

# **Housing Service Performance Update Overview & Scrutiny Committee**

**11<sup>th</sup> June 2026**

# Agenda Item 3

**Homes For All: Quality Living,  
Affordable Housing- Delivering  
Our priorities**

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**Homes For All: Quality Living,  
Affordable Housing- Delivering  
Our priorities**



# Council Delivery Plan

2026-2028



## Homes for All: Quality Living, Affordable Housing

A safe, good-quality home is essential for every family. While we've made progress, there are still areas where housing in our borough needs to improve. Some homes do not yet meet modern standards, and the process for allocating social housing can feel complicated. For those most in need, temporary accommodation should be of a suitable standard and offer good value for money. At the same time, we need to deliver more new homes through the regeneration of our brownfield sites.

We are committed to tackling these challenges. We are working closely with local housing providers, landlords, and developers to improve standards, increase housing choices, and make the allocation process clearer and fairer. Our goal is to make sure that residents have access to homes that are safe, affordable, and meet their needs, now and in the future.

### Priorities

Work with local social housing providers to encourage them to offer local tenants a good, consistent service and decent social homes.

Encourage the development of new and affordable homes on brownfield land.

Provide good quality temporary and supported accommodation.

Intervene to improve the quality of private rented sector homes in the borough, which do not meet acceptable living standards.

Make it easier to understand how the council allocates social housing.

Develop a new Local Plan that maximises the delivery of new homes.

Activity	Outputs
<p><b>Work with local social housing providers to encourage them to offer local tenants a good, consistent service and decent social homes.</b></p> <ul style="list-style-type: none"> <li>• Hold strategic meetings with all major local social housing providers to work together to improve quantity and quality of social housing in Rushmoor.</li> <li>• Shift the focus of scrutiny to internal performance and delivery of housing services through the Housing Oversight Group.</li> <li>• Investigate targeted downsizing incentives for under-occupied homes.</li> </ul>	<ul style="list-style-type: none"> <li>• Agreed positions with local providers by April 2027.</li> <li>• Published scrutiny reports with clear recommendations and action tracking.</li> <li>• Published report with outcome of downsizing incentives investigation.</li> </ul>
<p><b>Encourage development of new and affordable homes on brownfield land.</b></p> <ul style="list-style-type: none"> <li>• Support Grainger with options to accelerate building affordable and social homes in the Wellesley development.</li> <li>• Identify and progress further opportunities for new and affordable homes with developers, local social housing providers, and government agencies.</li> </ul>	<ul style="list-style-type: none"> <li>• Affordable homes occupied in Wellesley.</li> <li>• Pipeline of affordable and social housing units with projected housing numbers.</li> </ul>
<p><b>Provide good quality temporary and supported accommodation.</b></p> <ul style="list-style-type: none"> <li>• Adopt a borough-wide approach to temporary accommodation sites and partner with local social housing providers to sustain or secure new, suitable temporary accommodation units.</li> <li>• Identify and deliver alternatives to Clayton Court.</li> <li>• Run regular drop-in surgeries at temporary accommodation units to support residents and resolve issues early.</li> <li>• Review cost and funding model for supported housing to make sure they are sustainable by April 2027.</li> </ul>	<ul style="list-style-type: none"> <li>• Clayton Court decommissioned and new temporary accommodation units secured and operational.</li> <li>• Drop-in surgeries delivered with recorded attendance.</li> <li>• Review of supported housing completed and recommendations implemented.</li> </ul>
<p><b>Intervene to improve the quality of private rented sector homes in the borough which do not meet acceptable living standards.</b></p> <ul style="list-style-type: none"> <li>• Deliver targeted landlord engagement and advice sessions each year, including regular Landlord Forums.</li> <li>• Take robust enforcement action on serious housing condition breaches.</li> <li>• Prepare to adopt and implement new powers from the Renters' Rights Act as soon as available.</li> </ul>	<ul style="list-style-type: none"> <li>• Landlord Forums delivered.</li> <li>• Advice and compliance support provided to local landlords.</li> <li>• Enforcement notices issued for non-compliant properties.</li> </ul>

# **Work with local social housing providers to encourage them to offer local tenants a good, consistent service and decent social homes**

- Housing Oversight Group – CAB involvement
- Strategic & Scrutiny Meetings Vivid, Grainger MTVHA, Southern Housing, Sanctuary
- RP Library; Annual Reports, Regulatory Judgements Ombudsman Reports – *Members Share Point*
- Day to day work good relationships with teams/ new provision, housing and homelessness prevention, DGFs and stock condition issues, case work and complaints with members.

