

Appendix 2

**RUSHMOOR BOROUGH COUNCIL'S HOUSING AND HOMELESSNESS STRATEGY 2017-2022
DELIVERY PLAN**

Theme 1
The Right Homes in the right place

Our vision
Having well designed and appropriately located homes in sufficient numbers to meet the needs of our residents and support the economic future of the borough

PROGRESS COLOUR KEY	White – not started	Amber - underway	Mauve – Business as usual	Green – target met	Red – target not met
------------------------	---------------------	------------------	------------------------------	--------------------	----------------------

Objective 1: Housing needs				
Outcome: The council has sufficiently accurate housing needs data to help plan for housing provision				
Measures: Subject to availability of funding, data on housing need is no more than five years old.				
Action	Timescale	Resources needed & Lead Officer	Progress	
1.1	Use our data from the updated Strategic Housing Market Assessment (SHMA) to inform policies that secure a range of house types and tenure that meets a range of housing needs.	April 2018	RBC Planning and Housing teams SR	<ul style="list-style-type: none"> The updated SHMA was published in January 2017 and will inform local plan policies
1.2	Use our allocations pool as a data source.	2017-2022 monitored quarterly	RBC Housing Strategy & Enabling and Housing Options SR ZP ST	<ul style="list-style-type: none"> We regularly analyse and refresh the data we hold for the housing allocations pool. We are looking to develop this further
1.3	Use data from Help to Buy South agent.	2017-2022 monitored quarterly	RBC Housing Strategy & Enabling and Help to Buy South ST	<ul style="list-style-type: none"> We use information held by the Help-to-Buy agent to inform decisions on intermediate housing products.

1.4	Prepare a plan for assessing the housing needs of specific groups.	April 2018	RBC /Partner statutory agencies and the voluntary sector SR	<ul style="list-style-type: none"> New project to make sure that we understand the needs of specific groups. Following work on the needs of Travelling Show People site allocations are being proposed in the submission draft local plan
1.5	Share and exchange data with our partners.	2017-2022	RBC staff/other councils and Registered Providers (RPs)/supported providers/other agencies SR ZP	<ul style="list-style-type: none"> RP liaison meetings are held twice a year to share information. This will be supplemented by more specific data sharing for specific projects. In addition, information is exchanged at countywide liaison meetings. SR Tenancy Strategy Survey completed with RPs SR Other partners include organisations represented at the Rushmoor Strategic Partnership and the Rushmoor Health and Wellbeing Partnership. ZP

Objective 2: Maximise Housing delivery

Outcome: Local plan targets for housing are achieved

Measures: Analyse the number of housing completions, percentage of tenures and types of homes delivered against our policy requirements.

Quarter 1 =20 affordable rent

Action		Timescale	Resources needed and Lead Officers	progress
2.1	Support the planning department with the preparation and adoption of the Rushmoor local plan.	April 2018	RBC Planning and Housing Strategy & Enabling SR	<ul style="list-style-type: none"> We meet regularly with our planning colleagues to make sure that policies in our local plan documents help to address local housing need. A policy on affordable housing has been

				drafted for the submission draft of the local plan. The policy reduces the percentage of affordable housing sought due to viability issues.
2.2	Prepare policies and procedures to support housing delivery required by the plan.	April 2018	RBC Housing Strategy & Enabling SR	<ul style="list-style-type: none"> We provide input into planning policy development to help meet the need for affordable housing in the borough.
2.3	Update affordable housing advisory note for developers of affordable housing.	Dec. 2017	RBC Housing Strategy & Enabling Team SR	<ul style="list-style-type: none"> Our existing advice note can be found on the council's website http://www.rushmoor.gov.uk/article/2201/New-affordable-housing-in-Rushmoor. This has recently been redrafted to reflect the findings of the SHMA 2016.
2.4	Use our policies and work with developers to achieve a mix of house types and tenures that meet local needs including the needs of an ageing population and other specific groups.	2017-2022	RBC Housing Strategy & Enabling Team, Planning and Registered Providers SR ZP on scheme by scheme basis	<ul style="list-style-type: none"> The SHMA sets out information on the types and tenures of housing needed. We provide input into policy development to make sure that as far as possible we deliver what is needed, subject to viability.
2.5	Encourage developers to offer a range of home ownership products.	2017-2022	RBC Housing Strategy & Enabling Team, Planning and Registered Providers SR ZP on a scheme by scheme basis	<ul style="list-style-type: none"> We will take the opportunity when negotiating with developers to discuss a wider range of home ownership and intermediate housing products.
2.6	Use our policies to achieve good quality housing and good design.	2017-2022	RBC Housing Strategy & Enabling Team, Planning and Registered Providers SR ZP on a scheme-by-scheme basis	<ul style="list-style-type: none"> Policies on space standards and accessibility have been prepared for the submission draft of the new local plan.
2.7	Secure commuted sums where housing	2017-2022	RBC Housing Strategy &	<ul style="list-style-type: none"> Units on site are our first choice but in

