



APPENDIX 1 - HOUSING STRATEGY 2017-21 ■ YEAR 2 into 3 / ACTION PLAN PROGRESS


Priority 1 – Increase the supply of housing

| Actions linked to Strategy Priorities | Responsible Officer | Target Date | Status | Planned activity progress |
|---|---|----------------------------|---|---|
| P1.1 Implement JCS housing policies through the development management process. | Strategic Housing & Enabling Officer (SHEO), Planning Policy Manager (PPM) + Development Manager (DM) | Ongoing through JCS period |  | <p>Progress to date – Local authority partners have selected preferred affordable housing providers for the JCS area and discussions are ongoing to agree common lettings policies and good practice.</p> <p>Lettings plan discussed at Registered Provider meeting and circulated for RPs comments. Awaiting responses.</p> <p>Planned activity for year 3 Housing Services will continue to work with the preferred affordable housing providers to establish agreed lettings policies and good practice for the affordable housing on the JCS sites.</p> |


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| P1.2 Identify TBC owned land suitable for future Affordable Housing development and consider use of modular housing where suitable. | SHEO + PPM | Dec 2018 |  | <p>Progress to date: Land identified, Property Services hold portfolio. Drafting policy/statement of intent for sites. Property Services to determine whether to dispose of sites and present to Executive Committee. Projects commenced on two former garage sites at Staverton & Winchcombe. Both these sites are using modern build methods.</p> <p>Planning application received for the Staverton site through Rooftop. Bromford (formerly SVHS) are hoping to make their application for Winchcombe by this summer.</p> <p>Planned activity for year 3 Progress projects in Staverton and Winchcombe. Continue to work with SVHS/Bromford on the development of Dispenser Road.</p> |


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| <p>P1.3 Year 2 Action to be replaced: Produce a guidance note that determines the use of commuted sums (financial contributions in lieu of on-site Affordable Housing)</p> <p>Year 3 Action Use commuted sums to fund the building of more specialist and affordable homes</p> | SHEO + DM | March 2020 |  | <p>Progress to date: A task group has been created through the S106 working group to consider and map the process for commuted sums. A guidance note will be produced as part of this exercise.</p> <p>The task group has mapped the commuted sums process as it occurs presently.</p> <p>Monies spent on Minsterworth site during 2018-19.</p> <p>Consulted legal services to complete process guidance work.</p> <p>Planned activity for year 3 Engage with Registered Providers regarding working together to maximise opportunities for commuted sums.</p> |

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| <p>P1.4 Identify long-term empty homes and use a range of enforcement and incentive options to bring vacant homes back into use; where possible evaluating and encouraging their use to benefit the council's housing services</p> | <p>Environmental Health Manager (EHM)</p> | <p>Sep 2019</p> |  | <p>Progress To Date Following the decision to introduce Council Tax Empty Homes Premium all affected council taxpayers were written to advising that a premium would be charged from 1 April 2018. The letter advised the recipient to contact the Environmental Health team for advice on bringing the empty property back into use. A number of individuals contacted the Council and provided information such as why the house was unoccupied. Based on the discussions with those that contacted the Council a general questionnaire will be produced which will be sent out to those paying additional Council Tax due to being liable for a long term empty home. As part of the Community Services review additional resource required to implement the Housing Strategy was identified. Recruitment is currently taking place for the Private Sector Housing Liaison Officer.</p> <p>Planned activity for year 3: Produce Empty Homes Action Plan Maintain up to date list of Empty Homes Develop a methodology for assessing and prioritising the feasibility of bringing empty homes back into use. Identify the range of tools available to the Council that can be used to bring homes back into use. Identify what resources and support would be required to utilise these tools. Confirm which tools will be used by seeking relevant approval. Carry out analysis of the effectiveness of these tools, how they are being applied and the overall contribution they are making to the Boroughs housing needs. Apply feasibility methodology to prioritise properties and produce rolling program of bringing properties back into use.</p> |

