



Portfolio Holder Performance Report 2018/19

Quarter 2

Councillor Neil MacDonald

Portfolio Holder Performance Report for 2018/19

Month	PI Ref	PI Description	Target	Actual	Officer Comment	Unit Comment
Portfolio Holder: Neil MacDonald Responsible Officer: Ian Blofield Service Area: Housing Advice						
Sep	LI 215S	Homelessness - number of households in temporary accommodation (This indicator is a required performance measure, however IBC has no influence/control on the outcome)	60	77	This reflects the new increased duty from the Homeless Reduction Act. There is now a duty to work with applicants in the 'relief duty' for 56 days prior to making a decision on what duty is ultimately owed to them. This is resulting in applicants remaining in temporary accommodation longer and resulting in a 'stacking up' effect.	
Sep	LI 304	Homelessness - number of households prevented from becoming homeless	400	129	Rent guarantee scheme is now being tested through Northgate once fully tested we will be able to offer to landlords	
Sep	LI 304a	Homelessness - number of households where homelessness was relieved	70	33	Work continues to improve the accuracy of reports being produced from the computer system. However, it is proving difficult to meet the relief duty at present but it is hoped this will improve when the rent guarantee scheme is launched and more private rented properties become available.	
Sep	LI 305S	Homelessness - number of households accepted as homeless (This indicator is a required performance measure, however IBC has no influence/control on the outcome)	80	78	Market forces, more people presenting as homeless.	
Sep	LI 306S	Number of properties let through Choice Based Lettings (This indicator is a required performance measure, however IBC has no influence/control on the outcome)	500	375	This is dependent on the number of properties becoming vacant for re-letting and varies each year. Currently the number will also be affected by a lower level of new build properties.	
Sep	LI 416S	Homelessness - number of households being placed into temporary accommodation in the Borough by other Local Authorities (Cumulative) (This indicator is a required performance measure, however IBC has no influence/control on the outcome)	88	38		

Portfolio Holder Performance Report for 2018/19

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Sep	LI 417	Homelessness - number of households being placed by IBC in temporary accommodation in other Local Authorities' areas	0	0		

Portfolio Holder Performance Report for 2018/19

Month	PI Ref	PI Description	Target	Actual	Officer Comment	Unit Comment
Responsible Officer: Ian Blofield		Service Area: Maintenance & Contracts				
Sep	LI 211	Stock Maintenance/Asset Management - % achieved local Ipswich standard (excluding tenant refusals)	100	100		
Sep	LI 234	% Repairs completed on time	98.5	98.29	There are multiple known reasons for repair completions including refused access, multiple cancelled appointments, delay of materials.	
Sep	LI 235	Maintenance & Contracts - Repairs: Customer satisfaction (%)	95	0	Repairs satisfaction surveys currently unavailable. New process being developed.	
Sep	LI 235a	Maintenance & Contracts - Major Capital works: Customer satisfaction (%)	95	96		
Sep	LI 475S	(Maintenance & Contracts) Number of Tenants (Properties) refusing Ipswich Standard works (This indicator is a required performance measure, however IBC has no influence/control on the outcome)	198	198		
Sep	LI 501	(Maintenance & Contracts) Zero Annual Gas Maintenance Servicing outstanding	0	3	PI reflects 3 refused access for gas maintenance and safety checks. These are being pursued to obtain legal authority for entry	

Portfolio Holder Performance Report for 2018/19

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Responsible Officer: Ian Blofield

Service Area: Public Protection

Sep	LI 210	Private Sector Hsg: number of long-term empty homes returned to use	28	6	Complex cases including CPOs being worked on	
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Portfolio Holder Performance Report for 2018/19