# Develop a new Local Plan that maximises the delivery of new homes



- Housing requirement for the new Local Plan will be approx 600 homes per year.
- First round of consultation (scoping consultation) on the new Local Plan will run from 19<sup>th</sup> June – 31<sup>st</sup> July.
- Strategic Housing and Local Plan Group overseeing the development of the new Local Plan.
- Currently out to procurement for a full housing needs assessment, including Supported Housing – this will tell us what mix of types, tenures and sizes of housing are required to meet the needs of residents.
- In the meantime, we are also starting to identify and assess potential sites for new homes

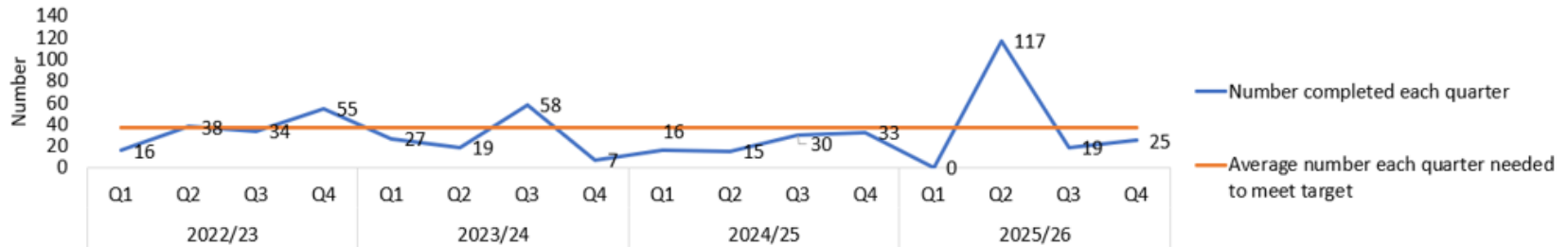
# Encourage development of new and affordable homes on brownfield land

- Rushmoor Brownfield Land Register Published Dec 25
- Total pipeline 1465 homes
- Civic Quarter – dominates at 65% of supply
- Remaining sites are small and/ or uncertain
- Few large opportunities coming forward
- RBC planning policy and DM work with developers to bring compliant schemes forward
- Consultation with Strategic Housing -AH SPD

Adopted March 26

# Affordable Housing Completions

Measure / indicator	I or D	Q or A	S	Target/ expected range	Last comparison quarter	Q4 position	DoT	Comment
Gross affordable housing completions	D	Q		450 completions over any three-year period (Average 37.5 per quarter)	19	25  Year to date: 161 Three-year figure: 366		The target of 150 a year was met but the <u>3 year</u> target of 450 was not met



143

111

94

161

(509)

# Encourage development of new and affordable homes on brownfield land

## Housing Delivery- Affordable Homes 2025/26 =161

Affordable Housing Delivery	Shared Ownership 18%	Affordable Rent 68%	Social Rent 14%
1 bed flats	8	1	5
2 bed flats	6	6	6
2 bed house	14	6	-
3 bed house	2	77	5
4 bed house	-	19	6

**Estimated delivery for all new homes = 350 – awaiting HCC confirmation (SLA for monitoring)**

# Encourage development of new and affordable homes on brownfield land

## Affordable Housing Delivery Expected 2026/27 =232\*

Affordable Housing Delivery	Shared Ownership	Affordable Rent	Social Rent
1 bed flats	43	35	24
2 bed flats	22	9	23
2 bed house	10	20	-
3 bed house	10	19	-
4 bed house	3	14	-

