

## Appendix 7 - Glossary

This glossary is a tool to help residents and other partners make the most of this Housing Strategy. It is not intended to provide a precise or legal definition of the terms used.

**ADP** – see Approved Development Programme

**Affordable housing** – For those households who are unable to resolve their housing needs in the local private sector market because of the relationship between housing costs and income.

**ALMO** – See Arms Length Management Organisation

**Arms Length Management Organisation (ALMO)** – A company set up by a Council to manage and improve all or part of its housing stock. The company is owned by the Council and operates under the terms of a management agreement between the Council and the ALMO

**Anti-social behaviour** – Any activity that causes alarm, harassment or distress to an individual, a community or group of households

**Annual Survey of Household Earnings (ASHE)** – An annual survey that calculates average wages across the country

**Approved Development Programme (ADP)** – The Housing Corporation’s proposals to grant aid new housing capital projects

**ASHE** – See annual survey of household earnings

**Asylum Seeker** - Someone who is waiting for his or her application to be recognised as a refugee to be considered by the Government

**B&B** – See bed and breakfast

**Bed and Breakfast (B&B)** – Accommodation sometimes used as temporary accommodation for homeless families

**Benchmarking** – Comparison of performance with other local authorities and Registered Social Landlords to enable the council to help to determine which service areas need to be improved

**Best Value** – Best Value was the government’s agenda for improving services in Local Government through the 4 C’s

**Challenge** why, how and by whom a service is being provided

Secure **comparison** with the performance of others

**Consult** local taxpayers, service users, etc. in the setting of new performance targets

Use fair and open **competition** wherever practicable as a means of securing efficient and effective services

**Best Value Inspection** – A comprehensive review of an individual service or group of services carried out by the Housing Inspectorate resulting in a start rating (0-3) of the service. Key themes include public consultation, service review, performance review and monitoring

**Best Value Performance Indicators (BVPIs)**– A set of government indicators to measure performance. They are collected nationally to allow a comparison between local authorities

**Best Value Performance Plan** – A statutory plan setting out what the council has achieved in the last year and what it intends to do to improve performance

**Black Minority Ethnic (BME)** - People of African, Asian or Caribbean heritage or descent, encompassing other migrant communities who may be discriminated against because of their race, ethnicity or colour'

**BME** - See black minority ethnic

**BRI** – See Burglary Reduction Initiative

**Burglary Reduction Initiative (BRI)** – One of the initiatives introduced through the Crime and Disorder reduction strategy

**Buy to Let** – An investment scheme devised following changes in the law and the development of new mortgage products by lenders from the late 1990's onwards. Buy to Let has led to an increasing number of private individuals buying properties in order to let them out to tenants

**BVPI** – See Best Value Performance Indicator

**Capital programme** – A programme of major works or improvements that meet the government's definition of capital expenditure

**Capital receipts** – Money received from the sale of assets, mostly council house sales through the Right to Buy scheme

**Capital resources** – The amounts of money available to finance the Capital Programme. They include such things as credit approval, revenue contributions and a percentage of capital receipts

**Carbon Dioxide (CO<sup>2</sup>)** – One of the most common greenhouse gases

**CCLATA** - See Charnwood Council Leaseholders and Tenants Association

**Charnwood Council Leaseholders and Tenants Association (CCLATA)** – the primary Tenants and Leaseholders forum for Council Tenants within the borough

**Charnwood Racial Equality Council (CREC)** – A voluntary sector organisation who provide support to BME groups and advice and advocacy on immigration and asylum matters

**Charnwood Strategic Partnership (CSP)** – Charnwood's Local Strategic Partnership (see LSP)

**Chief Housing Officers Group (CHOG)** – A county wide group where Chief Housing Officers from all Councils within the county meet to discuss countywide matters

**CHOG** – See Chief Housing Officers Group

**CHTF** – See Community Housing Task Force

**CO<sup>2</sup>** - See carbon dioxide

**Community Care/Care in the Community** – A way of providing services to people to help them to stay in their own homes for as long as they are able, or in other homely settings

