

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

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

#### Priority 1.1 Housing Supply

Objective 1.1	Make sure there is sufficient housing supply to meet needs within the constraints of the borough																							
Measures	Increase in net number of dwellings																							
	An average of 100 affordable homes per annum in any three year period 2012-16																							
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress																					
Liaise with the Homes and Communities Agency and Registered Providers to deliver priority schemes within Tewkesbury Borough and to support appropriate bids for Homes And Communities Agency or other available funding for affordable housing	Increase in the net number of affordable homes delivered with grant funding/other public subsidy.	Annually 2012-16	<p>Development programme in Tewkesbury has been successful and the 2011-15 funding round has achieved 197 units for the borough. Total number of new Affordable Housing units completed in Tewkesbury Borough as follows:</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Total AH</th> <th>Social rent</th> <th>Affordable rent</th> <th>Shared ownership</th> </tr> </thead> <tbody> <tr> <td>2012/2013</td> <td>139</td> <td>51</td> <td>42</td> <td>46</td> </tr> <tr> <td>2013/2014</td> <td>155</td> <td>70</td> <td>36</td> <td>49</td> </tr> <tr> <td>2014/2015</td> <td>145*</td> <td>40</td> <td>78</td> <td>23</td> </tr> </tbody> </table> <p>*includes 4 supported housing beds for young people</p>		Year	Total AH	Social rent	Affordable rent	Shared ownership	2012/2013	139	51	42	46	2013/2014	155	70	36	49	2014/2015	145*	40	78	23
Year	Total AH	Social rent	Affordable rent	Shared ownership																				
2012/2013	139	51	42	46																				
2013/2014	155	70	36	49																				
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Providing for housing supply through the Core Strategy	Core Strategy Adopted 2014	2014	Work on the JCS is ongoing; submitted November 2014; examination in progress.																					
Delivery of affordable housing through new approaches and innovative funding options (including cross-subsidy) with Registered Providers and other housing partners, or use public-owned land made available for affordable housing development	Increase in the number of affordable homes delivered through new approaches mentioned within the strategy or on land made available by the council or other public body	Annually 2012-16	<p>3 Affordable Rent units were delivered in the rural parish of Badgeworth using the model of cross-subsidy. The market houses enabled the delivery of these affordable homes on the rural exception development.</p> <p>Another cross subsidy scheme of 11 market and 10 affordable homes in Winchcombe has also completed this financial year. This scheme includes a large home for a family with a member who is disabled.</p> <p>The re-development of garage sites in Bishops Cleeve has brought about 21 affordable homes, of which 6 homes will meet the needs of families with a member who is disabled.</p>																					

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<b>Objective 1.2</b>		<b>Deliver a mix of house types and tenures to reflect local need</b>		
<b>Measures</b>		<b>Affordable homes completed are in accordance with latest evidence of need</b>		
<b>We will achieve the objective by:</b>	<b>Outcome</b>	<b>Date for Delivery</b>	<b>Update/Progress</b>	
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 the planning stages. Recent projects include Alderton, Gotherington, Longford, Stoke Orchard, Toddington and Twyning.	
Make sure the evidence of need is up to date.	Increase in the number of new Parish Housing Needs Surveys completed or renewed.	Annually 2012-16	A number of Parish Housing Needs Surveys have been completed by GRCC to evidence local housing need.	
	Housing needs assessment and other data sources of housing need are up to date	2014-16	The renewal of the Strategic Housing Market Assessment was completed in 2014.	
	Completion of a new Gypsy & Traveller Accommodation Assessment (GTAA) in 2012	2012	A work plan is in place to profile all areas of the borough. The GTAA was completed in 2013 and further work has been commissioned.	

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

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

<b>Objective 1.5</b>		<b>Work to Bring Empty Homes Back Into Use</b>		
<b>Measures</b>	<b>Number of empty homes brought back into use</b>			
<b>We will achieve the objective by:</b>	<b>Outcome</b>	<b>Date for Delivery</b>	<b>Update/Progress</b>	
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	4 complaints were received regarding empty properties between April 2014 and March 2015, all of which had priority due to disrepair and poor conditions. All complaints were brought to a conclusion	
Using a range of enforcement actions to bring the homes back into use	Most effective and appropriate powers used for each case	Annually from 2012	The council continues to bring homes back into use through information and advice services to home owners and formal Notices to take action. Examples include properties that have been sold after informal discussions with the owner, through to property improvements after service of formal notices.	

