

**Priority 1 Increase the supply of housing**

Ref	Action	Lead officer	Target Date	On Target	Achievement	Further comments and actions as required
P1.1	Investigate how alternative construction methods can deliver new affordable housing on council-owned land	SHEO	Jul-17	YES	<p>April - Conversations have commenced between TBC and SVHS.</p> <p>June - This action is being progressed</p>	<p>April - Meeting with SVHS development colleagues in April to assess local housing needs for development proposal. Further discussions have been held throughout May and June to bring forward.</p> <p>June - ongoing</p> <p>September - This action is a longer term objective. Alternative construction methods are being considered with building partners – not always viable on specific sites.</p>
P1.2	Establish detailed affordable housing policies for the Tewkesbury Borough local plan	SHEO	Jul-17	No ongoing	<p>Drafting has commenced; Planning Policy and Housing Services meeting in April to review.</p>	<p>Actions from meetings to be achieved according to Planning Policy deadlines.</p> <p>September - Discussions between housing and policy colleagues have been held and further research and data has been gathered.</p>
P1.3	Produce a guidance note that determines the use of commuted sums (financial contributions in lieu of on-site affordable housing) and seek Executive Committee approval	SHEO	Mar-17	NO	<p>April - Drafting commenced Jan 2017; Initial officer discussions held; Advice from One Legal being sought April 2017</p> <p>Still ongoing</p>	<p>April- Initial target deadline has been exceeded but work is in line with affordable housing policy development. There are limited risks associated with the delay at this time. As at June, confirming specific details with One Legal.</p> <p>September – will be progressed following the start of the new Strategic Enabler in post.</p>

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P1.4	Identify long-term empty homes and evaluate their potential benefit to the council's housing service.	EHM	Dec-17	No	Request to Council tax team for properties claimed to be vacant.	Up to date list will be required to achieve other actions with appropriate priorities assigned.  September – Evaluation of empty homes will commence when the permanent Environmental Health manager is in post (due November).
P1.5	Use a range of enforcement actions to bring vacant properties back into use	EHM	Dec-17	No	No feedback to report	We will be reviewing all enforcement actions required in addition to refreshing the vacant homes work stream  June – this action is aligned to follow P1.4 and will progress accordingly  September – see above
P1.6	Evaluate potential for additional promotional activities with private sector landlords to boost availability of homes in the borough.	EHM & HSM	Dec-17	YES	No feedback to report  One private rented property procured with landlord, checked by EH and let to homeless household on 12 month tenancy.	April - We will be reviewing options to incorporate a section on our website for landlords and increase publicity of the Fit to Rent Scheme.  June – Visits to lettings agents commenced but have ceased pending details of the Universal roll out to ensure landlord offer is current.  September - A working group on temporary accommodation to meet the needs of those in highest housing need is being convened in October 2017.

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**Priority 2 Homelessness and Homelessness Prevention**

Ref	Action	Lead officer	Target Date	On Target	Achievement	Further comments and actions as required
P2.1	Improve advice process in prevention paperwork to incorporate action plans that include customer actions.	HSM	Jun-17	Complete	April - Paperwork reviewed and incorporated into housing options work.  June – Implemented.	April - Further changes may be required following new legislation (Homelessness Reduction Bill)  June - This work is complete until we receive the code of guidance for the new legislation.
P2.2	Contact all housing associations and private landlords who have worked with us to prevent homelessness to develop an eviction/ prevention protocol	HSM	Jun-17	Yes	<i>April - We have commenced contacting local agencies who have accessed deposits and discussed assistance we can offer to support tenancies. See Action P2.7 below for progress with housing associations</i>  June – maps of UC and LHA sent to housing providers + welfare reform visit + reminder to contact Housing services	April - We will continue to contact private landlords.  June – September all social landlords contacted regarding notifications before eviction. Further promotional work will continue following the detail of the universal credit roll out to ensure that our landlord offer is attractive following the new payment system.
P2.3	Develop solutions for homeowners with special housing needs in mortgage difficulty	HSM	Apr-18	No		<i>April - We will continue to look for grant opportunities following the end of the Mortgage rescue scheme.</i>  June - There has been little progress on this priority  September – No new solutions have been identified. Repossessions in our area remain low.

