

Progress against Housing Strategy Objectives, Actions and Targets – 2016/17 actions

Objective	Key action to meet objective	Target deadline / ongoing work	Update at December 2016
Planning			
Continue to adopt planning policies to support the delivery of new homes, including the Core Strategy Single Issue Review (housing) and site allocations for Forest Heath which will be available for consultation early 2015 and Vision 2031	Contribute to Single Issue Review of Forest Heath Core Strategy	Assist and advise in line with Single Issue Review deadlines	ACHIEVED Strategic Housing Team continues to comment on all consultation documents reviewed and included additional land opportunities identified for Barley Homes as part of the site allocations process. On-going Proposed Site Allocation consultation will be issued in January 2017.
Review and update West Suffolk's Joint Affordable Housing Supplementary Planning Document during 2015, to maximise opportunities to secure additional affordable housing	Contribute to update of West Suffolk's Joint Affordable Housing Supplementary Document (SPD)	Revised SPD is use by March 2017 (or sooner if Planning consultation timelines allow)	Planning have commented on draft version but needs amendments following the Housing and Planning Bill and 10 dwelling threshold change. KL to discuss with planning re consultation so this doesn't impact on the SIR. ON HOLD: Awaiting technical guidance on the Regulations in Housing and Planning Bill before consulting on draft.
Ensure we continue to robustly apply existing planning policy to achieve 30% affordable housing	Business as usual	On-going	ACHIEVED. On-going. Secured 30% affordable housing to date on all approved planning applications.
Rural Housing			
Use the evidence gathered about rural areas to inform future planning policies and decisions about housing in West Suffolk's rural locations	Site-by-site liaison with parish councillors and residents 'Rural enabling conference'	Ongoing Autumn 2016	Achieved on all new enquiries relating to rural affordable housing. On-going. Session on Rural Enabling held at the West Suffolk Parish Conference 14 th November 2016

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Support the development of rural schemes that meet a locally identified housing need			
<i>Look to explore the option of maximising the delivery of affordable housing on rural exception sites by permitting an element of open market housing to facilitate the delivery of the affordable housing dwellings</i>	<i>Devise new Exceptions Sites policy with Planning</i>	<i>August 2015</i>	ACHIEVED <i>Approved by Cabinet</i>
Developers and Providers			
We will engage with developers to understand the full costs of building and encourage developers to build new developments to sustainable and Lifetime Homes standards	Become proficient in the use of scheme appraisal software	Training on ProVal – May 2016	ACHIEVED- April 2016 (Refresher arranged for January 2017 following Proval software update)
Work with registered provider partners to maximise the delivery of affordable homes that meet the needs of West Suffolk through the 2015 – 2018 Affordable Homes Programme	Deliver 121 new affordable homes in 2016/17 Set annual target by 31st March in preceding year	March 2017 March 2017	On-going. Likely to achieve a delivery of 142 new affordable homes. 33 FHDC 109 SEBC
Work with developers and registered provider partners to help unlock stalled sites to enable housing to be brought forward	Business as usual		Contact made with developers on stalled sites. Most are land-banking or trying to sell site on with planning permission. On-going.

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<p>Continue to ensure new development contributes to infrastructure provision through our use of Community Infrastructure Levy and/or S106 planning obligations</p> <p>Liaise with registered provider partners to ensure sufficient affordable accommodation is available that does not exceed the Local Housing Allowance</p>			<p>Utilised Commuted Sum monies to ensure the delivery of 2 three bed affordable rented properties in Stanton BSE by meeting RP viability shortfall to achieve 30% affordable housing on site.</p> <p>Achieved. Agreement with Havebury to not convert one bed accommodation to affordable rent but to remain as social rent to allow those under 35 year access to affordable accommodation if they are in receipt of LHA. Discussions undertaken with RP's regarding four bedroom accommodation. RPs agreed to review their appraisals to try and deliver four bedroom homes as social rent, following the implemnetaiion of rent cap. Viability impacts yet to be highlighted</p>
Private Sector Housing			
<p>Implement the actions set out in the West Suffolk Empty Homes Strategy to bring empty properties back into use</p>	<p>Prioritise bringing empty homes back into use through officer interventions</p>	<p>Target of 20 properties brought back use in 2016-17 KPI on BSC</p>	<p>On-going 5 homes brought back into use in Q1 10 homes in Q 2 (cumulative total)</p> <p>Cummulative total for year Jan – Dec 2016 21 = 16 in FHDC and 5 in SEBC</p> <p>There are a number of properties being considered for further enforcement action which we are doing the background work on to facilitate this.</p>

