



HOUSING OPTIONS

COMMUNITY & HOUSING Service Plan 2008 - 2009

Introduction

This Service Plan sets out the priorities, objectives and targets for the Service for 2008/2009.

The Service Plan is informed by the Council's corporate priorities and principles for improvement. Other Service issues have been identified via either a risk assessment or another external source, e.g. Inspection or Audit recommendations.

The Plan gives direction to the service in terms of the corporate priorities which will impact upon the services, determining our compliance and contribution to assisting the Council in delivering the Corporate Plan. It also sets out the Directorate priorities and drivers for change; for example the Housing Strategy and Housing Business Plan will reflect the Welsh Assembly Government plan for Better Homes for People in Wales.

Monitoring and delivery of this plan will be robust in accordance with the Council's corporate performance arrangements and on our own Directorate arrangements which will both inform and involve staff.

This Service Plan provides an opportunity to comment on the issues contained within and to debate within the service areas ideas for change and further improvements.

Comments for Improvement of this plan are welcomed and should be sent to the Service Manager

Signed	Signed
Head of Customer and Housing	Service Manager
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1. What we do: Purpose of the service

Housing Options forms part of the County Council's Community & Housing Directorate. The key aim of the service is as follows:

- The Housing Options service provides decent and affordable Housing within a safe community for those applicants in housing need. The section has a duty to provide temporary and permanent accommodation for homeless families and single people in priority need as determined under the terms of the Housing Act 1996 Part VII the Homeless Persons (Priority Need) (Wales) Order 2001, the provisions of the Homelessness Act 2002 and the Homelessness (Suitability of Accommodation) (Wales) Order 2006.
- The Sheltered Housing Service provides a Warden, Relief Warden Service to the residents of Flintshire living in elderly person's accommodation. The Carelink Control Centre provides an emergency alarm service, a Warden and Relief Warden Service 24 hours, 7 days per week to Flintshire County Council tenants, CAHA Sheltered Housing Tenants along with Private Sector Clients and an out of hours emergency service for other Directorates. Also, Carelink is Telecare Service provider working in partnership with Adult Social Care in delivering a Telecare Service to the residents of Flintshire in order to promote and maintain independent living to those individuals with support and care needs within the community.

Principal Functions

- 1 Maintain housing list
- 2 To allocate properties to those applicants in housing need
- 3 To reduce void period thereby minimising loss of rent
- 4 Maintain transfer waiting list and promote tenant incentive scheme
- 5 Encourage transfers to make best use of housing stock
- 6 Provide good quality temporary and permanent accommodation for homeless households.
- 7 To prevent homelessness by providing advice and assistance and to assist applicants in securing other types of housing.
- 8 To work with Private Landlords to secure good quality additional housing which is affordable?
- 9 Minimise the use of bed and breakfast to ensure compliance with the Homelessness (Suitability of Accommodation) (Wales) Order 2006.
- 10 To continue to develop protocols with other agencies to assist and support homeless households whilst in temporary accommodation and beyond.

- 11 To work with other Directorates in producing a joint protocol for vulnerable service users
- 12 Close working with Supporting People to maximise SPG / SPRG to develop and support vulnerable people in accessing and sustaining accommodation
- 13 Provide warden and alarm service to elderly and disabled residents of Flintshire
- 14 Encourage and promote independent living
- 15 Provide alarm service 24 hours, 7 days per week to the elderly and disabled.
- 16 Provide out of hours service for other directorates
- 17 Partnership working with Adult Social Care in providing a Telecare Service to vulnerable individuals
- 18 Partnership working with other services and agencies such as the Emergency Services, Red Cross, Care & Repair, Trading Standards, Neighbourhood Wardens, Neighbourhood Watch and the Alzheimer Society
- 19 To ensure the provision of affordable housing through effective use of SHG.
- 20 To develop partnerships, both internal and external, to ensure the effective use of section 106 agreements to meet identified need.
- 21 To ensure regional representation in order to both promote and learn from Best Practice

The service has a key role in delivering the following corporate priorities and Directorate objectives:

Corporate Priorities

- 1 Customer Focus – Putting People First
- 2 Safe and Clean Neighbourhoods
- 3 Healthy and Caring Communities
- 4 Investing for tomorrows generation
- 5 Responsive and Accessible Services
- 6 Protecting our future way of life

