

## Evaluation Matrix for Housing Stock Options - Summary Evaluation Criteria

<b>Criteria</b>	<b>Retention</b>					<b>Stock Transfer</b>				
<b>Impact on Tenants</b>										
Existing Tenants – Security of Tenure & preserved rights	0	1	2	3	4	0	1	2	3	4
All Tenants – Ability to meet decent homes standard	0	1	2	3	4	0	1	2	3	4
All Tenants – Ability to meet aspirations for investment (Aspirational investment standard)	0	1	2	3	4	0	1	2	3	4
All Tenants – Ability to deliver service improvements (eg Housing Management standards, Allocations, Performance standards)	0	1	2	3	4	0	1	2	3	4
All Tenants – Ability to deliver enhanced tenant involvement	0	1	2	3	4	0	1	2	3	4
All Tenants – Ability to deliver investment for enhanced services to vulnerable tenants	0	1	2	3	4	0	1	2	3	4
<b>Impact on Staff</b>										
Ability to recruit, retain & motivate staff	0	1	2	3	4	0	1	2	3	4
<b>Financial Impact</b>										
Impact on General Fund	0	1	2	3	4	0	1	2	3	4
Sustainability of 30 year Business Plan	0	1	2	3	4	0	1	2	3	4
One off set up costs (and associated risks)	0	1	2	3	4	0	1	2	3	4
<b>Impact on Council &amp; Community</b>										
Ability to contribute to the Council's Vision through existing priorities (Relevant Category A - Anti-social behaviour, access, street scene, Category B – Vulnerable people, housing management, affordable housing)	0	1	2	3	4	0	1	2	3	4
Ability to focus on strategic functions	0	1	2	3	4	0	1	2	3	4
Ability to deliver additional resources - Investment in affordable housing	0	1	2	3	4	0	1	2	3	4
<b>Overall impact of preferred option</b>										
Potential deliverability of option if identified as preferred option	0	1	2	3	4	0	1	2	3	4

**Notes to accompany criteria for evaluation**

Please use the notes below to provide you with background information regarding the factors to be taken into account when scoring the applicability of each of the options. Please score each of the items in the matrix on page 1 by circling the most appropriate score, the guide to scoring range is as follows:

**0 = does not meet the criteria at all, 1 = Partially meets the criteria, 2 = Adequately meets the criteria, 3 = adequately meets the criteria and provides a few additional benefits, 4 = meets the criteria and provides several additional benefits**

<b>Criteria</b>	<b>Factors to be considered - agreed evaluation criteria</b>
<b>Impact on Tenants</b>	
Existing Tenants – Security of Tenure & preserved rights	
All Tenants (Existing & Prospective)– Ability to meet decent homes standard	<p>Housing Repairs and Asset Management –</p> <ul style="list-style-type: none"> <li>• Production &amp; maintenance of asset management strategy setting out priorities for maintaining housing stock &amp; achieving decency standards</li> <li>• <i>Provision for the independent verification of stock condition (already completed)</i></li> </ul>
All Tenants (Existing & Prospective) – ability to meet aspirations for investment (Aspirational investment standard)	<p>Housing Repairs and Asset Management –</p> <ul style="list-style-type: none"> <li>• Value for money assessment of traditional procurement and partnering contract options</li> <li>• Opportunity for investment in stock to           <ul style="list-style-type: none"> <li>A) Decent homes standard</li> <li>B) Decent homes plus essential repairs standard</li> <li>C) Transfer standard</li> <li>D) Tenant aspirational standard</li> </ul> </li> </ul>

