



RUSHMOOR BOROUGH COUNCIL

COMMUNITY POLICY AND REVIEW PANEL

*at the Council Offices, Farnborough on
Thursday, 17th September, 2015 at 7.00 pm*

To:

Cllr M.D. Smith (Chairman)
Cllr M.S. Choudhary (Vice-Chairman)

Cllr Sophia Choudhary
Cllr R. Cooper
Cllr Liz Corps
Cllr Jennifer Evans
Cllr S.J. Masterson
Cllr M.J. Roberts
Cllr P.F. Rust

Enquiries regarding this agenda should be referred to the Lauren Harvey,
Democratic and Customer Services, 01252 398827
lauren.harvey@rushmoor.gov.uk.

A G E N D A

1. **MINUTES – (Pages 1 - 4)**

To confirm the Minutes of the Meeting held on 11th June, 2015 (copy attached).

2. **HOUSING AND HOMELESSNESS STRATEGY 2011-2016 – (Pages 5 - 64)**

To receive the Housing and Homelessness Strategy Update for 2015; Report No. EHH 1510 (copy attached). The Report provides information on the progress made in meeting the strategic housing objectives that were established in 2011. The Housing and Homelessness fourth update and the delivery plan are appended to the Report.

3. **HOMELESSNESS IN ALDERSHOT CAR PARK –**

To receive a presentation from the Housing Options Manager, Ms. Suzannah Hellicar, on the current homelessness issue in the multi-storey car park at High Street, Aldershot.

4. **WELFARE REFORM TASK AND FINISH GROUP – (Pages 65 - 68)**

To note the minutes of the Group's last meeting on 23rd June, 2015 (copy attached).

5. **WORK PROGRAMME – (Pages 69 - 78)**

To note the Community Policy and Review Panel's work programme for 2015/16 (copy attached).

MEETING REPRESENTATION

Members of the public may ask to speak at the meeting on any of the items on the agenda by writing to the Panel Administrator at the Council Offices, Farnborough by 5.00 pm three working days prior to the meeting.

Applications for items to be considered for the next meeting must be received in writing to the Panel Administrator fifteen working days prior to the meeting.

COMMUNITY POLICY AND REVIEW PANEL

Minutes of the meeting held on Thursday, 11th June, 2015, at Council Offices, Farnborough at 7.00 pm.

Voting Members

Cr. M.D. Smith (Chairman)
Cr. M.S. Choudhary (Vice-Chairman)

Cr. Sophia Choudhary
Cr. R. Cooper
Cr. Liz Corps

Cr. Jennifer Evans

Cr. S.J. Masterson
Cr. M.J. Roberts
Cr. P.F. Rust

1. APPOINTMENT OF CHAIRMAN –

RESOLVED: That Cr. M.D. Smith be appointed Chairman for the 2015/16 Municipal Year.

2. APPOINTMENT OF VICE-CHAIRMAN –

RESOLVED: That Cr. M.S. Choudhary be appointed Vice-Chairman for the 2015/16 Municipal Year.

3. MINUTES –

The Minutes of the Meeting held on 26th March, 2015 were approved and signed by the Chairman.

4. STEP BY STEP –

The Panel welcomed Ms. Amanda Dubarry, Chief Executive of Step by Step, and Ms. Samantha Owen, Senior Housing Officer. Ms. Dubarry began the presentation by providing Members with a brief history of how Step by Step was founded and how it had developed over the years. It was explained that a number of youth development projects had been set up in order to help the charity achieve its mission; 'to empower homeless people and those facing adversity to achieve their full potential'.

Members noted that the Step by Step projects and programmes available were designed to use each young person's individual talents and interests as motivation for them to achieve something positive. Step by Step aimed to help the clients gain life and social skills, improve their physical and mental wellbeing, become part of their local community and financially independent and employable. In the last year, Step by Step had helped 239 young people into employment.

The Panel then heard about the range of services provided, for example, the different types of accommodation, training, counselling and family mediation. While Step by Step had grown significantly over the years, it was noted that there was an intention to grow further. The 2011-2016 Growth Strategy had set out plans to triple the bed capacity and double the number of clients. Members heard that the charity was on track to achieve its targets and hoped to have supported 1,500 young people by March 2016. Step by Step had also opened branches across the County, although Rushmoor continued to have the highest number of young people using youth services in the County. Ms. Dubarry informed the Panel that the following five-year strategy would focus on financial sustainability; however, there would also be an intention to continue to work on the growth of the charity.

The Panel was advised that Step by Step had placed 106 young people in supported lodgings and discussed the process for identifying and checking the families providing the supported lodgings. It was confirmed that the charity often advertised around Hampshire, Surrey and West Berkshire with the use of posters and radio advertisements. It was noted that many people who offered supported lodgings had heard about the opportunity through word of mouth.

Step by Step had faced a number of challenges and lost a small number of services that it had previously offered, including, Steps Three and Four accommodation and Tenancy Support. This had resulted in a rise in the number of rough sleepers amongst young people in the Borough. There was also an expected loss of other services in the near future.

Members were informed of the achievements of Step by Step over the previous year and heard that the charity had visited a number of local schools where it had made homelessness, drug and alcohol presentations to 2,670 children. The Panel was then shown a video of a previous Step by Step client telling his story.

Ms. Owen informed the Panel that Rushmoor had been looking into proposals to support Step by Step and was in the process of preparing a report examining the potential for increasing the amount of funding provided to the charity by the Council. This would aim to help Step by Step achieve at least a 'silver' service.

The Panel **NOTED** the presentation and **AGREED** to support the principle of Rushmoor providing financial help to the charity.

5. **APPOINTMENTS TO GROUPS –**

The Panel agreed the following appointments for the 2015/16 Municipal Year:

(1) **Mid-Cycle Meetings –**

RESOLVED: It was agreed that Cr. P.F. Rust would attend the mid-cycle meetings in 2015/16 as a representative of the Labour group,

along with the Chairman (Cr. M.D. Smith) and Vice-Chairman (Cr. M.S. Choudhary).

(2) **Health Issues Standing Group –**

RESOLVED: That the Chairman (Cr. M.D. Smith) and Vice-Chairman (Cr M.S. Choudhary) and Cr. M.J. Roberts be appointed to the Health Issues Standing Group for the 2015/16 Municipal Year.

(3) **Housing Strategy Standing Group –**

RESOLVED: That the Chairman (Cr. M.D. Smith) and Crs. D.E. Clifford, Liz Corps, Jennifer Evans and M.J. Roberts be appointed to the Housing Strategy Group for the 2015/16 Municipal Year.

(4) **Welfare Reform Task and Finish Group –**

RESOLVED: That the Chairman (Cr. M.D. Smith), Crs. Jennifer Evans, A.M. Ferrier and M.J. Roberts, be appointed to the Welfare Reform Task and Finish Group for the 2015/16 Municipal Year, with attendance by the Cabinet Member for Concessions and Community Support (Cr. A. Jackman) as required.

(5) **Registered Providers of Social Housing Review Group –**

RESOLVED: That the Chairman (Cr. M.D. Smith) and Vice-Chairman (Cr. M.S. Choudhary) and Crs. M.J. Roberts and Jennifer Evans be appointed to the Registered Providers of Social Housing Review Group for the 2015/16 Municipal Year.

(6) **First Wessex Housing Group/Rushmoor Borough Council Joint Business Meeting –**

RESOLVED: That the Chairman (Cr. M.D. Smith), Vice-Chairman (Cr. M.S. Choudhary) and Cr. M.J. Roberts and the Cabinet Member for Health and Housing (Cr. Ron Hughes) be appointed to the First Wessex Housing Group/Rushmoor Borough Council Joint Business Meeting for the 2015/16 Municipal Year.

6. **WORK PROGRAMME –**

The Panel noted the revised work programme and work schedule.

The Meeting closed at 8.14 p.m.

M.D. Smith
CHAIRMAN

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HOUSING AND HOMELESSNESS STRATEGY 2011-16 UPDATE 4/5: 2015

1. INTRODUCTION

- 1.1 This is the fourth update document for the Housing & Homelessness Strategy 2011-2016. The purpose of the document is to inform members, officers and partners on how the strategic housing objectives we established in 2011 have been met. A copy of the update document is attached as Appendix 1 and the Delivery Plan as Appendix 2.

2. BACKGROUND

- 2.1 The adopted Housing and Homelessness Strategy provides the council's strategic approach to housing over a five-year period, 2011-2016. The strategy covers all areas of the housing service through four themes:

- Housing supply and delivering good quality housing
- Homelessness and homelessness prevention
- Meeting the needs of specific groups
- Supporting neighbourhoods and housing standards

- 2.2 Each of the four strategic themes has a set of delivery objectives, it shows how the objectives are measured and reports the progress made. The Delivery Plan is the working document for the Housing Service and generates workloads and performance monitoring information for each team. The update document provides a narrative on the councils approach to delivering the Strategy and records key achievements.

3 KEY ACHIEVEMENTS FOR THE YEAR 2014/15

- 3.1
- During the year, 361 new homes in total were delivered in the borough with 149 of these being affordable homes.
 - Building work has started at Wellesley to deliver the first of 3850 new homes to include 1347 affordable homes.
 - We have secured 19 units of affordable housing for Rushmoor residents at Sun Park, a cross boundary scheme in partnership with Hart District Council
 - New partnership work with Stoll and Haig Homes is allowing us to develop an accommodation pathway for Armed forces Veterans
 - A capital budget of £204,000 is in place to support the delivery of new homes.
 - Capital Grant funding was made available to Sentinel HA to secure 5 family homes for affordable rent in the borough under the Existing Satisfactory Property (ESP) initiative.
 - Right to Buy receipts of £302,000 have supported the First Wessex regeneration scheme at North Town.

- A new partnership with Oak Housing Ltd has allowed the conversion of an empty MOD building into 45 units of temporary accommodation, including 2 wheelchair accessible units and funded in part by £500,000 of Homes and Communities Agency Empty Homes Grant.
- An additional 7 empty homes were brought back into use in the borough.
- A disused, brownfield council owned site was disposed of to the charity Seeability, providing a capital receipt of £150,000 to the council with plans approved for the development of 12 specialist units of accommodation for people with visual impairment and learning disabilities.
- The use of local letting plans to address under occupation facilitated 5 family homes being made available for affordable rent.
- The Aldershot Winter Night Shelter, run by The Vine, achieved an award for Excellent Practice by Housing Justice and helped 23 people access basic accommodation and support from November 2014 - March 2015

4 Evaluating how we have met our strategic objectives

4.1 Throughout the life of the strategy, there have been significant political, economic and social changes, which the housing team and its partners have had to take into account in delivering our strategic housing objectives. Section Two of the update document; provides a summary of how we have delivered on each of our objectives.

The strategy objectives and delivery plan will be reviewed for the final time at the end of 2015/16.

4.1 Objectives that have been challenging to deliver:

- Maintaining housing supply has been a challenge, we have experienced a shortfall of 169 affordable homes delivering 431 to date out of our target of 600 units over the strategy period, due largely to challenging housing market conditions. The bulk of the housing supply has been delivered at the Strategic Housing Sites.
- Increasing demand for homelessness advice and assistance has remained challenging throughout the strategy period with 500-700 households accessing the service each year.
- It had been difficult to place people into suitable temporary accommodation, which resulted in 344 families being placed into Bed and Breakfast since 2011.
- Supporting People funding cuts has reduced the availability of specialist housing support. This has impacted significantly on those with lower support needs e.g. those with tenancy support needs.
- Energy Efficiency Grants have been cut nationally, impacting on our ability to assist people in this area.

Objectives we have performed well at:

4.2 • A total of 83 empty properties have been brought back into use without the need for enforcement action, we have used voluntary negotiation in

all cases.

- Innovative partnership working and different funding models have delivered the Aldershot Winter Night Shelter and 45 units of temporary accommodation at Clayton Court.
- New homes have good housing standards, with North Town delivering units to Lifetime Homes and Sustainable Code Level 4, Wellesley will deliver to Lifetime Homes standards.
- Proactive work by the Private Sector Housing Team is improving relationships with property owners and landlords and they have responded to 99% of all complaints about housing conditions within 3 days.

5 Financial Implications

5.1 There are no financial implications for the Housing Strategy Update.

6 Conclusion

6.1 This fourth update of the 2011-2016 Housing and Homelessness Strategy illustrates the successes and challenges the Housing Team have experienced in delivering the council's strategic housing objectives set out in 2011. Despite a challenging economic environment and a changing political background, we have been able to achieve the main objectives we were set over the last four years. We have worked successfully with partners to overcome key challenges for some of our most vulnerable residents, such as the supply of temporary accommodation and the Winter Night Shelter. Our target of delivery of 150 affordable homes per year has not been achieved; however, an average of 108 per year in a highly challenging economic environment is a fair outcome.