Directorate Objectives

- 1 Housing Strategy
- 2 Homeless Strategy
- 3 BME Strategy
- 4 Performance Management
- 5 Customer Care
- 6 Communications/Consultations
- 7 Health & Safety in workplace
- 8 Staff appraisals
- 9 Set performance measures which are clearly understood to allow challenge and improvement

National Policy

Directions from WAG

Statutory

- Housing Act 1985
- Housing Act 1996
- Human Rights Act 1998
- Local Government Act 2000
- Homelessness Act 2002
- Homelessness (Suitability of Accommodation) (Wales) Order 2006
- Housing Act 2004
- Crime and Disorder Act 1998
- DDA, Equality & Diversity and BME
- Data Protection

Over the coming year the focus of the service will be on :-

- The risk assessment identified the need for a new control centre which has now been installed. However, 22 of the Sheltered Schemes are not compatible with the new centre and therefore will require upgrading.

Some schemes will be upgraded this year, but until they have all been done there is still the risk of schemes failing and parts being obsolete.

- Ensure that all accommodation used, complies with the Homelessness (Suitability of Accommodation) (Wales) Order 2006 and that prescribed timescales are adhered to.
- Continue to monitor and reduce void period. Complete review of the void process
- Implement the Allocations Policy.
- Improve joint working with both internal and external partners.
- To roll out the Preventative Agenda across all Services and Directorates.
- To provide affordable housing across all tenures
- Promote housing options
- Improve working relationship with Private Sector Landlords
- Provide on going housing related support to prevent repeat homelessness
- To provide in house specialist debt advisors

2. Where we are now: Baseline statement

This section of the service plan provides a summary of where we currently stand as a service, in relation to:

- Our strengths and limitations
- Our performance
- Our recent achievements and successes

The 'baseline statement' draws on a number of sources, including:

- The annual risk assessment carried out for the service as part of the Wales Programme for Improvement
- The findings of a SLOT exercise undertaken among managers and staff
- Outcomes from :-
- ACiW Inspection reports on Housing Services. Review of the Homelessness service.
- Internal and external audit reports on Homelessness Service

We also list some of the key challenges faced by the service over the coming year. These might be linked to national policy priorities, corporate priorities, and statutory or legislative requirements. They are reflected in the key priorities set for the service over the coming year, and detailed in Section 3.

ALLOCATIONS/HOMELESSNESS

<p>Strengths</p> <p>Willingness of staff to change the way in which they work with the emphasis now placed on effective prevention interventions. The team continue to evaluate the effectiveness of the service and contribute to the development of future initiatives.</p> <p>To build on existing partnerships in order to ensure that the service we are able to provide to clients meets their needs.</p> <p>Officers from Children’s Services and Adult Social Care based in Flint office continue to carry out joint assessments with Housing Options Staff and this has been cited as an example of good practice with Local Authorities.</p> <p>The Temporary Accommodation Officer continues to work closely with colleagues in Environmental Health to ensure that accommodation used is of a high standard and complies with the Homelessness (Suitability of Accommodation) (Wales) Order 2006.</p> <p>The Homeless Prevention Officers continue to provide timely advice and assistance thus preventing many people from becoming homeless.</p>	<p>Limitations</p> <p>Lack of permanent accommodation continues to be a problem with 126 households currently placed in temporary accommodation throughout Flintshire awaiting an offer of permanent accommodation in order to discharge statutory duties.</p> <p>The demand for single person accommodation continues to be challenging in that our own stock does not provide sufficient availability and past SHG programmes have not done anything to alleviate unmet need.</p> <p>Housing management system not yet working effectively. There is a need for a short term Project Manager to implement changes required for the new Allocations Policy and to ensure that the currently ineffective system is made ‘fit for purpose’.</p> <p>Need to look at unpopular sheltered housing and consider re-designation.</p> <p>Current Service Level Agreements are not fit for purpose.</p> <p>Provide on-going housing related support to prevent repeat homelessness</p>
<p>Opportunities</p> <p>Tenant incentive scheme is now funded and ready to be implemented.</p> <p>Once adopted the Allocation’s Policy will address many of the issues which have caused concern in relation to fairness and transparency.</p> <p>The proposed new model for the Area Offices offers an ideal opportunity to look at how we deliver our services.</p>	<p>Threats</p> <p>There is an urgent need to review the void process, as void turn around times are not reducing.</p> <p>New Housing Legislation with regards to single households will come into force in April 2008.</p> <p>The lack of affordable housing in Flintshire.</p> <p>Lack of political support for the re-</p>

