Inverclyde council

AGENDA ITEM NO. 3

Report To:	**Education & Communities Committee**	**Date: 11 March 2014**
Report By:	**Head of Safer & Inclusive Communities**	**Report No: EDUCOM/23/14/DH**
Contact Officer:	**Drew Hall, Service Manager**	**Contact No: 01475 714272**
Subject:	**Inverclyde Local Housing Strategy Monitoring Report Feb 2014 and Progress Report on Strategy Implementation**	

1.0 PURPOSE

1.1 The purpose of this report is to provide Committee with the February 2014 "Monitoring Report to the Inverclyde Local Housing Strategy Steering Group," and to provide an update on the progress of wider Housing Strategy work.

2.0 SUMMARY

2.1 The Inverclyde Local Housing Strategy (the LHS) is a five-year strategy designed to show how Inverclyde Council will provide its housing-related services up to 2016, and how it will co-ordinate the provision of housing and related services by other agencies. The Housing (Scotland) Act 2001, as amended by the Housing (Scotland) Act 2006, places a requirement on Inverclyde Council to prepare this strategy.

2.2 The Inverclyde Local Housing Strategy 2011–2016 was adopted by the Council in 2011. The LHS sets out five strategic outcomes, some of which will be achieved by 2016 and others which will take longer. To help deliver these outcomes 76 policies were devised for implementation. These policies are being rolled out in six-month blocks, with Blocks 1–4 currently being implemented. **Min ref: SSCC 25.10.11 Para 698**

2.3 Monitoring reports are produced every six months, to provide progress updates on the current policies being implemented. The February 2014 Monitoring Report shows that, overall, implementation of the Inverclyde Local Housing Strategy 2011–2016 is progressing well. The implementation of the LHS is a collaborative effort by many Council services and external agencies, and some results are already being produced to the benefit of Inverclyde residents. The February 2014 Monitoring Report forms the Appendix to this report. **Appendix**

3.0 RECOMMENDATIONS

3.1 It is recommended that the Committee :
   1. Notes the Monitoring Report to the Inverclyde Local Housing Strategy Steering Group of February 2014 and the progress made on implementing the Inverclyde Local Housing Strategy to date; and
   2. Agrees that further progress reports on the implementation of the Local Housing Strategy are submitted to the Committee annually.

4.0   BACKGROUND

4.1   The LHS sets out five broad strategic outcomes that partners will work towards achieving in Inverclyde up to 2016. These are:

1. Inverclyde residents have access to a range of suitable housing options
2. Inverclyde residents are able to make best use of their housing
3. Inverclyde residents can enjoy their neighbourhoods
4. Inverclyde residents receive appropriate support when they experience changes to their housing needs
5. Inverclyde residents take responsibility for their housing and communities

4.2   At the appropriate points under these five outcomes, the Strategy acts as Inverclyde Council's formal plan for: homelessness, housing support (formerly Supporting People), fuel poverty and the improvement of conditions in the private housing sector, together with all of the other housing issues traditionally covered by housing strategies.

4.3   The Monitoring Report, which is the subject of this Committee report, provides information on progress to date in implementing the first three blocks of policies (Block 4 is not included as it was only initiated in October 2013). The Monitoring Reports are presented to the Inverclyde LHS Steering Group for scrutiny and approval.

4.4   The Steering Group is made up mainly of officers from Inverclyde Council directorates and Inverclyde CHCP together with two representatives of the Scottish Government Housing Supply Division. The Group membership comes from services which have responsibility for various aspects of the LHS. The Group meets every six months to ensure that implementation work is moving forward.

5.0   POLICY IMPLEMENTATION

5.1   There are 29 policies being implemented under the first three blocks of the implementation process. Most of these are being led on by Inverclyde Council and Inverclyde CHCP services, but there is a wide network of external partners contributing to this work. Committee will note that the Inverclyde CHCP (the Homelessness Service in particular) and the Safer and Inclusive Communities Service (as the strategic housing service) are leading on the majority of policies to be implemented.

6.0   OUTCOMES AND RESULTS SO FAR

6.1   Outcome 1, providing access to a range of suitable housing options, has seen most progress to date. A one-stop-shop (also known as the Housing Advice Hub) for accessing social rented housing from most of the housing associations operating within the Inverclyde Council area has been set up in temporary premises. This has made the process of applying for social rented housing much simpler for applicants and homeless people. The work of the Inverclyde Common Housing Register has been supported by the efforts of the Inverclyde CHCP in their creation of assessment tools and processes for older and disabled people accessing housing.

6.2   Under other outcomes, financial services are also being developed and expanded to help people maximise their income and therefore deal with changes to their needs or to increase their confidence in meeting their financial responsibilities for their housing.

