

Appendix 1 Tewkesbury Borough Council Housing, Renewal & Homelessness Strategy 2012-16 Action Plan Update

THEME ONE: Housing Supply and Delivery of Good Quality Affordable Homes

Priority 1.1 Housing Supply

Objective 1.1	Make sure there is sufficient housing supply to meet needs within the constraints of the borough																												
Measures	Increase in net number of dwellings																												
	An average of 100 affordable homes per annum in any three year period 2012-16																												
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress																										
Liaise with the Homes and Communities Agency and Registered Providers to deliver priority schemes within Tewkesbury Borough and to support appropriate bids for Homes And Communities Agency or other available funding for affordable housing	Increase in the net number of affordable homes delivered with grant funding/other public subsidy.	Annually 2012-16	Development programme in Tewkesbury has been successful and the 2011-15 funding round has achieved 197 units for the borough. Total number of new Affordable Housing units completed in Tewkesbury Borough as follows:																										
			<table><tr><th>Year</th><th>Total AH</th><th>Social rent</th><th>Affordable rent</th><th>Shared ownership</th></tr><tr><td>2012/2013</td><td>139</td><td>51</td><td>42</td><td>46</td></tr><tr><td>2013/2014</td><td>155</td><td>70</td><td>36</td><td>49</td></tr><tr><td>2014/2015</td><td>145*</td><td>40</td><td>78</td><td>23</td></tr><tr><td>2015/16</td><td>229</td><td>70</td><td>69</td><td>90</td></tr></table>		Year	Total AH	Social rent	Affordable rent	Shared ownership	2012/2013	139	51	42	46	2013/2014	155	70	36	49	2014/2015	145*	40	78	23	2015/16	229	70	69	90
			Year	Total AH	Social rent	Affordable rent	Shared ownership																						
			2012/2013	139	51	42	46																						
			2013/2014	155	70	36	49																						
			2014/2015	145*	40	78	23																						
			2015/16	229	70	69	90																						
*includes 4 supported housing beds for young people																													
This financial year we have exceeded the 2015-16 annual target (150) with a total of 229 new affordable homes built. This has been the largest delivery of affordable homes in a financial year since financial year 2007/08 when we saw 247 affordable homes delivered. Since this time annual Affordable Housing delivery has been reflective of the housing economy – 08/09=129, 09/10=37, 10/11=60, 11/12=41, 12/13=139, 13/14=156, 14/15=145. The Affordable Housing achieved in recent years reflects the council's ability to negotiate the required contributions under planning obligations.																													
Our position to achieve 150 new affordable homes per annum to 2020 remains strong as we have secured 35%-40% Affordable Housing on qualifying sites over the last 3 years. These sites are coming to fruition with the large developments seeing new housing until 2019, namely Cleevelands and Homelands in Bishop's Cleeve.																													

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Providing for housing supply through the Core Strategy	Core Strategy Adopted 2014	2014	Work on the JCS is ongoing; submitted November 2014; examination in progress.
Delivery of affordable housing through new approaches and innovative funding options (including cross-subsidy) with Registered Providers and other housing partners, or use public-owned land made available for affordable housing development	Increase in the number of affordable homes delivered through new approaches mentioned within the strategy or on land made available by the council or other public body	Annually 2012-16	<p>3 Affordable Rent units were delivered in the rural parish of Badgeworth using the model of cross-subsidy. The market houses enabled the delivery of these affordable homes on the rural exception development.</p> <p>Another cross subsidy scheme of 11 market and 10 affordable homes in Winchcombe has also completed this financial year. This scheme includes a large home for a family with a member who is disabled.</p> <p>The re-development of garage sites in Bishops Cleeve has brought about 21 affordable homes, of which 6 homes will meet the needs of families with a member who is disabled.</p> <p>Planning permission for 13 affordable homes for Minsterworth was granted in 2016</p>

Objective 1.2		Deliver a mix of house types and tenures to reflect local need		
Measures		Affordable homes completed are in accordance with latest evidence of need		
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress	
Provide appropriate pre-application advice, negotiation with developers and Registered Providers, comment on and inform planning applications	All schemes that include affordable housing, where appropriate, and supported by evidence, will provide a mix of property types and affordable tenures.	Annually 2012 - 16	<p>All housing projects with an Affordable Housing threshold receive appropriate advice and guidance during the planning stages. Recent projects include Alderton, Gothington, Longford, Stoke Orchard, Toddington and Twynning.</p> <p>The flexibility of delivery in the future, however, is likely to be affected by the Housing and Planning Bill's emphasis on affordable home ownership.</p>	
Make sure the evidence of need is up to date.	Increase in the number of new Parish Housing Needs Surveys completed or renewed.	Annually 2012-16	A number of Parish Housing Needs Surveys have been completed by GRCC to evidence local housing need.	

