

Housing Strategy Action Plan - 2018 Update

The Council's Housing Strategy was published in 2016. Since then, there have since been significant changes both within the Council, locally and to National Housing Policy. It is intended, therefore, that the Strategy will be reviewed in 2019 to ensure legislative changes are reflected within the content and the Council's wider corporate objectives are aligned with the content of the revised Action Plan. The three themes that underpin the current Strategy will also be reviewed, informed by a wider stakeholder consultation event.

The table in section two sets out what actions have been completed within the last two years, what actions are still in progress and what is no longer relevant, against each of the objectives. The objectives sit within one of three identified Strategic Outcomes listed below;

- **HS01 – Improving Access to and Supply of Housing**
- **HS02 – Well Maintained, Safer, Greener Homes**
- **HS03 – Enabling People to Live Independently**

Over the last year there have been many changes to the way the Council's Housing Services are delivered and there have been significant external factors that have influenced decisions relating to the Housing Revenue Account, Planning Policy, the Council's new build programme and the Council's obligations towards homeless households. The Housing Strategy, therefore, requires a fundamental review to ensure holistic solutions are delivered by the Council to address housing need and tackle poor housing conditions across the District.

Since the Strategy was adopted in 2016, there have been many changes in National Policy as well as socio-economic changes as a result of the continued roll-out of welfare reforms. The Homelessness Reduction Act 2017 required the Council to re-shape its front line resources and commit additional funding to increase capacity and resilience by its April 2018 implementation date.

The Housing White Paper published in February 2017 set out plans to 'Fix the Broken Housing Market' and led to concerns over the definition of affordable housing, major changes to planning services and the key message to local authorities was the build more Council Housing. The Neighbourhood Planning Act 2017 and subsequent changes to the National Planning Policy Framework (NPPF) guidance have also impacted on housing delivery and the associated availability of grant funding. It is intended, therefore, that the Council's revised Housing Strategy will, cover a shorter time-span from 2019-2021 and be compiled to reflect and incorporate the revised position of the housing sector.

These legislative changes in conjunction with the socio-economic impact of welfare reform, have left the housing market increasingly polarised between those newly forming households who can access market solutions and those who are wholly reliant on social housing. This has led to a greater need for government intervention within the sector to effectively bridge the widening gap with intermediate solutions that meet both the needs and aspirations of the increasing population.

The following actions have been identified as priorities for the next 12 months until the Council's Housing Strategy is reviewed. The actions will be monitored by Strategic Housing, overseen by the Strategic Director - Service Delivery and through progress reports taken to the Council's Housing and Community Services Committee.

1. New Priorities for 2018/19

HS01 – Improving Access to and Supply of Housing		
Action	Lead Officer	Target date
Deliver x six new council homes for affordable rent in Overseal through the Homes England SOAHP programme	Strategic Housing Manager	31 March 2018
Review the Council's Allocation Policy and undertake associated consultation	Housing Services Manager / Strategic Housing Manager	October 2018
Deliver 150 new affordable homes across the district	Strategic Housing Manager	End March 2019
Bring 10 empty homes back into use during 2018/19	Environmental Health Manager	March 2019
Identify specific needs of BME households and travelling communities	Strategic Housing Manager and Planning Policy Team Leader	January 2019
Compile disposals policy	Business Support Manager / Strategic Housing Manager	May 2019
Review Tenancy Strategy to incorporate fixed-terms	Housing Services Team Leader	March 2019
Use the feedback from the STAR survey to shape the priorities of the Housing Services	Business Support Manager	Ongoing through 2018/19
Implement a joined up homelessness/allocations procedure to tackle housing need	Business Support Manager	May 2019

