

HOUSING STRATEGY 2009 – 2012

Action Plan for November 2010 – October 2011: Progress update

Priority 1: Provision of affordable housing

No	Objective	Measurable outcome/timescale	Progress to October 2011
1.	Achieve 40% affordable housing on all qualifying sites, ensuring that unless circumstances dictate otherwise, 70% are social rented, and 30% intermediate affordable housing	181 new homes by 31 March 2011 (target consists of new affordable homes and the numbers of households that become homeowners through low-cost home ownership initiatives) 100 new homes by 31 March 2012 100% social rented housing to meet full <i>Lifetime Homes</i> standard Minimum 10% social rented housing (schemes of 10 units or more) to be wheelchair accessible	169 new affordable homes completed during 2010-11 and in addition 22 households became homeowners through low cost home ownership initiatives. 19 new homes completed between April and September 2011. The Railway Bell scheme provided 3 wheelchair accessible units with other schemes such as Hugh Christie College and Leybourne Grange featuring door widths ensured to enable wheelchair access.
2.	With partner RSLs, develop local lettings plans to achieve a balanced community whilst meeting local need	Local lettings plans agreed and in place at least three months prior to completion of all new developments of 20 affordable homes or more	Local Lettings Plans in place for Leybourne Park, Leybourne Grange, Hugh Christie College, Old Cannon's Wharf, The Railway Bell, and Burham, Wouldham and Eccles.
3.	Develop positive incentives to address the under-occupation of family homes in the social rented sector, estimated in the 2008 SHMA to be approximately 18%	Work with Strategy and Enabling sub-group (part of Kent Housing Group) to identify further initiatives. Report further progress to the Strategic Housing Advisory Board June 2011	Board advised of progress in June 2011 confirming that this work is being taken forward on behalf of the group by Canterbury City Council. An initial report has now been drafted and is being considered by Kent Housing Group.
4.	Evaluate feedback obtained by RSLs from residents on new affordable housing delivered within the borough	Report annually to Strategic Housing Advisory Board, identifying how customer feedback will be used to influence future services: § 2009-10 completions – report February 2011 § 2010-11 completions – report November 2011	Reports deferred due to the absence of data from some partners who do not routinely collect it. This is now under review and satisfaction data is expected to be available for 2011-12.
5.	With West Kent partners, undertake a review of accommodation for older people in order to ensure that it meets current and future needs and aspirations	Evaluate possibility of merging this work with the KCC-funded Kent-wide work that is being undertaken in response to the draft Kent and Medway Housing	Board advised of progress in June 2011. Work being undertaken as part of Kent-wide initiative by KCC, due for completion

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		Strategy. Report progress to Strategic Housing Advisory Board February 2011	March 2012.
6.	With West Kent partners, develop a sub-regional housing strategy action plan for West Kent to maximise joint working and share good practice	<ul style="list-style-type: none"> § Deferred pending completion of Kent and Medway Housing Strategy § Re-evaluate following completion and report findings to Strategic Housing Advisory Board February 2011 	Displaced by Kent Forum Housing Strategy, completed May 2011.
7.	With Kent County Council, provide additional pitches to meet the shortfall in accommodation for gypsies and travellers	To be progressed via LIP process	Ongoing. Planning application to be considered during November 2011, with start on site expected March 2012.
8.	With Parish Councils and <i>Action with Communities in Rural Kent</i> , implement a rolling programme of rural housing needs studies to identify the need for new rural affordable housing	Finalise draft studies for Addington and West Malling and complete one further study	Completed drafts expected by the end of 2011 with opportunity for third survey now identified.
9.	Review Housing Strategy	<ul style="list-style-type: none"> § Agree timescale and key milestones by December 2010 § Strategy effective April 2012 	Deferred pending Localism Bill and emerging national housing strategy. Progress update and report to Board November 2011.
10.	Update and review the objectives within the Housing Strategy Action Plan 2009-2012 on an annual basis, reporting to Members on progress against each objective	<ul style="list-style-type: none"> § Progress update and annual review to Strategic Housing Advisory Board November 2011 § Final progress update May 2012 	Progress update and review to Board November 2011.
11.	With West Kent partners and the Homes and Communities Agency (HCA), finalise Local Investment Plan (LIP) and develop Local Investment Agreement (LIA)	<ul style="list-style-type: none"> § Optimise public investment in the borough and the sub-region § Timescales to be identified by the HCA 	LIP process completed and endorsed during 2011, which resulted in being a major task requiring the relevant high level of priority. HCA now looking to refresh document from December 2011.
12.	Develop and implement a strategy to address housing needs and development in central Tonbridge	Complete by September 2011	A strategic approach continues to be taken in relation to the provision of affordable housing in central Tonbridge. The outputs of this process are evident through decisions such as to adopt off-site provision to enable the supply of family housing in the south of the borough.
13.	Undertake technical update of the Affordable Housing Supplementary Planning Document	<ul style="list-style-type: none"> § To reflect the Housing and Regeneration Act 2008 and changes to the regulatory and funding regimes § Complete by October 2011 	Deferred pending changing policy environment (Localism Bill, NPPF).

