


APPENDIX 1 - HOUSING STRATEGY 2017-21 ■ YEAR 2 / Jan 2018 to Mar 2018 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)	March 2019	☺	<p>Provide consistent advice to developers through pre-application and application discussions, and consistent use of JCS policies in decision making.</p> <p><i>Housing Services is currently working with the preferred affordable housing providers to establish agreed lettings properties and good practice for the affordable housing on the JCS sites.</i></p>
P1.2 Identify TBC owned land suitable for future Affordable Housing development <i>and consider use of modular housing where suitable.</i>	SHEO + PPM	Dec 2018	☺	<p>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.</p> <p><i>Projects commenced on two former garage sites at Staverton & Winchcombe.</i></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 + DM	Dec 2018	☺	<p>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><i>The task group has mapped the commuted sums process as it occurs presently. Further consideration needed to finalise process and following this produce a guidance note.</i></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>Produce Empty Homes Action Plan:</p> <p>Maintain up to date list of Empty Homes Develop a methodology for assessing and prioritising the feasibility of bringing empty homes back into use.</p> <p>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.</p> <p>Confirm which tools will be used by seeking relevant approval.</p> <p>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.</p> <p>Apply feasibility methodology to prioritise properties and produce rolling program of bringing properties back into use.</p> <p>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.</p>
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<p>P1.5 Evaluate potential for additional promotional activities with private sector landlords to boost availability of homes in the Borough.</p>	<p>EHM + Housing Services Manager (HSM)</p>	<p>June 2018</p> <p>Sep 2018 Sep 2018</p> <p>March 2019</p> <p>March 2019</p>		<ul style="list-style-type: none"> • Produce plan setting out how we will work with private sector landlords to boost availability of homes. • Produce ongoing plan of promotional activities. • Reinvigorate the landlord accreditation 'Fit to Rent Scheme'. • Work with partners in other districts to develop incentives for landlords to join scheme • Monitor number of landlords in the borough participating in the scheme <p>The new burdens funding associated with the homeless legislative changes has been dedicated to a new role within Housing Services to meet the additional demands on housing officers. Whilst the additional impact of the new duties has not been tested, the role has a private landlord liaison component. It is anticipated that following the initial introduction of the new duties, there will be capacity to dedicate time to developing a local private landlord scheme. 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
P2.1 Implement changes associated with the forthcoming Homelessness Reduction Bill.	HSM	Ongoing from previous action plan April 2018 launch of new legislation	☺	<p>Progress to date:</p> <ul style="list-style-type: none"> County Training from Department for Communities & Local Government (DCLG) delivered at Tewkesbury Borough July 2017 Further training on application of the new duties undertaken in March 2018 Training on security of tenure – s21 notices post the Tenancy De-regulation Act December 2017 New burdens funding received and allocated to: New database implemented to facilitate online support plans and manage data reporting to the MHCLG <p>Appointment of a new member of staff – partly to manage additional workload agreed. Role due to be advertised April 2018.</p>
P2.1a Improve advice process in prevention paperwork to incorporate action plans which include customer actions	HSM	June 2018	☺	<p>Continuing action – Our new database includes an online personalised Housing support plan (PHP) which customers can access and update via mobile devices. Our intention is to fully migrate to the interactive PHP after incorporating the support elements developed over the last year and continue to incorporate best practice as recommended by the MHCLG.</p> <p>Further changes will be continue to be necessary as our understanding of how best to implement the Act.</p> <p>Updates for advice and supportive leaflet suite will be necessary</p>



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New: P2.1b Reduce homeless acceptances and increase homelessness preventions and reliefs	HSM	March 2019	☺	<p>This is a new target – 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) <p>Homeless decisions: 105 homeless decisions were made during the 2017-2018 Of which</p> <ul style="list-style-type: none"> • 62 cases were accepted as statutorily homeless (many of the unaccepted cases were resolved by resolving homelessness before a formal decision was made). <p>Please see appendix (2) for comparators over 5 years.</p>
P2.1c Develop solutions for homeowners with special housing needs in mortgage difficulty	HSM	March 2019	☹	<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 <p>Activity on this action will commence later in the year because of large changes required for legislative changes in homelessness</p>


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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 2018 March 2020	☺	<ul style="list-style-type: none"> • Work with partners on recommissioning domestic abuse services • Monitor delivery from above projects and rough sleeping in the borough <p>The domestic abuse services tendering and evaluation period has now ended and the successful provider will be announced shortly. Tewkesbury Borough continues to lead on the Places of Safety Dispersed Refuge Project in the County.</p> <p>The county wide services for assertive outreach and chaotic rough sleepers continue to work with the most difficult to resolve rough sleepers.</p>
P2.2 Work with local authority partners on Gold Standard Programme	HSM	Dec 2019	☺	<p>Our first challenge associated with the Bronze award has been completed and initial evaluation (pre-moderation) by the MHCLG has confirmed Tewkesbury Borough has met the standard. It is not known how the challenges will change following the new legislation as the current focus of the MHCLG has been on supporting local authorities to introduce new statutory duties.</p>
P2.3 Introduce an early intervention protocol for tenants affected by welfare reform including transitional support and assistance to find work	HSM + Group Manager Revenues & Benefits	April 2018 Sep 2018	☺	<ul style="list-style-type: none"> • Pilot budgeting advice scheme for those affected being introduced by the Revs and Bens service • Evaluate pilot & develop plan to roll out scheme if successful <p>The pilot has been ongoing for some time and is seeing 2-3 customers affected by benefit change per week. Customers are encouraged to take up advice by the DWP, but also as a requisite for discretionary housing payments awards.</p>