**Community Housing Task Force (CHTF)** – The CHTF provides professional support and advice to Local Authorities, tenants and stakeholders on delivering ALMO, LSVT and PFI

**Community Safety Partnership** – Work with the police, other agencies and local people to introduce effective crime prevention measures

**Community Strategy** – A document Councils have a duty to produce for improving the economic, social and environmental well being of their communities

**Comprehensive Performance Assessment (CPA)** – A review carried out by the Audit Commission on behalf of the government providing an overview of how the council is doing across the full range of services

**Concealed Household** - A household living within another household but not by choice

**Council for Voluntary Service (CVS)** – An umbrella organisation that co-ordinates the voluntary sector within an area

**CPA**- See Comprehensive Performance Assessment

**Contract and Public Services (CPS)** - A Council department who provide a range of operational front line public services consisting of Building Maintenance, Highways, Engineering and Grounds Maintenance to all areas of the Borough.

**CPS** – See Contract and Public Services

**Charnwood Tenants and Council Partnership (CTCP)** - A forum made up of tenants representatives and councillors to discuss issues of concern for tenants

**CREC** - See Charnwood Racial Equalities Council

**CSP** - See Charnwood Strategic Partnership

**CTCP** – See Charnwood Tenants and Council Partnership

**CVS** - See Council for voluntary services

**David Couttie Associates (DCA)** – Housing analysts who produced Charnwood's Housing Needs Survey (see HNS) Dwelling Balance Analysis (DBA) and Housing Market Assessment (HMA)

**DBA** - See Dwelling Balance Analysis

**DCA** – See David Couttie Associates

**Decent Homes Standard** – A Government standard that all social housing (both housing association and the Council) has to reach by 2010. A decent home will pass four tests:

1. It must meet the current statutory minimum standard for housing (it must not be unfit);
2. It must be in a reasonable state of repair;
3. It must have reasonably modern facilities and services; and
4. It must provide a reasonable degree of thermal comfort

This target was widened in 2002 – improving the housing conditions of vulnerable people living in private accommodation (PSA7)

**Development Plan Document (DPD)** – A local development document that has been subject to an independent public inquiry run by a Planning Inspector. Once adopted following an inquiry these documents have statutory status as defined by section 38 (6) of the Planning and Compulsory Purchase Act 2004

**DFG** - See Disabled Facility Grant

**Disabled Facility Grant (DFG)** – This grant is available for people with disabilities who need improvements made to their home in order to allow them to access it easily, move around inside easily and make better use of the facilities such as bathrooms. Disabled people can apply for the grant through their local council

**DPD** - See Development Plan Document

**Dwelling Balance Analysis (DBA)** – An assessment of supply and demand in the housing market

**East Midlands Development Agency (EMDA)** - One of nine Regional Development Agencies in England set up in 1999 to bring a regional focus to economic development. Responsible for the East Midlands region

**EMDA** – See East Midlands Development Agency

**Enabling Role** – The council’s role to assist and encourage other agencies to meet identified housing needs

**Floating Support** - Support provided to tenants and owner-occupiers in a number of different properties, rather than attached to a specific property. Floating support is defined as low-level support which can be provided to vulnerable tenants in ordinary accommodation. It is generally considered suitable for all client groups (depending on need)

**Financial Strategy Group (FSG)** - A group of Members and senior officers who meet monthly as a precursor to cabinet

**FSG** - See Financial Strategy Group

**Fuel Poverty** - A fuel poor household is one which needs to spend more than 10% of its income on fuel for all uses (heating, hot water, cooking lighting and electrical appliances). The amount spent on heating must be enough to achieve a satisfactory level of warmth which is generally accepted to be 21oC in the living room and 18oC in other rooms

**Geographical Information Systems (GIS)** – Computer systems that allow data such as deprivation statistics to be overlaid onto maps in graphical form

**Gershon Review**- A review of Public Sector efficiency undertaken by and named after Sir Peter Gershon

**GIS**- See Geographical Information Systems

**GOEM** - See Government Office of the East Midlands

**Government Office of the East Midlands (GOEM)** – The Government’s regional office which has responsibility for amongst other things housing development resources