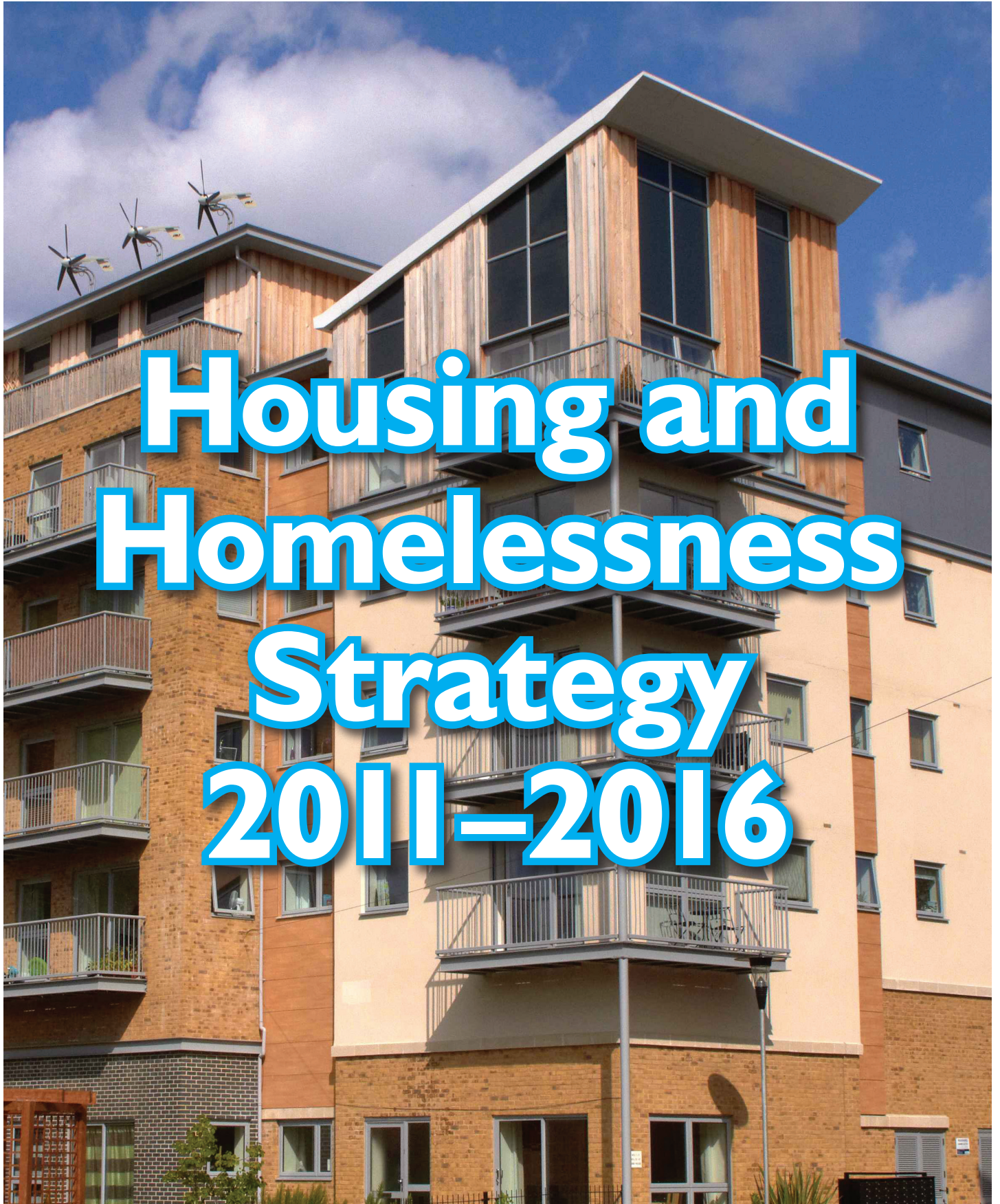
6.2 The impending Housing Bill and Conservative Government's Housing Strategy will affect every area of the housing services e.g. the delivery and funding of affordable housing schemes and the way in which we allocate affordable housing. As we look to the next 5 years we will need to work closely and creatively with partner organisations, members and customers to ensure our response remains strategic, proactive and fair; ensuring that residents continue to receive the right support and advice to be able to access good quality and well managed accommodation.

RECOMMENDATIONS

It is recommended that the Community Panel approve the update document so it can be published.

Qamer Yasin
Head of Environmental Health and Housing

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Housing and Homelessness Strategy 2011-2016

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Introduction

This is the fourth update of the 2011-16 Housing and Homelessness Strategy, the purpose of which is to review our progress in meeting our strategic objectives and record our achievements over the last four years. The aim of the strategy is to set out the council's approach to helping residents access good quality homes, which are affordable and appropriate to their needs.

As we are approaching the end of the 2011-16 strategy, we have included in Section Two, a review of our progress so far against our strategic objectives.

The strategy covers four key themes:

- Housing supply and the delivery of good quality housing
- Homelessness and homelessness prevention
- Housing to meet the needs of specific groups
- Neighbourhoods and housing standards

Previous strategy updates have highlighted the impact of changing government housing and welfare reform policies. This update explains how we are meeting the key objectives set in 2011. A new strategy will be produced for the period 2016-2021.



Informing the update

The update is informed by an evidence base made up of; The Housing and Homelessness Strategy Delivery Plan - this is the working document of Rushmoor's Housing Team which is used to monitor progress on the delivery of a wide range of housing objectives delivered by the Housing Strategy & Enabling, Housing Options and the Private Sector Housing teams.

Data received from planning on open market housing completions and the affordable housing development programme set out details of the numbers, house types and mix of homes being delivered to meet housing need.

We maintain an open dialogue with a diverse range of stakeholders through forums such as:

- A bi annual Registered Provider Development Liaison Meeting, in partnership with Hart District Council, where we share best practice and update on development across the two local authority areas.
- A bi annual Registered Provider (RP) Liaison meeting focussed on tenancy and neighbourhood management.
- Quarterly Rushmoor Health and Wellbeing Partnership meetings where housing and health professionals come together to build understanding of a range of services and clear advice on how residents can access them.
- Annual forums with private landlords and providers of housing and homelessness services such as The Vine, CAB and Step by Step.
- Member-led Registered Provider Review meetings with up to six RPs each year, enabling members and officers to improve their understanding of issues impacting RPs as well as working together to resolve any issues and provide each other with an element of constructive feedback and accountability.
- Monthly briefing meetings with the Portfolio Holder for Housing.
- Update reports taken to the Housing Strategy Standing Group and Community, Policy and Review Panel.

Achievements for the year 2014/15

- During 2014/15, 361 new homes were delivered in the borough with 149 of these being affordable homes.
- Wellesley was awarded Planning Permission of the Year 2014. Work starts to deliver the first of 3850 new homes in Aldershot to include 1347 affordable homes.
- A capital budget of £204,000 is in place to support the delivery of new homes.
- Right to Buy receipts of £302,000 have supported the regeneration of North Town during the year.
- A new partnership with Oak Housing Association have enabled the conversion of an empty MOD building into 45 units of temporary accommodation, including two wheelchair accessible units funded in part by £500,000 of Home and Communities Agency (HCA) empty homes funding. A further seven empty homes across the borough were also brought back into use.
- The Existing Satisfactory Property Programme (ESPs) secured five additional family homes in partnership with Sentinel Housing Association.
- The use of local lettings plans have facilitated the freeing up of five family sized properties this year.
- New partnership working with Stoll and Haig Housing Association is allowing us to develop improved pathways into settled accommodation for armed forces veterans.
- We have secured 19 units of affordable housing for Rushmoor Residents at Sun Park, a cross-boundary scheme in partnership with Hart District Council.
- The Aldershot Winter Night Shelter, run by The Vine, achieved an Award for Excellent Practice by Housing Justice and helped 23 people access basic accommodation and support from November 2014 - March 2015.
- Disposal of a council-owned site to the charity Seeability provided a capital receipt of £150,000 to the Council with plans approved for the development of 12 units of specialist accommodation for people with visual impairment and learning disabilities.

New Housing Supply - Delivery

The number of homes delivered over the term of the strategy is as follows:

Year	Total housing	Open market housing	Affordable housing
2011/12	173	75	98
2012/13	250	91	159
2013/14	286	261	25
2014/15	361	212	149
Total	1070	639	431

With an annual total average of 268 homes completed per year and 108 of these being affordable homes in the borough, delivery has been reasonable in the context of a challenging housing and construction market. The target set at the beginning of the strategy period was an average of 150 affordable homes per year as recommended by Strategic Housing Market Assessment (SHMA) 2008.

The SHMA published in 2014 sets a new target of 197 affordable homes a year which seeks to address the under supply of the last few years in addition to newly forming housing need. Whilst the restrictions of land availability in the borough remains a challenge, the market conditions are improving and more development opportunities are starting to come through. Over the next 15-20 years, housing supply will be met through our strategic housing sites.

Strategic Site Updates

Queensgate

New homes continue to be built at Queensgate in Farnborough. Further planning permission was granted in 2014 for an additional 26 units, bringing the total to 425. The council and site owners, Inland PLC, are seeking to deliver a mix of house types and tenures as well as housing for sale there is a percentage of affordable housing producing 55 units for rent and 36 for shared ownership. To date, Radian has delivered 59 new, affordable homes on this site. In 2015/16, we expect a further nine shared ownership flats to be completed.



Wellesley

This is the beginning of a large, phased development of former military land of the southern part of the Aldershot Military Town with the first units expected to complete in September 2015.

A total of 3850 new homes are planned and will be delivered through a 17-year development programme which will provide a mix of house types and tenures including private sale, market rent, affordable rent and shared ownership. A total of 1347 affordable homes are expected to be delivered by 2030/31.

The council and its partners are working closely with Grainger Plc and Grainger Trust to ensure that Wellesley develops into a sustainable community that meets aspirations for the housing market as well as a range of housing needs for local residents.



North Town

The first two phases out of six are now completed. During the last financial year 135 units were delivered, the majority of which have been allocated to existing residents. Some households have chosen to settle off the estate and 11 units were made available to be advertised on the council's Choice Based Lettings Scheme during the year. North Town was one of the sites used by the National Housing Federation Homes for Britain Campaign in the run up to the General Election.



Decanting and demolition works are now underway to facilitate the regeneration of phases 3 & 4 which will deliver 133 homes by spring 2017.

Housing Affordability

Data published in the December 2014 SHMA, shows the average annual household income in Rushmoor as £25,100, significantly less than the neighbouring authorities of Hart, Surrey Heath and Waverley, all with average household incomes which exceed £30,000.

With earnings to house price ratio of 9:5 as at November 2014, Aldershot was quoted in a report by The Guardian to be the seventh least affordable town in the UK. We keep an open dialogue with RP partners on affordable rent levels for new developments, especially on the development on new larger family homes to ensure they do not exceed 35% of household income.

Further reduction to the benefit cap and expectations on housing association rent modelling announced in the July 2015 budget will undoubtedly have an impact on the types of affordable homes built in the future. The council will work closely with Registered Provider partners over the next few months to ensure a comprehensive understanding of the impact to their businesses and our residents.

Strategic Housing Market Assessment

Twenty percent of households in the private sector and social housing are overcrowded, lacking one or more bedrooms. Demographic trends to 2031 suggests the majority need to be for one, two and three bedroom homes, with around three quarters of the affordable housing requirement being for one and two bedroom homes, largely reinforcing the existing stock profile. The SHMA uses the Department for Communities and Local Government (DCLG) formula for calculating objective housing need and concluded that a total of 470 homes per year need to be built for the next 20 years to meet housing demand in the borough. The council's draft Local Plan suggests that, whilst this is evidence of the numbers of new homes needed, restrictions on land availability means it is unlikely this will be achieved and capacity of 390 homes per year in total is more realistic.

Homelessness and Homelessness Prevention

Service Demand

The demand for the services provided by the Housing Options Team continues to increase as housing costs continue to rise and fewer households are able to access the private housing market either to rent or to buy.

There are currently 1198 households in the housing allocation pool with assessed housing need for affordable rented accommodation.

Despite strong competition for private accommodation the housing options team has secured 99 private rented tenancies for homeless households.

The team also delivered comprehensive advice to over 700 households on a range of housing related problems.

Supported and Temporary Housing

We are beginning to see the impact of cuts to Hampshire County Council Supporting People budgets with an increase in the number of people with complex needs coming to the council for advice and support.

At the beginning of the strategy period, it was evident that there was a need for more temporary accommodation in the borough. We have achieved 45 units at Clayton Court in partnership with Oak Housing Ltd and Grainger Plc, part funded by the Homes and Communities Agency (HCA). These homes are being let to households who would otherwise be placed into bed and breakfast accommodation and therefore offers a year on year saving to Rushmoor Borough Council of approximately £200,000. At the same time, families are provided with good quality, well-managed accommodation, gardens and with access to a range of support services. The scheme includes two fully wheelchair accessible units.

Supporting Single Homeless and Rough Sleepers

The Aldershot Winter Night Shelter provides basic accommodation, a hot meal and breakfast as well as the opportunity for guests to access healthcare and other support during the cold weather period. The Winter Night Shelter allows the council to meet its legal duty to street homeless people to provide accommodation under Severe Weather Emergency Provision (SWEP) in a supportive environment and with better housing and health outcomes for clients than can be achieved in bed and breakfast placements. Delivered by The Vine, the project was in the main staffed by local volunteers and provided support to 23 single homeless people from November 2014 - March 2015. Funding was secured from Rushmoor Borough Council, Hart District Council and Hampshire County Council Public Health Funding and food donations were made from local businesses. Housing Justice operate across the country supporting charities and churches to set up night shelters with volunteer training as well as advice on safeguarding, referral processes, policies and procedures. They presented the Aldershot Winter Night Shelter with an Award for Excellent Practice in February 2015.