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P2.4	Improve housing services website and include a landlord advice section	HSM	Jun-17	complete	<p><i>April – Research ongoing</i></p> <p>June - Website updated in June 2017 and landlord advice section added</p> <p>September - No update</p>	<p><i>April - Time has been allocated to work on the website in June 2017</i></p> <p>June - We will continue to update the website as changes occur – but website is currently up to date</p> <p>September - complete</p>
P2.5	Update the housing services housing options/homelessness form	HSM	Jun-17	complete	<p><i>April - A re-draft of the form has been completed and the team are working with it successfully</i></p> <p>June - No update</p>	<p><i>April - Further changes may be required following pilot.</i></p> <p>June - Further changes may be required following changes in legislation.</p> <p>September - complete</p>
P2.6	Work with local authority partners on Gold Standard Programme and achieve 60% in peer review	HSM	Sep-17	complete	<p><i>April - The peer review for Tewkesbury Borough has been pencilled in for June 2017; confirmation of the dates will be available in the next 2 months.</i></p> <p>June – Peer review pending</p> <p>September 2017 - Tewkesbury Borough housing services achieved 73% in the DCLG peer review and are eligible to apply for our first award</p>	<p>April – preparation for review – ensuring processes are fit for purpose.</p> <p>June – pending</p> <p>September - An application for our Bronze award is yet to be submitted following the successful review. This will be submitted by December 2017</p>

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P2.7	Introduce an early intervention protocol for tenants affected by welfare reform including transitional support and assistance to find work	HSM	Dec-17	Yes	<p><i>April - Process has commenced. Home visit proforma for housing associations has been drafted and approved by our financial inclusion partners.</i></p> <p>.</p>	<p><i>April - The Protocol needs to be written to support use of the agreed proforma.</i></p> <p>June - A toolkit including the arrears (welfare reform) visit proforma, the lha map, a map of the UC areas with introduction dates, and reminder to contact housing services if providers are seeking possession as early as possible has been sent out to all providers.</p> <p>September - Awaiting outcome of Housing Working group regarding other prevention activities</p>
P2.8	Stop the use of private bed and breakfast accommodation except in emergencies.	HSM	Apr-18	Yes	<p><i>April - Delayed pending announcement of flexible homelessness support grant. Grant amount now known at this time.</i></p> <p>June - A paper regarding temporary accommodation and possible options was submitted to SMT. Working groups have been convened to work through a range of possible solutions.</p>	<p><i>April - We will work with partners to find emergency accommodation. Further places of safety also procured/ being sourced.</i></p> <p>June – this priority is linked to P2.9. The average length of time residents are staying in b + b has been successively reduced over the past 5 years.</p> <p>September – SMT submission made. Working group to convene in October 2017 to consider options.</p>

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P2.9	Procure cost effective temporary accommodation within Tewkesbury Borough for accepted households with poor tenancy histories who are difficult to rehouse including properties suitable for households with mobility needs	HSM	Apr-18	Yes	<p><i>April - As above P2.8 – Flexible homelessness support grant allocation essential to calculate numbers of temporary accommodation possible</i></p> <p>June - A paper was submitted to SMT regarding temporary accommodation possibilities. A working group has been convened to consider which solutions may be suitable.</p>	<p>June - Implement the decisions of the working groups</p> <p>September – as above P2.8</p>
P2.10	Work with county local authority partners to find solutions for high risk/high support/multiple needs homeless households	HSM	Apr-18	Yes	<p><i>April - Successful Social Impact Bond (SIB) bid made to the DCLG for these households.</i></p> <p>June - P3 was selected as the provider of the associated 'Housing First' service in August 2018</p>	<p><i>April - Currently working with the other district Councils in Gloucestershire, the County Council and Clinic Commissioning Gloucestershire (CCG) to procure a provider and accommodation within the County for up to 110 chaotic homeless clients</i></p> <p>June – Contract has been awarded to P3 charity. Continue to work with our partners in: CCG, the County, and the other districts to implement the new service with the new provider and monitor the service.</p> <p>September - The borough council are now leading on the Places of Safety contract</p> <p>The target hardening service has been recommissioned until July 2018.</p>

