Partnerships, Policing and the RESPECT agenda – how does it all fit?

Working together in Cumbria to build safer, stronger communities

Assistant Chief Constable Neil Rhodes
Cumbria Constabulary

Our journey over the next 30 minutes

- National Drivers
- Local context / position
- Social housing providers as partners
- Issues/concerns

National Drivers 2

- O’Connor report
- Concept of protective services
  - counter terrorist
  - tackling serious and series crime
  - dealing with major emergencies
- The flirtation with amalgamation

The Cumbrian way forward – reshaping our business

Neighbourhood Policing	Protective Services
Supported by an effective and affordable infrastructure	

National Drivers 3

- Neighbourhood Policing
- Respect Agenda
- Local Area Agreements
- Crime & Disorder Act Review 2004
- 2007 - Production of National Standards

National Drivers 4

White paper - Strong and prosperous communities

Aims

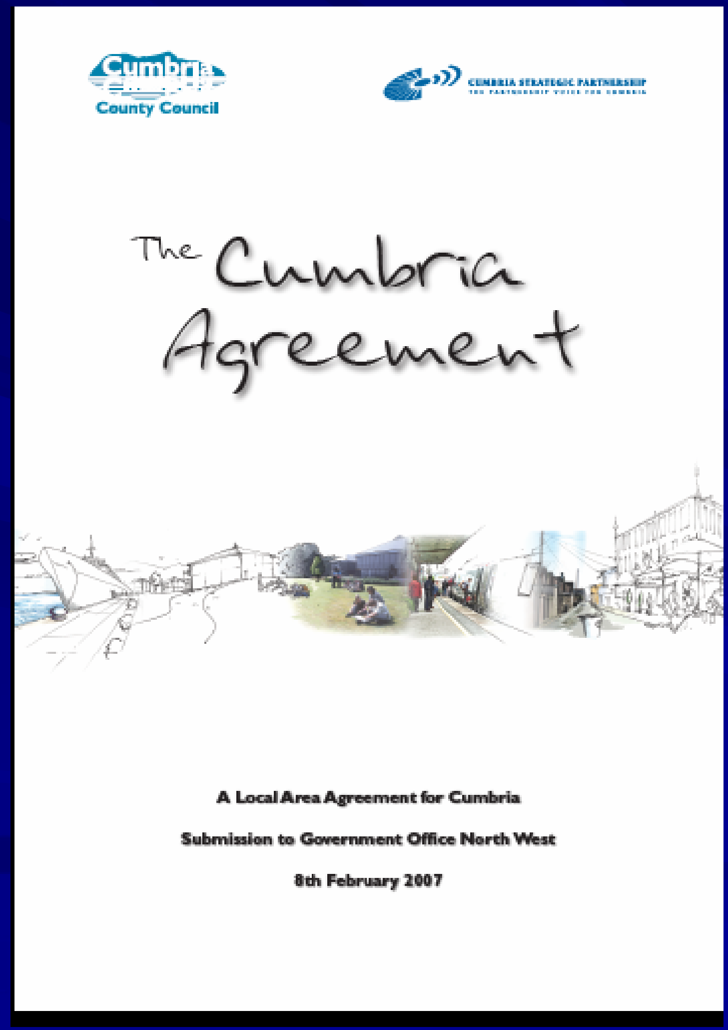
– Public Agencies

– Local Authorities

– Local People

– Local Partners

Local Area Agreement for Cumbria


Cumbria County Council

CUMBRIA STRATEGIC PARTNERSHIP

The Cumbria Agreement

A Local Area Agreement for Cumbria

Submission to Government Office North West

8th February 2007

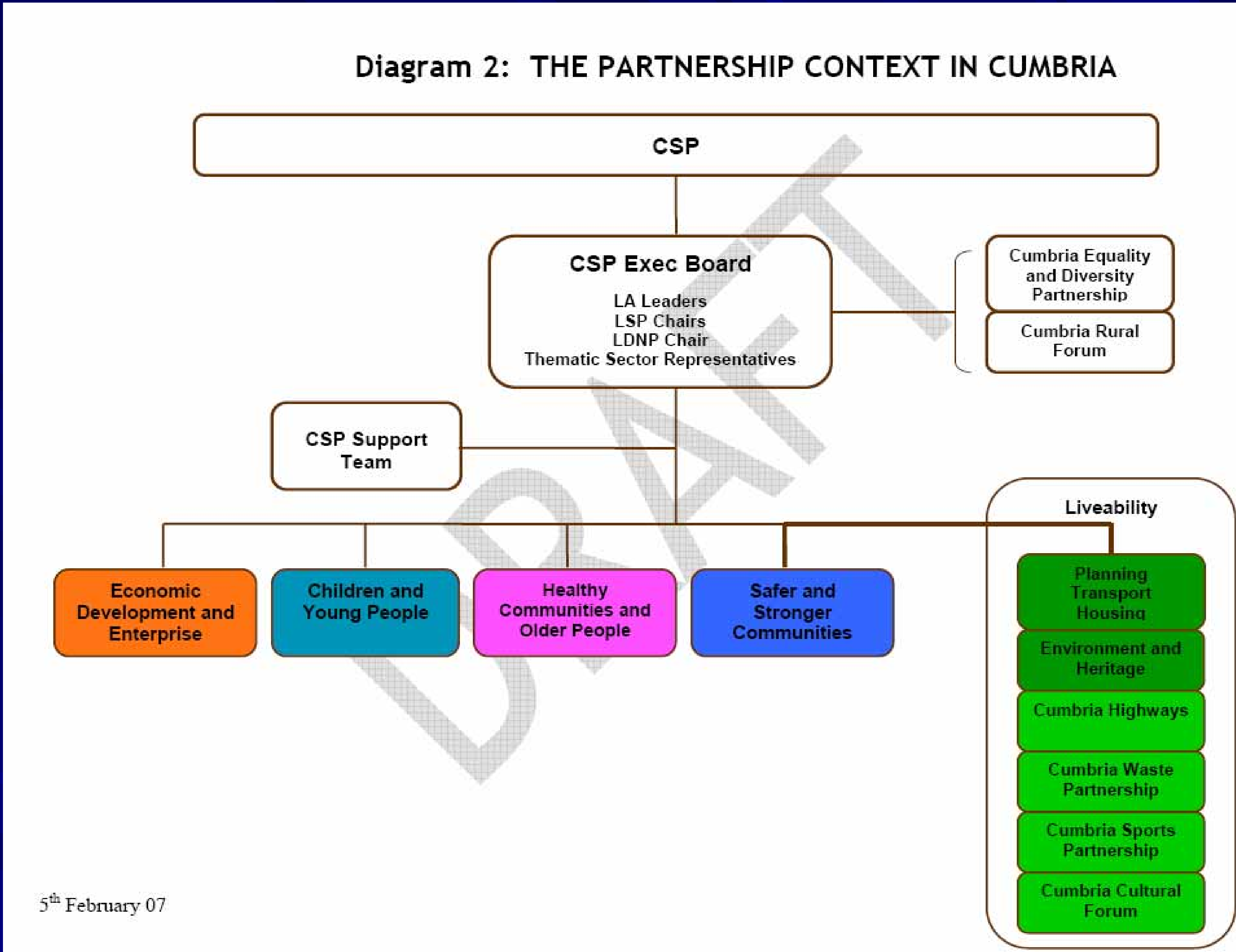


Diagram 2: THE PARTNERSHIP CONTEXT IN CUMBRIA
CSP
CSP Exec Board
LA Leaders
LSP Chairs
LDNP Chair
Thematic Sector Representatives
Cumbria Equality and Diversity Partnership
Cumbria Rural Forum
CSP Support Team
Liveability
Economic Development and Enterprise
Children and Young People
Healthy Communities and Older People
Safer and Stronger Communities
Planning Transport Housing
Environment and Heritage
Cumbria Highways
Cumbria Waste Partnership
Cumbria Sports Partnership
Cumbria Cultural Forum
DRAFT
5th February 07

Safer Stronger Communities Thematic Partnership (SSCTP) – Membership

- Six districts councils,
- 4 CDRPs,
- National probation service,
- Voluntary Action Cumbria,
- Connexions Cumbria,
- Cumbria YOS,
- Cumbria County Council,
- Cumbria Constabulary,
- Her Majesty’s Court Services, and
- HMP Haverigg.
- The housing sector – Mike Muir

SSCTP Projects in 2007/8

- SSCTP -Three major cross cutting County projects funded by the SSCTP
  - Neighbourhood Watch Development
  - Domestic Violence Project
  - Scafell Project

Social housing providers as partners

Tools and Powers

- Acceptable Behaviour Contracts
- ASBO
- ASB Injunctions
- Support mechanisms

Social housing providers enhancing Neighbourhood Policing

‘Paula’

- 33 Incidents in three weeks
- Only one criminal offence
- Residents living in fear
- Registered Social Landlord property

Social housing providers enhancing Neighbourhood Policing