Month	PI Ref	PI Description	Target	Actual	Officer Comment	Unit Comment
Responsible Officer: Ian Blofield		Service Area: Tenancy Services				
Sep	LI 208 6mthly	Rent Arrears - % Gross Annual Rent Debit outstanding	3	2.15		
Sep	LI 209	Delivering the "Local Offer" to tenants (%) Local Offer is a group of standards that have been agreed between Ipswich Borough Council (IBC) and its tenants.	95	92		
Sep	LI 231	Tenancy Services - average void turnround times (days)	20	19.25	For period (July'18 - Sept'18 incl)- Total x80 Management voids taking total 1540 days, average 19.25	
Sep	LI 316	% properties let on time	95	88.75	80 development voids of which 9 exceeded the target time due to not being let at first advert and other one off reasons that are now resolved	
Sep	LI 318S	Number of court-related actions to enforce tenancy conditions (excluding rent actions) (cumulative) (This indicator is a required performance measure, however IBC has no influence/control on the outcome)	6	7	The actual No.of cases with Legal team as at end Sept'18 is x7 which is within the parameters? (upper limit of 8)	
Sep	LI 319aS 6mthly	Number of tenants in receipt of support from external agencies (This indicator is a required performance measure, however IBC has no influence/control on the outcome)	25	21		
Sep	LI 319S 6mthly	Number of tenants in receipt of support from IBC (This indicator is a required performance measure, however IBC has no influence/control on the outcome)	55	75	Current support cases are on the rise due to less external agencies to refer cases unto/ we have also increased the number of cases supported in-house	
Sep	LI 491	Gas Servicing - number outstanding at end of quarter	0	5	Due to access being denied, requiring court action to resolve and associated time delay. This is proportionately a very small proportion. Target needs revision to acknowledge this.	

Portfolio Holder Performance Report for 2018/19

Month	PI Ref	PI Description	Target	Actual	Officer Comment	Unit Comment
Sep	LI 492 6mthly	Cluttered Homes - net reduction	5	7	36 properties identified. These properties require significant time to address	
Sep	LI 493 6mthly	Area Housing Panels - expenditure of allocated budgets (end year target £7k per panel)	10500	3059.34	Various local projects being considered. Full budget expected to be spent.	
Sep	LI 494 6mthly	Behind The Scenes Panel - complete two services reviews per year	1	0	Tenant Participation Officer Post currently being recruited following staff turnover	
Sep	LI 495S	Total number of voids (cumulative) (This indicator is a required performance measure, however IBC has no influence/control on the outcome)	215	184	Total YTD management voids 184	
Sep	LI 496S 6mthly	ASB - new cases (number of recorded incidents) (This indicator is a required performance measure, however IBC has no influence/control on the outcome)	50	56	Total 56 live cases end Sept'18	
Sep	LI 498S 6mthly	Sheltered housing occupancy rate (This indicator is a required performance measure, however IBC has no influence/control on the outcome)	99	99.12	Reduced performance incurred by normal void periods.	

Portfolio Holder Performance Report for 2018/19

Month	PI Ref	PI Description	Target	Actual	Officer Comment	Unit Comment
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Responsible Officer: Martyn Fulcher

Service Area: Major Capital Schemes

Sep	LI 213 6mthly	New Homes - number of Council units delivered	5	0	Cauldwell Hall Road currently on site, completions not due until Summer 2019	
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CORPORATE PLAN DELIVERY

PRIORITY 1: A Strong Ipswich Economy

Develop a new approach to apprenticeships within the Council

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Maintenance & Contracts: Continued commitment in apprenticeships (trade, caretaking and professional) [Completion Due: ongoing]	Apprenticeship fails to deliver expectations and apprentice leaves.	G	Two employees are now concluding their trade apprenticeship and have been made offers of further employment with IBC There are a further two employees currently employed as trainee Community Caretakers. Two employees in non-skilled jobs have been given the opportunity to undertake trade training. Three new trade apprentices have just been appointed. Maintenance & Contracts have a further three employees in professional career grade posts studying project management, building surveying and quantity surveying.	Kevin Oxborrow	Ian Blofield

CORPORATE PLAN DELIVERY

PRIORITY 2: A Sustainable Environment

Keep the town clean focusing on litter, chewing gum and dog fouling, including better enforcement and making it easier to use the "Cleaner Ipswich" reporting system

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Maintenance & Contracts: Community Caretakers		G	(18/19 Activity to date) Community Caretakers have completed 1,488 pledge visits (cleaning communal areas) and carried out 1775 individual jobs tackling door entry issues, fly-tipping, removal of drugs (sharps) and minor repairs.	Kevin Oxborrow	Ian Blofield
[Completion Due: ongoing]					

Continue to reduce our carbon footprint

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Maintenance & Contracts: Continued works on housing stock to help reduce our carbon footprint		G	191 homes had external wall insulation installed. 658 homes had new A-rates boiler heating systems installed. 670 bay window cladding/roofs upgraded thermal insulation. 69 flats had new B rated windows and external wall insulation installed. Activity will continue in 2018/19.	Kevin Oxborrow	Ian Blofield
[Completion Due: ongoing]					