6.3   There are other positive outcomes being produced as part of the implementation process. However, most of the work is still at a stage where the residents of Inverclyde are not yet seeing direct benefits. When the planning, design and implementation of the

various projects included in the LHS is complete there will be a much greater positive impact for local households and for people seeking to settle within the Inverclyde Council area.

6.4   An overview of progress (the Headline Policy Report) is available in the Appendix to this report. The Detailed Policy Report covering all 76 policies is available from the Safer & Inclusive Communities Service on request.   **Appendix**

7.0   PROGRESS TRAFFIC LIGHTS

7.1   A "traffic light" system of colour coding has been adopted to indicate progress in implementing the various policies. The Monitoring Report in the Appendix to this report provides more detailed explanation. In summary, if there are concerns that a policy may not be successfully implemented on time, or at all, it will be labelled as red. If there are significant issues hindering implementation – but not enough to prevent ultimate success – it will be labelled amber. If implementation is going well, it will be labelled green. This colour coding system provides a clear visual guide to how well the LHS implementation process is going in relation to the first 29 policies to be rolled out. The "traffic light" grading of the first 29 policies is provided in the Appendix.

7.2   The great majority of policies being implemented (26 policies) are causing no significant concerns. However, there are two policies classed as "amber" and one classed as "red". The "amber" policies have been classed as such because one of them (relating to wheelchair accessible/lifetime homes) requires a new plan of action to be devised to allow for successful, practical implementation. The other policy (relating to private landlords and housing association landlords marketing housing together) needs more involvement by private landlords to progress this work.

7.3   The "red" policy relates to housing associations giving 50% of their total lets to homeless households referred to them for housing (also known as Section 5 referrals). This target has faced competing priorities for housing association vacancies, including on-going rehousing needs in areas where demolition and redevelopment work are taking place. No indications have been given that the situation will change in the near future however there is regular liaison between the Homelessness Service of Inverclyde CHCP and the housing associations and every effort will be made to achieve the desired outcome.

8.0   FUTURE LHS WORK

8.1   **New guidance:** The current LHS was prepared in line with the guidance issued jointly by the Scottish Government and the Convention of Scottish Local Authorities in June 2008. The Scottish Government is in the process of developing new guidance which will be released later in 2014 (date to be announced). This revised and updated guidance will be used to prepare the next Inverclyde LHS covering the period beyond 2016.

8.2   **LHS event:** In May 2014 Inverclyde Council will host an event for agencies involved in the implementation of the LHS. The purpose of the event will be to assess overall progress from year one of implementation and to consider the current relevance of the LHS within the present national context, and to look at future issues and how they should be reflected in the LHS and in the strategic outcomes.

8.3   **LHS indicators:** These were developed along with the LHS in time for the launch in October 2011. However, it has since been discovered that several of these indicators are not fit for purpose. There will be a full review and revision of the indicators in 2014

and the outcomes of this process will be reported to Committee as part of the next annual report.

8.4 **Upcoming LHS policies:** There are many more policies to be implemented over the period up to 2016. Some prominent policies being implemented in the later years of the Strategy include:

- programmes designed to prepare people to manage their own household
- assisting households into affordable mortgages
- investigating the possibility of beneficial energy rates for residents in Inverclyde
- supporting partnerships between housing associations and private companies
- promoting wider uptake of contents and buildings insurance
- promoting home security and safety

Future annual reports will provide information on progress in implementing the above and the other LHS policies.

9.0 IMPLICATIONS

9.1 **Financial Implications - One off Costs**

Cost Centre	Budget Heading	Budget Year	Proposed Spend this Report	Virement From	Other Comments
N/A	N/A	N/A	N/A	N/A	-

Financial Implications - Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (if applicable)	Other Comments
N/A	N/A	N/A	N/A	N/A	-

There are few financial implications deriving from this report. The implementation of most of the policies referred to within the Monitoring Report is covered within existing service and organisational budgets. However, two policies (the housing options guide and the introduction of private landlord accreditation) have recently been allocated funding by the Inverclyde Alliance Repopulation Outcome Delivery Group. These policies are expected to support the Group's action plan and encourage households to stay in, or move into, Inverclyde.

9.2 **Human Resources:**

All housing strategy work is undertaken within existing service and organisational personnel arrangements.

9.3 **Legal:**

By preparing and implementing the Local Housing Strategy, Inverclyde Council is meeting the statutory requirements of section 89 of the Housing (Scotland) Act 2001.

9.4   **Equalities:**

An equalities impact assessment was undertaken during the preparation of the LHS, to ensure that the policies it contains will not unreasonably have a negative impact on minority groups. Policies are now being implemented in line with the results of this assessment.