We are working with The Vine to secure a sustainable funding stream to deliver the service next year. We are also working with seven other Hampshire local authorities utilising DCLG funding to provide specialist support to single vulnerable people through a programme of outreach and the development of multi-agency hubs.

Letting Agents and Property Managers Redress Schemes

We continue to work with the private sector which remains important in meeting housing need.

The Government introduced legislation in October 2014, which requires letting and managing agents to become members of one of three approved redress schemes. The Private Sector Housing Team are responsible for ensuring that all agents operating within Rushmoor are registered, so far 60% of Rushmoor's agents have confirmed membership, further work is being carried out to encourage the remaining 40% to comply with the scheme before any enforcement action is taken.

Meeting the Needs of Specific Groups

Gypsies, Travellers and Travelling Show People

Last year we completed the accommodation assessment and followed this up with further consultation visits in 2015. The findings are that the internally generated demand for accommodation is low but there is a need to provide two plots for travelling show people. This is currently out to consultation in Rushmoor's Local Plan.

Black and Minority Ethnic

Our allocations policy ensures that affordable homes are allocated based on need. We work with private sector landlords and tenants to safeguard against landlord exploitation, overcrowding and unsafe housing conditions; we have worked with the Communities Team to ensure that those who do not speak English as a first language are aware of their housing rights and responsibilities. We have also worked with the Hampshire Fire and Rescue Service to raise awareness of fire safety in the home for older Nepalese residents.

Older People

The SHMA has identified that the number of older people is increasing in the borough and wider housing market area and we are examining ways of addressing this through the adaptation of existing accommodation and increasing housing for over 55's and Extra Care provision.

First Wessex and Stonewater Housing Association (previously Raglan) have been converting manager flats at sheltered housing schemes into additional units of accommodation for over 55s. First Wessex delivered two units in a Farnborough scheme and Stonewater will deliver seven additional units in Aldershot, which include two converted manager flats.

Wheelchair Housing

A wheelchair accessible home makes independent living achievable for people who are wheelchair dependant. Opportunities to adapt homes have decreased with funding cuts so we have worked to mitigate the impact of this by maximising opportunities in the development programme. At Wellesley 10% of the affordable housing stock will be wheelchair accessible, a one bed flat, and a four-bed house to be delivered in the first phase next year. A fully adapted bungalow was completed at North Town this year and there are two disabled flats at the new temporary accommodation managed by Oak Housing Ltd. RP partners are looking at how proposed sites could be remodelled and funded to accommodate wheelchair units.

Armed Forces

Injured ex-armed forces and bereaved spouses receive priority for affordable housing through Rushmoor's Housing Allocation Scheme. Evidence provided by The Vine from the Winter Night Shelter shows that 25% of Rough Sleepers have previously served in the armed forces. We are working with specialist housing providers Stoll and Haig Homes to develop a clear housing pathway and increase housing stock designed to meet the needs of our veterans.

Developing Neighbourhoods and Housing Standards

Registered Provider Reviews

The purpose of the RP review process is to ensure residents receive a good quality service from their RP landlords.

A good working relationship with partners enables the council to work collaboratively in securing its affordable housing supply and to work together to prevent and resolve housing or neighbourhood problems. The RP Review process is member-led by a sub group of the Community Policy and Review Panel. Each year up to six RP's are invited to come in to share their approach to a number of issues including:

- Performance Management
- Quality of housing and development opportunities
- Customer Satisfaction
- Estate Management and Repairs
- Anti-Social Behaviour
- Impact of Welfare Reform

This year we introduced neighbourhood visits prior to meeting with the RPs, which helped improved member and officer understanding of the context of each neighbourhood, allowing better and more informed discussion.

In 2014/15, the following RPs took part in the review process:

- Home Group (Stonham)
- Radian
- Sanctuary
- Hydemartlet

Officers have also worked with elected members, partners and the Homes and Community Agency (HCA) to improve the process of dealing with customer complaints made to members about RP service standards. Members now ensure that any complaints have been reported to the RP through the correct process and that they have had the opportunity to put things right before becoming involved in the complaint themselves or requesting officer involvement.

Housing Standards Review

The Coalition Government reviewed the technical standards to which new housing should be built, and consulted on a new set of streamlined standards. These standards were finalised and published in March 2015. They include a new national space standard setting out the minimum floor areas for a range of house types. These standards can be imposed by condition on a planning permission but only if the local authority has an appropriate Local Plan Policy in place. The draft Rushmoor Local Plan preferred approach seeks to impose space standards at level one of the National Space Standards.

The draft Rushmoor Local Plan also seeks to set more challenging technical standards on water efficiency. Other technical standards will be achieved through changes to the Building Regulations specifically:

- Optional Building Regulations requirements for access to homes - only where there is a local plan policy, evidenced by local need and subject to viability.
- A Security Standard
- Drainage and Waste Disposal

Housing Standards

The Private Sector Housing Team works with tenants and landlords to ensure housing standards within the existing housing stock are upheld. The team responds to complaints about housing standards, carries out enforcement action when needed and licenses Houses in Multiple Occupation (HMO). In the last year, 99% of all housing complaints were responded to within three days, five cases of enforcement action were taken and 16 mandatory HMO licences were issued.

Houses of Multiple Occupation (HMO's)

It is evident that, over the last five years the demand for privately rented accommodation in the borough has increased, reflecting changes in the housing market. HMOs offer many people good quality affordable accommodation. However, it is important that we do all we can to protect and educate vulnerable people from exploitation, overcrowding and the unsafe usage of their accommodation. There are currently 97 HMO's licenced in the borough. We are also aware of a further 228 HMO's that do not require a property licence but still require interventions to improve standards for fire safety, management and amenities. It is likely that there are other HMOs that we are not yet aware of so we are planning to carry out additional survey work to build an accurate picture.

Empty Homes

During 2014/15, Oak Housing Ltd secured £500,000 of HCA Empty Homes funding to deliver 45 units of temporary accommodation at Clayton Court in Aldershot. An additional seven empty homes were also brought back in to use through successful negotiations with the homeowners and without the need to pursue homeowners with enforcement action.

Disabled Facilities Grants (DFG's)

We have spent £550,000 on providing 90 DFGs during 2014/15 and received 131 referrals from Occupational Therapists. We are signed up to a procurement framework agreement with the Eastern Shires Procurement Organisation for the provision of stair lifts, hoists, through floor lifts and step lifts which will result in expected savings of up to 25% on current costs.

Energy Efficiency

Over the last year, there has been a reduction of government funding on energy efficiency works and there are currently no schemes available to carry out loft and cavity wall insulation. We are still promoting replacement boilers for vulnerable people using discretionary grants. The response to the Green Deal scheme has been poor in Rushmoor and throughout the country, and we wait to hear about any new government initiatives.

Our home energy efficiency conservation report was submitted to the Department of Energy and Climate Change (DECC) in April 2015 and is published on our website at the following link:

[http://www.rushmoor.gov.uk/article/3841/
Reducing-energy-use](http://www.rushmoor.gov.uk/article/3841/Reducing-energy-use)

Links between Housing and Health

The council is linked to both Hampshire County Council's Adult and Child Services, both of which are now located at the council offices. Rushmoor's Housing and Environmental Health Services hold positions within the Rushmoor Health and Wellbeing Partnership, which delivers the Health Improvement Plan. Partnership members include local health care professionals and voluntary organisations such as Rushmoor Healthy Living and Rushmoor Voluntary Services.

Hampshire Public Health and Frimley Park Hospital's specialist tuberculosis nurse provided tuberculosis awareness training for housing and other front line staff in February 2015. Housing staff have provided "Eyes and Ears" training to healthcare professionals to help them understand the housing services that are provided by the council and how to identify and refer vulnerable clients who may need housing advice, are living in unsafe housing conditions or who need adaptations made to their homes.

Conclusion

There has been a shortfall of 169 new affordable homes during the term of the strategy which reflects a challenging national and local housing market, policy changes and significant cuts to both capital and support services. The supply of new affordable homes has been reasonable given this context, at this stage. However, it is unclear how we will be able to deliver new homes targets to meet housing need given the recently announced restrictions on the sector.

It is evident that the demand for all of the housing services has increased, and that the needs of more of our customers are complex. Continued and meaningful consultation will help us to establish the implications to our residents and business partners of the July 2015 budget in respect of the benefit cap reduction, Housing Association Rent Modelling and the Right to Buy.

Over the period of the next strategy it is likely that we will need to continue to ensure a strategic approach to the types of homes we develop and the services we provide to make sure that those in greatest housing need are able to access good quality, affordable housing.

The strategy objectives and delivery plan will be reviewed for the final time at the end of 2015-16.

Section Two

Review of progress against the Housing & Homelessness Strategy (2011-2016) objectives

This section shows how over the last four years the council has met the objective set out for the strategy in 2011.

THEME ONE

Make sure there is sufficient housing supply to meet needs

Total of 1070 new homes have been built 431 of which are affordable.

Deliver a mix of house types and tenures to reflect local need

35% affordable housing, 60:40 affordable rent to intermediate housing split delivered over the strategy period and RPs deliver on house size requirements and to lifetime homes.

Work to bring empty properties back into use

83 properties have been brought into use during the course of the 2011-2016 strategy to date and £500,000 of HCA funding has been invested.

Support the delivery of new housing at the Aldershot Urban Extension (Wellesley)

The scheme has started on site. The section 106 agreement secures delivery of 1347 affordable homes, the first of which are expected in September 2015.

Maintain a supply of new affordable housing

Our target of 150 affordable homes per year is not being achieved, however an average of 108 per year in a highly challenging economic environment is a fair outcome.

Encourage Innovation in funding for affordable housing

We set out a target of three schemes to be delivered using innovative funding models. RPs are increasingly developing homes for private sale to cross subsidise their affordable housing programme. First Wessex have successfully cross-subsidised development at North Town with outright sale and shared ownership, we have also used Right to Buy receipts to achieve delivery objectives at North Town. Oak Housing Ltd has used private finance, empty homes funding and the supported housing model to deliver Clayton Court. Public Health funding was used to secure a 10-bed space Winter Night Shelter provision, accessed by 51 people between January 2014 and March 2014.

Encourage the construction of high quality new affordable homes

North Town achieves Lifetime Homes and Sustainable Code Level 4 and Wellesley will deliver to Lifetime Homes with Grainger Plc committed to provide aspirational standards across all tenures.

THEME TWO

Homelessness and Homelessness Prevention

Between 500-700 households a year have been provided with advice and assistance to prevent homelessness over the strategy period, with 399 rent bonds being made to help people secure private rented accommodation. The Winter Night Shelter was launched to help those who have become homeless during the winter months. It has become increasingly challenging to prevent homelessness over the term of the strategy.

Make sure that social housing is provided to those most in need

The Housing Allocation Scheme has been reviewed to ensure it complies with the Localism Act 2011 and those in most need are prioritised. We set a target to house 100% of those in Band 1 within three months and this was achieved until 2013. However, over the strategy period this has reduced to 86% as a consequence of increased demand on the housing options service.

Make sure we provide temporary accommodation to meet need

We have found it difficult to find suitable accommodation over the strategy period and have had to accommodate 344 families in Bed and Breakfast accommodation. Since July 2015, Clayton Court provides 45 units of temporary accommodation in Aldershot which will reduce reliance on Bed and Breakfast accommodation. The challenge will be to ensure households are able to move on to settled accommodation quickly so the scheme retains its temporary provision purpose.

Provide Supported Accommodation to help people maintain and manage their housing

A multi-agency approach is in place to refer people for supported housing. At the beginning of the strategy period, we were reasonably well served with specialist accommodation and providers but the support is diminished due to Supporting People cuts. Despite this, positive outcomes have been achieved in the borough's community houses and supported accommodation through close partnership working.

Work with the private sector to improve the supply of private rented accommodation

We have developed the housing forum model for private sector landlords to build better relationships with them. Supply remains challenging, however RP's are looking to develop private market rented property portfolios.

Support Independent Living for older people

The council delivered an Older Persons Plan during the strategy period and is now working to support Hampshire County Council in the delivery of a County-wide plan. Over 55s accommodation has been provided at Alma House, North Town, Matinee House in Aldershot and Worcester Close, Farnborough.

Assist with meeting the housing needs of those leaving the armed forces

The Housing Allocation policy includes priority for armed forces and we are working to provide a housing pathway including dedicated new housing in partnership with Haig & Stoll Housing Associations.

Provide Housing Options advice for BME communities and to make sure that housing conditions meet the required standards

The housing options caseload is monitored quarterly and Nepali speaking customer advisors assist housing staff. A total of 98 immigration visits to private sector properties have been made over the strategy period to ensure good housing standards and housing staff have presented at community events to advise Nepali families on their housing rights and responsibilities.

