



# Housing Solutions and Supporting People

## Team Plan 2015/16

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Service Plan: Housing and Building Services  
Date signed off: 31/07/2015  
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## Team Overview – Housing Solutions and Supporting People

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**Housing Solutions and Supporting People** team undertakes a number of key roles for the Council. The team provides housing advice and support in order to prevent or mitigate homelessness. It also administers the housing allocations policy, facilitates with partners the development of additional affordable housing and produces strategies and plans based on robust evidence collected to drive forward the strategic housing vision in the Vale of Glamorgan across all tenures.

### **The Team's broad functions are:**

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- To provide housing advice and prevent or mitigate homelessness
- To administer a fair and transparent housing allocation policy through a multi-partner choice-based allocation system
- To develop an evidence based strategic approach to meeting housing need of all tenures
- To administer and monitor the Supporting People programme in the Vale of Glamorgan
- To facilitate through partners the provision of new social housing through innovative funding mechanisms and planning policy in association with Planning colleagues
- To implement a Council house building programme in partnership with an RSL.
- To act as the coordinating authority and to facilitate the Supporting People Regional Collaborative Committee across the Vale of Glamorgan and Cardiff

## Our Contribution to Service Plan priorities 2014/15

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Our contribution to the Service Plan priorities last year:

- We have increased the supply of accessible homes on new developments and improved housing related support services available to older people to better meet their needs. Corporate Priority H2. During 2014, 42 accessible extra care units were delivered and 10 accessible units delivered as part of Barry Magistrates Court site redevelopment. Successful completion of the Redlands, 14 unit supported accommodation facility in Penarth. This facility has two reablement units. Through working closely with Health and Social Care we have secured early transfer of resident into our reablement units. To date 63 new build affordable housing units have been completed. (Service Plan Outcomes 3 / 4)
- We have developed strong relationships with both private and registered social landlords and explored opportunities with setting up a Vale based Social Letting Agency. The Vale Assisted Tenancy Scheme (VATS) continues to act as an effective prevention tool for homelessness by supporting people to secure tenancies in the private rented sector by the Council acting as a guarantor on behalf of the tenant. The Local Housing Strategy has been developed and approved via Cabinet in January 2015 that has a strong partnership approach. We are collectively monitoring the impact of welfare reform with our key partners across the LSB. The service also has quarterly meetings with RSLs through participating in the Strategic Housing Forum (for new builds) and Overarching Housing Forum. (Service Plan Objective 5)
- We have developed an effective multi-agency approach to delivering services, advice and activities to homeless residents in the hostel. (Service Plan Objective 5)
- We have improved the availability of appropriate accommodation for groups of children and young people (care leavers and homeless). A new 6 unit 24 hour supported housing project for young vulnerable clients has been completed. Awaiting completion of building works. The building that houses this project was called Ty Newydd and required total refurbishment work. This involved reconfiguration of the rooms to provide the six units with en suite facilities. The unit opened on 11th August 2014 following a tendering process carried out by the Supporting People Team in accordance with the Commissioning Framework. Llamau were successful and appointed to provide the 24 hour support at the project. (Service Plan Objective 5)
- We have worked effectively with partners to develop opportunities to enable us to deliver the Local Housing Strategy objectives. The Housing Strategy has resulted in a number of key achievements. The Supporting People Programme has successfully supported service users to achieve a range of outcomes including financial control, personal safety, independence and promoted their health and wellbeing. When asked, 94% of these service users said they were satisfied with the support they had received. Despite homeless presentations and acceptances increasing during 2013/14, the Strategy has had an increased focus on prevention. As a result, the use of B&B accommodation has been eradicated and more suitable cost-effective options have been sourced. Significant savings in the budget have been made reducing from £500,000 in 2008-09 to £50,000 in 2013-14. We have maximised the development of new affordable housing We have fully utilised our Social Housing Grant allocation to develop 55 additional units of affordable housing that were developed in partnership with Registered Social Landlords. Over half of these units were 1 and 2 bed properties, which are in high demand following the welfare reform changes. These properties have been developed for rent and low cost home ownership and some have been adapted so that they are accessible for households with a family member that has specific requirements. (Corporate Priority H1) (Service Plan Objective 6).

