

APPENDIX C – Plan on a Page (PoAP) 2024/25 Example

MAKING STEVENAGE EVEN BETTER 2024-2027

Our Values

Caring 	Straightforward 	Responsive 	Excellent 	Innovative 	One team
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Our values are underpinned by our commitment to the Cooperative Council principles:

Priorities

Transforming Our Town		More Social, Affordable & Good Quality Homes		Thriving Neighbourhoods			Tackling Climate Change	Balancing the Budget
Regeneration	Enterprise & Skills	Building New & Sustainable Homes	Maintaining Good Quality Homes	Clean Neighbourhoods & Green Spaces	Community Safety	Culture & Leisure		

Outcomes

Regeneration of the town centre and other strategic growth areas to deliver benefits to residents and businesses, through the creation of new homes, improved public services, local amenities, employment opportunities, transport links and access to green spaces	Opening up access to outstanding skills, training and educational opportunities in growing local sectors such as life science, space and defence, and construction, so that our community benefits from economic growth, skills and improved job prospects	The demand for local homes is in part met through the provision of more social, affordable, and good quality homes that meet improved sustainability standards	A good quality tenancy, housing maintenance, repairs and homelessness service is provided to residents	Neighbourhoods and green spaces are clean and well-maintained, ensuring residents can be proud of where they live	Residents live in safe communities where crime and anti-social behaviour are reduced through effective partnership working	Close partnership working with the culture and leisure sector enables a vibrant, thriving, creative town, which improves quality of life for residents and benefits the local economy	Progress the reduction of carbon emissions to net zero by 2030 and provide support to residents and business to do the same	Sufficient resources are available to deliver on the Council's priorities while remaining resilient to the impact of increasing financial pressures
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Actions

See TOT Plan on a Page	See TOT Plan on a Page	See MSAGQH Plan on a Page	See MSAGQH Plan on a Page	See TN Plan on a Page	See TN Plan on a Page	See TN Plan on a Page	See TCC Plan on a Page	See BTB Plan on a Page
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Cross Cutting Themes

Equality, Diversity & Inclusion (EDI)	The Council will work with partners, staff, local businesses and community groups to advance EDI across the workforce and community
Health & Wellbeing	The Council will work with partners to tackle health inequalities and improve the health and wellbeing of residents
Technology & Innovation	The Council will embrace technology and innovation to enhance how we operate as a Council. We will deliver systems efficiencies that empower residents to use digital services

MAKING STEVENAGE EVEN BETTER 2024-2027

Our Values



Our values are underpinned by our commitment to the Cooperative Council principles:



Priorities

More Social, Affordable and Good Quality Homes

Focus

Building New & Sustainable Homes

Maintaining Good Quality Homes

Outcome

The demand for local homes is in part met through the provision of more social, affordable, and good quality homes that are delivered by the Council to improved sustainability standards.

A good quality tenancy, housing maintenance, repairs and homelessness service is provided to residents.

Actions

Provide 529 new social and affordable homes by 2029/30

Set rents and service charges at affordable levels for tenants and leaseholders (within national policy constraints) particularly in response to significant cost-of-living challenges brought about by high inflation, food, energy and living costs, whilst balancing this with the need to do more with less in response to additional housing regulatory and statutory requirements

Ensure that the Quality Housing 5 Star Programme Principles across all new builds are fulfilled

Completion of the low to medium rise flat block refurbishment programme by 2025, and commencement of refurbishment works to the Council's five high rise flat blocks in 2024/25

To help meet the demand for housing we will explore options to introduce shared ownership as a tenure type

Delivery of the Decent Homes programme to achieve 100% of the stock meeting both National & Stevenage Standards

Continue to utilise grant funding of the new build programme through schemes such as the Homes England Affordable Homes Programme

Tackling the climate change emergency by sourcing funding and investing in the right solutions to reduce energy costs and the overall carbon footprint of our housing stock, including achieving a minimum Energy Efficiency Rating of Band C for all council homes by 2030