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P2.11	Implement changes associated with the forthcoming Homelessness Reduction Bill	HSM	Progress of the Bill.	Yes	<p>April - Local training organised at Council offices on 13<sup>th</sup> July for all housing staff.</p> <p>June - Local training held for county including all Tewkesbury Borough housing staff at Council offices on 13<sup>th</sup> July 2017.</p>	<p>April - Awaiting final details before implementation</p> <p>June - Colleagues now trained and awaiting code of guidance on new legislation before implementing. The new bill introduction date continues to be 1<sup>st</sup> April 2018</p> <p>September - Awaiting templates from the DCLG for implementation</p>
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**Priority 3 Meeting the housing needs of those who need it most**

Ref	Action	Lead officer	Target Date	On Target	Achievement	Further comments and actions as required
P3.1	Commissioning, along with the district councils in Gloucestershire and other partners as appropriate, Strategy Housing Market Assessment	PPM & SHEO	Dec-17	No	All councils are happy for the SHMA procurement process to move ahead. The open market engagement exercise will be published in due course for a period of two weeks on contracts finder and the GO Shared Services portal.	<p>Following the Housing White Paper and the announcement of a standardised OAN methodology and changes to the approach to AH tenures it has been decided to pause the procurement exercise until the Government provides further details.</p> <p>September - Remains on hold as no guidance has been received.</p>

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P3.2	Evaluate the accommodation needs of Travellers and Non-Travellers (as determined by the 2016 updated Gypsy Traveller and Travelling Showpeople Accommodation Assessment (GTTSA))	PPM & SHEO	Dec-17 Revised Summer 2018	NO	The 2016 update has been published (March 2017) following approval by all 6 council's lead officers.	Tewkesbury Borough Council will need to plan a thorough approach to assessing sites as well as using financial contributions to bring appropriate accommodation forward.  September - It is likely that following a planning appeal in the Forest of Dean that the GTTSA will need to include 'unknown' status households in the travelling count. We will therefore need to await the re-assessment of needs and establish how to deal with the outcomes.
P3.3	Establish a local connection policy that ensures rural affordable housing development, via rural exception, is prioritised for the needs of the local community.	SHEO & HSM	Jul-17 Revised Dec-17	NO	<i>April - Drafting has commenced</i>  June - No update, with planning policy	<i>April - Drafting has been finalised and now needs to go through formal route to be put in place as a policy for affordable housing allocation.</i>  June – September: No update
P3.4	Establish a strategic managers group consisting of housing, health and social care to build relationships and create a joined-up way of working to better support vulnerable residents.	HSM	Dec-17	YES	No feedback to report	<i>April - Ascertaining appropriate contacts.</i>  June - We will work with district partners to establish county group.  September – joint working occurring on specific projects involving vulnerable groups across the county.
P3.5	Profile accommodation-based support that the council has access to in the county.	HSM	Dec-17	YES	No feedback to report	April - Work will commence in due course.  June – September No update



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**Priority 4 Improving the health and well-being of local people**