Botcherby

- High levels of Crime/disorder
- Poor public perception

Social housing providers enhancing Neighbourhood Policing

Botcherby-the cycle of action

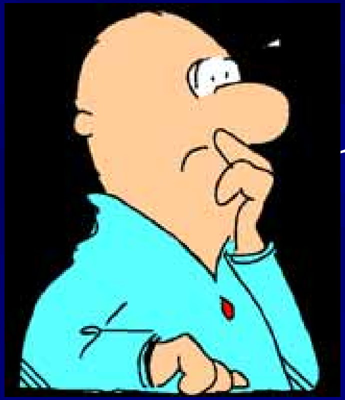
- ‘Streetsafe’
- Enforcement action
- Support
- Information Sharing

Dealing With Difficult People

Housing problem people
e.g. PPOs

Protecting the wider majority
encouraging RESPECT

Complex problem
What's the solution?



Understanding each others powers and problems
Working together
Joint commitment to make it work

Moving Forward

We have looked at:

The national picture – changing and complex

The Local picture – encouraging partnership working in the Cumbrian context

Flagship safer communities work

Working together to manage difficult people

Cumbria Constabulary's aim is to inspire trust and confidence in our policing services so that the people of Cumbria feel safe, satisfied and reassured

- with your help we can achieve that

GOVERNMENT OFFICE
FOR THE NORTH WEST

Regional strategies; the Cumbria dimension

Chris Bamber

Senior Spatial Development Manager (Cumbria)

chris.bamber@gonw.gsi.gov.uk

Regeneration Issues In Cumbria

- Declining GVA/GDP
- Decline in traditional industries – agriculture and heavy industry / energy industry.
- Social Deprivation – Allerdale, Barrow, Carlisle, Copeland all have SOAs in worst 10% nationally.
- Barrow one of the most deprived Local Authority areas nationally.
- Rural deprivation and structural change

Growth issues in Cumbria

- Carlisle rebirth
- Kendal and the Lancaster connection
- Industrial possibilities
- University
- ‘Eastern corridor’

Supporting Regeneration In Cumbria

- Aim - to support economic diversification and improve social and environmental conditions.
- Community Planning – 'economic, social and environmental well being'
- County and District LSPs – Government a key partner, facilitator, funder
- Local Area Agreement

Working in partnership

- Westlakes Renaissance , Rural Regeneration Cumbria, Cumbria Vision
- Furness and West Cumbria Housing Market Partnership
- Barrow Task Force
- West Cumbria Strategic Forum
- Carlisle Renaissance
- Local Area Agreement

Tomorrow’s issues and opportunities

- changing world energy market – nuclear? renewables?
- global agricultural restructuring
- changes in tourism demand

- stress on city regions as ‘drivers of growth’
- capitalising on the University

- “raising Cumbria’s game” - QUALITY

Regional Spatial Strategy

- Achieving sustainable development
- Overall spatial strategy
- Key centres for development and change
- Capitalising on growth opportunities
- Priority Areas for urban regeneration
- Development in market towns, service centres and in rural areas generally