	proposed is of a type or in a location where affordable housing would not be appropriate for meeting local needs.		Enabling Team, Planning and Developers SR ZP on a scheme-by-scheme basis	<p>some circumstances, developments may be of a type or in a location that do not offer the type of housing needed. In these circumstances, we will explore taking a commuted sum to be used for the provision of affordable housing that will better meet our housing need.</p> <ul style="list-style-type: none"> • Our aim is to maximise the provision of housing that best meets our housing needs.
2.8	Scrutinise viability assessments.	2017-2022	RBC Housing Strategy & Enabling Team, Planning, Legal Services and Developers SR ZP	<ul style="list-style-type: none"> • Viability assessments will continue to be scrutinised by valuers acting on behalf of the council.

Objective 3: Deliver housing to achieve regeneration and to support the economy

Outcome: Housing is secured as an element of regeneration schemes

Measures: Both Aldershot and Farnborough regeneration schemes include a range of house types to support the labour force and meet identified housing need.

Quarter 1 – data not yet available				
Action		Timescale	Resources needed and Lead Officers	Progress
3.1	Considering corporately a mechanism for deciding the relative priority of s106 contributions requested for regeneration schemes, including the provision of affordable housing.	Dec. 2017	RBC existing staff resources SR	<ul style="list-style-type: none"> We will look closely at the potential for maximising affordable housing when seeking s106 contributions.
3.2	Make sure that town centre housing schemes are designed to provide good quality living environments for a range for household types.	2017 - 2022	Housing Strategy & Enabling and Planning, Registered Providers SR ZP on a scheme by scheme basis	<ul style="list-style-type: none"> Using our opportunity to comment on planning applications and provide pre-application advice we encourage types of housing that can best meet the range of housing needs in the borough.
3.3	Provide a range of house types that will retain higher paid workers in the borough	2017 -2022	Planning Housing Strategy & Enabling SR ZP on a scheme-by-scheme basis	<ul style="list-style-type: none"> On some developments, it may be appropriate to provide larger executive homes to make sure that the borough has the full range of housing.
3.4	Provide properties of a size and tenure that allows lower paid workers to remain in the borough.	2017 - 2022	Housing Strategy & Enabling, Planning, Legal Services and Registered Providers SR ZP on a scheme by scheme basis	<ul style="list-style-type: none"> Through our work enabling the provision of affordable housing we aim to help those in lower- paid employment.

Objective 4: Housing to help those most in need

Outcome:The stock of housing available to those most in need remains at or exceeds current levels.

Measures/outcome: We will monitor the levels of affordable housing stock in the borough and work to maintain the level of housing stock available to people in need

Q1: Stock as at 01 April 2016 – 6096 (general needs rented)