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| P1.5 Evaluate potential for additional promotional activities with private sector landlords to boost availability of homes in the Borough. | EHM + Housing Services Manager (HSM) | April 2020 |  | <p>Progress 2018-19 The new burdens funding was used to recruit a new role within Housing Services to meet the additional demands on housing officers as well as dedicate a .5 FTE to private landlord liaison for homeless households. The new member of staff has successfully attained the HHSRS qualification in housing standards.</p> <p>After a long bidding period and ongoing negotiation with MCHLG, a revised bid for £566,383 was been submitted in December 2018 by Tewkesbury Borough for Gloucestershire and West Oxfordshire to advertise private sector properties on our CBL system and proactively incentivise private sector landlords to let suitable properties to homeless households across the region. The partnership was notified on the 10th March 2019 we will be awarded £363,408 for this project.</p> <p>Planned activity for year 3: The funding will impact massively on the capacity to deliver proactive engagement and the incentives available across the partnership – but is considerably less than the original amount requested (£760,000). The partnership will meet to agree revised project parameters and drive project forward.</p> <p>A policy for 6 and 12 month private sector procurement and incentives will be developed (grant is exclusively for 12 month tenancies)</p> <p>Advertising of schemes</p> <p>linked to p2.1</p> |

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Priority 2 – Homelessness and Homelessness Prevention

| Actions linked to Strategy Priorities | Responsible Officer | Target Date | Status | Planned activity |
|---|---------------------|---|---|--|
| <p>P2.1 Year 2 action to be replaced as completed: Implement changes associated with the forthcoming Homelessness Reduction Bill.</p> <p>P2.1 Continue to improve the proactive Homelessness Prevention programme following the successful implementation of the Homelessness Reduction Bill</p> | HSM | <p>Ongoing from previous action plan</p> <p>April 2018 launch of new legislation</p> <p>Ongoing</p> |  | <p>Previous progress:</p> <p>Training sessions on Homelessness Reduction Act during 17/18 and security of tenure</p> <p>Spend of new burdens funding on new database to facilitate online interactive support plans and collate data for new MCHLG reporting burden</p> <p>New legislation successfully implemented – April 2018</p> <p>Duty to refer successfully implemented and publicised – October</p> <p>Appointment of new member of staff (.5 FTE) using new burdens funding.</p> <p>Standardised elements incorporated onto personalised housing plans for cohorts: domestic abuse, end of tenancy, rent arrears, parental eviction.</p> <p>Ongoing Activity for year 3:</p> <p>Re-evaluate current prevention offers and initiatives to homeless applicants following the changes associated with welfare reform and the transition to Universal credit.</p> <p>Continue to work with database provider to improve systems.</p> <p>Incorporate proactive private rented sector options</p> <p>Incorporate pre- application online advice - Homeseekerplus</p> |


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| P2.1a Improve advice process in prevention paperwork to incorporating action plans which include customer actions | HSM | Ongoing |  | <p>Progress to date</p> <p>Our new database includes an online personalised Housing support plan (PHP) which customers can access and update via mobile devices.</p> <p>Standardised elements incorporated onto personalised housing plans for cohorts: domestic abuse, end of tenancy, rent arrears, parental eviction.</p> <p>Ongoing Activity for year 3</p> <p>Further changes will be continue to be necessary as our understanding of how best to implement the Act efficiently.</p> <p>Updates for advice and supportive leaflet suite will be necessary</p> <p>Pre-application online advice</p> |


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| New: P2.1b Reduce full statutory homeless acceptances and increase statutory homelessness preventions and reliefs | HSM | March 2020 |  | <p>This was a new target in year 2 – to enable monitoring of activities on both the old legislation and the new legislation (which emphasises the importance of early intervention to reduce homelessness acceptances).</p> <p>These figures are measured quarterly and evaluated nationally in financial years. Our first action plan report summarises the activity in the last financial year (April 2017 – March 2018):</p> <ul style="list-style-type: none"> • 224 households in housing crisis were assisted to sustain or find housing (for a minimum of 6 months). • 43 of these were assisted to stay in their present home • 181 moved into sustainable accommodation (84 of which moved into social housing) • 105 homeless decisions were made during the 2017-2018 Of which 62 cases were accepted as statutorily homeless (many of the unaccepted cases were resolved by resolving homelessness before a formal decision was made). <p>Ongoing activity for year 3 Monitor demand on service and costs</p> <p>Monitor progress in increasing successful preventions through maximising incentives to reduce full statutory homelessness acceptances.</p> |


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| P2.1c Develop solutions for homeowners with special housing needs in mortgage difficulty | HSM | March 2020 |  | <p>Progress to date – This activity has not been progressed because focus has been on legislative change. The number of presentations to housing services as a result of mortgage difficulty has been very low – and whilst this is a solution we need to find, it is not viewed as urgent.</p> <p>Ongoing activity for year 3:</p> <ul style="list-style-type: none"> • To identify solutions – establish if this work can be linked to s106 working group on commuted sums • Where possible introduce policy based on tenets of old mortgage rescue scheme – particularly where properties are suitable for those with disabilities |