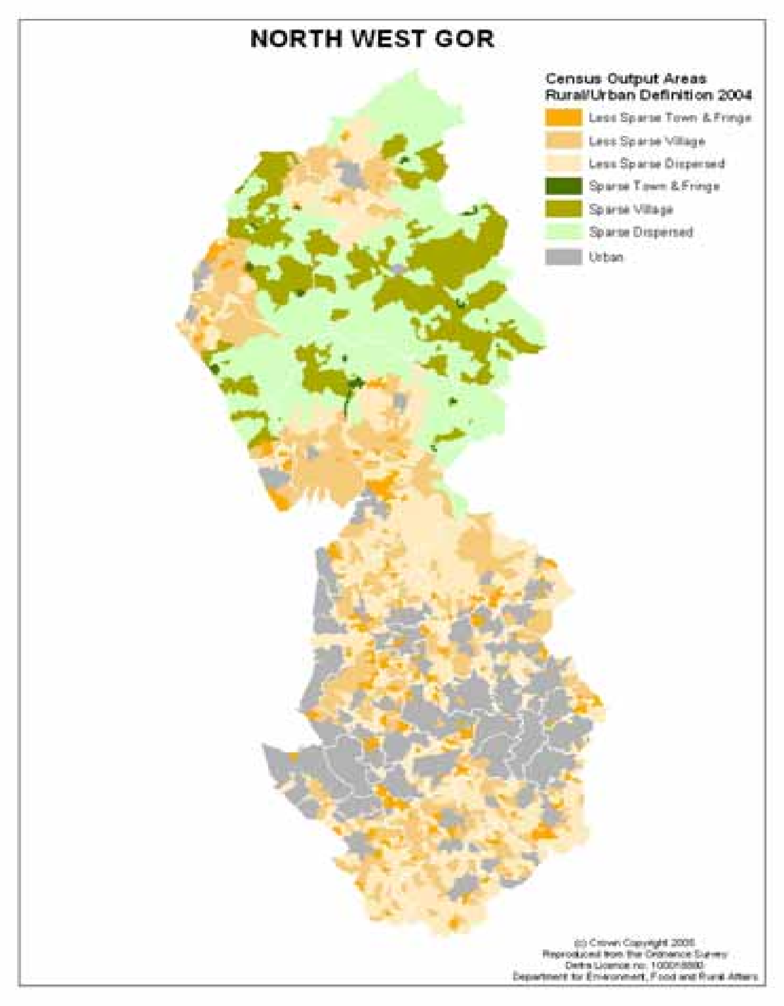
Regional Economic Strategy- vision

- High levels of productivity and enterprise
- Cities key growth drivers
- Other places with growth opportunities capitalised upon (incl. Carlisle)
- Assets fully utilised – growth sectors, ports and airports, natural environment, Lake District, rural economy
- Regeneration in areas needing it (incl. Barrow & West Cumbria)

Rural Renaissance

- Reaction to FMD crisis in NW;
- Attempt to ally existing funding streams and policies within the NW and add new resources;
- Looked at the way the whole rural economy worked and how it interacted with the environment;
- Developed solutions/actions around 8 Strategic Objectives.

Regional rural spatial policy



- RPG13 - ‘rural chapter’
- Emerging RSS – region-wide spatial development framework
- Sub-regional perspective?

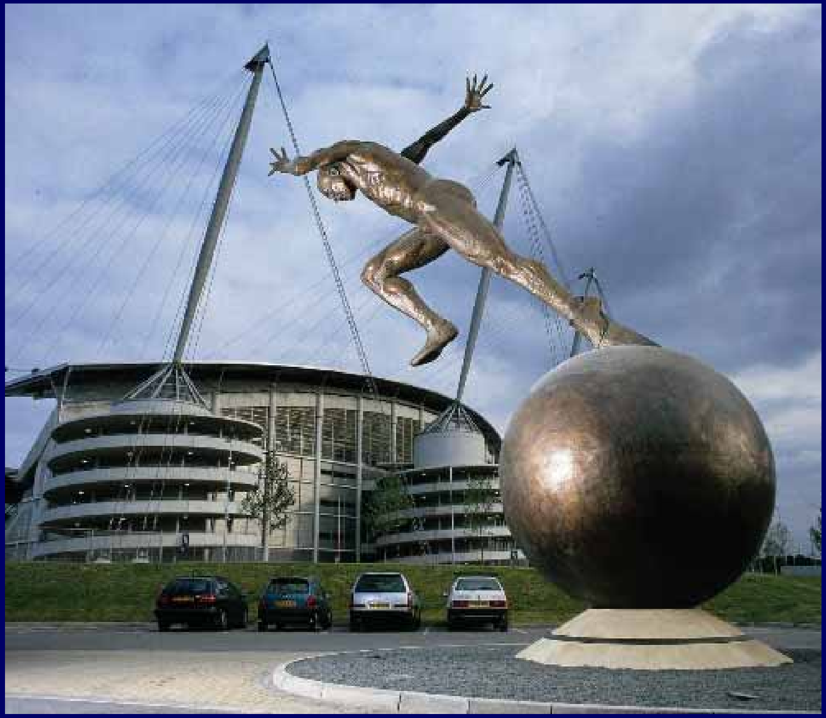
Rural Development Framework: 8 strategic objectives

- Broaden the Economic Base of Rural Areas;
- Renew & Strengthen Tourism Product Offer;
- Assist the Restructuring of Agriculture;
- Enhance the Competitiveness and Capability of Primary Agriculture;
- Rural Skill Development;
- Development and Promotion of Countryside Products;
- Sustain the Rural inheritance;
- Deliver Social and Economic Regeneration.

Regional Housing Strategy - priorities

- 1 Urban renaissance
- 2 Affordable homes to maintain balanced communities
- 3 Decent homes in thriving neighbourhoods
- 4 Meeting the needs of communities and providing support for those who need it

Pulling it together: the role of planning



"Planning shapes the places where people live and work and the country we live in. It plays a key role in supporting the Government's wider social, environmental and economic objectives and for sustainable communities."

- ***PPS1: Delivering Sustainable Development***

Planning and housing; government policy objectives

- High quality housing
- Mix supporting wide variety of households
- Take into account need and demand, seek to improve choice
- Development in locations with good access to jobs and services
- Flexibility and responsiveness
- Making effective and efficient use of land

Planning and housing; the approach to delivery

- “Visionary and strategic approach” – planning authorities in lead role
- Market responsiveness
- Collaborative working
- Evidence-based policy

Sustainable rural communities

"People who live or work in rural areas should have reasonable access to a range of services and facilities"

- Rural White Paper focuses on market towns
- PPS7 para 3 – local service centres should be the development focus
- PPS7 para 4; ..."some limited development" in, or next to, smaller settlements, to meet local need

Balancing urban housing markets

- Housing market renewal still a priority
- New stress on market awareness
- A balanced approach needs to be EVIDENCE BASED

Moving forward

- Strengthened emphasis on quality
- Better integration of Community Strategies and Development Plans (LDFs)
- County-wide work on market and needs assessments, strategy
- Local Area Agreement

CUMBRIA'S HOUSING MARKET ASSESSMENTS

Graham Hale
Principal Planning Officer
Cumbria County Council

Cumbria County Council

3 Topics for Presentation

- How we have compiled a countywide database of local need?
- How will the Assessments influence the Local Development Frameworks (LDFs) and Supplementary Planning Documents (SPDs)?
- What are the key findings?

