

Ref No.	Key Objective	Task (Short Term Target)	Corporate Director	Lead Officer	Sub Key Actions	Target Dates	Key Actions Completed	Progress Comments	Task Completed/ On Track
022	A safe borough	CP022 Work closely with our partners, including Registered Social Landlords and other landlords to tackle anti-social behaviour in social housing.	Jeff Maslen	Neil Stubbings	CP022.01 Consider whether a preferred list of Registered Social Landlords is an appropriate option to help strengthen joint working.	31/12/2008	Completed	The first meeting of the RSL Housing Services Forum took place in November 08 with the second held in January 09. Hillingdon is one of the national pilots for a project involving increasing the partnership working between a local authority and RSL - the project will focus on tackling homelessness, improving management of housing stock, tackling overcrowding, reducing unauthorised tenancies and improving access to private sector housing.	Completed

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040	A borough with improving health, housing and social care	CP040 Extend our first time buyers deposit scheme for borough residents to provide additional funding to help up to 50 individuals or couples a year to get onto the property ladder.	Jeff Maslen	Neil Stubbings	<p>CP040.1-First time buyers deposit scheme extended by March 2009 - 50 individuals or couples are helped to buy their own property.,</p> <p>CP040.2-Deliver a targeted publicity campaign to increase take-up of the scheme:</p> <p>CP040.2a-Contact all registered Estate Agents to help identify suitable applicants,</p> <p>CP040.2b-Deliver briefing sessions about the first time buyers scheme to all interested Estate Agents,</p> <p>CP040.2c. Produce a flyer for the windows of Estate Agents offices and local Gyms,</p> <p>CP040.2d. Publicise the first time buyers scheme on the Hillingdon Council website.,</p> <p>CP040.3-Achieve quarterly targets for the number of people approved for the first time buyers scheme</p> <p>a. quarter 2 = 20 approvals</p> <p>b. quarter 3 = 20 approvals</p> <p>c. quarter 4 = 20 approvals</p>	<p>31/03/2009,</p> <p>31/08/2008,</p> <p>30/09/2008,</p> <p>30/09/2008,</p> <p>31/08/2008,</p> <p>31/03/2009</p>	<p>Some Slippage,</p> <p>Completed,</p> <p>Completed,</p> <p>Completed,</p> <p>Completed,</p> <p>Some Slippage</p>	<p>CP040.1 - Some slippage. For the year to the end of March 2009, 24 applicants were awarded grants and completed a purchase. For the 4th quarter from the 1st January 2009, 7 applicants completed purchases. A further 4 applicants confirmed completion dates before the end of May. Completed. 70 Estate Agents have been contacted with details about the scheme and many have registered for further information. 19 estate agents responded and registered.</p> <p>CP040.2a - Completed. 70 Estate Agents have been contacted with details about the scheme and many have registered for further information. 19 estate agents responded and registered.</p> <p>CP040.2b - Completed - briefings delivered to 7 estate agents initially and separate briefing sessions held subsequently. Estate agents continue to be contacted to generate interest in the scheme</p> <p>CP040.2c - Completed - flyer to promote the scheme prepared and distributed to Estate Agents and local Gyms. Marketing postcards distributed to estate agents / Gyms.</p> <p>CP040.2d - Completed. Promotional information about the first time buyers scheme has been published on the Council's website. First-Time Buyers' Scheme given prominence on Council website, and remains the first item on the Housing page. Meetings with and promotional material distributed to mortgage managers at Nationwide, Halifax, Abbey and HSBC. Scheme promoted on banner at ice-rink in front of Civic Centre and on Twitter (an on-line service allowing a brief message alert), the latter providing a brief highlight of the scheme and the website link to apply. (virtually all applications are on-line)</p> <p>CP040.3 - At the end of March 2009 there are 12 applicants 42 approved and looking for properties. A further 14 applicants have been approved and have had an offer accepted on a property. There are 7 approval interviews that have recently been completed,</p>	Some Slippage

