

29th MARCH 2018

REPORT NO. 1807

HOUSING AND HOMELESSNESS STRATEGY UPDATE

FOR INFORMATION

1. INTRODUCTION

- 1.1 The report provides members with a six monthly update on the progress of the delivery of the Housing and Homelessness Strategy 2017-22. It provides an overview of achievements and challenges set out in the Delivery Plan from October 2017- March 2018.

2. BACKGROUND

- 2.1 The Housing and Homelessness Strategy 2017-22 was published in April 2017. At the update meeting in September 2017, members requested that the updates should focus on the delivery of key housing objectives and the Delivery Plan. The Delivery Plan is attached as appendix 1.
- 2.2 Our strategic housing objectives are set into four themes:
1. The right homes in the right places
 2. Making the best use of the housing stock
 3. Helping people solve their housing problems and provide a suitable home when needed
 4. Enabling people to live in good quality accommodation that is suited to their needs
- 2.3 Objectives are set out for each theme and recorded in the Delivery Plan which also informs the business plan for the housing function. The housing team has made good progress in meeting these objectives whilst also responding to a number of national housing issues:

- The Homelessness Reduction Act 2017
- The Housing and Planning Act 2016
- Launch of the DCLG Trailblazer programme Oct 2016
- Fire Safety, following the Grenfell Fire.

4 Theme 1: Getting the right homes in the right places

In this financial year 211 new affordable homes are expected to be delivered compared with 106 new affordable homes in the last financial year. At the time of writing this report, finalised completion figures for quarters one, two and three were available; finalised quarter four figures will be presented at the meeting.

Q1	Q2	Q3	Q4
20	25	8	(158 expected)

There are a further 463 units of affordable housing units in the development pipeline from 2018/19.

A policy on Affordable Housing is included in the council's emerging Local Plan and an Affordable Housing Advice Note for developers is published on the council's website.

Grant funding from the Local Government Association has secured a specialist adviser to work with officers on a strategic approach to the provision of temporary accommodation in preparation for North Lane Lodge and Clayton Court closing in 2019 and 2021 respectively. A report is due to the Corporate Leadership Team setting out our strategic approach to this in April 2018.

A Housing Strategy and Enabling Officer has been seconded to the regeneration team for the past 6 months resulting in the re-prioritisation of two key pieces of work:

1. Assessment of the housing needs of specific groups (from April to June 2018)
2. Negotiating s106 agreements and how to secure affordable homes as a priority (December 2017 to April 2018).

Theme 2: Making the best use of the existing stock

A new Empty Homes Prioritisation Policy is in place and the work has been transferred from the Strategy and Enabling Team to the Private Sector Housing Team.

Monitoring local lettings plans shows all targets have been met on Maidia phase 1 at Wellesley which is a good indicator that the new housing stock is being occupied appropriately; compliance with nominations agreements is also being continually monitored on all re-lets in our existing stock.

Work around the Keeping House scheme has not been progressed. The nature of this type of scheme requires significant input from the upper tier authority. Following initial, positive contact with Hampshire County Council it seems that capacity issues do not allow for this complex project.

Theme 3: Helping people solve their housing problems and providing a suitable home when needed

The focus of work for this theme has been around preparing for the introduction of the Homelessness Reduction Act, which comes into force on 3rd April 2018. The delivery of the Trailblazer project also supports this. Both initiatives require a Housing First (person-centred) approach to tackling homelessness and improving homelessness prevention. Funding for the Trailblazer has allowed the recruitment of a Trailblazer Manager and two Health and Wellbeing Officers, whilst new burdens funding made available to deliver the Homelessness Reduction Act will allow for an additional Housing Officer.

We have not been able to start the work on reviewing the Allocations Scheme due to the amount of time taken in preparing the team to meet the new burdens of the Homelessness Reduction Act. This piece of work has therefore been re-programmed to start in September 2018.

The Private Sector Tenancy Officer post is helping to secure and retain around 100 units of accommodation for our client group. Six-weekly post tenancy checks are helping to identifying people who may need support to maintain their tenancy.

Theme 4: Enabling people to live in good quality accommodation that is suitable for their needs

The strategic work for this theme has focussed on improving the support for vulnerable households and preparing to implement new powers of the Housing and Planning Act 2016. A new Financial Assistance Policy has been drafted, widening the scope of Disabled Facilities Grants and simplifies other home improvement grants and loans. Additional funding from the Ministry of Housing, Communities and Local Government (MHCLG) of £97,000 has been allocated in addition to the £899,000 Better Care Fund budget.