<p>Re-negotiate current Service Level Agreements to ensure they meet the requirements of the service.</p> <p>Scope to utilise and develop the Landlord Forum to encourage both existing and new Landlords to provide good quality affordable housing.</p> <p>Re-branding of the Housing Options Team to take forward the preventative agenda</p> <p>Close working with Supporting People to ensure stream line service</p>	<p>designation of sheltered accommodation and SHG programme.</p> <p>Lack of suitable and safe interview rooms for staff.</p> <p>Implications of the Welfare Reform Act due 2008</p> <p>Stock Transfer is considered a threat by some individuals and groups.</p> <p>Future changes in legislation.</p> <p>The increase numbers of households threatened with mortgage repossession</p> <p>The continual increase in people accessing the service, can not be met by current staffing levels</p> <p>Reduced service from Independent Advice (Shelter) due to a cut in grant funding</p> <p>Possible reduction in service by Women's Aid due to a cut in funding.</p>
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SHELTERED HOUSING

<p>Strengths</p> <p>Commitment of staff.</p> <p>All Sheltered Schemes are on two-way speech plus integrated smoke alarms. A Local Control Centre which is established with good networks.</p> <p>Emergency calls response times are 13 seconds on one call and 32.2 seconds on two or more calls.</p> <p>There are 67 Sheltered Schemes comprising of 2,085 units, in addition there are purpose built flats and bungalows for the elderly with dispersed alarms, enabling all residents to live independently in the community.</p> <p>Largest Sheltered Housing in North Wales.</p> <p>Monitor for Housing Associations and Abbeyfield in Flint and Mold.</p> <p>Monitor for the Red Cross Carers Scheme.</p> <p>Some libraries in Flintshire have the Carelink Alarm for security reasons.</p> <p>There are 1,000 residents in the Private Sector with Carelink Alarms in their homes.</p> <p>Provide out of hours services for all Directorates except Social Services.</p> <p>Now have a new control centre.</p> <p>Pilot scheme with the Alzheimer's Society to provide a card scheme for the confused and elderly.</p> <p>Monitoring lone working safety system within Community and Housing and some other directorates. Telecare and working in partnership with Adult Social Care in delivering Telecare Services to residents of Flintshire with support and care needs.</p>	<p>Limitations</p> <p>Difficulty recruiting Wardens to the present terms and conditions.</p> <p>Warden's time not utilised efficiently and effectively.</p> <p>Now we have a new control centre some of the schemes on the West Division need to be upgraded as they are not compatible with the new Control Centre.</p> <p>Supporting People Grant being subsidised for existing tenants via HRA requires review under Supporting People Grant and Supporting People Plan for each individual.</p> <p>Present office accommodation is not adequate for the number of staff based at Carelink Control Centre.</p> <p>Lack of Personnel to manage and supervise staff and services effectively to modernise for future needs.</p>
<p>Opportunities</p> <p>Following the outcome of the Sheltered Housing Service Review, there will be many opportunities to update and enhance the service currently provided.</p> <p>Continue to upgrade the older systems on the West Division including Mini Schemes.</p> <p>Develop Telecare further by supplying 400 people throughout Flintshire with assistive technology over the next 2 years.</p>	<p>Threats</p> <p>If the upgrade of Alarm Systems 22 Schemes West Division is not undertaken this will result in tenants not having an alarm contact with the Carelink Monitoring Centre which would cause vulnerable tenants to be at risk.</p> <p>The Care Link Monitoring Centre requires financial investment and increased staffing levels to acquire T.S.A accreditation parts 1 and 2. Without this accreditation Flintshire may not in the future be considered to have a local control centre and another control centre could be monitoring all Authorities in the North Wales area for social alarms and telecare services.</p>

Our performance

Our prevention work has meant that Flintshire is now considered to be one of the top performing authorities in Wales. Also our partnerships, both internal and external have been acknowledged as examples of good practice.

Our achievements

The homeless budget has reduced from 2.2 million pounds in 2005/06 to 1.4 million for 2007/08. The actual spend for 2007/08 is projected to be 180 Thousand pounds at the end of this financial year.

Key risks

The need for a new control centre was identified as a high risk, this has now been replaced, but there is a need to upgrade 22 schemes on the West division, as they are not compatible with the new centre.

There is still a risk that we will fail to meet our statutory obligations under the homeless legislation.