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041	A borough with improving health, housing and social care	CP041 Promote increase capacity for sheltered housing in the private sector	Jeff Maslen	Neil Stubbings	CP041.1 - Progress with a major developer the development of private sector assisted living housing specifically for older people - on the RAF site in West Ruislip - complete planning process with developer by March 2009., CP041.2 - Finalise discussions and negotiations with a private sector developer for new build sheltered housing in Ruislip., CP041.3 - Market the Frank Welch Court site to develop housing to meet the needs of older people.	31/03/2009, 31/03/2009, 31/03/2009	Some Slippage, On Target, Some Slippage	CP041.1 - Detailed negotiations over the contract and price are continuing for the provision of affordable sheltered housing. The negotiations have been extended due to the need to re-appraise the financial viability of the scheme and confirm funding sources in light of the fall in land values arising from the economic downturn. Grant application to be submitted by the Registered Social Landlord partner to the Homes and Communities Agency once terms have been agreed. CP041.2 Overall on track - Site 1 in Pembroke Road on track to be provided by George Wimpey for Paradigm HA to provide 25 sheltered for rent and 12 shared ownership for age restricted over 55's. Practical completion date has been rescheduled due to minor design amendments and technical issues with the roof. Completion now due May/June 2009. Under occupying nominees are invited to view a show flat on 5th May. Site 2 in Pembroke Rd for 31 sheltered private apartments was refused on appeal and will not proceed. CP041.3 Discussions about the future use of The Frank Welch Court site development is continuing with a recommendation from the Housing Supply Team to redevelop as an extra care scheme. The speed with which this site is to be disposed has been affected by the fall in land values and the need to remove a restrictive covenant. This site is going forward to the Strategic Property Group.	Some Slippage
042	A borough with improving health, housing and social care	CP042 the telecare project, which helps people with dementia to remain living at home, will be extended to people at risk of falls.	Jeff Maslen	Brian Doughty	CP042.1 - Put in place and deliver a promotional campaign to health staff to refer people at risk of falls to the telecare services - awareness campaign starts September 2008, campaign delivered by 31 March 2009., CP042.2 - By 31 March 2009 a total of 150 people have accessed the telecare service, CP042.3 - Further develop the use of assistive technology with Hillingdon Primary Care Trust - agreement with the PCT on the best way forward reached by 31 March 2009.	31/03/2009, 31/03/2009, 31/03/2009	Completed, Completed, Completed	CP042.1 - Campaign started June 2008. CP042.2 - A total of 251 people received a telecare service in 2008/09. Telecare co-ordinator appointed to lead the development of telecare services. CP042.3 - Ongoing discussions underway with Hillingdon PCT to explore possibilities for joint working	Completed

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043	A borough with improving health, housing and social care	CP043 Deliver the decent homes targets, an initiative to ensure all residents have good quality housing-improve housing in the private sector.	Jeff Maslen	Neil Stubbings	CP043.1 - Deliver the quarter 1 target=70 private sector homes improved, CP043.2 - Achieve quarter 2 target=85 homes, CP043.3-Achieve quarter 3 target=85 homes, CP043.4-achieve quarter 4 target=90 homes	30/06/2008, 30/09/2008, 31/12/2008, 31/03/2009	Completed, Completed, Completed, Completed	CP043.1 - Completed. Quarter 1 target achieved - 94 homes in the private sector have been improved working in partnership with EDF Energy, London Warm Zones and Frays Care and Repair. The homes of vulnerable people have been targeted for improvement. CP043.2-Completed. Target for quarter 3 achieved and overall on track - 116 homes in the private sector have been improved working in partnership with EDF Energy, London Warm Zones, West London Sub-regional grants, Frays Care and Repair Services. The homes of vulnerable people have been targeted for improvement. Overall, 324 out of the year target of 330 has been achieved to date CP043.3-Completed. Target for quarter 3 achieved and overall on track - 116 homes in the private sector have been improved working in partnership with EDF Energy, London Warm Zones, West London Sub-regional grants, Frays Care and Repair Services. The homes of vulnerable people have been targeted for improvement. Overall, 324 out of the year target of 330 has been achieved to date CP043.4 - Target for quarter 4 achieved and annual target met - a further 15 homes in the private sector have been improved during quarter 4 working in partnership with EDF Energy, London Warm Zones, West London Sub-regional grants, Frays Care and Repair Services. The homes of vulnerable and older people have been targeted for improvement. Overall 339 homes have been made decent in the year against a target of 330.	Completed