Address the advice and accommodation needs of Gypsies, Travellers and Travelling Show People

During the life of the strategy, the housing team has worked with the planning team on the accommodation needs of these communities, identifying the need for two plots for travelling show people, which is being addressed through the draft Local standards across all tenures.

Promote mixed, sustainable and safe communities

We have delivered new housing schemes that comply with our policy housing requirements set out in the Core Strategy. New scheme surveys carried out six months after people move in to their new homes evidence 92% of people are satisfied with their home and neighbourhood. Partnership working and good relationships with elected members through the RP Review process has helped the council to achieve good outcomes whenever problems arise.

Work with landlords and property owners to improve housing conditions

The Private Sector Housing Team has initiated regular landlord forums to improve relationships with private landlords in the borough and works with RPs where there have been issues relating to housing standards. They take a proactive approach to helping tenants with their housing problems and have responded to 99% of complaints on housing conditions within three days and taken 30 cases of enforcement action during the strategy period.

Improve Energy Efficiency and reduce Fuel Poverty

During the strategy period, 20 energy efficiency grants were made to vulnerable residents. Officers promoted free energy efficiency measures through Insulate Hampshire during 2011-13 and First Wessex have retrofitted 21 homes in Aldershot.

Funding for energy efficiency has been cut nationally, however the council has funded Rushmoor Healthy Living's Fuel Poverty Coordinator during the strategy period.

Explore the links between housing and health

Officers are represented at the Rushmoor Health and Wellbeing Partnership and the Hampshire Older Persons Wellbeing Group. We have secured public health funding to deliver the Winter Night Shelter, instigated tuberculosis awareness training for front line staff and arranged "Eyes and Ears" training to improve awareness of safeguarding and signposting to community nurses and care workers.

HOUSING AND HOMELESSNESS STRATEGY 2011 – 2016

DELIVERY PLAN – update 4 2015

Theme One; HOUSING SUPPLY AND THE DELIVERY OF GOOD QUALITY AFFORDABLE HOUSING

Housing Supply

Objective 1.1.1 Make sure there is sufficient housing supply to meet needs within the constraints of the Borough

Measures	Increase in net additional dwellings	2011 – 2016 - 620 new homes since 2011
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We will achieve the objective by the following actions	Outcomes	Date For Delivery	Delivered by/ resources	Progress
Providing for housing supply through the Core Strategy by: Working with developers & partners to ensure planning applications are determined in accordance with those policies	Core Strategy adopted	2011 2012/2016	RBC	Core Strategy adopted Nov 2011. A copy can be found at www.rushmoor.gov.uk Policy CP6 requires development of 15 (reduced from 25) or more dwelling to provide a minimum of 35% affordable housing. Further information about the delivery of affordable housing will be set out in a future SPD being prepared to provide policy guidance on contributions from developers A new draft Local Plan has been prepared to replace the Core Strategy 2011 and the saved policies from the Rushmoor Local Plan 2000. The plan will guide the location, scale and type of development in Rushmoor up to 2032. Consultation on the preferred options for the Local Plan closed in July 2015 and adoption is expected in December 2016 following Examination by the Planning Inspectorate.
			Existing staff resources	All districts will seek to meet their needs within their boundaries. If this is not possible, the Districts will work together to meet the housing

<p>Work jointly with Hart and Surrey Heath councils where necessary to meet identified housing need</p>		<p>2013/2016</p>		<p>need in the Housing Market Area through cross boundary working. Joint SHMA produced with HDC and SHBC published Dec 2014 Bi Annual development liaison meetings with HDC & RP's</p>
<p>Providing Suitable Alternative Natural Green Space (SANGS) to mitigate for Special Protection Areas</p> <p>Implementing CIL</p>	<p>SANGS in place to allow development of housing to meet Core Strategy targets</p> <p>A CIL charging policy is in place if appropriate and viable</p>	<p>2016</p>	<p>RBC and adjoining Boroughs</p>	<p>Mitigation land identified at Hawley Meadows, Southwood Woodlands and Rowhill Nature Reserve.</p> <p>Other SANG options are being explored.</p> <p>Wellesley mitigation is provided on site.</p>
			<p>Existing staff resources</p>	<p>The Council has put progression of a Community Infrastructure Levy Charge (CIL) on hold. A Viability Assessment has been commissioned to evaluate the effect of Local Plan Policies, and potential CIL contributions on site viability. Following the outcome of this work a decision will be taken on whether to implement CIL charging to fund infrastructure.</p> <p>Further information about the delivery of affordable housing will be set out in a future SPD</p>
<p>Monitoring and updating the SHLAA</p>	<p>SHLAA in place and updated</p>	<p>Annually</p>	<p>RBC</p>	<p>Ongoing work in partnership with planning</p>
			<p>Existing staff resources</p>	

Objective 1.1.2	Deliver a mix of house types and tenures to reflect local needs.
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Measures	Completion profile is in line with needs identified in SHMA	Annually 2011 -2016 SHMA targets See attached table
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We will achieve the objective by the following actions	Outcomes	Date For Delivery	Delivered by	Progress
<p>Making sure that policies in the Core Strategy require a mix of housing.</p> <p>Working with developers and partners to comply with the core strategy policies as set out in policy CP5 and CP6 to provide sustainable and balanced communities.</p> <p>Produce an updated SHMA</p>	<p>Planning applications reflect policy by providing a mix of housing</p>	<p>2016</p> <p>2014-2015</p>	<p>RBC and Registered Providers of Social Housing</p>	<p>Policies are now published in the Core strategy</p> <p>CP5 requires developers to demonstrate how their development contributes towards meeting the SHMA guidelines and creating sustainable and mixed communities.</p> <p>We are actively working this through all new schemes and the development programme is monitored to check it is meeting the needs identified</p> <p>The Draft Local Plan continues to stress the need to provide a mix of dwelling types having regard to site size, local housing needs, diversification in a specific location and viability.</p>
<p>New Action Develop a policy response to the findings of the new SHMA</p>	<p>Policies are amended where necessary to make sure they contribute to meeting identified needs</p>	<p>2014-2016</p>	<p>Existing Staff resources</p> <p>RBC Planning and</p>	<p>SHMA is published and has been used to inform the development of policies in the Draft Rushmoor Local Plan</p>

Page 32			Housing Teams	
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Objective 1.1.3	Work to bring empty properties back into use.
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Measures	Number of empty properties brought back into use	5 per year 2011 -2016 SUE TO PROVIDE FIGS
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We will achieve the objective by the following actions	Outcomes	Date for Delivery	Delivered by	Progress
Evaluating each empty property for priority for action	Priority given to those properties that are having a detrimental effect on neighbourhoods, are in poor condition, or have been empty longest	Annually	RBC Partner Registered Providers of social housing	17 empty properties have been brought back into use 2011/2012 9 empty properties have been brought back into use 2012/2013 5 empty properties have been brought back into use 2013/14 7 empty properties brought back into use 2014/15
			Existing staff resources	
Using a range of enforcement powers	Most effective powers used for the individual circumstances	Annually	RBC Partner Registered Providers of social housing	We used voluntary negotiation in all cases. We did not need to use enforcement powers to achieve the total 38 properties being brought back into use 2011-15 Officer training & accreditation has been

			HCA	completed on HHSRS Currently working on 14 live cases plus 45 units at Sargent's Mess
			HCA funding RBC capital grant	

Objective1.1.4	Support the delivery of new housing at the Aldershot Urban Extension
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Measures	AUE starts and completions year by year	2011 – 2016 2011/12 -0 2012/13 -0 2013/14 -0 2014/15 -0
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We will achieve the objective by the following actions	Outcomes	Date for delivery	Delivered by	Progress
Contributing to the Council's corporate group	Housing issues are reflected in the Corporate response to developers	Annually	RBC	Director & Head of Service (HOS) attend regular Corporate Group meetings. Officer's keep the Director and HOS informed
			Existing staff resources	
Providing guidance to developers	Developers are clear on affordable housing need and requirements	2013 Complete	RBC	A development brief was produced for Wellesley and Officers have been involved in negotiating the Council's requirements. The Section 106 agreement is complete and partnership working is progressing well. Work is on site at Maida (82 AH units) and Reserved matters are being concluded for CMH and Gun Hill Regular liaison with Grainger Trust team and providing guidance on policies.
			Existing staff	

			resources	
Work with Grainger to make sure that the affordable housing requirements set out in the a106 agreement are agreed	Ensure that the scheme complies with mix and type of affordable housing to create a balanced and sustainable new community.	2013-2016	RBC and Grainger Trust Existing staff	Regular liaison meetings have been set up, housing and planning are working to ensure the reserved matters applications ensure policy compliant delivery

Affordable Housing

Objective 1.2.1	Maintain a supply of new affordable housing
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Measure	Increase in number of new affordable homes	average of 150 new affordable homes per year over any three year period 2011 - 2016	In 2012/13 150 units have been provided In 2013/14 25 units (5 AR and 20 S/O plus 9 First Buy units) 2014/15 157 units delivered (135 at North Town)
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We will achieve the objective by the following actions	Outcomes	Date for Delivery	Delivered by	Progress
Bidding each year for Council resources to fund new affordable housing	A capital budget is maintained for new affordable housing	Annually	RBC	A capital budget of £205,000 is in place
			Existing staff resources	
Setting priorities for the investment of the Council's budget	Priorities take account of strategy objectives and are adjusted to take account of type of units delivered.	Annually	RBC	Capital budget has been invested in priority schemes Cabinet approves all budget spend.
			Existing staff resources	
Working with a partnership of preferred Registered Providers of Social Housing	New development is delivered through a partnership of Registered Providers	Annually	RBC	Biannual liaison meetings are held with RP development partners jointly with Hart DC and 1:1 meetings with RBC's current development partners
			Registered Providers	
Refreshing the selection criteria for preferred development partners	Preferred development partners are providing services that meet the needs of the Borough	July 2011 Complete	RBC	Grainger Trust, Oak Housing and Aster Housing Association have all become development partners to deliver specific schemes.
			Registered Providers	
			Existing staff resources	

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Liaising with Registered Providers and HCA to deliver priority schemes for Rushmoor	The HCA funded affordable housing programme reflects local needs and priorities	2011 - 2016	RBC Registered Providers HCA	HCA contracts are in place with First Wessex; Radian; Sentinel & TVHA and A2Dominion Grainger Trust & Oak have received RP (for profit) status.
			Existing staff resources HCA funding RBC capital grant	Partner RPs have bid for resources under the HCA Affordable Homes Programme 2015-18. Their bids reflect LIP priorities (North Town, Wellesley and Queensgate) and a number of small development opportunities. Oak Housing secured £500,000 of HCA empty properties grant to deliver temporary accommodation at the AUE

Objective 1.2.2 Encourage innovation in funding for affordable housing

Measures	Number of schemes using innovative funding	Target: 3 schemes 2011 -2016 North Town – Outright Sale Wellesley – Private Market Rent
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We will achieve the objective by the following actions	Outcomes	Date for delivery	Delivered by	Progress
Requiring RPs to consider private sale	Cross subsidy provided to support affordable housing delivery	2011 - 2016	RBC Registered Providers	6 x outright sale units delivered at North Town phase 1 A further 77 outright sale units to be delivered at North Town phases 1-5. Phase 2 of North Town will deliver 226 open market units with a S106 agreement to provide 35% affordable. 143 outright sale units will cross subsidise the affordable housing Market rent and rent to buy products are being launched at Wellesley.
			Existing staff resources	

Requiring RPs to recycle resources generated on schemes to amend tenure mix	To facilitate changes in tenure mix in the future HCA Affordable rent model is being used to generate funds	2011 - 2016	RBC Registered Providers	<p>Outright sale units, shared ownership and affordable rent will provide cross subsidy on new schemes.</p> <p>The recycling of receipts from shared ownership sales and other disposals in the borough to development schemes in the borough has been resisted by RPs. They need flexibility to use these resources to support their overall development programme, across their area of operation. It is important to encourage RPs to develop here so that we can benefit from the recycled receipts generated here and elsewhere.</p> <p>Right to buy receipts have been used to contribute towards the funding of North Town</p>
			Existing staff resources	<p>HCA Affordable Rent model has been introduced to generate revenue from new build units and re-lets of existing stock to service Registered Providers development loans and HCA investment.</p> <p>All new developments that are part of the HCA Affordable Homes Programme will be let at affordable rents</p> <p>The affordability of rents is being monitored</p>

Objective 1.2.3 Encourage the construction of high quality new affordable housing

Measure	Number of new affordable homes that meet key design and quality standards contained in the development brief	25% of schemes 2011 -2016
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We will achieve the objective by the following actions	Outcomes	Date for Delivery	Delivered by	Progress
Making sure that developers have access to the development brief	Better quality affordable homes	2011	RBC House builders	<p>North Town achieves Lifetime Homes and Sustainable Code level 4</p> <p>The first phase of Wellesley will deliver homes to</p>

New Action update the Development Brief		New Target April 2015		Lifetime Homes Standards
			Existing staff resources	The Development Guidance Note will need to reflect the new SHMA and the Housing Standards Review
Assist in producing SPDs that cover design and delivery of affordable housing	SPD provides developers with guidance on design and delivery of affordable housing	2016	RBC	Following the outcome of the Housing Standards Review work will begin on securing housing standards through the planning process is likely to be through the development of an SPD
			Existing staff resources	