## Our Team Plan 2015/16

<b>Service Outcome 1:</b>		<b>Everyone has a home that they can afford that meets their needs.</b>						
<b>Objective 1:</b>		<b>To be an excellent landlord in terms of housing and asset management services</b>						
<b>Ref.</b>	<b>During 2015-16 we plan to:</b>	<b>Success Criteria/ Outcomes we'll achieve from this action are:</b>	<b>High, Medium or Low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start date</b>	<b>Finish date</b>	<b>How will the work be resourced?</b>	<b>Progress</b>
	Commence the Council house building programme with the assistance of a partner RSL	New good quality homes for people of the Vale of Glamorgan	High	PT	1 <sup>st</sup> August 2015	31 <sup>st</sup> March 2016	Within existing resources	

<b>Service Outcome 1:</b>		<b>Everyone has a home that they can afford that meets their needs.</b>						
<b>Objective 3:</b>		<b>To identify and provide housing related support services that meet the needs of our residents.</b>						
<b>Ref.</b>	<b>During 2015-16 we plan to:</b>	<b>Success Criteria/ Outcomes we'll achieve from this action are:</b>	<b>High, Medium or Low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start date</b>	<b>Finish date</b>	<b>How will the work be resourced?</b>	<b>Progress</b>
HS/A118 CYPP	<p>Implement Year 2 of the Young Persons Housing &amp; Support Action Plan by:</p> <p>Targeting education to young people to ensure scarce resources are used to the greatest effect.</p> <p>Continuing the single gateway for all supported accommodation and the move-on panel for young people aged 16 to 21.</p> <p>Collating a list of all specialist accommodation and support for young people and undertake an options appraisal to determine any need for service reconfiguration or development.</p>	We have sufficient and appropriate accommodation for vulnerable groups of children and young people especially homeless and care leavers	High	IJ/JL	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Within existing resources	

	<p>Reviewing data collection processes to enable each young person to be tracked through the system.</p> <p>Reviewing the need to prioritise social housing for those young people in greatest need.</p> <p>Looking at opportunities within the social lettings agency to provide further accommodation options for young people.</p>							
HS/A091	<p>Carry out a review the governance arrangements of the Supporting People Regional Collaborative Committee with other RCC partners.</p> <p>Complete and consult on an Information Sharing Protocol for the RCC</p>	<p>Good governance arrangements are in place at the regional level which allow local services to be delivered to meet the local need.</p> <p>Information can be shared across the region to improve service delivery and commissioning whilst maintaining confidentiality if required</p>	High	RDC	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Within existing resources	
HS/A092	Develop a wide range of	A wide range of options	High	JL	1 <sup>st</sup> April	31 <sup>st</sup>	Potential Cost of	

(H2)	<p>options for older people requiring support and assist Social services in developing a feasibility study being developed by Social Services for an Older Persons village by:</p> <ul style="list-style-type: none"> <li>• Attending the Project Group meetings</li> <li>• Assisting with the needs data collection process</li> <li>• Assisting in the development and delivery of the strategy</li> </ul>	are developed for older people requiring support			2015	March 2016	£20k associated with the feasibility study	
	Administer and manage the Council's Tenancy Support Scheme, Staying Put Scheme and Independence Scheme	The most appropriate referrals are made, there are nil voids in the service, support and engagement in services is monitored and timely and accurate payments are made to providers	High	SPPO	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Within existing resources	
	Review and monitor Supporting People Services	<p>Only strategically relevant services continue to be provided.</p> <p>High quality services are maintained and best practice is identified and</p>	High	CMO	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Within existing resources	



		shared throughout the region.						
	Monitor the progress of service users through the collection of six monthly Outcomes data across all services in the Vale and report the results to Welsh Government	Local outcomes are measurable and inform service improvement.  Regional outcomes are measurable  National outcomes are measurable by Welsh Government	High	CMO	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Within existing resources	
	Develop an Approved / Prequalified Provider list for the Provision of Housing Related Support Services in the Vale	Approved / Prequalified Provider list established according to procurement regulations.	Medium	PT	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Within existing resources	

<b>Service Outcome 1:</b>		<b>Everyone has a home that they can afford that meets their needs.</b>						
<b>Objective 4:</b>		<b>To increase the supply of affordable housing.</b>						
<b>Ref.</b>	<b>During 2015-16 we plan to:</b>	<b>Success Criteria/ Outcomes we'll achieve from this action are:</b>	<b>High, Medium or Low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start date</b>	<b>Finish date</b>	<b>How will the work be resourced?</b>	<b>Progress</b>
HS/A119 H4	Maximise the supply of affordable housing units and accessible homes by working closely with the Planning division.	We increase the availability of affordable and accessible housing on new developments.	Medium	Mike Ingram	April 2015	March 2016	2FTE to work with Planning colleagues.	