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| P2.1d Work with county local authority partners to find solutions for high risk/high support/multiple needs homeless households | HSM | March 2020 |  | <p>Progress to date:</p> <p>Tewkesbury Borough joint commissions the homeless outreach service for rough sleepers in Gloucestershire</p> <p>We are part of the SIB funded Housing First project – GlosFirst which houses chaotic rough sleepers.</p> <p>We are leading on the county wide Places of Safety dispersed refuge project for residents fleeing domestic abuse.</p> <p>We co-commission the sanctuary scheme to target harden homes of those experiencing domestic abuse.</p> <p>Reduction in Rough sleepers across the county has been noted in rough sleeper count 2018 (33-40 in previous year – 19 in 2018). TBC figure for 2018 was 1 rough sleeper.</p> <p>Government's Rough Sleeping Strategy Delivery funding for new rough sleeping hubs secured for Gloucestershire in December 2018. These will be two Somewhere Safe to Stay centres will be one of eleven set up across the country. These will help provide immediate shelter and rapid assessment for those sleeping rough or at risk of doing so as well as specialist support to address those with complex needs such as mental health problems and substance misuse. The hub will be up and running by Spring 2019 with government provisionally investing up to £553,289.</p> <p>Ongoing activity for year 3:</p> <ul style="list-style-type: none"> • Monitor delivery from above projects and rough sleeping in the borough • Continue to collectively pursue government funding opportunities for these groups. • Lead and launch the private sector access scheme |



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| <p>New: P2.3a Evaluate the implications of the introduction of universal credit and other forms of welfare reform on housing costs.</p> | <p>HSM + Revs and Bens Manager</p> | <p>April 2019</p> |  | <p>Established to date:</p> <ul style="list-style-type: none"> • The demand on Discretionary Housing Payments has increased largely as a result of Universal Credit introduction and is likely to exceed the allocation for the year. • Housing services has monitored presentations from residents threatened with homelessness as a result of universal credit which has demonstrated that there is no significant rise from the introduction of UC alone (without other interactive factors). • Households making a new claim during homelessness are causing higher costs to the authority whilst in emergency accommodation because applicants do not have monies for service charge (particularly in Gloucester and Cheltenham). • Benefit capped households remain problematic whilst homeless as customers struggle to find work to counter the cap whilst in emergency accommodation. <p>Activity for year 3: Continue to monitor effects of benefit changes on the authority This action is linked to p2.3</p> |

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| <p>Yr 2 activity to be replaced: Introduce an early intervention protocol for tenants affected by welfare reform including transitional support and assistance to find work</p> <p>P2.3 Establish options to minimise the risk of homelessness and costs associated with welfare reform.</p> | <p>HSM + Group Manager Revenues & Benefits</p> | <p>April 2018 Sep 2018</p> |  | <p>Progress to date</p> <ul style="list-style-type: none"> • Personalised Budgeting advice scheme for those affected was introduced by the Revs and Bens service. • The pilot has been ongoing for some time and whilst referrals remain high, take up by customers has reduced. Funding for this will end in April 2019. Budgeting will be offered by Citizens Advice going forwards. • There was little take up of the early intervention protocol – although this was suggested by Bromford so may be possible following merger. <p>Activity for year 3: We will implement joint meetings to review and formulate robust joint actions with long term claimants of discretionary housing payments to move into affordable accommodation to prevent overspend in the future and ensure that funds are utilised for those in crisis. Prevention initiatives will be developed and formalised for those on Universal Credit Continue to encourage social landlords to notify housing services if considering eviction for arrears.</p> |

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| P2.4 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 | April 2019 |  | <p>Progress to date: There has been little progress on this action – largely because there was uncertainty about the delivery of revenue funding in temporary accommodation post universal credit (via district authorities or county council). This is now resolved and will be delivered via districts. Bromford Housing are now in active discussions regarding providing temporary accommodation within existing stock for less chaotic households.</p> <p>Activity for year 3: Continue discussions with Bromford and find new provider for temporary houses. Invest Flexible Housing Grant in new provision.</p> <p>This activity is directly linked to P2.5</p> |
| P2.5 Stop the use of private bed and breakfast accommodation except in emergencies | HSM | April 2020 |  | <p>Previous action to be retained:</p> <ul style="list-style-type: none"> • Monitor use of b and b <p>The average length of time households stay in b and b has risen from 39 days in 2016/17 to 52 days in 2017/18. 95 homeless households were placed during 2017/18. Indicators to date in 2018/19 suggest that numbers placed has not risen significantly following UC introduction although costs per head appear to have risen</p> <p>Activity for year 3: This priority is linked to P2.4 Continue to monitor use of b and b</p> |