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### THEME TWO: Homelessness and Homelessness Prevention

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

Objective 2.1.1	Prevent Homelessness			
Measures	Homelessness Cases as a percentage of the number of advice cases 10% per annum 2012-16			
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress	
Provide comprehensive housing options advice to all customers and provide all customers threatened with homelessness with individualised written Housing Options advice	All customers requiring the service are able to access it and all those in serious housing difficulty will have the information and advice they need to avoid homelessness	2012-16	Our Housing Advice Team continues to provide advice and assistance via a drop-in service to over 600 customers annually.  We have improved our framework for providing written advice so that all customers will have bespoke written housing advice they can take away to resolve their difficulties.	
Participate in the Mortgage Rescue Scheme	All eligible households are referred to the Mortgage Rescue Scheme.	2012-16	The Mortgage Rescue Scheme was discontinued by the DCLG at the end of 2013 to new applicants. The Council continues to offer housing advice, negotiations and money advice in association with advice agencies and homelessness assistance to this group. Two households facing possession action in mortgaged properties were able to remain in their own home during 2014-15, and 1 household was accepted as homeless and assisted to find alternative accommodation.	
Develop Enhanced Housing Options with other agencies to provide help and support with employment, training and benefit advice.	Repeat homelessness reduced by tackling the root causes.	Annually 2012-16	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 funded by the DCLG and based on the Government report 'Making Every Contact Count'. More information can be found at <a href="http://home.practitionersupport.org/">http://home.practitionersupport.org/</a>  The Council is chairing the peer group of Gloucestershire and South Gloucestershire local authorities and currently working through the challenges with a view to commencing the peer reviews in January 2016. These should be complete by July 2016 – after which the individual authorities can commence application for Bronze, Silver and then Gold status. We are planning to complete these applications by July 2017.	

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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 2014 there were 4 rough sleepers estimated (by partner agencies) in Tewkesbury Borough. In 2015 there were none estimated; across the county there were 20 rough sleepers verified in the 2015 Rough Sleepers estimate held in November 2015.</p> <p>Since the inception of the Assertive Outreach project earlier this year we are aware of 6 referrals made to St Mungo's from Tewkesbury Borough from either the local authority or the parish councils. None of these are currently sleeping rough as St Mungo's have either been unable to find/verify the rough sleeper. This is possibly due to them moving on, staying with friends, or have already been linked into services.</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 7 households to remain in their homes during 12 months and will continue to support those experiencing threats of violence who wish to remain in their homes.</p>
<p>Continue to assist residents within Tewkesbury Borough to understand and manage the effects of Welfare Reform</p>	<p>To prevent households losing their home because of welfare reform – ie the benefit cap, under occupation charge, universal credit</p>	<p>Ongoing</p>	<p>Our Housing Advice Team continues to work closely with the Revenues and Benefits team to identify and assist those affected by Welfare Reform.</p> <p>We are also working closely with partner agencies within the Borough through the Financial Inclusion Partnership which promotes awareness, digital inclusion, and sound joint working to reduce financial exclusion within Tewkesbury district.</p>