**HCS** - See House Condition Survey

**HIA** - See Home Improvement Agency

**HIG** - See Housing Improvement Group

**HMA** - See Housing Market Assessment

**HMO** - See House in Multiple Occupation

**HNS** - Housing Needs Survey

**Home Improvement Agency (HIA)** – Home Improvement Agencies are small, locally based not-for-profit organisations. They help homeowners and private sector tenants who are older, disabled or on low income to repair, improve, maintain or adapt their homes

**House Condition Survey (HCS)** – A survey undertaken on a sample of housing stock to assess the overall condition of the stock

**Housing Corporation** – The Corporation’s role is to fund and regulate housing associations in England. It is a Non-Departmental Public Body sponsored by the Office of the Deputy Prime Minister (ODPM)

**Housing Improvement Group (HIG)** – A group made up of Members and Senior Officers who ensure that planned improvements in housing services are delivered

**House in Multiple Occupation (HMO)** - A property, originally built or designed for one household that now contains more than one household. This includes self-contained conversion flats (but not purpose-built flats), as well as bedsits etc. with shared facilities

**Housing Market Assessment (HMA)** – A study of a local housing market which takes into account the full impact of surrounding market areas

**Housing Needs Survey (HNS)** – A survey of housing need within a particular area that combines information such as local incomes, house prices, demand for social housing and surveys of the population to estimate the housing shortages or surpluses

**Housing Quality Network (HQN)** – Consultants who produced financial modelling as part of the stock options appraisal

**Housing Revenue Account (HRA)** – The account showing the income and expenditure incurred in the provision, management and maintenance of the Council's housing stock

**HQN** - See Housing Quality Network

**HRA** - See Housing Revenue Account

**IMD** - Index of Multiple Deprivation

**Index of Multiple Deprivation (IMD)** – The Index of Deprivation combines the scores from 36 separate social and economic indicators for small geographical areas in England (super output areas). These indicators cover a range of topics (income, employment, health, education and training, housing and geographical access to all services) into a single deprivation score for each ward area

**Independent Tenants Advisor (ITA)** - Are individuals or organisations that provide independent information and impartial advice as well as support and assistance to tenants and leaseholders during the Housing Options Appraisal process

**ITA** - See Independent Tenants Advisor

**Key Worker** – Certain groups of public sector workers identified as a priority for housing assistance due to the impact that housing costs have on recruitment and retention within their fields. Different Key Worker schemes have included different workers although Nurses, Policemen and Teachers are the most commonly named professions

**LAA** - See Local Area Agreement

**LDF** - See local development framework

**LDS** - See local development scheme

**Leaseholders** – Owners of flats that exercised their Right to Buy on a 125 year lease

**Leicestershire Rural Housing Enabler (LRHE)** – A project which seeks to identify housing need in rural areas and to find ways of satisfying that need

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**Lifetime Homes** – Standard homes designed with features such as level access, wider doorways etc, making them suitable for most disabled people with little need for later specialist adaptation

**Local Area Agreement (LAA)** – Local Area Agreements are a new approach to improve co-ordination between central government and local authorities and their partners, working through the Local Strategic Partnership

**Local Development Framework (LDF)** – The name given to a portfolio of Local Development Documents, which will provide the framework for delivering the spatial planning strategy for the area

**Local Development Scheme (LDS)** – A 3 year programme that sets out details, timescales and arrangements for the production for each document that will form part of the LDF

**Local Strategic Partnership (LSP)** – A Local Strategic Partnership (LSPs) is a single non-statutory, multi-agency body, which matches local authority boundaries, and aims to bring together at a local level the different parts of the public, private, community and voluntary sectors

**LRHE** - See Leicestershire Rural Housing Enabler

**Maisonette** - A self-contained dwelling which occupies more than one floor and is located in a structure, which contains other dwellings or non-domestic units on floors, either above or/and below

**Major Repairs Allowance (MRA)** – This is part of the Housing Revenue Account Business Plan and aims to set aside funding for major repairs over the long term to properties and those that generally relate to a building's structure, such as the replacement of a roof

**MAPPOM** - See Multi-Agency Public Protection Offender Management

**MRA** - See Major Repairs Allowance

**Multi Agency Prolific Priority Offender Management (MAPPOM)** – a multi-agency partnership that consists of Police / Probation / drugs / housing / victim workers, working in a holistic approach to manage an offenders behaviour, concentrating on control and rehabilitation support.

