



Charnwood

Housing Strategy



2015 - 2020



Contents

Introduction	3
Increasing the supply of suitable housing.....	4
Delivery of new housing.....	4
Making best use of existing stock	9
Meeting specialist needs	11
People with mental health issues.....	14
Advice and Support.....	14
Barriers to Housing.....	14
Advice Services	14
Prioritising services to allow people to remain in their homes.....	15
Tenancy Support	16
Financial Inclusion	17
People with a history of tenancy failure	17
Local Offer to Health	18
Unhealthy Homes	18
Unsuitable Homes	18
Homelessness	18
The Care Act 2014.....	19
Joint Strategic Needs Assessment (JSNA).....	20
Better Care Fund (BCF).....	21
Community Safety	22
Conclusion.....	23
The Private Rented Offer	24
Student Housing	24
Supporting Private Tenants	25
Supporting People to Access the Private Rented Sector.....	26
Policy on discharging the homelessness duty into the private rented sector	27
Supporting Private Landlords and Lettings Agents	27
Landlord Accreditation	28
Partnership Grants.....	28
Governance.....	28
Action Plan	29
Short Term Actions – over the next 12 months.....	29
Medium Term Actions – over months 13-36	31
Appendix One : Glossary	33
Appendix Two : Health Outcomes Frameworks	37

Introduction

In August 2011 the Council adopted a long term vision to inform and guide its future plans, strategies and policies.

The vision sets out that our place to live "...will have world class design, where new developments reflect the wishes of the community, and are built to reflect their surroundings, protect our heritage, and take advantage of our natural beauty. We will have specific developments for our ageing population, where they can be cared for when needed, but able to live full and active lives into older age. Families will live in good quality homes, many of which will be low cost and inclusive, supported by a range of facilities to enjoy all that Charnwood has to offer, to take full advantage of our unique location. Our neighbourhoods will be attractive to city workers who want to live in a friendly community, with plenty of open spaces, but be able to travel easily to work on efficient roads and railways, that make facilities and services accessible to all."

We will support this vision through our Housing Strategy by:-

- Increasing the supply of suitable housing
- Reducing the barriers to housing
- Prioritising our services to enable people to remain in their homes

To achieve these priorities we will focus on

- Delivery of New Housing
- Making best use of existing stock
- Improving advice and support

Furthermore the strategy identifies two key offers the strategy can deliver:

Our **Offer to Health**- to maximise the contribution that housing can make to the health and wellbeing of the borough.

Our **Offer to the Private Rented Sector**- to improve standards and to reduce barriers to access in order to make this tenure one of choice.

Increasing the supply of suitable housing

Increasing the supply of suitable housing is not simply concerned with the delivery of new affordable housing although that does indeed play an important part. Equally important are initiatives that ensure existing housing is more suitable for those who need it.

Delivery of new housing

Strategic Housing Market Assessment 2014

The most up to date evidence base for housing within the district is the Leicester and Leicestershire 2014 Strategic Housing Market Assessment (SHMA)¹. The SHMA provides an assessment of future housing need (including affordable housing) for the period to 2031 and 2036 for the whole of the Housing Market Area as well as each individual authority.

The SHMA identifies an overall housing requirement of 20,202 new homes within Charnwood over the 25 year period 2011 – 2036 to meet current and future need.

The SHMA identifies the following estimated dwelling requirements for market housing within Charnwood between 2011 and 2036. (table 60)

1 bedroom	2 bedrooms	3 bedrooms	4+ bedrooms
6.3%	31.6%	45.9%	16.2%

It then goes on to provide the following guidance on suggested actual market mix within the borough (table 61)

1 bedroom	2 bedrooms	3 bedrooms	4+ bedrooms
5 – 10 %	30 – 35%	40 – 45%	15 – 20 %

It goes on to break down the overall need into a need for 4,350 new affordable homes over the same period and this equates to 174 per year, of which 21.2% should be Low Cost Home Ownership such as Shared Ownership or Equity Share.

This affordable housing need equates to 21.5% of all the new housing planned for over the period.

Data modelling further identifies that 46.2% of the overall housing need is for 1 bedroom units, and that 72% of the one bedroom need is for older people (table 52).

¹ <http://www.charnwood.gov.uk/pages/strategichousingmarketassessment>

The report then provides a recommended affordable housing mix taking into account stock profile and levels of overcrowding and under-occupation. This leads to the following indicative mix (table 59)

Size	%
1 bed	35-40
2 bed	30-35
3 bed	20-25
4+ bed	5-10

The SHMA also sets out an indicative mix for market housing to meet demand over the period (table 61)

Size	%
1 bed	5-10
2 bed	30-35
3 bed	40-45
4+ bed	15-20

To meet the overall strategic need of the borough we therefore need to be mindful not just of the size of affordable housing being delivered, but also the market units. A repeated theme in the consultation responses for the strategy has been the need to ensure that market as well as affordable housing meets local demand.

The SHMA provides clear guidance as to the market need at a borough wide level as identified above. Furthermore as part of a programme of rural needs surveys of settlements under 3000 population we are gaining an insight into local market as well as affordable need and we will publish these surveys as they become available.

As the purpose of development is to meet our objectively assessed need we would expect applicants as part of the planning process to justify any proposals for market housing that is not in line with the evidence and this will be considered as part of the application process.

The SHMA also forecasts that between 2011 and 2036 there will be a 120% increase in people with dementia and a 97% increase in people with mobility problems, both of which will impact on the types of affordable and market housing required.

Evidence from the Council's Choice Based Lettings System

Whilst the SHMA makes long term forecasts based on demographic changes over a 25 year period, in terms of understanding current demands and priorities we are able to analyse a wealth of data on both lettings and bidding information from the choice based lettings system.

The following tables show bidding activity on properties advertised through the choice based lettings system between October 2012 and September 2014.

Average bids per property type

	studio	1 bed bungalow	1 bed Flat, House or Maisonette	2 bed bungalow	2 bed flat/ Maisonette	2 bed house	3 bed flat	3 bed house	4+ bed house
Average Bids	10.20	11.14	17.80	37.45	20.38	57.38	16.83	38.97	11.77

As can be seen above, by far the highest average number of bids is for 2 bedroom houses and this is 3 times higher than the average number of bids for 1 bed flats and houses.

The table below shows the number of properties by each type and size that were advertised over the same period.

	studio	1 bed bungalow	1 bed Flat, House or Maisonette	2 bed bungalow	2 bed flat/ Maisonette	2 bed house	3 bed flat	3 bed house	4+ bed house
Lettings	111	86	490	12	200	131	6	262	32

These figures show that there are half as many 2 bedroom houses that have been advertised compared to 3 bedroom houses and nearly four times as many 1 bed flats. Although a significant number of 2 bed flats have been advertised over the period many are not suitable for families with children, either because of their design or because they are designated for older tenants. As can be seen by the average number of bids they are in considerably less demand than the equivalent houses.

Another indication of demand is the proportion of properties let to applicants in the highest bands reflecting the greatest need for accommodation.

	studio	1 bed bungalow	1 bed Flat, House or Maisonette	2 bed bungalow	2 bed flat/ Maisonette	2 bed house	3 bed flat	3 bed house	4+ bed house
%	25.23%	36.05%	47.35%	75.00%	49.50%	92.37%	16.67%	68.32%	62.50%

As can be seen over 90% of 2 bed houses and 75% of 2 bed bungalows are let to households in the highest bands.

Although in the future demand is likely to come from single person households and childless couples it is clear from the evidence that the greatest immediate need is for 2 bedroom houses and 2 bedroom bungalows.