Guidance on the implementation of the Housing and Planning Act is starting to come through initially in the area of civil penalties and rent payment orders. We are waiting for MHCLG guidance on banning orders and the introduction of a

licensing scheme for smaller Houses in Multiple Occupation (HMOs). The publication of a Private Sector Housing Enforcement Policy has also been added to the delivery plan.

4. IMPLICATIONS (of proposed course of action)

Risks

4.1 This report is for information only

Legal Implications

4.2 Non identified

Financial and Resource Implications

4.3 None identified

Equalities Impact Implications

4.4 None identified for this update, an Equalities Impact Assessment was carried out when the strategy was published.

Other

4.5 None identified

5. CONCLUSIONS

5.1 Reporting progress helps to keep members informed on the progress of, and difficulties in the delivery of the Housing and Homelessness Strategy.

BACKGROUND DOCUMENTS:

Housing and Homelessness Strategy 2017-22

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Appendix 1

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
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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. Achieved to date				
Action		Timescale	Resources needed & Lead Officer	Progress
1.1	Use our data from the updated Strategic Housing Market Assessment (SHMA) 2014-2032 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 Consultation has ended on the Draft Emerging local plan and is now with the Inspector
1.2	Use our allocations pool as a data source.	2017-2022 monitored quarterly	RBC Housing Strategy & Enabling and Housing Options SR	<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 and as to how Abritas information can be better accessed.

			ZP ST	
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 June 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. A timescale has been produced. Timescale extended due to housing strategy and enabling secondment.
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: (2016/2017 =106) 2017/18 = Q1/20, Q2/25, Q3/8				
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 policy in our local plan documents help to address local housing need. A policy on affordable housing has been drafted and included in 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 Completed Nov 17	RBC Housing Strategy & Enabling Team SR	<ul style="list-style-type: none"> Our existing advice note reflects SHMA 2016 and can be found on the council's website http://www.rushmoor.gov.uk/article/2201/New-affordable-housing-in-Rushmoor.
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	<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.

			Providers SR ZP on scheme by scheme basis	
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 proposed is of a type or in a location where affordable housing would not be appropriate for meeting local needs.	2017-2022	RBC Housing Strategy & Enabling Team, Planning and Developers SR ZP on a	<ul style="list-style-type: none"> Units on site are our first choice but in 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.

			scheme-by-scheme basis	<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. 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 April 2018	RBC existing staff resources QY	<ul style="list-style-type: none"> We will look closely at the potential for maximising affordable housing when seeking s106 contributions. Qamer to work with legal and planning HOS to influence on priority. Timescale revised

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 -:

Affordable Housing Stock as at (01 April 2016 6096 units), 1st April 2017 - 6196

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	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. Discussions with builders and HCC, delivery of 6 units Corunna Phases B3 & B4. Meeting with HCC & developers on wheelchair units - Maida units complete. Corunna B1 & B2 progressing delivery of first three units expected July and August 2018.
4.3	Enable specialist housing in the existing housing stock or custom-built new	2017-2022	RBC /Partner statutory	<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

	specialist projects.		agencies and the voluntary sector SR ZP on a scheme by scheme basis	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 May 2018	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. We will be working with the LGA Adviser to further this work. ZP Report due to CLT May 2018 therefore timescales revised
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 Approval to proceed	SR	<ul style="list-style-type: none"> New project to consider housing companies and partnering arrangements SR Seconded to Regeneration team to set up housing company

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4.7	Develop shared housing options for single people under35.	Dec. 2018	RBC Housing Teams ZP SH	<ul style="list-style-type: none"> Discussions to be held with existing temporary housing providers and/or private landlords as part of the temporary accommodation work.
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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 – Achieved to date			
Action	Timescale	Resources	Progress

			needed and Lead Officer	
1.1	Interpretation of the housing allocation pool data.	2017-2022 quarterly monitoring	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 to Panel
1.2	Partnership working with Registered Providers and letting agents to better understand their tenant profiling and stock occupancy level.	Dec 2018	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 March 2019	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 Work has been rescheduled to accommodate the secondment.
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 affordable one and two bed properties delivered to enable downsizing assisted by the housing allocations policy and Local Lettings Plan: Units Delivered Q1 = 10x1bedf and 5x2bedf, Q2=6 x 1bedf, Q3= 2x2 bedf				
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,	2017-2022	SR ZP on a scheme-by-scheme basis	<ul style="list-style-type: none"> We will take opportunities to do this on a scheme-by-scheme basis building on work done for Matinee House and Worcester Close

	design and affordability.			
2.2	Assess the effectiveness of the housing allocation policy in creating movement in the housing stock through the under-occupation scheme.	Sept 2019 Annual monitoring	SH	<ul style="list-style-type: none"> 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 Local Letting plan in place at Wellesley phase Maida Prepare Local lettings plan for Wellesley Corunna Phase B1& B2

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 - Information to come in 2018/19

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 Starting Sept 2018	SR	<ul style="list-style-type: none"> Tenancy strategy survey will indicate how many RPs are supporting our tenancy strategy. Survey to be initiated following S&E secondment period
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	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	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 and evaluation of outcomes will be carried out after six months from start of the role.