**NASS** - See National Asylum support service

**National Asylum Support Service (NASS)** – A government service that provides support, accommodation and financial help to asylum seekers whilst their asylum claim is being processed

**Neighbourhood Renewal Area** – Area based action where there is a concentration of social, environmental and housing problems. Action may include handling individual renovation grants, promoting good maintenance, improving the local environment, working with private landlords, energy efficiency, dealing with houses in multiple occupation and empty homes

**ODPM** - See Office of the Deputy Prime Minister

**Office of the Deputy Prime Minister (ODPM)** – The government department with responsibility for local government including housing, homelessness, planning and sustainable communities

**Office of Immigration Services Commission (OISC)** - An independent public body set up under the Immigration and Asylum Act 1999. The OISC is responsible for ensuring that all advisors fulfil the requirements of good practice, setting standards and deciding who can give immigration advice

**Office of National Statistics (ONS)** - Government office that compile a range of statistics

**OISC** – See Office of Immigration Services Commission

**ONS** - See Office for National Statistics

**PCT** - See Primary Care Trust

**Performance Management Framework (PMF)** – Performance management is a method of helping councils deliver lasting improvement. It does this by ensuring individuals, teams, and ultimately the organisation, know what they should be doing, how they should be doing it and take responsibility for what they achieve

**PFI** - See Private Finance Initiative

**Planning Obligations** – These are typically agreements between Councils and developers negotiated in the process of granting planning consent. They enable the proposed development to proceed and meet the needs of the local community associated with the new development

**Planning Policy Guidance Note 3 (PPG3)** – Government guidance on how affordable housing may be delivered through the planning system

**PMF** - See Performance Management Framework

**PPG3** - See Planning Policy Guidance Note 3

**PRC** - See pre-cast reinforced concrete

**Pre-cast Reinforced Concrete (PRC) Homes** - Properties where the structure is of Pre-cast Reinforced Concrete components rather than traditional brickwork. These properties were built in the immediate post-war period and the systems were developed in response to the shortage of more conventional building materials at that time and the need for a large expansion of the house-building programme. PRC dwellings are often the source of structural problems as over the years the concrete members can crack, causing the steel reinforcement within the concrete to corrode as a result of exposure to the weather. The properties also fail to meet modern standards of thermal insulation

**Priority need** – Under the homelessness legislation, the council has a greater duty to people accepted as being in priority need. This includes people with dependent children and people who are vulnerable

**Primary Care Trust (PCT)** - A Primary Care Trust (PCT) is a legally established NHS body. It has three main purposes :

- To improve the health of the community and reduce inequalities in health
- To commission hospital and community health care
- To develop primary and community health services.

Charnwood Borough falls primarily within Charnwood and North West Leicestershire PCT although the south east of the borough falls within Melton Rutland and Harborough PCT.

**Private Finance Initiative (PFI)** – A public/private sector development partnership arrangement where the project risk is transferred to the private sector partner

**Private sector housing** – Housing not controlled by bodies such as local authorities, voluntary organisations or Registered Social Landlords

**Private Sector Leasing (PSL)** – A scheme whereby the Council leases properties in the private sector to provide temporary accommodation for households accepted under a full homeless duty until permanent accommodation can be secured

**PSA** - See Public Service Agreement

**PSL** - See Private Sector Leasing

**Public Service Agreement (PSA)** – A package of performance targets to help councils deliver measurable improvements in local services.