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	<i>Establish single guidance, standards and fees and ensure consistent approach to HMOs</i>	<i>March 2015</i>	ACHIEVED <i>Aligned the two Councils' documents into one and approved through Cabinet-implementation</i>
	Housing Regulatory Policy reviewed to allow consistent, effective, timely & proportionate use of housing powers to bring properties up to standard in the private rented sector	October 2015	ACHIEVED Reviewed the two councils' enforcement policies to establish single West Suffolk guidelines Have aligned two procedures into one housing inspection procedure
	Improving standards in the private rented sector	Target of 40 properties brought up to standard in 2016-17 KPI on BSC	17 properties brought up to standard in Q1 56 Properties including Q3 (Cumulative total) Cummulative total for year Jan – Dec 2016 84 = 52 in FHDC and 32 in SEBC Considering the implementation of new the measures contained in the Housing & Planning Act, relating to poor conditions/rogue landlords
	HMOs; ongoing programme & area surveys to identify and improve properties	Ongoing across 2016-17	Survey undertaken in Newmarket in addition to an Impact Day with the Fire Service to protect tenants living above commercial properties. HMO risk based inspection programme ongoing Continue to inspect and take enforcement actions to bring up to standard Considering new Government proposals to extend licensing & how this will impact WS Impact Day in Haverhill with Fire Service

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<p>Increase the number of households housed in the private rented sector through discharging out homelessness duty</p> <p>Work with West Suffolk Lettings Partnership, WSLP, landlords to increase the supply of housing in the private sector in West Suffolk and improve the standard of homes to rent privately</p>	<p>Pilot new WSLP model</p>	<p>Commence new model in April 2016</p> <p>Review uptake and make recommendations for 2017/18 in line with 2017/18 MTFS timetable</p>	<p>New Guaranteed Rent Product now in place.</p> <p>New schme has had a slow take up and is being reviewed to see how it can be promoted more widely</p>
<p>Liaise with USAFE to review the impact their personnel have upon the local private rented market</p>	<p>Better understand impact of USAFE personnel on local rented market and incorporate into Housing Company planning and work of WSLP review</p>	<p>Ongoing</p>	<p>On-going</p> <p>Inputted into the report on the potential impact of the closure of RAF Mildenhall and conclusions being assessed.</p>
<p>Work with landlords to encourage better management and practice and good quality accommodation</p> <p>Develop a system to ensure that landlords and properties within the West Suffolk Lettings Partnership meet the required standards</p>	<p>Ensure that homes being utilised through the WSLP are safe and up to standard</p> <p>Ensure that landlords are fit & proper</p>	<p>October 2015</p>	<p>ACHIEVED</p> <p>Officer responsible for the operation of the WSLP working closely with Housing Standards Team. An initial assessment of both landlord and property is made; if there are concerns, for example, a serious hazard is found, then a joint decision is made on the suitability for the tenant/scheme</p>
	<p>Update factsheets on WSLP webpage</p>	<p>September 2016</p>	<p>ACHIEVED</p> <p>Factsheets revised and published on website.</p>

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Target the most hazardous properties and non-compliant landlords through effective preventative and enforcement action	Effective use of resource to protect more tenants in the private sector	Ongoing	<p>Officers responding to tenants concerns over their housing conditions and requiring works of their landlords to make their homes safe. Some joint working with planning service and enforcement under the service guidance.</p> <p>Considering new measures being proposed in the Housing & Planning Act to assist with poor conditions & rogue landlords</p> <p>Identifying pro-active and area based projects for 2017. Flats above commercial premises and HMO surveys being scoped and will be undertaken in 2017; main outcomes are to improve safety and identify new HMOs requiring licensing/standards</p>
Adaptations and Improvements			
<i>Work with partners to review the Home Improvement Agency (HIA) contract, ensuring performance and value for money for council tax payers</i>	<i>New HIA contract in place with Orbit Independent Living</i>	2015/16	<p>ACHIEVED</p> <p><i>New Suffolk-wide contract and service commenced in December 2015 after some initial delay due to first selected provider withdrawing. New model of working has a greater emphasis on efficiency and performance</i></p>
Work with registered providers to make sure the best use is made of adapted stock	With Occupational Therapists (OTs) identify need and put in place plans to increase new supply and better use of housing association stock	Ongoing	Needs further consideration. SCC have been undertaking meetings with various stakeholders, including RPs, but these do not appear to be leading to achieving this action. We are working with the HIA OTs and RPs to ensure their tenants have alternative housing options and DFG/adaptations are only carried out where it is appropriate. It is the larger adaptations in this stock that are challenging