Delivery of Affordable Homes

Over the last 5 years we have successfully delivered new affordable housing as illustrated in the table below.

	2009/10	2010/11	2011/12	2012/13	2013/14	Average
<i>total completions</i>	152	201	202	104	155	162.8

Section 106 negotiations

In order to deliver mixed communities whilst ensuring the provision of affordable housing our priority is for affordable housing to be delivered on-site. However where a developer has control of several sites and where there is a benefit to the council in terms of overall provision or quality of delivery, we may agree to a consolidation of affordable housing being delivered over a proportion of the sites.

In exceptional circumstances where the nature of the site is inappropriate for or not conducive to affordable housing we may accept a commuted sum payment in lieu of on-site provision. In these situations we would endeavour to deliver within the locality that the payment relates to, whilst ensuring we have the flexibility to ensure that alternative units can be secured within the borough.

We will develop further guidance on the calculation of commuted sums to allow clarity and certainty when such an approach is being progressed.

When identifying the desired mix of house types and tenure for new affordable housing it is important that we have regard to identified need. Therefore our current approach to sites will focus on:-

- The need to increase the supply of 2 bedroom houses as our highest priority.
- The need to ensure a pipeline of 2 bedroom bungalows through a combination of traditional single storey and dormer type.
- The fact that 70% of one bedroom need comes from older people and so we shall seek for around 2/3 of one bed units to be accessible as either bungalows or ground floor flats.

Whilst having regard to the character of the site and the wider area.

Our preference would be for all affordable housing to be built to lifetime homes standard. However we acknowledge there are situations where the impact this would have on the viability of developments would make such a requirement prohibitive. Due to the proportion of need arising from older people we would at least expect all ground floor flat and bungalow units to be built with level access and a level access shower as standard, or constructed in such a way as to ensure that conversion to level access at a later date incurred minimal cost. Furthermore when the opportunity arises we will prioritise larger family homes to be built to lifetime standards so that we have the flexibility to convert such homes into fully wheelchair accessible homes over two storeys meeting the needs of the widest range of families.

Furthermore we acknowledge that larger sites provide an opportunity to develop more specialist housing, such as extra care, and we will consider the suitability of sites on a case by case basis. Where specialist accommodation is appropriate we will consider the opportunity cost of such provision in terms of the overall quantum of affordable housing requested.

When developing supported accommodation it is important that it is designed to be as economical as possible in terms of revenue funding both now and with regard to likely future changes in need. For such provision we will work closely with commissioners of care and support to ensure that the design meets both housing and funding needs.

To ensure strong demand for section 106 units it is important that the affordable housing requirement meets the investment objectives of RPs as well as our housing needs. We therefore encourage developers to discuss their affordable housing proposals with a range of RPs at the earliest possible stage.

Whilst each RP will have its own detailed preferences common issues include

- No mixed tenure blocks of flats
- Low cost home ownership units to be houses rather than flats
- Limited support for 2+ bed flats
- Houses to be two storey
- Properties to meet HQI space standards
- Open space and other features giving rise to a service charge to be kept to a minimum and such features where necessary to be designed to minimise the level of charge
- Early involvement in the layout of the affordable units and a recognition that internal layouts of standard market units are not necessarily suitable
- Avoiding shared communal space inside or out wherever possible

We will continue to monitor evidence of the required split between rented and low cost home ownership products although for the last 6 years this has remained at around 80/20 in favour of rented.

To ensure integrated communities whilst acknowledging the benefits of grouping affordable units together for management purposes, our approach will continue to be to request tenure neutral design and for the affordable units to be provided in a number of clusters across a site.

The delivery of section 106 sites is intended to meet the needs of the borough as a whole, however when development takes place in small rural settlements we will consider both reflecting any identified local need as part of the affordable housing mix and applying a degree of local preference to the allocation of the homes to the extent of meeting that need.

We recognise the role that both affordable and social rent can make towards meeting housing need and therefore we will consider either tenure (or a combination of both) within the rented units. However, units delivered as affordable rent need to be accepted into the Homes and Communities Agency (HCA) programme and so it is the responsibility of the developer to identify a suitable Registered Provider (RP) and to confirm the necessary standards with them if they wish the units to be let at affordable rents.

Charnwood, along with the other Leicestershire authorities is working closely with the HCA to promote the sub-region to RPs to maintain a healthy level of interest in delivery.

Priorities for affordable lead schemes

For most schemes developed by or on behalf of RPs we would seek broadly the same unit types as for section 106 sites although we will be more flexible in terms of both tenure and unit type to ensure a site is competitive and viable as affordable housing.

We do acknowledge that affordable lead schemes are best placed to meet specific needs and so we may request bespoke units where they meet a particular identified need and we will prioritise such schemes for any support we can provide.

We are committed to the delivery of affordable housing across the borough and have been supporting the Leicestershire rural enabling function for over ten years. With the support of Midlands Rural Housing we have now set out a rolling five year programme of housing needs surveys for all settlements within the borough (currently coming to the end of year two). Where we identify a local need as a result of a rural needs survey we will develop a scheme that meets that specific need and apply a local connection criteria to the letting of the homes through the rural exceptions policy in villages with a population of less than 3000.

For affordable lead schemes we are keen for providers to embrace the concepts of designing out crime and secured by design and would encourage the use of apprentices to support the development of the local workforce.

Making best use of existing stock

Charnwood Standard

The Council is the largest stock holding landlord in the borough. We are committed to driving up property standards and have adopted a standard in excess of the government's decent homes standard for our own stock. We will encourage our RP partners to adopt higher standards, especially where it reduces energy costs for the occupier.

Support to Homeowners

Limited discretionary grants are targeted at Partnership Grants (see separate heading) - to encourage owners of empty homes to bring their properties back into use - and Home Repair Grants for qualifying home owners where there is an imminent risk to their health or safety.

Energy advice

An energy efficiency advice service is offered to residents to help them to navigate their way around the different measures available and the funding opportunities that they may qualify for, including any local assistance and also national schemes.

Disabled Facilities Grants (DFGs)

Disabled Facilities Grants are available to provide essential adaptations where recommended by Leicestershire County Council's Social Care team. If Social Care assesses a disabled person as needing a major adaptation to their home in order to allow them to live as independently as possible, they will make recommendations for a DFG to the Council. The grants are means tested, which means that the applicant may be required to pay an amount towards the costs of adapting their home.

Relocation Grants

Relocation grants will be considered to assist with the coincidental costs of moving to suitable accommodation in cases where adaptations to the applicant's current home through a Disabled Facilities Grant is not a viable option.

Empty Homes

The 2011 census showed that 4.0% of Charnwood's housing stock was found to have no usual residents. Although above average for Leicestershire this was consistent with the East Midlands average and was below the England and Wales average of 4.4% (SHMA table 7).

A range of enforcement actions are available to deal with empty homes such as Empty Dwelling Management Orders (EDMOs), Enforced Sale, and Compulsory Purchase Orders, these are both complex and resource intensive.

Our Private Sector Housing Team will investigate complaints regarding Empty Homes that are causing a health or safety risk to neighbouring residents or a nuisance. The team also administer Partnership Grants to actively encourage owners of properties that have been empty for 6 months or more to bring them back into use (see Partnership Grants for further information).

Mutual Exchanges

For many tenants in social housing with lower levels of housing need, the best opportunity to secure alternative accommodation is through a mutual exchange. The Council already subscribes to the Homeswapper service meaning that our tenants can access a large national swapping website at no cost to themselves. We will also explore other ways in which new technology can be used to assist people interested in exchanging.