Action		Timescale	Resources needed and Lead Officer	Progress
4.1	Continue to seek a proportion of affordable housing on new developments as affordable homes for rent.	2017-2022	Housing Strategy & Enabling and Planning SR ZP on a scheme by scheme basis	<ul style="list-style-type: none"> • We will continue to require a proportion of affordable homes for rent. • There are pressures arising from reductions in funding for affordable housing and consequent viability challenges that may reduce the amount of affordable homes for rent that can be delivered.
4.2	Negotiate provision of specialist housing as part of new housing schemes.	2017-2022	Housing Teams and Registered Providers SR ZP on a scheme by scheme basis	<ul style="list-style-type: none"> • We will gather information on needs and seek to secure specialist housing where there is evidence of need. • At Wellesley 10% of affordable rented accommodation will be for wheelchair users and a scheme for people with learning disabilities is provided for in the s106 agreement.
4.3	Enable specialist housing in the existing housing stock or custom-built new specialist projects.	2017-2022	RBC /Partner statutory agencies and the voluntary sector SR ZP on a scheme by scheme basis	<ul style="list-style-type: none"> • There may also be opportunities in the existing housing stock or on land that could be used for new build specialist housing .
4.4	Provide a contribution to funding to secure housing to meet specific needs.	2017-2022	Homes and Community Agency(HCA) funding and RBC capital grant SR ZP on a scheme by scheme basis	<ul style="list-style-type: none"> • Where necessary the council’s capital budget can be used to provide small contributions to the capital costs of schemes. There might also be opportunity to use commuted sums.

4.5	Explore options for direct procurement of affordable housing to meet local needs.	Dec. 2017	RBC existing staff resources SR ZP with asset team	<ul style="list-style-type: none"> project to evaluate whether we can provide housing directly through existing mechanisms e.g. development agreements and long leases.
4.6	Put in place an appropriate vehicle to achieve residential development for income generation, regeneration and to cross-subsidise housing to meet housing needs.	Dec. 2017	RBC existing staff resources SR	<ul style="list-style-type: none"> New project to consider housing companies and partnering arrangements
4.7	Develop shared housing options for single people under35.	Dec. 2018	RBC Housing Teams ZP SH	<ul style="list-style-type: none"> The reduction in housing benefit for those under 35 will require an alternative approach to housing for this age group. Discussions to be held with existing temporary housing providers and/or private landlords.

Theme 2 Making the best use of existing stock
Our vision Capacity within existing housing assets is maximised across all tenures and work in tackling under-occupation and empty properties is prioritised

Objective 1: Housing needs and household profiles

Outcome: Working with our partners we have access to a range of data on our needs, stock and household profiles

Measures: Data on housing need is kept up-to-date and is no more than five years old

2017 Q1 Housing and income data exercise collected from applicants has been completed

2017 Q1 RPs attending the RP Liaison meetings have agreed in principal to sharing household profiling data

Action		Timescale	Resources needed and Lead Officer	Progress
1.1	Interpretation of the housing allocation pool data.	2017-2022 quarterly monitoring	RBC Housing Strategy & Enabling and Housing Options ST	<ul style="list-style-type: none"> Data collection exercise carried out on incomes summer 2016. Results have been analysed and housing and income data has been presented at the Community Policy and Review Panel
1.2	Partnership working with Registered Providers and letting agents to better understand their tenant profiling and stock occupancy level.	Dec 2018	RBC Housing Teams existing staff resources SR ZP ST	<ul style="list-style-type: none"> We are speaking to RPs about sharing household profiling data, agreed in principle with our main partners.
1.3	Understand the needs and aspirations of under-occupying owner-occupied homeowners to help developers and housebuilders provide attractive homes for downsizers.	Sept. 2018	RBC Housing Teams existing staff resources Lead to be confirmed	<ul style="list-style-type: none"> Work will be programmed in to determine the most appropriate way of gathering this information

Objective 2: Delivery of a range of appropriate, affordable properties to enable people to downsize

Outcome: Where people wish to downsize they have the opportunity to do so.

