

Appendices

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Appendix I – Key Performance Indicators and Performance Management Framework

Performance Indicators Our Measures and Targets

The table below sets out some of the key performance indicators that the council and partners monitor to ensure that the housing strategy is working by improving service standards and achieving plans. The table indicates current and past performance (2004/05 and 2003/04) and future targets.

Best Value Performance Indicators

BVPI	Definition	2003/4 Actual	2003/4 Quartile	2004/05 Actual	Estimated 2004/5 Quartile (2)	2005/06 Target	2006/07 Target	2007/08 Target
			2003/04 Upper Quartile Performance					
BV 2a	The equality standard for local government in England	2	Not suitable for assessment	2	Not suitable for assessment	2	3	No Target Set
BV 62	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	5.33%	I (Highest) Upper quartile: 3.75%	3.94%	I (Highest)	Discontinued		
BV 63	The average standard assessment performance (SAP) rating of local authority owned dwellings	63 (*)	Without the audit qualification performance would have been in quartile 2 Upper quartile: 65	63	quartile 2	66	66	66
	(*) Doubts expressed about the reliability of the council's arrangements for producing the data							

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BVPI	Definition	2003/4 Actual	2003/4 Quartile	2004/05 Actual	Estimated 2004/5 Quartile (2)	2005/06 Target	2006/07 Target	2007/08 Target
			2003/04 Upper Quartile Performance					
BV 64	The number of private sector vacant dwellings that are returned into occupation or demolished as a direct result of action by the local authority	40 (*)	Without the audit qualification performance would have been in quartile 1 (Highest)	25	quartile 1	46	49	50
			Upper quartile: 20					
ii:	(*) Doubts expressed about the reliability of the council's arrangements for producing the data							
BV 66a	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account (HRA) dwellings	96.62%	4 Upper quartile: 98.6%	96.66%	4	98.10%	98.30%	98.50%
BV 74a	The percentage of all council tenants, or a representative sample of council tenants, stating that they are satisfied with the overall service provided by their landlord when surveyed.	77%	3 Upper quartile: 85%	No requirement to carry out a survey this year	Not applicable	No requirement to carry out a survey this year	88%	No requirement to carry out a survey this year
BV 74b	Satisfaction of ethnic minority local authority tenants (excluding white minority tenants) with the overall service provided by their landlord	73%	3 Upper quartile: 86%	No requirement to carry out a survey this year	Not applicable	No requirement to carry out a survey this year	88%	No requirement to carry out a survey this year

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BVPI	Definition	2003/4 Actual	2003/4 Quartile	2004/05 Actual	Estimated 2004/5 Quartile (2)	2005/06 Target	2006/07 Target	2007/08 Target
BV 74c	Satisfaction of non-ethnic minority local authority tenants with the overall service provided by their landlord	76%	4	No requirement to carry out a survey this year	Not applicable	No requirement to carry out a survey this year	88%	No requirement to carry out a survey this year
	Upper quartile: 85%							
BV 75a	Satisfaction of council housing tenants with opportunities for participation in management and decision making in relation to housing services provided by their landlord	62%	3	No requirement to carry out a survey this year	Not applicable	No requirement to carry out a survey this year	88%	No requirement to carry out a survey this year
	Upper quartile: 75%							
BV 75b	Satisfaction of ethnic minority council housing tenants (excluding white minority) with their opportunities for participation in management and decision-making in relation to housing services provided by their landlord	64%	3	No requirement to carry out a survey this year	Not applicable	No requirement to carry out a survey this year	88%	No requirement to carry out a survey this year
	Upper quartile: 75.75%							
BV 75c	Satisfaction of non-ethnic minority council housing tenants with their opportunities for participation in management and decision making in relation to housing services provided by their landlord	61%	4 Upper quartile: 70%	No requirement to carry out a survey this year	Not applicable	No requirement to carry out a survey this year	88%	No requirement to carry out a survey this year
BV106	Percentage of new homes built on previously developed land	84%	2	70%	2	63%	47%	39%
	Upper quartile: 86%							
BV 164	Does Chamwood The Council meet the Commission for Racial Equality's code of good practice in rented housing?	Yes	Not assessed as all answers will be yes or no	Yes	Not assessed as all answers will be yes or no	Yes	Yes	Yes
BV 183a	The average length of stay in Bed and Breakfast accommodation of households which include dependent children or a pregnant woman which are unintentionally homeless and in priority need	4.71 weeks	2	5.32 weeks	3	2 weeks	1 week	1 week

