

Strategic Priority 1: TO IMPROVE AND MAINTAIN THE COUNCIL'S CORE HOUSING STOCK

Appendix 2

Objective	Action	Target Date
1. To ensure the provision of safe and comfortable housing which meets the Scottish Housing Quality Standard	b. Undertake a Best Value Review of Void House Management.	June 2004
<i>Review completed. Pilot scheme with new arrangements currently being undertaken in Denny management area. Impact to be reviewed after 3 months with aim of rolling-out amended arrangements following appraisal of pilot and lessons learned.</i>		
1. To ensure the provision of safe and comfortable housing which meets the Scottish Housing Quality Standard	c. Undertake a Best Value Review of Planned Maintenance.	June 2004
<i>Report completed. Consolidation Programme being progressed in 2005/06 to deal with residual priorities from past programmes and develop new arrangements for "in-curtilage" works. New five year programme covering 3,600 houses per year will commence 1 April 2006</i>		
1. To ensure the provision of safe and comfortable housing which meets the Scottish Housing Quality Standard	d. Introduce a pilot computerized repairs reporting/ issuing system	April 2004
<i>This has been delayed due to organisational change. Implementation Plan currently being developed for pilot in Camelon area.</i>		
1. To ensure the provision of safe and comfortable housing which meets the Scottish Housing Quality Standard	e. Review operation of pilot scheme system	June 2004
<i>Review due to take place autumn 2005.</i>		

1. To ensure the provision of safe and comfortable housing which meets the Scottish Housing Quality Standard	f. Extend pilot project (subject to recommendations from review) to all area offices	September 2004
<i>New arrangements to be rolled out across all Neighbourhood Offices from January 2006.</i>		
1. To ensure the provision of safe and comfortable housing which meets the Scottish Housing Quality Standard	g. Introduce pilot computerized IT system for inspections and repairs by appointment	May 2004
<i>Operational/system issues remain to be resolved. Action Plan to be developed by March 2006.</i>		
1. To ensure the provision of safe and comfortable housing which meets the Scottish Housing Quality Standard	h. Develop affordable and sustainable HRA investment strategies.	April 2005
<i>Standard Delivery Plan submitted April 2005.</i>		
1. To ensure the provision of safe and comfortable housing which meets the Scottish Housing Quality Standard	i. Implement new Housing Management Services structure.	April 2005
<i>Structure implemented in full by March 2005.</i>		
2. To create housing estates of high environmental quality which are popular places to live	a. Develop quarterly indicators to monitor housing demand/turnover in specific areas.	December 2004
<i>Priority Area Statement prepared. Implementation Plans being developed as part of Housing management Action Plan, HRA Investment Programme and Partnership programme. Preliminary Statements prepared May 2005 for ongoing development.</i>		

2. To create housing estates of high environmental quality which are popular places to live	b. Identify and target priority areas for improvement in respect of grounds maintenance and estate management.	December 2004
<i>Housing Management Action Plan currently being implemented.</i>		
2. To create housing estates of high environmental quality which are popular places to live	c. Undertake tenant satisfaction surveys on a two-yearly basis.	April 2005
<i>2004 survey complete. Preparations underway for 2006 survey.</i>		

Strategic Priority 2: TO PREPARE HOUSING DEVELOPMENT STRATEGIES WHICH MEET LOCAL PRIORITY NEEDS

Objective	Action	Target Date
1. To improve areas where there are high investment needs and/or lack of housing demand through regeneration activity, including partnership working and tenure diversification	b. Identify and target future priority areas using quarterly demand/turnover indicators	2005
<p><i>Priority Areas identified and draft Action Plan prepared Jan 2005. Currently being integrated with Housing Management Action Plan and subsidiary Neighbourhood Plans. Annual analysis of data sources built into work programme for Service Planning Officer.</i></p>		
2. To create a supply of affordable rented or low cost home ownership options in partnership with local people, Communities Scotland, Registered Social Landlords (RSLs) and private developers	a. Establish a Housing Information Partnership with relevant partners to enable assessment of future housing needs	March 2005
<p><i>Initial target not met – to be pursued as integral component of Housing Advice and Information Strategy and Common Housing Register. Revised target March 2006. Action: Service Planning Officer and Strategy Development Officer linking to Senior Initiatives Officer and partner agencies.</i></p>		
2. To create a supply of affordable rented or low cost home ownership options in partnership with local people, Communities Scotland, Registered Social Landlords (RSLs) and private developers	b. Establish targets for the provision of affordable and special needs dwellings. Agree a forward development programme to meet local housing needs with key partner agencies	June 2005

Revised targets being considered as a result of re-registration of waiting lists (April/March 2005) and further analysis of house prices in the private housing market. Ongoing work likely to be concluded by December 2005.
Action: Senior Partnership Officer, Partnership Officer, Strategy Development Officer alongside Senior Policy and Research Officer (Corporate and Commercial Service). 3 year development programme agreed with Communities Scotland 2005-2008. Annual updates will be prepared to roll out priorities for future years.