Accommodation for Older People

A range of interventions can support older people to make their existing accommodation more suitable for their needs. As well as traditional physical adaptations there are assistive technologies that are increasingly easy to install.

Where appropriate we will signpost customers to providers of assistive technology as well as continuing to offer disabled facilities grants (DFGs) to qualifying households and providing aids and adaptations within the Council's own stock.

Decent Neighbourhoods

The Council as a landlord has a number of estates with a disproportionately high turnover of tenancies and this leads to a range of issues, some very measurable such as relet costs, but some less tangible such as poor community cohesion and negative feelings of well-being amongst longer standing residents. We will work to better understand the root causes of this turnover and identify opportunities to address these with the aim of improving residents perception of their community.

Meeting specialist needs

Some groups have such specialist needs that they are most effectively met by new bespoke development whilst others can be met through a reconfiguration of existing services and accommodation. It is important that we identify the most appropriate mechanism in the context of our limited resources when planning to meet these needs.

The groups identified within the consultation as needing specialist accommodation were:

- People with physical disabilities or mobility problems
- Older People
- Younger People
- People with learning disabilities
- Gypsies and travellers
- People with substance misuse issues
- Young parents
- Ex-offenders
- People fleeing domestic violence

Housing for Older People

Whilst the need for appropriate accommodation for the ageing population is clear, this is likely to be met by a combination of households with no particular needs remaining in their current home as they age, adjustments to existing stock, new developments and remodelling of current older persons schemes. What is more important than the mechanism of delivery is that a range of accommodation to meet a variety of needs is maintained.

The SHMA identifies at table 35 that 75.5% of pensioner households in Charnwood own their own home outright with an additional 5.4% owning with a mortgage.

We will therefore look to develop a range of options for older owner occupiers wishing to downsize or move to something more accessible who may wish to remain homeowners and/or release equity.

We will consider opportunities for affordable lead developments to deliver shared ownership bungalow schemes for the elderly where equity is a barrier to moving to more suitable accommodation.

The Housing Learning and Improvement Network have developed a tool to forecast the unmet need for specialist older persons housing within localities.

This identifies the following current shortfall in specialist older persons housing provision in the borough.

Type	Shortfall
Sheltered Housing	676
Enhanced Sheltered Housing	280
Extra Care	298
Registered Care	589

One of the priorities for provision of new older people's housing is for Extra Care provision and we are seeking to secure Extra Care schemes on all three sustainable urban extensions. As Extra Care is a specialist product it is important that where these are being delivered through a section 106 agreement the developer seeks advice on design and build specification from a specialist provider and it is our preference that the RP who will take on the scheme leads on this. Alternatively a developer may provide free serviced land together with a financial contribution to the RP to support the delivery of the scheme.

People with learning disabilities

There is a wide range of housing models that can meet the needs of people with learning disabilities. As a result we will engage with the County Council to identify the likely pipeline of demand so that we can plan accordingly. This will also provide an opportunity for the County Council to identify and plan to resource the likely support needs of people moving into new accommodation.

Housing for people with autism

The awareness of the housing needs for people with autism has increased in recent years. "Transforming Care: A national response to Winterbourne View Hospital²," acknowledges that too many people with learning disabilities or autism are staying too long in hospital or residential homes, many should not be there and could lead happier lives elsewhere.

The Government's Autism Strategy published in March 2010³ directed Council's to take into account the needs of adults with autism in the planning, design and allocation of local housing.

² https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/213215/final-report.pdf

³ http://webarchive.nationalarchives.gov.uk/20130107105354/http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/@ps/documents/digitalasset/dh_113405.pdf

This acknowledged the need to be aware of sensitivities in housing for people with autism which can be addressed through a combination of well designed new provision and making alterations to existing stock

This strategy was updated in 2014 with “Think Autism,” building on rather than replacing the themes of the original strategy.⁴ This estimated that more than half a million people in England have autism. This is equivalent to more than 1% of the population and similar to the number of people that have dementia.

“Tomorrow’s Big Problem, Housing Options for People With Autism,⁵” identifies the importance of a joint planning approach with social services carrying out a care assessment and funding care/support whilst the housing authority provides help with housing.

It recommends a clear route for a joint assessment of housing and support needs involving someone with a knowledge of autistic spectrum disorders.

It is essential that we work closely with social care to gain a greater understanding of the likely level of future demand for housing from people with autism as well as the range of housing models required to meet that need.

Gypsies and Travellers

Whilst Charnwood has a relatively low level of need for Gypsy and Traveller accommodation we recognise the unique challenges associated with delivering such accommodation. Whilst we will consider any planning application for a Gypsy and Traveller site we acknowledge there are additional barriers to such provision.

As a result we will work pro-actively with our partners such as the County Council, RPs and the promoters of the Sustainable Urban Extensions (SUEs) to ensure that opportunities to develop Gypsy and Traveller accommodation are deliverable and that we meet our requirements under the Gypsy and Traveller Accommodation Assessment (GTAA)⁶

As a funder of the County Council’s Multi-Agency Traveller Unit (MATU) we are committed to supporting the needs and rights of the travelling community and we will continue to work with them to support site delivery.

People with physical disabilities

In a similar manner to older people there is a range of options to meet the accommodation needs of people with physical disabilities including purpose built dwellings and adaptations to existing stock. We recognise the expected growth of people with a physical disability over the next 25 years and will therefore work to optimise the amount of suitable accommodation to meet this growing need.

Where we identify a particular specific need that does not lend itself to existing provision we will prioritise this for new affordable housing lead developments either as landlord or by supporting an RP partner to work up a scheme.

4

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/299866/Autism_Strategy.pdf

⁵ Maurice Harker and Nigel King, for the Shirley Foundation

⁶ <http://www.charnwood.gov.uk/pages/gypsyandtravellerneedsassessment>

People with mental health issues

A repeated theme through the development of this strategy has been the lack of suitable accommodation for people with mental health issues who require ongoing support. As a result we will prioritise this group for accommodation provision providing we can develop a support model across all partners that meets the needs of both service users and the wider community.

Advice and Support

There is a wide range of barriers to housing and if we are to achieve our vision of ensuring everyone can access housing there will need to be a wide range of interventions. These will need to include the provision of advice services and ensuring the housing register is open to those in housing need to very specific and targeted services for individuals who as a result of their circumstances are excluded from almost all housing options usually available.

Barriers to Housing

People excluded from the Housing Register due to income/capital

Although it is usual to think of a lack of finance as a barrier to housing there are a number of households who are excluded from the Council's Housing Register due to them having the financial resources to secure housing outside of the social housing sector.

We will ensure that this group is prioritised for information regarding Low Cost Home Ownership (LCHO) products and targeted when new schemes are reaching completion.

People with insufficient capital to access private rented accommodation

The costs associated with accessing the private rented sector can be quite considerable, a deposit of at least a month's rent is quite normal as is rent in advance and possibly lettings agent's fees.

We will keep our private rented offer under review to identify ways we can reduce these barriers to the private rented sector.

Other barriers

As landlords increasingly seek references and credit checks there are a number of people who are excluded from accommodation simply because they do not have a sufficient financial footprint despite having managed to maintain accommodation in the voluntary or social sector. We will work to develop a standardised reference that partners can complete to provide sufficient reassurance to private landlords where a prospective tenant would not pass a traditional credit check.

Advice Services

There are a range of organisations providing advice within Charnwood many of which are members of the Charnwood Connect project. High quality housing and other advice is key to overcoming some of the most common barriers to housing.