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	Housing needs assessment and other data sources of housing need are up to date	2014-16	The renewal of the Strategic Housing Market Assessment was completed in 2014.
	Completion of a new Gypsy & Traveller Accommodation Assessment (GTAA) in 2012	2012	A work plan is in place to profile all areas of the borough. The GTAA was completed in 2013 and further work has been commissioned.

Objective 1.3		Support the delivery of new housing throughout the borough through the emerging Core Strategy		
Measures		Policy supports a contribution towards affordable housing. Number of homes completed and reported in the Annual Monitoring Report		
We will achieve the objective by:		Outcome	Date for Delivery	Update/Progress
Making sure that the policies within the Core Strategy include affordable housing requirements.		Core Strategy Adopted 2014	2014	Work on the JCS is ongoing; submitted November 2014; examination in progress. Further information can be found at www.gct-jcs.org
Monitor completions of housing across the borough.		Annual Monitoring Report (AMR) completed and numbers of housing (incl. affordable housing) reported.	Annually 2012-16	The AMR data is compiled by the Planning Policy team annually and published when completed.

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Objective 1.4		Encourage the Construction of High Quality Housing		
Measures		Planning policy supports the development of high quality housing. Number of homes developed to the required standard.		
We will achieve the objective by:		Outcome	Date for Delivery	Update/Progress
Making sure that Developers are aware of the Homes And Communities Agency Design and Quality (or replacement) standards for affordable housing construction.		Better quality affordable homes.	2012-16	All new affordable homes meet the Homes And Communities Agency required design and quality standards for affordable housing construction and this is secured through s106 agreements. From 2015 the HCA has removed all such requirements however the council will continue to seek compliance with the appropriate standards as far as possible, such as space standards. The previously sought Code for Sustainable Homes Level 3 is now within Building Regulations for all new homes.
Assisting in producing Supplementary Planning Documents or Design Briefs to secure housing standards		SPD provides developers with guidance on design and delivery of affordable housing	Annually 2012-14	Affordable housing policies will form part of the development of the JCS and Local Plan. Work on these documents continues.

Objective 1.5		Work to Bring Empty Homes Back Into Use		
Measures		Number of empty homes brought back into use		
We will achieve the objective by:		Outcome	Date for Delivery	Update/Progress
Evaluating empty properties for priority action		Priority actions taken on those properties that are having a detrimental effect on neighbourhoods, are in poor condition, or have been empty longest.	Annually from 2012	6 complaints were received regarding empty properties between April 2015 and March 2016, all of which had priority due to disrepair and poor conditions. All but two complaints were brought to a conclusion, the two remaining are in the process of being resolved.
Using a range of enforcement actions to bring the homes back into use		Most effective and appropriate powers used for each case	Annually from 2012	The council continues to bring homes back into use through information and advice services to home owners and formal Notices to take action. Examples include properties that have been sold after informal discussions with the owner, through to property improvements after service of formal notices.

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THEME TWO: Homelessness and Homelessness Prevention

Priority 2.1 Continue to provide housing advice and homelessness prevention to those who require it

Objective 2.1.1		Prevent Homelessness		
Measures		Homelessness Cases as a percentage of the number of advice cases 10% per annum 2012-16		
We will achieve the objective by:		Outcome	Date for Delivery	Update/Progress
Provide comprehensive housing options advice to all customers and provide all customers threatened with homelessness with individualised written Housing Options advice		All customers requiring the service are able to access it and all those in serious housing difficulty will have the information and advice they need to avoid homelessness	2012-16	<p>Our Housing Advice Team continues to provide assistance to over 1500 customers at the Borough Council officer per annum. During 2015/16 1350 of these customers received housing advice and assistance for housing difficulties/homeless prevention.</p> <p>We have improved our framework for providing written advice so that all customers facing housing difficulty will have bespoke written housing advice they can take away to resolve their difficulties. This is to provide a better service for those in housing difficulty and to be compliant with the guidelines of best practice.</p> <p>2015/16 – we have increased the number of successful homeless preventions within the borough to 172 households from 94 during 2014/15.</p> <p>These results have impacted positively on homelessness and temporary accommodation use:</p>
Participate in the Mortgage Rescue Scheme		All eligible households are referred to the Mortgage Rescue Scheme.	2012-16	The Mortgage Rescue Scheme was discontinued by the DCLG at the end of 2013 to new applicants. The Council continues to offer housing advice, negotiations and money advice in association with advice agencies and homelessness assistance to this group.