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BVPI	Definition	2003/4 Actual	2003/4 Quartile	2004/05 Actual	Estimated 2004/5 Quartile (2)	2005/06 Target	2006/07 Target	2007/08 Target
			Upper quartile: 1.18 weeks					
BV 183b	The average length of stay in hostel accommodation of household which include dependent children or a pregnant woman which are unintentionally homeless and in priority need	0 weeks ⁽¹⁾	2 Upper quartile: 0 weeks	0 weeks	1	0 weeks	0 weeks	0 weeks
	⁽¹⁾ The audited figure was 7.62 weeks although in hindsight this may have arisen from an incorrect interpretation of the PI. This accounts for the Council's placement in quartile 2.							
BV 184a	The proportion of local authority dwellings which were non-decent on 1 st April	39% (*)	Without the audit qualification performance would have been in quartile 3 Upper quartile: 15%	37%	3	37%	33%	30%
	(*) Doubts expressed about the reliability of the council's arrangements for producing the data							
BV 184b	The percentage change in the proportion of non-decent dwellings between the start and the end of the financial year	5% (*)	Without the audit qualification performance would have been in quartile 3 Upper quartile: 26.6%	5.1%	3	10.8%	9.1%	13.3%

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BVPI	Definition	2003/4 Actual	2003/4 Quartile	2004/05 Actual	Estimated 2004/5 Quartile (2)	2005/06 Target	2006/07 Target	2007/08 Target
	(*). Doubts expressed about the reliability of the council's arrangements for producing the data							
BV 202	The number of people sleeping rough on a single night within the area of the authority	New PI from I.4.05		2	No comparative data	10	10	10
BV 203	The percentage change in the average number of families placed in temporary accommodation	New PI from I.4.05		15%	No comparative data	15%	12%	12%
BV 126	Domestic burglaries per year, per 1,000 households in the Local Authority area	15.4	4	11.6	3	12	11	No Target Set
			Upper quartile: 7.45					
BV LPI 5	The percentage of all current council tenants owing over 13 weeks rent at 31 st March (excluding those owing less than £250)	5.4%	Local PI therefore not applicable	4.55%	Local PI therefore not applicable	4.32%	No Target Set	No Target Set
BV LPI7	The proportion of homelessness applications on which the authority makes a decision and issues written notification to the applicant within 33 working days	86.92%	Local PI therefore not applicable	84.82%	Local PI therefore not applicable	96.00%	97.00%	98.00%
BV LPI8	The average re-let time for council owned dwellings let in the financial year (days)	85.94	Local PI therefore not applicable	55.43	Local PI therefore not applicable	25 (recommended as national PI BV 212)	25	25
BV LPI 12	The % of urgent repairs completed within government time limits	98% (Est.)	Local PI therefore not applicable	99.08% (Est.)	Local PI therefore not applicable	99%	99%	No Target Set