9.5   **Repopulation:**

Many of the LHS policies being implemented will contribute to the aims of the Repopulation Outcome Delivery Group. Some will do this indirectly, for example by improving the housing products and services available in the area and by making the area more attractive to households who may have otherwise considered leaving or who may be thinking about moving into Inverclyde. Other policies will contribute to the repopulation effort much more directly. For example, the one stop shop (Housing Advice Hub) and the online housing options guide will attempt to create a positive, compelling and effective method of promoting Inverclyde's housing to households outside of Inverclyde, as well as to those currently living in the area.

10.0   CONSULTATIONS

10.1   Members of the LHS steering group have been fully consulted on this report.

11.0   BACKGROUND PAPERS

11.1   •   Inverclyde Local Housing Strategy 2011–2016, report to Safe, Sustainable   **Min ref:**
       Communities Committee, 25 October 2011.   **SSCC**
       25.10.11
       Para 698

APPENDIX

MONITORING REPORT

TO THE INVERCLYDE LHS STEERING GROUP

FEBRUARY 2014

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1   PURPOSE

This monitoring report provides an update on the progress of the implementation of the LHS policies in Blocks 1–3.

The work of policy Block 4 began in October this year, and will be reported in June 2014.

2   LAYOUT

The report comes in the following parts:
1.   Monitoring Report
2.   Appendices:
     a.   Policy Headline Report
     b.   Detailed Policy Report (Available on request from Safer & Inclusive Communities)

The Policy Headline Report shows – at a glance – whether progress on implementing the policies is causing concern or not. The Detailed Policy Report provides readers with more information about progress on each policy.

Please note: policies 1, 2 and 3 are not tied to any one outcome. It is anticipated that they will support the achievement of all the outcomes.
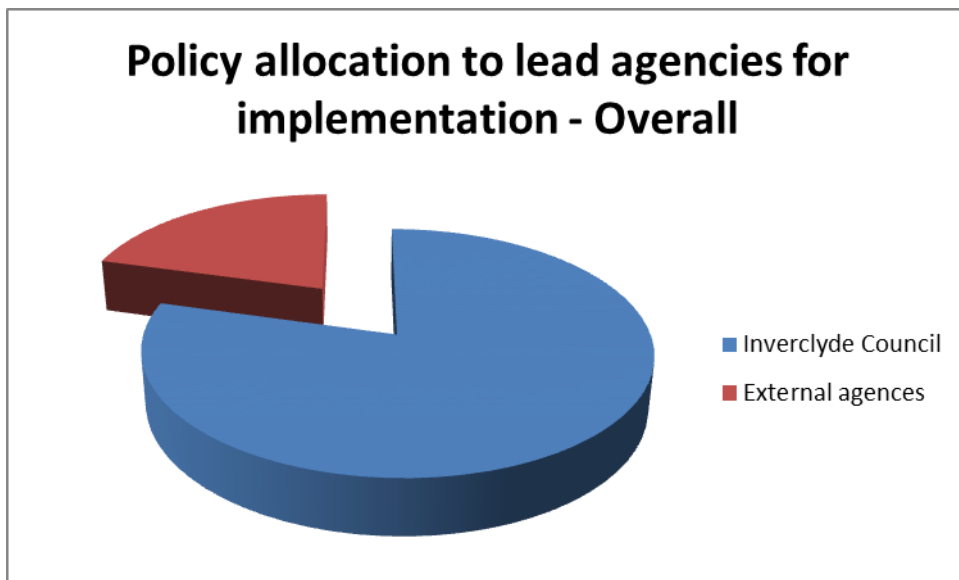
3   BACKGROUND