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	Explore the scope to use Abris Home-Link system Development of a special needs 'register'	November 2016	and we have a protocol to consider the most appropriate option for more complex cases. A register of special needs and how to meet this remains a real challenge. The delay in the full implementation of the Abris Home-Link system means that the completion of this target has been delayed until mid 2017.
Develop a multi-agency approach to the delivery of DFGs, including joint-working with the Clinical Commissioning Group (CCG) and Adult Social Care (Suffolk County Council)	<p>Assess potential impact of inclusion of DFG grant in Better Care Fund</p> <p>Maximise use of the Better Care Fund (BCF) and other resource through new services/systems</p>	<p>Ongoing work between Suffolk partners</p> <p>Review of spend/impact in July and Sept 2016. Comprehensive review of DFG delivery through the HIA being considered by March 2017</p>	<p>Suffolk Home Improvement Agency (HIA) service went live on 1 May 2016 after delay following the re-tendering of the contract. The partnership is considering the performance of Q1 and how to improve this to deliver DFG as effectively as possible. OT provision through the HIA working well (previously through SCC), recruitment ongoing to meet full establishment.</p> <p>Partners have been considering their DFG allocations with SCC, which Government have provided to meet statutory duty and demand. Further review in Sep related to projected spend, on DFG, as there are re-ablement schemes which may positively impact on DFG that could be funded from this pot.</p> <p>WS have asked partners to consider a full review of HIA delivery to support the most effective use of the service and funding.</p> <p>Q2 performance for DFG through the HIA still very poor, both across Suffolk and in WS. Contract manager in place to identify the problems and work through an action plan with HIA senior management. Partners will make a decision by end of 2016-17, partly based on</p>

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			<p>the contract manager's report, if the HIA can improve and meet the targets. Other options are being considered.</p> <p>BCF allocations for DFG agreed with SCC to ensure sufficient funding for residents essential needs/adaptations.</p> <p>Partners are considering an improvement plan and new management measures to improve the HIA service. Significant improvement will be required, particularly relating to DFG delivery, over the next 6 months. Partners are also considering a different model to increase performance on DFG. West Suffolk will sign off the improvement plan and the alternative model/approach.</p>
<p><i>Develop a West Suffolk policy on housing assistance targeting grants to improve the quality and availability of private sector accommodation</i></p>	<p><i>West Suffolk housing assistance policy (HAP) in place</i></p>	<p><i>January 2016</i></p>	<p>ACHIEVED</p> <p><i>Revised policy approved by Cabinet in November 2015</i></p> <p><i>The new policy has been simplified into single grant to increase uptake. At the same time, there are more safeguards to ensure repayment of grant monies if the property is sold/transferred</i></p>
<p>Increase uptake of West Suffolk Housing Assistance Policy (cross ref with Energy Efficiency objective in the action plan)</p>	<p>Identify the benefits, target and promote the policy through effective partnership working</p>	<p>December 2016</p>	<p>Ongoing project to increase demand for housing assistance grants (HAG) to make owner-occupied homes safe.</p> <p>Very low uptake in Q1, historically low.</p> <p>It is hoped that the actions in the project, including work with partners and raising awareness will improve this situation.</p> <p>Q2 still low, work continues to promote the</p>

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			<p>grant. Considering possibility of joint working with WHHP project/funding to promote assistance and the potential to provide one system to assist vulnerable residents with excess cold in their homes</p> <p>Extensive promotion of the grant to key stakeholders and a review of the current policy is taking place. This is likely to result in some changes being brought forward to build some flexibility into the grant system and allow more residents to benefit from low cost improvements and repairs. We are working with WHHP to publicise grants to improve thermal efficiency of properties.</p>
	Improve owner-occupier homes under the policy	40 homes brought up to Decent Home Standard 2016-17	<p>Nil Q1 – Options to promote the scheme being explored.</p> <p>6 homes including Q2 2 in FHDC and 4 in SEBC</p> <p>Cummulative total for year Jan – Dec 2016 8 = 3 in FHDC and 5 in SEBC</p>
Community			
<p>Work with and respond positively to local communities who want to use community rights, develop neighbourhood plans or innovative approaches to deliver housing in their communities</p> <p>Work with communities to provide support and enable local</p>	Provide data and information when required	Ongoing	<p>The Strategic Housing Team facilitated a workshop at Rural Parish Conference held in November 2016 exploring the benefits of rural affordable housing and how the Councils can assist parish councils and work in partnership with them to bring forward rural exception schemes to provide housing for local people.</p> <p>A neighbourhood plan is a community led framework for guiding the future development,</p>