All Tenants (Existing & Prospective) – ability to deliver service improvements	<p>Housing Management –</p> <ul style="list-style-type: none"> <li>• Strategic leadership to deliver service improvements</li> <li>• Opportunities for the introduction of Tenant Incentive Schemes</li> <li>• Ability to produce and creation of capacity to implement a strategy for tackling nuisance &amp; anti-social behaviour</li> <li>• Production &amp; implementation of clear service standard for estate management</li> <li>• Capacity for enforcement of tenancy standards</li> <li>• Achievement of cost effectiveness targets of 2% per annum</li> <li>• Capacity to achieve e-Government Targets by end of 2005</li> <li>• Appointments system for repairs</li> <li>• Ability to produce and creation of capacity to implement Equalities &amp; Diversity policies and practices</li> <li>• Achievement of enhanced communications (including the use of plain language)</li> <li>• Resident satisfaction survey and feedback</li> </ul> <p>Housing Allocations –</p> <ul style="list-style-type: none"> <li>• Proactive management of waiting list – including an annual review</li> <li>• Proactive tenancy sustainment to prevent homelessness</li> <li>• Customer focused lettings</li> <li>• Optimal use of existing stock and improved sustainability of lettings</li> </ul> <p>Rents &amp; Rent Collection –</p> <ul style="list-style-type: none"> <li>• Management of rents to achieve upper quartile performance</li> <li>• Provision of Housing debt advice and promotion of benefit take up initiatives</li> <li>• Compliance with rent restructuring to show convergence by 2012</li> </ul>
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	<p><b>Inspection</b></p> <ul style="list-style-type: none"> <li>Ability to achieve a 2 star (good) service with “Will improve” score by 2006</li> <li>Adoption and use of quality assurance measures and tools</li> </ul> <p><b>Performance Standards –</b></p> <ul style="list-style-type: none"> <li>Adoption and use of SMART Performance Indicators</li> </ul>
All Tenants (Existing & Prospective) – ability to deliver enhanced tenant involvement	<p><b>Tenant Involvement –</b></p> <ul style="list-style-type: none"> <li>Effective network of Tenant groups including Hard to reach groups</li> <li>Tenant involvement in setting targets and service standards</li> <li>Involvement in decision making and shaping of policy &amp; service delivery</li> </ul> <p><b>Rents &amp; Rent Collection –</b></p> <ul style="list-style-type: none"> <li>Tenant involvement in discussions on rent and service charge levels</li> </ul> <p><b>Community Governance (based on Ladder of Involvement –</b></p> <ul style="list-style-type: none"> <li>Traditional methods (eg Tenant Assoc. Reps, Village Voice etc)</li> <li>Informing methods (eg Newsletters, Meetings, Website)</li> <li>Consultative methods ( eg Questionnaires, surveys, open days)</li> <li>Advisory and influence methods (eg Forums, customer panels, estate management agreements)</li> <li>Tenant involvement in decision making</li> <li>Tenant Management Organisations</li> </ul>

All Tenants (Existing & Prospective) – ability to deliver investment for enhanced services to vulnerable tenants	<p>Housing Repairs and Asset Management –</p> <ul style="list-style-type: none"> <li>• Review of sheltered accommodation facilities and ability to provide investment for remodelling of accommodation to address future needs of older people</li> </ul> <p>Vulnerable Groups –</p> <ul style="list-style-type: none"> <li>• Provision of floating support</li> <li>• Provision of quality support in Sheltered Housing</li> <li>• Restricted and sensitive use of de-designated allocations to sheltered housing</li> <li>• Provision for those fleeing domestic violence</li> <li>• Policies and Practices in place to meet the needs of vulnerable people and minority groups</li> <li>• Effective partnerships with other agencies to develop “Homes for Life”</li> </ul>
<b>Impact on Staff</b>	
Ability to recruit, retain & motivate staff	<p>Staffing –</p> <ul style="list-style-type: none"> <li>• TUPE</li> <li>• Ability to recruit and retain qualified and experienced housing and associated services staff</li> <li>• Robust and proactive programme of staff training and development</li> </ul>
<b>Financial Impact</b>	
Impact on General Fund	
Sustainability of 30 year business plan	
Ability to deliver additional resources - Investment in existing stock	<p>Housing Repairs and Asset Management –</p> <ul style="list-style-type: none"> <li>• Opportunity for investment in stock to           <ol style="list-style-type: none"> <li>1. Decent homes standard</li> <li>2. Decent homes plus essential repairs standard</li> <li>3. Transfer Standard</li> <li>4. Tenant aspirational standard</li> </ol> </li> </ul>
One off set up costs (and associated risks)	

<b>Impact on Council &amp; Community</b>	
Ability to contribute to priorities (Relevant Category A -Anti-social behaviour, access, street scene, Category B – Vulnerable people, housing management, affordable housing)	Regeneration - Active involvement of partners to tackle problems/issues including deprivation, crime and social inclusion
Ability to focus on strategic functions	
Ability to deliver additional resources – Investment in affordable housing	Housing Need – <ul style="list-style-type: none"><li>• Ability to generate capital investment opportunities for the delivery of additional units of affordable housing</li></ul>
<b>Overall impact of preferred option</b>	
Potential deliverability of option if identified as preferred option	