3. To underpin housing development strategies and the Strategic Community Plan with housing management and support measures and investment in social infrastructure

a. Undertake review of housing allocations policy.

June 2005

Review completed and new policy implemented, April 2005.

3. To underpin housing development strategies and the Strategic Community Plan with housing management and support measures and investment in social infrastructure

c. Prepare specification for Integrated Housing Management System

March 2005

Work is underway to determine the requirement for an Integrated Housing Management System. It is recognised that the specification, design and commissioning of such a major system is resource intensive and entails a significant degree of risk. As part of preparatory work, an examination of the capabilities of existing systems currently in use is taking place with a view to determining whether modifications and enhancements could satisfactorily meet both current and future operational and information requirements. This will establish whether or not there is a business case for commissioning a new system. This will be incorporated into a Project Initiation Document (PID) to establish the basis for system development or commissioning an IHMS.

3. To underpin housing development strategies and the Strategic Community Plan with housing management and support measures and investment in social infrastructure

d. Ensure that the Tenant Participation Strategy is reviewed and re-published

April 2004

infrastructure		
<i>Latest Review will be completed by December 2005 and republished early 2006.</i>		
3. To underpin housing development strategies and the Strategic Community Plan with housing management and support measures and investment in social infrastructure	e. Develop a partnership agreement to outline the roles and responsibilities of both Council Services and Tenants Groups	June 2004
<i>Current Partnership Agreement being considered as part of current review of TP Strategy. Revised Agreement will be implemented in early 2006 following completion of the review.</i>		
3. To underpin housing development strategies and the Strategic Community Plan with housing management and support measures and investment in social infrastructure	f. Further develop the role of the Tenant Group Forum – capacity build to empower groups to take over the chair.	April 2005
<i>No Forum currently in existence. Development of a new Forum will be considered as part of the TP Strategy Review and will take account of the capacity of Groups to participate in such a structure in the short term.</i>		
3. To underpin housing development strategies and the Strategic Community Plan with housing management and support measures and investment in social infrastructure	g. Develop a training programme to capacity build and educate on topical issues – including promoting the attendance at tenant conferences, etc	June 2004
<i>Programme delayed as a result of Housing Services re-organisation during 2004 and delayed appointment of Tenant Participation Officer. New programme scheduled to be developed early 2006 following completion of TP Strategy review and implemented from 1 April 2006.</i>		
3. To underpin housing development	h. Audit and review role of Consultation	September 2004

strategies and the Strategic Community Plan with housing management and support measures and investment in social infrastructure	Register	
<i>Role of Consultation Register to be incorporated into review of TP Strategy. To be completed by December 2005.</i>		
3. To underpin housing development strategies and the Strategic Community Plan with housing management and support measures and investment in social infrastructure	i. Promote and publicise Consultation – involve Area Housing Offices.	December 2004
<i>Consultation processes to be publicised in early 2006 following completion of TP Strategy review and linked into new Divisional and Neighbourhood Housing Office structures.</i>		
3. To underpin housing development strategies and the Strategic Community Plan with housing management and support measures and investment in social infrastructure	j. Develop a further conference to follow on from Tenants Conference of January 2004. After evaluation and reviewing report from TPAS.	March 2004
<i>Tenant conference held. New Tenant Participation Officer took up post in June 2005. Currently reviewing Tenant Participation Strategy incorporating TPAS observations.</i>		
3. To underpin housing development strategies and the Strategic Community Plan with housing management and support measures and investment in social infrastructure	k. Extend the Mediation Service and FIRST Service to other landlords within the area	

Service has now been extended during 2004/05 to include all RSLs with stock in local area. No significant take-up to date.

3. To underpin housing development strategies and the Strategic Community Plan with housing management and support measures and investment in social infrastructure

l. Implement the use of Acceptable Behaviour Agreements to prevent the escalation of anti-social behaviour

As at April 2005 a total of 15 Acceptable Behaviour Agreements were In place: 6 involving people under age 16 and 9 involving people over 16 years.

3. To underpin housing development strategies and the Strategic Community Plan with housing management and support measures and investment in social infrastructure

m. Identify hotspot areas and implement patrol routes with other partners including, CSP and Community Services and Community Wardens

100% of areas identified as initial "hotspots" currently receiving service. Areas of need currently being reviewed with a view to extending the service – preparation of the Anti-Social Behaviour Strategy has identified areas at risk in areas currently not served by Community Wardens. Recruitment of additional Community Wardens to cover all identified areas should be completed by December 2005.