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<p>people to achieve their ambitions in terms of the creation of sustainable and thriving communities</p>			<p>regeneration and conservation of an area. Neighbourhood plans have a different status to other community led plans. Subject to a few basic conditions they will become legally binding and will become part of the development plan for the area. The Council are currently supporting the following communities to develop neighbourhood plans:</p> <ul style="list-style-type: none"> • Newmarket – Neighbourhood Area Designation. In preparation • Gt Barton - Neighbourhood Area Designation. In preparation • Hargrave- Neighbourhood Area Designation. In preparation • Barningham – Neighbourhood Area consultation ends on the 3rd April
Energy Efficiency			
<p>Target vulnerable households to help improve energy efficiency and the household's circumstances (Cross ref with HA policy objective)</p>	<p>Participate and promote the Warm Homes Healthy People (WHHP) Fuel Poverty Programme Winter 2016/17</p>	<p>Survey 60 properties across West Suffolk by April 2017 to assess improvement opportunities to the home and residents personal circumstances</p>	<p>Surveys have been taking place in homes across West Suffolk throughout 2016.</p> <p>46 surveys were conducted in FHDC 84 surveys were conducted in SEBC</p>
<p>Use Energy Company Obligation funding to support or other financing options to assist home energy improvement</p>	<p>Secure installation of new central heating systems for eligible households using third party funding</p>	<p>100 homes with new heating systems by March 2017</p>	<p>Heating systems are currently being installed using DECC central heating fund finance. Funding has been extended to the end of February 2017. A full report will be available in April 2017, broken down by each LA area.</p>

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Work with registered provider partners and private landlords to secure energy improvement of their property	Business as usual – take up opportunities as they arise	On-going	Private landlords are benefitting from above mentioned heating project. Landlords can access funding of 50% towards the cost of a new central heating system.
Provide home energy advice and support to residents and community groups on the benefits of energy efficiency and renewable energy	Business as usual – take up opportunities as they arise	On-going	13 community groups have benefitted from energy audits from the Suffolk Climate Change Partnership community advisor. 3 in FHDC and 9 in SEBS. The Environment Team are currently working with Southgate Community Centre, Kedington Community Centre and Chalkstone Community Centre on the installation of solar PV.
Land and Resources			
Work with other public sector bodies to maximise the use of public sector land assets for housing	<p>Work with Suffolk County Council to bring forward sites through the proposed Housing Development Company</p> <p>Receive and scrutinise Barley Homes' Annual Business and Delivery Plan</p> <p>Participation in One Public Estate scheme</p>	<p>First start-on site by March 2017</p> <p>Summer 2016</p> <p>Ongoing</p>	<p>Start-on site now expected by January 2018</p> <p>Initial five year Business Plan delayed due to need to undertake further land assembly and financial modelling work – now expected September 2016</p> <p>Suffolk Property Board established to bring together all public sector landholders – survey of all public assets in Bury St Edmunds currently underway to establish their potential for future housing development</p>
Seek to use brownfield sites and existing infrastructure where practicable to do so	Business as usual Include West Suffolk site(s) in regional bid to the Starter Homes Land Fund	Ongoing May 2016	Bid submitted as part of Norfolk/Suffolk devolution work – bid unsuccessful due to devolution bid not progressing

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By April 2015 we will identify and deliver new funding proposals for delivering open market, private rented and affordable housing	Brief members on affordable housing development options	October 2016	Member development session planned for 15 th November 2016 – initial session postponed due to low take up. Session to be rescheduled once to details of the Housing White Paper expected in early 2017 are known.
Homelessness			
By April 2015 have developed and implemented a new homelessness strategy, in line with statutory requirements	New homelessness strategy approved by members	April 2015	ACHIEVED Adopted by the Councils in February 2015 this is the first joint West Suffolk Homelessness Strategy. Previously Forest Heath District Council and St Edmundsbury Borough Council have had their own
	Ensure Homelessness Strategy remains current by conducting Annual Review of Homelessness Strategy	October 2016	Annual Review conducted in October 2016 and Homelessness Strategy Action Plan updated. Peer review GOLD Standard review undertaken in November 2016 – Action Plan to be produced by review team January 2017.
By March 2015 have increased by fifteen units the amount of temporary accommodation available for individuals and families in crisis housing need, to reduce the use of Bed and Breakfast accommodation	Increase TA units by 15 in Bury St Edmunds	June 2016	ACHIEVED 12 units have been provided by the purchase and conversion of properties in Bury. The other 3 units through nomination arrangements with RP's.
	Provide Temporary Accommodation in Haverhill and Mildenhall	Ensure there is sufficient temporary accommodation in the right locations – April 2018	Identified need for 3 units in Mildenhall and 8 units in Haverhill. Commenced investigation on suitable sites/properties – On-going
Continue to engage with partners on specific multi-agency homeless prevention projects to improve the support	Young Person Housing Action Group to join with Suffolk Housing Options Group (SHOG)	September 2016	ACHIEVED Revised Young Persons Protocol signed off by partners in June 2016. Front-line staff training