(HS/A119)	Continue to agree a Local Lettings and Sales Policy with the local community council for affordable housing sites in the rural Vale	People with a local connection who are unable to afford market housing are prioritised and able to live near their support networks	High	RHE	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Within existing resources	
(HS/A119)	All social landlords in the Vale adopt the Housing Partnership Guide	A consistent and partnership approach is taken to affordable housing development in the Vale to ensure funding opportunities are maximised	High	PT	1 <sup>st</sup> October 2015	31 <sup>st</sup> March 2016	Within existing resources	
(HS/A119)	Adopt a new Local Housing Market Assessment.	An accurate report demonstrating housing need in the Vale will be in place to inform the need for additional affordable housing.	High	JL	01.04.2015	01.09.2015	Within existing resources.	

<b>Service Outcome 1:</b>		<b>Everyone has a home that they can afford that meets their needs.</b>						
<b>Objective 5:</b>		<b>To significantly reduce homelessness in the Vale.</b>						
<b>Ref.</b>	<b>During 2015-16 we plan to:</b>	<b>Success Criteria/ Outcomes we'll achieve from this action are:</b>	<b>High, Medium or Low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start date</b>	<b>Finish date</b>	<b>How will the work be resourced?</b>	<b>Progress</b>
HS/A120 H9	Deliver a Vale-based Housing Solutions Service including the development of a virtual hub.	A fit for purpose solution that can be developed in the Vale that increasingly enables us to prevent homelessness and meet the new requirements of the Housing (Wales) Bill.	High	Mike Ingram	April 2015	March 2016	8 FTE in a new organisational structure. Partnership approach required. £250K transitional funding from Welsh Government to set up new service.	
HS/A121	<b>Implement requirements of the Housing (Wales) Bill by:</b> <ul style="list-style-type: none"> <li>- Undertaking a robust Gypsy &amp; Traveller Accommodations Needs Assessment</li> <li>- Ensure that all new Homelessness assessments are compliant</li> </ul>	We are able to meet the duties/requirements of the Bill.	High	Hayley Selway	April 2015	March 2016	In addition to the action above £20K necessary for feasibility study for Gypsy and Traveller provision.	

	<p>with the new legislation and are prevention focused</p> <ul style="list-style-type: none"><li>- Increasing the supply of private rented sector properties available to the Council within which to discharge its homelessness duty</li><li>- Ensure that all landlords and letting agents that work with the Housing Solutions Team are compliant with the requirements of the national registration and licensing scheme when introduced</li><li>- Work with an RSL partner to develop new Council owned homes</li><li>- Work with Finance colleagues to ensure that a business case is put to Cabinet to</li></ul>							
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	increase the Council Tax revenue funding from empty and second homes to be used for the provision of more affordable housing							
(HS/A120)	To deliver a Vale – based Housing Solutions Service through the development of a virtual hub.	An integrated Housing Solutions Service is available for customers that will provide a ‘one-stop shop’ solution for all Housing related issues	High	PT	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Within existing resources	
	To process all new Homes4U applications within 5 working days of receipt	Applicants are notified in a timely manner of their inclusion on the Hones4U Scheme and are aware of their banding	High	CMO	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Within existing resources	
	To carry out a review of H4U Accessible Homes Register.	Applicant’s medical circumstances are accurate and up to date.	High	IJ	1 <sup>st</sup> April 2015	30 <sup>th</sup> September 2016	Within existing resources	
	Further develop and promote the Vale Assisted Tenancy Scheme (VATS)	Maximum use of the private rented sector significantly increasing the excellent housing solutions available to residents of the Vale	High	SH/PRSP0	1 <sup>ST</sup> April 2015	31 <sup>st</sup> March 2016	Within existing resources and Welsh Government grant assistance	
	Deliver a structured service for prisoners in preparation for their	No ex-offender will become roofless upon release.	High	PPO	1 <sup>st</sup> April 2015	31 <sup>st</sup> December 2015	Within existing resources (additional 2 yr.	

