




APPENDIX 1 - Tewkesbury Borough Council Housing, Renewal and 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	 The development programme in Tewkesbury has been successful and over the 4 years of the Strategy we have exceeded the council's target of 150 per annum. Housing services have worked with the Homes and Communities Agency and providers to maximise to the funding possible into new schemes. The 2011-15 programme funded 197 new dwellings. Total number of new Affordable Housing units completed in Tewkesbury Borough as follows: <table border="1" data-bbox="1240 900 2089 1327"> <thead> <tr> <th>Year</th> <th>Total</th> <th>Social rent</th> <th>Affordable rent</th> <th>Shared ownership</th> <th>Discounted Sales</th> </tr> </thead> <tbody> <tr> <td>2012/2013</td> <td>139</td> <td>51</td> <td>42</td> <td>46</td> <td>0</td> </tr> <tr> <td>2013/2014</td> <td>155</td> <td>70</td> <td>36</td> <td>49</td> <td>0</td> </tr> <tr> <td>2014/2015</td> <td>145</td> <td>40</td> <td>78</td> <td>23</td> <td>0</td> </tr> <tr> <td>2015/2016</td> <td>229</td> <td>70</td> <td>69</td> <td>90</td> <td>0</td> </tr> <tr> <td>Q1 and Q2 2016/17</td> <td>111</td> <td>18</td> <td>33</td> <td>49</td> <td>11</td> </tr> </tbody> </table>			Year	Total	Social rent	Affordable rent	Shared ownership	Discounted Sales	2012/2013	139	51	42	46	0	2013/2014	155	70	36	49	0	2014/2015	145	40	78	23	0	2015/2016	229	70	69	90	0	Q1 and Q2 2016/17	111	18	33	49	11
Year	Total	Social rent	Affordable rent	Shared ownership	Discounted Sales																																				
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Q1 and Q2 2016/17	111	18	33	49	11																																				
			In the last financial year we exceeded the annual Council Plan target of 150 new homes with a total of 229 new affordable homes built. This has been the largest delivery of affordable homes in a																																						

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			<p>financial year since 2007/08 when we saw 247 affordable homes delivered.</p> <p>The affordable housing achieved in recent years reflects the council's ability to negotiate the required contributions under planning obligations.</p> <p>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 Cleavelands and Homelands in Bishop's Cleeve.</p> <p>Our 2016/17 Q1-Q2 affordable homes delivery has been across the Borough in Winchcombe, Bishop's Cleeve, Stoke Orchard, Brockworth and Longford.</p>
Providing for housing supply through the Core Strategy	Core Strategy Adopted 2014	2014	<p> Work on the JCS is ongoing. Please see the JCS website for details www.gct-jcs.org.</p>
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> A cross subsidy scheme of 11 market and 10 affordable homes in Winchcombe has also completed this financial year. This scheme includes a bespoke home for a family with a member who is disabled. In Badgeworth, 3 affordable rent units and 3 market houses were also built using the model of cross-subsidy. The market homes have enabled the delivery of the affordable homes.</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 and the housing provider expects to start on site in the new year 2017.</p>



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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	 All housing projects with an affordable housing threshold receive appropriate advice and guidance during all planning stages. Recent projects include Alderton, Gotherington, Longford, Stoke Orchard, Toddington and Twynning. The flexibility of delivery in the future, however, is likely to be affected by the Housing and Planning Act emphasis on affordable home ownership; local authorities continue to wait for guidance on Starter Homes for example. Encouragingly the government have revert the decision not to fund new affordable rented housing and so development of noth rent and home ownership products look set to be more promising for the future.	
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	 Parish Housing Needs Surveys have been completed by GRCC to evidence local housing need. 14. surveys have been undertaken since 2012: <ul style="list-style-type: none"> 2012 Brockworth, Highnam, Minsterworth 2013 Down Hatherley, Twigworth, Norton 2014 Ashleworth, Gotherington 2015 Sandhurst, Shurdington, Staverton 2016 Winchcombe, The Leigh, Norton (update) 	
	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 2013 with final publication in 2014. In 2016 the Gloucestershire local authorities began the process of commissioning an updated SHMA to be completed in 2017 on the 5 year anniversary.	