There has not been a reduction in void turn around times; the average number of days for 2006/2007 was 93 days.

The need for a Strategy Team to promote a high standard of service delivery

Risk Ref.	Risk Description
CAH-07-AAW1	Lack of affordable housing
CAH-07-AAW2	Future provision of sheltered housing
CAH-07-AAW3	If stock is transferred, FCC have statutory duty to accommodate homelessness

The view of others

- Supporting people should be reviewed with an analysis of need, priority and links to other strategies.
- Homelessness Strategy does not provide a strategic approach to the provision of the service, and is not leading to changes in service delivery. Action plan needs to be implemented.
- The need to develop closer links between Housing and Planning to ensure

adequate provision of affordable housing within Flintshire.

What this means for us

To build upon the good relationship with the Private Sector in order to ensure that people of Flintshire have the opportunity to access good quality affordable housing in the area of their choice.

Homeless strategy and action plan need to be completed and implemented.

Continue to reduce void period by undertaking a comprehensive review of the void process.

The success of our prevention work has changed the focus from dealing with homelessness and as such services may need to be re-aligned.

3. Key priorities

The key priorities for the service reflect those areas where we need to concentrate in particular over the coming year, to ensure that we:

- Contribute to corporate and directorate priorities and targets
- Address identified risks at corporate, directorate and service level
- Meet existing and emerging statutory requirements
- Meet the challenges we have identified and set out in our baseline statement

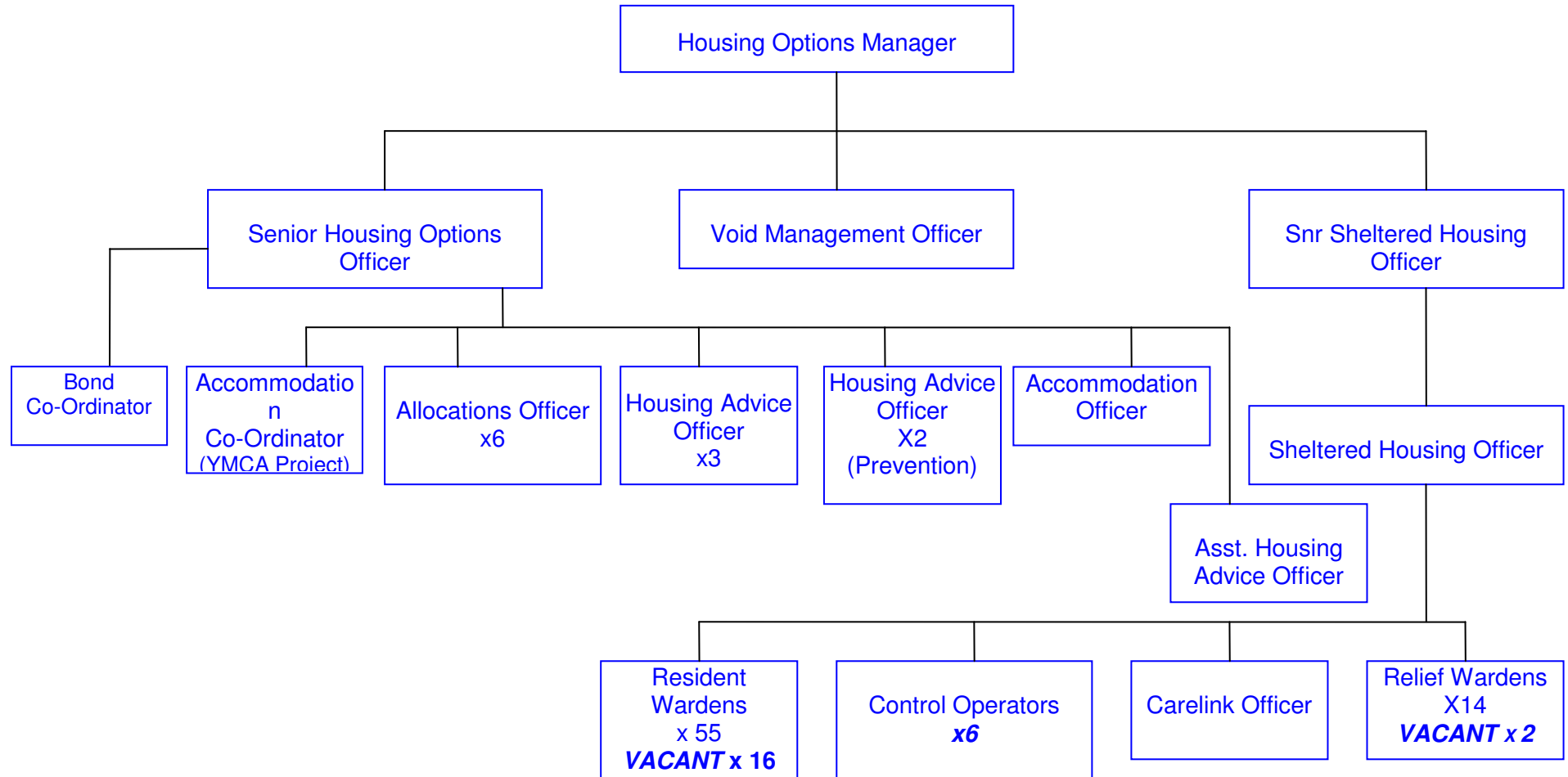
Of course the service has a wider set of objectives, and these are detailed in section 5 of the service plan.