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Develop Enhanced Housing Options with other agencies to provide help and support with employment, training and benefit advice.	Repeat homelessness reduced by tackling the root causes.	Annually 2012-16	<p>The housing advice team are going to be implementing and administering a new framework for providing continuous improvement in front line housing services through the development and delivery of the Gold Standard Challenge. This is based on the Government report 'Making Every Contact Count'. More information can be found at http://home.practitionersupport.org/.</p> <p>The initial stage of Gold Standard is a peer review by partner local authorities (known as a DPR). The first DPR was conducted in April 2016 in Stroud DC which was unfortunately unsuccessful in attaining the standard. The timetable for further reviews has been deferred (to incorporate the implementation of the new Choice Based Lettings System. The further reviews will re-commence in July 2016 (South Glos) and then deferred until November 2016. Tewkesbury Borough Council's revised review date is February 2017</p>
Continue to develop the Assertive Outreach model with St Mungo's Broadway	To prevent and reduce rough sleeping and implement a no second night out alternative	Ongoing	<p>St Mungo's Broadway has been awarded the Assertive Outreach Service within the County and is working with Tewkesbury Borough Council to identify rough sleepers and reduce the numbers in the borough.</p> <p>In November 2015 there no rough sleepers were estimated in Tewkesbury Borough on the night of the count; across the county there were 20 rough sleepers verified in the 2015 Rough Sleepers estimate held in November 2015.</p> <p>The prevalence of rough sleeping is low within the borough but does continue to occur and cause concern. Since the inception of the Assertive Outreach project earlier this year 46 referrals made to St Mungo's from Tewkesbury Borough from via members of the public, Housing Services, or the parish councils (some of these may include referrals for the same individuals – as referrers often do not know the identity of those sleeping rough and they are not static).</p>

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			The Outreach funding will end in August 2016, and the county housing teams are currently looking for alternative funding.
Continue to work within the County Sanctuary Scheme with the PCC	To prevent households being forced to leave their homes when threatened with domestic violence.	Ongoing – extended until March 2017	The pilot project has been successful in supporting 13 households to remain in their homes during 2015/16 through target hardening and sanctuary measures and will continue to support those experiencing threats of violence who wish to remain in their homes. All successes have been achieved through target hardening measures.
Continue to assist residents within Tewkesbury Borough to understand and manage the effects of Welfare Reform	To prevent households losing their home because of welfare reform – ie the benefit cap, under occupation charge, universal credit	Ongoing	Our Housing Advice Team continues to work closely with the Revenues and Benefits team to identify and assist those affected by Welfare Reform. Changes pending introduction through the Welfare Reform and Work Bill 2016 are likely to financially impact on several additional cohorts within the Borough including U35s, large families, and those in affordable rented properties and we will be working closely with Revenues and Benefits and partner agencies within the Borough to prevent homelessness through financial hardship.

Objective 2.1.2		Provide social housing for those in the most need									
Measures		Emergency Banding Households are Housed within a reasonable timescale									
We will achieve the objective by:		Outcome		Date for Delivery	Update/Progress						
Continue to implement the Gloucestershire Homeseeker allocations procedure		All households in emergency band are housed appropriately within a reasonable timescale		2012 and ongoing	Rehousing statistics: Households rehoused 2015-16 by banding						
					Banding	1	2	3	4	5	Total
					Emergency	6	0	0	0	0	6
					Gold	50	61	19	6	2	138
					Silver	65	61	40	10	2	178
					Bronze	30	41	12	4	0	87
					Total	151	163	71	20	4	409

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<ul style="list-style-type: none"> The average time on the register for any household will depend upon personal circumstances and the appropriateness of the properties available and whether the household bids on available properties. . Whilst it appears that households banded as emergency were the least successful band, it is important to note that emergency band constitutes only 1.7% (33 households) of households on the housing register. The band includes emergency situations but also half of this band is made up of under occupying applicants in social housing wishing to downsize but who do not bid. This band was successful on 1.4% of all lets. Gold band constitutes 7.3% (113 households) of the housing register and includes those who are homeless or very overcrowded. This band was successful for 33.1% of all lets during the financial year. Silver Band constitutes 32.83% (618 households) of the housing register and includes those in significant need to move or one bedroom overcrowded. This group were successful for 38% of all lets. Bronze band constitutes 60% (1125 households) of the housing register and includes those who have no housing need (i.e. they are in housing which is considered suitable) but wish to move. This group were successful on 21.25% of all lets. 			
Working with partners to reduce under-occupation	Agreed action plan in place	April 2013 ongoing	We have continued to work with Revenues and Benefits to identify those who are struggling financially as a result of under occupation. Housing Services contact those who have applied for discretionary housing payments to cover under occupation to give advice on housing options.