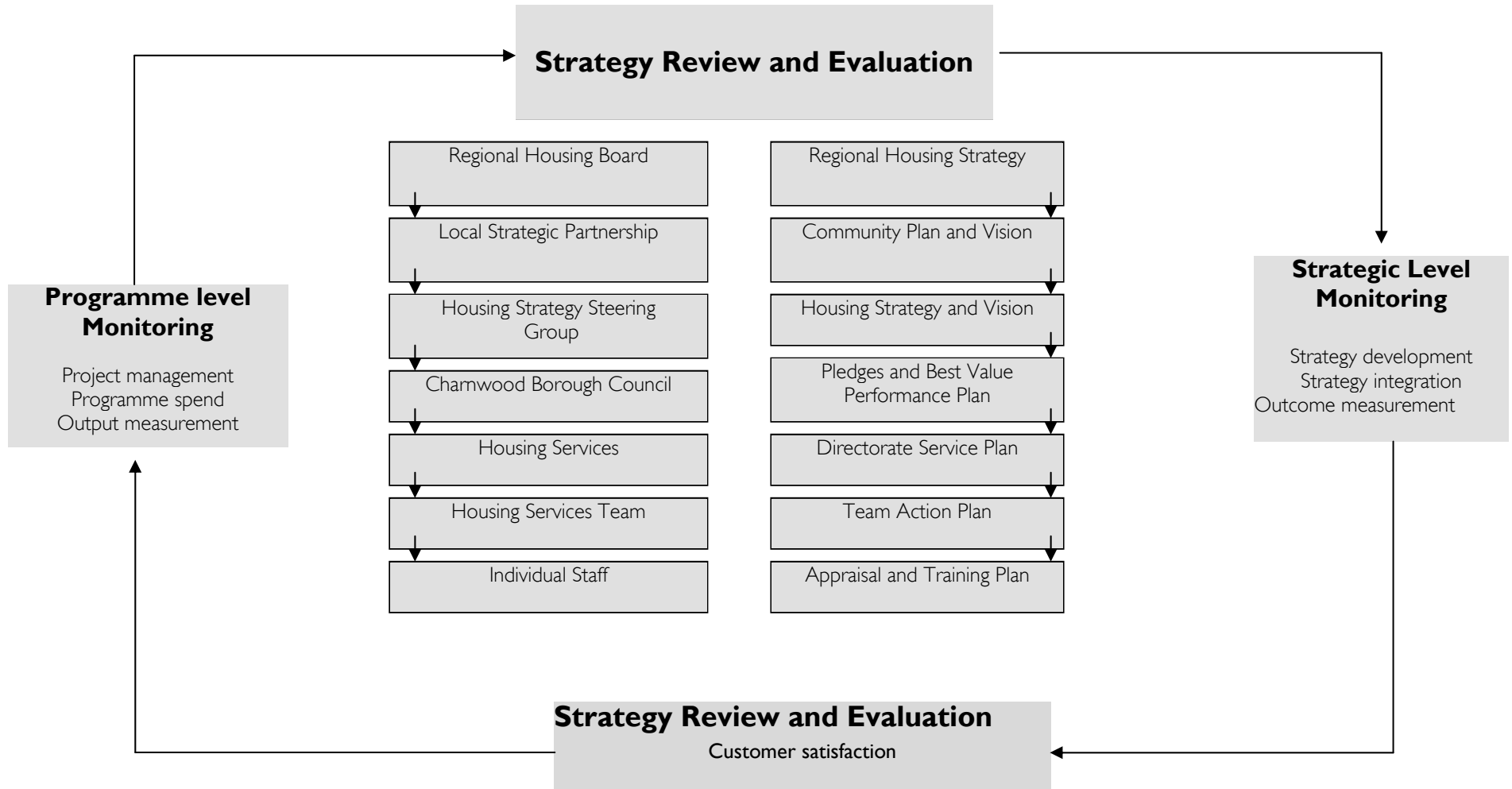
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BVPI	Definition	2003/4 Actual	2003/4 Quartile	2004/05 Actual	Estimated 2004/5 Quartile (2)	2005/06 Target	2006/07 Target	2007/08 Target
CPS23	Percentage satisfaction of completed repairs	87% (Est.)	Local PI therefore not applicable	Figures unavailable	Local PI therefore not applicable	92%	95%	No Target Set
PSA 7	By 2010 all social housing into decent condition with most of this improvement taking place in deprived areas and increase the proportion of private housing in decent condition occupied by vulnerable groups	No information	Local PI therefore not applicable	No information	Local PI therefore not applicable	No information	No information	No information
LPSA 8	Number of landlords accredited	No information	Local PI therefore not applicable	No information	Local PI therefore not applicable	No information	No information	No information

iv.