The key priorities for the service over the coming year are as follows:

- Continue work with IBS and the Council's own I.T. to ensure new system works efficiently.
- New Control Centre has now been installed in Carelink, some of the schemes on the west division need to be upgraded as they are not compatible with Saturn Control Centre.
- Continue to promote and develop Telecare Service
- Homeless strategy and action plan needs to be implemented.
- Implement allocations policy.
- Develop our partnerships
- To build better links between Housing and Planning to ensure that affordable housing is provided throughout Flintshire.
- To roll out the preventative agenda across all service areas.
- Continue to reduce void period by undertaking a comprehensive review of the void process.
- To carry out the recommendations contained within the review of the Sheltered Housing Service.

4. Resources

The service comprises 3 teams. The structure of the service is as follows:



The table overleaf sets out the resources available to the service over the coming year to deliver the identified priorities and objectives.

Resources 2008 - 09 – Housing Options Service

	2008/09 £000	Staffing FTE	*Potential budgetary issues for 2009/10	2008/09 IT Implications	2008/09 Asset Implications	2008/09 Legal Implications
Employees						
Premises						
Transport						
Supplies & Services						
Third Party Payments						
Transfer Payments						
Capital Financing						
Support Costs						
Total Expenditure						
Income: Grants from Council - Employees						
Grants from Council - Other						
External Grants - Employees						
External Grants - Other						
Additional Revenue						
Total Income						
Net Cost						

NB. Please indicate (*) against any of the above headings if you are aware of any issues that may have implications for 2009/10 budget requirements.

A brief description of the issue needs to be noted underneath the template

3 year grant funding for prevention officer post ceases this year therefore, there is a need to highlight this as a budget pressure for 2008 onwards.

5. What we want to achieve and how – corporate priorities and foundations for improvement

Corporate priorities		Foundations for improvement	
PA 1	PRIORITY AREA 1: Customer Focus - Putting People First AIM: To ensure all our customers consistently receive an excellent standard of service. (NB: This priority focuses upon the Council's customers and employees)	FFI 1	Communications
		FFI 2	Management development
		FFI 3	Asset management
		FFI 4	Cross directorate working
		FFI 5	Reputation management
PA 2	PRIORITY AREA 2: Safe and Clean Neighbourhoods AIM: To make Flintshire a safe and attractive place to live, visit and work in	FFI 6	Information and records management (FOI)
		FFI 7	Sustainability
		FFI 8	Performance management
		FFI 9	Procurement
PA 3	PRIORITY AREA 3: Healthy and Caring Communities AIM: To encourage good health, promote independence and offer better life chances for all people in Flintshire	FFI 10	HR Strategy
		FFI 11	Access to Services / E gov
		FFI 12	Risk management
		FFI 13	Strategic decision making
PA 4	PRIORITY AREA 4: Investing for Tomorrow's Generation AIM: To ensure all our children and future generations enjoy better prospects in life	FFI 14	Partnership working / Community Strategy
		FFI 15	Project management
		FFI 16	Customer focus Equalities
PA 5	PRIORITY AREA 5: Protecting our Future Way of Life AIM: To meet the needs of the present without compromising the future	FFI 17	Management of subsidiary companies and affiliated entities
		FFI 18	Member development
		FFI 19	Standards and Conduct
		FFI 20	Financial management strategy