Charnwood Connect

Charnwood Connect is a two-year partnership project (October 2013 – September 2015) set up to strengthen and improve access to advice and information services for people in Charnwood. The project is funded by the Big Lottery Advice Services Transition Fund and its work is overseen by a project Steering Group comprising:

- The Bridge
- The Centre for Information Management, Loughborough University
- Charnwood Borough Council
- Charnwood Citizens Advice Bureau
- Human Rights and Equalities Charnwood
- John Storer Charnwood
- Living Without Abuse
- PACE (enQuire)
- Student Advice and Support Service
- Youth Shelter

Charnwood Connect is funded to:

1. Develop a knowledge hub for advisors and service users.
2. Establish a networking and knowledge exchange forum for local advisors (the Charnwood Connect Forum).
3. Improve access to preventative advice and specialist support for local people.
4. Deliver a financial education and money management training programme.
5. Develop a multi-agency volunteering pathway to increase the number of local advisors.

One of the key priorities for the final year of the project will be to try and secure continuation funding whilst mainstreaming as much of the learning and good practice as possible.

Prioritising services to allow people to remain in their homes

Our emphasis will be on early intervention to prevent loss of independence, minimise escalating needs and reduce the long term cost to public health, social care and support services. This will include providing housing services and support as close to home as possible, and working with our partners to provide wider and more innovative opportunities for support at an earlier stage.

We will work with our partners to understand the greatest risks threatening residents' capacity to continue living safely and comfortably in their own homes.

Support to Carers

We recognise that carers in Charnwood make an enormous contribution to independent living by providing care and support to many of the borough's most vulnerable residents. We will explore how we can better meet the housing needs of all carers, and ensure that carers who need alternative housing to provide high levels of care and support to their families and friends are given appropriate advice and support.

Helping people to help themselves.

Our approach will focus on helping people to help themselves. This will include exploring ways to make it easier for residents to find appropriate homes that better meet their needs.

Older Persons Housing Pathway Pilot

The Bridge in partnership with Charnwood Borough Council has developed a two year pilot to:

- Identify older people at risk of being placed in emergency residential accommodation due to family breakdown or safeguarding issues.
- Prevent the need to access emergency residential care by improving family/carer relationships and supporting the older person to move into suitable accommodation if appropriate/needed.
- Develop a new systems approach to provide a quick and effective pathway into suitable and safe independent or supported accommodation
- Make better use of limited housing stock
- Add value to the emerging Light Bulb project
- To establish links with community hospitals

Tenancy Support

There are a range of tenancy support services currently available in Charnwood, some that are tenure or client group specific and some more generalist.

The savings to the public purse as a result of investing in tenancy support have been calculated at £3 for every £1 invested. The County Council is making significant reductions in housing related support services and a priority for Charnwood is to identify ways of mitigating these service reductions.

Friendship Care and Housing have developed the “House 2 Home,” scheme whereby customers are invited to attend one-on-one training sessions at the House 2 Home, (one of Friendship’s properties) where they can learn about a range of subjects including DIY, managing finances and getting online.

We will work with Friendship and local partners to try and deliver the House 2 Home scheme within the borough.

Financial Inclusion

Changes to the benefits system have meant that for many households, keeping on top of their finances has become increasingly difficult. The countywide Welfare Reform Working Group has prioritised the delivery of financial inclusion training as a key tool to mitigate some of the impacts of welfare reform.

We will support the delivery of this training within the borough and look at ways of maximising the number of people going through such training as well as ensuring it is targeted at those who will benefit the most.

We will also work with the Credit Union to promote their products to customers who would benefit from them.

People with a history of tenancy failure

There are a small number of households within Charnwood who as a result of previous conduct are effectively excluded from most housing options. Landlords in both the private and social housing sector are wary of granting tenancies to people who have a history of rent arrears, property damage or anti-social behaviour. At the same time these people often take up a disproportionate amount of time and resources from a range of services. If effective interventions can stabilise these people then the positive impact will extend beyond housing. As a result, addressing this group’s needs is a priority.

We will support the Bridge to deliver the Housing Transitions Project which will work with some of the most difficult to engage with homeless clients in the borough. This is a three year project we will also help to develop a robust outcomes framework to support a bid for continued funding.

Fair Chance Fund

The £15 million Fair Chance Fund will support 2,000 vulnerable, homeless NEET young people in England between the ages of 18 and 24 into housing, education and work. It is jointly funded by the Cabinet Office and the Department for Communities and Local Government. The Bridge has worked with a number of external partners including The Y in Leicester to develop and secure a new service for Leicester and Leicestershire. The service will commence in January 2015 and will work with 100 homeless young people who would not be able to receive a service elsewhere.

Local Offer to Health

Evidence from the Office for National Statistics shows a clear link between neighbourhood income deprivation and both life expectancy and disability free life expectancy.

The contribution good housing can have on health is clear and indeed the reverse, the detrimental impact poor housing can have, and it is worth noting that the degree of that negative impact can vary over life stages.

The Institute of Public Policy Research report “For future living, innovative approaches to joining up housing and health,” identifies that “Older people spend more time in their home than other age-groups (Housing and Ageing Alliance 2013⁷), are more at risk of poor health, and consume over three-fifths of all social care spending (National Audit Office 2014). It is therefore essential to ensure that the place they live in supports them in maintaining good health.

There are a number of outcomes frameworks across the health sector and a number of them have a link to housing. A summary of the key outcomes is included at Appendix 2.

Unhealthy Homes

Unhealthy homes can cause a range of impacts on health. Those suffering fuel poverty will have increased evidence of respiratory problems, poor mental health and a higher incidence of accidents and injuries. Equally, unsafe homes will impact on the incidence of accidents and injuries whilst a home with poor security can lead to injury, depression and fear.

Unsuitable Homes

Unsuitable homes can also impact on health, overcrowding can lead to increased incidences of TB and respiratory infection, mental ill-health and depression whilst a home that does not meet the physical needs of the occupants is likely to increase the number of falls and fractures, increase social isolation and impact on mental health.

Both unhealthy and unsuitable homes will have the greatest negative impact on those who spend the most time in them, in particular small children and those with long term limiting illnesses.

Homelessness

Homelessness has a significant detrimental impact upon health. For example children living in bed and breakfast accommodation are more likely to miss

⁷ http://www.housinglin.org.uk/library/Resources/Housing/HAA/HAAIAllianceTopic_Statements_Health.pdf

immunisations and have a greater risk of infection and developmental problems whilst single homeless people prone to rough sleeping are likely to have a higher level of health needs and mental illness.⁸

Homelessness indicators have been included in the Health Outcomes Frameworks however they have focussed on the national statutory homelessness returns. These have the advantage of being a nationally recognised standardised dataset but are limited in the data that is captured. They do not necessarily include rough sleepers who have some of the most acute health needs or indeed the significant number of hidden homeless whose chaotic lifestyles make engaging with mainstream health services difficult.

As well as our wider offer to older people through specialist accommodation within the borough, Cabinet recently agreed to provide funding to East Midlands Housing to allow them to provide a number of reablement units within their forthcoming Extra Care scheme in Loughborough.

The Care Act 2014

Within its statutory guidance the Care Act explicitly identifies the role housing should play to deliver its objectives. It states that “Early intervention could also include a fall prevention clinic, adaptations to housing to improve accessibility or provide greater assistance, handyman services, short term provision of wheelchairs or telecare services.” The Act goes on to add that “Developing a local approach to preventative support is a responsibility wider than adult care and support alone, and should include the involvement, by way of example, of those responsible for public health, leisure, transport, and housing services which are relevant to the provision of care and support.”

A repeated theme throughout the guidance is the importance of housing providers to be involved in the development of services both as housing providers but also in terms of housing advice and support services.