(2) Pending national publication of comparative data for 2004/05 PIs have been 'slotted in' to 2003/04 tables.



Aim 1 - Sustainable Communities

Priority	No of Votes	Possible Action	Rationale
Rural Issues (Priority 1)	32	Do we need to put more effort into sustainable rural communities before many of the rural population have no choice to move into urban areas to find affordable housing?	The Council has already identified this as a priority and the Rural Housing Enabler is part funded by the Council.
Range of Affordable Housing (Priority 2)	24	Should we do more to influence the type and tenure?	Due to the breath of the definition of affordable housing the Council will aim to ensure accommodation through S106, and Enabling Grant meets the needs of the Borough and doesn't simply meet the broad definition set by Government.
Student Housing (Priority 3)	13	Are parts of Loughborough becoming seasonal communities with an exodus during the summer? Should we be tackling it?	This priority will be addressed through the implementation of the Student SPD.
Transport and Local Services		If we sort out quality transport, leisure, schools etc will the housing take care of itself?	Any new developments on the local plan will only take place on already developed transport routes.
Leisure Facilities		Do we need to provide more facilities/opportunities to promote active, inclusive and safe communities?	S106 agreements are increasingly requesting leisure facilities. Children & Young Person's Strategy takes this up at a Corporate level.
Neighbourhood Wardens		Are these a key tool for community cohesion and should the scheme be expanded?	The three existing estate based neighbourhood wardens have been deemed value for money and incorporated within mainstream funding. The Council is reviewing the current schemes in relation to possible expansion.
Brownfield Sites/Change of Use		Is it good practice to encourage the use of former industrial land for housing or will we end up with no employment opportunities within communities?	PPG3 refers to best use of Brownfield Land. Regional Spatial Strategy includes a policy which seeks to achieve this across the region. The Local Plan makes provision for 47% of Brownfield developments up to 2006.
Prioritise Non-housing Matters		How big a part of sustainable communities are the bricks and mortar?	Council are producing a Climate Strategy to look at Sustainability issues.
Modern Houses for Modern Lives		Do we need to try and influence design to include home offices, broadband, etc.?	Market is best positioned to respond to the demand for modern houses/facilities.

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Priority	No of Votes	Possible Action	Rationale
Empty Homes		Should we tackle homes in key areas first?	There has been significant success in the reduction of Empty Homes and numbers are seen to be manageable rather than tackling priority areas.
Wider Environment		Should open spaces be prioritised over density?	The Local Plan already acknowledges the need to prioritise Brownfield open development, whilst sensitively identifying Greenfield sites and maintaining the balance between new housing provision and open spaces.
Flooding Risk		Should we introduce more preventative measures?	Adequate measures in place.

Aim 2 - Balanced Housing Markets

Priority	No of Votes	Possible Action	Rationale
Size and Type of New Homes (Priority 1)	29	Should the Council seek to influence the size and type of new homes provided in the private sector in order to better balance markets?	There is a general concern that builders are favouring larger more profitable homes when the need is for smaller family homes.
Provision for an Ageing Population (Priority 2)	17	Do we have sufficient/adequate provision?	Although there is an adequate supply of elderly accommodation, there is a mismatch between supply and demand. This needs to be addressed to maximise the use of stock and revenue.
Key-workers (Priority 3)	7	Is housing a problem for key-workers in Charnwood?	It is widely acknowledged that sustainable communities require a high quality public sector ensuring the best nurses, teachers and policeman are able to access affordable accommodation within the Borough.
Students		Is more specialist student accommodation needed in Loughborough to reduce pressure on the private rented sector in general?	Measures are already being put in place through the Student SPD (to be implemented during 2005), which will address the accommodation needs of students.
Research		Is more research needed to identify housing market pressures and trends?	A Borough Housing Market Assessment has been undertaken in 2005. The Council will also participate in the forthcoming Countywide HMA.
Perception of Tenures		Could the private sector meet more needs if perceptions changed?	The Council have already put measures in place to begin to utilise the use of private sector accommodation. Monitoring of the likely impact of the forthcoming HB flat rate allowance will be undertaken.