Maintenance & Contracts: Minimised the impact of our activity on the environment by recycling a high percentage of our waste		G	Maintenance & Contracts recycled target 74% of its waste in the first six months of 2018/19 We are working with our internal waste team to see if further improvements are possible. Activity will continue in 2018/19.	Kevin Oxborrow	Ian Blofield
[Completion Due: ongoing]					

CORPORATE PLAN DELIVERY

PRIORITY 4: A Healthy Community

Provide accessible sport and leisure opportunities for all ages and abilities

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
<p>Tenancy Services - Promoted physical activity in sheltered schemes through Activlpswich contract</p> <p>[Completion Due: 2018/19]</p>	<p>Participants unwilling to pay for the service and it ceases to operate in the schemes.</p>	<p>G</p>	<p>IBC no longer funds Activlpswich to provide activities but some Sheltered schemes run their own, which is funded by the participants. Sheltered schemes have retained the ownership of the fitness equipment used,</p>	<p>Martin King</p>	<p>Ian Blofield</p>
<p>Tenancy Services - Free computer skills training for tenants in anticipation of Universal Credit</p> <p>[Completion Due: 2018/19]</p>	<p>Realise Futures discontinue service</p>	<p>G</p>	<p>Realise Futures providing free computer skills training where required. Tenancy Services now signposting customers to them.</p>	<p>Martin King</p>	<p>Ian Blofield</p>

CORPORATE PLAN DELIVERY

Become a Dementia Friendly Council

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Health & Wellbeing Manager - Staff training and Dementia Friendly buildings	Health & Wellbeing Plan not written and schemes not implemented.	G	<p>(Housing Advice)</p> <p>Health & Wellbeing Manager liaising with operational managers on those staff remaining to be trained and on-going training is being delivered.</p> <p>Funding in place for adapting Council owned facilities.</p> <p>Consulting with Major Capital Schemes over costs.</p> <p>Health & Wellbeing Manager working a lot with Dementia Action Alliance, and consultation with focus groups re Dementia.</p> <p>Improvement work to be identified once feedback received from those groups consulted, eg: people living with Dementia.</p>	Clare Lovell Peter Whittall	Ian Blofield
Train staff and ensure public buildings are Dementia Friendly	Work programme not developed.		<p>Dementia friendly signage now in place at Fore Street swimming pool,</p> <p>Regent to offer a dementia friendly experience through ongoing activities. Dementia friendly improvements will be considered in the future improvement works of the Regent. Dementia Friendly elements to be included in the East Villa design.</p> <p>Working with Activlpswich to provide Dementia friendly sports activities in IBC facilities.</p> <p>(Public Protection)</p> <p>Providing disabled facilities grants for people to maintain independent living, reducing hospital admissions etc.</p> <p>Policy in place to make it faster to obtain adaptations through streamlining the process working with SCC and Orbit East.</p> <p>A fast track application service for Disabled Facilities Grant is in place and working well.</p>		
[Completion Due: 2018/19]					
Public Protection: availability of Disabled Facilities Grants for people with Dementia					
[Completion Due: Ongoing]					

CORPORATE PLAN DELIVERY

Participate in the Health and Wellbeing Board and associated work programmes as appropriate

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Portfolio Holder attends Board meetings. Identifying plan of actions to improve Health and Wellbeing of the Borough residents Action plan is agreed.	Individual Risk management areas are identified where IBC are involved on individual areas of the Health & Wellbeing Board programme.	A	Current focus is around Dementia. The Health & Wellbeing Plan will include action plan performance measures which will be developed at a later date.	Peter Whittall	Ian Blofield
[Completion Due: N/A]	Health & Wellbeing Plan is not written and schemes are not implemented.		IBC is working with Public Health on their public campaigns, plus other strategic organisations, eg CCGs, Babergh District Council.		
Health & Wellbeing Plan			The "5 Ways To Wellbeing" project is being implemented and piloted with a local school, in anticipation to being rolled out to other schools in the area.		
[Completion Due: TBC]					

Proactively support safeguarding of children and vulnerable adults through our own systems and links with key partners

