

Action	Measure of success	Update	Lead Officer	Deadline
We will ensure all staff are trained in Trauma Informed Practice	No. staff received training	Annually	HR Partner	
We will provide individual assessment of need to all people referred to housing support services				
We will engage with all customers on changes to policy and procedure				
We will support our Tenant involvement Group to improve their reach and ensure their voice is heard at Housing Review Board and wider council levels				
We will complete Tenant Satisfaction Measure Surveys on a quarterly basis to enable more agile timely responses to live issues				
We will consult with tenants and housing associations on a revised Tenancy Strategy which places an emphasis on support for tenants to improve their health and wellbeing				
We will review and update our website to make it easier for residents to access information about housing services				
We will undertake investigations, visits and enforcement regarding housing conditions, particularly targeting damp and mould, and excess cold or heat in the private rented sector.	No. cases raised and completed, proportion of enforcement/successful outcome?	Quarterly?	Principal Environmental Health Officer - Private Sector Housing	ongoing
Will provide advice and support to homeowners and private tenants in respect of actions they can take to decrease the risk of damp and mould in their homes.	Updated Webpage and leaflet advice	annual	Principal Environmental Health Officer - Private Sector Housing	TBC
Will provide advice and support to homeowners and private tenants in respect of actions they can take to decrease the risk of damp and mould in their homes.	No. people advised	annual	Principal Environmental Health Officer - Private Sector Housing	ongoing
We will work with landlords to encourage them to undertake remedial works to rental properties where required to ensure that they meet or exceed minimum standards.	proportion of cases where work undertaken without enforcement required?	annual	Principal Environmental Health Officer - Private Sector Housing	ongoing

We will seek to establish links with GPs in relation to damp and mould and other poor housing conditions, to encourage them or their patients to contact us for support in tackling any housing issues.	Referral System in place	Quarterly?	Principal Environmental Health Officer - Private Sector Housing	TBC
We will seek to establish links with GPs in relation to damp and mould and other poor housing conditions, to encourage them or their patients to contact us for support in tackling any housing issues.	Increased number of referrals	Quarterly?	Principal Environmental Health Officer - Private Sector Housing	TBC
We will invest in our own housing stock to ensure that all our properties meet or exceed the Decent Homes Standard.	Proportion of properties meeting decent homes standard	Annual	Assistant Director - Regulated Housing Services	ongoing
We will continue to prioritise repairs and maintenance work in council properties to resolve and prevent damp and mould in our properties				
We will seek to deliver targeted energy efficiency upgrades to our own houses				
We will identify and bid for grant funding to help deliver energy efficiency and retrofit improvements to our social housing				
We will work with other social landlords to improve the energy efficiency of social housing stock in the district.	evidence of partnership working	annual	Assistant Director - Housing Strategy, Projects and Enabling	ongoing
We will help residents to access grants and loans to improve the energy efficiency of their homes, including insulation, solar panels and heat pumps.	No. of grants and loans awarded	annual	Principal Environmental Health Officer - Private Sector Housing	ongoing
We will work with both internal and external partners to deliver grants and cost-of-living funds to residents in most need of financial support.	No. of referrals made by Financial Resilience team/ No. of people awarded funding	annual	Assistant Director - Revenues and Benefits	ongoing
We will develop a strategy for regenerating our estates, with resident inclusion at its core.	Strategy produced	Quarterly?	Assistant Director - Housing Strategy, Projects and Enabling	TBC
We will work in partnership with the police and other key stakeholders to tackle anti-social behaviour on our estates.	Reduction in no. of anti-social behaviour cases	Quarterly	Assistant Director - Regulated Housing Services	ongoing