HS02 – Well Maintained, Safer, Greener Homes		
Action	Lead Officer	Target date
Establish enhanced Healthy Homes referral protocol	Strategic Housing Manager / Private Sector Housing & Environmental Team Manager	September 2018
Ensure approved policies are in place and being implemented for Legionella, Gas Safety, Asbestos and Electrical testing	Improvements and Repairs Team Leader	December 2018
Review condition of non-traditional stock in conjunction with new build & regeneration programme	Housing Services Manager / Improvements and Repairs Team Leader	May 2019
Incorporate physical improvements to estates as part of Asset Management Review and in conjunction with Housing Management Team	Housing Services Manager	Throughout 2019/20
Design out crime on Council estates through establishment of Environmental Improvements Budget to fund initiatives and improvements that prevent crime and enhance the estates	Housing Services Manager	April 2019
Compile Asset Management Strategy incorporating findings from the stock condition report	Housing Services Manager	February 2019
Compile strategy to deal with non-traditional housing stock requiring investment	Housing Services Manager	July 2019
Develop and implement a project to reduce excess cold in rural private rented stock	Environmental Health Manager	May 2019
Contact all households identified as living in fuel poverty and provide energy / income advice	Environmental Health Manager	June 2019

HS03 - Enabling People to Live Independently		
Action	Lead Officer	Target date
Undertake review of sheltered schemes to assess potential to redevelop / change of use / remodelling etc.	Housing Services Manager	September 2019
Produce a Homelessness Review & Strategy	Housing Services Team Leader / Homeless Forum	March 2019
Promote use of telecare and telehealth products and services	Housing Services Team Leader	Throughout 2018/19
Expand the range and uses of telecare and telehealth services and equipment	Housing Services Team Leader	September 2019
Appoint Mental Health Service worker to support people with mental health issues at risk of losing their homes / to access accommodation	Strategic Housing Manager	September 2018
Establish Hospital Avoidance scheme in partnership with NHS England and Adult Care	Strategic Housing Manager	November 2018
Housing Delivery plan to be developed for aging population – following publication of findings from Countywide Older Persons Housing Strategy	Strategic Housing Manager	July 2019

2. Updated Action Plan – September 2018

Completed	Key
Ongoing	
Not in progress / moved to New Priorities (above)	

Strategic Outcome: HS01 – Improving access to and supply of housing				
Objective	Action/Task	Responsible Officer	Timescale	Update
HS Obj 01a - Ensure an increasing supply of good quality new homes of all tenures to contribute to meeting the growing need for housing in South Derbyshire which supports economic growth	Review Affordable housing policy framework	Strategic Housing Manager	2016/17	Report taken to Committee on 23.11.17 outlining Council's approach to kick starting the Affordable Housing Delivery Programme (to include new build, acquisitions and procurement of delivery partner)
	Review and Publish New Housing Strategy	Strategic Housing Officer	2021/22	Review of Action Plan during 2018 – New Strategy to be compiled in 2019
	Commission & publish new Strategic Housing Market Assessment	Strategic Housing Officer	2016/17 to 2017/18	Methodology compiled and initial meetings held with consultants undertaking the HMA wide review
	Provide or commission services with partners and developers to maximise accommodation for different groups including specialist	Strategic Housing Manager	2017/18	SLA agreed with P3 for x six designated units for temporary accommodation — this is ongoing with new

	accommodation			sites coming forward
	Develop the expertise required to conduct financial viability assessments on new developments and acquisitions	Strategic Housing Manager	2016/17	There are many toolkits that can be used for this purpose but where we have HRA land to utilise we undertake our own viability assessments using Pro-val or utilise the Shared Strategic Housing Investment post for this purpose
	Review Council Housing New Build Design Standards	Strategic Housing Manager	2016/17	This would be incorporated into any Design and Build contracts the Council compiles for the appointed delivery partner – the Council would want all new homes to be built to lifetime homes standard and a % that were fully accessible – in terms of thermal efficiency they would need to reach the equivalent of code three for sustainable homes – sprinkler systems to be installed on all new build council housing
	Prepare and publish a 5-year year council new build/acquisition strategy	Strategic Housing Manager	2016/17	On hold – the report to Committee gives authority to seek opportunities that represent VFM that arise and cannot always be planned predicted /