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Tenancy Services - To provide effective tenancy support through good tenant profiling plus support available for all vulnerable tenants in IBC properties	Profiling fails due to GDPR data restrictions. Partners fail to participate	A	To help sustain tenancies we will be providing support and training and working with other agencies to ensure vulnerable tenants have the support they need. However, support can only be provided if the person needing it is willing to engage.	Martin King	Ian Blofield
[Completion Due: March 2019]	Vulnerable tenants are not identified and the appropriate support is not given.		Process in place to provide support to vulnerable tenants and is being utilised. GDPR restricts the effectiveness of tenant profiling. Support process is in place and vulnerable tenants are identified through survey responses, information from other agencies and from Housing Officers.		
Housing Advice - Ensuring compliance with procedure(s). Safeguarding leads are reference points for referrals. The process is through multi-agency hub.	Inappropriate system response to a safeguarding matter.	A	Safeguarding process is through multi-agencies and we continue with ongoing co-ordination with agencies. In 2018/19 we will be: * Actively participating in the Multi Agency Safeguarding Hub (MASH) * Actively participating in the Multi Agency Risk Assessment Conference (MARAC) * Actively participating in the Multi Agency Public Protection Arrangements (MAPPA) * Being represented on the Suffolk MAPPA Strategic Management Board	Peter Whittall	Ian Blofield
[Completion Due: Ongoing]					

CORPORATE PLAN DELIVERY

Continuation of the fuel poverty reduction programme across council housing

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
<p>Promoting energy efficiency in the Ipswich Housing Sector in both the public and private sector (work with partners, ie: part of the Suffolk CC strategy).</p> <p>Making use of available government grants for social housing, ie: Energy Companies Obligation (ECO) scheme.</p> <p>[Completion Due: 2018/19]</p> <p>Provide grants for more efficient heating of homes.</p> <p>[Completion Due: Ongoing]</p>	<p>Failure to improve the energy efficiency of the Council's housing stock.</p> <p>Failure of Contractor to deliver programme.</p>	A	<p>(Maintenance & Contracts) Reducing fuel poverty with the ongoing programmes, making properties as efficient as we can to reduce utility/fuel bills for tenants.</p> <p>Providing an environment that facilitates healthy living by eliminating housing defects such as mould, damp and condensation.</p> <p>Since 2016, 1030 (170 remaining to be completed by March 2018) new A rated boilers and in many cases full new central heating systems have been installed. This is part of a 5 year programme (£8.3m) to renew all boilers in the stock to 'A' rated standards. 1,000 properties to be completed from 2018/19.</p> <p>Since 2012 - 600 solid wall or partial solid wall council homes have benefited from external wall insulation. Cavity wall + loft insulation has been completed to the entire Council housing stock except where not possible to do so.</p> <p>2017/18 completed a £1.1m scheme to add external wall insulation to 191 hard-to-heat council homes. Resolved Housing defects relating to mould and damp, minimising the effect on residents health by improving housing conditions.</p> <p>670 bay window cladding/roofs upgraded thermal insulation. 69 flats had new B rated windows and external wall insulation installed.</p> <p>Our plans for 2018/19 include.....</p> <p>465 homes new A-rates boiler heating systems installs bay window cladding upgraded with external wall insulation. 69 flats had new B rated windows and external wall insulation installed.</p> <p>(Public Protection) New legislation from April 2018 - agreed Public Protection will take on enforcement role for energy performance of the private rented sector. No enforcement requirements identified to date.</p>	<p>Kevin Oxborrow</p> <p>Clare Lovell</p>	<p>Ian Blofield</p>
<p>Maintenance & Contracts - Consideration of solar panels for Housing Stock</p> <p>[Completion Due: 2018/19]</p>	<p>Increased risk of tenants being in fuel poverty</p>	G	<p>The corporate Major Capital projects team have considering options for solar panels for the Housing stock and if there is a viable scheme. Report submitted and complete.</p> <p>Complete.</p>	<p>Kevin Oxborrow</p>	<p>Ian Blofield</p>

CORPORATE PLAN DELIVERY

Maintenance & Contracts -
Deliver energy efficiency or improvement
schemes.

If not delivered, tenants may have
lower housing standards.

G

Project plan with milestones for each project.
Improved SAP ratings to all stock >70.
Significant reduction in damp, mould and condensation.
Tackling fuel poverty by reducing tenant's fuel costs.