Priority 2.2: Temporary & Supported Housing

Objective 2.2.1 Where possible provide sufficient temporary accommodation to meet need.			
Measures Zero Use of Bed and Breakfast Accommodation			
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress
Review the need for emergency and temporary accommodation	Clarity about the need for temporary accommodation. Local provision of appropriate accommodation	July 2012	Following a successful bid to the DCLG for dispersed refuge accommodation for those fleeing domestic abuse, two properties will be procured in each district of Gloucestershire during 2016-17 to accommodate this group. Gloucestershire Domestic Abuse Support Service (GDASS) will lease these properties and offer support to occupants. 2 properties have been sourced in Forest of Dean and Stroud District. SVHS have agreed to provide two properties in Tewkesbury Borough with a launch date of July 2016.

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			<p>We have changed the tenure of the 5 temporary houses within Tewkesbury Borough (managed by Stonham) to Licence agreements as appropriate with emergency homeless accommodation. These properties are used as an alternative to B&B accommodation and are a valuable resource.</p> <p>The Crashpad service for young people was introduced in the financial year 2014-15 throughout the county in young people's supported accommodation to avoid the use of bed and breakfast for very young people. G3 has provided a Crashpad service within Tewkesbury Town for this purpose and the provision has been used for homeless 16 and 17 year olds within the district.</p> <p>Single older (aged 35+) chaotic homeless people with health problems and alcohol and/or drug dependency continue to need emergency homeless accommodation. We have difficulty in sourcing longer term solutions for this client group as all landlords across are reluctant to consider them. We continue to be reliant on B&B accommodation out of Tewkesbury District for this group.</p> <p>Negotiations are ongoing, however, with Meers Plexus to provide emergency and temporary accommodation within the borough for single person households and difficult to place families. If successful this solution could provide a viable alternative to bed and breakfast and reduce the housing subsidy deficit for homeless households.</p>
Work with RPs and private landlords to maximise the availability of stock to house those needing temporary accommodation	Different types and models of temporary accommodation available.	April 2013 & ongoing	The housing advice team continues its work in ensuring that opportunities to support residents through working with the private sector as well as housing associations. See above

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Objective 2.2.2	Work with Supporting People and local Registered Providers to make best use of existing accommodation-based housing related support and supported move-on accommodation available where appropriate.			
Measures	Zero under-use of existing supported housing provision			
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress	
Work with partners to review the need for supported accommodation and under-use/gaps in provision	Gaps in provision and under-use of existing provision identified	April 2013 then reviewed annually thereafter	Supporting People contracts have been in place for 2 years and are working well to support our residents. We continue to be active members of the Supporting People Core Strategy Group in order to monitor this work. Reductions in the Supporting People funding and the possible effects of the Welfare Reform bill 2016 may impact on the success of these schemes and we will be working with partners to minimise the effects of these on vulnerable households.	
Work with Registered Providers to re-model existing supported housing where appropriate or provide new supported move-on accommodation to meet needs.	Better use of existing stock and new/extended provision where the need has been identified and resources available to support.	April 2013 & ongoing	The council continues to work with its housing and housing-related support providers to provide suitable move-on accommodation for our residents. Funding and capacity at all levels continues to hamper our progress. The council is committed to re-addressing these issues with its partners over the next 12 months.	

Objective 2.2.3	Work with Supporting People to facilitate additional investment into floating support services across Tewkesbury Borough to assist people to live independently			
Measures	Increased investment into floating support services in the borough			
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress	
Work with Supporting People and partner support providers to extend support services to borough residents in need.	Realising opportunities to increase the number of additional residents who could be helped.	April 2013 and ongoing	As above, the council continues to work with Supporting People in commissioning and when appropriate re-commissioning housing-related support to maximise the opportunities for our residents. Contracts for community-based housing related support are in place, and we work closely with support providers to ensure that our clients access all assistance possible.	

