a fairer future for all.

**Accountable Officer: Gerri Scott, Strategic Director of Housing**

		Lead Officer	2010/11 performance	Targets		
				2011-12	2012-13	2013-14
1	<b>Warm, dry and safe housing</b> Implement a minimum housing investment programme of major works of £308m to ensure that the Council's homes meet the Government's Decent Homes Standard by March 2016	D Lewis	n/a	£66.2 million	£58.1 million	£60.4 million
2	<b>Fair charges for leaseholders</b> Deliver the leaseholder audit action plan Meet targets set for Capital billing and Capital Arrears	M Green M Green	n/a Capital billing = £8.8m; Capital arrears = £13.643m	by Mar 12 Capital billing = £9.73m; Capital arrears = £14.3m	- -	- -
3	<b>Improve the housing repairs and other service standards</b> % satisfaction with overall repairs service Repairs completed right first time (survey) Implement the Housing scrutiny recommendations Implementation of the end to end review of repairs We will expand on newly developed Local Offers and review annually	D Lewis D Lewis D Lewis D Lewis D Welsh	73% 64% n/a n/a 11 LO in place	75% 70% by Mar 12 by Mar 12 Expand by Mar 12	77% 72% - - Annual review	79% 74% - - Annual review
4	<b>Improve the Council's efficiency</b> Deliver Housing Revenue Account savings identified over 3 years	SMT (& Ian Young)	n/a	£9.1m	£6.4m	£4.3m
5	<b>We will use our housing stock effectively</b> Average void turnaround times in calendar days Number of illegal properties recovered annually	S Holdcroft S Holdcroft	25.9 calendar days 198	22 calendar days 250	21 cal. days 275	20 cal. days 300
6	<b>Increase the supply of housing and minimise the number of people in temporary accommodation</b> Number of empty private homes brought back into use Minimise number of accepted households in Temporary Accommodation	D Welsh	147 755 (at 31/3/11)	135 750 (at 31/3/12)	150 <750 (at 31/3/13)	170 <750 (at 31/3/14)
7	<b>Involve tenants and leaseholders in ongoing improvement of service delivery</b> % overall satisfaction with landlord services (in-house composite survey) % satisfied with the opportunity for participation in decision making (in-house composite survey) Delivery of revised Resident Involvement strategy	SMT D Welsh D Welsh	69.5% 54.4% n/a	71% 56% by Mar 12	72% 57% -	74% 58% -

8	<p><b>We will publish every fire risk assessment and make the register of when they were last done an <u>online</u> public document</b>          Publication of register of fire risk assessments</p>	D Lewis	n/a	Oct 11, Apr 12	Oct 12, Apr 13	Oct 13, Apr 14
9	<p><b>Effective re-housing arrangements</b>          Review policy on re-housing residents who need to move due to major regeneration projects</p>	D Welsh	n/a	by Mar 12	-	-