Kevin Oxborrow

Ian Blofield

Continue 'A' rated boiler programme for all Council
homes.
Continue Solid wall insulation programme seeking
funding wherever possible.
Install new windows.

Activity commencing 2018/19.

[Completion Due: 2018/19]

2018/19 activity:
Deliver energy efficiency or improvement schemes.
Continue 'A' rated boiler programme for all Council homes.
Explore any benefits ECO3 may offer.
Install new windows

CORPORATE PLAN DELIVERY

Continue to work with partners to reduce rough sleeping and homelessness

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
<p>ROUGH SLEEPING: The Council in conjunction with Suffolk Coastal District Council submitted a bid to the DCLG for funding via their Rough Sleeping Grant. The bid was successful and a grant totalling £331,719 over two years was awarded.</p> <p>The bid consisted of four elements: Street Outreach Short Term Emergency Provision Mental Health Link Worker Financial Capability Training</p> <p>[Completion Due: Ongoing]</p>	<p>ROUGH SLEEPING: Rough sleeper funding is not spent - steering group to be set up</p> <p>HOMELESSNESS: Temporary accommodation service is not reviewed Preparation not made for implementation of the Homeless Reduction Act - action plan to be developed</p>	A	<p>Additional resources in place to support the implementation of the Act which became active from 3rd April 2018.</p> <p>Rough Sleeping activity will continue in 2018/19: - £331k funding over two years to address Rough Sleeping in Ipswich and Suffolk Coastal. - IBC submitted a further bid and were successful in being awarded £267k. A further bid of £387k for 2019/20 has also been successful on certain conditions being met. - Steering Group developed.</p> <p>Annual Rough Sleeper count will increase and be completed approximately four times per year, to comply with the funding requirements.</p> <p>Homeless Reduction Act - All the five additional officers are in post. One post will be focused on the Ipswich Lettings Partnership.</p> <p>IBC has funded Ipswich Winter Night Shelter to extend opening by 2 months and provide an additional 3 beds. This is to temporarily relieve some of the homelessness in the area, whilst other solutions are identified.</p> <p>Additional Short Term Emergency Provision (STEP) beds provided by Anglia Care Trust which expands on the existing STEP contract to provide self-contained beds either as direct access from the streets or move on/up from dorm style beds. Property and service for this service is up and running.</p> <p>Extended hours at the IHAG Chapman Centre to now include some weekend opening hours.</p> <p>A Rough Sleeper Coordinator is in post.</p> <p>Additional in-reach and outreach services have been commissioned including 2 drugs and alcohol outreach workers which have been funded in partnership with Public Health.</p> <p>Rough Sleepers Strategy being compiled and first draft will be available in 2019.</p>	Peter Whittall	Ian Blofield
<p>HOMELESSNESS: Implementation of the Homeless Reduction Act</p> <p>Focus on preventing homelessness</p> <p>Provision of temporary accommodation</p> <p>Note: The above also relates to Priority 5 Quality Homes for All</p> <p>[Completion Due: Ongoing]</p>					
<p>Rough Sleeper Grant Funding - oversee the effective spending of the funding received from DCLG</p> <p>[Completion Due: March 2019]</p>					

CORPORATE PLAN DELIVERY

PRIORITY 5: Quality Homes for All

Build 1,000 new homes in a decade

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Housing Strategy - Strategy has been adopted and Action Plan in place to monitor progress on delivery	The Housing Strategy Action Plan is not monitored	A	A project plan will be developed to ensure that the critical path of the Housing Strategy Action Plan is adhered to. Completed.	Peter Whittall	Ian Blofield

[Completion Due: March 2019]

Develop a Strategy Review Programme (5 year programme)

[Completion Due: complete]

Develop House Purchase Policy - formalise process for right of first refusal and explore opportunities for open market purchase	Involved parties fail to participate in the design process. Lack of capacity available to complete the process. Expertise may not exist in-house Lack of funding to complete purchases	A	Framework has been agreed. Project team being established to produce and agree processes.	Martin King	Ian Blofield
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[Completion Due: 2018/19]

Bring empty homes back into use

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Provision of advice and grants to owners of empty homes. Programme of Compulsory Purchase to bring long-term empty homes into use.	Failure to carry out statutory duties/impact of legislative change.	A	Empty Homes advice available to public via website and officers. Compulsory Purchase programme continues as business as usual and treated on a case by case basis.	Clare Lovell	Ian Blofield

