

**Leeds Housing Strategy 2015-2018
Action Plan
Theme 5: Creating Sustainable Communities**

Priority 5.1 Tackling Anti-Social Behaviour					
Action	Progress	Lead Officer	Performance Target	Baseline Position	Rating Status
Respond to reports of anti-social behaviour in a timely way		Harvinder Saimbhi	<ul style="list-style-type: none"> • Respond to urgent/ hate incidents within 1 working day • Respond to ASB reports within 2 working days • Meet with victims within 10 working days 	Service standards are monitored by local managers through day-to-day case management, case reviews and monthly performance matrices.	
Use the range of enforcement options, in accordance with the ASB Crime and Policing Act 2014, to best respond to instances of anti-social behaviour		Harvinder Saimbhi	LASBT seeks to resolve ASB at the earliest opportunity in a manner that is appropriate and proportionate, in keeping with the governments harm based approach to ASB.	During 2014/15 LASBT closed 2015 cases of which 80% were closed without the need to resort to the use of legal tools and powers - cautions, warnings and orders etc.	

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<p>Use the range of support options to best address anti-social behaviour</p>		<p>Harvinder Saimbhi</p>	<p>LASBT service standards include a requirement to conduct a vulnerability matrix with both victims and accused to identify and respond to any unmet support needs or safeguarding concerns.</p>	<p>LASBT makes referrals to a range of support services and intervention providers including Victim Support, Yorkshire Mediation Service, YOS, Housing Options etc.</p>	
<p>Achieve a high standard of customer satisfaction in the delivery of services to tackle anti-social behaviour</p>		<p>Harvinder Saimbhi</p>	<p>Robust and meaningful performance information is collated on a monthly basis and is used to inform service delivery.</p>	<p>Customer satisfaction for 2014/15 showed that 92.8% of service users were satisfied with the case outcome whilst 95.4% were satisfied with the overall service received from LASBT.</p>	

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Priority 5.2 Sustainable Planning					
Action	Progress	Lead Officer	Performance Target	Baseline Position	Rating Status
Publish a draft Site Allocations Plan	Executive Board agreed Preferred Sites Jan 2015. Detailed drafting and site assessment work in progress.	Martin Elliot	Draft Site Allocations Plan to be released for consultation by August 2015	Core Strategy Adopted November 2014	
Make the best use of the city's land resources	Promotion of brownfield land in the City Centre and in areas of regeneration need supported by a range of Council programmes and activities. Council's own activities and smaller brownfield developments are shoring up completions as housing market recovers. City Centre development boosted by recent permission for 775 private rented sector apartments.	Martin Elliot	Minimum 60% of new housing to be delivered on brown field sites 8,000 new homes delivered on small brown field sites	Completions 2012 to 2014 over 70% of new housing on brownfield sites Over 500 smaller windfall sites per annum	
Make best use of the city's existing housing resources	Work continues to maximise the return of empty homes by targeting owners and working with partners such as Leeds Empties. The Council has developed new loans to support owners and worked	John Statham	Return 3200 empty homes back into use every year Achieve a net reduction of 400	In 2013/4 3124 long term empty homes were returned slightly missing the 3200 target. However there	

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	with companies such as Capital Grid to maximise the number of homes returned		long term empty homes per year	was a net reduction of 580 against the 400 target.	
Achieve the right mix of new housing	Core Strategy policy now adopted but grant funded schemes are providing the lion's share of new affordable housing and S106 contribution remains challenging as market recovers.	Martin Elliot	Between 5% and 35% of new housing development to be affordable	27% of all development affordable 2014-15	
Secure resources to fund infrastructure and services allied to new housing development	Community Infrastructure Levy Adopted November 2015 and will be implemented from April 2015	Martin Elliot	Secure £10m per year through Community Infrastructure Levy		

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Priority 5.3 Council Housing Management					
Action	Progress	Lead Officer	Performance Target	Baseline Position	Rating Status
Improve tenancy sustainment by making the right lettings decisions and offering tenants the right support	<p>Citywide enhanced support offer currently being developed.</p> <p>Children and Young People's Housing Action Plan developed.</p> <p>Analysis to be built into the citywide enhanced support offer.</p>	Mandy Sawyer	<p>All applicants / tenants with support needs helped to access support.</p> <p>Develop an enhanced support offer to younger tenants to help them sustain tenancies.</p> <p>Undertake analysis of tenancy sustainment / failure to inform service developments.</p>	<p>Housing Officer Support role in new staffing structure.</p> <p>Children and Young People's Housing Strategic Group established.</p> <p>Some basic analysis in place.</p>	
Ensure all council housing is well maintained and fit to live in	<p>The 2015/16 capital programme will see £70.6m of new investment in existing council housing, with a further £77.5m investment planned in 2016/17.</p> <p>Detailed programme agreed by Exec Board in Feb 15.</p> <p>Further 3-year programmes</p>	Mark Grandfield	Delivery of agreed capital programme.	2014/15 capital programme currently predicted to out-turn at £57m.	

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	will be approved by Exec Board each February.				
Continue to improve council housing re-let times	Current performance 31.7 days (Feb 15). Void procedure identified for review.	Jill Wildman, Gurmeet Virdi, David Longthorpe	Reduce average re-let times to 30 days by end of March 2016 Review void procedures to streamline process by ?	Current performance 31.7 days (Feb 15). Harmonised void procedures in place.	
Maximise rental income to enable continued investment in council housing	Peer review of income and arrears activity undertaken by KPMG. Action plan will be developed on final report.	Jill Wildman, Gurmeet Virdi, David Longthorpe	Collect 97.87% of rent due by March 2016. Collect ?% of Former Tenant Arrears by March 2016.	Current performance 97.25% (Feb 15). Current performance ? (Feb 15).	
Minimise the impact of welfare change	Internal Audit of support provided to tenants affected by under-occupation. Project Group to oversee introduction of Universal Credit in Housing Leeds to be established in April 2015.	Jill Wildman, Gurmeet Virdi, David Longthorpe	Visit all tenants newly affected by under-occupation. Support all tenants who will be affected by Universal Credit during 2016.	Process to visit tenant affected by under-occupation in place. Awaiting confirmation of implementation timescales.	
Deliver effective engagement with council tenants	Tenant Scrutiny Board scrutiny enquiry completed –	Jill Wildman, Gurmeet Virdi,	100% tenants to have an annual	82% of tenants have had an	

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	<p>Annual Tenancy Visit procedure to be reviewed to incorporate improvements from April 2015.</p> <p>Overall Tenant Involvement Strategy and Communication Plan in development.</p>	<p>David Longthorpe</p>	<p>tenancy visit by March 2016.</p> <p>Implement full Tenant Involvement Strategy and Communication Plan by Sep 2016.</p>	<p>annual tenancy visit during 14/15.</p> <p>Elements of Tenant Involvement Strategy already in place.</p>	
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