044	A borough with improving health, housing and social care	CP044 Reduce the number of people in temporary accommodation by 50% by 2010.	Jeff Maslen	Neil Stubbings	CP044.1-Deliver the quarterly targets for national indicator 156, quarter 1 target = 1325 units of temporary accommodation, CP044.2-quarter 2 target = 1290 units of temporary accommodation, CP044.3-quarter 3 target = 1256 units of temporary accommodation, CP044.4-quarter 4 target = 1221 units of temporary accommodation	30/09/2008, 31/12/2008, 31/03/2009, 30/06/2008	Completed, Completed, Completed, Completed	CP044.1 - Completed. At the end of quarter 1 2008/09, 1276 households were living in temporary accommodation achieving the target for quarter 1. CP044.2 - Completed. At the end of quarter 2 2008/09, 1245 households were living in temporary accommodation achieving the target for quarter 2. CP044.3 - CP044.3 - Completed quarter 3 target. Overall on track by 31.03.09. At the end of quarter 3 2008/09, 1209 households were living in temporary accommodation achieving the target for quarter 3. Officers are monitoring the potential impact of the 'credit crunch' on homelessness activity. CP044.4 - Completed quarter 4 target. At the end of quarter 4 2008/09, 1174 households were living in temporary accommodation achieving the year end target. Officers are monitoring the potential impact of the 'credit crunch' on homelessness activity	Completed

Green: Completed / On Target
Amber: Some Slippage
Red: Serious Slippage

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045	A borough with improving health, housing and social care	CP045 Maintain an excellent housing/council tax benefit service and housing service, demonstrating value for money and increase benefit take up and improve the speed and accuracy of benefit applications - achieve the quarterly targets for the percentage of claims where the calculation of benefit claims is correct (formerly BVPI79a)	Jeff Maslen	Neil Stubbings	CP045.1-Achieve the quarterly targets for the percentage of claims where the calculation is correct - Achieve quarter 1 = 90%, CP045.2-Achieve quarter 2 target=92%, CP045.3-Achieve quarter 3 target=94%, CP045.4-Achieve quarter 4 target=95%	30/06/2008, 30/09/2008, 31/12/2008, 31/03/2009	Completed, Completed, Completed, Some Slippage	CP045.1 - Quarter 1 target achieved and year end target will be met. Performance for quarter 1 was 90.91%. Performance is based on a larger 10% sample of all benefit calculations. Weekly review of progress towards target and action planning in place with team managers. CP045.2 - Completed. Quarter 2 target achieved and year end target should be met. Performance for quarter 2 was 92.23%. Performance is based on a larger 10% sample of all benefit calculations. Weekly review of progress towards target and action planning in place with team managers CP045.3 - Overall year end target on track. Performance for quarter 3 was 95.10%. Performance is based on a larger 10% sample of all benefit calculations. Weekly review of progress towards target and action planning in place with team managers. CP045.3 - The year end out-turn for the accuracy of benefits assessment was 92.95%. Performance has been affected by the impact of the downturn in the economy which has increased the number of benefit claims and workload. The definition used to calculate accuracy of benefit assessments for 2008/09 is the former BVPI definition which does include historical errors - which for 2008/09 includes assessments made before 1 April 2008. Performance is being re-worked to measure benefits performance assessment activity in the year 2008/09 to exclude historical assessments. For 2009/10, out-turn will be measured considering only assessments undertaken in 2009/10.	Some Slippage