It also acknowledges “independent providers, including housing providers and the voluntary sector, can provide local insight into changing or emerging needs beyond eligibility for publicly-funded care.” And goes on to say, “Local authorities (through an engagement process, in concert with commissioners for other services where appropriate) should understand and articulate the characteristics of current and future needs for services.

It should also include information about likely changes in requirements for specialist housing required by people with care and support needs.”

We will therefore work closely with the County Council so that as they identify specialist needs we can identify options for how accommodation to meet those needs might be delivered.

⁸⁸ <http://www.homeless.org.uk/sites/default/files/site-attachments/The%20unhealthy%20state%20of%20homelessness%20FINAL.pdf>

The guidance highlights the work of Leicestershire district councils in joint working through mechanisms such as the Leicestershire Housing Services Partnership (LHSP) in pursuit of these outcomes and we will continue to engage with, and ensure representation on, these groups.

The LHSP consists of a wide range of providers and commissioners supporting the delivery of housing services in Leicestershire. The Partnership has a specific role for supporting the achievement of certain strategic priorities as determined by Leicestershire Together. It also has a role in considering the impact on, and from, housing provision on other strategic outcomes.

Joint Strategic Needs Assessment (JSNA)

The JSNA identifies “the big picture” in terms of the health and wellbeing needs and inequalities of a local population.

JSNA describes a process that identifies current and future health and wellbeing needs in light of existing services, and informs future service planning taking into account evidence of effectiveness.⁹

Within Leicestershire the LHSP is the key partnership to allow housing to support the priorities of the JSNA. Although currently under review the present JSNA produced in 2012 identifies the following housing priorities:

- Addressing homelessness;
- Maintaining independent living including the provision of more floating support to vulnerable people;
- Increasing the numbers of people with learning disabilities in settled accommodation;
- Improving and increasing the range of housing provision available for older people, including extra care;
- Improvements to the delivery of adaptations for older and disabled people;
- Tackling fuel poverty; and
- Supporting young people at risk to avoid anti-social behaviour and drug activity.

Furthermore the JSNA must consider wider factors and local assets. This could be a range of assets including formal or informal resources, social networks, community cohesion, capacity or skills in organisations or the community; such as the ability of groups to take greater control of their own health or manage long-term conditions. Local partners, especially in the voluntary sector, can help Boards understand the strengths and assets within local communities.

We will continue to work closely with our voluntary sector partners to identify the assets we can offer to contribute to the JSNA priorities to maximise the impacts we can jointly deliver.

⁹ <http://www.lsr-online.org/reports/694611>

Better Care Fund (BCF)

The better Care Fund (BCF) is a national policy development which identified that £3.8bn of existing funds held by local authorities and clinical commissioning groups should be brought together in pooled budgets to support health and social care services to work more closely together in local areas during 2014/15 and 2015/16. Councils and NHS commissioners then identified an extra £1.5bn creating a total fund of £5.3bn.

The plans are being used to promote integrated care and act as an enabler to the overall five year strategy in key areas such as emergency admissions avoidance and improving discharge planning.

From April 2015 Leicestershire will have a pooled budget of £38m to deliver the project.

The interventions within Leicestershire's BCF plan are designed to transform how integrated care and support is experienced by local people, particularly outside of hospital.

- **Local Area Coordination.** This helps individuals access low-level interventions in community settings to improve their health and wellbeing. The Leicestershire scheme is set out in more details below
- **Urgent assessment and treatment service for frail older people in the community.** New models of care outside a hospital setting are being considered, subject to a business case.
- **Review domiciliary and reablement services.** Work is underway to review commissioning arrangements and models of care for domiciliary service and reablement. This review aims to provide a more streamlined, integrated and sustainable service for those who need help to remain independent at home.
- **Integrated 2-hour urgent community response.** Commissioners are developing a 2-hour urgent response in the community for those who have fallen or have escalating care needs, but who do not need to be in a hospital setting. This will be provided by an integrated team operating across health and social care.
- **Integrated housing.** Working with district councils, new housing offers (such as home adaptations) are being developed which will be fully integrated into health and care pathways supporting hospital discharge and helping people maintain independence at home
- **Pursuing transformation funding.** Several opportunities are available nationally to help local communities transform integrated care and the Leicestershire BCF plan includes applying for additional funding where applicable.
- **Promoting Research.** It is hoped that Leicestershire partners can participate in a forthcoming national research study examining the impact and effectiveness of interventions for frail older people.

Local Area Co-ordination (LAC)

LAC was originally developed in Western Australia in the 1980's and is now being implemented across parts of England and Wales. It is an early intervention based approach, and aims to support people and their families to have a good life as part of their local community.

Leicestershire County Council is working alongside key partners (CCGs, District Councils, Police and the Voluntary and Community Sector), with support from Inclusive Neighbourhoods, to develop the LAC model in Leicestershire.

The proposal for the LAC project is to recruit 8 Local Area Coordinators in early 2015, with the project to be overseen by a Project Manager. The Local Area Coordinators will work in specific areas of the following four districts: Blaby, Charnwood, Hinckley & Bosworth and Melton and will be responsible for identifying and working with vulnerable people, and helping to develop networks of community based support around these people.

The success of the project is very much reliant on the input and collaboration of the various partners involved, along with input directly from communities. The Council therefore encourages the contributions of all community stakeholders in helping to deliver an innovative and exciting opportunity to make a difference for vulnerable people and communities in Leicestershire over the next few years.

Light Bulb Project

The Light Bulb project will provide vulnerable and older people with one point of contact for all housing support such as aids and adaptations, energy advice and home maintenance within Leicestershire.

The county, district councils, NHS and the voluntary sector will offer rapid and effective support to people being discharged from hospital, prevent hazards such as falls and support a wide range of people to keep warm, well, mobile, safe and independent at home for as long as possible.

The project has received £1million funding from the Government. The project will launch in April 2015 and should provide a fully integrated service by 2017.

Community Safety

There are a number of housing related community safety issues where housing can contribute to addressing the wider determinants of health. Most notably:

- Domestic abuse
- Reoffending
- Older people feeling safe in their own home

Domestic Abuse

Domestic violence has been one of the main causes of homelessness within Charnwood for over ten years. As a result our Housing Needs Team has worked closely with providers of services for victims of domestic violence and the Council has funded a domestic violence outreach worker for over ten years through its DCLG preventing homelessness annual capital grant allocation. We also introduced a

sanctuary scheme to improve security for victims of domestic violence who wish to feel safe in their own home.

Furthermore the housing register has been designed to award priority for rehousing to victims of domestic violence because of the wider benefits alternative housing can bring.

We will continue to support and prioritise services that can support victims of domestic violence to achieve the most appropriate housing solution for their needs.

Reducing Reoffending

There is a clear link between insecure accommodation and re-offending. To support the mitigation of this wider determinant of health we will continue to work with our probation colleagues to further develop and improve the housing pathway for those leaving prison to support them accessing suitable settled accommodation as soon after release as possible.

We will build upon work carried out over the last 18 months with the probation service, the Leicestershire district councils, voluntary sector and accommodation providers to increase awareness of available services, improve communication between partners and better understand each other's responsibilities. As part of the next phase of the work we have prioritised making contact with prisons and developing housing advice at time of admission to improve the pathway and maximise the chances of a positive resolution.

Older People feeling safe in their home

Community Alarm Scheme grants are available to low income residents (either owners or qualifying tenants) to connect elderly, infirm or disabled residents to a Community Alarm Service (Lifeline at present) excluding on-going line rental fees.

We will also identify opportunities to extend this grant to a wider range of assistive technologies where infrastructure allows.