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Priority 2.3 Working with the private housing sector

Objective 2.3.1	Work with the private housing sector to provide additional affordable accommodation to meet needs			
Measures	Increased number of private rent homes accessible to people in housing need			
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress	
<p>Work with private housing landlords and Meers Plexus (or other housing support providers) to identify additional private rented properties that could be let to households in need.</p>	<p>Increased number of homes available</p>	<p>September 2012 ongoing.</p> <p>Opportunity-led.</p>	<p>The Gloucestershire Private Sector Leasing Scheme is a project to lease properties from private landlords to provide housing for local people from all sectors of the community.</p> <p>Since the previous update, the Gloucestershire Private Sector Leasing Scheme has transferred from Chapter 1 Housing Association to Meers Plexus. Plexus is dedicated to managing residential property in partnership with landlords, investors and local authorities. Plexus are keen to continue and expand the service, including looking at opportunities to manage a wider range of properties to support households in need. To that end, Plexus and officers are scheduled to meet to see how this can be realised.</p> <p>At March 2016, the numbers of properties managed by the service fell slightly from 12 to 9 properties</p> <p>Working with the private sector continues to be ad hoc but our relationships and contacts with the right organisations such as the National Landlords Association and Gloucestershire Landlords Association has helped to spread the message of encouraging landlords to make their properties available. For example, officers meet regularly with both organisations in order to discuss issues of mutual interest.</p>	
<p>Maintain the “Fit to Rent” Landlord Accreditation Scheme and hold at least one large-scale landlord accreditation training/awareness session per year</p>	<p>Landlords wanting to work with the council better trained to provide quality accommodation and management.</p>	<p>Annual</p>	<p>At April 2016, there continued to be 6 landlords with 9 properties awarded ‘Fit to Rent’ status.</p> <p>Promotion of this accreditation continues in partnership with the other Gloucestershire district authorities through the National Landlords Association and Gloucestershire Landlords Association.</p>	

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Priority 2.4 Work in Partnership to reduce homelessness

Objective 2.4.1	Develop our partnership working to improve outcomes for people who are homeless or at risk of homelessness		
Measures	Delivery of agreed outcomes to meet customer needs		
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress
Continue to organise quarterly housing partnership meetings with Registered Providers and private housing landlords	Quarterly meetings attended and positive outcomes realised through improvement to accessing services, provision of support and improvement of relationships.	2012 & ongoing	All meetings attended i.e. Registered Providers Meeting, Gloucestershire Housing Officers Group, Gloucestershire Homeseeker Management Board and Gloucestershire Homes and Communities Agency continue to provide a valuable and proactive approach to achieving our housing, housing-related support and homelessness outcomes for our residents as identified in our Housing & Homelessness Strategy and Action Plan 2012-16.
Continue to reduce the risk of homelessness through the provision of services to young people (and their families) through the Anti-Social Behaviour (ASB) Youth Diversion Officer	Reduced number of evictions where ASB is the root cause of the threatened eviction.	2012 & ongoing	The council's Anti-Social Behaviour Youth Diversion Worker has continued to engage with young and vulnerable (aged 11-19) members of the community. These cases cross over from ASB to Families First and also to projects such as sexual exploitation work. 37 young people and their families have been engaged with over the course of the year 2015/16. Although cases do not have a definitive beginning and end time and may come back again for further work on a different subject – 17 of these cases have been currently resolved.

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THEME THREE: Housing to Meet the Needs of Specific Groups

Priority 3.1 Older People

Objective 3.1.1	To support independent living for older people and the delivery of suitable older person accommodation		
Measures	<ul style="list-style-type: none"> Increased proportion of new-build affordable homes built to lifetime Homes Standard -10% of all affordable homes developed per annum between 2012-16 Number of households aged over 65 having assistive technologies installed in their homes - Annual 2012-2016 Number of older people accessing Home Improvement Agency (HIA) services - Annual 2012-2016 Number of older people receiving affordable warmth improvements - Annual 2012-2016 		
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress
Delivering affordable homes that are built to Lifetime Homes (LH) Standard	Increased proportion of affordable housing developed to LH standard	2012-16	<p>Target is 10% of all new affordable homes completed annually.</p> <p>2012/13 = 33%</p> <p>2013/14 = 15%</p> <p>2014/15 = 10%</p> <p>This is now a historic standard – this financial year we delivered 5 (2%) properties with partial lifetime homes and 62 (31%) code 4 building regulations sustainable homes.</p>
Work with RP's and partners to offer advice and assistance with grants loans and support services (e.g. HIA handyman services) to older people to help insulate, adapt and maintain homes.	Increase in the number of older people accessing these service	2012-16	<p>We continue to actively promote Gloucestershire Safe at Home Improvement Agency and the Warm & Well Home Energy Efficiency Advice scheme when visiting eligible customers and advice that it might be of benefit to them. Promotion of both continues through the borough website and leaflets.</p> <p>We also work with Severn Vale Housing Society where minor adaptations are completed for vulnerable residents.</p> <p>In the 12 months to April 2016, 254 private small repair jobs were completed by the Safe at Home handyman service. This doesn't include all the minor works on homes completed by them to speed up hospital discharges</p>