Theme Two: HOMELESSNESS AND HOMELESSNESS PREVENTION

Housing Advice and Homelessness

Objective 2.1.1 To prevent Homelessness

Measure	Homelessness applications as a percentage of advice and prevention cases	Target 12 % for 2011 - 2016 Achieved 20% 2011 - 2012 Achieved 31% 2012 - 2013 Achieved 31% 2013 - 2014 Achieved 16% 2014-2015

We will deliver this objective by the following actions	Outcomes	Date for Delivery	Delivered by	Progress
Providing comprehensive housing options advice to tenants and homeowners	All residents have access to free housing advice	2011-2016	RBC	Housing Options advice is available and free of charge to all residents
			Existing staff resources	Continues
Implement and promote the new online housing option self-assessment tool to provide on-line comprehensive housing advice to customers	Customers will be able to self-serve using the online housing options self-assessment tool therefore maximizing the time of	2013- 2016	RBC Existing resources	The on line housing option self-assessment tool has been launched on RBC website July 2013 The self-assessment tool to be reviewed 2015/16

<p>New Action Review the housing option self-assessment tool</p>	<p>housing option officers to assist those less able to help themselves.</p> <p>Monitor usage and update the content to reflect changes in legislation and accommodation providers</p>	<p>April 2015</p>		
<p>Discharge Homelessness duty with an offer or accommodation in the private sector, with or without the consent of the applicant and in accordance with the Localism Act 2011</p> <p>It has proved difficult to discharge duty into the private rented sector because of the requirement to have a 12-month tenancy, without a brake clause.</p>	<p>Homelessness duty discharged into the private sector</p>	<p>2013-2016</p>	<p>RBC</p>	<p>This action is now being implemented.</p> <p>2013/14 One applicant has been discharged into the private sector under this action</p> <p>2014/15 One applicant has been discharged into the private sector under this action</p>
<p>Running a rent bond scheme</p>	<p>Statutory and non-statutory homeless households are assisted to access private sector housing.</p>	<p>2011-2016</p>	<p>RBC</p>	<p>Rent bond scheme is in place Bonds issued:</p> <p>2011/12 66</p> <p>2012/13 93</p> <p>2013/14 138</p> <p>2014/15 102</p>
<p>Participating in the mortgage rescue scheme</p>	<p>Eligible households are referred to the mortgage</p>	<p>2011 – 2014</p>	<p>RBC</p>	<p>3 Mortgage Rescue applications were made in 2011/12 and 1 completed</p>
<p>Existing staff resources</p> <p>Homelessness Prevention Fund</p>				

Page 40	rescue scheme	Complete	Existing staff resources HCA funding	<p>April 2012-August 2013 4 mortgage rescue has been completed and 1 approved</p> <p>April 2013 - August 2014 2 Mortgage rescue has been completed</p> <p>Complete: Scheme in place since 2012- no longer in place</p>
Retain £20K from preventing repossession fund to develop a loan scheme to prevent people being repossessed	Eligible at risk households are offered small interest free loans, or grants. To be recovered by the use of direct debit by the recovery team	2012-2016		<p>This fund has been retained for the year 2013/14</p> <p>This fund has been retained for 2014/15</p> <p>This fund has been retained for 2015/16</p>
Developing enhanced housing options with partner agencies	Repeat homelessness reduced by tackling the root causes of homelessness through providing help with employment, training and benefit advice.	2011 – 2016	RBC Partner Statutory agencies and the voluntary sector	<p>Enhanced Housing Options software has been purchased. Officers are trained. The scheme to be in place by December 2012.</p> <p>Complete :Scheme in place since December 2012</p>
			Existing staff resources	Continue to tackle reducing homelessness by early intervention and partnership working
CLG allocation of £274k to LAs in NE Hampshire to work together to address single homelessness	<p>Work together with seven LA's in NE Hampshire to evaluate several projects</p> <p>NE Hampshire group meeting arranged for March 2013</p>		<p>RBC</p> <p>Seven LAs in North East Hampshire</p> <p>Existing staff resources</p>	<p>We are attending meetings with the North Hampshire Local Authorities and this is on-going.</p> <p>Support and fund projects when live. During 2014/2015 the following has been funded:</p> <ul style="list-style-type: none"> • Winter Watch – cold weather shelter • Outreach for single vulnerable homeless or those threatened with homelessness • Personalisation budget to support single vulnerable clients is estimated to start from July 2015

<p>Appointing a part time accommodation officer to reduce the length of time households spend in Bed and breakfast and temporary accommodation</p>	<p>Appointing a part-time Temporary Accommodation officer to procure properties in the private sector by October 2012. The impact of this option will be reviewed and consideration be given to this option depending on the results achieved</p>	<p>April 2013 Complete</p>	<p>RBC</p>	<p>A member of staff was recruited and the post has been extended for a further 6 months. To end when new officers are in post The role of the temporary accommodation officer has been instrumental in helping to keep the time households spend in B&B to a minimum. It remains challenging to find private sector accommodation to move households to and from B&B. Unfortunately, due to the high level of demand, with regard to the recession, the numbers placed in B&B, and the time spend has increased this year.</p> <p>Post has been deleted</p>
<p>To appoint additional Housing Options Officers</p>	<p>Additional resource enable more proactive, preventative work and to reduce reliance on B&B</p>	<p>September 2013</p>		<p>Two additional Housing Options Officers appointed in September 2013</p>

Objective 2.1.2 Make sure that social housing is provided to those most in need

<p>Measure</p>	<p>Band 1 households housed within 3 months</p>	<p>Target of 95% 2011-2016</p> <p>2012/13: 100% of 1& 2 bed properties are housed within 1.8 months. However, the average wait for a 3-bed property is 10.2 months.</p> <p>2013/14 65% of 1&2 bed properties are housed in 3 months. The average wait for a 3 bed property is 5.2 months</p> <p>2014/15 94% of 1& 2 properties in band 1 are housed within 3 months. The average wait for a 3 bed is 7 months (all bands).</p>
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We will achieve this objective by the following actions	Outcomes	Date for delivery	Delivered by	Progress
<p>Implementing the Housing Allocation scheme</p> <p>Review the Housing allocation scheme</p>	<p>Allocation scheme in place</p> <p>Ensure Rushmoor's Housing Allocation scheme fully complies with the implementation of the Localism Act 2011</p>	May 2011 Complete	RBC	The Housing Allocations Scheme is being updated to include preference for military families
		New target April 2013 Complete	Existing staff resources	The Housing Allocation Scheme has been updated to include preference military personnel and shared ownership
		April 2015 Complete	Existing staff resources	The Housing allocation scheme has been reviewed to ensure it fully complies with any possible changes brought about by the Localism Act 2011
<p>Working on under occupation</p> <p>Working with Partners to facilitate mutual exchanges</p> <p>In addition to freeing up larger homes we are looking at the under occupation scheme to assist those affected by the spare room subsidy and DHP to include chain lets</p>	<p>Plan in place</p> <p>To raise tenants awareness of Home Swapper and mutual exchanges, to help them solve their housing situations particularly where they are under occupying or overcrowded</p> <p>Assist those tenants that are being affected by the impact of the spare room subsidy and whose Discretionary Housing payment (DHP) is coming to an end.</p>	April 2012 Complete	RBC and RPs	<p>An under occupation policy is in place and being used to assist downsizing and free up larger homes in the borough</p> <p>Schemes have achieved this at Matinee House and Marrowbrook Lane</p>
		2013-2016		<p>Housing Options held events at Cherrywood in August 2013 and the Princes Hall October 2013 in partnership with First Wessex, TVHA, Radian, Sentinel, Food Bank, Home Swapper and Housing Benefit to facilitate mutual exchanges.</p> <p>Further events are planned for 2014/15</p> <p>Events are ongoing as opportunities arise.</p>
2015 Complete	Existing staff resources	Looking at a lettings plan to achieve this on a small garage site development in partnership with First Wessex		

<p>Monitoring bidding and lettings information from Rushmoor's Choice Based lettings scheme to identify trends in lettings of properties offered on lifetime tenancies, fixed term tenancies and affordable rents</p>	<p>Determine how applicants are responding to housing choices on offer</p>	<p>2012-2016</p>		<p>A monitoring mechanism is in place. First Wessex hold up to date information of tenants for:</p> <ul style="list-style-type: none"> • Income • The number of people housed • Time taken to house them • Ethnic monitoring • Family profile <p>2013/14 monitoring impact of spare room subsidy and affordable rents</p> <p>Data from Rushmoor's CBL has been used in 2013/2014 in the SHMA update</p> <p>Continue to monitor</p>
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Temporary and Supported Housing

Objective 2.2.1 Make sure that we provide temporary accommodation to meet need

<p>Measure</p>	<p>Zero use of bed and breakfast</p> <p>This objective is not being met B&B 103 families were placed in B&B in 2014/15</p>	<p>2012/13 out turn = 132 households</p> <p>2013/14 out turn = 109 households</p> <p>2014/15 out turn = 103 households</p>
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<p>We will achieve this objective by the following actions</p>	<p>Outcomes</p>	<p>Date for Delivery</p>	<p>Delivered by</p>	<p>Progress</p>
<p>Explore alternative provision for vulnerable single homeless clients</p>	<p>Reduce the number of vulnerable single homeless people placed in B&B due</p>	<p>April 2014</p>	<p>RBC</p>	<p>2012/13- 30 cold weather placements were made in B&B</p>

<p>during 'cold weather'</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 44</p>	<p>periods of cold weather.</p>			<p>Winter Watch scheme went live in January 2014 23 individuals assisted</p> <p>Winter Watch winter 2015</p> <p>28 individuals were assisted (24 males & 4 female)</p> <p>no cold weather placements were made into B&B</p> <p>the provision was open for 31 nights</p>
<p>Continuously review the need for temporary accommodation</p>	<p>Clarity about the need for temporary accommodation</p>	<p>Dec 2011 and annually thereafter</p>	<p>RBC</p>	<p>Quarterly Performance monitoring shows increase demand for temporary accommodation.</p>
<p>Working with RP partners to deliver additional temporary accommodation when required.</p> <p>Working with Oak Housing and partners to provide 45 additional temporary accommodation for a 7 year lease</p>	<p>Preliminary work done to develop different models for providing temporary accommodation</p> <p>To produce 45 addition units for temporary accommodation</p>	<p>October 2012-2015</p> <p>2015-2016</p>	<p>RBC</p> <p>Registered Providers</p> <p>Existing staff resources, developers and registered providers</p>	<p>A Private Sector Leasing scheme is in place with Chapter 1.</p> <p>2013/14 Chapter 1 has secured 2 private leased properties.</p> <p>2014/15 Private Sector Leasing scheme struggling due to high property prices</p> <p>6 units of temporary accommodation will be made available at Wellesley- Development Zone and timings to be confirmed</p> <p>Working with Oak Housing, Grainger Trust & HCA to secure existing accommodation at Wellesley for use as temporary accommodation 45 units March 2015</p> <p>Scheme is due to open July 2015</p>

			HCA & Oak Housing	
Accommodation post identified Objective 2.1.1	Secure additional accommodation in the private sector and reduce demand for bed and breakfast which will reduce the spend for bed and breakfast	April 2013 New Target October 2013 Complete		As per 2.1.2 – Officer in place and the post extended for 6 months - to end when new officers are in post, expected to be September/October2013. Post deleted and fulltime officers recruited
To explore setting up a Private Sector Leasing scheme in Rushmoor	To fully consider the feasibility of this options	Dec 2013 Complete	RBC Registered Providers Existing staff resources	This was set up in April 2013 with Chapter 1. We are working to plan a promotional campaign to attract new landlords. Chapter1 have secured 2 private lease properties 2014/15 <ul style="list-style-type: none"> • Chapter 1 has been unable to secure further leased properties due to the high demand and expensive rents in the area. • Explore leasing schemes with other providers

Objective 2.2.2 Provide supported accommodation to help people maintain and manage their housing

Measure	Referrals and outcomes from the Joint Assessment Panel	95% of caseload housed within one year	Joint Assessment panel was Supporting People led – due to cuts in funding, this has been disbanded. We are now looking at new ways of delivering the service 2014/15 <ul style="list-style-type: none"> • Multi-agency case conferencing is in place for vulnerable people
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We will achieve this objective by the following actions	Outcomes	Date for Delivery	Delivered by	Progress
Reviewing need for supported accommodation Page 46	Gaps in supported housing provision identified	Dec 2011 and annually thereafter	RBC Homelessness Forum	Working with Jigsaw for ex-offenders providing liaison between tenant and landlord. Funded via the £274,000 DCGL grant for North Hampshire for tackling single homelessness. The Vine is able to provide additional outreach we are seeking to secure £30k from the £274 DCLG fund for North Hampshire. Outreach in place and currently being funded by DCLG funding The Jigsaw scheme has now ceased due to lack of funding
			Existing staff resources	
Working with Supporting People	A clear understanding of the need for supported housing in Rushmoor resulting from regular meetings with Supporting People	Quarterly liaison meetings	RBC Statutory and voluntary organisations Supporting People	SP budget is reduced and there is greater emphasis on prevention and early intervention work with adult services. Regular meetings take place between RBC and HCC Supporting People Officer Supporting People funding has ceased
			Existing staff resources	
Working with RPs to provide new projects where appropriate	New projects developed and funded	2016	RBC Statutory and voluntary agencies Supporting People Registered	New projects are currently being explored with RP partners. First Wessex is looking to review St Johns sheltered and convert to extra care. Radian Care support Services now provide the care element at St Johns Court Extra care provision planned at Wellesley