3. To underpin housing development strategies and the Strategic Community Plan with housing management and support measures and investment in social infrastructure

o. Implement promotional plan to raise awareness and understanding of the Helpline Service including creation of a new logo and production of information literature

This issue is linked to the forthcoming launch of the Anti-Social Behaviour Strategy which is targeted for the Community Planning Conference to be held in October 2005.

3. To underpin housing development strategies and the Strategic Community Plan with housing management and support measures and investment in social infrastructure	p. Recruit specific post in order to co-ordinate and engage with perpetrators of antisocial behaviour and service providers	March 2005
<i>Significant work carried out with multi-agency Anti-Social Behaviour Strategy Working Group resulting in completion of Falkirk Anti-Social Behaviour Strategy in June 2005. This process has clarified priorities for the post and recruitment is now due to be completed by September 2005.</i>		
5. To identify priority investment needs in relation to private sector housing and develop plans to deal with these	a. Establish Private Sector Housing Team	March 2005
<i>Private Sector Housing team has been established.</i>		
5. To identify priority investment needs in relation to private sector housing and develop plans to deal with these	b. Carry out Private Sector House Condition Survey	March 2005
<i>A discussion paper has been prepared on an outline survey methodology. Survey results may not be available until early 2006/07.</i>		
5. To identify priority investment needs in relation to private sector housing and develop plans to deal with these	c. Develop investment proposals relative to the Scottish Housing Quality Standard	June 2005
<i>Ref (b) above. Investment proposals to follow completion of stock condition survey.</i>		

Strategic Priority 3 – TO PROVIDE LOCAL PEOPLE WITH A RANGE OF AFFORDABLE HOUSING OPTIONS, INCLUDING THOSE WHO HAVE SPECIFIC HOUSING NEEDS.

Objective	Action	Target Date
1. To ensure an adequate supply of affordable housing options for all members of the community	a. Carry out ongoing assessments of housing needs and local housing market analysis. Provide review of annual housing needs assessment and housing system analysis.	March each year
<p><i>Updated analysis of affordability issues completed June 2005. During 2005/06 consideration will be given to whether there is a need to carry out a new full assessment of local housing needs to take account of rises in local house prices, the recent review of housing waiting lists, the development of a Common Housing Register and Supporting People Reviews. Particular attention will be given as to whether there is a need for a Community Care Housing Needs Assessment to be carried out.</i></p>		
1. To ensure an adequate supply of affordable housing options for all members of the community	b. Prepare forward housing development programme to meet identified need	April 2005
<p><i>Development Programme 2005-2008 agreed. Falkirk Affordable Housing Policy to be developed in light of recent government announcements by Dec 2005. Action: Senior Partnership Officer/Partnership Officer.</i></p>		
2. To meet the housing needs of older people and people with physical disabilities	a. Carry out review of housing and support services for older people	June 2004
<p><i>Housing waiting list reviewed and new policy for the allocation of Housing with Care developed. Personal Housing Plans now being developed for older people and planned for people with physical disability by December 2005.</i></p>		
2. To meet the housing needs of older people and people with physical disabilities	b. Preparation of development/improvement programme for 2004-2009	September 2004

2005-2008 Partnership Development Programme agreed. Will be reviewed annually. Work to the Council's own housing stock to ensure it better meets the needs of older people and people with physical disabilities. Ongoing linked to the implementation of PHP's for these groups by Dec 2005.

2. To meet the housing needs of older people and people with physical disabilities

c. Review allocations process for vacant housing for older people

April 2005

New policy implemented June 2005 following complete re-registration of waiting lists for Sheltered/Very Sheltered housing.

3. To extend the range of supported housing options for vulnerable people as part of the Supporting People Strategy

a. Implement *Supporting People Strategy* priorities for 2004-2005

March 2005

New arrangements for the management of Supporting People issues to be implemented Autumn 2005. Supporting People reviews to be undertaken thereafter and new targets to be identified by March 2006.

Strategic Priority 4 – TO PREVENT AND ALLEVIATE HOMELESSNESS

Objective	Action	Target Date
1. To extend the range of accommodation options available to homeless people	a. Increase no. of temporary accommodation units to 120	September 2004
<i>110 units now in use. Ongoing identification of suitable properties (including liaison with RSL's).</i>		
1. To extend the range of accommodation options available to homeless people	b. Increase staffing levels at Castings Hostel to 14 to provide increased support to vulnerable men	
<i>Staffing review currently ongoing – due to be completed by December 2005.</i>		
1. To extend the range of accommodation options available to homeless people	c. Establish Forum of Private Landlords in Falkirk Area	March 2005
<i>No progress as yet. Development of Forum will be progressed by Private Sector Housing Team. The expectation is that this will be developed alongside work to implement Landlord Accreditation proposals – the date for which is likely to be delayed by the Scottish Executive, Target November 2005.</i>		
2. To ensure the provision of appropriate support services to meet the varied and complex needs of homeless people	a. Carry out Health Needs Assessment of homeless people	March 2005
<i>Researcher appointed by Forth Valley Health and the three Forth Valley Local Authorities. Due to be completed by March 2006.</i>		
2. To ensure the provision of appropriate support services to meet the varied and complex needs of homeless people	b. Review Supporting People contracts for services involved in supporting homeless people.	March 2005