The LHS contains 76 policies/actions to be implemented over the five years of the Strategy. For practical reasons, these were prioritised into seven blocks. Every six months work on a new block of policies begins.
A relevant agency takes the lead on implementing each policy. To do this they bring together implementing partner agencies to agree and undertake the work, in partnership.
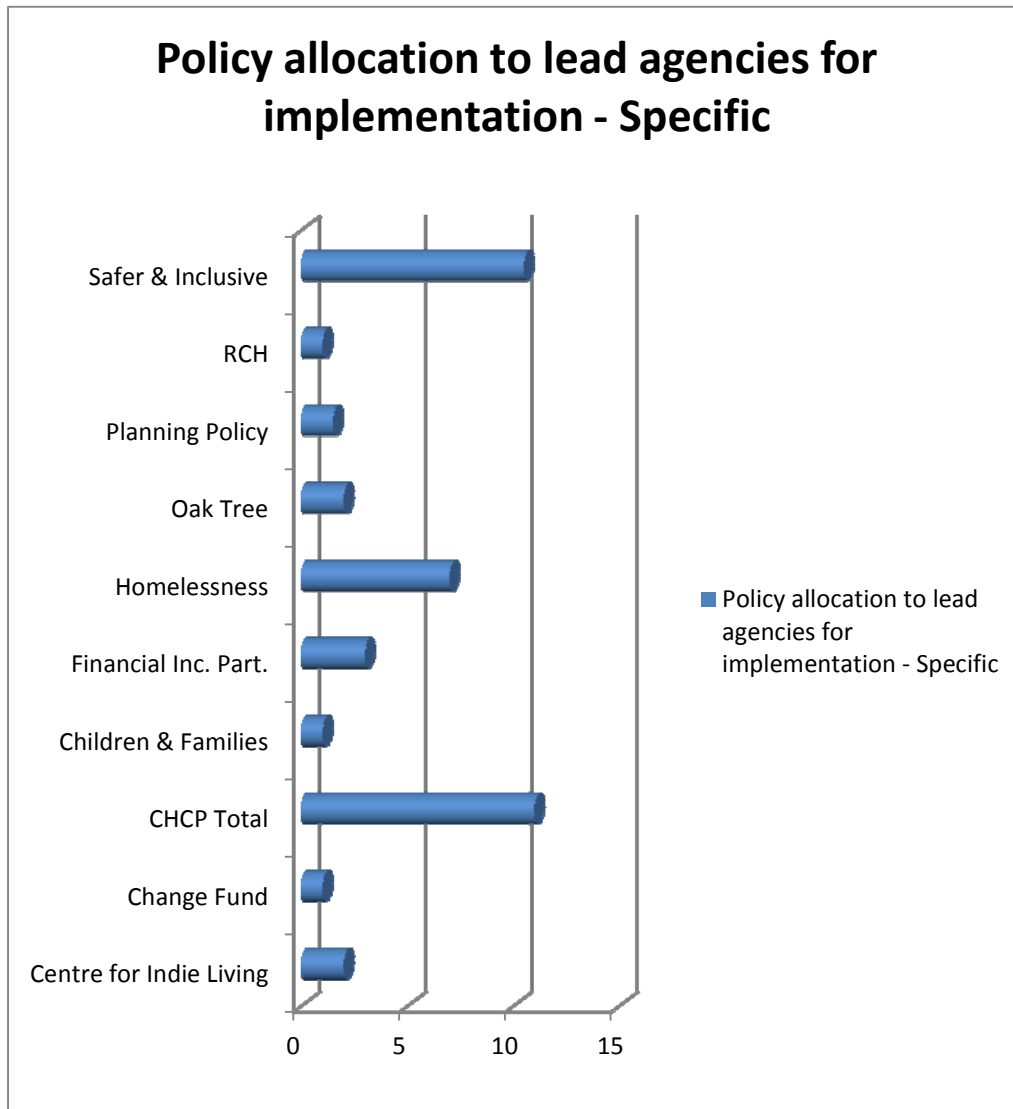
This report is based on policy information provided from all the lead agencies of the first three policy blocks.

4   POLICY LEADS

There are 29 policies being implemented in the first three blocks. The leads on these are:

These can be broken down as follows (each column represents the no. of policies):

Policy allocation to lead agencies for implementation - Specific

While the above two tables give the impression that the vast majority of work is being undertaken by Council agencies it should be pointed out that these tables only show lead agencies for each LHS policy. There is a much wider network of agencies supporting the implementation of these policies as *implementing partners* – and many of these are external agencies. Both lead agencies and implementing partners provide valuable contributions to the strategic process. As with the last report, the CHCP has taken leadership on the largest number of policies, possibly demonstrating the people-oriented nature of the Strategy.

5   THE FIVE STRATEGIC OUTCOMES

This section describes the extent to which we can say that, in the *real* world, we are beginning to achieve our strategic outcomes – in relation to the policies which are being implemented and monitored by this report. Is our policy implementation work giving the residents of Inverclyde the benefits they are due?

On the whole, it has to be admitted that we have not achieved the outcomes. But this is not due to any flaw in the policies or the strategy: it is because with the vast amount of policies, it is still too early in their implementation for the real world outputs to have been brought about. There is a considerable amount of work going on behind the scenes for each policy – involving research, negotiation, planning, resource-securing and process design – which will ultimately result in the creation of improved or new services to help us achieve the results we want for Inverclyde. And the more energy we put into ensuring the pre-implementation process is carried out thoroughly and effectively, the better it will be for the longer term success of the policies when they are put into action.

However, the very good news is that already some policies are managing to produce concrete benefits for the area's residents. Details of these are in the sections below.

Please note, where there is mention of "p" then a number, this is a reference to a policy. For example, "p2.1" is "policy 2.1." All policies can be found in the appendices to this report.