			Providers	
			Existing staff resources	
			Supporting People funding	

Working with the Private Sector

Objective 2.3.1 Work with the private rented sector to improve supply and quality of rented homes

Measure	Numbers of people taking full rent deposit	Target 40	2011/12 achieved 66	2012/13 achieved 93	2013/14 achieved 105	2014/15 achieved 102
	Number of people taking single person rent deposit	Target 25	2011/12 achieved 20	2012/13 achieved 50	2013/14 achieved 33	2014/15 achieved 30

We will achieve this objective by the following actions	Outcomes	Date for Delivery	Delivered by	Progress
Maintaining the landlord accreditation scheme and hold accreditation training	Landlords better trained to provide quality accommodation and management.	Annually	RBC	Landlord accreditation scheme is maintained. Interest is low from landlords. Waiting for the Outcome of the DCLG Private Sector Review
			Small landlords association	
			Existing staff resources	
Promote partnership working and the Landlords Forum	Landlords kept informed and advised. Landlords Forum held once per year.	Annually	RBC	The landlord's forum took place on 15 th Jan 2013 and was successful. Landlords newsletter was produced and sent to all

<p>New Action To examine new ways to engage with the Nepali Landlords</p>	<p>Nepali Landlords and tenants better informed on the rights and responsibilities of tenants</p>	<p>April 2016</p>		landlords in November 2013
			<p>Existing staff resources</p>	<p>A forum for Nepali landlords was held on 12th December 2013 to raise awareness of Landlord and Tenants rights and responsibilities but attendance was low (6 attended)</p>
<p>Develop the rent bond scheme</p>	<p>Rent bond scheme developed to encourage landlords to enter into longer term arrangements with their tenants.</p>	<p>April 2013 Complete</p>	<p>RBC</p>	<p>Then Bond Scheme is in operation and is being promoted to landlords to ensure they are aware of how the scheme works and how they can benefit from it.</p>
			<p>Existing staff resources</p> <p>Homelessness Prevention Fund</p>	<p>This is promoted at the landlord forum and is in leaflet format</p>

Working with our Partners

Objective 2.4.1	Develop partnership working to improve outcomes for people who are homeless or at risk of homelessness
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Measure	Participation in Supported Housing Panel MARAC Homelessness Forum Landlords Forum Supported Housing Panel is being dissolved we are looking at other ways of delivering the panels responsibilities	Once per month ✓ Once per month ✓ Once per year ✓ Once per year ✓
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We will achieve this objective by the following actions	Outcomes	Date for delivery	Delivered by	Progress
Develop the Homelessness Forum to address service improvement with our RP and voluntary sector partners	Homelessness Forum held once per year issues relating to homelessness addressed and relationships with Registered Providers and the Statutory and Voluntary agencies improved.	2011 -2016	RBC	Homelessness Forum took place in March 2013. This year's Homelessness Forum to be held at the end of 2014
			Registered Providers Statutory and voluntary agencies	
Supported Housing Panels	Joint approach to meeting the housing needs of clients particularly those with support needs	2011 - 2016	RBC	Regular monthly meetings take place to discuss referred cases and plan appropriate action. Support Housing Panels are no longer taking place as Supporting People funding is ceasing – new arrangements for providing a panel in discussion
			Registered Providers Statutory and voluntary agencies	
Work with Neighboring districts to develop services	Needs that can be met through joint working identified	2014	Existing staff resources	The North Hampshire Authorities group has been allocated £274,000 from central government to develop sub regional Homelessness Prevention
			RBC and Blackwater Valley/ NE Hants	

			M3 Corridor local authorities	scheme. Regular meetings are being held. Projects have been identified and are being delivered and currently being reviewed
			Existing staff resources	

Theme 3: HOUSING TO MEET THE NEEDS OF SPECIFIC GROUPS

Older People

Objective 3.1.1 | To support independent living for older people

Measure	Increase take up of Telecare services - This objective is now difficult to achieve as HCC have cut funding in this area. Number of new homes meeting Lifetime homes standards	2011 -2016 10% of new stock
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We will achieve this objective by the following actions	Outcomes	Date for delivery	Delivered by	Progress
Delivering the Older Persons Plan for Rushmoor	Actions contained in the plan are delivered	2014 Complete	Through representation on RHWBP 2011-2014	Older Persons Delivery plan is on target and reported to the RHWBP quarterly. Corporate Older Persons Plan objectives have been absorbed into the Health and Well being agenda via delivery of HCC Older Persons Well Being Strategy and the JSNA, monitored quarterly at RHWB Partnership Housing Specific actions to be delivered via housing strategy
			Existing staff resources	
Deliver a supply of homes suitable for older people	Schemes for under occupiers and Lifetime Homes delivered as part of the Affordable Housing Development Programme Policies in the Core Strategy promoting Lifetime Homes.	2011-2012	RBC Existing staff resources	Alma House North Town was completed in December 2012 and provides a 26 unit sheltered housing facility HCC are exploring the opportunities for Extra Care in Farnborough and at Wellesley to provide extra care Working with two RPs to provide extra care in the borough Working with RP's to provide accommodation for over 55's

Page 52			HCA funding Existing staff resources	HCC have allocated £45 million across Hampshire to support the delivery of Extra Care accommodation over 10 years. Government review of housing standards may have an impact on the degree we can implement Life Time Homes
	Encourage RPs to promote Telecare services to older residents not living in sheltered accommodation.	Increased uptake of Telecare	2016	RBC Telecare providers Registered Providers This objective is now difficult to achieve as HCC have cut funding in this area. We are in discussion with Providers to examine call service options to those tenants in sheltered accommodation who are not social care eligible.

People with Disabilities -

Objective 3.2.1	Assist people with disabilities in accessing housing that meets their needs
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Measure	Annual monitoring of Housing Options Service Meeting annual targets for disabled facilities Grants	demand led 85 per year achieved 94 2011/12 105 2012/13 107 2013/14 90 2014/15

We will meet this objective by the following actions	Outcomes	Date for Delivery	Delivered by	Progress
Making sure disabled applicants receive appropriate housing options advice and priority through the Allocation Scheme	Allocation scheme is monitored to make sure that it meets the needs of disabled people	On first review of allocation scheme May 2012 - Complete	RBC	This is now in place
			Existing staff resources	The Allocation scheme is being reviewed to ensure it fully complies with any changes brought about by the Localism Act 2011 The Allocation Scheme will be reviewed and updated by 2015

Continuing to identify adapted and wheelchair accessible accommodation through HOMEFINDER and Lettings Plans	Wheelchair accessible and adapted properties are identified at point of letting.	2011 – 2016	RBC	This is now in place
			Existing staff resources	
Maximizing DFG take up and future budget availability	Deliver 85 Disabled Facilities Grants per year.	Annually 2011 - 2016	RBC	94 delivered 2011/12 105 delivered 2012/13 107 delivered 2013/2014 90 delivered 2014/15
			Existing staff resources	
Working with partners to provide an efficient, cost effective service for those requiring adaptations to their homes.	DFG process reviewed to make it as efficient as possible. Make sure that Registered Providers are supporting their tenants with minor adaptations and supporting them through the DFG process	August 2012 Complete December 2012 Complete	RBC Hampshire County Council Registered Providers	<ul style="list-style-type: none"> Parity Trust offering loans to top up DFG's Some Housing Associations paying for small adaptation up to a maximum of £1500 or contribute to cost of the works. This varies dependant on housing association policy New DFG funding mechanism in place – Better Care Fund. Administered by HCC, to be closely monitored. 2014/15 we received £425k from HCC Better Care Fund money is drawn down biannually and PSH submits quarterly stats.
			Existing staff resources	

Military Personnel

Objective 3.4.1 Assist with meeting the housing needs of serving armed forces personnel and those leaving the services				
Measure	Annual monitoring of Housing Options Service			demand led
We will achieve this objective by the following actions	Outcomes	Date for delivery	Delivered by	Progress
Remaining up to date with the SDR (The Strategy Defence and Security Review)	Be aware of the needs this may generate and the implications for the Council's housing service	2011 -2012	RBC Existing staff resources	Housing Officers attend regular Joint Housing Officers Briefings and Staff partnership working is strengthening following the RP Review process.
Maintaining close partnership working with Defence Infrastructure Organisation (DIO) To maintain engagement with DIO	Prepared for any increase in demand for services	2011 -2016	RBC DE Existing staff resources	A project team is in pace. We have regular contact with the Military A Defence Estates forum has been held
Providing Housing Advice leaflets specifically for armed forces personnel	Consistent housing options advice provided	2011 Complete	RBC and Existing staff resources	Completed
Monitoring the needs of seriously injured or disabled service personnel. We will examine the needs of Common Wealth Soldiers leaving the army	Prepared for any increase in demand for housing and services. Prepared for any increase in demand for housing and services for Common Wealth Soldiers approaching the Council for assistance	2011 - 2016	RBC Existing staff resources Existing Staff resources RBC	Process is in place with the new Tenancy Strategy and Housing Allocation Policy.
Look at the practical implications of implementing the Military Covenant ensuring the duty of care is given to armed forces seeking accommodation in the Borough.	Military households are not disadvantaged in any way.	2011-2016 Complete	RBC DE	Through the work of the project team. – Working with Haig Homes and Stoll to deliver housing at Christmas Lodge Site for ex armed forces, Also to create a housing pathway.

Black and Minority Ethnic Communities

Objective 3.3.1	To provide housing options advice for Black and Minority Ethnic communities and to make sure that housing conditions meet the required standards.
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Measure	Annual monitoring of Housing Options Cases Number of Immigration Visits	Demand Led 43 visits made in 2011/12 19 visits made in 2012/13 14 visits made in 2013/14 22 visits made in 2014/15
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We will meet this objective by the following actions	Outcomes	Date for delivery	Delivered by	Progress
Carrying out monitoring of housing options service case load	To make sure that the housing options service is aware of the caseload arising from B&ME groups	Annually	RBC	Monitored through quarterly reporting
			Existing staff resources	
Providing Customer Advisors with Nepali language skills who are able to assist Housing Advisors when needed	Using funding from the DCLG migration fund to provide advice in Nepalese that will allow continued delivery of the mainstream housing advice service to the Nepali community		RBC CAB	Nepali speaking customer advisors are employed by RBC and CAB Housing officers have attended community events in Cherrywood to give home safety, fire safety and housing advice to the Nepalese community.
			Ghurkha Settlement Fund	
Continuing to carry out immigration visits to ensure accommodation standards	The quality of housing for newly arrived migrants is maintained. Properties are closed where necessary		RBC	43 visits carried out in 2011/12 19 Visits carried out in 2012/13 14 Visits carried out in 2013/14 22 visits carried out in 2014/15
			Existing staff resources Fees	

Travelling Show People and Gypsies, Travellers

Objective 3.5.1	Address the advice and accommodation needs of Travelling Show People and Gypsies and Travellers
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Measure	Plans in place to meet the needs identified in the TSPAA 2008 AND GTAA 2006 or their replacements - updated by work being undertaken in the context of the preparation of the next part of the Rushmoor plan	RBC has been under taking work to inform the need for any additional yards for travelling show people or pitches for gypsies and travellers through the preparation of the draft local plan next part of the Rushmoor Plan
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We will achieve this objective by the following actions	Outcomes	Date for delivery	Delivered by	Progress
Policies in the Core Strategy	Core Strategy adopted and policies in place	2011 Complete	RBC	Core strategy is in place with relevant policy. This is being reviewed as part of the draft single local plan. The preferred options sets out some proposals for meeting the identified need for two plots for Travelling Showpeople.
			Existing staff resources	
Working with neighboring local authorities, to meet the need for a transit site in North Hampshire for Gypsies and Travellers.	Sub regional solution for transit site delivered	2016	RBC	The location and delivery of a transit site will be dealt with on a county wide basis taking account of transit routes and site availability.
			Neighbouring local authorities	
Providing Housing Options advice	Housing options staff trained to provide specialist advice.	2014 Complete	RBC	Staff are trained and continue to give appropriate advice
			Existing staff resources	
Reviewing the needs information	Up to date needs information available to support actions	2011 - 2016	RBC Showman's Guild Community	Rushmoor's latest Gypsy & Traveller Accommodation Assessment Report October 2012 has been published. A copy can be found at www.rushmoor.gov.uk. The needs survey identifies the need for one pitch for

			organisations representing Gypsies and Travellers	Gypsies and Travellers and two additional plots for Rushmoor's long established community of Travelling Showpeople. Rushmoor does not have any existing permanent sites for Gypsies and Travellers and an individual new pitch is unlikely to meet the cultural needs of Gypsies and Travellers.
			Existing staff resources	
If need is identified through a review of needs information, identify suitable sites for Travelling Showpeople	The next stage of the Local Plan will include sites for travelling Showpeople if a need is identified	2014-16	RBC Showman's Guild	Questionnaires and site visits have been used to gather more detailed information on site requirements to inform the drafting of the Rushmoor Local Plan preferred options
			Existing staff resources	