**Estimated delivery for all Homes expected = 277\***  
calculations context

# Provide good quality temporary and supported accommodation

**The Council has a duty to provide temporary accommodation for homeless households:**

- We have 64 units of hostel accommodation
- Managed by the Society of St James
- Most of the units are self-contained apart from one hostel in Farnborough (9 units)
- Clayton Court is our largest hostel - housing up to 42 households. Support is provided on site and security night cover
- Our Private Sector Housing Inspect to ensure the accommodation is a good standard and responds to any complaints

# Provide good quality temporary and supported accommodation

**Clayton Court Hostel- is our largest hostel 42 households –available until 2028 possibly longer**

- SSJ recently took over the management/repairs and support, from Mears and it is working much better
- RBC staff and councillor visits to provide additional support and advice to residents
- To improve on site amenities the council has helped to fund additional laundry facilities - Homelessness Prevention Grant
- We have also provided a small grant (HPG) for cold weather payments as some of the rooms can be hard to heat in the winter.

# Provide good quality temporary and supported accommodation

- We sometimes have to rely on B&B
- Only when there are no other options
- Mostly we use Travel Lodge or similar establishments
- We should not use B&B for families for longer than 6 weeks
- Cost – Gross £181,705– Net £138,832 after housing benefit is offset

# Provide good quality temporary and supported accommodation

## Future demand for temporary and supported accommodation is hard to predict:

- The impact of the Renters Rights Act this year is yet to be realised on our demand
- The Act could mean that eviction in the PRS slow down and so demand for temp will reduce
- The Act may also mean that some landlords leave the industry.
- We are monitoring the situation and collecting data to support future decisions
- LGR may also impact what provision is required in the future.

# Provide good quality temporary and supported accommodation

**This year HCC withdrew funding for all social inclusion supported housing hostels across Hampshire including our provision at Grosvenor Road – 20 units:**

- The Council negotiated a new contract with the owner of the property - Home Group – 1 April
- Ensures continuity of supported accommodation in the Borough
- Supports very vulnerable people –history of homelessness
- Rent is covered by HB- support funded by RBC through HPG £460k over two years
- Other supported accommodation - the Lodge Farnborough Road and Victoria Road total 14 units – support funded by RBC £95K HPG PA

# **Intervene to improve the quality of private rented sector homes in the borough which do not meet acceptable living standards**

## **Why this is important:**

- The Council has a duty to protect tenants and enforce standards in the private rented sector
- Our responsibilities and powers have increased since the Renters' Rights Act enacted in May this year

# Why a good Private Rented Sector is Important

## Poor housing impacts:

- Physical health
- Mental health
- Children's outcomes
- Homelessness
- Lower income families disproportionately
- Contributes to inequality

# Renters Rights Act

**The Renters' Rights Act came into force in May 2026:**

- The Act shifts private renting to a more regulated system – stronger **tenants' rights** and greater landlord accountability.
- The Council has a legal duty to **enforce** the new Act

***Civil Penalties under the Act range from £7000 to £40,000***

# How we are working to engage with our Landlords

- •Delivering **Landlord Forums** –one last year and another in the summer – on a rolling programme
- •Providing **advice and assistance**
- •Building **relationships** with landlords -new housing officer working exclusively with landlords and tenants to increase private rented **housing supply** for homeless people

# How we are working to engage with our Landlords

- Recruiting our first housing tenancy **enforcement** officer - to support the new burdens of the Renters Rights Act
- Raising **awareness** of new legal requirements (Renters Rights Act)
- Providing **training** through the Residential Landlords Association – on damp, mould and condensation, Renters' Rights and Making Tax Digital
- Supports early **compliance** and **prevents** escalation

# Key dates for the Renters Reform Act

Policy Area	What Happens	Date
Decent Homes Standard (PRS)	DHS formally introduced for the private rented sector (legal framework created)	2025
	Full enforcement for private landlords begins	2035 -
National Landlord Register	Register begins phased rollout	2025–2026
Section 21 Abolition	No-fault evictions end	1 May 2026

# Make it easier to understand how the council allocates social housing

We are currently reviewing how we assess applicants on housing register who have health issues

Can we make the process easier for the applicants to understand and create clarity?