046	A borough with improving health, housing and social care	CP046 Continue the modernisation programme for adults with learning disabilities and mental health needs	Jeff Maslen	Brian Doughty	CP046.1 Complete the development of a scheme providing supported housing with care and support for 9 people with mental health needs (Hamlet Lodge - Long Lane), CP046.2-Deliver 12 additional supported housing places for adults with a learning disability ('Yew Tree Lodge', formerly 'Highgrove').	31/07/2008, 30/09/2008	Completed, Completed	CP046.1-Completed. Handover of new building to the provider completed on 23 July 2008. CP046.2-Completed. Building completed and Care and Support provider in place. Yew Tree Lodge opened to tenants with learning disability 24.11.08.	Completed
047	A borough with improving health, housing and social care	CP047 Develop preventative services in partnership with the voluntary and independent sector and modernise day services-deliver the day opportunities strategy for adults with a learning disability.	Jeff Maslen	Brian Doughty	CP047.1-Establish new resource service for adults with a learning disability with low and moderate needs as an alternative to day centre provision - the first group of service users receiving support by 31.10.08, CP047.2-The second group of service users receiving support by 31.03.09	31/10/2008, 31/03/2009	Completed, Completed	CP047.1 - Completed. New external provider appointed. New Resource service 'Perfect Start' officially commenced 08/12/08 with first group of users CP047.2 - Completed - second group of service users received support by 31.03.09. Contract monitoring in place. Day & employment services strategy delivered as agreed	Completed

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048	A borough with improving health, housing and social care	CP048 Develop and improve services to enable adults and older people to remain living in the community and maintain and develop support to carers-finalise carers strategy and agree new strategy	Jeff Maslen	Brian Doughty	CP048.1 Finalise carers strategy and agree new strategy - Carers strategy prepared and agreed.	31/07/2008	Completed	CP048.1 - Completed. Strategy finalised following consultation with service users, carers, community groups and other stakeholders. Strategy agreed by the Adult Social Care, Health and Housing senior management team on 10.07.08. Strategy presented to the Healthier Communities and Older Persons LSP Theme Group on 30.07.08	Completed
049	A borough with improving health, housing and social care	CP049 Improve the health and well-being of adults and older people-deliver the dignity challenge	Jeff Maslen	Brian Doughty	49.1-Deliver workshops and complete assessments of all 33 registered care providers in Hillingdon using the Dignity Challenge framework by the end of March 2009	31/03/2009	Completed	CP049.1-Completed. Care providers in Hillingdon are taking part in a self-assessment against Dignity Challenge standards.	Completed
050	A borough where opportunities are open to all	CP050 Develop and improve customer involvement in the planning, delivery and monitoring of housing and adult social care services - user, carer and community engagement strategy in place.	Jeff Maslen	Sarah Morris	CP050.1-Consultation on draft strategy by 31.10.08, CP050.2-Finalised customer engagement strategy presented to the senior management team by 30.11.08	30/10/2008, 30/11/2008	Completed, Completed	CP050.1-Completed. Project team has delivered the consultation on the customer engagement strategy. CP050.2-Completed. The Adult Social Care, Health and Housing Senior Management Team approved the customer engagement strategy on 16 October 2008 for further consultation with stakeholders outside of the Council.	Completed
051	A borough of culture and learning	CP051 Deliver 80 heating system completions for older people through the Warm Zones Scheme.	Jeff Maslen	Neil Stubbings	CP051.1 Achieve the quarterly targets to deliver 80 heating system improvements by March 2009 - quarter 1 target=20, CP051.2-Achieve the target for quarter 2=20 heating systems improved, CP051.3-Achieve quarter 3 target=20 heating systems improved., CP051.4-Achieve quarter 4 target=20 heating systems improved.	30/06/2008, 30/09/2008, 31/12/2008, 31/03/2009	Completed, Completed, Completed, Completed	CP051.2 - Target has been met. The final outturn achieved was 168 compared to the annual target of 80. Forty two completions were achieved in the last quarter. This was made possible through Hillingdon benefiting from other Council's underspend on the West London Housing Partnership Warmzones project.	Completed