1) How have we compiled a countywide database of local need?

- Need to refer to **PPS3 (November 2005)**;
- Requires LPAs to have regard to housing market areas in developing their spatial plans and should be set out in the RSS;
- LDDs should be informed by a robust, shared evidence base, in particular, of housing need and demand through a **Strategic Housing Market Assessment**, and land availability through a **Strategic Housing Land Availability Assessment** (see para 11).

Continued….

Based upon the findings of the Strategic HMAs, PPS3 states that LPAs should set out in the LDDs:

- the likely x% of households that require **market** and **affordable** housing;
- the likely profile of household types requiring market housing; i.e. multi person, including families and children (x%), single person (y%), couples (z%);
- The size and type of affordable housing required.

Continued…

So, developers should bring forward proposals for:

- market housing = demand and profile of households requiring market housing = sustainable communities;

At a strategic site level, LPAs must ensure:

- that mix of housing reflects household needs (both market and affordable);
- a mix of tenure and price.

For smaller sites:

- a mix of housing should create mixed communities having regard to the % of households requiring market or affordable housing, and the existing mix in the locality.

The Cumbrian Methodology on Housing Needs and Market Assessments

- Data Collection Task Group was formed in April 2005 to ensure a robust and consistent approach;
- It agreed a mandate, working through the Cumbria Sub-Regional Housing Officers Group;
- Comprised the housing representatives from each District (incl. the LDNPA), planning representatives, members of the Northern Housing Consortium and the Cumbria Rural Housing Trust;
- Agreed a common methodology based on the Government's 'Housing Market Assessments: Draft Practice Guidance (December 2005)'.

Continued…..

The Government's Draft Guidance:

- provides a framework for assessing whole market areas;
- utilises traditional housing surveys and
- incorporates evidence on trends and qualitative data;

All this to understand the interaction and characteristics of **20 defined Housing Market Areas** in Cumbria, and how they function.

Continued…..

The methodology broadly used:

- **primary** and **secondary** data (such as census data, CACI Paycheck and Land Registry)
- assessed past trends, structures and factors influencing the housing market to project future needs;
- included primary data surveys with estate agents, developers and Housing Association Surveys using a standard survey for each one;

Continued…..

Data Collection Group carried out a general District-wide Housing Needs Survey, which involved:

- tendering,
- appointment of scanning companies;
- agreeing the survey questionnaire;
- analysing the data;
- using the proforma in the Guidance (p.38) to work out the total affordable housing need.

Continued….

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Continued….

The Cumbria HMA Assessments have:

- identified market drivers;
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But it has **not** identified the future housing projections including all ‘need’ i.e. open market, intermediary as well as affordable needs.

2) How will the Assessments influence the LDFs and SPDs?

The Government’s Draft Guidance states that Housing Assessments will be used to:

- develop long-term strategic views of housing to inform RSS and LDFs;
- develop a sound approach to planning for the mix of household needs;
- assist LPAs to justify levels of affordable housing; and
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Continued……

PPS3 requires LDF housing levels to be based on robust evidence, using amongst others:

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- advice on affordability;
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Continued….

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LDDs therefore set out the policies and strategies for delivering housing by:

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Continued….

So the Cumbria Sub-Regional Housing Need Assessment is vitally important in:

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The Cumbria Sub-Regional Housing Needs Assessment found **very high levels of affordable housing need** each year for the next five years in:

- South Lakeland (669);
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- Total annual need = 1,299 (gross) 1,037 (net).

Continued…..

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- In Eden Valley South, house prices are equivalent to LDNP;
- In North Lakes, there is acute affordability issues;
- Local economies are hindered as people relocate;
- High land values hinder development of affordable housing;
- In Cartmel Peninsula, second homes is an issue;
- In Central Lakes, high demand/high pressure market limits opportunities to affordable housing;
- In Kendal, median income to house price ratio is 6:1, and there is a high level of homelessness;

Continued….

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The Housing Needs Assessment presents a planning problem because:

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How do we resolve this dichotomy to:

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Which is the sustainable community?

- Well run
- Environmentally sensitive
- Well connected
- Fair for everyone

Strengths

Land

- Local food
- Renewable energy
- Carbon sinks

Bio-diversity

Community structures

Successful partnership working

Creativity and ingenuity

Weaknesses

High car use (?)

Large distances travelled

Opposition to change

Lack of skills and capacity to respond

Either/or debate

Opportunities

Sustainable development=integrated approach

New technology – energy/IT

local government = place shapers

Central role of LSP - LAA

Community asset ownership

Good practice

Threats

Ignoring the evidence

Misled implementation

Inadequate evidence

Lack of rural proofing

modesty

Marginalised political voice

Where there is a will.....

- Shropshire
  LAA
  Shropshire County Council
  - Energy
  - Delivering rural services