Ref	Action	Lead office r	Target Date	On Target	Achievement	Further comments and actions as required
P4.1	Maintain and promote the “Fit to Rent” Landlord Accreditation Scheme for landlords wanting to work with the council and be better trained to provide quality accommodation and management.	EHM	Dec-17	No	No feedback to report	<p>County partnership scheme to be reviewed</p> <p>June – This is a county wide partnership (currently hosted by Cotswold district Council – <a href="http://www.cotswold.gov.uk/residents/housing/private-sector-housing/gloucestershire-landlords/landlords-fit-to-rent-scheme/">http://www.cotswold.gov.uk/residents/housing/private-sector-housing/gloucestershire-landlords/landlords-fit-to-rent-scheme/</a>) that requires a county wide refresh.</p> <p>September – this will be progressed by the new Environmental Health Manager when in post</p>
P4.2	Work with RP’s and partners to offer advice and assistance with grants, loans and support services (e.g. handyman services) to vulnerable and older people to help insulate, adapt and maintain homes.	EHM	Dec-17	YES	<ul style="list-style-type: none"> <li>• Home Energy Conservation Act (HECA) report submitted.</li> <li>• Warm and Well contract awarded.</li> <li>• County project review of DFG process and provision underway.</li> </ul>	<p>June: HECA report: <a href="https://drive.google.com/file/d/0B4KyFQA43JaOWGZtdi1qVzEtOVk/view">https://drive.google.com/file/d/0B4KyFQA43JaOWGZtdi1qVzEtOVk/view</a></p> <p>Warm and Well: <a href="http://www.warmandwell.co.uk/">http://www.warmandwell.co.uk/</a></p> <p>Review continues via county forum. Extensive work to assistance pages has been achieved and is hosted centrally: <a href="https://www.stroud.gov.uk/homeadaptations">https://www.stroud.gov.uk/homeadaptations</a></p> <p>September - complete</p>

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P4.3	Respond within 3 working days to customer complaints about housing conditions.	EHM	Dec-17	YES	10 housing condition service requests received – responses all within 3 days	June – no update September - complete
P4.4	Reduce poor quality housing by taking appropriate action to deal with identified Housing Health and Safety Rating System Category 1 hazards.	EHM	Dec-17	YES	Warrant executed for prohibition order served last year – prosecution pending.	June: enforcement will continue in accordance with enforcement policy to ensure continued prosecution of breach of prohibition order September – ongoing
P4.5	Carry out the actions within the Strategy for Gloucestershire and South Gloucestershire Action for Affordable Warmth 2013-2018	EHM	As per Strategy action plan	YES	Document monitored by Stroud District Council; progress as per current Action Plan Report <sup>1</sup>	Update due 2017. June – Affordable warmth strategy: <a href="https://drive.google.com/file/d/0B4KyFQA43JaOWTFxd18zUVZWZ2M/view">https://drive.google.com/file/d/0B4KyFQA43JaOWTFxd18zUVZWZ2M/view</a> Affordable Warmth 2013-2018 action plan: <a href="https://drive.google.com/file/d/0B4KyFQA43KaOeE81YnA0UjBGSVU/view">https://drive.google.com/file/d/0B4KyFQA43KaOeE81YnA0UjBGSVU/view</a> September - complete
P4.6	Regulate the standards of larger houses in multiple occupation and caravan sites by enforcing mandatory license conditions	EHM	Dec-17	YES	No feedback to report for Jan – March 2017	Work stream refresh required. June: Refresh of this work stream will commence when the permanent environmental Health Services Manager is in post. September – as above

<sup>1</sup> Gloucestershire and South Gloucestershire Action for Affordable Warmth 2013 -2018: Action Plan <https://drive.google.com/file/d/0B4KyFQA43JaOeE81YnA0UjBGSVU/view>

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P4.7	To work with the council's community development team to ensure all council services are signposting residents to the 'Going the Extra Mile' Project	HSM	Sep-19	Yes	The Tewkesbury Navigator met with TBC departments 26th January 2017.	The council continues to refer residents to the Navigator as appropriate  June – The council continues to refer residents to the Navigator as appropriate. September 3017 - complete
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Key: HSM – Housing Services Manager  
 SHEO – Senior Housing enabling Officer  
 EHM – Environmental Health Manager  
 PPM – Planning Policy Manager