**Refugee** - A person who has been forced to leave their country because it is not safe for them to stay and has been granted rights to remain in another country as a result

**Regional Housing Board (RHB)** – Following the Sustainable Communities Plan in 2003, RHBs were formed to advise ministers on strategic housing priorities and to advise on the allocation of social housing funding through the new Single Regional Housing Pot

**Regional Planning Guidance** – Formal guidance from the Secretary of State to local authorities, giving advice on the production of planning documents

**Regional Spatial Strategy For the East Midlands (RSS8)** - The strategy provides a broad development strategy for the East Midlands up to 2021

**Registered Social Landlord (RSL)** - These are independent housing organisations registered with the Housing Corporation under the Housing Act 1996 formed to provide affordable housing. Most are housing associations, but there are also trusts, co-operatives and companies

**Rent Restructuring** – This is a ten-year programme introduced by the government in 2001 to ensure that Social Rents are affordable; fairer and less confusing for tenants; have a closer link with the qualities tenants' value in properties and remove differences between council and Registered Social Landlord (RSL) rents. The formula used to calculate target rents takes into account average social rents, property size, average county earnings and average social property values.

**RHB** - See Regional Housing Board

**RICS** - See Royal Institute of Chartered Surveyors

**Right to Buy (RTB)** – A statutory right for Council tenants to buy their home at a discount based on the length of time they have been tenants

**Royal Institute of Chartered Surveyors (RICS)** – A professional body representing surveyors. It produces quarterly reports based on its member's opinions on the strength of the housing market

**RSL** - See Registered Social Landlord

**RSS8** - See Regional Spatial Strategy for the East Midlands

**RTB** - See Right to Buy

**SAP** - See Standard Assessment Procedure

**Section 106 agreement** – Agreement negotiated between Local Authorities and developers or landowners, which secures provision for infrastructure, community facilities and affordable housing as part of a new development

**Service Improvement Plan** – a detailed annual Action Plan showing how service improvements identified in the Delivery Plan are to be achieved

**Shared Ownership** – A method of acquiring part ownership of a dwelling. Rent is paid on the non-purchase share

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**SHARP** - See Shelter Housing Aid and Research Project

**Shelter Housing Aid and Research Project (SHARP)** – A housing aid charity that provides a tenancy support scheme for users with problematic drug use within Charnwood

**Sheltered Housing** – Homes for older people, usually with a scheme manager on site or on call to offer help and support

**SHG** - See Social Housing Grant

**SOA** - See Stock Options Appraisal or Super Output Area

**SOASG** - See Stock Options Appraisal Steering Group

**Social housing** – A general term for rented and shared ownership housing not provided for profit, e.g. by Councils, Registered Social Landlords, almshouses etc

**Social Housing Grant (SHG)** - Social Housing Grant - a grant paid by the Housing Corporation to fund approved housing developments

**Social Inclusion Positive** – Action to make employment, training and economic intervention sustainable. Office of the Deputy Prime Minister research indicates that housing investment can play a key role in anchoring communities

**SPD** - See Supplementary Planning Document

**Standard assessment procedure (SAP)** – SAP provides a simple means of reliably estimating the energy efficiency performance of dwellings. SAP ratings were expressed on a scale of 1 to 100, the higher the number the better the rating. However, improvements in energy efficiency have led to the scale being extended to 120.

**Stock Options Appraisal (also SOA)** - The process undertaken by Local Authorities to identify the most appropriate opportunity to ensure the decent homes standard and tenants aspirations are met.

**Stock Options Appraisal Steering Group (SOASG)** – A group made up of tenants, councillors, council officers and the ITA who oversaw the options appraisal process and made the final recommendation to cabinet

**Super Output Area (SOA)** – These are new geographic areas designed to improve the reporting of small area statistics. Eventually, they should become the set standard for all Office of National Statistics releases.

**Supplementary Planning Document (SPD)** - Supplementary documents that expand upon existing local plan policies

**Supplementary Planning Guidance** – this is detailed planning guidance to amplify and apply the issues identified in an authority's Local Plan and Structure Plan.

**Supporting People** – A funding stream for supported housing such as sheltered housing.

**Sure Start** - Sure Start is the government programme to deliver the best start in life for every child. They bring together, early education, childcare, health and family support.

**Tenant Compact** – A formal agreement between the Council and tenants which details how tenants are involved in the housing service.