  Bishop's Castle – Wasteless Society

- Cornwall local food project

- East Lindsey Housing Partnership

- Co-ordinated Action for Rural Lancashire

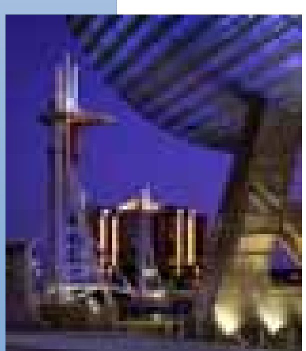
A POSITVE RESPONSE TO CLIMATE CHANGE

EQUALS

SUSTAINABLE RURAL COMMUNITIES

North West Regional Assembly

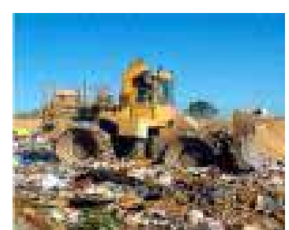
Regional Housing Strategy



Julie Monk,

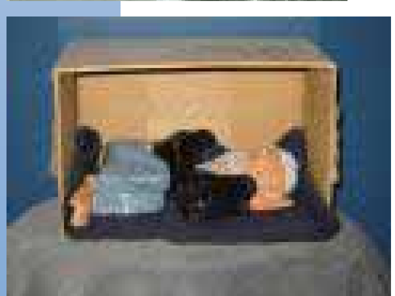
Regional Housing Strategy Officer,

North West Regional Assembly



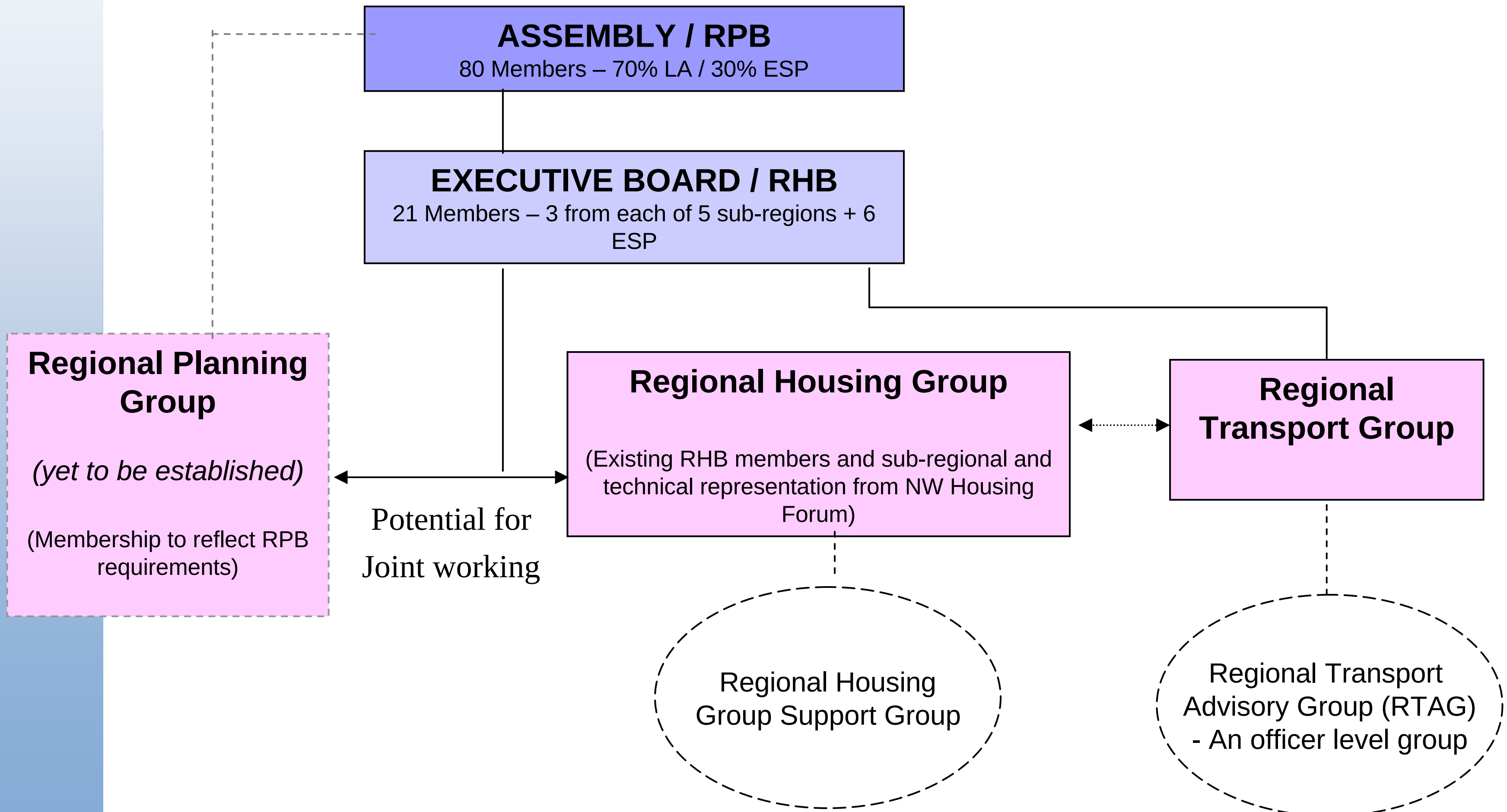
Overview

- Assembly Governance structures
- How is the Regional Housing Board merger into the Assembly progressing?
- Regional Housing Strategy and key issues for implementation
- Moving Forward with sub-regional partners
- Cumbria Housing Strategy Actions



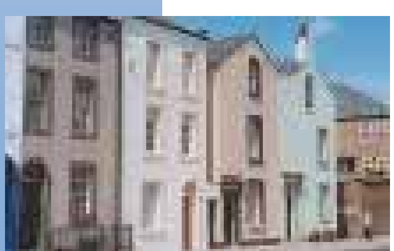

Aligning Planning & Housing

Executive Board as Regional Housing Board and advised by a Regional Housing Group



North West Regional Assembly

Merging the Regional Housing Board into the Assembly



- May \ June 2006, Assembly took on role of Regional Housing Board (RHB)
  - Increased elected member representation from sub regions
  - Provide secretariat
  - Lead on preparation of Regional Housing Strategy
  - Advise Government on distribution of funding from Single Housing Pot to Local Authorities & RSL's
- Dedicated Regional Housing Team being established with Assembly
- Will build upon existing relationships with NW Housing Forum & original RHB member organisations
- Ensure closer links into RSS work eg. joint work on developing monitoring & evidence base including commissioning research – current example is Regional Gypsy & Travellers accommodation needs study

RHS Priorities

- Priority 1 – delivering urban renaissance

  To maximise the positive impact of the emerging market restructuring work in West Cumbria and Furness.

- Priority 2 – providing affordable homes to maintain balanced communities

  To tackle the shortages of affordable housing in areas of the North West where demand for additional housing is high, and where this impacts adversely on social inclusion and the sustainable growth of local, sub-regional and regional economies.