[Completion Due: 2018/19]

CORPORATE PLAN DELIVERY

<p>Housing Strategy -</p> <p>Strategy has been adopted and Action Plan in place to monitor progress on delivery</p> <p>[Completion Due: March 2019]</p> <p>Develop a Strategy Review Programme (5 year programme)</p> <p>[Completion Due: complete]</p>	<p>The Housing Strategy Action Plan is not monitored</p>	<p>A</p>	<p>A project plan will be developed to ensure that the critical path of the Housing Strategy Action Plan is adhered to.</p> <p>Completed.</p>	<p>Peter Whittall</p>	<p>Ian Blofield</p>
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Review our sheltered housing provision

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
<p>Tenancy Services - review of Older Persons Housing Strategy</p> <p>[Completion Due: 2018/19]</p>	<p>Sheltered housing offer does not meet modern expectations. Failure to complement health and care service provision on independent living in the community. Failure of sheltered housing being fit for purpose. Changing needs and aspirations of ageing population not met by accommodation and services available. Lack of engagement by key partners/providers</p>	<p>A</p>	<p>Review is progressing. The scope and title now changed to Older Persons Housing Strategy.</p> <p>Anticipate being put forward for approval in November 2018. The paper will confirm scope and actions to bring the strategy forward.</p> <p>The OPHS will include activities within the remit of Health, Social Care and other partners. Engagement with key stakeholders, including Adult Care Services, housing associations, and residents. Implementation of some of the review recommendations may extend beyond 2018/19.</p>	<p>Martin King</p>	<p>Ian Blofield</p>

<p>Housing Strategy -</p> <p>Strategy has been adopted and Action Plan in place to monitor progress on delivery</p> <p>[Completion Due: March 2019]</p> <p>Develop a Strategy Review Programme (5 year programme)</p> <p>[Completion Due: complete]</p>	<p>The Housing Strategy Action Plan is not monitored</p>	<p>A</p>	<p>A project plan will be developed to ensure that the critical path of the Housing Strategy Action Plan is adhered to.</p> <p>Completed.</p>	<p>Peter Whittall</p>	<p>Ian Blofield</p>
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CORPORATE PLAN DELIVERY

Work with partners to prevent homelessness and rough sleeping

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
<p>Housing Strategy -</p> <p>Strategy has been adopted and Action Plan in place to monitor progress on delivery</p> <p>[Completion Due: March 2019]</p>	<p>The Housing Strategy Action Plan is not monitored</p>	A	<p>A project plan will be developed to ensure that the critical path of the Housing Strategy Action Plan is adhered to.</p> <p>Completed.</p>	Peter Whittall	Ian Blofield
<p>Develop a Strategy Review Programme (5 year programme)</p> <p>[Completion Due: complete]</p>					
<p>Develop the new Temporary Accommodation unit</p> <p>[Completion Due: 2018/19]</p>	<p>The new temporary accommodation is not delivered</p>	G	<p>Reviewed the Council's temporary accommodation which led to the purchase of a former care home in the east of the town. This will be converted into temporary accommodation which will house families and single households.</p> <p>Major Capital Schemes leading on the tendering and conversion works of the property.</p> <p>Public consultation complete, planning obtained, the work has been tendered and contractors appointed. Work on site to start immanently.</p>	Peter Whittall	Ian Blofield
<p>The Rough Sleeper project, mentioned earlier, mainly deals with existing rough sleepers but does also provide assistance to potential rough sleepers, particularly through financial capability training and access to housing advice.</p> <p>[Completion Due: Ongoing]</p> <p>Rough Sleeper Grant Funding - oversee the effective spending of the funding received from DCLG</p> <p>[Completion Due: March 2019]</p>	<p>HOMELESSNESS:</p> <p>Temporary accommodation service is not reviewed</p> <p>Preparation not made for implementation of the Homeless Reduction Act - action plan to be developed</p>	A	<p>The Rough Sleeper count which took place in November 2017 totalled 22 rough sleepers (27 in 2016). Next published count due Nov 2018</p> <p>Activity will continue in 2018/19 (see previous activity re Rough Sleepers).</p>	Peter Whittall	Ian Blofield