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Aim 3 - Affordable Housing

Priority	No of Votes	Possible Action	Rationale
More flexibility in Housing Provision (Priority 1)	24	Is there sufficient choice – are we meeting needs?	Evidence to ensure sufficient provision/ flexibility will be providing through the Borough and Countywide HMAs.
Increase Target (Priority 2)	17	Does need justify increasing the affordable housing requirement on new developments?	There is clear evidence that the current threshold on affordable housing through SI06 agreements combined with Housing Corporation funded development in the Borough is falling short of the affordable requirement. The new SPD will give the Council the opportunity to address this.
Specialist Provision (Priority 3)	6	How important is it to seek specialist provision for vulnerable people such as elderly people, disabled people and those from BME backgrounds?	Support services are already in place for a number of specific client groups as well as generic tenancy support.
Focus on Rent		Should rented housing be sought in preference to other tenures (such as shared ownership, restricted floor space dwellings for sale, etc.)?	The Council has a statutory duty to homeless households and therefore needs to ensure sufficient accommodation is made available. Recent increases in house prices, which far outweigh the increases in earnings, have exacerbated the affordability problem. Increase in the threshold for affordable housing should address this.
Maximise Numbers		Is maximising the number of affordable properties more important than obtaining particular sizes and types of property?	Negotiations are based on up-dated evidence based research. The 2005 HMA and DBA should assist this process.
Rural Sites		Should more emphasis be given to obtaining new affordable housing in rural areas?	This is something already identified as a priority. The Council fund the Countywide Rural Housing Enabler to research rural needs.
Council Funding		Should the provision of new affordable housing be a high priority when the Council allocates its limited funds?	The provision of Enabling Grant is envisaged as a method to bring added value to projects which otherwise would not be viable, and where a specific benefit would be achieved.

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Aim 4 - Decent Homes

Priority	No of Votes	Possible Action	Rationale
Decent Homes Standard (Priority 1)	19	Meeting the DH Standard?	This is a Government requirement. A recent SOA has identified the most appropriate option to ensure the Council meets the Decent Homes Standard.
Lower Running Costs (Priority 2)	11	Improvements which produce lower running costs for tenants.	By prioritising the “thermal comfort” element of the Decent Homes Standard the Council is able to make a positive impact on affordable warmth at the same time.
Logical/Priority Area Approach to works (Priority 3)	5	Should we tackle all tenures on estate-by-estate basis?	A cross tenure approach to areas of highest need/deprivation will revitalise all tenures encouraging sustainable communities whilst targeting Decent Homes.
Charnwood Standard		Is DH standard high enough?	Stakeholders felt they would rather accept the current Decent Homes Standard because of the support they gave to the Council retaining ownership of the stock through an ALMO.
Vulnerable Private Tenants		Should vulnerable private tenants take precedence over social tenants?	Differing funding streams means that there is no need to prioritise one above the other. The Council is currently on target to achieve Decent Homes in the private sector and will continue to promote grants to encourage private owners to bring their properties up to the Decent Homes Standard.
Replace		Should we sell off non-decent low demand stock, i.e. is it worth making PRC's decent?	Demand for social housing within the Borough is linked more to property types and locations rather than construction types.
Low Income Owner Occupiers		Do low-income owner-occupiers need assistance?	Widening of qualification criteria for the Homes Repair Assistance Grant will increase the number of eligible low-income owner-occupiers.
Empty Properties		Should we address decency issues across all housing stock	Private sector empty homes are not covered under the current Decent Homes Standard and statutory targets should be met in the first instance.

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Priority	No of Votes	Possible Action	Rationale
Asylum Seekers and Refugees		Is there an additional need for accommodation for Asylum Seekers within the Borough?	Given the short period of time Asylum Seekers are given to secure alternative accommodation following a positive decision, it is important to try and monitor those entering the private sector to ensure homes are of an adequate standard.
Travellers		Are we meeting the needs of this group i.e. site provision?	Although Gypsies & Travellers who settle into traditional static homes will be covered by the Decent Homes Standard, caravans are outside the definition. A wider definition will be required if we are to address the needs of this group.