Measures: Number of properties let to downsizers and the number of lettings achieved from chain lets of properties released by downsizers. Quarter 1 Downsizers = 5; Chain lets = nil

Action		Timescale	Resources needed and Lead Officer	Progress
--------	--	-----------	-----------------------------------	----------

2.1	The housing team will work with planning colleagues and development partners to ensure opportunities for appropriate housing units are delivered for people to downsize into, considering the location, design and affordability.	2017-2022	RBC Housing Teams, Planning and Registered Providers SR ZP on a scheme-by-scheme basis	We will take opportunities to do this on a scheme-by-scheme basis building on work done for Matinee House and Worcester Close
2.2	Assess the effectiveness of the housing allocation policy in creating movement in the housing stock through the under-occupation scheme.	March 2018 Annual monitoring	RBC Housing Strategy & Enabling and Housing Options ST	The allocations scheme will be updated by 31 March 2018 (the current financial year). Deadline for this piece of work has been extended to take account of additional work generated by the Trailblazer project

Objective 3: Maximising the turnover of vacancies using fixed-term tenancies, lettings plans and chain lets

Outcome: The majority of new lettings of social housing in the borough are let on fixed term tenancies.

Measures: The number of lettings achieved from fixed-term tenancies ending, lettings plans and chain lettings Quarter 1; Nil

Action		Timescale	Resources needed and Lead Officer	Progress
3.1	Continue to encourage all Registered Providers operating in the borough to base their tenancy policies on our tenancy strategy and provide fixed-term tenancies.	2017-2022	RBC Housing Strategy & Enabling and Registered Providers SR	Tenancy strategy survey will indicate how many RPs are supporting our tenancy strategy
3.2	In the social housing stock, continue to use lettings plans and chain lettings to achieve the maximum movement for each new unit available to us.	2017-2022	RBC Housing Strategy & Enabling and Housing Options and Registered Providers ST	<ul style="list-style-type: none"> As fixed-term social housing tenancies end, we will work with our partners to agree an approach for maximising consequent lettings. Monitoring success of Wellesley lettings plan - all targets have been met on phase 1 Maida
3.3	Explore how a planned lettings approach might work with private landlords.	Dec. 2017	RBC Housing Teams ST BB	<ul style="list-style-type: none"> This will be considered as part of the private tenancy officer role (see Theme 3 Objective 2).Performance indicators

				<p>and evaluation of outcomes will be carried out after six months from start of the role.</p> <ul style="list-style-type: none"> • Funding for incentive schemes for landlords to encourage them to let to victims of Domestic Violence is now available.
3.4	Collect lettings data to illustrate impact of the above	April 2022	RBC Housing Teams ST BB	<ul style="list-style-type: none"> • See 3.2 above
3.5	Consider borough-wide lettings targets for specific property types working with our partners.	April 2018	RBC Housing Teams and Registered Providers ST CH	<ul style="list-style-type: none"> • Identify where there are shortages of lettings by April 2018. • Initiate work with partners on borough-wide lettings during 2018/19
3.6	Monitor compliance with, and effectiveness of, nomination agreements.	Dec. 2017	RBC Housing Strategy & Enabling and Housing Options ST CH	<ul style="list-style-type: none"> • Re-lets are continuously monitored to check that nomination agreements are complied with.
3.7	Provide housing advice with partners for Pay to Stay cases.	March 2018	Housing Options Lead officer to be confirmed	<ul style="list-style-type: none"> • We are yet to see any of our landlords adopt Pay to Stay. • We will check with RP partners to see if they are going to implement by 31 March 2018
3.8	Make sure that the housing allocation scheme supports these actions.	March 2018	Housing Options SH	<ul style="list-style-type: none"> • The allocations scheme will be reviewed by 31 March 2018

Objective 4: Bringing Empty properties back into use.

Outcome: By working with property owners, long-term empty properties are brought back into use and where necessary enforcement powers are used.

Measures: That year-on-year, the number of long-term empty properties in the borough reduces **Quarter 1: Two empty homes brought back in use**

Action	Timescale	Resources needed and	Progress
--------	-----------	----------------------	----------