Outcome 1: Inverclyde residents have access to a range of suitable housing options

In the area of lettings, Inverclyde's housing associations and Homelessness Service are making considerable headway in streamlining and simplifying the processes that applicants have to go through to get a house. They are also increasing the number of options open to each household looking for housing. Most of the RSLs, along with the Homelessness Service, have opened a "one-stop-shop" where households can go or phone and potentially gain access to the stock of almost all of Inverclyde's social housing providers (p1). To enhance this they have also created a joint website for online access as well. Unfortunately, it has not been possible to bring Inverclyde's largest association into this partnership, but that will remain a longer-term goal.

With regard to housing access for people with particular needs there has been another step towards achieving our outcome, through the creation, by the CHCP, of a housing need assessment tool for older and disabled people (p1.3). There is more to be done to create similar tools for people with learning disabilities or addictions etc. but what we do have now is helping provide stable housing solutions for people these first groups.

Outcome 2: Inverclyde residents are able to make best use of their housing

There are no concrete, real-world outputs to report on at the moment.

Outcome 3: Inverclyde residents can enjoy their neighbourhoods

While the full regeneration of the Clune Park area of Port Glasgow is many years away, there are already practical signs of progress for communities to see (p3.3). Since the start of the process, flats which are below tolerable standard have been removed from the rental market, with 107 properties being subject to closing orders, and 25 being subject to demolition orders. The poor dwelling quality and social problems affecting the area mean that while the Clune Park estate remains, it will be impossible for us to say that Inverclyde's residents can enjoy their neighbourhoods. With these significant steps having been made we are on our way to removing a major barrier to the achievement of this strategic outcome.

Outcome 4: Inverclyde residents receive appropriate support when they experience changes to their housing needs

There are many different ways that people's needs can change, and the intention of this Strategy is to particularly assist where their needs become more severe or more difficult to manage. Two aspects of residential life that the Strategy is already helping provide support in are household finances, and repossessions and evictions. Through policy 4.1, Financial Fitness is providing

welfare and debt advice services to the customers of the Inverclyde Housing Association Forum, while River Clyde Homes are providing their own tenants with intensive finance support. These services will no doubt be helping many households to cope when their financial situations change for the worse. To help with the second issue (repossessions/evictions), the Council's Homelessness case work team are on the one hand, providing private landlords with ongoing advice and guidance to help keep a tenancy going when it runs into difficulties (p4.2) and, on the other hand, they are also offering advice to households that are at risk of losing their homes (p4.7).

Outcome 5: Inverclyde residents take responsibility for their housing and communities

The only policy currently being implemented from Outcome 5 is policy 5.1. Because of the work being undertaken through it, the Financial Inclusion Partnership is delivering a range of advice services which are helping people to maximise their household incomes. In many cases this will be increasing household's abilities to manage their household budgets and meet their responsibilities such as rent or mortgage payments, and home maintenance.

6   CAUSES FOR CONCERN

From the information gathered in during the monitoring process, progress on each policy is judged to be either a low, moderate or high case for concern. For each of these, there is a colour code attached. The definitions for these colours are as below.

RED (High cause for concern)

All evidence currently suggests that the policy will not successfully be implemented on time, or at all.
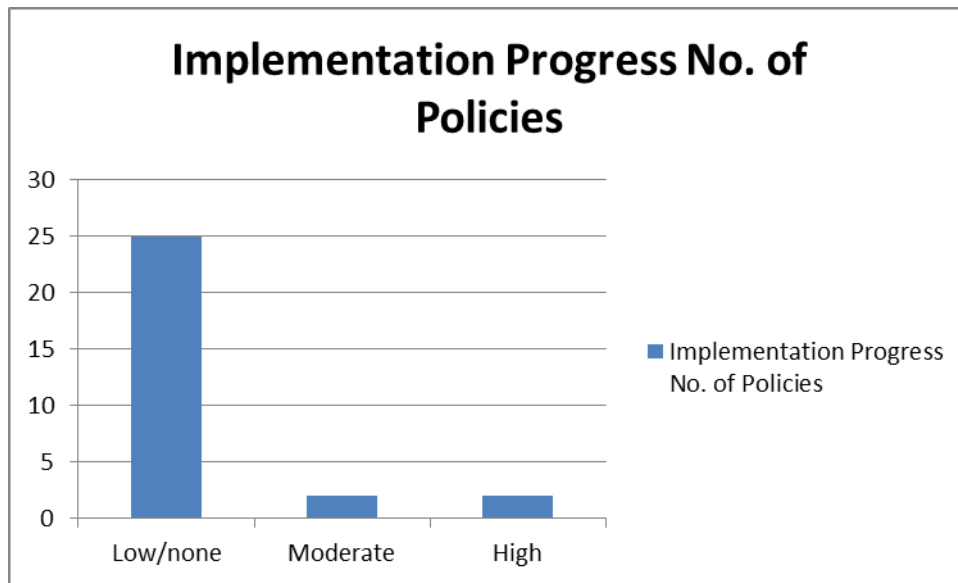
AMBER (Moderate)

Currently experiencing significant issues and delays that need resolved, but which are not enough to jeopardise eventual successful completion.

