

**Priority 1 – Increase the supply of housing**

Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity progress
<p>P1.1 Investigate how Registered Providers can be encouraged to consider alternative construction methods and deliver homes to a high build standard.</p>	<p>Strategic Housing &amp; Enabling Officer (SHEO)</p>	<p>March 2022</p>	<p>😊</p>	<p>Progress to date: Funds have been committed to support Registered Providers (RPs) deliver new Affordable Housing. These new properties will be delivered with a higher build standard than the basic building regulations. Improved size standards, an aim for Energy Performance Certificate (EPC) ratings of 'A' and renewable technologies will help issues around fuel poverty and the wider environment.</p>
<p>P1.2 Produce a guidance note and bid pro forma that assists with the use of commuted sums (financial contributions in lieu of on-site affordable housing) and seek Executive Committee approval.</p>	<p>SHEO</p>	<p>Sep 2021</p>	<p>😊</p>	<p>Progress to date: A guidance note and pro forma have been developed. As above, funds have been committed to three schemes totalling up to £1,142,000 supporting 68 new Affordable Housing properties.</p>

**Priority 2 – Homelessness and Homelessness Prevention**

Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
<p>P2.1 Improve advice process to assist in supporting customers while working remotely including personalised plans that agree customer actions.</p>	<p>Housing Services Manager (HSM)</p>	<p>September 2021</p>	<p>😊</p>	<p>Progress to date: Personal Housing Plans have continued to be improved as an officer led project. They are now easier to use for officers and customers and enable better setting and monitoring of tasks for both.</p> <p>Regular check-in calls from officer to customer are now embedded and important as we are still largely working remotely.</p>
<p>P2.2 Contact all housing associations and private landlords who have worked with us to prevent homelessness to develop an eviction/ prevention protocol</p>	<p>HSM</p>	<p>June 2021</p>	<p>😊</p>	<p>Progress to date: Discussions with our main Registered Providers – Bromford, Rooftop, Sovereign, Two Rivers, Aster and Platform took place through the summer.</p> <p>As each RP works differently and has different processes around evictions it was not possible to establish a single prevention of eviction protocol. We have instead developed and maintained relationship between RP housing management and income officers and our Housing Advice Team.</p> <p>These enhanced relationships have enabled us to make use of the Contain Outbreak Management Fund to support RP tenants</p>

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				as mentioned below at P2.6.
P2.3 Improve housing services website and include a landlord advice section	HSM	September 2021	😊	<p>Progress to date: The Business Transformation team have worked with Housing Advice to understand and review how customers interact with the department including through our website. Once different contact methods have been mapped and assessed any changes such as outgoing messages to customers or online contact form will be considered.</p> <p>The housing services pages include sections under 'Rented accommodation' and they have been reviewed and updated.</p>
P2.4 Update the housing services housing options/homelessness form and investigate online solutions to support this	HSM	September 2021	😊	<p>Progress to date: Improvements to our homelessness module has enabled it to replace the paper forms we previously used for housing options/homelessness appointments.</p>
P2.5 Reduce the use of private bed and breakfast accommodation except in emergencies.	HSM	March 2022	😐	<p>Progress to date: The service made 41 placements into B&amp;B in Q1 &amp; Q2 of 2020-21. For the same period in 2021-22 this number was 35 showing a slight decrease.</p> <p>It is difficult to compare previous periods and draw conclusions as the service has been affected by the response to the Covid-19 pandemic. Previous demands on the service were supported by hotels opening for temporary accommodation and restrictions on eviction activity and these have now ended. The wider homeless network is still affected by the reduced 'safe spaces' provision and delays in delivery of new 'Next Steps Accommodation' that will help with the flow of roofless households through the system.</p> <p>We have had discussions with Registered Providers about establishing some new self-contained temporary accommodation</p>



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				options and we will continue to work on developing more alternatives to private B&Bs.
P2.6 Work with county local authority partners to find solutions for high risk/high support/multiple needs homeless households	HSM	Explore funding solutions by March 2021	☺	<p>Progress to date: Extra funding was identified to support households at risk of rough sleeping beyond our statutory duties.</p> <p>This has helped maintain a running number of zero to two rough sleepers in Tewkesbury Borough throughout this year.</p> <p>We have also made use of some of the Contain Outbreak Management Fund (COMF) allocated by Gloucestershire County Council. Homeless prevention options such as assisting with rent arrears and securing new private rented properties with rent in advance and/or deposit have enabled households to have their own space and provided the ability to self-isolate if required.</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
<p>P3.1 Support the evaluation of the accommodation needs of Travellers and Non-Travellers (as determined by the 2016 updated Gypsy Traveller and Travelling Showpeople Accommodation Assessment (GTTSA))</p>	<p>Planning Policy Manager</p>	<p>March 2022</p>		<p>Progress to date: RRR were commissioned through a County arrangement and have submitted an interim report to the steering group following data analysis, stakeholder consultation and fieldwork.</p> <p>The full report is due late February 2022.</p>
<p>P3.2 Continue to play an active role in the Housing with Care Project Board to build relationships and create a joined-up way of working to better support vulnerable residents.</p>	<p>HSM</p>	<p>March 2022</p>		<p>Progress to date: Strategic Housing &amp; Enabling Officer has represented the Council at Housing with Care Project Board (now HEAT - Housing, Equipment, Energy, Adaptations, Aids and Technology).</p> <p>Experience and knowledge has been shared and use of DFG funds has been discussed with Registered Provider (RP) partners to develop a more strategic approach to benefit more vulnerable residents.</p>

