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**Action Plan 2007-09 Priority 2**

<b>Objective</b>	<b>Progress</b>	<b>Timetable</b>	<b>Outcome</b>	<b>Achieved</b>	<b>Lead Officer</b>
<b>Introduce sub-regional Choice Based Lettings scheme in conjunction with Runnymede and Elmbridge Borough Councils, A2 Housing Group and Elmbridge Housing Trust</b>	CBL is due to be implemented by September 2009 but there is a backlog of applications to be dealt with before then.	October 08	Transparent system for the allocation of properties with element of choice introduced; better, more sustainable communities; clients in housing need bid for and choose suitable accommodation across Spelthorne boundaries.		<b>DA</b>
<b>Extend and improve the rent bond/guarantee scheme</b>	Between April 08 and March 09, 38 families were housed in the private sector at a cost of £38,399 in advance rent deposits.	October 07	Improved accessibility to and affordability of the private rented sector; homelessness prevention; help meet performance indicator targets relating to homelessness prevention.	<b>Yes and ongoing</b>	<b>DA/KS</b>

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<b>Determine whether the Council can discharge duty under homeless legislation towards homeless clients in temporary accommodation through the private rented sector</b>	The number of homeless households in temporary accommodation (T/A) has reduced dramatically; therefore there is less pressure now to offer customers alternatives, such as private sector rented accommodation. All available options are discussed extensively when clients seek advice.	Dec. 07 for existing tenants	Clients have an additional housing option; a reduction in the use of temporary accommodation; CLG targets met.	<b>Ongoing</b>	<b>DA/KS</b>
<b>Implement new IT system across Housing Options team</b>	The new IT system will be ready to run when Choice Based Lettings (CBL) is introduced in September 2009.	Dec. 07	Improved service to customers through reliable, accurate monitoring system; statutory and other reporting requirements accurate and on time; housing options staff have access to and effective interface with other corporate systems, e.g. Comino.		<b>DA/KS</b>

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<b>Re-designate use of existing temporary accommodation to meet current needs</b>	A2Dominion has drawn up plans to demolish four hostels and provide affordable housing on those sites.	March 08	Accommodation more suitable as homelessness prevention option; housing options team meets DCLG targets for the use of t/a.		<b>DA/KS</b>
<b>Improve liaison with A2 Housing Group</b>	Quarterly meetings have now been set up at officer level, and there are ongoing discussions between housing options and A2Dominion's allocations team.	Ongoing	Good communications with A2 resulting in a good service for tenants	<b>Yes and ongoing</b>	<b>DA/KS</b>
<b>Joint planning and commissioning of health services</b>	There is a health and homelessness meeting which is a sub-group of Spelthorne and Runnymede Homelessness Task group. Housing options staff are invited to attend the sub-group.	Ongoing	Improved access to appropriate health services for homeless households and those in temporary accommodation.	<b>Ongoing</b>	<b>LB</b>

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<b>Improve the range and quality of advice available to clients regarding debt problems and benefit take up</b>	Between April 08 and March 09 £20,003 was paid out in discretionary housing payments (DHP). This exceeded the allocated budget by £2,710	Full DHP spend by March 08 and March 2009	Greater take up of relevant benefits; prevention of debt and rent/mortgage arrears; fewer clients becoming homeless through rent/mortgage arrears; fewer applications for possession.	<b>Yes and ongoing</b>	<b>DA/KS</b>

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<b>Ensure Planning considers individual applications with regard to affordable housing</b>	Housing options comment on all new plans and developments in relation to the proposed mix of property and tenure types. Joint working with planning colleagues is effective.	Ongoing	New developments have appropriate mix of 1, 2 and 3 bed affordable properties and shared ownership units.	<b>Ongoing</b>	<b>DA/KS</b>
<b>Ensure existing housing provision is used appropriately for correct clients, e.g. 16/17 year olds</b>	No young people in B&B (as at May 2009)	Ongoing	Vulnerable young people not placed in bed and breakfast accommodation, particularly out of borough.	<b>Ongoing</b>	<b>DA/KS</b>

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<b>Introduction of cash incentive scheme</b>	A2Dominion has publicised the scheme in their tenants' newsletter and the Council has publicised it on its website and in the Borough Bulletin. Staff from both organisations are fully aware of the scheme.	March 08	Clients under-occupying properties downsize and more family sized accommodation created as a prevention option.	<b>Ongoing</b>	<b>DA/KS</b>
<b>Liaison with other agencies e.g. Social Services, Police, Probation, voluntary groups, Health Service.</b>	The quality of liaison varies with different organisations. Ongoing concern about Social Services' input. Liaison with police and probation is good.	Ongoing	Prevention of homelessness where possible through proactive joint working to meet client need; improved liaison with key agencies.	<b>Ongoing</b>	<b>DA/KS</b>

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<b>Ensure Housing Options staff are adequately trained in all homelessness prevention and housing options</b>	Staff have had training on working with vulnerable clients and a joint session with Probation took place in November 2008.	Staff appraisals April 07 and April 08	Staff give accurate up-to-date advice to clients to maximise the choice of housing options available and prevent homelessness; clients are referred to relevant organisations for help, e.g. Engage.	<b>Ongoing</b>	<b>DA/KS</b>
<b>Ensure clients of all tenures receive adequate support</b>	28 clients have been referred to floating support run by Surrey Community Development Trust (SCDT) since Jan. 07	Ongoing	More tenants maintain tenancies and homelessness/repeat homelessness is prevented.	<b>Ongoing</b>	<b>DA/KS</b>
<b>Educate agencies, e.g. schools, to prevent homelessness</b>	This objective will not be progressed in the near future.	March 09	Pupils more aware of the issues around local housing provision and realistic housing options.		<b>LB</b>
<b>Inspect bed and breakfast accommodation used for homeless households</b>	Inspections undertaken by Environmental Health	April 07	Accommodation is suitable for clients and remedial action initiated where required.	<b>Yes</b>	

Last updated: **12.5.2009**