GREEN (Low/none)

Not currently experiencing significant issues or delays. If experiencing them, plans are in place to resolve the issues and these are likely to be successful.

Please note that where there is no "cause for concern" traffic light colour next to a policy on the Policy Headline Report, this is because the policy is not currently being monitored through the LHS monitoring process. It will be phased in later in a new block.

The spread of these across all the policies is as follows (each column represents the no. of policies):

The above table shows that the spread of red, amber and green 'causes for concern' alerts. As we would hope, the fewest number of policies being a high cause for concern, and the largest number being a low cause for concern.

Red (high cause for concern)

There is one policy with a high cause for concern. Policy 1.4 seeks to have 50% of all social housing lets in the area given to homeless people through the Section 5 process. When this Strategy started, 21% of lets were given, yet over 2012/13 the figure reduced to 16%. Over these few years the main reason for not reaching the target has been that housing associations have prioritised rehousing their own tenants over rehousing homeless people. What has changed, however, are their motivations for doing this: initially it was support their own regeneration initiatives, but now it is to provide suitable alternative housing for their tenants to help them avoid difficulties which may be caused by recent welfare system reforms.

Amber (moderate cause for concern)

Of the policies giving us a moderate cause for concern, the first is policy 1.1 and the second is policy 2.6. As per the definitions above, these policies are experiencing delays, but we do not believe they will prevent the policy being successfully implemented in the long run. Policy 1.1 – which aims to have the Council, housing associations and private landlords marketing housing together – has benefited greatly from the creation of one-stop-shop. This has seen increased co-operation between the Council (Housing Strategy Team and Homelessness Services) and housing associations, but little input from private landlords. Bringing this latter group into the policy will require further planning and development. Bringing private landlord accreditation into Inverclyde (p1.9) should help this process from another angle.

Policy 2.6 – promoting the development of wheelchair accessible and lifetime homes across all tenures – has also been classed as amber. This is because the original route – via the Local Development Plan – of implementation planned for this policy has proved unsuccessful. An alternative way to tackle the policy will now need devised.

The remainder, and great majority of policies, are moving along smoothly, or are encountering difficulties which are not significant enough to put success at risk. More information can be found in the "Policy Headline Report" appendix.

7   COMMITTEE REPORTING

This is the first time that the Monitoring Report to the Inverclyde LHS Steering Group will also be presented to Inverclyde Council's Education and Communities Committee for its consideration. There are two Monitoring Reports prepared each year: one for summer, and one for winter. The summer report will only contain policy information, while the winter report contains policy and indicator information. Because the winter report is the more comprehensive of the two, it will be submitted to the Committee each year after it is approved by the Steering Group. The Safer and Inclusive Communities Service will take responsibility for reporting to Committee.

8   CONCLUSIONS

Progress in implementing the Inverclyde Local Housing Strategy 2011–2016 is both providing real-world results and promise for the future, with much development work continuing behind the scenes. A wide variety of agencies from multiple sectors continue to provide support for the Strategy's implementation and it is now firmly established as a centre of gravity for much of the housing-related work happening in Inverclyde. It is only with the implementation of a few policies that we have any serious concern about their progress. However, considering the scope of the Strategy, it would be unrealistic to expect everything to be going smoothly.

9   APPENDICES

1. LHS Headline Policy Report December 2013
2. LHS Detailed Policy Report December 2013 (Available on request from Safer & Inclusive Communities Service)

10   RECOMMENDATIONS

3. That the Inverclyde Local Housing Strategy Steering Group approves this Monitoring Report and its Appendices as an accurate summary of the progress being made in implementing the Strategy.
4. That the Steering Group approve the submission of this report and its appendices to the March 2014 meeting of Inverclyde Council's Education and Communities Committee.
5. That the Steering Group approve the circulation of this report and its appendices to all lead agencies and implementing partners in the work of the Strategy, and to any other interested party.