				incorporated into a five-year plan
	Commission and publish a new private sector housing stock condition survey	Strategic Housing Officer	2018/19	Private Sector Stock Modelling being undertaken at County level – research commission and Council contribution paid to Derbyshire County Council (DCC) who is co-ordinating the study – findings due Spring 2019
HS Obj 01b - Increase the supply of affordable homes and ensure the right mix to encourage mixed communities and discourage exclusion	Review approach to delivery of affordable housing with Registered Providers	Strategic Housing Manager	2018/19	Initial discussions now take place with Strategic Housing at Outline Planning stage, Council support the Registered Providers (RPs) through bidding process and a Local Lettings Plan is required on 100% affordable sites to ensure sustainability of new communities
	Establish a framework for reviewing rural housing need to assess the housing supply against need across all tenures	Strategic Housing Officer	2016/17	Initial discussions held with Midlands Rural to address rural housing needs
	Identify a rural parish and pilot research to review rural housing needs across all tenures	Strategic Housing Officer	2017/18	As above – data from parish needs studies to be utilised to identify rural exception sites that could provide affordable homes
	Improve the information sharing between private house builders	Strategic Housing Manager	2018/19	Commitment in place to work more closely with

	and the Council to influence the building of new housing			Planning Services at initial stage. Strategic Housing to be invited to initial discussions where affordable on site provision is a requirement. Strategic Housing is consulted by Planning Services at each stage of the planning process
	Consider the equalities impact of all new policies and strategies and undertake equality impact assessments	Strategic Housing Officer	2016/17	All new strategic documents and policy guidance must have an equality impact statement included within the Committee Report so impact can be considered prior to ratification by Committee
	Prepare guidance on the use of off-site commuted sum provisions for affordable housing	Strategic Housing Manager	2016/17	The use of commuted sums will be outlined within each specific scheme and offset against build costs where possible (future negotiations would ensure sums could be spent outside ward boundary)
	Increase supply of affordable housing by an average of 150 per year up to 2021/22 (excluding Council new build)	Strategic Housing Manager	Up to 2021/22	176 units delivered during 2017/18 and on track to exceed target for 2018/19
HS Obj 01c - Unlock the potential of empty	Review, develop and rewrite Asset Management Strategy	Improvements and Repairs Team Leader	201617	Outstanding – moved to 2018/19 Priorities

homes and minimise voids	Repairs Service Review, including modernising the Direct Labour Organisation (DLO)	Improvements and Repairs Team Leader	2016/17	This review is in progress – awaiting final consultant’s report prior to undertaking comprehensive service review to incorporate compliance
	Review and publish a New Empty Home Strategy	Strategic Housing Manager	2017/18	In progress - meeting arranged with Private Sector Enforcement to gauge level of intervention required & scope of strategy
	Establish a scheme to bring together property owners with investors, developers and private agencies to bring empty homes back into use	Private Sector Housing Team and Environmental Health Manager	2016/17	The Empty Homes Toolkit was produced and published in 2017 for this purpose
	Work with Registered Providers and partners to secure funding and bring empty homes back into use (innovative solutions)	Private Sector Housing Team and Environmental Health Manager	2016/17	The Empty Homes grant is actively promoted by the Private Sector Housing Team
	Unlock land/properties to develop and convert <ul style="list-style-type: none"> • Create a database of long term empty homes; • Refresh the database every year; • Establish and monitor the delivery of an annual target of long term empty homes to bring back into 	Private Sector Housing Team and Environmental Health Manager	2016/17	The database is complete and reviewed annually. Bringing empty homes back into use is a Corporate Priority and the Empty Homes Grant is utilised for this purpose and available throughout 2018/19

	<p>occupation to include as a service plan target from 2016/17;</p> <ul style="list-style-type: none"> • Draft an Empty Homes Intervention Procedure to provide officers with all locally available opinions for empty homes interventions; • Develop and bring to the local market an Empty Homes grant offering 			
HS Obj 01d - Make the best use of existing housing stock	Produce and publish a Housing Revenue Account Business Plan	Strategic Director	2016/17	Outstanding - this was reviewed in 2015 and will be updated following the stock condition review and subsequent approval of the Asset Management Strategy
	Ensure the Council's housing stock meets the Decent Homes Standard and is fit to let	Improvements and Repairs Team Leader	2016/17	According to the Councils asset database 100% of our council housing stock meets the decent homes standard
	Work with Registered Providers to deliver consistent standards and tackle housing need	Strategic Housing Manager	2016/17	Choice Based Lettings Board established to ensure consistent messages are getting to RP partners and that they are kept informed and engaged particularly in relation to meeting housing need and assisting with our statutory obligations towards homeless