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	Completion of a new Gypsy & Traveller Accommodation Assessment (GTAA) in 2012	2012	 The GTAA was completed in 2013 and further work was commissioned in 2016 to coincide with the change in definition to gypsies and travellers in national planning policy and to provide further evidence to the JCS.
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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. Please see the JCS website for details 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 Annual Monitoring Report data is compiled by the Planning Policy team annually and published when completed.

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 (HCA) required design and quality standards for affordable housing construction and this is secured through s106 agreements and planning conditions. From 2015 the HCA removed all such requirements. The council continues to seek particular standards where appropriate.
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	 There has been much change during the life of the Strategy and the SPD is now out of date and no longer in line with national policy. The enabling officer seeks to provide evidence of the need for particular house types and has been successful in

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			<p>achieving higher levels of the Code for Sustainable Homes than the previous basic of level 3 and Lifetime Homes in the absence of government requirements.</p> <p>Work on the affordable housing policies in the new Local Plan will commence in 2017 and are actioned for completion accordingly in the Housing Strategy 2017-2021.</p>
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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	 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.
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	


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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 advice and assistance via a drop-in service to over 1360 customers annually (based on the figures of 2015/16). Our figures for 2014/15 were 600 advice customers indicating a rise of 760 customers approaching for advice in a year. This represents a rise of 126%.</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>Our performance in 2016/17 to date: 2016/17 – Q1 54 homeless preventions 2016/17 – Q2 36 homeless preventions (this figure is significantly lower than the previous quarter and likely to be attributable to the launch of the new choice based lettings (CBL) database/homeless and homeless prevention database. This is because our service was operating minimally with urgent cases only for several weeks during the period when we had no database and whilst we were back loading cases and helping customers to use the new database.</p>
Participate in the Mortgage Rescue Scheme	All eligible households are referred to the Mortgage Rescue Scheme.	2012-16	<p>😊 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</p>


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			<p>in association with advice agencies and homelessness assistance to this group.</p> <p>Local alternatives to the mortgage rescue scheme will continue to be sought – particularly for customers with disabilities in suitable adapted properties. This action will be carried forward</p>
<p>Develop Enhanced Housing Options with other agencies to provide help and support with employment, training and benefit advice.</p>	<p>Repeat homelessness reduced by tackling the root causes.</p>	<p>Annually 2012-16</p>	<p> 2015/16 – we have increased the number of homeless preventions within the borough to 172 households from 94 last year. These prevention interventions impacted positively on homelessness and the use and cost of emergency/temporary accommodation use.</p> <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 recommence in July 2016 (South Glos) and then deferred until November 2016. Two peer reviews have been conducted at Stroud District Council and South Gloucestershire Council.</p> <p>Tewkesbury Borough Council has acted as the reviewer in one of these reviews. Tewkesbury Borough Council's revised review date is late Spring 2017.</p>

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<p>Continue to develop the Assertive Outreach model with St Mungo's Broadway</p>	<p>To prevent and reduce rough sleeping and implement a no second night out alternative</p>	<p>Ongoing</p>	<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 2016 there no rough sleepers were estimated in Tewkesbury Borough on the night of the count. The estimate/count across the county recorded 42 rough sleepers on the night - which indicate there has been a significant countywide rise this year as in 2015 estimates indicated 20 rough sleepers.</p> <p>Whilst 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 in May 2015 there were 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> <p>The Outreach funding ended in August 2016, and Strategic Directors negotiated ongoing funding and service for the county with contributions from Glos County Council, the PCC and the PCT. The re-procurement of provider from January 2017 is yet to be announced.</p>
<p>Continue to work within the County Sanctuary Scheme with the PCC</p>	<p>To prevent households being forced to leave their homes when threatened with domestic violence.</p>	<p>Ongoing – extended until March 2017</p>	<p> 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.</p>