Theme Four :NEIGHBOURHOODS AND HOUSING STANDARDS

Supporting Neighbourhoods

Objective 4.1.1	Promote mixed and sustainable and safe communities
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Measure Page 57	Outcomes from area based satisfaction surveys measure Places Survey 2008 and safe environment visual audits	More than 92% satisfied with their new homes and neighbourhoods - tenant satisfaction survey completed April 2012
	Results from tenants satisfaction surveys	More than 91% satisfied with their new homes and neighbourhoods - tenant satisfaction survey completed March 2013

We will achieve this objective by the following actions	Outcomes	Date for Delivery	Delivered by	Progress
Supporting Neighborhood action plans Page 58	Housing actions in the Cherrywood Neighborhood Action Plan delivered	2014	RBC Existing staff	Housing team has been involved in drawing up the action plan (led by communities) Support Rushmoor's Community Development Team in delivering the Rushmoor Cohesion Strategy and Action plan. Delivery on going. Performance management monitored by the Silver Executive Group Housing staff training to receive further training in understanding and supporting diverse communities (led by communities) Housing Involved in North Town regeneration CCC group and also in the community planning of Wellesley.
			Existing staff resources and Rushmoor's Strategic Partnership Members	
Supporting the redevelopment of North Town	Neighborhood renewal achieved at North Town delivering Rushmoor Strategic Partnership and Local Investment Plan objectives	2011 - 2016	RBC First Wessex	92 homes have been delivered at North Town. We continue to partner with First Wessex on the remainder of the development. We expect a further 93 units to be delivered by the end of 2014 Right to buy funds have been allocated to help bring phases 3 & 4 forward 135 homes delivered 2014/15 HCA invited to visit
			Existing staff resources	

Preparing a Tenancy Strategy	Statutory requirement fulfilled. Guidance in place for Registered Providers when formulating their policies on the types of tenancies they grant, the length of term and circumstances for renewal	2012	RBC	The Tenancy Strategy was put in place in December 2012.
			Registered Providers	
Monitor the impact of affordable rent on neighbourhoods in particular the housing choice for low-income working families.		2016	Statutory and voluntary agencies	Annual monitoring has been carried out on affordability Affordability is considered at Development Liaison meetings with RP's and for all new schemes
			Existing staff resources	
Preparing lettings plans for new affordable housing schemes	Lettings plans in place	2011 -2016	RBC	This is carried out on a scheme-by-scheme basis. Lettings plan in place for Matinee House to address under- occupation successfully freeing up 6 family homes. Working on garage site for provision of units for under occupier who have been affected by the spare room subsidy or their Discretionary hardship fund coming to an end (DHF) Letting plan in place for the first units (&) to be advertised through Rushmoor's CBL Home Finder
			Registered Providers	
Take tenancy flexibilities into account when preparing lettings plans.	To limit the use of flexible tenancies where the use of fixed-term tenancies could undermine the sustainability of communities by increasing transience and social exclusion of neighborhoods.		Existing staff resources	
Working with Registered Providers to tackle antisocial behavior	Selection criteria reflects the Council's requirements for dealing with anti-social behavior	2012	RBC	RP selection and monitoring process ensures RP's are able to work with us on ASB cases
			Community Safety Partnership	
			Registered Providers	
			Existing staff resources	

Housing Standards -

Objective 4.2.1	Work with landlords and property owners to improve housing conditions	
Measure	<p>Percentage of clients contacted within three days of making a complaint about housing standards</p> <p>Increased in the number of homes improved with low cost loans through Parity Trust</p> <p>Number of Category one hazards dealt with as a percentage of category one hazards identified</p> <p>Dwellings occupied by vulnerable people made decent through renewal assistance</p>	<p>Target - 100% 2011 -2016 Achieved 96% in 2011/12. Achieved 99% in 2012/13 Achieved 98% in 2013/14 Achieved 99 in 2014/15</p> <p>Target - 5 per year 2011 – 2016 (demand led) Achieved 3 2011/12. Achieved 4 2012/13 Achieved 1 2013/14 Achieved 3 in 2014/15</p> <p>Target - 95% 2011-2016- 32 cases 100% of those identified. 25 cases identified in 2012/13 19 cases identified in 2013/14 5 cases identified in 2014/15</p> <p>Target - 30 per year 2011 -2016 (demand led) 21 achieved 2011/12 15 achieved 2012/13 12 achieved 2013/14 15 achieved in 2014/15</p>

We will achieve this objective by the following actions	Outcomes	Date for Delivery	Delivered by	Progress
Targeting assistance at those who are vulnerable and or on low incomes who cannot access loans	The most vulnerable households receive assistance to deal with poor housing conditions	2011 -2016	RBC	<p>Assistance is means tested & prioritised primarily to deal with category 1 hazards</p> <p>2012/13 15 Households received assistance</p> <p>2013/14 12 Households received assistance</p> <p>2014/15 15 Households received assistance</p>
			Existing staff resources	

Promoting low cost loans through Parity Trust	Residents in the Borough have access to low cost loans to help with home repair or improvement	2011 - 2016	RBC Parity Trust	RBC supports the scheme through promotion 2012/13 4 homes have been improved with low cost loans through parity Trust 2013/14 1 home has been improved with low cost loans through parity Trust 2014/15 3 loans made
			Existing staff resources	
Responding quickly to complaints about housing conditions	100% of clients contacted within 3 days following receipt of a housing complaint about housing standards	Annually	RBC Existing staff resources	99% achieved - 2012/13 98% achieved – 2013/14 99% achieved – 2014/15
Carrying out enforcement action where necessary	Where conditions are dangerous and landlords or property owners do not work cooperatively with the Council enforcement action taken under the housing act 2004	Demand led	RBC Existing staff resources	2 cases dealt with formal action 2012/13 23 cases dealt with formal action 2013/14 5 cases dealt with formal action 2014/15
Licensing Houses in Multiple Occupation	High risk HMO's licensed	10 per year	RBC	15 Licences issued in 2012/13. Procedure now streamlined. 32 Licences issued in 2013/14 16 Licenses issued in 2014/15
			Existing staff resources and Fees	

Page 62	Measure Increase in the number of households on a means tested benefit living in properties with a SAP rating of 65 or above year on year increase 2011-2016 Number of Council grants for energy efficiency measures	Year on year increase Target 5 per year 2011 -2016 7 energy efficiency grants given to vulnerable clients 2012/13 11 energy efficiency grants given to vulnerable clients 2013/14 2 grants made in 2014/15
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We will achieve this objective by the following actions	Outcomes	Date for delivery	Delivered by	Progress
Promoting the construction of energy efficient new homes. To ensure all new developments from April 2013 reach at least Code for Sustainable Homes Level 4	A proportion of new homes built to Code for sustainable homes Level 4	2011 -2016	RBC	The Code for sustainable Homes has now been withdrawn. Energy efficiency standards are now enforced through the Building Regulations including a zero carbon standard from 2016
	From April 2013 all new homes to reach at least Code Level 4 further to Part L Building Regulations coming into effect		Existing staff resources	
Supporting agencies that can provide energy efficiency advice New Action Support agencies in tackling fuel poverty	Within budget constraints support Rushmoor Healthy Living and Energy Advice Centre Assist residents affected by fuel poverty	2012 Complete	RBC Existing staff resources	Funding has been provided for Rushmoor Healthy Living 2012/13 and a caseworker is providing support 1 day a week to support energy efficiency work. Funding is continuing to be provided to Rushmoor Healthy Living towards providing a fuel poverty co-ordinator during 2015/16
Work with providers of energy efficiency measures	Energy Efficiency measures provided through Warm Front, Crest Surveying, Area Base Insulation scheme.	2012 Complete	RBC Energy efficiency installers Registered Providers	We are working with First Wessex to deliver and a retrofit scheme. First Wessex has delivered a retrofit scheme of 21 properties in Aldershot, part funded by Energy Company Obligation. Insulate Hampshire and HECCA report are

New Action Working in Partnership with Solent Green Deal	Provide advice on Green Deal Options for our residents	2014-2016	Existing staff resources	complete Crest Surveying are carrying out an affordable warmth project on new boilers – funding no longer available Green Deal has failed to deliver nationally due to the costs and complexity of the scheme Supporting the work of Thames Valley Housing and Yorkshire Energy Service to external wall cladding to their tenants and home owners in Farnborough. This is partially complete

Objective 4.2.3	Explore the links between housing and health
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Measure	Briefing prepared on links between housing and health with recommendations	2016
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We will achieve this objective by the following actions	Outcomes	Date for Delivery	Delivered by	Progress
Through involvement in the Rushmoor Health and Wellbeing Partnership and delivery of the Health Improvement Plan. New Action Ensure Agencies are well informed about the housing and related environmental health services the council offers	Better understanding of how housing contributes to good health.	April 2011- April 2014	Rushmoor Health and Well-Being Partnership	Attending regular meeting with Hampshire Older Persons Wellbeing Group and involvement in the Hampshire Joint Health and Wellbeing Strategy.
			Existing staff resources	Researching options to meet the needs of homeless people aged 25-60, with drug, alcohol and mental health problems to seek settled accommodation and appropriate support Winter night shelter has been opened 2013/14 and 2014/15 TB Awareness training has been delivered for front line staff June 2015 Eyes and Ears training was also arranged for

Rented

type	SHMA	2011/12	2012/13	2013/14	2014/15
1 Bed	25	68	13		24
2 Bed	35	28	68		62
3 Bed	25	4	16	80	12
4 Bed	15	0	3	20	3

Intermediate

type	SHMA	2011/12	2012/13	2013/14	2014/15
1 Bed	40	0	0	25	19
2 Bed	40	0	0	75	67
3 Bed	20	0	100	0	14
4 Bed	0	0	0	0	0

TENURE

tenure	SHMA	2011/12	2012/13	2013/14	2014/15
rent	60	100	98	80	75
intermediate	40	0	2	20	25

WELFARE REFORM TASK AND FINISH GROUP

TUESDAY 23RD JUNE 2015 AT 5.30PM – WELLINGTON ROOM

Notes

Present: Councillors Evans, Ferrier & Roberts
Ian Harrison, Corporate Director (IH)
Amanda Fahey, Head of Finance (AF)
Dawn Menzies-Kelly, Head of Revenues & Benefits (DMK)
Adrian Long, Customer Services Support Officer

Apologies: Cllr Jackman

IH opened the meeting by advising the group about the change in roles for IH, AF and DMK, but explained the purpose of the group remains the same.

Political Landscape

IH advised the group that following the General Election, National Government has stated its intent to continue with Welfare Reform including the introduction of a new welfare bill. IH went through some area of national spending:- housing benefit, tax credits, child benefit and PIPs. It is considered unlikely that the cut could come from only one area and related the potential planned cuts of £12bn to the current values of each of these welfares.

Queen's Speech

IH explained the various elements of the "Full Employment & Welfare Benefits" bill and the potential implications to RBC residents particularly the lowering of the benefit cap. IH also posed the question that if the majority of working age benefits are to be frozen, what would happen to Council Tax Support, as this has mirrored the increases in state benefits?

8th July Budget

IH mentioned the "emergency" budget on 8th which follows on from the Autumn Statement 2014, the Budget 2015 and will be followed by Autumn spending review, Autumn statement 2015 and the Budget 2016. Hopefully, the decisions the group will be faced with, will become clearer after 8th July 2015.

National and Local Data

→ **Benefit Caseload & JSA figures**

IH explained that the benefit caseload continues to decrease overall, although there is an increase in the number of Housing Benefit only claims. JSA numbers also continue to decrease, both Nationally and Locally. The percentage of population in Rushmoor in receipt of JSA is 0.2% lower than the figure for the South East.

→ **Employment and Support Allowance (ESA)**

IH showed the group for the first time the figure for the number of people on ESA. Although there was a steady increase since 2008 (when ESA was introduced), the overall number of claimants has remained steady. Claimants have been moving from IB and SDA to ESA.

→ **CTS**

IH reminded the group of the current situation, how they reached the decision on setting the level of CTS and the positive feedback from Cabinet. IH also stated that the group may need to decide on the way forward for 2016-17. Overall, the amount of CTS paid has decreased in line with the Benefit caseload.

Cllr Evans asked why there was an increase in the claims from Working Age – Vulnerable group. DMK explained that this group has longer-term issues than the other groups.

RBC has maintained its collection rate in face of difficult circumstances whereas the National picture has seen a decline

CTS nationally varies from area to area and the trend is for CTS minimum payments to be increased, although some council still have no change from the old CTB system. The known changes for 2015/16 were shown and again the trend affects CTS negatively.