Conclusion

There is a clear and demonstrable link between good housing and health and wellbeing, and housing has a key role to play in delivering a range of health outcomes both within the Outcome Frameworks and the Care Act.

We will continue to ensure we are well placed to feed into service development and champion the contribution that our partners in the locality can play in moving forward the health agenda.

Whilst there is much work taking place at a strategic level in bringing services together, it is equally important that we continue to work hard in the locality building relationships and promoting the outcomes we can deliver for health professionals on the ground such as GPs and health visitors.

Through the RSL liaison group we are well placed to act as a locality coordinator of the role of housing in this agenda.

The Private Rented Offer

At the time of the 2011 census the private rented sector made up 14.1% of households in Charnwood compared to 11.8% who were renting social housing.

Figures from the English Housing Survey 2012/13 released early in 2014 indicated that nationally the number of people renting in the private sector overtook those in the social sector for the first time whilst the number of owner occupiers is the lowest for a decade.

Furthermore the SHMA (table 49) identifies that Charnwood has seen a 40% increase in Local Housing Allowance (LHA) claimants in the private rented sector between August 2009 and August 2013, demonstrating the increasing role the sector plays in meeting the housing need of those who need assistance.

As a result private renting will increasingly be the most accessible option for a widening range of households despite issues within the sector. Research by the Joseph Rowntree Foundation has found that

- The number of private landlord repossessions is now higher than the number of mortgage repossessions (17,000 compared to 15,000 in 2013/14).
- The end of a private rented Assured Shorthold tenancy is now the most common cause of homelessness.
- The number of housing benefit claimants has risen by over a million in the last 10 years, and despite an overall drop in the number of claimants in the last year, there was an increase in working people claiming housing benefit and the average amount they claim is rising.

As a result, interventions to improve the balance of supply and demand and increasing the quality and professionalism in the sector are vital if we are to achieve our vision.

Student Housing

Although a large proportion of student housing will be in the private rented sector with a number of halls of residence run by private providers, the most visible aspect of the student housing market is the shared houses particularly prevalent in certain wards of Loughborough.

The impact of student housing on the housing market cannot be denied and a number of interventions have been introduced including the Student Housing SPD

that restricts new housing in certain parts of the town from being let to students and the article 4 directive limiting the density of houses in multiple occupation within Loughborough.

Research during the development of the SHMA identified that between 2001 and 2011 Charnwood saw an increase of 464 all student households from 788 to 1252. Loughborough University educates 15,460 higher education students and although this is expected to increase (growing by around 700 students up to 2015/16) it should then stabilise at around the 15,750 mark by 2018/19- somewhat below the peak of 17,015 in 2006/07.

The Private Housing Team works closely with the University both in terms of setting minimum standards for privately rented properties that are advertised by the university and also with the Student Advisory Service in terms of addressing housing related issues affecting students. The team attends annual housing events at the University to raise awareness amongst students and landlords of housing standards. The team has also taken part in multi-agency events hosted by the University aimed at student landlords.

Because of concerns about the impact of student housing the Council is currently in an evidence gathering phase to establish if there are sufficient grounds to launch a consultation on the introduction of additional or selective licensing in a defined area of the borough. The evidence gathering includes all complaints received by all relevant Council departments and by partners and the ability of the Council and its partners to resolve those complaints using the current powers available. The evidence gathering phase will conclude in autumn 2015.

One consequence of the introduction of the article 4 Directive is the anecdotal suggestion that landlords are leaving properties that have been granted HMO status empty if they fail to let for the academic year rather than risk losing their status by letting to single households. We will work with such landlords to encourage them to let to younger single people who cannot afford self-contained accommodation maintaining the status of the property whilst providing accommodation that is in short supply, albeit for the short term.

Supporting Private Tenants

Whilst many people have a positive experience living in the private rented sector there are others who come into difficulty and Charnwood has a range of services available to support private tenants in those circumstances.

Charnwood Borough Council Private Sector Housing Team

The Private Sector Housing Team is able to assist private tenants who are suffering disrepair and who are not getting a satisfactory response from their landlord. Through informal intervention and where necessary taking statutory enforcement action they can ensure that landlords in the borough maintain their properties to an adequate standard and that private tenants are safe in their homes.

Tenancy Relations Officer

Whilst some unscrupulous landlords will consciously try and illegally evict tenants rather than go through the correct legal process to recover their properties, more often it is ignorance of the law that leads landlords to take short cuts and attempt to undermine their tenants' rights.

The Council funds a Tenancy Relations Officer hosted by The Bridge whose role is to provide advocacy for tenants and ensure that landlords within the borough are legally compliant when enforcing tenancy conditions. Ultimately the Council can bring a prosecution for harassment or unlawful eviction although the aim in all cases is to resolve the dispute at the lowest possible level.

An effective tenancy relations function is crucial in maintaining both tenant confidence and the quality of landlords in an area.

Licensing of Houses in Multiple Occupation

In 2006 the government introduced mandatory licensing of Houses in Multiple Occupation which have three or more storeys and are occupied by five or more persons forming two or more households. As a consequence over 300 properties in Charnwood are now subject to this licensing regime.

As a result we are able to ensure that tenants of the homes most likely to be at risk have suitable and adequate facilities such as toilets, bathrooms, cooking facilities and fire prevention measures. We are also able to consider the suitability of the landlord or managing agent to manage the HMO through a fit and proper person test. The Council is currently considering whether there is a need to extend the scope of licensing to other categories of HMO in our area that are not subject to mandatory licensing.

Tenancy Support

Some people will need a little extra support to sustain their accommodation and Charnwood currently has a range of tenancy support services that can assist tenants. The offer of tenancy support can be a bargaining tool when persuading a landlord to consider taking on a tenant with an impaired tenancy history or who is deemed to be vulnerable in other ways.

In light of the forthcoming cuts to the County Council funded services it is important that we continue to identify and secure funding to maximise the support available within the borough.

The Bridge is currently the biggest provider of floating support within Leicestershire and it has prioritised work around securing alternative revenue streams. Two new services have been secured to develop improved housing pathways for older people and to improve housing pathways for homeless people who are difficult to engage with.

Supporting People to Access the Private Rented Sector

Traditionally it has been accepted that the barriers to accessing the private rented sector far exceeded those to social housing. As a result resources have been directed towards those trying to access the PRS.

Tenant Finder

Tenant Finder is the Council's rent deposit scheme which assists around 15 households each year to access the private rented sector. The scheme is currently

focussed on households likely to be in priority need under the homelessness legislation and has proved most successful at securing family housing. However we will explore opportunities to widen the eligibility criteria for the service and to broaden the range of properties available, particularly focussing on shared housing for younger clients.

We will also look at other options such as landlords insurance to maximise the value of the assistance that we offer.

Policy on discharging the homelessness duty into the private rented sector

The Localism Act introduced a power if adopted for Council's to discharge their homelessness duty into the private rented sector for the first time. Charnwood has adopted a policy on discharging the homelessness duty into the private rented sector to widen the options for homeless families to secure suitable accommodation. Where a potential tenant does not have sufficient capital for the bond and/or rent in advance required by the landlord the Council will meet these costs. By opening up the opportunity of the private rented sector for homeless households we have widened the type and location of properties where a household has an opportunity for rehousing.

Supporting Private Landlords and Lettings Agents

To ensure improvements to the PRS within Charnwood it is necessary to ensure that we have a range of incentives available for landlords and lettings agents to complement our statutory interventions. We will therefore look at what opportunities there are to promote alternative incentives such as bonds, rent guarantees and insurance to ensure that the PRS meets local need.