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Priority 3 – Meeting the housing needs of those who need it most


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| <p>This action has been amended to reflect progress and changes to name of assessment:</p> <p>P3.1 Commissioning, Support the completion, along with the other district councils in Gloucestershire and other partners as appropriate, a Strategic Housing Market Assessment (SHMA). Local Housing Needs Assessment (LHNA)</p> | PPM + SHEO | December 2019 | ☺ | <p>Progress to date: Action delayed through 2017 pending Government consultation on SHMA commissioning. Standard methodology for calculating housing confirmed through Draft National Planning Policy Framework guidance. LHNA commissioned Currently assessing tenders to provide assessments</p> <p>Opinion Research Services (ORS) commissioned to conduct LHNA work. Inception meeting held to help identify outcomes.</p> <p>Activity for year 3: Support the completion of assessment anticipated by December 2019</p> |
| P3.2 Establish a local connection policy which ensures rural affordable housing development, via rural exception, is prioritised for the needs of the local community. | SHEO, PPM + HSM | April 2020 | ☺ | <p>Progress to date: In Borough Plan – consultation period now finished.</p> <p>Await results from consultation.</p> <p>Activity for year 3: New approach with GRCC (Gloucestershire Rural Communities Council) to strategically conduct Housing Needs Surveys in rural parishes at an earlier stage prior to invitation by parishes.</p> |

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| <p>P3 – Previous action from year 2 . Profile accommodation based support that the council has access to in the County.</p> <p>To be progressed with action for year 3:</p> <p>Work with the health and social care sectors to provide effective housing related support for vulnerable people. Evaluate the accommodation based support for specific groups.</p> | HSM | March 2019 |  | <p>Progress to date: Accommodation based support is profiled by county commissioners. Housing Services worked with county regarding suitability of accommodation by monitoring access to provision for those who approach in housing need and participating in joint bids for funding to meet needs.</p> <p>Activity for year 3 Engage with the County Housing with Care Project Board and support the Housing with Care Strategy Continue to develop accommodation based provision and move on through the county housing groups with county commissioners and other district councils.</p> |

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Priority 4 – Improving the health and wellbeing of local people

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| 4.1a 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 | April 2020 |  | <p>Progress to date: The bid for additional funding by housing services includes incentivising a refreshed Fit to Rent scheme for landlords willing to rent to Homeless households which is likely to re-stimulate the scheme.</p> <p>Activity for year 3: Revise and refresh Fit To Rent Scheme Promote revised Fit To rent Scheme Set up and promote Private Sector Housing Landlords Forum</p> |


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| <p>4.1b 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.</p> | EHM | Ongoing |  | <p>Progress To Date Continue to provide help, assistance and advice to Disabled Facility Grant applicants. EH Officers continue to work closely with Occupational Therapists to ensure that Grant applications are processed expeditiously. Currently exploring the feasibility of a Countywide project aimed at improving the health outcomes of Park Home residents by improving insulation of those types of properties.</p> <p>Activity for year 3 Continue to administer Disabled Facilities Grants application process Explore ways such as online forms that could make the DFG application process simpler and quicker. Identify the schemes that offer support to vulnerable and older people that still exist. Engage with these schemes and explore ways of publicising them to ensure that customers are aware of the schemes and able to access them.</p> |


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| 4.1c Monitor levels of private sector housing complaints. | EHM | April 2019 |  | <p>Progress To Date A review is currently being carried out of how housing complaints are received and recorded on the back Office System. Once this has been completed then a representative baseline will be able to be produced and year on year comparisons made.</p> <p>Through the Community Services review a new structure was proposed. This structure allocates Officers within Environmental Health to specific geographical areas. It is intended that this structure will enable officers to become more familiar with a particular area so will be able to identify and target specific housing issues within that area. Recruitment is currently being carried out in order that the new structure can be fully implemented.</p> <p>Activity For Year 3 Produce monthly reports detailing numbers of housing complaints, nature of complaint, response time and action taken.</p> |