Identify and build new independent living schemes (e.g. Brent Court) in line with our design commitments set out in the Housing Older People Strategy

Implement improvements to the Council's Repairs and Voids service, to ensure it offers choices to tenants and delivers cost-effective repairs and improvements right first time

Through the Wholly Owned Company (WOC) identify new sites for private home development to fulfil housing demand and ensure that future subsidy of new council homes is possible

Review service standards and implement a new engagement strategy that ensures tenants and leaseholders are treated with fairness and respect so that they can access services, raise complaints when necessary, influence decision making and hold the Council to account

Fully establish the Council's Community Advice and Support Service to help deliver personalised advice and support for tenants

Devise and implement a new Rough Sleeper & Homelessness strategy 2024-2027 that ensure homeless residents are given access to temporary and emergency accommodation and timely wraparound support services

KPIs		
	HDD1d: Number of homes delivered (gross) by the Council (since 2014)	RSH: CH01 (part1) –Number of stage one complaints made by tenants
	HDD1e: Number of council rented homes delivered by the Council (current quarter)	RSH: CH01 (part 2) – Number of stage two complaints made by tenants)
	HDD1f: Number of private homes provided	RSH: CH02 (part1) Number of stage one complaints made by tenants and responded to within Complaint Handling Code timescale (i.e. 10 days)
		RSH: CH02 (part2) Number of stage two complaints made by tenants and responded to within the Complaint Handling Code timescale (i.e. 20 days)
		RSH Rep1: Proportion of emergency responsive repairs completed within the landlord's target timescale.
		RSH Rep2: Proportion of non-emergency responsive repairs completed within the landlord's target timescale.
		RV3: Number of Voids returned by Contractor
		Let1: Interim – No of days to let a sheltered property from the ready to let date
		Let2: Interim – No of days to let a general needs property from the ready to let date)
		BV213: Homelessness Preventions
		RP01A: Percentage of homes maintained as decent against national minimum DH standard (informed by new RSH measure – number of homes that don't meet the decent homes standard)
		RSH BS04: Percentage of sites with valid legionella inspections certificate
		RSH BS01: Percentage of dwellings with a valid gas certificate
		RSH BS03: Proportion of homes for which all required asbestos management surveys or re-inspections have been carried out
		RSH BS02: Percentage of dwellings with a valid Fire Risk Assessment
		RSH BS05: Percentage of domestic passenger lifts with an in date LOLER inspection
Milestones		
	Delivery of 29 New Social Rented Units	Implementation of new repairs pathways increasing the utilisation of in-house resources and decrease external reliance
	Delivery of 27 Unit Supported Housing Scheme	TSM Survey commissioned, delivered and findings communicated to key stakeholders and Executive. Findings to be used to help inform understanding and decision-making based upon what really matters to tenants.
	Delivery of mixed tenure regeneration scheme which delivers new affordable and private sale accommodation including new state of the art Independent Living Scheme. The project will also provide new retail and community facilities	A new forum established that will give tenants and leaseholders the opportunity to feedback on key council housing policy changes and projects directly impacting them
	Continue the design development and delivery of large-scale neighbourhood regeneration proposal aiming at delivering new high-quality accommodation, retail and community facilities for the area with the intention of submitting a planning application and accompanying delivery plan.	Implementation of the Housing & Engagement Framework
	Delivery of 6-12 new homes under funding offer from Department of Levelling Up, Homes and Communities (DLUHC)	Preparation and implementation of new RSH Consumer Safety Standards, to cover safety, quality, neighbourhood, transparency, engagement, accountability, tenancies
	Continued development of 17 Unit Private Sale Scheme within the Wholly Owned Company	Delivery of the detailed implementation plan and resident engagement
	Delivery of second phase of wider Kenilworth scheme which is entirely private sale	