Tenancy Relations Advice

Although the Tenancy Relations service is primarily concerned with protecting tenants' rights it is acknowledged that providing advice to landlords so they are aware of their responsibilities and less likely to cause distress to their tenant can be a positive thing. Whilst tenancy relations advice should not be seen as a substitute for proper legal advice when required there is a benefit to all parties in improving landlords' understanding of their legal position.

Raising Awareness

In recent years we have seen a growth in new landlords, many with a relatively small portfolio of properties, and even the phenomenon of "unplannedlords," who were compelled to rent out a property they were unable to sell.

We encourage landlords to become accredited through the DASH Landlord Accreditation scheme, which involves an educational element. We also arrange awareness raising and training events for Charnwood landlords locally, as well as promoting regional events e.g..Homefinder landlord forum.

Our private landlord pages on the Charnwood website are regularly updated with any changes in legislation or announcements, as well as guidance and links to useful

information sources on a range of subjects e.g. fire safety, licensing or housing standards.

We will continue to provide information on a wide range of matters of interest to landlords through a range of methods.

Landlords Forum

In recent years Charnwood has focussed on specific one-off training events rather than a regular landlords forum although to an extent the extranet site has run as a “virtual” forum. We will continue to monitor and review our engagement with private landlords to ensure that we are using the most effective methods available.

Landlord Accreditation

The Council has a long standing relationship with the Decent and Safe Homes (DASH) landlord accreditation scheme. It is a region-wide accreditation scheme that encourages and rewards good property standards and management practice in the private rented sector.

This enables us to target our limited resources on non-accredited landlords. Currently within Charnwood there are 900 privately rented properties owned by DASH accredited landlords.

Partnership Grants

To encourage good quality private rental housing whilst enabling owners to bring empty properties to the decent home standard and back in to use, the Council provides partnership grants.

To qualify for grant assistance, the property must have been empty for six months or more. Partnership Grants will cover 50% of the cost of the works required, up to a maximum of £15,000 and the applicant may be required to enter in to a nomination rights agreement for up to 5 years with the Council depending on the level of grant awarded.

Priority for partnership grant awards is currently given to 2 bedroomed houses in the priority neighbourhoods to help meet housing demand for this property type.

Governance

Charnwood Borough Council will ensure delivery of the strategy by undertaking a twice yearly update to the strategy action plan and where delivery has not met expectation we will convene a multi-agency meeting to identify and resolve any blockages.

Furthermore an annual stakeholder meeting will be facilitated to review the action plan and recommend any changes required as well as identify new medium term actions.

Action Plan

Although this is a five year strategy the action plan will focus on actions over the next two years as in the current environment the way we meet our priorities in the longer term is likely to change

<p><u>Themes</u></p> <p>Delivery – Delivery of new housing Existing- making best use of existing stock A+S – Advice and Support Health – Local offer to Health PRO – The Private Rented Offer</p>	
--	--

Short Term Actions – over the next 12 months

Action	theme	by whom	by when	measure
Promote shared lets to landlords with vacant student properties	Existing PRO	Private Housing, Tenancy Relations Officer	December 15	number of houses let as a result of intervention
Develop guidance on the calculation of commuted sums in lieu of onsite affordable housing	Delivery	Housing Strategy	September 15	guidance produced
Assess evidence regarding discretionary licensing	PRO	Private Housing	March 16	Assessment complete
Review approach to landlord engagement covering <ul style="list-style-type: none"> - Landlord forum - Landlord incentives 	PRO	Private Housing, Housing Needs, Strategic Housing, Tenancy Relations Officer	August 15	review completed

Action	theme	by whom	by when	measure
Explore opportunities for using social media for online landlord forum	PRO	private housing, the bridge	August 15	As part of review of landlord engagement
Monitor CBL activity to inform affordable housing negotiation	Delivery	Housing Strategy, Housing Systems	ongoing	reports developed
Promote LCHO products to those with excess income on the housing register	A+S	Housing Needs	July 15	promotional material produced
Convene a working group to explore options for improving housing options for those with mental health issues	Delivery Existing A+S Health	The Bridge, Housing Needs, Housing Strategy, Youth Shelter, CBC Tenancy support, Rethink, Adults & Communities LCC	October 15	meetings held
joint review of current tenant finder scheme	PRO	Housing Strategy, Housing Needs, Private Housing, the Bridge	December 15	revised guidance produced
develop an accepted tenant reference for local private landlords	PRO	Housing Strategy, Housing Needs, Private Housing, the Bridge	March 16	reference adopted
strengthen offender pathway ensuring involvement of prison staff	A+S Health	The Bridge, Probation, Youth Shelter, Housing Needs, Housing Strategy	March 16	Formal links with prison established including procedure for ensuring appropriate advice at time of admission
identify and secure resources to maintain benefits of Charnwood Connect	A+S	all Charnwood Connect Partners	September 15	funding secured
review our approach to mutual exchanges to increase take up	Existing	Tenancy Services, Housing Needs	November 15	increased take up of exchanges

Action	theme	by whom	by when	measure
Identify Opportunities to promote grant funded assistive technology	A+S Health	Private Housing, Adults & Communities LCC	December 15	spend on AT
Monitor completions of affordable housing by size and type	Delivery	Housing Strategy, Planning Policy	July 15	quarterly report produced
Deliver a financial inclusion programme	A+S	Charnwood Connect Partners, Housing Services Partnership	December 15	number of clients accessing service

Medium Term Actions – over months 13-36

Action	theme	by whom	by when	measure
Support delivery of older people pathway work and promote to key partners	Existing A+S Health	The Bridge, Housing Needs, Housing Strategy, Warden Services	October 2016	project targets met
update evidence for preferred split between rent and LCHO	Delivery	Housing Strategy, Planning Policy	June 2016	updated evidence published
Work with the County Council to identify the necessary pipeline of housing for people with learning disabilities	Delivery Existing A+S Health	Housing Strategy, Adults & Communities LCC, the Bridge	October 2016	evidence produced
Improve take up of credit union services	A+S	Charnwood Connect Partners	July 2016	number of clients taking up credit union products
Review Empty Homes enforcement protocol	Existing	Private Housing	December 2016	revised protocol produced
work with development partners to identify a location to pilot shared ownership bungalows	Delivery	Housing Strategy	March 2017	site secured

Action	theme	by whom	by when	measure
increase understanding of housing needs of people with autism	Health	Adults & Communities LCC, the Bridge, Housing Strategy	December 2016	needs analysis developed
ensure all key partners are involved in development of extra care schemes	Health Delivery	RPs, Developers, Housing Strategy, Adults & Communities LCC	March 2018	number of extra care schemes delivered