				households
	As part of the Asset Management Strategy explore opportunities to demolish and replace properties which are less cost effective due to age and construction type	Improvements and Repairs Team Leader	2016/17	Outstanding – this can be done once findings from the stock condition report are published – moved to New Priorities for 2018/19
	Continue to contribute to the County Wide Review of Disabled Facilities Grants (DFG's) and implement all recommendations	Improvements and Repairs Team Leader	2016/17	Review completed – DFG Strategy Group attended to ensure recommendations / findings are actioned
	Review the DFG process to ensure that DFG's are delivered as effectively and efficiently as possible	Improvements and Repairs Team Leader	2016/17	On-going – the procurement process for DFG works is currently under review and the Council Housing Adaptations policy is being revised

Strategic Outcome: HS02 – Well maintained, safer, greener homes				
Objective	Action/Task	Responsible Officer	Timescale	Update
HS Obj 02a - Ensure decent, safe and healthy homes in the private sector	Review and publish a new Private Sector Renewal Policy	Environmental Health Manager/ Housing Strategy Officer	2016/17	New Private Sector Renewal Policy approved by E&DC on 6th Oct 2016
	Review and publish a new Affordable Warmth Strategy	Housing Strategy Officer	2021/22	Outstanding – this can be completed once findings from Countywide Stock Modelling report are

				produced
	Continue to work with and promote East Midlands Decent And Safer Homes (DASH)	Senior EHO (Private Sector Housing)	2016/17	The Private Sector Housing Team are members of DASH and partnership working arrangements are ongoing
	Review, consider and implement all relevant recommendations following the HMO Consultation exercise	Senior EHO (Private Sector Housing)	2016/17	The compulsory licensing of Houses of Multiple Occupation (HMOs) becomes law on 1.10.2018 – preparations are underway to deal with the related issues arising from the legislative changes
	Develop and implement a project to reduce excess cold in rural private rented stock	Senior EHO (Private Sector Housing)	2017/18	Outstanding – new schemes being established utilising Better Care Funding (BCF) allocation – transferred to 2018/19 Priorities
	Inspect all caravan sites holding a Caravan Site License and develop an Enforcement policy/programme	Senior EHO (Private Sector Housing)	2016/17 and annually thereafter	There are currently 36 registered sites which are inspected annually by the Private Sector Housing Team

	<p>Promote locally the Government's 'How to Rent Guide' to enable tenants new to the private rented sector to understand their rights and responsibilities:</p> <ul style="list-style-type: none"> • Investigate all complaints of housing defects in the private rented sector. • Rectify all identified Category 1 risks in the private rented sector using appropriate interventions in accordance with the enforcement policy. • Take proportionate action to rectify all Category 2 risks in the private rented sector in accordance with the enforcement policy. • Provide landlords with an information pack made available online to maximise their access to support and funding to maintain the condition of their properties 	<p>Private Sector Housing Team/Environmental Health Manager</p>	<p>2016/17</p>	<p>The Private Sector Housing Team carried out 294 investigations over the last 3 years in response to complaints and requests for assistance Empty Homes Information Pack published in 2018 with advice for aspiring landlords</p>
	<p>Evaluate the potential benefits of using the British Research Establishment (BRE) Health Calculator to calculate the benefits of our interventions in the private rented sector</p>	<p>Environmental Health Manager</p>	<p>2016/17</p>	<p>Not progressed – Cost benefit analysis of the BRE toolkit (for calculating the benefits of mitigating excess cold from a dwelling) concluded the investment did not represent value for money</p>