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Promote the benefits of assistive technologies (e.g. Telecare) to older people and their families to provide the security and reassurance needed for independent living	Increase in the number of older people having assistive technologies installed in their homes	2012-16	The Safe at Home service continues to promote, provide and install Telecare systems.
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Objective 3.1.2		Work with Registered Providers to review the use of existing sheltered housing schemes and identify opportunities for remodelling for a different client group where appropriate.	
Measures		Review completed	
We will achieve the objective by:		Outcome	Date for Delivery
Work with Registered Providers to review the use of existing sheltered housing schemes and identify opportunities for remodelling for a different client group where appropriate.		Review completed Opportunities identified	2012-16
			Update/Progress
			We are continually monitoring this work of our housing associations as they update their asset management strategies. Our aim is to ensure that sheltered housing remains fit-for-purpose and continues to meet future or changing needs. The ability to adapt many schemes within the borough depends highly on its design, suitability for alteration and the costs of doing so.

Priority 3.2 People with Disabilities

Objective 3.2.1		Support access to housing that meets everyone's needs	
Measures		<ul style="list-style-type: none"> Increased proportion of new-build affordable homes built to lifetime Homes Standard (As mentioned in 3.1.1 above) - 10% of all affordable homes developed per annum between 2012-16 Number of Disabled Facilities Grants (DFGs) awarded to qualifying residents - Annual 2012 – 2016 	
We will achieve the objective by:		Outcome	Date for Delivery
Continue to promote and deliver Disabled Facility Grants (DFG's) to qualifying residents.		Increase in the number of older people's homes suitably adapted.	2012-2016
			Update/Progress
			Between 1 April 2015 and 31 March 2016, a total of 99 grants were approved to a value of £543,351 An Overview and Scrutiny Working Group reached conclusions for improving the service that the council delivers and an improvement work plan is being worked upon by multiple agencies.

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Continue to prioritise disabled people for wheelchair accessible properties as they become available for re-letting through Gloucestershire Homeseeker	Disabled people allocated tenancies for wheelchair accessible properties	2012-16	The Strategic Housing & Enabling Officer is working closely with developers to ensure that a suitable number of accessible homes are built in the borough to ensure that the number of such homes is increased and people's housing options are enhanced. The ability to let properties largely depends upon the suitability of the home for the individual client.
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Priority 3.3 Younger People

Objective 3.3.1	To support independent living for younger people		
Measures	<ul style="list-style-type: none"> Number of young people helped by ASB youth diversion officer Number of young people being offered a starter tenancy 		
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress
Reduce the risk of homelessness due to ASB through the provision of support services to young people and their families.	Reduced number of evictions where ASB is the cause.	2012 and ongoing	Partnership work is on-going between the Council's housing team, Police and registered providers to prevent the eviction cases where ASB has been identified as a possible reason for eviction.
Working with G3 and other support providers to make sure that young people continue to receive housing related support and develop life skills that will help them to sustain their tenancies	Increased number of young people able to move into independent accommodation	2012 onwards & reviewed annually	Partnership working is continuing with G3 who is providing 'Skills for Life' training for young entering into their first tenancy or who are struggling with their first tenancy.
Provide support by being a 'Bare Trustee' for young people to get their own tenancy/Equitable Tenancies	Increased number of young people benefitting	2012 onwards	Currently the council acts as 'Bare Trustee' for young people in need of housing and require their own tenancy/equitable tenancy.

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Priority 3.4 Military Personnel

Objective 3.4.1		Assist with meeting the needs of serving armed forces personnel and those leaving the service		
Measures		Number of Military Personnel cases receiving housing options advice or housing assistance		
We will achieve the objective by:		Outcome	Date for Delivery	Update/Progress
Working closely with the local military bases to understand the impact of the SDSR on the demand for housing in the borough.		Better ability to respond to the demand for housing or housing services	2013 and ongoing	Officers have visited the ARRC military base in the borough and offered assistance. However to date, this offer of assistance has not been taken up.
Working in partnership with military personnel liaison officers to review cases of irregular occupiers.		Cases reviewed and potential barriers addressed.	2013 onwards	Officers have visited the ARRC military base in the borough and offered assistance. However to date, this offer of assistance has not been taken up.
Identifying the needs of seriously injured or disabled service personnel.		Better knowledge of any increase in demand for housing and other services.	2012-2016	The lack of response from the military has resulted in little progress on this to date. However, military personnel can apply to be re-housed through the Gloucestershire Homeseeker scheme and any medical or physical needs will be identified through the application process. This will include supporting documentation from Occupational Therapists and doctors.