			Lead Officer	
4.1	Develop a consistent corporate approach to prioritising and dealing with empty properties within limited resources.	2017-2022	Housing Strategy and Enabling ST	<ul style="list-style-type: none"> A new policy is in place
4.2	Improve collaborative working across the council on empty property work.	2017-2022	RBC Existing Staff Resources ST	<ul style="list-style-type: none"> We use and will improve our use of our Corporate Empty Property Group (CEPG) and case conferences for specific properties CEP G meeting every three months to discuss cases Officers across the council are carrying out inspections and feeding back updates to the empty homes officer
4.3	Develop an approach to prevent properties from becoming empty.	Dec 2018	RBC Housing Strategy & Enabling ST	<ul style="list-style-type: none"> New project
4.4	Publicise advice and options to owners of empty properties.	2017-2022	RBC Housing Strategy & Enabling ST	<ul style="list-style-type: none"> Prioritisation policy agreed and will be posted on the RBC website
4.5	Explore the use of a keeping house scheme to support families in letting property belonging to an older relative going into residential care, preventing it becoming empty and making use of the housing asset to meet local housing need.	Dec. 2017	RBC Housing Strategy & Enabling ZP	<ul style="list-style-type: none"> Contact has been made with Hampshire County Council. Awaiting next steps advice from HCC Adult Services
4.6	Continue to capitalise on opportunities, which arise from empty commercial or retail building and properties in other uses in the borough for homes.	2017-2022	RBC Housing Strategy & Enabling SR ZP on a scheme by scheme basis	<ul style="list-style-type: none"> Continue to investigate opportunities as they arise

Objective 5: Supporting Rushmoor's residents to downsize or let out spare rooms

Outcome: Residents are empowered to respond flexibly to their need to reduce their housing costs.
Measures/outcome: The number of residents downsizing each year and units of accommodation generated.

Action		Timescale	Resources needed and Lead Officer	Progress
5.1	Determine what support people need to help them downsize.	Sept. 2018	RBC Housing Teams Lead officer to be confirmed	<ul style="list-style-type: none"> Work will be carried out to determine the most appropriate way of gathering this information
5.2	Research the availability of resources to fund downsizing support.	Sept. 2018	RBC Housing Teams Lead officer to be confirmed	<ul style="list-style-type: none"> Small incentive packages have been used in the past with some success/However, financial pressures may require us to consider alternative types of support. Discussion with RPs to provide white goods and window blinds as an incentive
5.3	Within the resources available, launch and promote a comprehensive package of advice for: <ul style="list-style-type: none"> Older residents wanting to downsize Residents who would like to let out their spare room 	April 2019	RBC Housing Strategy & Enabling ZP ST	<ul style="list-style-type: none"> This is a new project, A project plan will be put in place during 2018.
5.4	Work with partner organisations to scope, develop and implement both projects.	April 2019	RBC Housing Teams ZP	<ul style="list-style-type: none"> See above
5.5	Ensure robust safeguarding measures for homeowners and tenants.	April 2019	RBC Housing Teams ZP	<ul style="list-style-type: none"> See above
5.6	Promote both projects across arrange of media.	April 2019	RBC Housing Strategy & Enabling ST	<ul style="list-style-type: none"> See above

Theme 3

Helping People solve their housing problems and provide a suitable home when needed

Our vision

That all, who need it, have access to housing advice and assistance that will help them resolve their housing problems and that homelessness is reduced significantly. Suitable temporary accommodation is available when needed and B&B is used as an exception. Vulnerable people are able to receive support that helps them sustain their housing.

Objective 1: Provide housing advice and administer the housing allocation scheme

Outcome: Residents have access to a proactive and effective housing advice service and social housing is allocated in a fair and transparent way.

Measures: The number of people approaching the Council for housing advice, against the number of people in the housing allocation pool.

2017 Q1: number of people approaching - 618

2017 Q1: number of household in the housing allocation pool -1366

Action		Timescale	Resources needed and Lead Officer	Progress
1.1	Make sure that those with little prospect of re-housing through the housing allocation pool receive comprehensive housing options to help them solve their housing issues..	2017-2022	RBC Housing Options SH	<ul style="list-style-type: none"> In preparation for the Homelessness Reduction Act, work has started on implementing a new housing advice tool kit (Trailblazer funding of £385,000 secured) to help people resolve their housing issues. Three health and wellbeing officers and a manager have been recruited
1.2	Review the housing allocation scheme to ensure it is fit for purpose.	Dec. 2017	RBC Housing Options SH	<ul style="list-style-type: none"> Work on a review of the allocations scheme is planned March 2018
1.3	Continue working with the armed services to understand the demand from serving personnel and those leaving the armed	2017-2022	RBC Housing Options and Housing Strategy & Enabling Teams	<ul style="list-style-type: none"> Officer meetings and member review meetings are planned to make sure that we understand housing

	forces.		SH	<ul style="list-style-type: none"> need/demand from this group. RP Review Group recently met with Defence Infrastructure Organisation (DIO) to discuss management of service family accommodation
1.4	Work with community groups to understand the housing needs of our different communities.	Sept. 2018	RBC Housing Teams Lead officer to be confirmed	<ul style="list-style-type: none"> Work is due to start in 2018