5 What we want to achieve and how (service)

Aim(s) of Housing Options Service

Incorporating Equalities

Objective	Link with: (1) service risk (2a) corporate priority key outcome (2b) foundation for improvement (3) directorate risk (4) national priority	Key action/s (include reference to detailed action plans)	Milestones	Measure and (06/07) performance and 07/08 target (include PI ref)	Target 08/09	Responsibility and Budget implications (draft plan stage only)
To provide accommodation for residents Irrespective of race, nationality or ethnic background.	PA 1 (2a) Customer Focus FFI 16 (2b) Equalities (3) Directorate	Monitor new housing and homeless application forms. Information to be provided from new computerised system. Monitor to ensure the department meet the CRE Code of Practice in rented housing.		Quarterly P.I. 4.12	Quarterly	Allocation Officers & Homeless Officers No Budget Implications
		Continue work with IBS and I.T. to ensure new systems work efficiently – and provide the information required.		Ongoing The information is being collected but as yet I.B.S. system is not producing the reports from which we can analyse the data	Ongoing	
		With effect from April 2007 we have been able to collect CRE statistics on IBS and will be able to report the 1 st Quarter June 2007. We are undertaking a full review of the housing register and will have a complete 12 months figures by April 2008		Quarterly from June 2007	Quarterly	Senior Housing Options Officer No budget implications

What we want to achieve and how (service)

Aim(s) of Housing Options Service

Minimise rent loss by reducing void period

Objective	Link with: (1) service risk (2a) corporate priority key outcome (2b) foundation for improvement (3) directorate risk (4) national priority	Key action/s (include reference to detailed action plans)	Milestones	Measure and (06/07) performance and 07/08 target (include PI ref)	Target 08/09	Responsibility and Budget implications (draft plan stage only)
Reduce the time that properties are vacant. The average no. of calendar days taken to re-let all local Authority dwellings that have been let during the Financial Year.	PA 3 (3) Directorate FFI 4 Cross Directorate	To undertake a full review of the void process to include new key performance indicators and targets.		P.I. 4.7 – HLS/009 Monthly/ad hoc Service Special 05/06 - 90% Monthly Awaiting IBS system 04/05 56 days 05/06 – 48.9 days Monthly Figures available September 2007	95% 78 days (Fig given for Council Plan)	Void Management Officer Voids Management Officer Reduce rent loss
To improve the standard of the void property in accordance with the occupation standard	(3) Directorate FFI 4 Cross Directorate PA 3	Changes to the structure within the Estate Management function will mean that Area Managers will be responsible for setting up robust and inclusive protocols to ensure improvements to the Service		L.P.I. 1 Quarterly 05/06 50% Quarterly	80% satisfaction 90%	Void Management Officer No Budget Implications Staff Time

Objective	Link with: (1) service risk (2a) corporate priority key outcome (2b) foundation for improvement (3) directorate risk (4) national priority	Key action/s (include reference to detailed action plans)	Milestones	Measure and (06/07) performance and 07/08 target (include PI ref)	Target 08/09	Responsibility and Budget implications (draft plan stage only)
Re-let properties by the following Monday after keys are returned to Allocations	PA 3(2a) Healthy & Caring Communities	Pre-Allocate properties This will form part of the ongoing review of the voids management		L.P.I. 2 Monthly Monthly	90% 90%	Void Management Officer Allocation Officers Housing Officers No Budget Implications Staff Time
Ensure Homeless applications are dealt with in accordance with legislation requirement.	Customer Focus Responsive & accessible services Directorate	The percentage of local authority decisions on homeless presentations that were held following a review. The number of homeless families with children who have used B & B during the year except in emergencies The average number of days all homeless households spend in temporary accommodation. The average number of working days between homeless presentation and discharge of duty for households found to be statutory homeless. The amount of Council fund spent on B & B during the year as a percentage of the total homelessness budget. The percentage of households accepted as statutory homeless during the year to whom a full homelessness		HHA/009 HHA/001a) 06/07 - 113 HHA/001b) 42 days HHA/002 104.28 HHA/004 05/06 107.87% 06/07 – 45.8 % HHA/0011 06/07 – 17.7%	Monitoring only Monitoring only Reduce usage in line with legislation Monitoring Monitor monthly Monitor only 25%	Asst. Housing Options Officer Asst. Housing Options Officer Asst. Housing Options Officer

