Strategy & Supporting People Team
Team Plan 2013/14

Team Manager	Pam Toms
Service Plan	Strategy & Supporting People Team
Date signed off	
Signed off by	

Outcome 1:	All citizens of the Vale have access to suitable, affordable housing options.

Objective 2:	To deliver the strategic and enabling housing function as the statutory housing authority by reviewing and implementing the housing strategy.

Context for this objective:	Housing plays a vital part in everyone's lives. It impacts on people's health, education, family and community relations as well as being a vital part of the national and local economy. It also has a significant impact on the environment.

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
HS02/A010 HI	Develop a new Local Housing Strategy 2014-19	A new Local Housing Strategy is successfully in place which will drive the service delivery and improvement.	High	JL	September 2013	April 2014	Work, consultation and stakeholder events all resourced within existing budgets.	
HS01/A014	Develop a Homelessness Strategy to include	Reduction in homelessness.	High	JL/IJ	July 2013	January 2014	Within existing	

	and Accommodation Strategy	Increased supply of alternative housing options.						resources
HS02/A09 HI	Review the structure of the Housing Forum and Overarching Housing Forum and re-launch them	Joint policies and meaningful targets are in place and monitored across the social housing sector in the Vale. Collaborative working to meet the aims of the Housing White Paper.	Medium	JL/BBS	September 2013	April 2014	Within existing resources	
HS02/A012 CL12	Implement the requirements of Welfare Reform Action Plan for Housing	An increased number of 1 and 2 bed affordable housing units to allow people to downsize. Support provided to vulnerable social housing tenants who are	High	PT	April 2013	April 2014	Within existing resources	

		affected by welfare reforms to access floating support if required.						
HS02/A012 CL 12	Facilitate the RCC Working Group to develop a robust training programme for support providers to meet the needs of welfare reforms	A training programme is in place which ensures that support providers use a consistent approach to income maximisation, debt management and assistance into training and work where appropriate.	High	SC	July 2013	April 2014	Within existing resources	
HS02/A014 H13	Work in partnership with colleagues from Social Services and Hafod Care to successfully launch the new Extra Care Scheme	A robust Allocation Policy and procedure is in place. Voids are minimised.	High	PT	April 2013	January 2014	Within in existing resources	

		A good quality floating support service is in place to meet the needs of the elderly residents and those in the community.						
HS02/A015	Provide domestic abuse training for all Housing staff	Victims of domestic abuse are treated with respect and provided with the appropriate solution to their housing issues Managers in Housing are able to identify and provide appropriate support and signposting to staff experiencing or in danger of experiencing domestic abuse	High	PT	May 2013	September 2013	Within existing resources	

HS02/A015	Evaluate the one year pilot of the Sanctuary Scheme.	Savings from not using temporary accommodation are quantified. Robust evidence is in place to apply for additional funding for the project to continue.	Medium	PT	April 2013	February 2014	Within existing resources	
	Maintain Level 4 of the Vale Equality Standard	Equality Impact Assessments are in place for all new policies and procedures Equality is enshrined in all aspects of the Housing Service.	High	JL	April 2013	April 2014	Within existing resources	
	Update the Strategy & Supporting People pages on the Vale of Glamorgan Council's website	Information is up to date and easily accessible.	Medium	JL/AP	September 2013	January 2014	Within existing resources	

	Create a Web page for the Vale of Glamorgan and Cardiff Regional Collaborative Committee	Information is up to date and easily accessible. The RCC is able to meet the Welsh Government requirements.	High	SC	August 2013	December 2013	Within existing resources	

Objective 3	To increase the supply of affordable housing

Context for this objective:	The most recent Local Housing Market Assessment commissioned by the Council in 2010 showed that an additional 915 affordable homes are required each year to meet the demand. This was an increase of 263 units from 652 per annum in the 2007 assessment.

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
HS03/A018	Carry out an options appraisal on housing owned land	Increased supply of affordable housing without the need for subsidy.

Less housing land to maintain and reduced financial burden on the HRA.