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| 4.1d Identify existing Houses of Multiple Occupation (HMOs) and implement new regulations concerning HMOs. | EHM | April 2019 |  | <p>Progress To Date</p> <p>New regulations came into force in October 2018, this altered the definition of a HMO's that required mandatory licensing to include properties that were two stories and above (previously three stories and above). This new requirement was publicised Countywide.</p> <p>The previous fee for obtaining an HMO licence was £450, this has subsequently been revised to ensure full cost recovery and is now £869.44.</p> <p>11 properties were originally identified as potentially being HMO's of those 4 have been confirmed and are currently in the process of being licensed, 4 are not currently operating as HMO's and investigations are being carried out regarding the status of the remaining 3. A strategy for identifying other potential HMO's is currently being worked produced.</p> <p>On the 4th February a Landlord was prosecuted for not being a licensed HMO and other Housing Act offences. The Landlord was fined a total of £6000 which was reduced to £4200 due to the guilty plea.</p> <p>Activity for year 3 HMOs that require to be licensed but have failed to apply for a licence will be targeted and enforcement action taken where necessary to ensure that they are licensed. A publicity campaign will be carried targeted at those HMOs that remain unlicensed.</p> |


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| 4.2 Reduce poor quality housing by taking appropriate action to deal with identified Housing Health and Safety Rating System Category 1 hazards. | EHM | April 2020 |  | <p>Progress To Date Environmental Health continue to respond to housing complaints within 3 working days. To date 27 complaints have been received – of which 17 required investigation. 7 Prohibition notices and 6 Improvement notices have been served under the Housing Act 2004.</p> <p>On the 4th February a Landlord was prosecuted for not being a licensed HMO and other Housing Act offences. The Landlord was fined a total of £6000 which was reduced to £4200 due to the guilty plea</p> <p>Activity for year 3: Ensure all officers are Housing Health and Safety Rating System trained (HHSRS) Implement the Landlords forum Organise and host a workshop for private sector landlords providing advice and guidance relating to range of housing issues including the HHSRS</p> |

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| 4.2a Carry out the actions within the Strategy for Gloucestershire and South Gloucestershire Action for Affordable Warmth 2013-2018. | EHM | April 2019 |  | <p>Progress To Date</p> <p>Continue to work in partnership with Severn Wye Energy to deliver the Warm and Well Scheme.</p> <p>Warm and Well scheme publicised through article in the Borough News.</p> <p>Up until the end of Q3, 97 queries have been made to Severn wye energy Agency through the Warm and Well Scheme resulting in 12 home visits and £4611.40 savings to residents. £38,427.96 secured from a variety of funding streams and spent on a range of warm and well measures.</p> <p>A countywide project to insulate Park Homes is currently being formulated and will be rolled out 2019/2020</p> <p>Activity for year 3</p> <p>Review effectiveness of the Strategy for Gloucestershire and South Gloucestershire Action of Affordable Warmth 2013-18</p> <p>Either extend existing strategy or replace with an alternative strategy.</p> |

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| <p>4.3 previous year 2 action: To work with the council's community development team to ensure all council services are signposting residents to the 'Going the Extra Mile' Project.</p> <p>To be replaced with year 3 action which incorporates other providers: Work with our partners to actively encourage individuals to take up education, employment or other activities to support independence and create a sense of worth.</p> | HSM | April 2020 |  | <p>Progress to date Housing Services make referrals to community based support provider (Greensquare) and other support agencies as part of the personalised housing plans for those engaged with homelessness. Engagements with the financial inclusion partnership to promote joint working and partner agencies. Active engagement in support is now monitored in the new Personalised Housing Plans as part of our new statutory duties to ensure that customers participate in resolving their housing difficulties.</p> <p>Activity for year 3: Continue to engage with the Job Centre and the Financial Inclusion Partnership to ensure that support is available for residents Develop strong relationship with Bromford Neighbourhood coaching model to support residents– particularly those who are facing housing difficulty through welfare reform.</p> |

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STATUS KEY

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| 😊 | Action is progressing well and on target to achieve completion date/within agreed budget (if applicable) etc. |
| 😐 | Action has some issues or delays but is likely to achieve completion date/within agreed budget (if applicable) etc. |
| 😞 | Significant risk to not achieving the action or there has been significant slippage in the timetable. |
| ✓ | Action is complete. |
| | Action not yet commenced. (may not yet be programmed for action) |