- Priority 3 – delivering decent homes in thriving neighbourhoods

  To improve the condition of housing stock with a sustainable future as part of broadly based regeneration strategies, particularly in areas of concentrated unfitness and disrepair

- Priority 4 – meeting the needs of communities and providing support for those who need it

RHS Action Plan: 2006/07- 2007/08

- Developing the evidence base and establishing baseline regional indicators
- Monitoring and measuring the impact of the current Strategy
- Reviewing the Strategic Investment Framework (RHP)
- Developing the existing Strategy, including meeting commitments for a regional Homelessness Strategy and a regional Supporting People Strategy
- Preparing for a review of the RHS
- Building capacity, sharing information, skills, experience and good practice across the region

Regional Funding Allocations

- Economic development, housing and transport strategies and spending priorities are aligned
- RES, RHS and RSS prioritise:
  - HMR areas as the key spatial focus for tackling need;
  - the potential of the Cities / City Regions,
  - connect areas of opportunity and need,
  - encourage economic development in locations which better use the existing transport infrastructure
  - weaknesses in the housing market – need to address market failure as well as provide more decent and affordable homes and sustainable communities

North West Regional Assembly

Approach to Determining Housing Provision Figures in RSS

Housing Need / Demand

- future household formation taking account of migration and economic growth

Spatial Development Framework

Housing Supply

- existing permissions,
- urban potential study results,
- allocations,
- other sources of supply not covered above

RSS District Housing Provision Figures

Some issues for future reviews of RHS and RSS

There area number of issues, which share a common agenda across the planning and housing agendas, which the Assembly can play a part in addressing, for example:

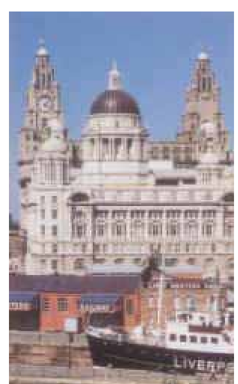
- Defining housing markets and coordinating housing market assessments
- Addressing Gypsy & Traveller Sites provision
- Setting affordability targets

RHB Working With Sub-regional Partners

- Fit for purpose Sub –regional housing strategy
- Provides foundations for developing partnership arrangements with RHB in terms of:
  - Demonstrating and sharing good practice
  - Developing the evidence base
  - Assisting with monitoring and measuring impact
  - Influencing future Strategy reviews
- What are other Sub-Regions doing?

Implementing the Cumbria Housing Strategy

Key Issues

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Themes of the Strategy

- Affordable housing
- Supported housing
- Decent homes
- Regeneration
- Homelessness
- Research and information

Affordable Housing

- Housing projections and house prices
- Housing Market Assessments
- S.106 agreements
- Housing Corporation Grant Rates
- Rural Housing Enablers

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Supported Housing

- Gypsy and Travellers
- Disabled Facilities Grants
- Supported Housing Co-ordinator

Decent Homes

- Sustainable Energy Centres
- Equity Loans
- Home Improvement Agency
- House condition survey

Regeneration

- Housing Market Renewal Delivery Plan
- Select Committee
- Pathfinders

Homelessness

- Homelessness Strategy

Funding for Cumbria

- Monitoring of RHP spend
- Sub-Regional Priorities

North West Regional Assembly

Thank you

North West Regional Housing Board

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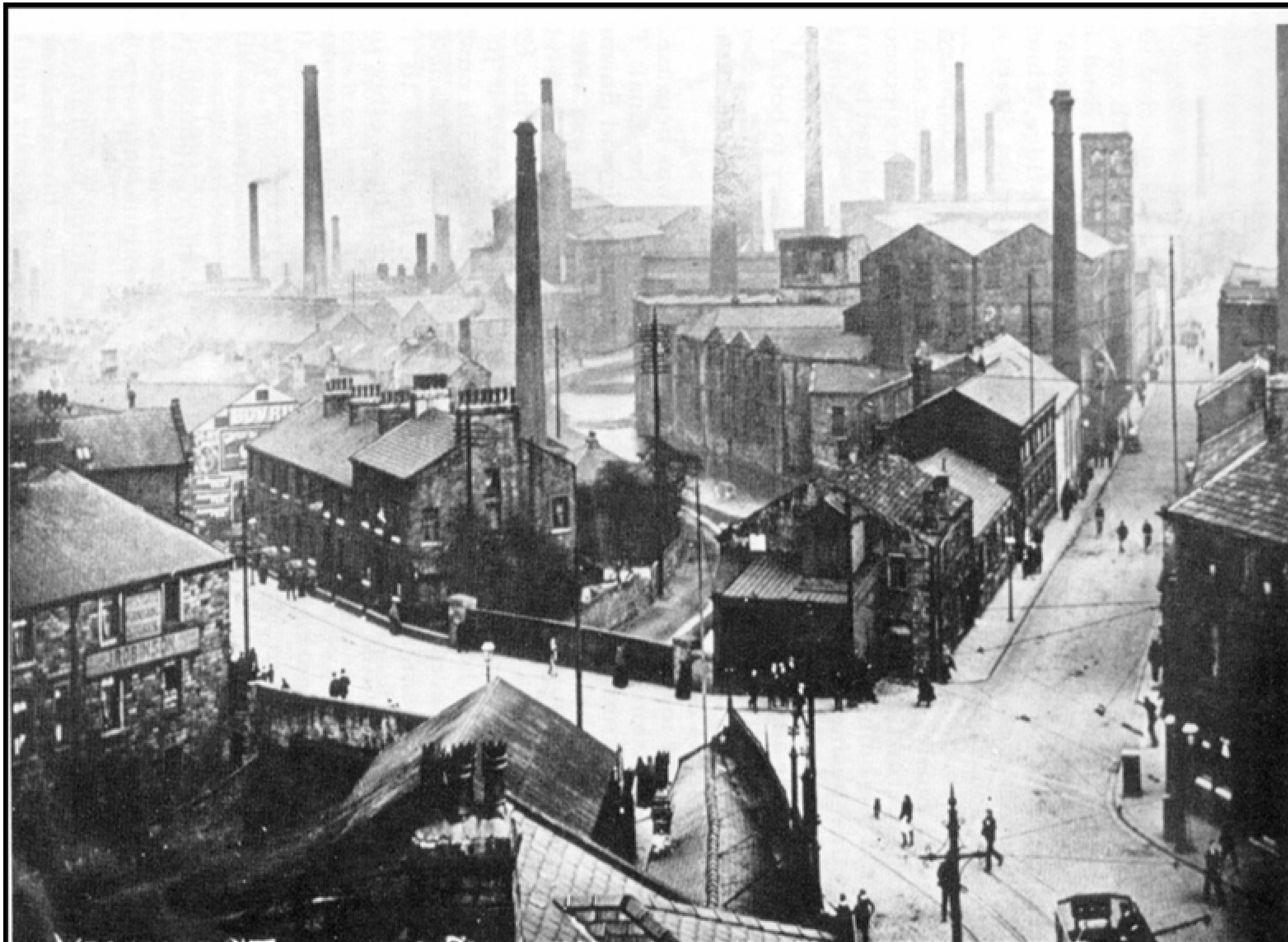
North West Regional Housing Group