Priority 3.5 Travelling Show People, Gypsies and Travellers

Objective 3.5.1		Undertake a reassessment of the Gypsy, Traveller and Show People communities needs		
Measures		Assessment completed - December 2012		
We will achieve the objective by:		Outcome	Date for Delivery	Update/Progress
Working in Partnership with other Gloucestershire Councils to complete a new assessment of the accommodation needs of Gypsies, Travellers and travelling Show People		Assessment completed and published	June 2013 - completed	The Assessment completed and published October 2013.

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Objective 3.5.2	Address the accommodation needs of Travelling Show People, Gypsies and Travellers		
Measures	Core Strategy Adopted Number of planning applications decided Number of Gypsy, Traveller and Travelling Show People seeking housing options advice		
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress
Provide housing options advice for those Gypsies, Travellers and Show People seeking bricks and mortar accommodation.	Advice provided	2012-2016	Advice has been provided when required by those customers who have approached the Council's Housing Advice Team for assistance.
Ensuring that the emerging Core Strategy includes policies relating to the provision of accommodation to meet the needs of Gypsies and Travellers and Travelling Show People.	Core Strategy meets the needs of Gypsies and Travellers and Travelling Show People	2014	The GTAA 2013 report will provide an evidence base on which to develop appropriate policies in the JCS and Local Plan. Additional work will be commissioned by the council to provide evidence for available, developable and deliverable sites sufficient to meet the need indicated for the Borough by the GTAA.
Consider planning applications relating to Gypsies, Travellers and Travelling Show People in light of the existing and emerging planning policies and the evidence of need for accommodation.	Planning decisions meet the needs of Gypsies and Travellers and Travelling Show People	2012 onwards – demand-led	All Gypsies, Travellers and Travelling Show People related planning applications have been responded to by Housing and Planning Policy in accordance with the need identified by the GTAA 2013 and in line with the emerging Local Plan.

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Priority 4.1 Supporting Neighbourhoods

Objective 4.1.1	Promote mixed, sustainable and safe communities			
Measures	<ul style="list-style-type: none"> Results from new-build affordable housing surveys - Increased levels of satisfaction with their new homes. More than 60% satisfied. Strategic Tenancy Adopted - November 2012 			
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress	
Undertaking satisfaction surveys of all new-build affordable housing occupiers	Survey completed and results show at least 60% satisfaction rate	Annually September 2012-2016	<p>Following the council restructure in 2013 and a new post being created at this time, a 2013 survey was not undertaken. Due to staff capacity it has been suggested that the council monitors satisfaction levels via housing association complaints processes.</p> <p>The Strategic Housing & Enabling Officer meets quarterly with all operating housing associations to discuss new-build Affordable Housing related issues. These meetings address any issues raised to the council about a new-build home and that they are dealt with promptly by the housing association in question.</p>	
Prepare a Strategic Tenancy Strategy in line with the Localism Act 2011	Tenancy Strategy adopted	December 2012 - complete	The Strategic Tenancy Strategy was developed and adopted in December 2012.	
Working with the Police, Registered Providers and other partners to tackle ASB and Hate Crime (and the fear of such issues) in neighbourhoods	Reduction in levels of ASB and Hate Crime incidents	Annually 2012-2016	<p>Hate Crime is a regular agenda item at the Anti-Social Behaviour meeting with partner agencies.</p> <p>In addition Police Officers attend the County Hate Crime Meeting and provide feedback to the council so that any actions to prevent ASB and Hate Crime incidents can be taken by relevant parties.</p>	
Working with Registered Providers to develop local lettings plans for new developments where appropriate	Lettings plan in place	2012 onwards demand-led	Local Lettings Plans have been agreed with the appropriate housing association in cases where by the Affordable Housing types and location have been justified to require it.	

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Objective 4.1.2		Provide targeted groups with the help to maintain their homes		
Measures		Number community activities delivered across the borough		
We will achieve the objective by:		Outcome	Date for Delivery	Update/Progress
Working with partners and local communities to deliver community activities, with the local community leading the way.		Community activities that identify and address community needs are completed with help from the council.	2012 and ongoing	Community Development Officers have engaged with Registered Providers, Parish Councils and Community Groups to identify opportunities and ways in which they can jointly deliver community events that will promote social cohesion, engagement and involvement of the residents moving into the large scale new developments. A community event took place in Bishops Cleeve in 2014 and an event is taking place in Churchdown in November 2015.