CORPORATE PLAN DELIVERY

Manage the transition to Universal Credit as it affects our tenants

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Housing Strategy - Strategy has been adopted and Action Plan in place to monitor progress on delivery [Completion Due: March 2019] Develop a Strategy Review Programme (5 year programme) [Completion Due: complete]	The Housing Strategy Action Plan is not monitored	A	A project plan will be developed to ensure that the critical path of the Housing Strategy Action Plan is adhered to. Completed.	Peter Whittall	Ian Blofield
Supporting the transition to Universal Credit which will be implemented from May 2018 [Completion Due: 2018/19]	Unknown quantities - speed of transfer, speed of change, government policy Cannot plan for a natural migration Increase in arrears and associated workload if not managed.	G	Quarter 2: Benefits and Business Support: There has been an increase in the quantity of Change of Circumstances notifications received and processed in this year. This has been as a result of both DWP initiatives designed to reduce Fraud and Error and the transition to Universal Credit. The rate of change notification has slowed over the summer period but the level of incoming work is still higher than in previous years. Tenancy Services: One FTE dedicated to UC claims. Regular progress meetings with DWP. IT training is available to tenants if required. Review of housing officer 'patches' imminent. Corporate Support: DWP is currently averaging between 100 -120 new claims a week and since July has also been transferring its UC Live Customers onto UC Full Service, which has gone well with most claimants transferred successfully. The impact of Universal Credit has had an impact on Council services, in particular Revenues and Benefits and Tenancy rent collection where additional work and assistance to customers and tenants has been required. It's anticipated that the changes will have a beneficial impact to both the customer and Council services and will continue to be monitored. IHAG continue to provide Personal Budgeting Support and the Customer Contact Centre Assisted Digital Support, and although numbers in receipt of help is steady, it is below DWP's prediction at the beginning of the year.	Martin King Deborah Carr Amy Mayes	Ian Blofield John Chance Shirley Jarlett

CORPORATE PLAN DELIVERY

Maintain the Ipswich Standard for council housing

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
<p>Housing Strategy -</p> <p>Strategy has been adopted and Action Plan in place to monitor progress on delivery</p> <p>[Completion Due: March 2019]</p> <p>Develop a Strategy Review Programme (5 year programme)</p> <p>[Completion Due: complete]</p>	<p>The Housing Strategy Action Plan is not monitored</p>	A	<p>A project plan will be developed to ensure that the critical path of the Housing Strategy Action Plan is adhered to.</p> <p>Completed.</p>	Peter Whittall	Ian Blofield
<p>Tenancy Services - Reduce cluttered homes and support tenants affected</p> <p>[Completion Due: 2018/19]</p>	<p>Risk to tenant/ property and neighbours if hoarding not identified and addressed.</p>	G	<p>Suffolk County Council have a Hoarding & Self-Neglect Safeguarding Strategy in place; Ipswich Borough Council working alongside SCC and referring the most serious cases.</p> <p>IBC reviewed tenancies and identified potential tenants needing support with cluttered homes. Currently IBC are supporting 35 tenants with hoarding issues. System in place with Suffolk County Council, working alongside. Also working with Fire Service in cases of extreme risk.</p>	Martin King	Ian Blofield
<p>Maintenance & Contracts - Delivery of Repairs & Maintenance Services</p> <p>[Completion Due: 2018/19]</p>	<p>Failure to deliver financial targets. Failure of management systems to deliver services. Major breach of compliance. Failure to invest effectively in housing stock so not to meet the Ipswich Standard.</p>	G	<p>Deliver £8.6m of revenue services including the Ipswich Repairs and Void Service - ongoing 2018/19.</p>	Kevin Oxborrow	Ian Blofield

CORPORATE PLAN DELIVERY

The existing Ipswich Standard has been achieved
- however rolling programme in place to maintain housing stock in line with the Standard.

Failure to invest effectively in housing stock

A

Planned Maintenance has recently been procured which will see a £21m investment over the next 7 years.

Kevin Oxborrow

Ian Blofield

Focus on promoting the benefits of the programme to tenants who have refused work.

