

Key Theme I – People

I. Description of the Programme Outcomes

We will work to improve the wellbeing and services to residents, acknowledging their diverse needs

- To support the needs of Children and Young People
- To deliver high quality and sustainable leisure, arts, cultural and sports facilities, activities and events for local communities.
- To ensure decent homes across all tenures.
- To secure affordable housing to meet future needs and address homelessness issues in the Borough.
- To promote healthy communities
- To improve customer access and choice.

2. Outline description of the benefits that should be delivered as a result of the change (include any dis-benefits). How will they be achieved and how will they be measured?

- That more people feel that Charnwood is a good place to live and that their needs are taken into account in planning key services.
- That health and leisure expectations of our residents are better met.
- To raise housing standards,
- Improve housing choices,
- Ensure access to housing across all tenures,
- Ensure, by performance monitoring of the ALMO, that excellent landlord services are provided.

The achievement of Decent Homes will be delivered through the Councils ALMO and its delivery plan, which will lead to 2 star service standards and consequently access to Decent Homes funding.

Decent Homes in the private sector will be delivered through the Private Sector Housing Assistance Policy, which includes accessing the funding streams available through annual bidding processes, and the Private Sector Housing Conditions and Empty Homes Enforcement Protocol.

Affordable housing is included as a target within the LAA and will be delivered through the Councils partnership working with RSL's and the Housing Corporation to deliver additional affordable housing within the Borough. The delivery will be monitored through the LAA performance monitoring framework, and the annual Affordable Housing Programme delivery.

Homelessness activity will centre on the Homelessness Strategy Action plan which will emerge for the Homelessness strategy review to be submitted to CLG in July 2008. There is a performance monitoring framework contained within the Strategy.

3. Initial Project and Activity List

- Deliver the actions of the Children and Young People's Strategy to meet the requirements of Section 10 and 11 of the Children's Act.
- Ensure the delivery of an appropriate resource package to enhance and sustain sports grounds across the Borough, to the satisfaction of users and partners.
- Ensure the delivery of appropriate resources to support leisure centre provision across the Borough sufficient to meet need and expectation and healthy lifestyles aspirations of its users.
- Ensure that the ongoing project work informs future budget proposals so that the rest of the Borough's sports and leisure facilities have a programme of resources to continue to deliver services to meet the health and well being needs of residents of the Borough.
- Deliver Decent Homes in the public sector. To include the following:
 - Monitor the ALMO delivery plan for improved service standards
 - Develop an asset management strategy for the Councils stock
 - Undertake a detailed appraisal of PRC properties to consider the optimisation of resources for the best outcome for these tenants
 - Undertake a detailed appraisal of sheltered housing schemes to ensure they remain a viable option for elderly residents into the future
- Deliver Decent Homes in the private sector. To include the following:
 - Achieve decent homes for vulnerable people locally, linked to LAA output requirements
 - Focus discretionary housing grants capital on schemes to deliver decent homes to vulnerable occupiers
 - In partnership with “Warm Front”, process referrals for Hardship Grants from vulnerable households
 - Provide mandatory grant aid for disabled facilities adaptations where the qualifying criteria are met
 - Deal with Category 1 hazards in privately rented dwellings through appropriate interventions
- To address homelessness in the Borough. To include the following:
 - Manage the private sector leasing scheme and develop initiatives with private sector landlords to assist in meeting the statutory targets for B&B reductions
 - Develop Direct access accommodation for homeless households
 - Implement the Single Access Point for Homeless young people
- To secure affordable housing to meet need. To include the following:
 - Work with developers and registered social landlords to increase the supply of affordable homes
 - Take steps identified in the Empty Homes Strategy to promote the return into occupation of empty private sector dwellings.
 - To develop an older persons housing strategy which reflects the growing needs of this group.
 - To develop a choice based lettings scheme
- Implement the Homelessness Strategy Action Plan.
- Continue to improve access by and services to customers in ways that further the Customer Service Strategy to deliver:
 - Quality services: which users perceive to be good, relevant, efficient, cost effective, consistent and delivered through a highly trained workforce
 - Responsive services: that meets defined needs and increasing expectations.
 - Accessible services: that provide a choice about how and when to access

services

- Value for money services: that actively seek efficiency gains and productivity improvements
- Through the Customer Access Programme we will place the customer at the heart of service delivery by providing efficient, effective, responsive services to all our customers through all access channels, at the first point of contact where possible.

4. Risks to the Programme

- A focus on short term gains. This will be mitigated by the projects and project plans that support the projects/ activities identified above
- Lack of effective support/buy in from partner agencies. This will be mitigated by clear communications of plans and each organisations expectations.
- Lack of support from within communities to enable initiatives to be sustained. This will be mitigated by the work through Area Forums and Priority Neighbourhoods.
- Lack of flexibility within the organisation. This will be mitigated by project team approach.
- Government policy and shifts in prioritisation or allocation of funding. In particular the ability to deliver decent homes in the public sector has a high risk based on the allocation of funding following a service inspection.
- Private sector improvements are subject to maintaining at least existing levels of grant assistance for residents in the private sector.
- Delivery of choice based lettings is dependent upon a scheme being agreed and funded.
- Customer service/access improvement requires investment in skills development and appropriate and integrated T-gov systems.

5. Constraints

- Funding – CBC, to date there have been problems identifying partner and potential grant funding for specific initiatives. This has also been affected by the changing demands/priorities of partner organisations
- People – the capacity of staff, partner agencies and the community
- T-gov systems, skills and infrastructure

6. Assumptions

- That current legislative requirements remain the same.
- That there will be sufficient funding for programmes.
- Than there will be funding available for CBL.
- That there will be investment in T-gov.

7. Costs

- Costs identified for improvements to sports grounds (Nanpantan) and for Leisure Centre improvements at South Charnwood. Both are identified in the Capital Plan and in ongoing revenue budget costs for the Council.
- Decent Homes in the public sector estimate just over £55million programme in total.
- Private sector grant assistance assumed to remain around £650,000 per annum.
- Choice based lettings implementation to be fully costed. Initial costs of £75,000 for options appraisal.

8. Timescales

- As part of Corporate Plan these projects cover the period to 2011 when projects will be realised and delivering outcomes