

Strategic Housing Services Performance and Objectives 2007-2009



Strategic Housing Service- Our Aim

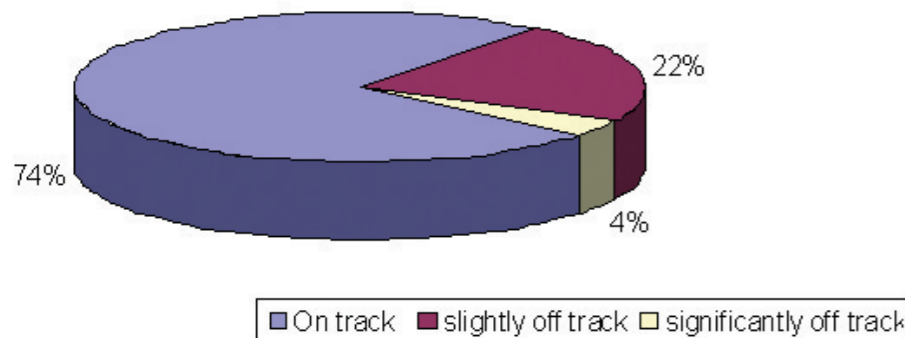
To improve the standard and availability of housing for all persons residing across the Borough.

In 2007-08, we made significant progress in a number of key service areas.

Of our 82 key target areas for action 61,(74%) were measured as on track , 18 (21%)were slightly off track, and only 3 (4%)were significantly off track, and we are satisfied with the reasons why this was so.

The graph below illustrates our performance.

Strategic Housing Services Overall performance 2007 - 2008



How did we perform in 2007-2008?

KEY PERFORMANCE INDICATORS

HOMELESSNESS

Between 1st April 2007 and 31st March 2008:

- 1900 clients in Wrexham used the homeless service for help and advice.
- 743 people made formal presentations
- 242 (32%) were accepted as homeless and in priority need according to the legislation, compared with 763 people in 2006-07.
- 97.5 % of homeless presentations received a decision within 33 working days(91% in 2006-2007)
- 264 cases of homelessness were prevented by the intervention of the Homeless Prevention team.
- 15 units of temporary accommodation were sourced from the private sector.
- Only one family was placed in bed and breakfast accommodation compared with 31 families in 2006-2007

- 87 people were placed in Bed & Breakfast accommodation (compared with 128 in 2006-2007)
- The average number of days all homeless households spent in temporary accommodation was 61 days, compared with 59 in 2006-2007
- The amount spent on bed and breakfast accommodation reduced by £96,000

HOUSING STRATEGY AND STANDARDS

The Social Housing Grant programme bid made for future years 2009/10 was successful in achieving funding of £10.7 million. This will be used to provide accommodation for clients with physical and learning disabilities, older person's accommodation and completion of units for affordable housing. This is a significant improvement on the £844,000 previously awarded.

Work has continued to improve standards in the private sector :

- 91 Houses in Multiple Occupation (HMO) were inspected in 2007-08, compared to 60 in 2006-2007
- 25 properties had hazards identified during the reporting period, under the new system of inspection.
- 15 properties within the County Borough that had been vacant for over six months, were returned to occupation, compared with 10 in 2006-2007

SUPPORTING PEOPLE

Four new services were commissioned during 2007-2008:

- An Older Persons support scheme to people in their own home-'Options' scheme
- A support scheme to Women experiencing Domestic Abuse living in their own homes
- A support scheme to Homeless people placed by the homeless team in bed and breakfasts and private sector leased properties
- A support scheme to help people with substance misuse problems at risk of offending to maintain their accommodation

The total number of schemes of housing with support funded through Supporting People now stands at 45 schemes ,benefitting 4186 service users through 2007-2008.

AREA RENEWAL

In 2007-2008, £1.8m was awarded in the form of Specific Capital Grant (SCG) payment . This is the second highest allocation in Wales. Work continued to refurbish properties in three renewal areas:

- Smithfield / Hightown- 142 properties completed
- Brymbo / Broughton - works continued
- South West Wrexham- 27 properties completed

In addition work was carried out to improve the quality of the information supplied to clients about the schemes, as a direct result of feedback received from previous clients of the schemes.

HOUSING RENEWAL

The assessment process for Disabled Facilities Grants was reviewed, resulting in a number of changes to improve performance in this area. During 2007-2008 :

- 127 Disabled Facilities Grants were awarded
- Average number of days taken to deliver a Disabled Facilities grant was 457 days
- Average number of days taken to deliver an adaptation for a Local Authority tenant where the Disabled Facilities Grant is not used was 211 days
- Average number of calendar days to deliver low cost adaptation works (minor adaptations) in private dwellings was 168 days.

In addition :

- 1238 people benefited from Minor adaptation works
- 175 people received Home repair assistance
- 143 people received assistance through other grants schemes

Our Key priorities for 2008-2010 are:

- Reduce reliance on bed and breakfast accommodation by developing alternative and better temporary accommodation.
- Develop further Homeless prevention services
- Continue to improve the life of the external fabric of homes within renewal areas to a 30 year standard (Target of 60 completions by March 2009)
- Prepare the whole service for assessment against the Customer Service Excellence model (formerly Charter Mark)
- Market the 'Houseproud' scheme to increase participation
- Implement the recommendations of the Adaptations Review.
- Develop and implement a strategy for improving Houses in Multiple Occupation
- Develop and implement an action plan on affordable homes
- Develop and implement a service user involvement strategy for Supporting People
- Meet the actions identified in the Supporting People Operational Plan 2008-2009
- Develop a night shelter for rough sleepers

For any enquiries about Housing related matters or services, please contact: Housing Services, Ruthin Road, Wrexham LL13 7TU

Telephone: 01978 315300 E-mail: housing@wrexham.gov.uk
Our Opening hours are: Monday - Friday 8.30a.m. - 5.30p.m