2017/18: Maintenance & Contracts delivered the HRA capital programme maintaining our Ipswich Standard:

- A £1.1m scheme to add bay window cladding and roof upgrades to 1097 properties
- Procured a £20m 7 year planned maintenance contract
- A £1.1m scheme to add external wall insulation to 191 hard-to-heat council homes
- A £1.3m major refurbishment to Cumberland Towers including fitting a sprinkler system
- 401 Disabled Adaptations to Council homes
- 549 bathroom and 397 kitchen refurbishments
- 158 electrical re-wiring to homes
- 1,118 homes had Electrical condition reports completed
- Our repairs service completed 19,515 repairs
- 463 properties were refurbished at void prior to re-let
- 658 homes received new central heating installations with A rated boilers
- Gas safety inspections were completed to 8,347 homes.

Activity will continue in 2018/19.

Our activity in 2018/19 includes:

- A £0.9m scheme to add bay window cladding and roof upgrades to 650 properties
- Continuation of planned maintenance contract
- 400 Disabled Adaptations to Council homes
- 278 kitchen &/or bathroom refurbishments
- 230 electrical re-wiring to homes
- 1,100 homes Electrical condition reports completed
- 348 homes receive new central heating installations with A rated boilers
- Gas safety inspections were completed

[Completion Due: Ongoing]

Maintenance & Contracts -
Delivery of the HRA capital programme to maintain the "Ipswich Standard"

Failure to deliver financial targets.
Failure of management systems to deliver services.
Major breach of compliance.
Failure to invest effectively in housing stock so not to meet the Ipswich Standard.

A

HRA capital programme spend progressing as expected apart from the planned maintenance project where the contractor issues have delayed progress.

Kevin Oxborrow

Ian Blofield

[Completion Due: 2018/19]

CORPORATE PLAN DELIVERY

Advice and assistance is always available to landlords including proactive visits to HMOs

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
<p>Analysis required on how to develop. HMO amended regulations due.</p> <p>Enforcement of statutory standards across various legislation.</p> <p>[Completion Due: 2018/19]</p>	<p>Legislation changes to HMO licensing.</p>	A	<p>Regulations and guidance have been published. Media campaign developed and will be implemented in July 2018.</p> <p>Online application form is operational and the P.S.H team is working with Landlord to guide them on there registration requirements.</p> <p>Anticipate 250 HMOs will need licensing by 31st December 2018.</p>	Clare Lovell	Ian Blofield
<p>Housing Strategy - Strategy has been adopted and Action Plan in place to monitor progress on delivery</p> <p>[Completion Due: March 2019]</p> <p>Develop a Strategy Review Programme (5 year programme)</p> <p>[Completion Due: complete]</p>	<p>The Housing Strategy Action Plan is not monitored</p>	A	<p>A project plan will be developed to ensure that the critical path of the Housing Strategy Action Plan is adhered to. Completed.</p>	Peter Whittall	Ian Blofield
<p>Launch a Private Sector Rent Guarantee Scheme</p> <p>[Completion Due: 2018/19]</p>	<p>Private Sector Rent Guarantee Scheme is not launched</p>	X	<p>Action Plan to be developed for Implementation during 2018/19. This will start when new staff are assigned to the task.</p>	Peter Whittall	Ian Blofield

CORPORATE PLAN DELIVERY

PRIORITY 7: An Efficient and Effective Council

Deliver the "big ticket" savings and income targets and seek additional ways to cut costs and generate income

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Tenancy Services - Achieved Rental Income Excellence Network accreditation [Completion Due: March 2019]	failure to achieve or loss of accreditation	G	Accreditation achieved and annual assessment for next three years to ensure the Council maintains the Standard. Project group working on recommendations such as an Income Management Strategy. First review from awarding body due in December 2018.	Martin King	Ian Blofield

Work to increase local people pride in Ipswich and promote equality of opportunity

Activity	Risks	Grade	Progress / Update	Ops Manager	Head of Service
Tenancy Services - Involving Tenants in service improvements Develop a Behind the Scenes Panel to review service delivery Review of Disabled Adaptations process [Completion Due: January 2019]	Lack of interest from representative profile of tenants. Conflict between what tenants want and Council objectives. Difficulty in recruiting TPO's	A	A project has been completed to reassess the Tenant participation work that is undertaken and a number of efficiencies have been implemented to create some capacity. The Disabled Adaptation review is scheduled to be started January 19. Some projects have been suspended until TPO's are up to full compliment.	Martin King	Ian Blofield
Tenancy Services - Establish a participation group for young tenants and continue to grow interest in participation generally through: mystery shopping, residents' associations, single topic events [Completion Due: March 2019]					