Appendix 1 - LHS Policy Headline Report

Policy Number	Policy Name	Policy Status	Cause for Concern
Outcome 1 - Inverclyde residents have access to a range of suitable housing options			
1	Partners open a central "one stop shop" providing housing access and advice services.	In Progress	Low/none
2	Partners encourage housing-related agencies to record equalities information, to analyse it for planning purposes and to share it with other relevant agencies.	In Progress	Low/none
3	Establish and improve links between the Council and private landlords in Inverclyde.	In Progress	Low/none
1.1	RSLs, private landlords and Council work together to market available RSL and registered private lets effectively in Inverclyde.	In Progress	Moderate
1.2	Continue to develop a housing options guide (HOG) for the area as proposed by the southwest regional Housing Options Hub in partnership with Inverclyde Council, RSLs, private landlords, estate agents, etc. Promote the guide and measure popularity.	In Progress	Low/none
1.3	Partners jointly review and agree processes for households with particular needs accessing stable and appropriate housing.	In Progress	Low/none
1.4	Inverclyde Council will work with RSLs to secure 50% of their total annual lets for section 5 referrals.	In Progress	High……….
1.5	The Council will expand its Rent Deposit Guarantee Scheme.	In Progress	Low/none
1.6	The Council will investigate the possibility of guaranteeing the deposits of household mortgages.	In Progress	
1.7	Partners work together to develop schemes which assist more households in accessing affordable mortgages.	Not Started	
1.8	Partners make better use of the private rented sector in developing solutions to homelessness.	In Progress	Low/none
1.9	Use an accreditation scheme and other initiatives to promote Inverclyde's private rented sector as tenure of choice.	In Progress	Low/none
1.10	Develop a protocol for young people leaving care to avoid having to go down the homelessness route.	In Progress	Low/none
1.11	Support the work of the multi-agency, interdisciplinary Housing & Accommodation Sub Group to ensure that, as far as possible, housing and support/care providers can respond to changing needs and demand.	In Progress	

Policy Number	Policy Name	Policy Status	Cause for Concern
Outcome 1 - Inverclyde residents have access to a range of suitable housing options			
1.12	The Council and its partners will develop an approach to identifying and rehabilitating empty homes and properties, to increase the housing supply in Inverclyde, including buying back houses to address shortfalls in particular areas and in sizes and . . .	In Progress	
1.13	Continue to support initiatives aimed at addressing imbalances in the housing stock such as ROTS (Rental off the Shelf) and buy backs of houses to secure an expansion of choice and widening of housing options.	In Progress	
1.14	The Council will work with RSLs to investigate alternative methods of funding affordable housing development in Inverclyde.	In Progress	Low/none
1.15	Hold a publicity event to promote Inverclyde's housing development opportunities and sites to developers from across Scotland.	In Progress	Low/none
1.16	Create and promote a self-build information pack.	Not Started	
1.17	Investigate methods for establishing and improving links between the Council and private developers.	In Progress	
1.18	All agencies in Inverclyde will review how their portfolio of land can be used to increase housing development.	In Progress	
1.19	Support private developers and RSLs to form development partnerships.	In Progress	
1.20	Prepare an affordable housing policy in conjunction with the Local Development Plan.	In Progress	Low/none
1.21	Support the improvement of liaison and co-operation between infrastructure agencies and developers.	In Progress	
1.22	Explore options for the expansion of affordable housing across all tenures.	In Progress	Low/none
1.23	Continue research into the suitability of current housing and the varieties of housing which will be required to satisfy need and demand in Inverclyde.	In Progress	

Policy Number	Policy Name	Policy Status	Cause for Concern
Outcome 2 - Inverclyde residents are able to make best use of their housing			
2.1	Assess the problems that residents face in coming-and-going from their neighbourhoods and dwellings, and develop co-ordinated responses to these problems.	In Progress	Low/none
2.2	Partners create central database of adapted properties to be used by housing providers and referral agencies working to house people with particular needs.	In Progress	Low/none
2.3	Continue use of multi-agency store where used equipment is kept until a new household can benefit from it.	In Progress	
2.4	Partners review the approach they take to defining a practical and accessible dwelling for residents with particular needs.	Not Started	
2.5	Partners carry out a cross-sector review of funding of equipment and adaptations in Inverclyde, and investigate ways of increasing this and using it more effectively.	In Progress	
2.6	Promote the development of wheelchair accessible and lifetime homes across all tenures in Inverclyde.	In Progress	Moderate
2.7	Continue to provide the Care and Repair service for older and disabled residents in the private sectors of Inverclyde.	In Progress	
2.8	Increase the number of residents who benefit from home security and safety checks.	Not Started	
2.9	Landlords will develop a securing standard for their properties.	Not Started	
2.10	Encourage private and housing association landlords to arrange fire service home visits as part of new tenancy/settling in arrangements.	Not Started	
2.11	Establish an on-going training system to ensure housing agency staff can confidently respond to suspected or actual cases of domestic, vulnerable person or child abuse in the homes they visit.	In Progress	
2.12	Promote the wider uptake of contents and buildings insurance by households in all sectors.	In Progress	