<i>Reviews being undertaken summer/autumn 2005.</i>		
2. To ensure the provision of appropriate support services to meet the varied and complex needs of homeless people	c. Assess need for specialist supported accommodation for homeless people with complex needs	December 2004
<i>To follow completion of Supporting People Review. New target Jan-March 2006.</i>		
2. To ensure the provision of appropriate support services to meet the varied and complex needs of homeless people	d. Establish family support service to mediate between young people who are at risk of homelessness and their parents.	September 2004
<i>Job description currently being prepared. Recruitment process due to be completed by October 2005. Statistical analysis of outcomes will commence as soon as post filled.</i>		
3. To further develop multi-agency working to ensure holistic services for homeless people	a. Review operation of Homelessness Strategy Group and Sub Groups	September 2004
<i>Review currently ongoing. To be discussed with partner agencies June 2005 with new arrangements to be implemented by September 2005. Action: Service Manager and Service Development Officer.</i>		
3. To further develop multi-agency working to ensure holistic services for homeless people	b. Develop and agree multi-agency definition of vulnerability in relation to homeless people	September 2004
<i>Work on this has been delayed. New target of December 2005. Action: Homelessness Strategy Group</i>		
3. To further develop multi-agency working to ensure holistic services for homeless people	c. Establish cross-agency furniture re-cycling scheme for homeless people	April 2004

Management issues within partner agencies have delayed full implementation of a cross-agency scheme. Current arrangements being reviewed. Following user consultation it is proposed to develop a more effective and better quality scheme by Dec 2005.

Action: Service Development Officer

4. To improve information about housing options

b. Carry out Training Needs Assessment and implement Training Plan for all staff providing services to homeless people

September 2005

Training Needs Assessment carried out across all relevant agencies. Forward Training Programme being finalised.

4. To improve information about housing options

c. Prepare quarterly reports to Housing & Social Services Committee on trends in homelessness and outcomes of interventions

December 2004

Problems with transfer of data to Scottish Executive in relation to the HL1 returns have delayed this. Now anticipated that a formal reporting framework will be established by September 2005.

Strategic Priority 6 – TO REDUCE THE NUMBER OF HOUSEHOLDS THAT LIVE IN FUEL POVERTY.

Objective	Action	Target Date
2. To address the stock condition issues which contribute to fuel poverty	b. Develop HRA investment programme linked to Home Energy Conservation Act (HECA) objectives in relation to Fuel Poverty	
<i>The Council's Housing Investment Programme 2005/06 – 2007/08 makes provision for work to over 2000 dwellings in respect of energy efficiency measures.</i>		
2. To address the stock condition issues which contribute to fuel poverty	c. Introduce minimum energy efficiency targets using National Home Energy Rating (NHER)	
<i>It is acknowledged that the SHQS has set NHER level 5 as a minimum standard and this will help inform the Council's housing improvement proposals and specifications in this regard. A Home Energy Strategy Officer has been appointed to help take forward initiatives in this area.</i>		
2. To address the stock condition issues which contribute to fuel poverty	d. Promote greater energy efficiency in public and private sector new build and refurbishment projects, through Local Plan policy	Ongoing from 2004
<i>Housing staff continue to liaise with Planning and Design colleagues on sustainability issues in terms of project development and contract specification.</i>		
3. To minimise fuel poverty through income maximisation measures.	a. Employ Fuel Poverty Officer	March 2005
<i>Fuel Poverty Officer now in post.</i>		
4. To research innovative technical solutions	a. Employ Energy Strategy Officer	March 2005

to improve home insulation		
<i>Energy Strategy Officer now in post.</i>		
4. To research innovative technical solutions to improve home insulation	c. Promote use of condensing boilers and mechanical heat recovery units	From 2005
<p><i>A small Combined Heat and Power project has been completed at the Salmon Court sheltered housing complex in Bo'ness providing tenants with low cost fuel and electricity supply. A funding bid has been submitted to the Community Energy Programme in respect of the development of another CHP scheme for 5 blocks of high-rise flats in Falkirk. In addition, a housing improvement project for 4 non-traditional Dorran type properties, near Bonnybridge, which will provide a modern electric heating system powered by a domestic wind turbine is included in the Council's 2005/06 Housing Capital Programme.</i></p>		