Aim 5 - Affordable Warmth

Priority	No of Votes	Possible Action	Rationale
High Quality Maintenance (Priority 1)	14	Are we providing value for money?	High quality workmanship coupled with high quality materials ensures that repair work removes problems at the first instance and minimises unnecessary expense to the householder.
Improving Insulation (Priority 2)	7	Do we meet SAP requirements?	Loft insulation is a very cost effective way of increasing energy efficiency. Ensuring adequate insulation is targeted at those without can make an impact on the average SAP rating in the Borough.
Energy Efficient Appliances (Priority 3)	6	Improve energy efficient appliances.	By considering efficiency along with cost when procuring heating systems the Council can maximise affordable warmth throughout the housing stock whilst improving the BVPI 63 average SAP rating of Council owned dwellings.
Vulnerable Groups		Should we target particular groups with assistance?	Fuel poverty in particular is inextricably linked to income and so vulnerable groups are likely to be particularly fuel poor.

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Priority	No of Votes	Possible Action	Rationale
Energy Efficiency Shop		Buy in bulk and sell them cheap. Light bulbs and insulation.	Although such measures can have a real positive impact on energy consumption to make real inroads into fuel poverty and SAP ratings a more structural approach is needed.
Particular Property Types		i.e. Victorian terraces	The ad-hoc way in which different tenures have approached refurbishment means there is less of a clear cut link between property type and SAP rating etc.
Energy Advice		Encourage people to change life style rather than encouraging remedial works?	Like discounted energy efficient goods, education on energy efficiency can lead to a reduction in energy use but a basic property standard is still required.
Income Maximisation		Fuel poverty relationship between income and expenditure on heating?	Ensuring maximum take up of benefits, winter fuel payments, etc, can reduce the number of fuel poor households. It is essential that this is coupled with reduced energy use to meet other objectives such as reducing climate change.
Discount Schemes		Encourage dual fuel discount, try and find preferred supplier?	Leicestershire & Northamptonshire Energy Efficient Advice Centre provides general advice on suppliers/billing.
Integrating energy efficiency measures into new build		Encourage higher eco standards in planning applications?	The approved SPD “Leading in Design” includes elements relating to increased energy efficiency and the use of sustainable materials.

Aim 6 - Healthy Homes

Priority	No of Votes	Possible Action	Rationale
Improve Health through Planning Mechanisms (Priority 1)	13	Have regard to health through development control polices	The development process can assist in healthy homes both through encouraging appropriate developments in appropriate areas to maximise benefit of current infrastructure, whilst ensuring new developments provide new health services where appropriate. Also have regard to healthy

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Priority	No of Votes	Possible Action	Rationale
			housing assessment through planning such as aeroplane flight paths.
Health Inequalities (Priority 2)	8	Are we targeting vulnerable groups?	Poor housing and poor health are inextricably linked. Many of the most socially excluded are in poor housing and have difficulty in accessing healthcare.
Health Checks (Priority 3)	4	Health Checks utilising external funding.	The health and housing risk assessment toolkit provides an innovative approach to assessing the health implications of accommodation far more effectively than traditional assessment models allowing a far more robust assessment of peoples housing needs.
Sure-Start		Should we help fund an extension of the scheme or bid for more govt resources?	Government is targeting the allocation of resources to designated areas.
Bed Blocking		Do we need to prioritise works/allocations to enable people to move out of hospital?	This issue is already being addressed through the review of the allocations policy.
Adaptations		Should we do more to enable people to remain in their own homes?	The Council has already developed a database of adapted properties and are utilising its Enabling Grant to enhance new provision of adapted/purpose built properties.
Security Facilities		Mental health can be particularly vulnerable as a result of feeling insecure?	By addressing security matters both mental health issues can be addressed whilst also contributing to another the community safety priorities.
Overcrowding		Should we aim to tackle through large home programmes, assisting concealed households?	The Affordable Housing Programme seeks to provide a range of accommodation to meet the needs of the Borough.
Supported Housing		Ensure we are able to meet the needs of the community.	A number of successful tenancy support schemes are already in place within the Borough. Further implications due to Supporting People Funding restrictions on future provision.