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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 – i.e. 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 Act 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. Housing Services is working within the Financial Inclusion Partnership to establish firm pathways for support to assist customers mitigate the effects of welfare reform.
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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	 Re-housing statistics: Households rehoused 2015-16 by banding: <table border="1" data-bbox="1200 1038 2018 1366"> <thead> <tr> <th></th> <th colspan="5">Bedroom need</th> <th></th> </tr> <tr> <th>Banding</th> <th>1</th> <th>2</th> <th>3</th> <th>4</th> <th>5</th> <th>Total</th> </tr> </thead> <tbody> <tr> <td>Emergency</td> <td>6</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td> <td>6</td> </tr> <tr> <td>Gold</td> <td>50</td> <td>61</td> <td>19</td> <td>6</td> <td>2</td> <td>138</td> </tr> <tr> <td>Silver</td> <td>65</td> <td>61</td> <td>40</td> <td>10</td> <td>2</td> <td>178</td> </tr> <tr> <td>Bronze</td> <td>30</td> <td>41</td> <td>12</td> <td>4</td> <td>0</td> <td>87</td> </tr> <tr> <td>Total</td> <td>151</td> <td>163</td> <td>71</td> <td>20</td> <td>4</td> <td>409</td> </tr> </tbody> </table> <p data-bbox="1200 1398 1711 1430">Detail about this objective are overleaf.</p>					Bedroom need						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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- 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. This action is now covered within the ongoing welfare reform work above.
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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	<p>Clarity about the need for temporary accommodation.</p> <p>Local provision of appropriate accommodation</p>	July 2012	<p> 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. One property is now available within the borough @ November 2016.</p> <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. Unfortunately cuts in supporting people funding have reduced the numbers available during 2016-17, but we are continuing to part fund Glos Nightstop to offer short term accommodation to young people in housing crisis.</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>At November 2016 we are awaiting the announcement on the new funding grant for temporary accommodation from April 2017 onwards (previously higher</p>


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			<p>temporary accommodation rents were covered through Housing Benefit). Negotiations were ongoing, however, with Mears Plexus to provide emergency and temporary accommodation within the borough for single person households and difficult to place families.</p> <p>SVHS have also confirmed that they will work with Housing Services to look at emergency and temporary accommodation solutions within the borough. No further action has been possible however between August and the time of writing because the funding levels have not yet been confirmed.</p> <p>If successful, either partnership 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.


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 under review 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	Better use of existing stock and new/extended provision where the need has been	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	

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provide new supported move-on accommodation to meet needs.	identified and resources available to support.		levels continues to hamper our progress. The council is committed to re-addressing these issues with its partners over the next 12 months. Housing services have worked with Rooftop to re-provide for young people's accommodation at Tolsey House in Tewkesbury Town to the service at Jubilee on the High Street.
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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.

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
Work with private housing landlords and Mears Plexus (or other housing support providers) to identify additional private rented properties that could be let to households in need.	Increased number of homes available	September 2012 ongoing. Opportunity-led.	 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.

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			<p>Aspire Housing have secured 6 properties within Tewkesbury Borough through a project which works with 18-25 year olds not in education or training who are not suitable for supported accommodation.</p> <p>Since the re-introduction of financial assistance to those threatened with homelessness in July 2015 we have increased the ability of our customers to solve their housing crisis in the private rented sector.</p> <p>In the 12 months October 2015-September 2016 we have assisted 35 households to avoid homelessness through opportunities into alternative homes in the private rented sector.</p> <p>We have also assisted a further 16 households to remain in their current accommodation as following help it was reasonable and sustainable for them to remain.</p> <p>We will use the scheme to build a list of contacts within the private sector that will accept homeless applicants and develop working relationships with private landlord portfolio holders.</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 September 2016, there were 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.</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, including but not exhaustive: <ul style="list-style-type: none"> • Registered Providers Meetings • Gloucestershire Housing Officers Group • Homeseeker Management Board • Gloucestershire Strategic Housing Partnership • Newly established Joint Core Strategy Affordable Housing Partnership Housing service 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. Cases do not have a definitive beginning and end time and may come back again for further work on a different subject. As at December 2016, the Anti-Social Behaviour Youth Diversion Worker is working with 15 young people.

