

FOLLOW UP FROM SHORT NOTICE INSPECTION ON ENABLING NEW HOUSING - ACTION PLAN

Introduction

The purpose of this action plan is to improve the provision of the council's approach to enabling the provision of new housing and related aspects of its strategic approach to housing delivery. It focuses on three areas:

- Improving the customer focus of the service
- Improving the approach to meeting needs of gypsies and travellers
- Improving the approach to value for money

The aim is to implement these improvements by the end of December 2009.

The Strategic Approach to Housing (which includes Customer Care and User Focus, Diversity and Value for Money) KLOE has been used as the framework for the plan.

This action plan seeks to address the recommendations made in the report from the Audit Commission following their Short Notice Inspection of June 2009.

Consultation

Internal consultation between the planning and housing departments has taken place in developing this action plan. In addition the plan has been discussed and informed by consultation with developers and Housing Association partners i.e. Southampton Affordable Housing Partnership Development July meeting and Southampton Housing Association/Developers meeting in August 2009. It has also been discussed at a meeting between the Chief Executive of Southampton City Council and the Chief Executives of the Council's partner Housing Associations in July 2009. Cabinet Members for Housing and Local Services and Planning and Sustainability have approved the plan.

Management and Monitoring of this Action Plan

This plan is owned by the Head of Housing Solutions with the involvement of the Head of Planning and Sustainability working alongside the Housing Development Manager, Planning Policy Manager and Programme Manager for Environment.

The Strategic Approach to Housing KLOE will be updated when the consultation is complete (end of September 2009) and following publication of the final guidance. This action plan will be reviewed against the updated KLOE standards on a quarterly (minimum) basis.

Version Control

Version 1: 6 July 2009 DRAFT

Version 2: 22 July 2009 DRAFT

Version 3: 05 August 2009 DRAFT
Version 4: 18 August 2009 DRAFT (final version)

Objective	Actions	Benefits and measures of success	Timescales and milestones	Financial and other resource implications	Responsible Officer	Risk	
1	Improve the customer focus of the service	1.1 Develop and publish service standards for all aspects of the enabling service by: <ul style="list-style-type: none"> • Annual survey to Housing Associations and Developers • On-going survey to residents of new affordable homes 	Service standards published. <u>Surveys to HAs and Developers</u> 7% increase in satisfaction over 3 years: <ul style="list-style-type: none"> • 2% years 1 and 2 • 3% year 3 Baseline data: 73% developer/ HAs agree the council takes a flexible approach to working with developers; 64% agree different parts of the council work well together to tackle housing need; 73% believe the council works well in partnership with others <u>Surveys to residents of new affordable homes</u>	By end of December 2009 75% 2010/11 77% 2011/12 80% 2012/13 66% 2010/11 68% 2011/12 71% 2012/13 75% 2010/11 77% 2011/12 80% 2012/13	Within existing budgets	Sherree Stanley, Housing Development Manager	Annual survey to Housing Associations and Developers: Impact of credit crunch affects ability of developers to participate in survey On-going survey to residents of new affordable homes: Residents may not complete the questionnaire in meaningful numbers.

				<p>7% increase in satisfaction over 3 years:</p> <ul style="list-style-type: none"> • 2% years 1 and 2 • 3% year 3 <p>Baseline data:</p> <p>53% of residents are either very satisfied or satisfied with the quality and layout of space around their home.</p>	<p>55% 2010/11 57% 2011/12 60% 2012/13</p> <p>All targets to be regularly reviewed.</p>			
		1.2	<p>Introduce and respond to customer satisfaction surveys for all customers who have used the development control service.</p>	<p>Establishment of Agents Panel to establish dialogue between service users and managers. Action Plan developed to resolve issues raised.</p> <p>Reinstate regular survey for users of the Development Control service to monitor customer satisfaction.</p>	<p>Agents panel established by end of December 2009</p> <p>Action Plan developed end March 2010</p> <p>Sample survey of planning service users in Q2 of 2010</p>	<p>Within existing budgets</p> <p>£10,000 subject to the availability of finance</p>	<p>David Rothery, Development Control Manager</p> <p>Mike Easton, Business Support Manager</p>	<p>Budget constraints</p>