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Policy Number	Policy Name	Policy Status	Cause for Concern
Outcome 2 - Inverclyde residents are able to make best use of their housing			
2.13	Review access to household communications across Inverclyde and develop solutions to improve access where needed.	Not Started	
2.14	Investigate with suppliers the potential to supply gas to currently all-electric dwellings in Inverclyde.	Not Started	
2.15	Develop an area based, cross-tenure scheme for delivery of all relevant domestic energy efficiency, carbon reduction and fuel poverty activity.	In Progress	Low/none
2.16	Explore with energy suppliers the potential for beneficial rates for residents in Inverclyde.	Not Started	
2.17	Improve existing RSL energy and heating advice provision.	In Progress	Low/none
2.18	Investigate alternative ways to support and complement the work of informal carers.	In Progress	
2.19	Inverclyde Council will continue to expand the private landlord register and investigate ways of making use of it to benefit the sector and its tenants.	In Progress	

Policy Number	Policy Name	Policy Status	Cause for Concern
Outcome 3 - Inverclyde residents can enjoy their neighbourhoods			
3.1	Review local response to neighbourhood vandalism and graffiti and investigate potential to improve this.	Not Started	
3.2	Continue the programme of demolishing low demand and below standard housing association dwellings, where they cannot be brought up to standard at reasonable cost.	In Progress	
3.3	Regenerate Clune Park, Port Glasgow.	In Progress	Low/none
3.4	Assess the potential for HRAs in Inverclyde. Review criteria for deciding areas where these would be suitable.	Not Started	
3.5	Investigate options for converting more households to greener energy use.	In Progress	
3.6	Improve the arrangements by which housing and other agencies provide a co-ordinated response to neighbourhood crime and antisocial behaviour.	In Progress	
3.7	Continue to target the use of mobile CCTV in hot spots.	In Progress	
3.8	Housing agencies will provide Fire and Rescue with comprehensive and regular updates on planned demolitions and construction work, enabling them to plan their service around the increased fire risks associated with empty sites and buildings.	In Progress	

Policy Number	Policy Name	Policy Status	Cause for Concern
Outcome 4 - Inverclyde residents receive appropriate support when they experience changes to their housing needs			
4.1	Review housing finance advice and training provision in Inverclyde and investigate the potential for increased co-ordination of service provision.	In Progress	Low/none
4.2	Partners provide landlords with training and advice for when their tenants' homes are at risk.	In Progress	Low/none
4.3	Investigate ways of ensuring tenants can sustain their tenancy during hospital stays, rehabilitation and re-ablement.	Not Started	
4.4	Expand and improve existing services that allow people to stay in their homes when they develop care needs or their needs change.	In Progress	
4.5	Investigate the requirement for an increased uptake of mortgage-to-rent cases in Inverclyde.	Not Started	
4.6	Review and improve the methods the Homelessness Service and its partners use to respond to homeless presentations, including introducing the 'housing options' approach.	In Progress	Low/none
4.7	Review the Homelessness Services ability to respond to the earliest indications of repossession procedures.	In Progress	Low/none
4.8	Investigate the potential for increasing the number of emergency homes available to the households presenting to the Homelessness Service.	In Progress	Low/none
4.9	All homeless households and those at risk of homelessness are provided with a welfare rights/household finance assessment where this would be helpful.	In Progress	Low/none
4.10	Develop and adopt improved methods of reviewing residents' housing support needs.	Not Started	
4.11	Review and improve interagency housing support assessment processes in Inverclyde.	In Progress	Low/none
4.12	Develop support programmes for preparing people to manage their own households.	In Progress	
4.13	Develop ways in which landlords can play a greater role in identifying potential support needs of their applicants or tenants and in responding to those.	Not Started	

Policy Number	Policy Name	Policy Status	Cause for Concern
Outcome 5 - Inverclyde residents take responsibility for their housing and communities			
5.1	Promote income maximisation, savings schemes and rightful uptake of benefits in Inverclyde.	In Progress	Low/none
5.2	Continue to provide opportunities for local people to be employed and trained in the housing sector.	In Progress	
5.3	Partners develop ways of monitoring and improving the maintenance of dwellings across all dwellings in Inverclyde.	In Progress	
5.4	Review the criteria used by the Council for deciding which households receive assistance when improving their property conditions.	Not Started	
5.5	Investigate ways of improving the Council's advice provision to private households in regards to their property conditions.	Not Started	
5.6	Support RSL work towards the achievement of the SHQS.	In Progress	
5.7	Inverclyde Council continue to support RSLs in remedying communal area disrepair in mixed tenure blocks.	In Progress	
5.8	Partners continue to investigate alternative methods of providing housing support which can replace or complement traditional practices.	Not Started	
5.9	Investigate ways of making efficiency savings in Council-funded housing support services	Not Started	
5.10	Develop ways of measuring the benefits and savings that housing support services provide.	Not Started	