The current way of assessing is driving demand - which is difficult to manage

Complaints and frequent requests for reviews

# Make it easier to understand how the council allocates social housing

What we have done so far:

- Reviewed how we are working including our current guidance for customers and officers
- Looked at what other councils are doing
- Asked for the health colleagues' advice
- Consulted with the wider community including with councillor, users, officers, and statutory and voluntary organisations

# Make it easier to understand how the council allocates social housing

## What's next:

We are ready to test the new way of assessing and communicating with users.

## Outcomes:

We hope that users will find the new way of assessment easier to understand and engage with.

The need for complaints and reviews will reduce significantly on the team.



# Questions, Thoughts or Comments



2025/26

# Housing Service Performance Data- Context

# Homeless Enquiries


Measure / indicator	I or D	Q or A	S	Target/ expected range	Last comparison quarter	Q4 position	DoT	Comment
Number of homelessness enquiries	D	Q		TBC	268	307	⬆️	This is one of the largest quarterly increases in cases across the date range above, and the first time in over two years that we have had over 300 case approaches in a quarter. This is likely due to a result of the incoming renters rights act. This act becomes law on 1 <sup>st</sup> May 2026, so the impact will likely be felt in April 2026 also

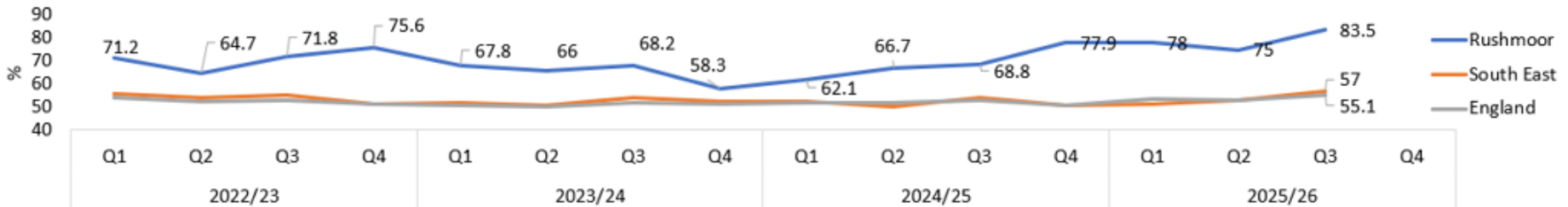


**69%**  
at Prevention

**31%**  
at Relief

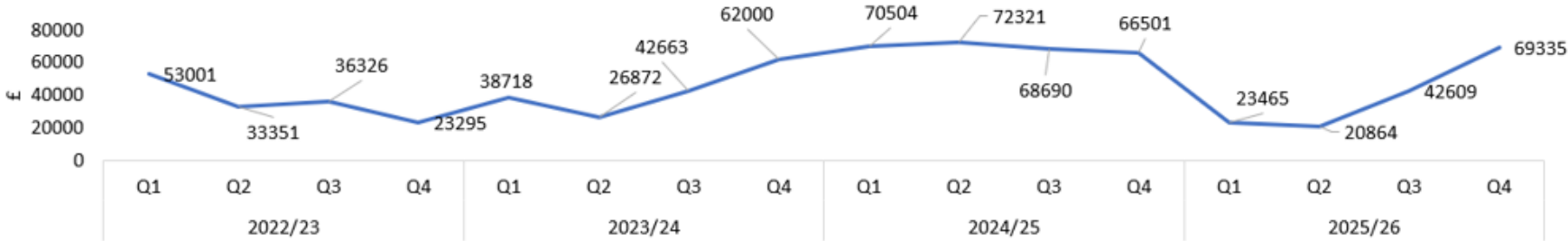
# Successes at preventing homelessness

Measure / indicator	I or D	Q or A	S	Target/ expected range	Last comparison quarter	Q4 position	DoT	Comment
Homelessness duty owed, % housed for 6 months at the end of 56 days – <b>currently one quarter behind</b>	D	Q		TBC	Q2 Rushmoor 75% <u>South East</u> 53% England 53%	Q3 Rushmoor 83.5% <u>South East</u> 57% England 55.1%		Q4 data currently unavailable.