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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	Of the 424 properties let in the borough in 2014/15 the lettings were as follows across the 4 bands:					
				Emergency	Gold	Silver	Bronze	<b>Total</b>
			1 Bed 1 Person	1	10	22	17	<b>50</b>
			1 Bed 2 Person	4	26	35	19	<b>84</b>
			2 Bed 2 Person	0	4	4	6	<b>14</b>
			2 Bed 3 Person	0	39	22	19	<b>80</b>
			2 Bed 4 Person	1	35	33	16	<b>85</b>
			3 Bed 4 Person	0	1	8	5	<b>14</b>
			3 Bed 5 Person	1	25	33	15	<b>74</b>
			3 Bed 6 Person	0	1	1	0	<b>2</b>
			4 Bed 6 Person	0	6	6	2	<b>14</b>
			4 Bed 7 Person	0	0	1	0	<b>1</b>
			4 Bed 8 Person	0	3	0	0	<b>3</b>
			5 Bed 7 Person	0	2	0	0	<b>2</b>
Other	0	1	0	0	<b>1</b>			
<b>Total</b>	<b>7</b>	<b>153</b>	<b>165</b>	<b>99</b>	<b>424</b>			
<ul style="list-style-type: none"> <li>The average time on the register for any household will depend upon personal circumstances and the appropriateness of the property available.</li> <li>Whilst it appears that households banded as emergency were the least successful band, it is important to note that emergency band constitutes only 1.29% of households on the housing register. The band includes emergency situations and applicants in social housing who are under occupying and wish to downsize but often do not bid. This band was successful on 1.6% of all lets.</li> <li>Gold band constitutes 2.97% of the housing register and includes those who are homeless or very overcrowded. This band was successful for 36.1% of all lets during the financial year.</li> <li>Silver Band constitutes 32.83% 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.</li> </ul>								

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- Bronze band constitutes 58.92% 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 23.35% of all lets.

Working with partners to reduce under-occupation	Agreed action plan in place	April 2013 ongoing	<p>We have been unable to implement a county-wide scheme as reported last year. To date housing associations are not receptive to another scheme in addition to their own. Their own strategies have enabled them to take on projects to reduce under-occupation in their homes. Our quarterly meetings with housing associations has reported to us that more households were willing to 'stay and pay' than initially anticipated.</p> <p>Under-occupation remains an agenda item at the quarterly meetings and the council's housing advice team continue to work with both housing associations and residents.</p> <p>We have been working with Revenues and Benefits to identify those who are struggling financially as a result of under occupation. Housing Services are contacting all those who have applied for discretionary housing payments to cover under occupation to give advice on housing options. Since the beginning of 2015, we have prevented 8 households affected by welfare reform changes from becoming homeless.</p>
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### Priority 2.2: Temporary & Supported Housing

<b>Objective 2.2.1</b>	<b>Where possible provide sufficient temporary accommodation to meet need.</b>
<b>Measures</b>	<b>Zero Use of Bed and Breakfast Accommodation</b>

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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>A successful bid has been made to the DCLG for suitable emergency accommodation for those fleeing domestic abuse called 'Places of Safety'. Two properties will be procured in each district of Gloucestershire during 2015-16 to accommodate this group. Gloucestershire Domestic Abuse Support Service will lease these properties and offer support to occupants. The scheme will be in place by December 2015.</p> <p>We have undertaken work this year to change 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&amp;B accommodation and are a valuable resource. A Licence agreement, effective from July 2015, will increase the flexibility of the accommodation and enable us to assist more families in crisis. The houses are fully occupied both by those who have become homeless in a crisis pending homeless decisions, and those who have been accepted as homeless but are awaiting longer term solutions.</p> <p>The Crashpad service for young people was introduced in the financial year 2014-15 throughout the county in young people's supported accommodation to avoid the use of bed and breakfast for very young people. G3 has provided a Crashpad service within Tewkesbury Town for this purpose and the provision has been used for homeless 16 and 17 year olds within the district.</p> <p>Single older (aged 35+) chaotic homeless people with health problems and alcohol and/or drug dependency continue to need emergency homeless accommodation. We have difficulty in sourcing longer term solutions for this client group as all landlords across are reluctant to consider them. We continue to be reliant on B&amp;B accommodation out of Tewkesbury District for this group.</p> <p>Discussions are ongoing with other district authorities regarding the shortage of emergency accommodation in the County. A private provider of emergency accommodation in Bristol and South Gloucestershire has approached us regarding procuring properties in Gloucestershire to use as quality emergency accommodation. This could be B&amp;B, hostel, or self-contained types of accommodation. Our housing services team is pursuing this option.</p>



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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.

