

HOUSING AND HOMELESSNESS STRATEGY 2011 – 2016

DELIVERY PLAN – update 4 2015

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

Housing Supply

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

Measures Increase in net additional dwellings 2011 – 2016 - 620 new homes since 2011

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

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

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

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

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

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

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

Affordable Housing

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

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

Objective 1.2.2	Encourage innovation in funding for affordable housing
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Measures	Number of schemes using innovative funding	Target: 3 schemes 2011 -2016 North Town – Outright Sale Wellesley – Private Market Rent
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We will achieve the objective by the following actions	Outcomes	Date for delivery	Delivered by	Progress
Requiring RPs to consider private sale	Cross subsidy provided to support affordable housing delivery	2011 - 2016	RBC Registered Providers	6 x outright sale units delivered at North Town phase 1 A further 77 outright sale units to be delivered at North Town phases 1-5. Phase 2 of North Town will deliver 226 open market units with a S106 agreement to provide 35% affordable. 143 outright sale units will cross subsidise the affordable housing Market rent and rent to buy products are being launched at Wellesley.
			Existing staff resources	

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

Objective 1.2.3	Encourage the construction of high quality new affordable housing
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Measure	Number of new affordable homes that meet key design and quality standards contained in the development brief	25% of schemes 2011 -2016
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We will achieve the objective by the following actions	Outcomes	Date for Delivery	Delivered by	Progress
Making sure that developers have access to the development brief	Better quality affordable homes	2011	RBC House builders	<p>North Town achieves Lifetime Homes and Sustainable Code level 4</p> <p>The first phase of Wellesley will deliver homes to</p>

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

Theme Two: HOMELESSNESS AND HOMELESSNESS PREVENTION

Housing Advice and Homelessness

Objective 2.1.1 | To prevent Homelessness

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

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

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

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

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

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

<p>Measure</p>	<p>Band 1 households housed within 3 months</p>	<p>Target of 95% 2011-2016</p> <p>2012/13: 100% of 1& 2 bed properties are housed within 1.8 months. However, the average wait for a 3-bed property is 10.2 months.</p> <p>2013/14 65% of 1&2 bed properties are housed in 3 months. The average wait for a 3 bed property is 5.2 months</p> <p>2014/15 94% of 1& 2 properties in band 1 are housed within 3 months. The average wait for a 3 bed is 7 months (all bands).</p>
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<p>Monitoring bidding and lettings information from Rushmoor's Choice Based lettings scheme to identify trends in lettings of properties offered on lifetime tenancies, fixed term tenancies and affordable rents</p>	<p>Determine how applicants are responding to housing choices on offer</p>	<p>2012-2016</p>		<p>A monitoring mechanism is in place. First Wessex hold up to date information of tenants for:</p> <ul style="list-style-type: none"> • Income • The number of people housed • Time taken to house them • Ethnic monitoring • Family profile <p>2013/14 monitoring impact of spare room subsidy and affordable rents</p> <p>Data from Rushmoor's CBL has been used in 2013/2014 in the SHMA update</p> <p>Continue to monitor</p>
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Temporary and Supported Housing

Objective 2.2.1	Make sure that we provide temporary accommodation to meet need
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Measure	<p>Zero use of bed and breakfast</p> <p>This objective is not being met B&B 103 families were placed in B&B in 2014/15</p>	<p>2012/13 out turn = 132 households</p> <p>2013/14 out turn = 109 households</p> <p>2014/15 out turn = 103 households</p>
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We will achieve this objective by the following actions	Outcomes	Date for Delivery	Delivered by	Progress
Explore alternative provision for vulnerable single homeless clients	Reduce the number of vulnerable single homeless people placed in B&B due	April 2014	RBC	2012/13- 30 cold weather placements were made in B&B

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

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

Objective 2.2.2	Provide supported accommodation to help people maintain and manage their housing
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Measure	Referrals and outcomes from the Joint Assessment Panel	95% of caseload housed within one year	Joint Assessment panel was Supporting People led – due to cuts in funding, this has been disbanded. We are now looking at new ways of delivering the service 2014/15 <ul style="list-style-type: none">• Multi-agency case conferencing is in place for vulnerable people
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We will achieve this objective by the following actions	Outcomes	Date for Delivery	Delivered by	Progress
Reviewing need for supported accommodation	Gaps in supported housing provision identified	Dec 2011 and annually thereafter	RBC Homelessness Forum	<p>Working with Jigsaw for ex-offenders providing liaison between tenant and landlord. Funded via the £274,000 DCGL grant for North Hampshire for tackling single homelessness.</p> <p>The Vine is able to provide additional outreach we are seeking to secure £30k from the £274 DCLG fund for North Hampshire.</p> <p>Outreach in place and currently being funded by DCLG funding</p> <p>The Jigsaw scheme has now ceased due to lack of funding</p>
			Existing staff resources	
Working with Supporting People	A clear understanding of the need for supported housing in Rushmoor resulting from regular meetings with Supporting People	Quarterly liaison meetings	RBC Statutory and voluntary organisations Supporting People	<p>SP budget is reduced and there is greater emphasis on prevention and early intervention work with adult services.</p> <p>Regular meetings take place between RBC and HCC Supporting People Officer</p> <p>Supporting People funding has ceased</p>
			Existing staff resources	
Working with RPs to provide new projects where appropriate	New projects developed and funded	2016	RBC Statutory and voluntary agencies Supporting People Registered	<p>New projects are currently being explored with RP partners.</p> <p>First Wessex is looking to review St Johns sheltered and convert to extra care.</p> <p>Radian Care support Services now provide the care element at St Johns Court</p> <p>Extra care provision planned at Wellesley</p>

			Providers	
			Existing staff resources	
			Supporting People funding	

Working with the Private Sector

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

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

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

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

Working with our Partners

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

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

Theme 3: HOUSING TO MEET THE NEEDS OF SPECIFIC GROUPS

Older People

Objective 3.1.1 To support independent living for older people

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

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

People with Disabilities -

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

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

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

Military Personnel

Objective 3.4.1 Assist with meeting the housing needs of serving armed forces personnel and those leaving the services

Measure Annual monitoring of Housing Options Service demand led

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

Black and Minority Ethnic Communities

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

Travelling Show People and Gypsies, Travellers

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

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

Theme Four :NEIGHBOURHOODS AND HOUSING STANDARDS

Supporting Neighbourhoods

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

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

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

Housing Standards -

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

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

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

Objective 4.2.2 | Improve energy efficiency and reduce Fuel Poverty

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

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

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

				community nurses, care workers to improve awareness on safeguarding and signposting in 2015
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Objective 1.1.2 - SHMA Targets

Rented

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

Intermediate

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

TENURE

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