				/ Return on Investment for the Council
	Publish a self-help DVD for owner occupiers and tenants to reduce internal condensation and mould	Senior Environmental Health Officer (EHO) (Private Sector Housing)	2016/17	Animation produced called 'Mouldy Matters' – this is promoted on you tube and had over 1000 views
HS Obj 02b - Support the growing private rented sector	Deliver an a Landlords' Forum annually	Senior EHO (Private Sector Housing)	2016/17 onwards	Action complete – landlord forums ongoing
	Develop a new 'landlords information' pack to help Buy-To-Let landlords to fully understand their duties and responsibilities and to signpost them to services to support them	Environmental Health Manager	2016/17	New 'Empty Homes Information Pack' published with advice for aspiring landlords – completed 2018
HS Obj 02c - Reduce fuel poverty	Continually review potential carbon and fuel poverty reduction funding streams and develop programmes that provide maximum impact in reducing fuel poverty: <ul style="list-style-type: none"> • Remain an active member of the Local Authority Energy Partnership (LAEP) by attending all Partnership meetings • Incorporate appropriate LAEP projects and work streams into annual service plan project commitments • Produce a GIS database of households believed to be in fuel poverty. The database will be revised 	Improvements and Repairs Team Leader/Private Sector Housing Team/Environmental Health Manager	2016/17	The Council is an active member of the LAEP .The Private Sector Housing Team has fuel poverty information detailed on GIS mapping, promote the Healthy Homes County-wide scheme managed by the LAEP to improve homes occupied by people with long-term health conditions. The Team also carries out 'works by agreement' under the 2004 Housing Act when required to improve conditions in the private sector. Households affected by fuel poverty have not yet been contacted and this

	<p>every two years</p> <ul style="list-style-type: none"> All households identified as being in fuel poverty will be contacted (letter, text or email) with advice on switching providers or tariffs 			has been transferred to 2018/19 Priorities
	The viability of a 'collective community renewable energy scheme' will be assessed and a report produced for the Strategic Director – Service Delivery	Private Sector Housing Team/ Environmental Health Manager	2017/18	The bid to British Gas in 2017 was not successful – the bid can be adapted if future opportunities arise
	Instruct all private landlords of their duty to ensure that all private rented properties must have an energy rating of at least E. Information will be issued via email, text, social media and website	Private Sector Housing Team/ Environmental Health Manager	2017/18	The Private Sector Housing Team uses Facebook to raise awareness of Energy Performance Certificate requirements with both landlords and tenants, the EPC requirement will also be promoted on the Council's website and at future meetings of the Private Sector Landlord Forum
HS Obj 02d - Improve the condition and energy efficiency of the Council's housing stock	Update stock condition survey and implement recommendations within the new Housing Asset Management Strategy	Improvements and Repairs Team Leader	2016/17	This is in progress and consultants have been appointed to carry out the stock condition survey – this will inform the Asset Management Strategy
	Review and monitor decent homes standard and lettings standard and develop as part of the Asset	Improvements and Repairs Team Leader	2016/17	This action is in progress – following Stock Condition report the decent homes

	Management Strategy			standard will be reviewed. The revised lettings standard will be set out within the new major works contract from 1.4.2019
	Review condition of non-traditional stock in conjunction with new build and regeneration programme	Improvements and Repairs Team Leader	2016/17	Not in progress - This action has been transferred to New Priorities for 2018/19
	Update private sector stock condition survey	Housing Strategy Officer	2018/19	This is now underway – the Council has contributed to a County-wide research study. Findings due Spring 2019
HS Obj 02e - Tackle crime and anti-social behaviour on Council estates	Design out crime on Council estates through improvements to security	Improvements and Repairs Team Leader	2016/17	A new 'Environmental Improvement' budget to be made available from April 2019 for this purpose – moved to New Priorities for 2018/19
	Continue to carry out monthly inspections on estates	Housing Operations Manager	2016/17	This action is in progress - Inspection schedule for flats to be implemented October 2018 in conjunction with environmental works
	Incorporate physical improvements to estates as part of Asset Management Review and in conjunction with Housing Management Team	Improvements and Repairs Team Leader	2016/17	Action delayed – transferred to New Priorities for 2018/19

