

Action Plan						Connections
Action Code	ACTION	What role will the service play?	Description (Target, Outcome, Critical Success Factors and Environmental Impacts)	Due Date	Lead Officer	If the action impacts on another service in terms of support/input, please specify below:
Corporate Priority: People						
Strapline: Fair and accessible services for those that use them and opportunities for everyone to contribute						
Improve outcomes for vulnerable families and individuals						
13-H01	Provide young person supported accommodation in Hertford	Partner Enabler Influencer	Target: Completion due September 2013 Outcome: Provision of 14 flats to provide more appropriate supported accommodation for 28 Young people than is currently available. Therefore increased life chances for young people in East Herts who are homeless. Critical Success Factors: Currently on site. Delay in building works for example due to weather or funding issues. Environmental Impacts: CO2 emissions increased due to impact of building works, lorries etc but mitigated sustainability code.	30 September 2013	Housing Development Officer	None
13-H02	Develop and publish a new Homeless and Homeless Prevention Strategy	Community Leadership	Target: Obtain member approval for a new strategy following internal and external stakeholder consultation Outcome: Strategy approved and published. Action Plan actions implemented to provide for service improvements. Critical Success Factors: Engagement and support of partners Environmental Impacts: None	31 December 2013	Manager Housing Services	None
13-H03	Implementation of revised Housing Register and Allocations Policy	Community Leadership	Target: Existing and new Housing Register applicants assessed against the new policy Outcome: Implement the agreed revised Housing Register Policy for all existing and new applicants so that meet best practice and government legislation. Critical Success Factors: Policy agreed by members, staff time updating all applications, updating the database to record applicants details Environmental Impacts: Writing to all applicants on the housing register and asking them to update their details. Try to mitigate by doing it online as much as possible.	31 December 2013	Manager Housing Services	IT - but primarily through LOCATA the software supplier as web based software.
13-H04	Facilitate, support and maximise the provision of additional appropriate affordable housing in partnership with Developers and registered providers.	Partner Enabler Influencer	Target: 200 new affordable homes. Outcome: Additional 200 new affordable homes for East Herts housing register applicants. Maintain level of homelessness as can house more households from the register earlier rather than in crisis. Critical Success Factors: Number of new private homes being developed that have affordable homes obligations, the council's Planning Policies that specify the obligation requirements, the Economy Environmental Impacts: Increased CO2 emissions from building works but mitigated by Code for Sustainable Homes Requirements.	31 December 2013	Housing Development Officer	Planning/Building Control and Planning Policy
13-H05	Hold 3 Housing Forums per year with housing stakeholders	Partner Enabler Influencer	Target: Hold 3 Housing Forums a year Outcome: Improved engagement, information exchange and networking opportunities with housing partners both for the Council and between our external partners. Critical Success Factors: Adequate internal staff resources and engagement from partners Environmental Impacts: None	31 December 2013	Housing Development Officer	Planning Policy Team