052	A borough of culture and learning	CP052 Deliver 500 home energy insulation measures in the private sector, mainly for older people	Jeff Maslen	Neil Stubbings	CP052.1 Achieve quarterly targets to achieve 500 energy efficiency measures in the homes of people in the private sector. Quarter 1 target = 125 energy efficiency measures., CP052.2-Quarter 2 target=125 energy efficiency measures., CP052.3-Quarter 3 target=125 energy efficiency measures., CP052.4-Quarter 4 target=125 energy efficiency measures.	30/06/2008, 30/09/2008, 31/12/2008, 31/03/2009	Completed, Completed, Completed, Completed	CP052.1 - Quarter 1 target achieved. During the first quarter of 2008/09 168 households living in private sector housing have benefited from energy efficiency measures. CP052.2. - Quarter 2 target completed. Overall on track. For the second quarter, the cumulative total for the first 6 months was 275 households benefiting from energy efficiency measures. CP052.3 - Quarter 3 target completed. Overall on track. For the third quarter, the total was 10 households benefiting from energy efficiency measures. The cumulative total for the first 9 months was, therefore 451 against a target of 375. There have been capacity constraints across London in the Insulation Industry. However, these have now been overcome and the annual target of 500 should be met. CP052.4.- Quarter 4 target completed. Overall target met. For the fourth quarter, the total was 398 households benefiting from energy efficiency measures. The cumulative total for the year was 849, against a target of 375.	Completed

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053	A borough with improving health, housing and social care	CP053 Increase the number of new houses provided by the Council (HRA pipeline scheme)	Jeff Maslen	Neil Stubbings	CP053.1-All suitable sites identified by July 2008, CP053.2-First planning application for sites submitted by August 2008., CP053.3-Procurement methods agreed by January 2009	31/07/2008, 31/08/2008, 31/01/2009	Completed, Completed, Completed	53.1-Completed. All sites identified. Designs for 6 sites have been prepared and planning applications are ready for submission. 53.2-Completed. First planning application submitted and planning consent approved on one site. 53.3-Completed. The Affordable Housing Group have selected two preferred procurement routes for the housing being developed within this project - a joint venture partnership with developers/banks or the more traditional RSL route using social housing grant from the Homes and Communities Agency. A further report to the Affordable Housing Group in June 09 will enable members to provide more detailed guidance on the future of this project.	Completed
067	A borough of culture and learning	CP067 Increase benefit take-up for those who are entitled through joint working with the Department for Work and Pensions - 400 households supported to access benefits through the 'safe as houses project'.	Jeff Maslen	Neil Stubbings	CP067.1-Achieve quarterly targets to increase take-up of benefits to those people in need and entitled to benefits. Achieve quarter 1 target=100 additional households., CP067.2-Achieve quarter 2 target=100 additional households in receipt of benefits., CP067.3-Achieve quarter 3 target=100 additional households in receipt of benefit., CP067.4-Achieve quarter 4 target=100 additional households in receipt of benefits.	30/06/2008, 30/09/2008, 31/12/2008, 31/03/2009	Completed, Completed, Completed, Completed	CP067.1 - On track. 49 households have received additional benefits as a result of the initiative. Close working with DWP and Hillingdon Council is in place to promote awareness of welfare benefit entitlement and ensure referrals are being made to DWP. CP067.02 - Completed - target for the second quarter met. For the second quarter the cumulative total of households receiving additional benefits was 255. CP067.3 - Completed - target for the third quarter met. For the third quarter the cumulative total of households receiving additional benefits was 445, with 190 of these being achieved during the quarter. CP067.4 - Completed - target for the year met. The LAA target has been achieved one year early with a total of 647 at year end against a cumulative target of 600 by March 2010. This has been made possible through the Council working closely with the Department for Work and Pensions (DWP) to promote awareness of welfare benefit entitlement, mainly to residents over 60. Referrals to DWP have come from the West London Warmzones project in Hillingdon and direct mailing to those identified through Council Tax Benefit information through the Benefits section in Housing. The project will be continued during 2009/2010.	Completed