

Item No.	Priority	Improvement Area	Aim	Target	Comment	Completion Date	Officer Responsible
1.	1	Housing Conditions – Decent Homes Strategy	Develop a strategy to improve housing conditions in accordance with Decent Homes Targets and local performance indicators	Strategy to address national target of 65% of vulnerable households to occupy 'decent' homes by 2006, 70% by 2010	New baseline data available from House condition survey completed December 2005 Complete strategy	December 2006	Principal Private Sector Housing Adviser
2.	1	Initiate a rolling programme of proactive inspections to target vulnerable households	Identify all vulnerable households occupying non-decent housing	To meet the national target for Decent homes in the private sector	Some targeting of these groups through the existing signposting and similar referral schemes	January 2007	Principal Private Sector Housing Adviser
3.	3	To provide an Advisory Inspection Service on Housing Conditions, and Home Maintenance Information	To promote responsible homeownership and prevent unnecessary deterioration in housing stock.	Reduce requirement for local authority intervention through enforcement and financial assistance		January 2007	Principal Private Sector Housing Adviser
4.	1	Houses in Multiple Occupation	Manage the transition from current HMO	License all relevant HMOs including	Licensing commences	January 2007	Principal HMO and

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		Occupation	from current HMO Registration to National Licensing	HMOs, including 'additional' licensing provisions	commences April 2006 New enforcement provisions commence July 2006		and Enforcement Officer

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5.	2	Landlords Accreditation scheme	Re launch, promote and effectively manage	Thriving Accreditation Scheme in Herefordshire	Encourage landlord participation through incentive schemes in the Housing Renewal Policy Review Operational Review	September 2006 September 2008	Principal HMO and Enforcement Officer
6.	1	Develop comprehensive	Develop and distribute information	Users and other stakeholders are	Web Page update training		Private Sector Housing

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		comprehensive service information and promotional material for all areas of Private Sector Housing and Home Improvement Agency	distribute information through a variety of media	stakeholders are fully aware of services provided.	update training commenced. Some draft leaflets prepared Information for all areas available	February 2006 July 2007	Housing Manager and senior officers
7.	2	Housing & Health Links- engage more fully with health and social care partners	Continue to develop better partnership working between Private Sector Housing and health partners to ensure added value	Investigate further options for improved working through publicity of services and engaging with common agendas	Particularly relevant for the Home Improvement Agency service.	July 2007	Principal Home Improvement Agency officer

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8.	3	Home Sellers Information Pack- feasibility of involvement	Investigate use of team knowledge and experience in providing elements of pack	May provide additional income	Investigations ongoing re: viability and legality Sellers Pack to be mandatory prerequisite of house sales	January 2007	Private Sector Housing Manager
9.	2	List of Registered Contractors	Develop further	Include full range of contractors specialising in adaptation work	Integrate with contractors list used by the Home Improvement Agency from October 2005	September 2006	Private Sector Housing Manager
10.	2	Specifications	Develop standard specifications for all areas of work. Include scheduled rates for common adaptations	Produce comprehensive list of standard clauses	Base on existing HIA and best practice, for greater uniformity and efficiency	April 2008	Private Sector Housing Manager
11.	1	Accessible/ adapted	To match needs of disabled people with	In conjunction with partners establish	Partners to include private	January 2007	Principal Home

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		adapted properties database	disabled people with existing adapted properties across all tenures, and maximise resources	partners establish and maintain data base of adapted properties	include private landlords, social landlords, letting and estate agents.		Home Improvement Agency Officer / Housing Occupational Therapist
12.	3	Project Officer feasibility study	To explore options of a resource to project-manage private sector housing initiatives	Access to a project officer for special initiatives especially energy efficiency schemes	Additional post unlikely to receive funding, option to look at existing directorate resource.	January 2007	Private Sector Housing Manager
13.	1	Energy Efficiency	Develop and implement Affordable Warmth Strategy/Continue to generate additional funding for energy efficiency projects	Maximise partner funding through innovative schemes to address set target of 30% energy efficiency savings by 2011	Home Energy Conservation Officer post vacant since June 2005-recruitment in progress	April 2007	HECA Officer

ADDITIONAL IMPROVEMENTS

Item No.	Priority	Improvement Area	Aim	Target	Comment	Completion Date	Officer Responsible
14.	1	You@Home Home Improvement Agency transfer and set up	Develop and implement policies, procedures, and performance indicators to ensure an improved service to customers.	Provide a sustainable, effective and efficient service for all users.	Home Improvement Agency transferred. Complete recruitment to vacant posts Progress to Quality Mark status	October 2005 June 2006 April 2008	Principal Home Improvement Agency Officer
15.	1	Training	Ensure staff are trained to meet changing demands and legislative requirements	All staff to reach their full potential. Training needs mainly identified through the Staff Review and Development process	For example: Housing Health and Safety Rating training in progress, proposed completion	April 2006	Private Sector Housing Manager
16.	1	Provision of a Housing Occupational Therapist post	To improve the efficiency of the adaptation process	Reduce unreasonable delays for those awaiting an Occupational Therapist's	A Housing Occupational Therapist has now been appointed	April 2006	Private Sector Housing Manager

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				assessment			
17.	1	Staffing	Restructure the Private Sector Housing team	Ensure maximum use of resources and optimum range of services	Recommendation for consultation Implementation of changes	May 2006 September 2006	Private Sector Housing Manager
18.	2	Performance Management	Review Local Performance Indicators.	Establish clear local Performance Indicators for benchmarking	Initial indicator-setting workshop Completion of range of local indicators	Feb 2006 December 2006	Private Sector Housing Manager
19.	1	IT specialist software requirements to ensure efficiency in the provision of Private Sector Housing Services	Purchase software that will effectively upgrade and integrate all existing systems to provide a reliable resource for imminent changes and future requirements.	Access to a reliable specialist software resource	Subject to current corporate review of all IT requirements	2006	Private Sector Housing Manager and the Corporate Review Strategy Group