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				<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	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	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	ST CH	<ul style="list-style-type: none"> Re-lets are continuously monitored to check that nomination agreements are complied with.
3.7	Make sure that the housing allocation scheme supports these actions.	March 2018	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

(2016/17 =7) 2017/18 Q1=3, Q2=4, Q3=NIL

Action		Timescale	Resources needed and Lead Officer	Progress
4.1	Develop a consistent corporate approach to prioritising and dealing with empty properties within limited resources.	2017-2022 Completed	Housing Strategy and Enabling	<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	HS	<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	HS	<ul style="list-style-type: none"> • New project
4.4	Publicise advice and options to owners of empty properties.	2017-2022	HS	<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	ZP	<ul style="list-style-type: none"> • Contact has been made with Hampshire County Council. • Awaiting next steps advice from HCC Adult Services • T19 - Capacity issues at HCC and at RBC to start a new project of this size and complexity.
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	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: 5 Number of properties let to downsizers and number of lettings produced through chain lets 2016/17 Q1 Downsizers =5; Chain lets NIL, Q3 & Q4 Nil				
Action		Timescale	Resources needed and Lead Officer	Progress
5.1	Determine what support people need to help them downsize.	Sept. 2018	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	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 ZP	<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	ZP	<ul style="list-style-type: none"> See above
5.5	Ensure robust safeguarding measures for homeowners and tenants.	April 2019	ZP	<ul style="list-style-type: none"> See above
5.6	Promote both projects across arrange of media.	April 2019	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. (2016/2017 2,222 approaches 1330 in the allocations pools)				
Q1=618/1366 Q2 = 524/1402 Q3=536/1175				
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	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 New burdens funding for the HRA for a new officer over and above the Health and Wellbeing officers – from 3/4/18
1.2	Review the housing allocation scheme to ensure it is fit for purpose.	Dec. 2017 March 2018	SH	<ul style="list-style-type: none"> Work on a review of the allocations scheme is planned March 2018 A new matrix has been developed for the bedroom

		September 2018		standard in line with current LHA rates.
1.3	Continue working with the armed services to understand the demand from serving personnel and those leaving the armed forces.	2017-2022	SH	<ul style="list-style-type: none"> Officer meetings and member review meetings are planned to make sure that we understand housing need/demand from this group. RP Review Group recently met with Defence Infrastructure Organisation (DIO) to discuss management of service family accommodation We have nominated to the STOLL scheme for occupation March 18.
1.4	Work with community groups to understand the housing needs of our different communities.	Sept. 2018	Lead officer to be confirmed	<ul style="list-style-type: none"> Work is due to start in 2018 DCLG/DWP consultation on Supported Housing Funding required LA's to produce a housing needs assessment and strategic plan with HCC by 2019/20 to be able to access grant for supported housing. This is likely to be a big piece of work requiring an additional resource.

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;

(2016/17 =76) Q1=21, Q2=21, Q3=20

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	<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

			SH	<p>homeless households</p> <ul style="list-style-type: none"> • New burdens funding will provide an additional private sector officer as the primary reason for homelessness is the loss of private sector accommodation.
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	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	SH	<ul style="list-style-type: none"> • The annual landlords' forum is due to be held on 13 March 2018 • Information on the website is updated regularly
2.5	Investigate barriers to landlords working with homeless households.	April 2017	BB	<ul style="list-style-type: none"> • The private tenancy officer is undertaking this work
<p>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. Q1=91/5, Q2=65/4, Q3= 58/5</p>				
Action		Timescale	Resources needed and Lead Officer	Progress
3.1	Identify existing tenancy and money management training for residents.	Moved from Sept 17 to	RBC Housing Options	<ul style="list-style-type: none"> • Initial discussions have taken place with Citizens Advice to run a series of workshops, initially for homeless households working toward tenant