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Priority	No of Votes	Possible Action	Rationale
Design/Lifetime Homes		Make Lifetime Homes standard a priority?	Rather than focusing on one group of vulnerable people, stakeholders were of the opinion that Priority One 'improve health through planning' would assist a far wider group of vulnerable people.
Reduction in Winter Deaths		Renewal works to Council homes/grants to other tenures?	Links into energy efficiency advice. National indicators in place to monitor excess winter mortality. Decent Homes Standards across all tenures also addresses this.
Provision of Suitable Heating		Ensure we meet needs of vulnerable groups?	Progression of Decent Homes in all tenures. Promotion of energy advice via the Leicestershire & Northamptonshire Energy Advice Centre.
Joint Working		Should we look at community working with PCT?	The Charnwood Health Forum is the partnership established to co-ordinate health interests in the Borough.

Aim 7 - Community Safety

Priority	No of Votes	Possible Action	Rationale
ASB (Priority 1)	18	More resources into tackling anti-social behaviour?	ASB can have a fundamental impact on estates. Effective timely intervention can increase the quality of life for a large number of residents. Within its landlord function the Council has a statutory obligation to deal with ASB.
Designing Out Crime (Priority 2)	11	Estate works, etc.	By having regard to issues such as natural surveillance when designing estates the opportunities for crime can be greatly reduced. There are also remedial works that can have profound effects on poorly designed estates.
Community Development and Engagement (Priority 3)	9	Improve communication to promote the prevention of ASB	Charnwood Community Safety Partnership has identified the need to 'protect and reassure the community' as a strategic aim. Actions include encouraging preventative measures, community cohesion, victim & witness support and diversionary activities.
Handy Van		Extend scope of scheme?	Practical and economical way of providing effective yet straightforward measures to targeted groups.

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Priority	No of Votes	Possible Action	Rationale
Youth Services		Do we need more to keep our youths out of trouble?	Developing a Youth Strategy for Council Housing Estates was a priority which was carried over from the previous strategy. This will now be considered as part of the Corporate 'Children & Young Persons' Strategy.
Problematic Drug Use		If we try and help problematic drug users will it have knock on effect to other issues such as burglary?	Support schemes in place to assist vulnerable groups. Charnwood Community Safety Partnership has identified acquisitive crime and drug misuse as one of its strategic priorities.
Burglary Reduction		Smart Water, UV pens, etc.	Highly publicised security schemes like the recent Smartwater promotion have a significant impact on one of the most intrusive of crimes.
Priority Offenders		Tackling particular groups causing neighbourhood problems.	This will be addressed through the countywide multi-agency Prolific Priority Offender Management Partnership.
Sanctuary Scheme		Helping victims of DV remain their own homes.	This is an important scheme but will only be able to assist a small number of individuals.
Avoiding “sink estates”		Intensive resources to stop the decline of borderline states.	RICS identified triggers of urban decline where timely intervention could dramatically reduce the cost of remedial action.

Aim 8 - Homelessness

Priority	No of Votes	Possible Action	Rationale
Prevention Measures (Priority 1)	27	Should we be getting more innovative and follow the spend to save model more closely?	Wherever possible it is better to prevent homelessness rather than deal with it after the event and it can be a much more efficient use of resources.
Hostel (Priority 2)	22	Direct access emergency accommodation.	Lack of direct access hostel accommodation within the Borough, particularly for single homeless and rough sleepers.
Joint Working (Priority 3)	17	Improve inter-agency working with common aims and resources	Partnership working is essential to tackle the complex needs of some individuals which housing alone is not able to resolve. There is an increasing emphasis on a partnership approach when bidding for additional resources.
Asylum Seekers and Refugees		Ensure suitable support schemes are available.	Asylum Seekers are currently supported by NASS. New Bill does open opportunity for Council to provide section 4 support. For refugees it is important to ensure sufficient