		1.3	Residential Design Guide aspirational standards effectively monitor the extent to which these are being delivered and take appropriate follow-up action to promote compliance.	<p>a) Develop and incorporate selected key performance indicators for design and sustainability standards into the service's Annual Monitoring Report:</p> <ul style="list-style-type: none"> • Code for Sustainable Homes Levels 1 -6 • Life time homes • Homes accessible to disabled standards <p>Baseline data with percentage improvements by end 2009 and improving targets agreed for subsequent years</p> <p>b) Annual Dissemination of Council's design and sustainability policies to Housing Associations and Developers at future Forum</p>	KPIs baseline data established and reported end of December 2009	Within existing budgets	Helen Pearce, Planning Policy Manager	Impact of credit crunch – application of these policies is subject to scheme viability
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		1.4	Improve the time taken to make decisions on planning applications.	<p>Southampton's Corporate Improvement Plan sets the targets:</p> <p>Majors (NI 157a) 75% 2009/10, 76% 2010/11 and 77% 2011/12.</p> <p>Minors (NI 157 b) 78% 2009/10, 79% 2010/11 and 79% 2011/12</p> <p>Baseline data:</p> <p>Majors (NI 157a) 72.22% 2008/09</p> <p>Minors (NI 157 b) 73.6% 2008/09</p> <p>In Quarter 1 2009/10 results were 80% (Majors) and 86.9% (Minors) – quarter by quarter improvement in figures sought</p>	Target achieved at end of each monitoring period.	Within Budgets	David Rothery, Development Control Manager	Development Control income shortfall during downturn
2	Improve the approach to meeting the needs of gypsies and travellers	2.1	Establish a project plan with key milestones to deliver the targets set out in the South East	Update earlier site assessment work within Southampton – list or site criteria	By end of December 2009	Within Budgets	Helen Pearce, Planning Policy	Lack of public support

		<p>Plan and effectively monitoring progress to ensure delivery. (South East Plan will set targets in 2010) – undertake the following actions:</p> <p>Issue is to be addressed within the Council's Sites and Policies Plan (as indicated by our Core Strategy Inspector in July 2009).</p> <p>Southampton's targets will be established in the SE Plan following the regional Examination in Public on this issue in Jan 2010.</p> <p>Preparatory work is in progress to update earlier site assessment work within Southampton and to establish joint working options with neighbouring authorities.</p>	<p>developed</p> <p>Establish joint working options with neighbouring authorities.</p> <p>List of potential site options prepared</p> <p>Publication of Sites and Policies Plan <i>Issues and Options Consultation</i></p> <p>Targets for Southampton established in the South East Plan following the regional Examination in Public</p> <p>The Sites and Policies Plan published</p>	<p>September 2010 (as agreed with GOSE).</p> <p>January 2010</p> <p>December 2011 and submitted to the Secretary of State in March 2012 (as agreed</p>		Manager	
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			<p>Technical work will continue in 2010 leading to the Sites and Policies Plan <i>Issues and Options Consultation</i> in September 2010 (as agreed with GOSE).</p> <p>The Sites and Policies Plan will be published in December 2011 and submitted to the S of S in March 2012 (as agreed with GOSE).</p>		with GOSE).			
3	Improve the approach to value for money	3.1	Develop a strategic approach to facilitating housing development during the economic recession	Publication of a strategy to facilitate housing development during the recession in developed in consultation with Housing Associations and Developers. (Work to be cross referenced against 1.3 of draft strategic approach to housing KLOE (July 2009))	By end of December 2009	Within Budgets	Barbara Compton, Head of Housing Solutions	Document is not used
		3.2	Develop a better	Collation of data of	By end of	Within Budgets	Sherree	HCA continue

			understanding of the reasons for variations in the grants required by different housing associations for the same types of development and continuing to take action to narrow the gap as appropriate	grants costs by Housing Associations on a quarterly basis and reported as part of quarterly monitoring. Discussion with Housing Association on costs as part of their quarterly monitoring	December 2009		Stanley, Housing Development Manager	to fund high cost schemes
		3.3	Benchmarking the cost and quality of the enabling service to provide a better understanding of how costs compare and drive efficiencies.	PUSH working group to carry out benchmarking exercise. Measure: Baseline data established, comparators identified. Benefits: Efficiencies identified. Learn from other Local Authorities – Understand comparative costs with aim to reduce costs in line with HCA efficiency targets.	By end of December 2009	Within Budgets	Sherree Stanley, Housing Development Manager	Co-operation of other local authorities