		March 18	BB	<p>accreditation</p> <ul style="list-style-type: none"> • Private Tenancy Officer to produce work plan identifying what is already available and how we might tap into that. • Deadline has been put back due to multi-agency work and resources available across the board.
3.2	Work with partners to establish longer-term housing support services to help people succeed in their tenancies.	2017-2022	SH/ Brian	<ul style="list-style-type: none"> • Identify partners. • Some work on this will be part of the Trailblazer project. • Six weekly post tenancy, start visits being carried out by Private Sector Tenancy Officer to ensure everything is in place, bills rent being paid and identifying people who might need tenancy support. • End of tenancy checks – advising tenants on what they need to do to ensure they get their deposit back.
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	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	SH/ Brain	<ul style="list-style-type: none"> • The council has prepared a directory of job clubs etc. • Part of the Trailblazer/HRA work we are producing personal plans to identify where people need to engage with job clubs/ signposting to training and health and wellbeing

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. Q1=5 households, 1.9 weeks/£5,730.3 Q2= 4 households, 3.5weeks/£29,993 Q3=3 7 households, 2.9 weeks £20,306				
Action		Timescale	Resources needed and Lead Officer	Progress
4.1	Maintain the existing temporary accommodation in the borough as set out in the Homelessness Review 2016.	March 2022	SH	<ul style="list-style-type: none"> We are exploring the potential for further temporary accommodation as opportunities arise in council or privately owned stock. We have secured grant to access specialist support from an LGA advisor, work will be starting in December 2017 DWP/DCLG consultation on Funding Supported Housing will provide some certainty on funding from 2020.
4.2	Plan for the end of temporary accommodation at Clayton Court and North Lane Lodge	Dec 2019 NLL Dec 2021 Clayton Court	ZP/ SH	<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) LGA advisor in place to support us with this work; report to CLT May 2018.
4.3	Investigate the value of providing support at temporary accommodation in light of changes to supported housing funding.	September 2017	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.

				<ul style="list-style-type: none"> • New burdens funding will provide a PSHO to support move on from temporary accommodation • Support is around intensive housing management rather than medical and welfare support, therefore the DP/DCLG consultation will affect this.
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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: Q1-Q3 135 Referrals and 99 DFG completed				
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 Financial Assistance Policy for Housing Grants and Loans	2017-2022 Quarterly monitoring	RBC Private Sector team HS	<ul style="list-style-type: none"> • We are preparing a Financial Assistance Policy for Housing Grants and Loans to give clear guidance on the use of the budget and to allow flexibility to meet the needs of vulnerable people. • In this financial year to 31st December 2017, there have been 135 occupational therapy referrals, 95 DFGs approved and 99 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.
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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.

Residents supported Q1=47, Q2=40 Q3 =38

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).	Completed	HS	<p>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.</p> <ul style="list-style-type: none"> In Quarter 1 - 47 residents received support In Quarter 2 – 40 residents received support In Quarter 3 – 38 residents received support
2.2	Work with Hampshire County Council to	2017-2022	RBC Private	<ul style="list-style-type: none"> By meeting HCC targets and ensuring speed of service

March 2018

	secure funding for adaptations.	Annually	Sector Team HS	we will secure funding for DFG's
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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.

Q1=147/6 Q2= 71/2 Q3=109/3

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.	Completed	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. Reported to Panel on 15th June 2017
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 to report new HMOs and concerns about existing HMOs 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 • In Quarter 2: 97% of complaints were investigated within three days • In Quarter 3: 97% 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 • To back up the implementation of the requirements of the Housing and Planning Act 2016, a Private Sector Housing Enforcement Policy will be required • Confirmation has been received from DCLG that banning orders for rogue landlords and the introduction of a licensing scheme for smaller HMOs has been agreed. We are now awaiting DCLG guidance on this

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. HMOs licenced Q1 =10, Q2 =2, Q3 =3 and HMOs brought up to standard Q1 =22, Q2=12, Q3 =3				
Action		Timescale	Resources needed and Lead Officer	Progress
4.1	Maintain database of the location, condition and ownership of HMOs	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 100 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 1: ten licenses were issued In Quarter 2: two licenses were issued In Quarter three: 3 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 on receipt of this the HMO licensing policy will be updated. 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 In Quarter 2: 12 properties were brought up to standard In Quarter 3: 2 properties were brought up to standard

4.4	Take action against overcrowding, disrepair 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 1: six notices were served under the Housing Act 2004 • In Quarter 2 : two notices were served under the Housing Act 2004 • In Quarter 3: three statutory notices were served
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	RBC Private Sector Team HS	<ul style="list-style-type: none"> • New project. • We are working with Hampshire colleagues through Housing Advisory Group to produce approach to enforce with rent repayment orders and civil penalties. This will require a Private Sector Housing Enforcement Policy