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

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

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### Priority 2.3 Working with the private housing sector

Objective 2.3.1	Work with the private housing sector to provide additional affordable accommodation to meet needs		
Measures	Increased number of private rent homes accessible to people in housing need		
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress
<p>Work with private housing landlords and Chapter 1 Housing Association (or other housing support providers) to identify additional private rented properties that could be let to households in need.</p>	<p>Increased number of homes available</p>	<p>September 2012 ongoing.</p> <p>Opportunity-led.</p>	<p>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.</p> <p>At March 2015, Chapter 1 Housing Association manages 12 properties with 24 units of accommodation in total in the borough as part of the Gloucestershire Private Sector Leasing Scheme; a project to lease properties from private landlords to provide housing for local people from all sectors of the community.</p> <p>At November 2015 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 assisted 3 family households to access accommodation in the private rented sector. 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 May 2015, there were 6 landlords with 9 properties awarded ‘Fit to Rent’ status.</p> <p>Promotion of this accreditation continues in partnership with the other Gloucestershire district authorities through the National Landlords Association and Gloucestershire Landlords Association.</p>

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### Priority 2.4 Work in Partnership to reduce homelessness

Objective 2.4.1	Develop our partnership working to improve outcomes for people who are homeless or at risk of homelessness		
Measures	Delivery of agreed outcomes to meet customer needs		
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress
Continue to organise quarterly housing partnership meetings with Registered Providers and private housing landlords	Quarterly meetings attended and positive outcomes realised through improvement to accessing services, provision of support and improvement of relationships.	2012 & ongoing	All meetings attended i.e. Registered Providers Meeting, Gloucestershire Housing Officers Group, Gloucestershire Homeseeker Management Board and Gloucestershire Homes and Communities Agency continue to provide a valuable and proactive approach to achieving our housing, housing-related support and homelessness outcomes for our residents as identified in our Housing & Homelessness Strategy and Action Plan 2012-16.
Continue to reduce the risk of homelessness through the provision of services to young people (and their families) through the Anti-Social Behaviour (ASB) Youth Diversion Officer	Reduced number of evictions where ASB is the root cause of the threatened eviction.	2012 & ongoing	The council's Anti-Social Behaviour Youth Diversion Worker has continued to engage with young and vulnerable (aged 11-19) members of the community. These cases cross over from ASB to Families First and also to projects such as sexual exploitation work. 39 young people and their families have been engaged with over the course of the year 2014/15. Cases do not have a definitive beginning and end time and may come back again for further work on a different subject.

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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"> <li>Increased proportion of new-build affordable homes built to lifetime Homes Standard -10% of all affordable homes developed per annum between 2012-16</li> <li>Number of households aged over 65 having assistive technologies installed in their homes - Annual 2012-2016</li> <li>Number of older people accessing Home Improvement Agency (HIA) services - Annual 2012-2016</li> <li>Number of older people receiving affordable warmth improvements - Annual 2012-2016</li> </ul>		
We will achieve the objective by:	Outcome	Date for Delivery	Update/Progress
Delivering affordable homes that are built to Lifetime Homes (LH) Standard	Increased proportion of affordable housing developed to LH standard	2012-16	Target is 10% of all new affordable homes completed annually. 2012/13 = 33% 2013/14 = 15% 2014/15 = 10%
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	We continue to actively promote Gloucestershire Safe at Home Improvement Agency and the Warm & Well Home Energy Efficiency Advice scheme when visiting eligible customers and advice that it might be of benefit to them. Promotion of both continues through the borough website and leaflets. We also work with Severn Vale Housing Society where minor adaptations are completed for vulnerable residents.
Promote the benefits of assistive technologies (e.g. Telecare) to older people and their families to provide the security and reassurance needed for independent living	Increase in the number of older people having assistive technologies installed in their homes	2012-16	The Safe at Home service continues to promote, provide and install Telecare systems.

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<b>Objective 3.1.2</b>	<b>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.</b>		
<b>Measures</b>	<b>Review completed</b>		
<b>We will achieve the objective by:</b>	<b>Outcome</b>	<b>Date for Delivery</b>	<b>Update/Progress</b>
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

<b>Objective 3.2.1</b>	<b>Support access to housing that meets everyone's needs</b>		
<b>Measures</b>	<ul style="list-style-type: none"> <li>• <b>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</b></li> <li>• <b>Number of Disabled Facilities Grants (DFGs) awarded to qualifying residents - Annual 2012 – 2016</b></li> </ul>		
<b>We will achieve the objective by:</b>	<b>Outcome</b>	<b>Date for Delivery</b>	<b>Update/Progress</b>
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 2014 and March 2015 a total of 132 grants were approved to a total value of £772,410. 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.
Continue to prioritise disabled people for wheelchair accessible properties as they become available for re-letting through Gloucestershire Homeseeker	Disabled people allocated tenancies for wheelchair accessible properties	2012-16	The Strategic Housing & Enabling Officer is working closely with developers to ensure that a suitable number of accessible homes are built in the borough to ensure that the number of such homes is increased and people's housing options are enhanced. The ability to let properties largely depends upon the suitability of the home for the individual client.