Appendix One : Glossary

TERM	DEFINITION
Assistive technology	<p>An umbrella term that includes assistive, adaptive and rehabilitative devices (e.g. hearing aids, mobility scooters) for people with disabilities</p> <p>Assistive technology promotes greater independence by helping people with disabilities to carry out tasks they previously struggled to complete or may not have been able to complete</p>
Autism	<p>Autism (or Autism Spectrum Disorder) is a lifelong condition and people with the condition are less able to interact with the world as others do. There are three common features of autism, which might affect the way a person:</p> <ul style="list-style-type: none"> • interacts with others in a social situation • is able to communicate with other • thinks about and deals with social situations <p>Some of these characteristics are common among people with autism whilst others by may not necessarily be exhibited by all people on the autism spectrum</p>
Decent Homes Standard (DHS)	<p>All social housing must meet a minimum standard as set out by the government (the DHS does not apply to privately rented homes)</p> <p>Social housing should be free of health and safety hazards, be in a reasonable state of repair, have reasonably modern kitchens, bathrooms and boilers and be reasonably insulated</p>
Designing out crime	<p>A crime prevention strategy aimed at reducing opportunities for crime through the design and management of the built and landscaped environment</p>
Disabled Facilities Grant (DFG)	<p>Grants provided by your local authority to help meet the cost of adapting a property for the needs of a disabled person</p>
Empty Dwelling Management Orders (EDMOs)	<p>Residential property that has remained empty for 2 years and is ‘causing a nuisance for the community’ may be subject to an EDMO from a council that requires the property to be brought back into use</p> <p>The council must secure an interim or final EDMO from a Residential Property Tribunal before finding a tenant for the property</p>
Enhanced sheltered housing	<p>Housing that provides personal care and support – but not over 24 hours, hence this type of accommodation does not meet the definition of extra care</p> <p>There is currently no accommodation within Charnwood classed as enhanced sheltered housing</p>
Extra care	<p>May also be referred to as very sheltered housing, housing with care, or assisted living</p> <p>Extra care is self-contained accommodation that has been modified for</p>

TERM	DEFINITION
	<p>people with long term conditions or disabilities that make living in their own home difficult</p> <p>By providing 24-hour access to support and personal care, extra care enables people who don't wish to move into a residential care home to retain their independence</p>
Financial inclusion	<p>The ability of an individual, household, or group to access appropriate financial services and products</p> <p>Financial exclusion occurs when people lack the ability to access services and products such as a bank account and affordable credit due to low income, unmanageable debt, a lack of savings and poor financial knowledge</p>
Gypsy and traveller accommodation assessment (GTAA)	<p>Local authorities are required to carry out accommodation assessments for gypsies and travellers to ensure that needs are properly assessed and to plan provision of:</p> <ul style="list-style-type: none"> • Site accommodation on private sites • Site accommodation on local authority rented residential pitches • Site accommodation on transit pitches • Bricks and mortar housing for owner occupation or rent
Homes & Communities Agency (HCA)	<p>The non-departmental public body that funds new affordable housing for rent and sale in England and homes for rent and sale at market prices</p> <p>The HCA also regulates social housing providers (most Housing Associations)</p>
Lifetime Homes	<p>The Lifetime Homes standard is a set of 16 design criteria that provide a model for building accessible and adaptable homes. The concept of Lifetime Homes was developed in the early 1990s by a group of housing experts, including Habinteg Housing Association and the Joseph Rowntree Foundation. Lifetime Homes are all about flexibility and adaptability; they are not 'special', but are thoughtfully designed to create and encourage better living environments for everyone</p>
Local area coordination (LAC)	<p>An innovative approach to supporting vulnerable people to live within welcoming and inclusive communities and stay strong before crisis intervention is required</p> <p>Professionals work alongside people to identify and pursue the vulnerable person's vision for a 'good life' – a local coordinator will use their local knowledge and contacts to build on the vulnerable individual's existing relationships whilst acting as a bridge to the community</p> <p>Key to the approach is the principle that services should be the last thing to consider rather than the first and, when required, the coordinator helps people make good use of necessary services so they are more personal, flexible and accountable</p>
Local Housing Allowance (LHA)	<p>A housing benefit administered by your local council that helps to pay the rent of people who rent their home from a private landlord</p>

TERM	DEFINITION
	LHA rates are based on the area you live in, who lives with you, and your income and savings
Low cost home ownership (LCHO)	<p>LCHO aims to provide alternative methods of achieving home ownership to customers unable to purchase a home on the open market</p> <p>LCHO properties are provided by Housing Associations or private developers working in partnership with the council</p>
Midlands Rural Housing	A specialist Housing Association providing rural housing services in the midlands
Multi-Agency Travellers Unit (MATU)	The Unit was formed in June 2009 with Officers from Leicester City Council, Leicestershire County Council together with a dedicated Police Officer. Their aims include minimising conflict between the Settled, business and Traveller communities by information and education. Protecting the rights of those in the Traveller and Settled communities to enhance quality of life and facilitating the provision of legitimate, acceptable places for Travellers to stay.
Reablement	<p>Intensive, short term support (usually 6 weeks) provided to help people regain or maintain as much independence as possible so they can continue to live at home</p> <p>Usually provided to individuals following a period of ill health, a hospital stay, a stay in residential care, or a fall or accident</p>
Registered Provider (RP)	<p>The Homes & Communities Agency (HCA) maintains a register of social housing providers which lists private providers (not-for-profit and for-profit) and local authority providers</p> <p>Most not-for-profit providers are also known as Housing Associations (previously known as registered social landlords or RSLs)</p>
Secured by design	A police initiative to create safer communities and reduce opportunities for crime and the fear of crime through encouraging the building industry to adopt crime prevention measures when designing new developments, commercial premises and car parks and during the refurbishment of existing homes
Shared ownership	A system by which the occupier of a Housing Association dwelling may buy a proportion of the property and pay rent on the remainder
Strategic Housing Market Assessment (SHMA)	<p>An assessment of the existing housing market, how the housing market functions, and how it underpins the development of housing, planning, economic development, and regeneration</p> <p>The SHMA provides a framework for councils to plan for future housing demand and deliver policies to meet housing need</p>
Sustainable urban extension (SUE)	<p>A newly built, physically and socially sustainable, community in growth and regeneration areas with the following key features:</p> <ul style="list-style-type: none"> • Well connected to jobs and services by foot, bike, and public transport • Has places of different character that stand the test of time and

TERM	DEFINITION
	appeal to different markets

Appendix Two : Health Outcomes Frameworks

Public Health Outcome Framework

The Public Health Outcomes Framework has a vision to improve the nation's health and well being and improve the health of the poorest fastest.

The framework identifies a range of indicators across four headings

- Improving the wider determinants of health
- Health improvement
- Health protection
- Healthcare public health and preventing premature mortality

There are indicators within three of these four headings with direct or very strong housing links, namely

The wider determinants of health.

- 1.06i - adults with a learning disability who live in stable and appropriate accommodation
- 1.06ii - % of adults in contact with secondary health services who live in stable and appropriate accommodation
- 1.11 - Domestic Abuse
- 1.13i – Re-offending levels – percentage of offenders who re-offend
- 1.15i - statutory homeless households acceptance
- 1.15ii - statutory homeless households in temporary accommodation
- 1.17 - Fuel Poverty
- 1.19iii - older people's perception of community safety – safe in own home at night

although re-offending and domestic abuse are not directly housing related, housing supports a number of interventions to support those at risk of domestic abuse and there is a strong statistical link between insecure housing for offenders and re-offending rates.

Health Improvement

- 2.24i - Injuries due to falls in people over 65

Healthcare and Premature Mortality

- 4.15i - Excess Winter Deaths

For excess winter deaths Charnwood performs worse than England as a whole

If we are to consider an extended remit into decent neighbourhoods as well as decent homes there are two further wider determinants of health we can hope to improve,

1.19i Older People's perception of community safety –safe in local area during the day

1.19ii Older People's perception of community safety –safe in local area after dark

Any interventions that can improve the wellbeing of older residents can impact on this outcome most notably in areas with the poorest concept of community.

NHS outcomes framework

The NHS outcomes framework identifies a range of priorities, the one which housing can make the greatest contribution is priority 3, "Helping people to recover from episodes of ill health or following injury"

In particular by "Helping older people to recover their independence after illness or injury"

This is measured through the following indicators

3.6 i - Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement / rehabilitation service (ASCOF 2B[1]*)

3.6 ii - Proportion offered rehabilitation following discharge from acute or community hospital (ASCOF 2B[2]*)