Strategic Outcome: HS03 – Enabling people to live independently				
Objective	Action/Task	Responsible Officer	Timescale	Update
HS Obj 03a - Protect and support vulnerable individuals to improve their quality of life and decrease exclusion	Ensure that the review of the DFG process maximises targeted support for customers most in need	Improvements and Repairs Team Leader	2016/17	Procurement review now underway and new Technical Officer appointed to reduce waiting times and increase capacity in the Team
	Carry out and publish a Homelessness Review	Housing Strategy Officer	2016/17	Homeless Strategy review underway. Further discussion at next Homeless Forum as may commission a joint study across the County with separate Local Authority Action Plans. Transferred to 2018/19 Priorities
	Prepare and publish a New Homelessness Prevention Strategy	Housing Strategy Officer	2017/18	As above – this action has been transferred to New Priorities for 2018/19
	Implement a ‘care leavers’ protocol to ensure young people leaving care are given the best opportunities to sustain their tenancy	Housing Services Team Leader	2017/18	Joint working arrangements are in place to assist care leavers who are now given Band 1 status. Due to further legislative changes these arrangements will need to be reviewed again and incorporated into the new Allocations Policy (Allocation Policy Review

				within New Priorities for 2018/19)
	Establish procedures to identify vulnerable applicants before allocating accommodation	Housing Services Team Leader	2017/18	Action in progress – IT options under review to ensure potentially vulnerable service users are identified at all points of contact throughout the Council. The housing application form and pre-tenancy process will also be reviewed
	Develop process for identifying and visiting vulnerable / excluded tenants	Housing Services Team Leader	2016/17	Action in progress – tenancy audits are on target, data collation and recording methods are under review
	Liaise with Clinical Commissioning Groups (CCG's) to meet the health and well-being needs of communities	Strategic Housing Manager /Health Partnership Manager	2016/17	Completed and ongoing. The Council is working in partnership with the County Council, and Health colleagues at strategic level to improve health / housing outcomes
	Identify barriers to older social housing tenants downsizing from under-occupied family homes	Housing Services Team Leader	2016/17	Work has started in this area. Local Lettings Plans include % of new builds for downsizing social housing tenants. Incentive schemes to be explored further – ongoing
	Design and deliver 'pre-tenancy' training to new tenants	Housing Services Team Leader	2017/18	Pre-tenancy workshops are now delivered at application and offer stage to ensure new tenants are

				fully aware of their rights and responsibilities as a tenant
HS Obj 03b - Realise the potential of the homes we already have to provide solutions for people with complex needs	Better use of previously adapted dwellings	Improvements and Repairs Team Leader	2016/17	Action completed – this is a Corporate Performance Indicator and will be monitored going forward to ensure adapted homes are being allocated to those who need them
	Ensure specialist accommodation responds to changing needs and makes best use of resources	Strategic Housing Manager /Housing Operations Manager	2016/17	A Sheltered Courts review is required. This will be undertaken following the publication of the stock condition report – action transferred to 2018/19 Priorities
	Undertake a review of sheltered housing schemes and the potential to redevelop	Strategic Housing Manager /Housing Services Manager	2016/17	On hold pending stock condition survey findings – to be transferred to 2018/19 Priorities
HS Obj 03c - Provide excellent advice, information and access to services	Private Adaptations – review and update information available to inform residents of the DFG grant process as well as other funding options	Repairs & Improvements Team Leader	2017/18	Publicity / leaflets to be produced once policy reviewed – transferred to 2018/19 Priorities
	Review information to inform residents of up and coming new affordable housing opportunities	Strategic Housing Manager	2017/18	Initial discussion with County Council about cross-boundary working and reciprocal arrangements to ensure best use / allocation of new build housing particularly on Derby City

				Council border Marketing to be produced on site-by-site basis as required
	Create further opportunities for residents to be able to influence the delivery of housing services	Housing Services Team Leader /Business Support Manager	2016/17	Residents are actively involved in Housing Services and the Resident Scrutiny Panel is currently undertaking a review of the Housing Complaints process. During 2018 the Council is also undertaking the STAR (Survey of Tenants And Residents) survey of all tenants about levels of satisfaction across a range of Council housing services. The results will inform the creation of an Action Plan to drive further improvement across Housing Services
	Identify and respond to the housing needs of BME groups and other groups such as Gypsy & Travellers	Strategic Housing Manager	2016/17	Discussion with Planning Policy required. Transferred to 2018/19 Priorities
	Annual review of the Tenancy Strategy	Housing Services Team Leader	2016/17	Needs to be updated following publication of guidance on fixed-term tenancies so this is currently pending. To be transferred to 2018/19 Priorities
	Review and update the Allocations Policy	Housing Services Team Leader	2016/17	Delayed due to implementation of