Objective 2: Work with private sector landlords to maximise access to private rented homes

Outcome: Private sector landlords are coming forward to let to households approaching the council for help.

Measures/outcome: The number of private rented accommodation available to homeless households and the number of rent deposits and bonds issued

2017 Q1 Number of PSR properties available to homeless households: 12

2017 Q2 The number of rent deposits and bonds issued: 27

Action		Timescale	Resources needed and Lead Officer	Progress
2.1	Continue with the rent bond scheme, working with private sector landlords.	2017-2022 annual monitoring	RBC Housing Options SH	<ul style="list-style-type: none"> An officer has been seconded to work with private landlords and letting agents to improve liaison and increase the supply of private rented properties for homeless households
2.2	Make sure that, as private-sector tenants are re-housed in social housing, the private sector vacancies created are available to other households that have approached the council for help.	December 2017	RBC Housing BB	<ul style="list-style-type: none"> The council's private tenancy officer (seconded post) is monitoring, on a weekly basis, private tenants within the allocation scheme and identifying when a property could be recycled for homeless households (BB to provide information on outcomes)

2.3	Offer a dedicated officer as a main point of contact for landlords.	April 2017	RBC Housing Options existing staff resources SH BB	<ul style="list-style-type: none"> • A trial of this method of working is underway (see above). An officer is in post on secondment. Outcomes from this trial will be analysed after six months from commencement.
2.4	Provide regular communication and advice to landlords and an annual landlords' forum.	2017-2022 Annual monitoring	RBC Housing Options & Private Sector Teams SH	<ul style="list-style-type: none"> • The annual landlords' forum was held on 15 March 2017 and there were presentations on right to rent, smart meters, the work of the private tenancy officer and an update on housing benefit. • The annual newsletter was issued in December 2016. • Information on the website is updated regularly.
2.5	Investigate barriers to landlords working with homeless households.	April 2017	RBC Housing Options and Housing Strategy & Enabling BB	<ul style="list-style-type: none"> • The private tenancy officer is undertaking this work

Objective 3: Prevention of homelessness

Outcome: There is a comprehensive range of interventions available to prevent homelessness

Measures: Number of successful homeless prevention interventions as well as a reduction in the numbers of rough sleepers and people in unsuitable accommodation.

2017 Q1: Number of successful homeless prevention cases: 91

2017 Q2: Number of rough sleepers 5

	Action	Timescale	Resources needed and Lead Officer	Progress
3.1	Identify existing tenancy and money	September	RBC Housing Options	<ul style="list-style-type: none"> • Initial discussions have taken place with

	management training for residents.	2017	BB	<p>Citizens Advice to run a series of workshops, initially for homeless households working toward tenant accreditation</p> <ul style="list-style-type: none"> • Private Tenancy Officer to produce work plan
3.2	Work with partners to establish longer-term housing support services to help people succeed in their tenancies.	2017-2022	RBC Housing Options SH/ Brian	<ul style="list-style-type: none"> • Identify partners. • Some work on this will be part of the Trailblazer project.
3.3	Develop housing pathway approaches for different client groups, for example care leavers, people with disabilities, armed forces' veterans and people with drug, alcohol or mental health problems.	Dec 2018 annual monitoring	RBC Housing Strategy & Enabling and Housing Options SH ZP	<ul style="list-style-type: none"> • The council is in discussion with partners to make best use of existing accommodation to ensure that specific client groups have recognised pathways to the most appropriate housing and support.
3.4	Signpost people to appropriate job clubs, training and employment schemes.	2017-2022	RBC Housing Options SH/ Brain	<ul style="list-style-type: none"> • The council has prepared a directory of job clubs etc.