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given to young people across West Suffolk	to monitor 16/17 year olds protocol and promoting tackling youth homelessness		sessions conducted in September 2016. Protocol now operational. Ongoing process to monitor and evaluate. TH. The has been developed and adopeted across the county JV
Efficiency and Effectiveness			
Review the effectiveness of our local lettings policies	Review on local lettings policies Recommendation to members, if any	April 2017	Not yet due – maybe delayed due to difficulties with implementing the new CBL scheme.
By March 2015 have reviewed the existing HomeLink contract and considered options available to best serve the future interests of those in housing need in West Suffolk	Retendering and letting of CBL contract	'Go live' May 2016	ACHIEVED <i>System went live in June 2016.</i>
<i>Tackle social housing fraud by raising awareness and prosecuting offenders</i>	<i>Joint Suffolk Housing Fraud Forum and establish protocol with ARP for investigating cases</i>	<i>April 2016</i>	ACHIEVED <i>Joint Suffolk Housing Fraud Forum in place Housing has established a protocol with ARP for investigating cases</i>
Care and Support			
Work with the Suffolk Health and Wellbeing to implement the commitments the Housing and Health Charter for Suffolk	Implement action relevant to West Suffolk to improve joint working with Health	Deliver Housing and Health Integration targets identified in the Housing Projects Matrix – on-going	Work on-going as part of Suffolk Housing Board
Develop good quality, easily accessible housing advice materials, including web-based material which reflect the	Updated web-based housing advice information	Participate in Web Editorial Board focus of Housing July 2016 Make the necessary	Work on-going and web pages being reviewed – further changes will now be required following management restructure and the realignment of the Housing Service.

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diversity of applicants' needs and abilities		updates by March 2017 and on-going	
	Make sure website meets the Homelessness and Housing Advice GOLD Standard	April 2017	Recommendations expected in GOLD standard review action plan.
Continue to work in partnership with other key agencies to prevent individuals and families getting into housing crisis Work with Adult Social Care (Suffolk County Council), the West Suffolk Clinical Commissioning Group, registered providers and private providers to develop cost effective options to address the needs of an ageing population	Review and evaluate effectiveness of the various multi-agency Housing Forums and make improvements where necessary	March 2017	ACHIEVED –Design in the Public Sector – review led by Housing, involving SCC Adult and Community Services and West Suffolk Clinical Commissioning Group to reduce unnecessary emergency admissions to A&E and doctor call-outs to older people living in sheltered housing As a result of the Human Centred Design (HCD) Group a new community care model Buurtzorg will be delivered across three sites in Suffolk the first to be in the West the model support older people to remain in the homes longer by supporting general wellbeing and early identification of needs. The model is a social enterprise and delivered by a self-managed team.
Set up a Task and Finish Group to develop a West Suffolk model for housing chronically excluded adults	Development Making Every Adult Matter – MEAM – approach	Report to LT / members by October 2016	As at end of Sept this work had not progressed. However, we are now working up a bid for DCLG tackling rough sleeping funding to facilitate this work.

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Continue to lead the county-wide partnership to develop a strategy for “move-on” of marginalised adults	Maximise support available for marginalised adults through the Suffolk Co-ordination Service	Manage cessation of Suffolk Co-ordination Contract in September 2016 Work with Suffolk County Council to maximise benefits of successor service – ongoing	SCS extended the contract for the Co-ordination Service until September 2017. Work is currently underway with SCS on the new Gateway service that is due to come into operation in April 2017.
Work with partners across Suffolk to deliver short stay accommodation for Gypsies and Travellers and to plan for longer term permanent accommodation needs.	Three transit sites provided across Suffolk	Sites opened and operational December 2016	Initial work did not identify any suitable sites – Suffolk Public Sector Leaders now reviewing how the project should be progressed.
Include provision for Gypsy and Traveller sites in the Forest Heath Site Allocations Development Plan Document	Work with Planning on assessing need for, and feasibility of, proposed sites	March 2017	Update to West Suffolk GATNA completed by ORS as part of Cambridge Housing Sub Region November 2017, data included as part of FH Site Allocations Development Plan document.