**Priority 4 – Improving the health and wellbeing of local people**

Actions linked to Strategy Priorities	Responsible Officer	Target Date	Status	Planned activity
<p>P4.1 Encourage landlords wanting to work with the council on improving housing standards and be better trained to provide quality accommodation and management.</p>	<p>EHM</p>	<p>March 2022</p>		<p>Progress to date: The service is undergoing a trial structural change focussing on specialist areas. A Private Sector Housing team is focussing on ensuring training and competencies are in place by March 2022 to improve housing standards by enforcement. This training for officers will also enable the service to offer advice and training on best practice for landlords to provide a supportive approach as well as enforcement.</p> <p>In 2022/23 further work will commence on landlord engagement.</p>
<p>P4.2 Work in partnership with district colleagues to commission a 'Stock Condition Survey'</p>	<p>EHM</p>	<p>March 2022</p>		<p>Progress To Date: The procurement process has commenced and it is intended to select the company who will deliver the survey by January 2022 with a commencement date of 10th January 2022. The survey will deliver outputs by October 2022.</p> <p>Survey outputs will be incorporated in to actions from Year 2 of the new Housing Strategy.</p>



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<p>P4.3 Respond within 3 working days to customer complaints about housing conditions.</p>	<p>EHM</p>	<p>March 2022</p>		<p>Progress To Date: On average 80% of cases responded to within 3 working days (this figure is an estimate as we are not in a position to report on this). While still relatively low, complaints on housing conditions have doubled in the last 12 months.</p> <p>Reporting systems will be put in place to monitor progress.</p>
<p>P4.4 Reduce poor quality housing by taking appropriate action to deal with identified Housing Health and Safety Rating System Category 1 hazards.</p>	<p>EHM</p>	<p>March 2022</p>		<p>Progress To Date: Enforcement Policy refreshed and approved November 2021. Improvement Notices now subject to a charge. Specialist team in place.</p>
<p>P4.5 Current warm &amp; well contract expires in March 2022. Review performance of current provider and participate in joint procurement with other Gloucestershire LAs</p>	<p>EHM</p>	<p>March 2022</p>		<p>Progress To Date: The existing contract with Warm &amp; Well is proposed to be extended for 2 years with an option to extend for a further 3 years. Final agreement will be by end of March 2022.</p> <p>The Sustainable Warmth Fund is to assist those in fuel poverty living in homes with Energy Performance ratings of E or lower and is in two parts;                  £1,030,000 for Local Authority Delivery Scheme (LADS) phase 3 for insulation and heating (non fossil fuel types) for those on the gas network                  £4,217,985 for Home Upgrade Grant (HUG) phase 1 for insulation and heating for homes off the gas network                  Severn Wye will be delivering this fund on behalf of all Gloucestershire Districts.</p>

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<p>P4.6 Regulate the standards of larger houses in multiple occupation and caravan sites by enforcing mandatory license conditions</p>	<p>EHM</p>	<p>March 2022</p>		<p>Progress To Date: HMO Policy in place. Civil Penalty Policy adopted July 2021. Enforcement Policy refreshed and approved November 2021. Mobile Homes and Caravan site Policy adopted October 2021. Arrangements in place for updating web pages. Housing Act Notices now subject to charge contained within Fees and Charges.</p> <p>Future activity will continue to identify unlicensed HMOs. Plan a programme of inspections of caravan sites with priority being given to residential sites in the first instance. Continue to promote and enforce substandard conditions in single residential units in the private rented sector which includes social landlords.</p>
<p>P4.7 To explore how housing applicants supported by Tewkesbury Borough Council can benefit from the 'Going the Extra Mile' Project</p>	<p>HSM</p>	<p>June 2021 Complete</p>		<p>Progress to date: The Housing Advice Team met with Going the Extra Mile and learnt about their activity and how they can help support households into employment and/or training opportunities.</p> <p>HSM then arranged a joint workshop session with GEM, Bromford 'Neighbourhood Coaches' &amp; managers and Housing Advice Team to discuss potential shared cases and the challenges and successes they have experienced.</p>



**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)

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