


Appendix 1 - HOUSING STRATEGY 2017-21 ■ YEAR 2 / 6 month update Apr 2018 to September 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>Housing Services is currently working with the preferred affordable housing providers to establish agreed lettings plans and good practice for the affordable housing on the JCS sites.</p>
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>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>Projects commenced on two former garage sites at Staverton & Winchcombe.</p> <p>Pre-app in for Staverton. Off-site build options are being considered on both sites.</p>


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<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.</p>	<p>SHEO + DM</p>	<p>Dec 2018</p>		<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>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.</p> <p>Process for agreeing funding for facilities updated. Monitoring actions for S106 obligations to be considered.</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>Private Sector Housing Liaison Officer identified in revised Community services review. One of the duties of this role will be to produce the Empty Homes Strategy. Recruiting to this post likely to take place by end Dec 2018.</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 was dedicated to a new role within Housing Services to meet the additional demands on housing officers. An additional officer started with the team in June on a 2 year fixed term contract. Whilst the additional impact of the new duties has been high (see later), 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 to meet the needs of residents facing homeless crisis. After an initial period meeting the backlog of homelessness applications, the officer will dedicate half of her time to develop incentive policies and procedures for the Private Rented Sector. 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	☺	<p>The Homelessness Reduction Bill took effect in April 2018. A new database was purchased and training for all relevant staff was put in place before the new duties commenced. A rise in officer caseloads associated with the extended period of time each case is open (up to 112 days) has been noted. An additional .5 officer resource has been recruited to manage this.</p> <p>The new duty to refer for statutory agencies (also part of the new act) will take effect in October 2018. It has been decided countywide that we would like to extend the option to voluntary agencies. The mechanism for referral is functional and a countywide publicity launch will be taking place in November 2018 to ensure that statutory and voluntary agencies are aware of how to make referrals and invite them to engage in the personalised housing plans.</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>

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<p>New: P2.1b Reduce statutory full homeless duty acceptances and increase statutory homelessness preventions and reliefs</p>	<p>HSM</p>	<p>March 2019</p>	<p>😊</p>	<p>This is a new target – to enable monitoring of activities across both the old legislation and impact of the new legislation which emphasises the importance of early intervention to reduce homelessness acceptances. 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) below:</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). Of which: • 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:</p> <ul style="list-style-type: none"> • 105 homeless decisions were made during 2017-2018 <p>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> <p><u>2018/19</u></p> <p>The service accepted a new statutory duty to 75 residents in Q1:</p> <p>44 homeless prevention duties (homeless within 56 days) 29 homeless relief duties (homeless) 2 full homeless statutory duties (as previously)</p> <p>In the first quarter of 2018 the service achieved positive outcomes to end:</p> <p>33 households under the old prevention regime (those who had applied before April) 11 households under the new prevention duty (either to sustain present home or in new home) 4 households under the new relief duty (into new home) And accepted a full homeless statutory duty to 2 households</p>
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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> <p>The number of households approaching in mortgage difficulties locally is very low – 0 during q1. Whilst this is an option we should develop, other solutions will yield greater success for homeless applicants</p>
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<p>P2.1d Work with county local authority partners to find solutions for high risk/high support/multiple needs homeless households</p>	<p>HSM</p>	<p>March 2018 March 2020</p>	<p>😊</p>	<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 countywide domestic abuse services contract and Places of Safety projects was successfully retained by Greensquare following a retendering process.</p> <p>A new countywide target hardening and sanctuary contract has been awarded to Safer Partnerships.</p> <p>Gloucestershire has been allocated an extra £271,980 in August 2018 from the Ministry of Housing, Communities and Local Government to expand county wide SIB funded New Entrenched Homelessness Service. The county wide SIB funded New Entrenched Homelessness Service – 'ACTion Glos' was launched at the end of last year for long-term rough sleepers / repeat users of homelessness services. Following a competitive tender process, P3 Charity have now signed the contract to deliver a new 3½ year service across the county. Since it launched in November 2017, 92 individuals from across the county have received support from ACTion Glos, with more people engaging with services and staying in accommodation as relationships develop and resources are acquired. It's already funded by 'social impact bond' (SIB) funding of £990k, made available by Central Government as part of their Homelessness Prevention Programme in 2016. The extra funding brings a total of £1.27m to the service and will increase the number of places in the SIB from 110 to 126</p>
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P2.2 Work with local authority partners on Gold Standard Programme	HSM	Dec 2019	✓	<p>The NPSS have confirmed that the Gold Standard has been discontinued with the advent of the new legislation. Tewkesbury Borough Council collected our award from the old scheme at the DCLG conference in July 2018.</p> <p>This action will be removed from the action plan</p>
P2.3 Introduce an early intervention protocol for tenants affected by welfare reform including transitional support and assistance to find work	HSM + Revenues & Benefits Manager	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>We have seen a small but steady increase of customers affected by welfare reform requesting budgeting support (PBS) The benefits team also provided assisted digital support for customers who require help in claiming Universal Credit.</p> <p>The benefits team is working with DWP and other partners to expand our offer to increase PBS take up in locations other than the public services centre.</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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P2.5 Stop the use of private bed and breakfast accommodation except in emergencies	HSM	April 2019		<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 51.5 days in 2017/18. 97 homeless households were placed during 2017/18. Costs were slightly lower (£78,651.21) than in 2016/17 and reclaims through housing benefit were high. It is too early to forecast this year's costs, but it is anticipated that B and B uses likely to rise following the extended Relief duties associated with the new Homeless Reduction Bill.</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	☺	<p>Action delayed through 2017 pending Government consultation on SHMA commissioning. Consultation now complete and we await resulting guidance.</p> <p>Standard methodology for calculating housing confirmed through Draft National Planning Policy Framework guidance. Therefore SHMA can be progressed.</p> <p>County group to commission new Local Housing Need Assessment. Invitation to tender doc has been drafted.</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	Sep 2018	☹	Local connection criteria will further established as part of the Borough Plan.

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<p>P3.4 Profile accommodation-based support that the council has access to in the County.</p>	<p>HSM</p>	<p>March 2019</p>		<p>Tewkesbury borough is part of the Housing with Care Project board which has recently undertaken a survey targeting at older people as well as those with care and support needs across the county to establish aspirations, needs, income etc. The group is currently analysing the data</p> <p>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.</p> <p>Following a 12 month consultation, the MCHLG has confirmed that housing costs for supported accommodation will continue to be paid through housing benefit which will enable more input locally into the suitability of accommodation.</p>
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Priority 4 – Improving the health and wellbeing of local people

Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
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 Community Services restructure places more emphasis on private sector work and intention is to refresh the scheme locally and re-engage with landlords. This will be led by the new role in the re-structure with the new Housing Solutions Officer.</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> <p>Private Sector Housing Liaison Officer identified within Community services review. Developing an action plan will be a duty of this role. Recruitment to this post likely end Dec2018.</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>Private Sector Housing Liaison Officer identified within Community services review. A key duty of this post will be to compile statistics relating to the number of housing complaints received. Recruitment to this post likely end Dec2018 <i>(Current response time to customer complaints about housing conditions is 3 working days)</i></p>
<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 assess and implement an inspection programme.</p> <p>New definition of mandatory licensable HMO, in place. Newly Qualifying HMOs require to be licensed by 1 October. Potential HMOs will be written to and targeted with publicity.</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 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 Officers continue to respond to housing complaints and where appropriate take action as directed within the HHSRS</p>
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>Additional targeted publicity campaign due to be put in place Autumn/Winter 2018.</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)