Creating Pennine Lancashire

Cumbria Housin
Senior Officers' Conference

Max Steinberg
30 March 2007



Housing Facts

Dwellings	**85,000**
Empty dwellings	**6%**
Low demand dwellings	**35%**
Unfit dwellings	**26%**
Terraced properties (mostly 2 bed)	**67%**
Sales <£52,500 **(Eng & Wales-avg=£163k; NW=£127k)**	**82%**
Council Tax Band A	**26%**
Private rented	**16%**

Unfitness

- National average: 4.2%
- Elevate <u>six times</u> national average: 26.5 %
  - Within private rented: 41%
  - Within pre-1919 stock: 41%
- Unfit vacants account for 23% of all unfits
- In excess of 5000 unfit and vacant

Drivers of Local Housing Market Failure

– 34% of population have no qualifications

– Wages below national and regional averages

– 20% limiting long term illness

– 38 of 46 wards are within the 20% most deprived in England

– Fractured communities - parallel lives

Average Earnings

	2002	2003	2004
England	£21,189	£21,940	£22,893
North West	£18,960	£19,483	£20,625
Lancashire	£18,618	£19,141	£20,476
Burnley	£17,284 9% below NW	£17,131 12% below NW	£16,999 17.5% below NW

Health

- 51 out of 112 wards in East Lancashire are amongst the **10% most deprived** wards in the country (Health IMD)
- Respiratory disease is **35% higher** than the national average
- Heart disease is **26% higher** than the national average

The Elevate approach to problem-solving

- Housing the core business, but other agendas fundamental to housing success
- Not traditional ‘patch & mend’ housing renewal – it’s about fundamental supply and demand
- Housing a part of the wider market – must be considered jointly with the economy

Future Housing Offer

- Housing Market Assessment
- Identified three sub-markets
- Assessed future demand against scenarios for economy
- Projected demand for property types in a more balanced housing market through extending choice:

  – high value, detached and large housing

The Affordability Challenge

- One of lowest value housing markets in the UK – BUT

- 10% of working population earn less than £5k per annum

- 35% of working population fall below affordability threshold for housing in lowest price range

- Affordability ratios range from 3.6

Balancing the housing market

- The existing stock is fundamental – even HMR areas can only replace a small proportion
- Newbuild is required to meet both existing and potential future needs
- Higher value ‘aspirational’ housing is required in our urban areas – this is vital for social and economic future of the area….. but when?
- Barriers to economic growth need to be

Summary

- Pennine Lancashire is not providing what its population needs in terms of jobs and a place to live (therefore net out migration remains a concern

- Due to “jobless growth” and low incomes there will remain a significant and growing demand for affordable housing

- Putting in place suitable high quality housing will assist in broadening the resident population and skills base impact

IMPROVEMENT THROUGH ACTION

Cumbria: Housing and Sustainability

Cumbria Strategic Partnership

Climate Change Group

Cumbria Housing Group/
Strategy

http://www.nwda.co.uk/publications/business/rising-to-the-challenge---a-cl.aspx

Cumbria Climate Change Group: Key Issues, Houses & Buildings

- Older housing is heavy on water and energy use (new housing is OK and future housing from 2010 will be good)
- Other buildings (eg offices) are in a similar position
- Houses which have high costs-in-use tend to be occupied by low income households, increasingly elderly
- Rural housing is particularly problematic with higher fuel costs and high car dependency
- Although public sector housing is OK, there are few funding mechanisms to help owner occupiers and none to help upgrade other buildings

Cumbria Climate Change Group: Key Impacts, Houses & Buildings

- Housing is a major (and growing) consumer of non-renewal energy and costs-in-use will rise far faster than inflation
- Households are major (and growing) consumers of water and although Cumbria is unlikely to suffer from drought like many Southern areas, water charges will rise far faster than inflation
- Cumbrian household income/GVA has risen much slower than the national/EC average and is likely to continue so
- Transport (especially domestic car costs) are likely to rise far faster than inflation
- The likely effects are threefold:
    - Increasing poverty of low income households
    - Increasing drift of aspiration from older housing to newbuild
    - Increasing drift from rural to Key Service Centres (market towns) and urban centres
- Increasing costs-in-use of commercial buildings (and of the transport of materials and finished goods to and from commercial sites) will put increasing pressure on an already fragile economy

Cumbria Climate Change Group: Potential Solutions, Houses & Buildings

- Microgeneration of alternative energy is more feasible in Cumbria than most of England
- Long term high outputs of nuclear energy are more likely than anywhere else
- Water is more accessible (and thus less unaffordable) in Cumbria if the principle of differential rates can be established
- Cumbria could be a significant exporter of energy and water which could benefit local consumers if differential rates can be established
- Because of the high visibility of these issues (incl. transport, windfarms, water) in Cumbria, there is significant opportunity to make the Sub Region an exemplar of sustainability….. and engage consumers more fully in more efficient energy use

Rural Sustainability?

• **<u>Average Cumbria Rural Income 2005/06</u>**	17,500
• Net	15,000
• Heating	3,000
• Lighting	1,000
• One Car	3,000
• Water with Meter	1,500
• Balance	**<u>£ 6,500</u>**

Fuel Costs are predicted to rise by 3-4 times in the next 15 years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CLEAR

www.huntinghall.co.uk

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- Solar panels
- Air transfer heat exchanger
- Composting Toilet (ugh)
- Dry lining (wool)
- Renewable timber
- Water based decoration
- Electricity from renewables co.

www.huntinghall.co.uk

Cumbria Housing Training Group

Housing Inspection

29th March 2007

The Future of Housing Inspection

Paul Clarke - Lead Housing Inspector (North West)

audit commission

In this session I want to cover…

- Why we inspect
- How we inspect
- Inspection as a driver for improvement
- LG White Paper and the future?