**Tenant Participation Advisory Service (TPAS)** - The Independent Tenant's Advisors chosen within Charnwood (see ITA)

**TPAS** - See Tenant Participation Advisory Service

**Unfit** – Unfit for human habitation is a standard for housing defined in the Housing Act 1985 i.e. it is a statutory standard. To assess if a property is unfit, surveys consider repair, food preparation facilities, bath/shower, dampness, toilet, ventilation, stability, drainage, lighting and water supply.

**Void properties** – An empty property for which there is no current tenancy.

## Appendix 8 – Key Documents

### Contact Details and Links to All Documents Referred to in the Housing Strategy

A number of different plans, documents and studies have been used to help in the development and production of the housing strategy. Some useful reading and information can be obtained as follows:

Document	Method to obtain document		Address/ phone number
	Web address	e-mail	
Chamwood Borough Council Capital Plan	<a href="http://www.chamwood.gov.uk/uploads/budgetbook2005.06.pdf">www.chamwood.gov.uk/uploads/budgetbook2005.06.pdf</a>	information@chamwood.gov.uk	Council Offices Southfields Road Loughborough LE11 2TX Tel. 01509 263151
Chamwood Borough Council Best Value Performance Plan 2004 - 05	<a href="http://www.chamwood.gov.uk/uploads/24172efb93170c138091652.pdf">www.chamwood.gov.uk/uploads/24172efb93170c138091652.pdf</a>	information@chamwood.gov.uk	Council Offices Southfields Road Loughborough LE11 2TX Tel. 01509 263151
Chamwood Borough Council Stock Condition Survey	<a href="http://www.chamwood.gov.uk/housing/155.html">www.chamwood.gov.uk/housing/155.html</a>	information@chamwood.gov.uk	Council Offices Southfields Road Loughborough LE11 2TX Tel. 01509 263151
Chamwood Borough Council Communications Strategy	<a href="http://www.chamwood.gov.uk/uploads/communicationsstrategy1.pdf">www.chamwood.gov.uk/uploads/communicationsstrategy1.pdf</a>	information@chamwood.gov.uk	Council Offices Southfields Road Loughborough LE11 2TX Tel. 01509 263151
Chamwood Community Strategy	<a href="http://www.chamwoodonline.net/uploads/10970536030257.pdf">www.chamwoodonline.net/uploads/10970536030257.pdf</a>	information@chamwood.gov.uk	Council Offices Southfields Road Loughborough LE11 2TX Tel. 01509 263151
Chamwood Borough Council Affordable Warmth Policy	<a href="http://www.chamwood.gov.uk/housing/155.html">www.chamwood.gov.uk/housing/155.html</a>	information@chamwood.gov.uk	Council Offices Southfields Road Loughborough LE11 2TX Tel. 01509 263151

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	Web address	e-mail	
Corporate Equalities Plan	<a href="http://www.chamwood.gov.uk/community/corporateequalitiesplan.html">www.chamwood.gov.uk/community/corporateequalitiesplan.html</a>	information@chamwood.gov.uk	Council Offices Southfields Road Loughborough LE11 2TX Tel. 01509 263151
Chamwood Borough Council Homelessness Review and Strategy 2003	<a href="http://www.chamwood.gov.uk/uploads/homelessnessstrategy.pdf">www.chamwood.gov.uk/uploads/homelessnessstrategy.pdf</a>	information@chamwood.gov.uk	Council Offices Southfields Road Loughborough LE11 2TX Tel. 01509 263151
Leicestershire Supporting People Strategy / Draft Strategy	<a href="http://www.leics.gov.uk/index/social_services/ssd_plans_policies/supporting_people_strategy.htm">www.leics.gov.uk/index/social_services/ssd_plans_policies/supporting_people_strategy.htm</a>	information@leics.gov.uk	County Hall, Glenfield, Leicester LE3 8RA Tel. 0116 232 3232
Investment for Health, A public health strategy for the East Midlands	<a href="http://www.emra.gov.uk/publications/documents/investment_for_health_full.pdf">www.emra.gov.uk/publications/documents/investment_for_health_full.pdf</a>	info@eastmidlandsassembly.org.uk	EMRA The Belvoir Suite Council Offices Nottingham Road Melton Mowbray LE13 0UL
Crime and Disorder Reduction Strategy 2002-2005	<a href="http://www.chamwood.gov.uk/uploads/10763344781934.pdf">www.chamwood.gov.uk/uploads/10763344781934.pdf</a>	information@chamwood.gov.uk	Council Offices Southfields Road Loughborough LE11 2TX Tel. 01509 263151
Economic Development Strategy September 2004	<a href="http://www.chamwood.gov.uk/uploads/1416fed882bd9e917995332.pdf">www.chamwood.gov.uk/uploads/1416fed882bd9e917995332.pdf</a>	information@chamwood.gov.uk	Council Offices Southfields Road Loughborough LE11 2TX Tel. 01509 263151