→ **CTS – the way forward.**

IH asked the group for their thoughts about where RBC might go. He suggested that any consultation period in the event of a suggested scheme change would be around 6 – 9 weeks but would need to be completed by late autumn. A meeting for the 11th August 2015 was agreed upon.

Cllr Evans wondered whether if any lowering of CTS would have a negative effect on future collection rates.

Cllr Roberts hoped that the Full Employment bill would give a roadmap for progress rather than just a steer.

AF said that the scheme should be looked at to see if changes are needed or wanted – the issue might be identifying the element of the grant related to CTS.

There was then a general discussion around possible changes to Tax Credits, taxation levels and the living wage.

Other Welfare Reform Areas

→ **Social Sector Size Criteria (SSSC)**

IH informed the group that the number of cases has plateaued.

→ **Benefit Cap**

DMK advised the group that the figure is remaining static but the promising thing is that the residents are engaging with RBC and working towards changing the way they budget.

→ **Discretionary Housing Payment and Exceptional Hardship Fund (DHP and EHF)**

IH explained that the DHP fund is to be reduced this year and stated that the majority of payments are for SSSC cases. The EHF payments appear to be following the same pattern as last year.

→ **Universal Credit (UC)**

IH explained to the group that nationally the number of UC cases is gradually increasing, and that Aldershot and Farnborough jobcentres fall into the final tranche, with a go live date of around February 2016.

Final Considerations

IH advised that he has been requested for a report to Community Panel in either November or January. He suggested wider Member engagement along the lines of a Member Seminar and this was agreed by the group. The date will be confirmed at the meeting on 11th August.

Cllr Roberts requested that a copy of the presentation be sent to Members of the group.

Date of the next meeting – 11th August 2015 – 5:30pm – Vulcan Room

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COMMUNITY POLICY AND REVIEW PANEL WORK PROGRAMME

Set out below are the key issues which form the Panel's on-going work programme. The topics covered reflect the following:

- the development of a new policy for recommendation to the Cabinet
- scrutiny of the process of the way in which decisions have been or are being made
- reviewing issues of concern to local people or which affect the Borough
- review of performance and delivery of specific services
- monitoring and scrutinising the activities of others
- items raised by Members and agreed by the Panel for consideration
- review of policies and proposals developed by others

The purpose of the work programme is to identify the way in which topics are being dealt with and the progress made with them. An update will be submitted to each meeting of the Panel.

HEALTH AND HOUSING PORTFOLIO

ACCOUNTABILITY AND AREAS OF RESPONSIBILITY

Housing Matters

- To carry out the Council's strategic housing and enabling role by identifying housing need and considering and developing initiatives to meet that need through work with the statutory, voluntary and private sectors.
- To consider, approve and keep under review the Housing Strategy, Homelessness Strategy and Private Sector Housing Renewal Strategy in accordance with Department of the Environment, Transport and the Regions guidelines.
- To deal with matters relating to registered social landlords operating in the Borough and the Housing Corporation and commit capital expenditure to develop new and improved affordable housing in the Borough.
- To carry out the Council's statutory duties under the homelessness legislation including the provision of a comprehensive free housing advice service and the responsibility for a homelessness strategy.
- To monitor and review the portfolio of temporary accommodation for the homeless and review that provided by registered social landlords.
- To maintain a housing register, allocations scheme and choice in lettings policies and the nominations policies and agreements with registered social landlords.
- To deal with all matters relating to the condition, repair, improvement, adaptation and energy efficiency of private sector dwellings, including houses in multiple occupation pursuant to the Housing Act 2004.
- To carry out the Council's statutory duties in relation to the licensing of houses in multiple occupation, pursuant to the Housing Act, 2004.

- To provide Private Sector Renewal Grants for the repair and adaptation of dwellings, in accordance with legislation and the Private Sector Housing Renewal Strategy.
- To carry out the Council's responsibilities under the home energy legislation, particularly in relation to energy efficiency and fuel poverty.

Care in the Community Matters

- To undertake the Council's role in respect of care in the community policy issues, social needs and supporting people in conjunction with appropriate other organisations, including the County Council, Primary Care Trust, health trusts and the voluntary sector.
- To monitor and review services to the local community in relation to the Health and Housing Portfolio and administering grants as appropriate, in particular to the Hampshire Youth Bureau, Emmaus Project, Relate and the local home improvement agency.

Health Matters

- To liaise and co-ordinate with local health organisations and bodies to improve facilities in the Borough.
- To work in partnership with local health organisations and bodies to promote the health needs of the Borough and in particular to support the activities of the Healthy Rushmoor Alliance.
- To exercise the Council's functions in relation to health education and to participate in local and national initiatives and campaigns as appropriate.

SCRUTINY

DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
HOUSING MATTERS				
11.12.03	First Wessex (FW) - Performance and Review	<p>FW to attend one meeting of the Community Panel each year to cover scrutiny, performance and delivery. Two Joint FW and RBC joint Business Meetings to be held as a pilot arrangement. Items for the Panel meeting to be submitted to the Head of Environmental Health Housing Services in advance.</p> <p>A special meeting was held on 6th February, 2014 at 2.30 pm with various members to discuss leaseholder service charges and service charges in general.</p>	<p>The FW / RBC Business meeting took place on Thursday, 23 July, 2015 the next business meeting will take place in February, 2016.</p> <p>FW to attend the meeting of the Panel on 4 February, 2016.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Tel. (01252) 398640 Email: qamer.yasin@rushmoor.gov.uk</p>
15.06.06	Registered Providers of Social Housing Review Group (RPSHs)	<p>The RPSH Review Group has been set in order for Members to meet with Registered providers of social housing.</p> <p>The emphasis of the meetings was to question the landlords on:</p> <ul style="list-style-type: none"> • housing management, 	<p>Appointments to the Group were made at the Panel meeting on 11 June, 2015 for the 2015/16 Municipal year.</p> <p>The Group would meet to agree what Associations would be Reviewed and the questions that would be raised.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Tel. (01252) 398640 Email: qamer.yasin@rushmoor.gov.uk</p>

DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
Page 72		<ul style="list-style-type: none"> • maintenance of property • the environment • tenant involvement • customer service • with development issues being secondary. 	<p>Meetings for the Group for this municipal year to be organised and a work programme to be agreed.</p> <p>An outcome report of the Review for 2015/16 would be submitted to the meeting of the Panel on 7 April, 2016.</p>	
HEALTH MATTERS –				
Jan, 2007	<p>Health Issues</p> <p>Monitoring and influencing the configuration and delivery of local health services.</p> <p>Review the implications of the Government's White Paper and to engage with the Director of Public Health, local GPs and Frimley Park Hospital.</p>	<p>The Panel has a key role in monitoring and influencing the public health agenda. The Panel has agreed that a Health Issues Standing Group would be appointed to discuss any current and future consultation relating to health issues / changes in the area. The outcome of the meeting would be submitted to the Panel for agreements.</p>	<p>Meetings of the Health Issues Standing Group to be organised for 2015 /16 Municipal Year and a programme of work to be developed for the Year.</p>	<p>Andrew Lloyd Chief Executive Tel. (01252) 398397 Email. andrew.lloyd@rushmoor.gov.uk /</p>

DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
	<p>Health Watch</p> <p>Scrutinising and developing relationships and links with local health organisations and key partners.</p>	<p>Representatives from local health organisations and key partners to be invited to meetings of the Panel to provide details on performance management, current work / initiatives and financial background.</p>	<p>Organisations including Frimley Park Hospital, Surrey and Hampshire Border, PCT Commission Arm and Hampshire Local Involvement Network (Link).</p> <p>The Panel would continue to monitor the range of services provided at the Centre for Health, Aldershot.</p> <p>The Panel to receive details on the outcome of the HCC Health Scrutiny at a future meeting.</p>	<p>Andrew Lloyd Chief Executive Tel. (01252) 398397 Email. andrew.lloyd@rushmoor.gov.uk /</p>
CARE IN THE COMMUNITY				
04.09.07	<p>Neighbourhood Renewal Strategy</p>	<p>Louise Webber, Community Development Manager, and Debbie Whitcombe, Neighbourhood Development Officer, attended the meeting of the Panel on 24 September, 2014 and provided an update on Year 3 of the Neighbourhood Renewal Strategy.</p>	<p>A further update would be provided to the Panel on 19 November, 2015.</p>	<p>Ian Harrison, Corporate Director Tel. (01252) 398400 ian.harrison@rushmoor.gov.uk</p>

POLICY

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DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
HOUSING MATTERS				
2008/2010	Housing and Homelessness Strategies 2011-2016 and Action Plan	<p>The Panel has appointed a Housing Strategy Group, comprising councillors and representatives from a range of organisations, to debate the key themes and issues, help set the objectives and aims, look at options and assist in formulating actions and targets for the Housing Strategy.</p> <p>A new strategy for the period 2011-2016 had been prepared taking into account national, regional, sub-regional and local issues and incorporates the Empty Property Strategy.</p>	<p>The Panel received a report which sought views on the draft Housing and Homelessness Strategy 2011-16 at its meeting on 16th June, 2011. The proposed draft would be circulated to partners and stakeholders for consultation and the final version to Cabinet.</p> <p>The 2011/16 Strategy performances and Delivery Plan / action plan was submitted to the meeting of the Panel on 12th September, 2012.</p> <p>The Panel would monitor the work of the Housing Options Team and further updates to be provided to the Panel on 4 February, 2016.</p> <p>The Panel to receive the Housing and Homelessness Strategy 2011-2016 – Update 2015 at its meeting on 17 September, 2015.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Tel. (01252) 398640 Email: qamer.yasin@rushmoor.gov.uk</p>

DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
2009/10	Social Housing and the Recession	<p>The Mid Cycle Members agreed to add this item to the Work Programme as a result of the current financial climate, and preventative work being undertaken by the Council.</p> <p>The Council had received funding a three-year Family Intervention Project in partnership with Hart District Council and Hampshire Support People to provide housing-related support</p>	<p>An update on home repossession figures was submitted to the meeting of the Panel on 25th November, 2010. The Panel would monitor and review housing benefit and other legislative changes, which may affect home repossession.</p> <p>The Panel will receive further updates when requested.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Tel. (01252) 398640 Email: qamer.yasin@rushmoor.gov.uk</p>
24.11.2010	Housing Reform 2011	<p>The Mid Cycle Members agreed to add this item to the Work Programme as a result of the significant affects and monitor the impact on the Borough as a result of the Housing Reform 2011.</p>	<p>Qamer Yasin prepared a briefing paper on the Tenancy Strategy, providing information on issues, obligations and timescale.</p> <p>The Panel to receive ongoing updates and performance measures on the Strategies.</p> <p>Mr Peter Walters attended the meeting of the Panel on 28 March 2013 and gave a presentation on the impact to registered providers of social housing following changes in Government benefit and housing policies, including the Council's Tenancy Strategy.</p>	<p>Qamer Yasin Head of Environmental Health and Housing Tel. (01252) 398640 Email: qamer.yasin@rushmoor.gov.uk</p>

DATE RAISED	ISSUE	CURRENT POSITION	PROCESS AND TIMETABLE	CONTACT (SERVICE MANAGER)
29.03.2012	Welfare Reform	<p>At the meeting of the Panel on 29th March, 2012, it was requested that this item would be added to the Panel's programme of work as a result of the significant changes to the Borough as a result of the Welfare Reform.</p> <p>The Panel agreed that a task and finish group should be established including the Cabinet Member for Concessions and Community Support in order to consider the preparation for the development of the council tax support scheme.</p>	<p>Ian Harrison provided details of the Welfare Reform and the requirement for local authorities to develop a local council tax support scheme at its meeting on 29th March, 2012. A task and finish Group was appointed to develop the support scheme.</p> <p>The Panel to receive yearly updates on progression.</p> <p>The next update to be presented to the Panel on 19 November, 2015 or 4 February, 2016.</p>	<p>Ian Harrison, Corporate Director, Tel. (01252) 398400, Email. ian.harrison@rushmoor.gov.uk</p>

COMMUNITY POLICY AND REVIEW PANEL

WORK FLOW – 2015 / 16

11 June 2015	A Dubarry	Step by Step Appointments to Groups
Mid-Cycle Meeting 3 September 2015 5.30pm		
17 September 2015	Z Paine S Hellicar	Housing & Homelessness Strategy Homelessness in Multi-Storey Car Park, Aldershot
Mid-Cycle Meeting 22 October 2015 5.30pm		
19 November 2015	L Webber / D Whitcombe I Harrison S Hellicar	Neighbourhood Renewal Strategy Welfare Reform (TBC) Housing Options Resources
Mid-Cycle Meeting 7 January 2016 5.30pm		
4 February 2016	C Williams I Harrison	First Wessex Welfare Reform (TBC)

Mid-Cycle Meeting 17 March 2016 5.30pm		
7 April 2016	Z Paine	Outcome of Review of Registered Providers 2015/16

Lead Officer

Andrew Lloyd (Chief Executive)
Tel. (01252) 398396
Email. andrew.lloyd@rushmoor.gov.uk

Panel Administrator

Lauren Harvey
Tel. (01252) 398827
Email. lauren.harvey@rushmoor.gov.uk

Last update: 09 September 2015