Objective 4: Manage our use of temporary accommodation

Outcome: People are supported to move on from temporary accommodation creating space for those falling into need for this type of accommodation, minimising the need to use Bed and Breakfast.

Measures: Reduction in the use, length of stay and cost of bed and breakfast accommodation.

2017 Q1 Number of households in B&B: 5

2017 Q1 Average length of stay in B&B 1.9 weeks

2017 Q1 Cost of B&B £5730.32 gross (£2264.94 net)

	Action	Timescale	Resources needed and Lead Officer	Progress
4.1	Maintain the existing temporary	March 2022	RBC Housing Teams SH	<ul style="list-style-type: none"> • We are exploring the potential for

	accommodation in the borough as set out in the Homelessness Review 2016.			further temporary accommodation as opportunities arise in council or privately owned stock.
4.2	Plan for the end of temporary accommodation at Clayton Court (2022) and North Lane Lodge	March 2022	RBC Housing Strategy & Enabling and Housing Options ZP	<ul style="list-style-type: none"> • A project plan is being prepared. • We are meeting with Oak Housing, the managers of Clayton Court) to discuss options (Sept 17)
4.3	Investigate the value of providing support at temporary accommodation in light of changes to supported housing funding.	September 2017	RBC Housing Strategy & Enabling and Housing Options SH	<ul style="list-style-type: none"> • Currently awaiting clarification from the Government on future funding. Consultation on this has closed and a new model is expected in 2017 • We are working with our partners to mitigate potential impacts. • Funding has been awarded sufficient to meet our current commitments but not to allow for innovation at this time

Theme 4

Enabling People to live in good quality accommodation that is suitable for their needs

Our vision

The housing stock is in good condition, not overcrowded and meets housing standards, and that people with disabilities receive the right support, advice and assistance to allow them to live independently in their own home.

Objective 1: To help older and disabled people live in homes appropriate for their needs (by providing housing options advice and Disabled Facilities Grants).

Outcome: Our policies and procedures help people to exercise some choice about living independently in their own home.

Measure: The number of applications received and grants completed. Quarter 1 = 47 DFG referrals received from OTs; The number of DFGs completed is 30

Action		Timescale	Resources needed and Lead Officer	Progress
1.1	Make sure that those most in need of Disabled Facilities Grants are able to access them and publish a DFG Policy.	2017-2022 Quarterly monitoring	RBC Private Sector team HS	<ul style="list-style-type: none"> We are preparing a DFG policy to give clear guidance on the use of the budget and to allow flexibility to meet the needs of vulnerable people. A project plan will be prepared. In the year to 31 March 2017 there have been 160 occupational therapy referrals, 127 DFGs approved and 117 DFGs funded and completed.
1.2	Work with occupational therapists and our Housing Options team to provide advice where alternative housing may be appropriate.	2017-2022	RBC Private Sector team, Strategy and Enabling and Housing Options teams	<ul style="list-style-type: none"> Through liaison between our Housing Options Team, Strategy and Enabling (for new builds), the Private Sector Housing Team and occupational therapists we make sure that where properties cannot be adapted other housing options can be explored using resources from the better care fund and opportunities in new housing schemes.

Objective 2: Continue to provide support to vulnerable people**Outcome: Residents receive services that support independent living****Measures: Services provided and number of residents being supported by services currently provided by the grant support officer.****Quarter 1: We no longer have a Home Improvements Agency. Rushmoor has employed a grant support Officer****Q1 = Grant support officer supporting 47 residents**

Action		Timescale	Resources needed and Lead Officer	Progress
2.1	Use the Better Care Fund to employ a grant support officer (Transferred from Family Mosaic the HIA).	April 2017 Completed	HS	The Home Improvement Agency contract ended in March 2017. The HIA caseworker is now employed by RBC as a grant support officer. The role involves assisting residents with DFG applications, securing charitable funding for grant top ups and signposting to other agencies.
2.2	Work with Hampshire County Council to secure funding for adaptations.	2017-2022 Annually	RBC Private Sector Team HS	<ul style="list-style-type: none"> By meeting HCC targets and ensuring speed of service we will secure funding for DFG's