Why we inspect

- Legislation says we must
- Drive improvement
- Challenge
- Diagnose weaknesses
- Identify strengths
- Everyone should have access to high quality and cost effective public services

audit commission

How we inspect – General Principles

- Focus on public service outcomes from a user perspective
- To act as a catalyst for improvement
- Concentrate inspection where it will have most impact
- Based on rigorous assessment
- Independently of the inspected organisation
- Reporting in public
- Collaboratively
- Objectively

How we inspect – Key Lines of Enquiry

- 16 KLOEs
- Consistent criteria
- Provide a framework through which to view and assess services
- Describe Excellent and Fair services
- 3 overarching themes – Access, Diversity, VFM
- Regularly updated

How we inspect – Key Lines of Enquiry

- Used to scope each inspection
- Evaluate self-assessments
- Design the inspection, e.g. interviews, focus groups, reality checks and what questions we are going to ask on site
- They are what we use to make **Judgements**

How we inspect – Judgement 1: How good is the service?

- What has the service aimed to achieve?
- Is the service meeting the needs of the community and/or users?
- Is the service delivering value for money?

audit commission

How we inspect – Judgement 2: What are the prospects for improvement?

- What is the service track record in delivering improvement?
- How well does the service manage performance?
- Does the service have the capacity to improve?

The inspection process – Preparation

- Scope
- Document Requests
- Self-assessment
- Lead Regulator
- Mystery Shopping
- Initial opinion

The inspection process – On Site

- Initial Briefing
- Interviews
- Focus Groups
- Reality Checks
- **Evidence**
- Feedback

The inspection process – Reporting

- Report writing
- Moderation
- Round Table
- Review?
- Publication

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ODPM research into performance drivers in local authority housing June 2005

- ODPM commissioned the Housing Quality Network to assess performance drivers in local authority housing

- Reviewed inspection, Government initiatives and other factors that drive improvement

- And the results show…….

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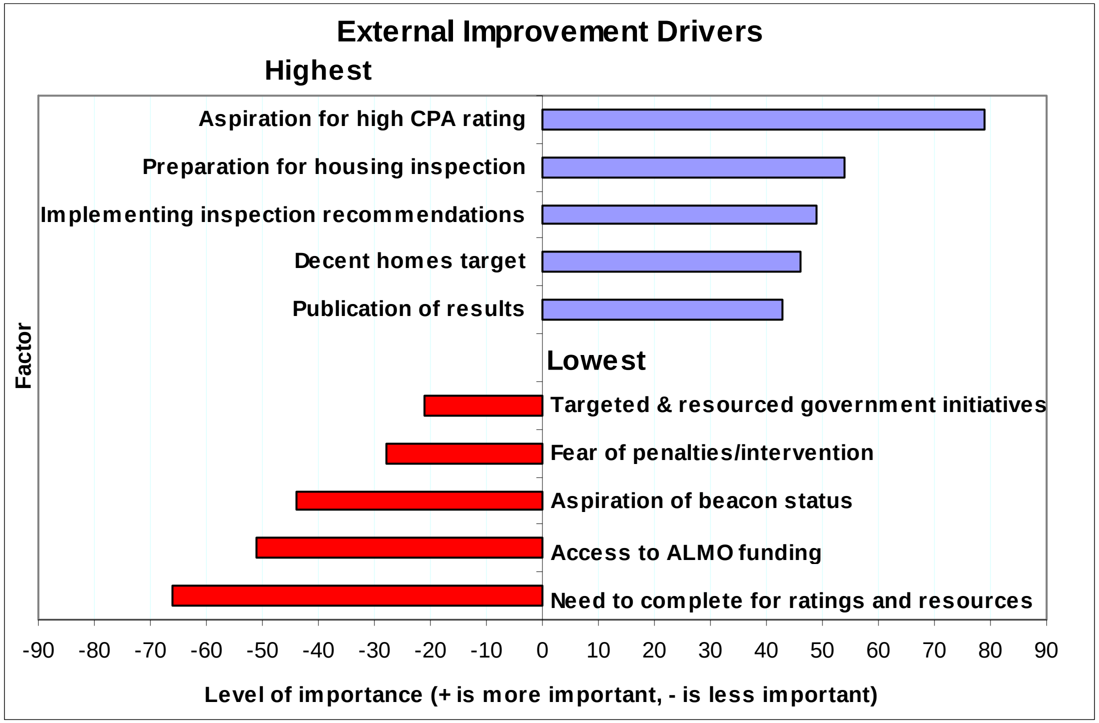
Housing Inspection

29th March 2007

Performance drivers



- "So how can housing organisations deliver better services?"

Building blocks for improving services

Ownership of problems and willingness to change

A sustained focus on what matters

The capacity and systems to deliver performance and improvement

Integrate service improvement into day-to-day management

LG White Paper, etc

- Affects us both
- New unitaries, parishes
- Member model & Leaders
- Inspection & Regulation

A new performance framework

Support for improvement

- Audit Commission as gatekeeper for local service inspection
- Tailored intervention to drive improvement, co-ordinated by Government Offices – sector support, inspection, Secretary of State intervention including Improvement Notices, Directive Action and Removal of Functions options

Inspection issues post 2008/09: Less inspection

- Less inspection….but targeted
- Few (if any) rolling programmes of inspection
- The prospect of ‘snap,’ ‘random’ and/or ‘tenant triggered’ inspections
- VFM: continues as a key issue for inspection
- Themed, or area, inspections

Inspection issues post 2008/09: Developing risk assessment

- Targeted inspection will require good risk assessment
- The quality of information available will be affected by:
  - Self assessment becomes ever more important – use of KLOEs here
  - Robust and comprehensive PIs
  - Local knowledge of regulators and the GO
  - Service users’ influence (setting local PIs)

Potential sources of information for assessing risk on an area basis

Inspection issues post 2008/09: Community calls for action in housing

- The prospect of ‘tenant triggered’ inspections
  - Targeting inspections on service users’ concerns

    or
  - Tenant-led inspections

- Issues for both:
  - How will tenants be supported?
  - Should they focus on service delivery issues or could they cover other issues as well?
  - What changes to inspection methods will be necessary?
  - How would their introduction affect statutory inspection ?

Inspection issues post 2008/09: Accountability to stakeholders

- Social housing providers and inspection will need to become more accountable to service users and other stakeholders
  - Service users may set the scope of inspections
  - Their experience of the services is likely to become even more central.
- The role of tenant inspection advisors may change to reflect these developments

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