Priority 4.2 Housing Standards

Objective 4.2.1		Work with landlords and property owners to improve housing conditions		
Measures		<ul style="list-style-type: none"> Percentage of clients contacted within three working days of making a complaint about housing standards - 100% Number of Category one hazards dealt with as a percentage of category one hazards identified -95% Increase in the number of properties approved under the Fit to rent scheme - Annual increase 2012 - 2016 		
We will achieve the objective by:		Outcome	Date for Delivery	Update/Progress
Respond quickly to customer complaints about housing conditions.		All clients being contacted within 3 working days	2012-2016	93% response rate.
Taking appropriate action to deal with identified HHSRS Category 1 hazards.		Reduction in the number of Category one hazards identified	2012-2016 annual	6 Category 1 hazards removed between 1 st April 2015 and 31 st March 2016 as a result of interventions by Tewkesbury Borough Council officers.
Continue to operate the Fit to Rent Scheme in the borough.		Increase in the number of accredited properties.	Annually 2012-2016	At April 2016, there continued to be 6 landlords with 9 properties awarded 'Fit to Rent' status. Promotion of this accreditation continues in partnership with the other Gloucestershire district authorities through the National Landlords Association and Gloucestershire Landlords Association.

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Objective 4.2.2		Improve energy efficiency and reduce fuel poverty		
Measures		<ul style="list-style-type: none"> Increased number of new-build homes to Code for Sustainable Homes (CSH) level 3 or higher - 10% annually Increased number of energy efficiency measures installed Deliver actions in the Strategy for Gloucestershire and South Gloucestershire Action for Affordable Warmth 2008+ 		
We will achieve the objective by:		Outcome	Date for Delivery	Update/Progress
Negotiating with developers and Registered Providers to develop more homes to the Code for Sustainable Homes (CSH) level 3 or above		10% annual increase in the number of homes built to CSH level 3 or higher.	2012-2016	<p>Homes developed to the Code for Sustainable Homes Level 3 or equivalent: 2012/13 – 73 2013/14 – 123 2014/15 – 122</p> <p>During 2014/15 we have also seen 23% of affordable new build homes built to the higher standard of Code 4; an increase from last year of 21%.</p> <p>CSH level 3 is now the standard for all new housing.</p>
Working with providers of home energy efficiency measures to improve access to initiatives and guide customers accordingly.		Increase in the number of energy efficiency measures provided through the Warm & Well scheme or similar.	2012-2016 annual	In 2016, the seven local authorities in Gloucestershire and South Gloucestershire were awarded £3 million in grant funding for first time central heating systems, which will be administered through the Warm and Well scheme. The scheme is predominantly aimed at properties that are currently heated by costly 'on peak' electric systems, although the replacement of other forms of heating systems will also be considered. The aim is to replace these with modern energy efficient condensing boilers, which could save a household on average £250 a year, based on a family in a three bed semi-detached house. It is estimated up to 1,000 homes could be installed with new heating systems across Gloucestershire and South Gloucestershire with the government funding.

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Continue to work in partnership to support and carry out the actions within the Strategy for Gloucestershire and South Gloucestershire Action for Affordable Warmth 2008+	Improved affordable warmth in the borough.	Annually 2012-16	Officers attended meetings of the partnership and have continued to support delivery of the actions in the strategy.
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Objective 4.2.3		Explore the links between housing and health	
Measures		Increased number of clients accessing HIA services. Gloucestershire Health and Wellbeing Strategy actions achieved	
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress
Continuing to contribute to the work of the Gloucestershire Health and Wellbeing Board and the healthy housing related actions in the Gloucestershire Health and Wellbeing Strategy	Improved health outcomes for residents of the borough	2012-16	The council continues to contribute to the actions of the Board through support of the Warm & Well Scheme and Safe at Homes Scheme and through removing Category 1 hazards in properties
Working in partnership with health and other Gloucestershire local authorities to promote healthy and independent living through services provided through the countywide Home Improvement Agency (HIA) contract	Increased number of clients accessing services from the HIA that allows individuals to live healthily and independently in their own home.	2012-16 annual	The council is an active member of all partnerships and is able to challenge the work of the Safe at Homes Improvement Agency (bi-monthly meetings) to ensure that the services are well promoted and taken up.