Objective 3: Improve housing conditions in the borough**Outcome: Using the powers and the resources available, residents' health and safety are protected.****Measures: The number of housing complaints received and enforcement action taken.****Quarter 1: 147 complaints received – 98% contacted within 3 working days****Quarter 1: 6 statutory notices served**

Action		Timescale	Resources needed and Lead Officer	Progress
3.1	Continue to carry out targeted surveys of the private rented properties to identify poor housing conditions.	June 2017	RBC Private Sector Team HS	<ul style="list-style-type: none"> We completed our private sector housing survey in March 2017. This information is being used to inform future actions to improve housing

				conditions in the borough.
3.2	Ensure all residents are aware of their housing rights and responsibilities.	March 2018	RBC Private Sector Team HS	<ul style="list-style-type: none"> We will include information on our website and in leaflets. There is a “report it” button for disrepair and a “report it” button is under construction with the web team to report Houses in Multiple Occupation (HMO). We will work with minority groups to ensure that landlords understand their duties and responsibilities to their tenants and what the tenants can expect from a rented property.
3.3	Record and monitor performance on housing condition complaint handling.	2017-2022 quarterly monitoring	RBC Private Sector Team HS	<p>Quarterly performance information will be analysed</p> <ul style="list-style-type: none"> In Quarter 1. 98% of complaints were investigated within three days
3.4	Monitor action from the Home Energy Conservation Act progress report of 31 March 2017	2017 – 2019 annual monitoring	RBC Private Sector Housing Team HS	<p>Monitor the two year action plan</p> <ul style="list-style-type: none"> Attend Hampshire Energy Efficiency Partnership (HEEP) meetings Refer residents to the Environment Centre (tEC) and Citizens Advice for advice
3.5	Act on new powers in the Housing and Planning Act 2016.	2017 - 2022	RBC Private Sector Team HS	<p>We are waiting for guidance on the implementation of the new licensing regime.</p> <ul style="list-style-type: none"> We have received guidance on civil penalties and rent repayment orders and a plan of how these will be implemented will be drawn up

Objective 4: Map, licence and monitor HMOs to ensure they offer accommodation that is safe and meets housing standards
Outcome: Improve our information on HMOs and ensure compliance with safety and housing standards.
Measures: The number of HMOs licenced and achieving required standards for management, amenities, fire safety and repair.
Quarter1: 10 licenses issued and 17 brought up to the required standards for management, amenities, fire safety and repair.

Action		Timescale	Resources needed and Lead Officer	Progress
4.1	Maintain database of the location, condition and ownership of HM Os	2017-2022	RBC Private Sector Team HS	<ul style="list-style-type: none"> We have an existing list of HMOs and this will be maintained and added to as appropriate. There is a register of all licensed HMO's on the website. There are currently 97 licensed properties
4.2	Licence all known HMOs that require a licence under the Housing Act 2004	2017-2022 quarterly monitoring	RBC Private Sector Team HS	<p>In Quarter One: Ten licenses were issued</p> <ul style="list-style-type: none"> Under the Housing and Planning Act 2016, a new licensing regime is coming into force for smaller HMOs. We are currently awaiting guidance on the implementation of the scheme. Where we know about an HMO we make sure that it is licensed where required
4.3	Bring all Houses in Multiple Occupation up to a safe standard with adequate amenities and fire proofing.	2017-2022 Quarterly monitoring	RBC Private Sector Team HS	<ul style="list-style-type: none"> In Quarter 1: 17 properties were brought up to standard
4.4	Take action against overcrowding and breach of licencing conditions Under the Housing Act 2004	2017-2022 Quarterly monitoring	RBC Private Sector Team HS	<ul style="list-style-type: none"> In Quarter One: six notices were served under the Housing Act 2004
4.5	Prepare a Policy to set out how civil penalties and rent repayment orders are issued to in accordance with the Housing and Planning Act.	March 2018		<ul style="list-style-type: none"> New project.