We will explore how we can maximise the use of our community centres to support all households living on our estates.	Review of community centre usage	annual	Assistant Director - Regulated Housing Services	TBC
We will develop a digital inclusion programme, including training and access to computers for our tenants.	Programme set up	Quarterly	Assistant Director - Regulated Housing Services	TBC
We will develop a digital inclusion programme, including training and access to computers for our tenants.	No. tenants attending sessions	annual	Assistant Director - Regulated Housing Services	ongoing
We will work with our contractors to ensure that our repairs and maintenance service delivers an improved responsive repairs service to our tenants.	Improved performance KPI	Quarterly	Assistant Director - Regulated Housing Services	ongoing
We will develop a longer-term asset management and planned works programme to maintain and upgrade our housing stock in line with new requirements and expectations.	Asset Management plan produced	Annual	Assistant Director - Housing Strategy, Projects and Enabling	TBC
We will continue to engage with tenants on all matters relating to the delivery of our council housing, including longer term strategic planning and the best use of our existing housing stock.	Engagement activities carried out	annual	Assistant Director - Regulated Housing Services	ongoing
We will work with Community Land Trusts to deliver affordable housing in rural communities for the local population through financial assistance packages to support the production of Housing Needs Assessments and exploratory surveys, as well as capital investment.	No. affordable homes delivered	annual	Assistant Director - Housing Strategy, Projects and Enabling	ongoing
We will work with developers and our planning department to secure new affordable housing delivery in line with local plan expectations.	No. affordable homes delivered (Target?)	quarterly	Assistant Director - Housing Strategy, Projects and Enabling	ongoing
We will implement our refreshed Empty Homes Strategy to bring long term empty homes back into use by encouraging and supporting homeowners to bring these properties back into use.	Empty Homes Strategy produced	annual	Principal Environmental Health Officer - Private Sector Housing	TBC

In line with the Environmental Health Enforcement Policy and Private Sector Housing Enforcement Policy, we will consider enforcement measures where empty homes are causing a nuisance to the public by being unsafe or verminous, where owners are either not engaging with the council or cannot be traced, and where there is little prospect of empty homes being brought back into use voluntarily.	No. Enforcement measures implemented/Cases investigated	annual	Principal Environmental Health Officer - Private Sector Housing	ongoing
We will produce a Housing Investment and Delivery Plan that will define how we intend to deliver more Council housing to meet the needs of households across the district.	Plan produced	quarterly	Assistant Director - Housing Strategy, Projects and Enabling	TBC
We will support other social landlords to deliver more affordable homes across the district.	No. affordable homes delivered	annual	Assistant Director - Housing Strategy, Projects and Enabling	ongoing
We will explore opportunities to prioritise affordable housing for key workers.	Options report completed?	n/a	Assistant Director - Housing Strategy, Projects and Enabling	TBC
We will work with social landlord partners to effectively manage the stock of available affordable rented homes in the district to address housing needs by tackling overcrowding and under-occupation and ensuring that adapted properties are suitably allocated.	Tenancy Strategy review?/Devon Home choice preferences?		Assistant Director - Regulated Housing Services/ Assistant Director - Statutory Services	TBC
We will investigate ways to further incentivise downsizing in the rented sector.	Tenancy Strategy review		Assistant Director - Statutory Services	TBC
We will review our sheltered housing stock with a view to decommission and/or redevelop where appropriate	Implement recommendations from Decommissioning Report	annual	Assistant Director - Regulated Services	ongoing
We will lobby central government for more flexibilities to maximise opportunities for, and investment in, the development of affordable housing.	Evidence of representations made	annual	Director - Housing Services	ongoing
We will consider the development of alternative and innovative affordable housing solutions.	Research and assessment of options	n/a	Assistant Director - Housing Strategy, Projects and Enabling	TBC
We will seek to utilise commuted sums to maximise affordable housing delivery across the district.	delivered through the use of commuted sums (against target)	annual	Assistant Director - Housing Strategy, Projects and Enabling	ongoing