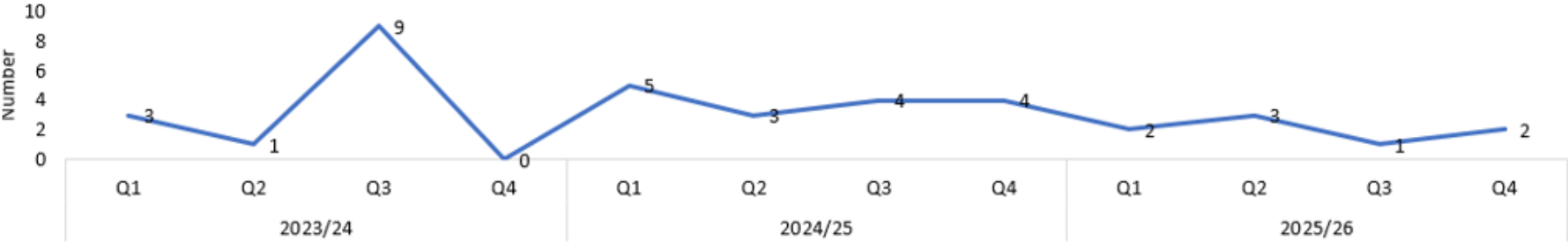
# B&B Costs

Measure / indicator	I or D	Q or A	S	Target/ expected range	Last comparison quarter	Q4 position	DoT	Comment
<b>B&amp;B costs – gross figure</b>	D	Q	S	TBC	£66,501 Q4 last year	£69,335 estimated	⬆️	Estimated £156,274 for 2025/26. Which is less than in 2024/25 £278,016.



# Private Sector Improvement Notices Issued

Measure / indicator	I or D	Q or A	S	Target/ expected range	Last comparison quarter	Q4 position	DoT	Comment
Number of private sector housing improvement notices issued by the Council	D	Q		For information	1	2	N/A	8 in 2025/26



# Reduction in the number of private sector complaints

Measure / indicator	I or D	Q or A	S	Target/expected range	Last comparison quarter	Q4 position	DoT	Comment
Reduction in the number of private sector complaints	D	Q		For information	90	83	↓	342 in 2025/26





# Questions, Thoughts or Comments



# Agenda Item 4

## Rough Sleeping

# Rough Sleepers

## Definition of a Rough Sleeper – Homeless link

The definition for Rough Sleepers is as follows: • People sleeping, about to bed down (sitting on/in or standing next to their bedding) or actually bedded down in the open air (such as on the street, in tents, doorways, parks, bus shelters or encampments). • People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or “bashes” which are makeshift shelters often comprised of cardboard boxes). The definition does not include: • People in hostels or shelters. • People in campsites or other sites used for recreational purposes or organised protest. • Squatters. • Travellers.

**This does not include the 'street attached' Not everyone seen on the streets is sleeping rough**

# How we collect information

- Routine Outreach 3 x weekly
- Street Link notifications – [www.thestreetlink.org.uk](http://www.thestreetlink.org.uk)
- Professional referrals
- Local business

# Rough Sleepers Figures

Single Night Figure – Average monthly single night 3 rough sleepers

Numbers across the month - Averaging 6 - 8 rough sleepers a

*The numbers are low but individuals can change frequently.  
E.g. those returning, precariously housed, immigration difficulties, relationship breakdowns.*

# Challenges

**Supporting Rough Sleepers presents several challenges**

- **Complex and interrelated needs, mental health substance and alcohol misuse, physical health**
- **Access to Services – long wait times, assessment process, internet access**
- **Long term rough sleeping and effective Collaboration**
- **Demand**
- **Staff retention / changes can break down engagement**

# Partnership working

Community Safety

Adult social care

Health services, GP, Hospitals, Community Nurse

Mental health services, hospital and community

Probation HMP Police

Drug and alcohol services, Inclusion, AA

Supported Housing Step by Step

Private & Social Landlords

Church / Faith Groups

Rangers / MOD

Recovery College

Safe Haven Citizen Advice

DWP / Job Centre

The Vine Centre Hope Hub

Other Local Authorities

# Outcomes

Jan – June 2026

14 RS Housed

Currently supporting 57 Single  
people in accommodation



# Questions, Thoughts or Comments