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	Web address	e-mail	
Charnwood Borough Council Local Plan	<a href="http://www.charnwood.gov.uk/environment/adoptedlocalplan.html">www.charnwood.gov.uk/environment/adoptedlocalplan.html</a>	information@charnwood.gov.uk	Council Offices Southfields Road Loughborough LE11 2TX Tel. 01509 263151
Charnwood Borough Council Supplementary Planning Documents	<a href="http://www.charnwood.gov.uk/environment/supplementaryplanningdocuments.html">www.charnwood.gov.uk/environment/supplementaryplanningdocuments.html</a>	information@charnwood.gov.uk	Council Offices Southfields Road Loughborough LE11 2TX Tel. 01509 263151
Housing Act 2004	<a href="http://www.opsi.gov.uk/acts/acts2004/20040034.htm">www.opsi.gov.uk/acts/acts2004/20040034.htm</a>	Book.order@tso.co.uk	The Stationery Office (TSO), PO Box 29, St Crispins, Duke Street, Norwich NR3 1GN Tel. 0870 600 5522
The Race Relations (Amendment) Act 2000	<a href="http://www.opsi.gov.uk/acts/acts2000/20000034.htm">www.opsi.gov.uk/acts/acts2000/20000034.htm</a>	Book.order@tso.co.uk	The Stationery Office (TSO), PO Box 29, St Crispins, Duke Street, Norwich NR3 1GN Tel. 0870 600 5522
Sustainable Communities: Building for the Future – ODPM February 2003	<a href="http://www.odpm.gov.uk/stellent/groups/odpm_communities/documents/page/odpm_comm_022184.hcsp">http://www.odpm.gov.uk/stellent/groups/odpm_communities/documents/page/odpm_comm_022184.hcsp</a>	odpm@woten.press.net	Office of the Deputy Prime Minister 26 Whitehall London SW1A 2WH Tel. 020 7944 4400
Quality and Choice: A decent home for all – the way forward for housing – ODPM	<a href="http://www.odpm.gov.uk/stellent/groups/odpm_housing/documents/pdf/odpm_house_pdf_601905.pdf">www.odpm.gov.uk/stellent/groups/odpm_housing/documents/pdf/odpm_house_pdf_601905.pdf</a>	odpm@woten.press.net	Office of the Deputy Prime Minister 26 Whitehall London SW1A 2WH Tel. 020 7944 4400