Objective	Link with: (1) service risk (2a) corporate priority key outcome (2b) foundation for improvement (3) directorate risk (4) national priority	Key action/s (include reference to detailed action plans)	Milestones	Measure and (06/07) performance and 07/08 target (include PI ref)	Target 08/09	Responsibility and Budget implications (draft plan stage only)
		<p>duty has been discharged.</p> <p>Total number of homeless households having used Bed & Breakfast.</p> <p>Total number of homeless households having used all other forms of temporary accommodation.</p> <p>Percentage of final offers of accommodation to discharge section 193 duty that was successfully appealed.</p>		<p>HHA/007a 06/07 - 274</p> <p>HHA/007b Unable to provide</p> <p>HHA/010 06/07 – 57.14%</p>	<p>To reduce usage to comply with legislation</p> <p>Developing temp accom module</p> <p>Monitoring</p>	<p>Asst. Housing Advice Officer</p>

What we want to achieve and how (service)

Aim(s) of Housing Options Service

Minimise the use of Bed & Breakfast monitor homeless presentations and temporary accommodation Implement Homeless Strategy

Objective	Link with: (1) service risk (2a) corporate priority key outcome (2b) foundation for improvement (3) directorate risk (4) national priority	Key action/s (include reference to detailed action plans)	Milestones	Measure and (06/07) performance and 07/08 target (include PI ref)	Target 08/09	Responsibility and Budget implications (draft plan stage only)
Ensure Homeless applications are dealt with in accordance with legislation requirement	PA 3 (3) Directorate	Percentage of Homeless presentations accepted as statutory homeless.		HHA/008a 04/05 70.1% 05/06 54.7% 06/07 64.7%	Monitoring	Asst. Housing Advice Officer
		. Percentage of homeless presentations decided within 33 working days.		HHA/008b 06/07 71.9%	90%	Asst. Housing Advice Officer
		Monitor number of applicants placed in temporary accommodation for more than 6 months		P.I. 4.14 Annually 03/04 29 04/05 22 06/07 92	No target required Only monitoring average number of households	Homeless Officers No budget implication Officers time only
		Implement Homeless Strategy and action plan. Need to provide a strategic approach to the provision of the service.		Ongoing	Ongoing	

What we want to achieve and how (service)

Aim(s) of Housing Options Service

Provide efficient warden and alarm service to the elderly and disabled

Objective	Link with: (1) service risk (2a) corporate priority key outcome (2b) foundation for improvement (3) directorate risk (4) national priority	Key action/s (include reference to detailed action plans)	Milestones	Measure and (06/07) performance and 07/08 target (include PI ref)	Target 08/09	Responsibility and Budget implications (draft plan stage only)
Provide an efficient and effective Service to all service users to maintain independent living within the Community.	PA 3 (2a) Healthy & Caring Communities	A new control centre has been installed. Need to upgrade schemes on the West Division.			Work in process	Head of Customer & Housing Services Housing Options Manager Senior Sheltered Housing Officer
	PA3 (2a) Health & Caring Communities	The average number per 1,000 Head of Populations of Community Alarm Services (people in receipt of supporting people subsidy).		Quarterly SPP001 vi	Monitoring	Supporting People Review Officer
Ensure services are provided fair and equitably.	Customer Focus Equalities Directorate	The average number per 1,000 Head of Population of units of sheltered accommodation (people in receipt of supporting people subsidy).		Quarterly SPP001v		Supporting People Review Officer
		Monitoring form to be attached to application form for dispersed alarms in the private sector.		Monitor quarterly		Senior Sheltered Housing Officer Carelink Officers

Objective	Link with: (1) service risk (2a) corporate priority key outcome (2b) foundation for improvement (3) directorate risk (4) national priority	Key action/s (include reference to detailed action plans)	Milestones	Measure and (06/07) performance and 07/08 target (include PI ref)	Target 08/09	Responsibility and Budget implications (draft plan stage only)
Welsh Language	(2a) PA1 Customer Focus	1. Ensure that the FCC Welsh Language policy is applied in relation to letters, email signatures, phone calls, etc. and all other forms of communication with the customer.		From April 08 we will be 80% compliant across all service areas. This work is on going and will need to take into effect the implications of the new Allocations Policy	90% compliance by 2009	Senior Housing Options Officer and Voids Management Officer
Rationalise wardens working hours to enable them to be more pro-active with the elderly.	PA 3 (2a) Health & Caring Communities	The review of the Sheltered Housing Service will highlight these issues		Not available at this time subject to outcomes of review	Monitor	Senior Sheltered Housing Officer