				Homelessness Reduction Act. Transferred to New Priorities for 2018/19
HS Obj 03d - Prevent homelessness through high quality advice and assistance	Review delivery of Supported Housing Service	Housing Services Team Leader /Housing Services Supervisor	2016/17	This action is in progress – an external review has been carried out and the associated action plan is to be implemented during 2019
	Apply for 'Bronze Standard' in homelessness	Housing Services Team Leader / Senior Housing Options Officer	2017/18	No longer relevant – preparation was completed but gold standard no longer exists
	Develop an Action Plan for the Council's Homelessness Forum	Housing Services Team Leader / Senior Housing Options Officer	2016/17	This was compiled and actioned following the Annual Homelessness Conference in October 2017
	Ensure sustainable housing choices for homelessness groups	Housing Services Team Leader / Senior Housing Options Officer	2016/17	Dedicated Prevention Officer now in post to advise all applicants irrespective of priority need status
HS Obj 03e - Ensure that accommodation and services provided for elderly people remains relevant and responsive to their needs	Develop and Publish an Older Persons Housing Strategy	Housing Strategy Officer	2019/20	The Council are working with the County Council to produce an Older Persons' Housing Strategy. Consultants commissioned and baseline data sent to County Council.
	Promote use of telecare and telehealth products and services	Housing Services Team Leader /Housing Services Supervisor	2016/17	This action has been delayed – transferred to New Priorities for 2018/19

	Expand the range and uses of telecare and telehealth services and equipment	Housing Services Team Leader /Housing Services Supervisor	2016/17	Service due to be reviewed during 2018/19 – Moved to New Priorities for 2018/19
HS Obj 03f - Work with those most affected by welfare reform	Work with CAB / DHA and other third sector partners to ensure provision of high quality advice and support	Housing Services Team Leader	2016/17	Action complete – Welfare Reform Group established to develop consistency in terms of access and advice across a shared customer base. The group also identifies opportunities for partnership working
	Review all income collection policies and procedures to ensure capability to manage those affected by welfare reform	Housing Services Team Leader	2016/17	Work is underway to look at income processes and procedures in line with improvements to the Orchard Housing Management System. The Housing Service Chairs the district-wide Welfare Reform Group, which is co-ordinating the approach cross-authority, Voluntary Sector providers and the Department of Work and Pensions (DWP) to support tenants and residents affected by these changes
	Tackle tenancy fraud in social housing	Housing Services Team Leader	2016/17	Working with the Council's shared service fraud team and front-line officers and supported by IT solutions, the Housing

				Service actively monitors suspicious activity across its stock. Over the past 18 months this has prevented Right to Buy (RTB) fraud and has identified potential incidences of tenancy fraud, and to date has identified around 20 cases which have been passed to Derby City Council for further investigation
	Utilise existing IT to identify vulnerable applicants and existing tenants experiencing financial distress	Housing Services Team Leader	2017/18	Using Housing Partners software solution Insight the Council is able to filter existing information to highlight those tenants in potential high financial distress. This information not only identifies those tenants at high risk of defaulting on their rent payments, but also assists in the delivery of proactive assistance and support. This has been crucial in targeting officer support at these cases and will be increasingly important during the full roll out of Universal Credit in November 2018
	Implement Experian 'Rental Exchange' to ensure tenants have access to fair credit products	Housing Services Team Leader /Business Support Manager	2016/17	The Council committed to the Experian Rental Exchange scheme in

				<p>October 2015, this is a 'ring-fenced' secure database which holds rental payment information. The information will allow tenants with a 'thin file' - a history of little or no credit to build a credit score. Over the last three years the Council has supported tenants to improve their credit score, access better credit and improve their ability to pay rent. The Insight system currently provides data to Experian to support this scheme</p>
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3. Review and Future Monitoring

The New Priorities identified in the Action Plan will be monitored over the next 12 months prior to the Housing Strategy being revised, and progress reported through the Strategic Director – Service Delivery. Progress on individual corporate projects will be reported through the Council's Performance Board, and to the Housing and Community Services Committee when required.

A revised Housing Strategy 2019-21 will be produced with a strong focus on the links between health and housing and new ways of delivering affordable housing to meet the needs of the increasing population in the District.