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Document	Method to obtain document		Address/ phone number
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Guidance on Community Cohesion – Local Government Association 2002	<a href="http://www.lga.gov.uk/Documents/Publication/communitycohesion.pdf">www.lga.gov.uk/Documents/Publication/communitycohesion.pdf</a>	info@lga.gov.uk	Local Government Association, Local Government House, Smith Square, London, SW1P 3HZ Tel. 020 6554 3000
East Midlands Regional Housing Strategy 2004-10	<a href="http://www.goem.gov.uk/goem/docs/191913/232488/strategy">www.goem.gov.uk/goem/docs/191913/232488/strategy</a>	housing.goem@go-regions.gsi.gov.uk	Government Office for the East Midlands The Belgrave Centre Stanley Place Talbot Street Nottingham NG1 5GG Tel: 0115 971 2679 Fax: 0115 971 2404
Sustainable Communities in the East Midlands	<a href="http://www.odpm.gov.uk/stellent/groups/odpm_about/documents/page/odpm_about_035159.pdf">www.odpm.gov.uk/stellent/groups/odpm_about/documents/page/odpm_about_035159.pdf</a>	scdu@odpm.gsi.gov.uk	Office of the Deputy Prime Minister 26 Whitehall London SW1A 2WH Tel. 020 7944 4400
Regional Economic Strategy (RES)	<a href="http://www.emda.org.uk/res/DEST_MAIN.pdf">www.emda.org.uk/res/DEST_MAIN.pdf</a>	info@emd.org.uk	EMDA Apex Court, City Link, Nottingham, NG2 4LA,  Tel. 0115 9888300

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Document	Method to obtain document		Address/ phone number
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Healthy Housing Toolkit	<a href="http://www.changeagentteam.org.uk/library/docs/Housing/Housingandhealth/Health_and_housing_assessment_tool.pdf">www.changeagentteam.org.uk/library/docs/Housing/Housingandhealth/Health_and_housing_assessment_tool.pdf</a>	change_agent_team@dh.gsi.gov.uk	Health and Social Care Change Agent Team Area LG33 Department of Health Wellington House 135-155 Waterloo Rd London SE1 8UG  Tel. 0207 972 4606

### Other Sources of Information

For UK legislation	<a href="http://www.opsi.gov.uk/">www.opsi.gov.uk/</a>
For Local Authority Performance Information	<a href="http://www.bvpi.gov.uk/pages/Index.asp">www.bvpi.gov.uk/pages/Index.asp</a>
For Statistical Information Including Census	<a href="http://www.statistics.gov.uk">www.statistics.gov.uk</a>
For Government Information on Housing Issues	<a href="http://www.odpm.gov.uk">www.odpm.gov.uk</a>
For House Price Information	<a href="http://www.landreg.gov.uk/">www.landreg.gov.uk/</a>
Supporting People Information	<a href="http://www.spkweb.org.uk/">www.spkweb.org.uk/</a>
The Housing Corporation Website	<a href="http://www.housingcorp.gov.uk/">www.housingcorp.gov.uk/</a>
Joseph Rowntree Foundation	<a href="http://www.jrf.org.uk/">www.jrf.org.uk/</a>
Leicestershire Statistical Information	<a href="http://www.leics.gov.uk/index/your_council/about_leicestershire/statistics.htm">www.leics.gov.uk/index/your_council/about_leicestershire/statistics.htm</a>
Royal Institute of Chartered Surveyors	<a href="http://www.rics.org/default">www.rics.org/default</a>
Charnwood and North West Leicestershire PCT	<a href="http://www.cnwlpct.nhs.uk/xform.asp">www.cnwlpct.nhs.uk/xform.asp</a>
Melton, Rutland and Harborough PCT	<a href="http://www.mrh.nhs.uk/xform.asp">www.mrh.nhs.uk/xform.asp</a>

## Appendix 9 – List of Named Internal Contacts Involved in the Strategy

Full name of team/organisation	Contact Name	Contact details
Housing Needs	Sharon Bignell	Tel. 01509 634671 sharon.bignell@chamwood.gov.uk
Housing Strategy	Donna Dwyer	Tel. 01509 634944 donna.dwyer@chamwood.gov.uk
Tenancy Services & Rents	John Delahunty	Tel. 01509 634687 john.delahunty@chamwood.gov.uk
Housing Standards	Matthew Holford	Tel. 01509 634640 matthew.holford@chamwood.gov.uk
Planning Services	Guy Longley	Tel. 01509 634763 guy.Longley@chamwood.gov.uk
Policy and Planning	Richard Chester	Tel. 01509 634583 richard.chester@chamwood.gov.uk
Financial Services	Ian Allwyn	Tel. 01509 634824 ian.allwyn@chamwood.gov.uk
The Bridge Housing Advice Centre	Peter Davey	Tel. 01509 260500 peter@bridgehousingservices.com