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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 (LTH) Standard	Increased proportion of affordable housing developed to LH standard	2012-16	 The council's target throughout the life of this Strategy is 10% of all new affordable homes completed annually. Many developers support this council target. The percentage of affordable homes that met the LTH standard per year is as follows: 2012/13 = 33% 2013/14 = 15% 2014/15 = 10% 2015/16 = 7% Q1 & Q2 2016/17 = 38% LTH Standard is now an historic standard however many affordable homes delivered through planning obligations that were granted previously i.e. Homelands and Cleevelands in Bishop's Cleeve, are subject to meeting the LTH standard.
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	 Environmental health 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. We also work with Severn Vale Housing Society where minor adaptations are completed for vulnerable residents.
Promote the benefits of assistive	Increase in the number of	2012-16	 The Safe at Home service continues to promote,

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technologies (e.g. Telecare) to older people and their families to provide the security and reassurance needed for independent living	older people having assistive technologies installed in their homes		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	Update/Progress
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	 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	Update/Progress
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	 Between April and September 2016 a total of 30 Disabled Facility Grants were approved to a total value of £174,458. Much of our work is focussing on the opportunities for residents with mobility needs, for example whether a more appropriate option is to move to a more suitable home.

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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. Many registered providers remove aids and adaptations for re-letting but the housing advice team continues to proactive work with providers to retain these and find suitable households.
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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	
Identifying the needs of seriously injured or disabled service personnel.	Better knowledge of any increase in demand for housing and other services.	2012-2016	 Housing services have attempted engagement with the local military, however a lack of response has resulted in little progress on this to date. However, military personnel can apply for housing through Homeseeker Plus with the right to chose which district their local connection can be applied to and special conditions under the allocations policy when they know they are leaving service. Any medical or physical needs will be identified through the application process. This will include supporting documentation from Occupational Therapists and doctors.


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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 GTAA was completed in 2013 with the final published in 2014. Further work was commissioned in 2016 to coincide with the change in definition to gypsies and travellers in national planning policy and to provide further evidence to the JCS.

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 report provides an evidence base on which to develop appropriate policies in the JCS and Local Plan. Further work was commissioned in 2016 to coincide with the change in definition to gypsies and travellers in national planning policy and to provide further evidence to the JCS.




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<p>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.</p>	<p>Planning decisions meet the needs of Gypsies and Travellers and Travelling Show People</p>	<p>2012 onwards – demand-led</p>	<p> 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.</p>
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THEME FOUR: Neighbourhoods And Housing Standards

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 and complaints to the local authority about providers.</p> <p>The Strategic Housing & Enabling Officer meets regularly 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	<p> The Strategic Tenancy Strategy was developed and adopted in December 2012. This will be updated as part of the Housing Strategy 2017-21 in accordance with the legislative requirement.</p>
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>




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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 took place in Churchdown in November 2015. In June 2016 at Toddington Village Hall, an East Area Affordable Housing Showcase event was organised by the council's Housing Services team to give Borough and Parish Councillors the opportunity talk about affordable housing the housing associations with stock in the East and to discuss options of new delivery with the Council. Future events will take place in due course subject to Council resources.



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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	 The environmental health team continue to respond accordingly.
Taking appropriate action to deal with identified HHSRS Category 1 hazards.	Reduction in the number of Category one hazards identified	2012-2016 annual	 The environmental health team continue to take action with regards to Category 1 housing in the Borough. Just 1 Category 1 hazard needed to be removed between April and September 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 September 2016, there were 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.

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	 During the lifetime of the Strategy 100% of the affordable housing delivery has been built to Code for Sustainable Homes Level 3 or higher. CSH level 3 is now the minimum standard for all new housing as part of updated Building Regulations 2015.

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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	 The Warm & Well scheme advice continues to receive high numbers of enquiries and in the 6 months of 2016/17 there were 217. The total number of measures installed and properties improved through the Warm & Well scheme in the period was 20.
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.

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.	