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<p>New: P2.3a Evaluate the implications of welfare reform and establish options to minimise the risk of homelessness – particularly following the introduction of universal credit for housing costs.</p>	<p>HSM</p>	<p>April 2019</p>		<ul style="list-style-type: none"> • Housing services will monitor any rise in presentations from residents threatened with homelessness as a result of welfare reform. • Establish options to minimise risk which recognise new benefit regime based on monitoring results. <p>Reasons for presentations are monitored on a case by case basis. At this stage there is not a large rise in cases caused by welfare reform – although resolving those which are affected has been problematic. This is particularly the case for households in temporary accommodation. This action is linked to p2.3</p>
<p>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</p>	<p>HSM</p>	<p>April 2019</p>		<ul style="list-style-type: none"> • Working group to recommend temporary accommodation solution • Funding to be allocated to temporary accommodation • Increase the amount of temporary accommodation within the borough <p>This is a long term project which will resume once the imminent changes associated with the Homeless Reduction Act have been implemented.</p>

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<p>P2.5 Stop the use of private bed and breakfast accommodation except in emergencies</p>	<p>HSM</p>	<p>April 2019</p>		<p>Previous action to be retained:</p> <ul style="list-style-type: none"> • The average length of time households stay in b and b has been successively reduced by prevention and is now 39 days. There has, however, been a rise in the number of households approaching the service and needing emergency accommodation. <p>This priority is linked to P2.4</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. Costs are yet to be confirmed but average daily cost is likely to be higher when final Travelodge invoices are incorporated.</p>
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Priority 3 – Meeting the housing needs of those who need it most


Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
P3.1 Commissioning, along with the other district councils in Gloucestershire and other partners as appropriate, a Strategic Housing Market Assessment (SHMA).	PPM + SHEO	Dec 2018	☹	Action delayed through 2017 pending Government consultation on SHMA commissioning. Consultation now complete and we await resulting guidance. Standard methodology for calculating housing confirmed through Draft National Planning Policy Framework guidance. Therefore SHMA can be progressed.
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	Sep 2018	☹	Progress publication of document through One Legal and Corporate Services.
P3.4 Profile accommodation-based support that the council has access to in the County.	HSM	March 2019	☺	Accommodation is profiled by county commissioners. Housing Services will continue to work 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.

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	Sep 2018		<p>Update Fit to Rent Policy Update website to reflect updated scheme Produce communication plan setting out how scheme will be promoted.</p> <p>The intention is to refresh the scheme and re-engage with landlords. This will be part of the work of the new Housing Solutions Officer post ..</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.	EHM	Sep 2018		<p>Develop action plan in conjunction with residential providers identifying what services and support can be provided to vulnerable and elderly residents. Develop and maintain communication plan setting out how vulnerable/elderly can be made aware of support available</p> <p>Plan is currently being developed, have met with main social housing provider and had preliminary talks.</p>

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4.1c Monitor levels of private sector housing complaints.	EHM	Sept 2018		<p>Identify a baseline to compare quarterly.</p> <p>Review current way of recording complaints; ensure complaints are recorded so as to allow for the production of a monthly report.</p> <p>As part of the review of how data is managed to meet GDPR requirements all aspects of how data is received and subsequently handled is being reviewed. The requirement to monitor the levels of private sector housing complaints will be built into this current review process.</p> <p>15 Housing complaints were received during this quarter. Investigation of the complaints resulted in 1 notice and a further pending notice for improvement action.</p> <p>2 further notices were issued during the quarter for Filthy and Verminous properties.</p> <p><i>(Current response time to customer complaints about housing conditions is 3 working days)</i></p>
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<p>4.1d Identify existing Houses of Multiple Occupation (HMOs) and implement new regulations concerning HMOs.</p> <p><i>(Previously – Regulate the standards of larger houses in multiple occupation and caravan sites by enforcing mandatory license conditions.)</i></p>	EHM	April 2019	☺	<p>Develop HMO strategy to;</p> <p>Identify potential HMOs, contact landlords to confirm status. Licence those that fall within current definition, risk asses and implement an inspection programme.</p> <p>Current mandatory HMOs are known, awaiting imminent change to existing legislation which will broaden definition of HMO bringing more homes under the regime. Once definitions are confirmed then number of properties affected will be known and a licensing and inspection regime will be put in place.</p>
<p>4.2 Reduce poor quality housing by taking appropriate action to deal with identified Housing Health and Safety Rating System Category 1 hazards.</p>	EHM	April 2019	☺	<p>Ensure appropriate enforcement action that's taken in line with EH enforcement policy.</p> <p>Monitor how landlords resolve category 1 hazards i.e. carry out improvements or remove property from availability to occupy.</p> <p>EH continue to take enforcement action where housing not up standard. All officers now trained in carrying out HHSRS assessments.</p> <p>EH undertook a further prosecution in December 2017 for failing to comply with a prohibition notice resulting in a fine and costs.</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>Continue to support the Warm and Well Partnership and deliver actions set out in the Action for Affordable Warmth.</p> <p>A communication strategy is currently being worked up with the Warm and Well provider Severn Wye. Severn Wye intend to do targeted marketing within Tewkesbury Borough over the next three months. Further publicity will be included in Borough News and Severn Wye have offered to do a presentation on fuel poverty at the next Parish Seminar.</p>
4.3 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	April 2019	☺	<p>Housing Services to make referrals to community based support provider (Greensquare) and continue to work with financial inclusion partnership to promote partner agencies.</p> <p>Referrals and take up of support to meet needs which challenge the sustainability of accommodation will be closely 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>

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STATUS KEY

😊	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)