	release.						funding) and with Welsh Government grant assistance	
	Develop 'Tenant Ready' training sessions for households identified by Housing Solutions & Supporting People Teams	Homelessness will be significantly reduced due to households increased capacity to live independently.	High	TRO	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Within existing resources (additional 2 yr. funding) and with Welsh Government grant assistance	

<b>Service Outcome 1:</b>		<b>Everyone has a home that they can afford that meets their needs.</b>						
<b>Objective 6:</b>		<b>To establish a shared vision for housing in the Vale of Glamorgan</b>						
<b>Ref.</b>	<b>During 2015-16 we plan to:</b>	<b>Success Criteria/ Outcomes we'll achieve from this action are:</b>	<b>High, Medium or Low priority</b>	<b>Officer responsible for achieving this action</b>	<b>Start date</b>	<b>Finish date</b>	<b>How will the work be resourced?</b>	<b>Progress</b>
HS/A103	<p><b>Seek innovative funding opportunities with partners for the delivery of the Local Housing Strategy objectives by:</b></p> <p>Ensure that all capital and revenue funding streams are maximised through the use of cross subsidisation, additional claims for Social Housing Grant, the use of Section 106 legal</p>	<b>Housing supply is increased across all tenure. Additional funding is drawn into the Vale.</b>	<b>Medium</b>	<b>PT</b>	<b>1<sup>st</sup> April 2015</b>	<b>31<sup>st</sup> March 2016</b>	<b>Within existing resources</b>	

	agreements and any other funding available.							
HS/A123	<p><b>Implement year 1 of the newly adopted Local Housing Strategy by:</b></p> <ul style="list-style-type: none"> <li>- Facilitating the Overarching Housing Forum and monitoring the delivery of the strategic objects agreed with partners</li> </ul>	<b>We are able to deliver a range of housing options and solutions that meet the local needs of residents.</b>	High	PT	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Within existing resources	
	To provide a customer focused, professional and responsive front line service	Increased Customer satisfaction and less customer complaints.	High	CLA Team	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Within existing resources	
	To develop and implement customer satisfaction surveys.	All households rehoused via the Housing Solutions service will have the opportunity to comment of the level of service received and help inform future service provision.	High	CLA Team	1 <sup>st</sup> April	31 <sup>st</sup> March 2016	Within existing resources.	
	Commission a Gypsy and Traveller Accommodation Assessment.	A GTAA will be in place which meets the Welsh Governments requirements.	High	PT	1 <sup>st</sup> April 2015	31 <sup>st</sup> March 2016	Allocated budget.	

PI Ref	PI Description	Performance 2013/14	Wales Average 2013/14	Performance 2014/15	Wales Average 2014/15	Target 2015/16
HS/M024	Percentage of Service User's satisfied with their support	95%	Not available	92.86%	Not available	94%
HHA017a	The average number of days that all homeless households spend in Bed & Breakfast accommodation	91.31	35.57	57.50	N/a	0.00
HHA17b	The average number of days that all homeless households spend in all other temporary accommodation	127.10	159.19	110.98	N/a	100
HS/M01	The total number of households in Bed & Breakfast accommodation	No target set	N/a	1.00	N/a	0.00
HS/M010	The number of families with children placed in Bed & Breakfast accommodation.	New measure	N/a	0.00	N/a	0.00
HS/M029	The number of families/individuals in all	New measure	N/a	212.00	N/a	200.00



	forms of temporary accommodation					
HS/M031	The percentage of potentially homeless households where homelessness was prevented through positive intervention	N/A	N/A	78.30	N/A	To be deleted
HS/M024	Percentage of service users satisfied with their support	N/A	N/A	92.86	N/A	94.00
HS/M025	The total number of additional affordable homes delivered	N/A	N/A	169.00	N/A	100.00
HS/M026	The total number of those additional affordable homes delivered in the rural Vale	N/A	N/A	9.00	N/A	65.00

**Key:**

**AHE:** Affordable Housing Enabler

**CMO:** Contract Monitoring Officers

**CLA:** Customer Liaison Team

**IJ:** Ian Jones

**JL:** Jenny Lewington

**SH;** Sharon Hawkins

**PT:** Pam Toms

**RHE:** Rural Housing Enabler

**SPPO;** Supporting People Project Officer

**PRSPPO;** Private Rented Sector Procurement Officer

**TRO;** Tenant Ready Officer (Accommodation Officer)