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Priority	No of Votes	Possible Action	Rationale
			support due to often complex needs and difficulties-lack of support mechanisms, etc.
Non-priority groups		Assist into housing	Because of statutory duties the majority of resources for homelessness are fed towards families with children and priority singles. However the purpose of homelessness strategies and reviews was to ensure a joined up homelessness service for all the community although non-priority applicants often have less opportunities
Mediation		Try to resolve conflict that leads to homelessness.	Mediation scheme already in operation within the Borough, prioritising vulnerable young people.
Empty Homes Procedure		Make best use of available resources.	By encouraging owners of empty homes to bring them back into use through incentives to put them into the private sector can increase available homes for homeless.
Access to private rent scheme		RDG scheme, or bond bank?	Private Sector Leasing Scheme is already in operation.
Health Services		Are there sufficient services, Walk In Centre?	The Charnwood Health Forum is the partnership established to co-ordinate health interests in the Borough and explores Health and Homelessness issues. Homelessness Strategy has identified this as an area to progress.
Specialist Resettlement Worker		Is there adequate provision?	Specialist Resettlement Worker in post part funded by the Council and the ODPM.
Travellers		Providing adequate provision for travelling communities.	Countywide joint working party for the provision of transit sites will explore this issue.
Rough Sleepers		Provide services particularly targeting rough sleepers, either through outreach or hostel.	Provision of direct access hostel should help to meet some of the needs of this group (Priority 2).

Aim 9 - Support and Sustainment

Priority	No of Votes	Possible Action	Rationale
Specialist Support (Priority 1)	20	Individually tailored support.	Generic support will meet the basic support needs of vulnerable people, however, those with more complex needs may require more specialist provision.
Fixed Support (Priority 2)	18	More specialist supported accommodation for different needs?	Although there has been an increase of floating support schemes there is still a shortage of specialist fixed support schemes.

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Priority	No of Votes	Possible Action	Rationale
Effective Joint Working (Priority 3)	1	Promote joint working and harness resources.	Partnership working is essential to tackle the complex needs of some individuals which housing alone is not able to resolve.
Floating Support		Should this be the main model of provision as opposed to fixed support in specialist accommodation?	Floating tenancy support schemes are considered the best use of resources to meet the needs of vulnerable people.
Generic		Should we take one-model fits all approach for maximum flexibility?	Generic support will meet the basic support needs of vulnerable people, however, those with more complex needs may require more specialist provision.
Young People		Anecdotally, relatively high level of tenancy failure?	ODPM and the Council jointly fund the provision of a Specialist Resettlement Worker and Mediation Worker which primarily target this group. The Council has adopted a Children and Young Person's Strategy.
Learning Disabilities		Increase provision for independent living.	The Council facilitates the Charnwood Housing Sub-group to address housing issues affecting people with Learning Disabilities.
Money Advice		Underpinning ability to cope.	A high number of housing related problems have a financial element. This service is currently delivered through the Citizens Advice Bureau.
Life-Skills		Beyond housing related support.	Existing support services incorporate key elements of Life-Skills. Community Strategy addresses this through its strategic aim 'Improving Learning, Skills and Employability', but this falls outside of housing remit.
Community Involvement		Is getting people involved in community as useful for sustainment as providing support through our schemes?	Two-pronged approach through existing support schemes and the Community Strategy.
DV Outreach Worker		Do we need to increase capacity for this service?	Current funding is capped. The Council is currently meeting the shortfall in resources.

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Priority	No of Votes	Possible Action	Rationale
Mediation Scheme		Is provision sufficient? Do we need to expand i.e neighbourhood disputes?	Current funding is capped. The Council is currently meeting the shortfall in resources. Charnwood Shelter Project progressing bid for trainee mediation worker with the aim of expanding the service.
Family Support Worker		Is provision sufficient?	Current funding is capped. The Council is currently meeting the shortfall in resources.
Rural Service		Are we too Loughborough centric?	Many of the support services for the Borough as a whole are based in Loughborough despite only a third of the population residing there.