A robust procedure is in place to ensure surplus land is disposed of | Medium | EF/PT | April 2013 | April 2014 | Within existing resources | |

		appropriately.						
HS02/A013	Maximise the opportunities for affordable housing through the Council's Planning process	Appropriate and timely responses made to planning consultations. An increased number of affordable housing units of the required tenure and size are available to meet the locally identified need. Reduced housing need in the area.	High	PT	April 2013	April 2014	Within existing resources	
HS02/A013	Rebrand the Council's Low Cost Home Ownership Scheme (LCHO).	The Scheme has a memorable brand name. Increased interest and take up of LCHO properties. Decreased	Medium	BBS	June 2013	February 2014	Within existing resources	

		housing need.						
HS03/A020	Ensure that the Social Housing Grant allocation is appropriately spent along with any additional funding made available by Welsh Government	Increased affordable housing in the areas of highest need in the Vale. The maximum amount of funding is spent in the County. Feedback from new tenants/owners is used to improve affordable housing developments.	High	PT	April 2013	April 2014	Within existing resources	
HS03/A020	Assist in the implementation of the Empty Homes Strategy	Additional affordable housing is made available in partnership with RSL partners.	High	JL	April 2013	April 2014	Within existing resources	
HS03/A019	Facilitate the development of a new refuge for	Victims of domestic abuse and their children	High	PT	April 2013	December 2013	Within existing resources	

	victims of domestic abuse and their children	have access to a new safe refuge so that they can stay free from harm whilst they plan their future.					

Outcome 3	All vulnerable tenants in the Vale have access to support and facilities to remain safe and independent.

Objective 7	To identify and match support services available to the needs of individuals, tenants and their families and to maintain and improve quality of life.

Context for this objective:	Supporting People funded services provide housing related support to help vulnerable people to live as independently as possible, to assist them to integrate into the community and to sustain their homes.

Ref.	During 2013-14 we plan to:	Outcomes we'll achieve from this action are:	High , medium or low priority	Officer responsible for achieving this action	Start Date	Finish Date	How will the work be resourced?:	Progress
HS07/A059 H10	Implement the requirements of the new Supporting People Guidance	Compliance with Welsh Government requirements and prompt receipt of grant funding. The Regional Collaborative Committee is facilitated to take forward the regional agenda .	High	PT/SC	April 2013	April 2014	Within existing resources	

HS07/A059 H10	Administer and manage the Council's Tenancy Support Scheme, Staying Put Scheme and Independence Scheme	The most appropriate referrals are made to support providers in line with the allocation procedure. Support and engagement in the services is monitored and addressed. Timely and accurate payments are made to support providers.	High	AM/IT	April 2013	April 2014	Within existing resources	
HS07/A059 H10	Consult with the Vale's Private Landlord's Forum on their involvement on the RCC.	Landlord's views are represented and taken into account on in the regional Supporting People Programme.	Medium	SC	July 2013	February 2014	Within existing resources	

HS07/A060	Establish new monitoring and review procedures for Supporting People Services in line with new requirements	Progress of support is monitored and challenged so that the aims of the Supporting People Programme are fulfilled.	Medium	DC/KP/AP	April 2013	June 2013	Within existing resources	Completed
HS07/A061 H10	Establish an accreditation procedure for all Supporting People Services where funding transfers to the Authority in line with Welsh Government requirements.	Quality support services are delivered to tenants. Support is only commissioned from financially viable support providers with good governance procedures in place.	Medium	DC/KP/AP	April 2013	April 2014	Within existing resources	
HS07/A062 H10	Review and monitor supporting people services	Only strategically relevant services continue to be provided. High quality	High	DC/KP/AP	April 2013	April 2014	Within existing resources	

		services are maintained. Best practice is identified and shared throughout the region.							
HS07/A064 H10	Interview existing and former service users as part of every service review to obtain their feedback on service delivery and quality.	At least 20% of service users interviewed and engaged in meaningful consultation and their view used to drive service improvement. Feedback is available to service Users through the annual SP Newsletter.	High	DC/KP/AP	April 2013	April 2014	Within existing resources	
HS07/A063 H10	Develop and adopt service users' involvement on the	A Regional Service User Involvement	High	SC	April 2013	April 2014	Within existing resources	

	Regional Collaborative Committee	Framework is in place. Increased service user involvement in shaping and commissioning new services.						
HS07/A065 H10	Gather six monthly outcomes data across all services in Vale	Local outcomes are measurable are inform service improvement. Regional Outcomes are measurable. National Outcomes are measurable by Welsh Government The results are publicly accessible as published in the	Medium	AP		April 2013	January 2014	Within existing resources	

		Vale Standard.						
HS05/A042	Review the need and availability of support provided by warden services in the Vale	Information is available to review the allocations procedures for all sheltered services in order to comply with Welsh Government requirements for the use of Supporting People subsidy.	Medium	PT/SC	September 2013	April 2014	Within existing resources	

Key:

AM: **Alex Morgan, Project Support Officer**
AP: **Andrew Page, Contract Monitoring Officer**
BBS: **Bronwen Blake-Smith, Housing Strategy Assistant**
DC: **Donna Clitheroe, Contract Monitoring Officer**
EF: **Elisa Faulkner, Affordable Housing Enabler**
IT: **Irene Thomas, Project Support Officer**
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KP: **Kevin Parson, Contract Monitoring Officer**
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