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### Priority 3.3 Younger People

<b>Objective 3.3.1</b>	<b>To support independent living for younger people</b>		
<b>Measures</b>	<ul style="list-style-type: none"> <li>• Number of young people helped by ASB youth diversion officer</li> <li>• Number of young people being offered a starter tenancy</li> </ul>		
<b>We will achieve the objective by:</b>	<b>Outcome</b>	<b>Date for Delivery</b>	<b>Update/Progress</b>
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 has acted as 'Bare Trustee' for 2 young people who were in need of housing and required their own tenancy/equitable tenancy.

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### Priority 3.4 Military Personnel

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

### Priority 3.5 Travelling Show People, Gypsies and Travellers

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



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

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### Priority 4.1 Supporting Neighbourhoods

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

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

### Priority 4.2 Housing Standards

<b>Objective 4.2.1</b>		<b>Work with landlords and property owners to improve housing conditions</b>		
<b>Measures</b>		<ul style="list-style-type: none"> <li>● <b>Percentage of clients contacted within three working days of making a complaint about housing standards - 100%</b></li> <li>● <b>Number of Category one hazards dealt with as a percentage of category one hazards identified -95%</b></li> <li>● <b>Increase in the number of properties approved under the Fit to rent scheme - Annual increase 2012 - 2016</b></li> </ul>		
<b>We will achieve the objective by:</b>		<b>Outcome</b>	<b>Date for Delivery</b>	<b>Update/Progress</b>
Respond quickly to customer complaints about housing conditions.		All clients being contacted within 3 working days	2012-2016	93% response rate.
Taking appropriate action to deal with identified HHSRS Category 1 hazards.		Reduction in the number of Category one hazards identified	2012-2016 annual	8 Category 1 hazards removed in 2014/15 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 May 2015, 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.

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<b>Objective 4.2.2</b>		<b>Improve energy efficiency and reduce fuel poverty</b>		
<b>Measures</b>	<ul style="list-style-type: none"> <li>• Increased number of new-build homes to Code for Sustainable Homes (CSH) level 3 or higher - 10% annually</li> <li>• Increased number of energy efficiency measures installed</li> <li>• Deliver actions in the Strategy for Gloucestershire and South Gloucestershire Action for Affordable Warmth 2008+</li> </ul>			
<b>We will achieve the objective by:</b>	<b>Outcome</b>	<b>Date for Delivery</b>	<b>Update/Progress</b>	
Negotiating with developers and Registered Providers to develop more homes to the Code for Sustainable Homes (CSH) level 3 or above	10% annual increase in the number of homes built to CSH level 3 or higher.	2012-2016	<p>Homes developed to the Code for Sustainable Homes Level 3 or equivalent:            2012/13 – 73      2013/14 – 123      2014/15 – 122</p> <p>During 2014/15 we have also seen 23% of affordable new build homes built to the higher standard of Code 4; an increase from last year of 21%.</p> <p>CSH level 3 is now the standard for all new housing.</p>	
Working with providers of home energy efficiency measures to improve access to initiatives and guide customers accordingly.	Increase in the number of energy efficiency measures provided through the Warm & Well scheme or similar.	2012-2016 annual	Between April 2014 and March 2015, the Warm & Well scheme advice has received 132 enquiries. The total number of measures installed through the Warm & Well scheme in the period was 99, in 96 properties.	
Continue to work in partnership to support and carry out the actions within the Strategy for Gloucestershire and South Gloucestershire Action for Affordable Warmth 2008+	Improved affordable warmth in the borough.	Annually 2012-16	Officers attended meetings of the partnership and have continued to support delivery of the actions in the strategy.	

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