We will work with planning and advocates for the Gypsy and Traveller community to ensure that we meet their housing needs.	Delivery of sites for established needs	annual	Assistant Director - Housing Strategy, Projects and Enabling	ongoing
We will work with planning and advocates for the Gypsy and Traveller community to ensure that we meet their housing needs.	Commitments set out in Local Plan	n/a	Assistant Director - Planning Strategy and Development Management	ongoing
We will support Government initiatives to provide housing for refugees	no. properties made available for refugee resettlement		Assistant Director - Regulated Services	ongoing
We will deliver our Private Sector Housing Financial Assistance policy to provide loans and grants for home improvements and adaptations to residents' homes in the private sector through the Better Care Fund.	Production of PSH Finance Assistance Policy		Principal Environmental Health Officer - Private Sector Housing	
We will work with Devon County Council to develop a Supported Housing Strategy in response to the Supported Housing (Regulatory Oversight) Act 2023 to establish current supply and demand for supported housing	Produce Supporting Housing Strategy	annual	Assistant Director - Housing Strategy, Projects and Enabling / Assistant Director Statutory Services	Subject to gr
We will set up a new licensing scheme for supported housing in line with guidelines set out by DHLG in response to the Supported Housing (Regulatory Oversight) Act 2023	New scheme in place	n/a	Assistant Director - Housing Strategy, Projects and Enabling / Assistant Director Statutory Services	Subject to gr
We will set out requirements for the development of Extra Care facilities and/or Residential care homes for older people, particularly in larger developments.	Criteria set out in Local Plan	n/a	Assistant Director - Planning Strategy and Development Management	ongoing
<i>We will carry out a review of our sheltered housing stock to identify opportunities for repurposing, regenerating and improving our offer to older residents.</i>	<i>Sheltered Housing Review complete</i>	<i>n/a</i>	<i>Assistant Director - Regulated Services</i>	<i>Nov-24</i>
We will implement the upgrade of our home safeguard systems, embracing the latest technology to offer increased independence for vulnerable tenants.	Upgrade of systems carried out	quarterly	Assistant Director - Statutory Services	TBC

We will continue our Housing First programme to assist the most vulnerable homeless people into stable accommodation and to access support from external agencies.	No. placements made/No. successful outcomes	annual	Assistant Director - Statutory Services	ongoing
We will utilise our Rent Deposit and Bond Scheme to assist homeless households into accommodation.	No. households assisted into accommodation	quarterly	Assistant Director - Statutory Services	ongoing
Our Private Sector Liaison Officers will support homeless households into private rented accommodation and landlords requiring assistance where there are tenancy issues to prevent evictions.	No. of assisted households / proportion of successful interventions	Quarterly	Assistant Director- Statutory Services	ongoing
We will ensure that our housing staff receive relevant training in relation to health matters to support tenants and prospective tenants.	Staff Training matrix in place	n/a	Director - Housing Services	TBC
We will ensure that our housing staff receive relevant training in relation to health matters to support tenants and prospective tenants.	no. of staff trained	annual	Director - Housing Services	ongoing
We will strengthen links with Devon County Council Adult Social Care and Health teams to better respond to the needs of tenants and prospective tenants.	Meeting attendance / Evidence of partnership working (e.g. care leaver move-on, adaptations, autism)	annual review	Director - Housing Services	ongoing
We will work in partnership with external agencies to support people fleeing domestic abuse.	evidence of partnership working / No. people assisted in escaping DV	Annual	Assistant Director - Statutory Services	ongoing
We will seek to support households experiencing overcrowding into more suitable accommodation.	No. of overcrowded households relieved		Director - Housing Services	ongoing
We will engage with landlords who allow overcrowding in their accommodation and will use enforcement where necessary.	No. successful interactions with landlords		Principal Environmental Health Officer - Private Sector Housing	ongoing
We will work with planning to encourage the Lifetime Homes Standards into new developments	TBC	TBC	Assistant Director - Housing Strategy, Projects and Enabling	TBC
We will look to reduce social isolation through community development events and signposting to existing activities in the wider community.	Proportion of people identified as experiencing social isolation demonstrating improved engagement	annual	Assistant Director - Regulated Services	ongoing (from

We will seek to offer support to residents experiencing fuel poverty.	No. people advised	annual	Assistant Director - Revenues and Benefits	annual
We will decommission sheltered housing that is no longer fit for purpose and redesignate as general needs accommodation or redevelop where appropriate				