Priority 2: Tackling homelessness

NB: A more comprehensive list of objectives relating to the homelessness function will be found in the *West Kent Homelessness Strategy* Action Plan for the period July 2010-June 2011.

No	Objective	Measurable outcome/timescale	Progress to October 2011
14.	Review West Kent Homelessness Strategy	<ul style="list-style-type: none"> § Draft Strategy to Strategic Housing Advisory Board for approval to consult – February 2011 § Final draft to Strategic Housing Advisory Board – June 2011; to Cabinet June 2011; to Council July 2011 § Strategy effective July 2011 	Reviewed strategy effective July 2011.
15.	Deliver the objectives set out in the Homelessness Strategy Action Plan 2010-2011 and monitor their impact	Report to the Strategic Housing Advisory Board July 2011	July Board cancelled. Reported to Board November 2011.
16.	Review Allocations Policy to reflect statutory guidance on social housing allocations	<ul style="list-style-type: none"> § Draft to Strategic Housing Advisory Board for approval to consult – February 2011 § Final draft to Strategic Housing Advisory Board for approval – June 2011 	Deferred pending Localism Bill.
17.	Review format for collecting customer feedback to ensure that where possible, services reflect customer views and preferences	<ul style="list-style-type: none"> § Complete review March 2011, implementing any changes by April 2011 § Report on 2010-11 data July 2011 	2010-11 data reported to Board June 2011. Review of format delayed and due to be completed March 2012.
18.	Support court desks at Tunbridge Wells to advise customers attending possession hearings	Monitor cases assisted, reporting to Strategic Housing Advisory Board as part of quarterly Housing Needs update	Ongoing.
19.	Continue to provide Deposit Bonds to eligible households in accordance with current procedure ¹ and within budget, in order to prevent homelessness and minimise the use of bed and breakfast and other forms of temporary accommodation	Review scheme, reporting to Strategic Housing Advisory Board February 2011	Reviewed scheme approved by Board February 2011.
20.	Monitor the impact of choice-based lettings to ensure that all customers (and specifically those that are most vulnerable) are not being excluded from the process	Report quarterly to Strategic Housing Advisory Board as part of Housing Needs update	Ongoing.
21.	With other <i>Kent Homechoice</i> partners, develop proposals for cross-boundary mobility, on-line registration, and the advertising of private rented	Timescales to be confirmed by CBL Project Board Progress updates to Strategic Housing Advisory Board as part of Housing Needs update	Proposals for cross-boundary mobility deferred pending development and roll-out of Common Housing Assessment

¹ Approved May 2009

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	accommodation		Framework (see report to Board November 2011). Online registration currently being trialled.
22.	Maintain reduction in the number of households living in temporary accommodation	Report on progress to Strategic Housing Advisory Board as part of Housing Needs update	Ongoing.
23.	With partners, deliver youth homelessness Schools Programme to selected schools in the borough	Monitor progress of programme and report quarterly to Strategic Housing Advisory Board as part of Housing Needs update	Ongoing.
24.	Review arrangements for entering into nominations agreements with partners in respect of new and existing social housing	Complete by March 2011	Ongoing. Standard nominations template developed by Kent Housing Group which partners are being asked to sign up to.
25.	With partner RSLs implement tenancy checks to reduce fraud and undertake routine credit checks of selected housing applicants	In accordance with internal audit report 43, implement by December 2010.	Experian "Citizenview" implemented 2011.
26.	Develop a clear policy and guidance for taking action against private landlords for harassment and illegal eviction	§ Reduce homelessness presentations and illegal evictions § Complete by October 2011	Currently underway. Completion expected March 2012.
27.	Develop a clear policy and guidance for housing schedule 1 offenders	Complete by June 2011	Currently underway. Completion expected March 2012.
28.	With RSL partners, develop a protocol for assessing overcrowding in social housing	Complete by March 2011	Completed.

Priority 3: Private sector renewal and energy efficiency

No	Objective	Measurable outcome/timescale	Progress to October 2011
29.	If proposals approved by Strategic Housing Advisory Board (November 2010), promote and support the National Landlord Association (NLA) Landlord Accreditation Scheme to landlords in Tonbridge and Malling	§ Report quarterly on progress to Strategic Housing Advisory Board	Proposals approved November 2010. Scheme subsequently promoted to local landlords through the Landlords Forum and by letter.
30.	Should future funding be forthcoming, develop and implement a private sector renewal programme to deliver initiatives that will build on the success of the North and West Kent Private Sector Renewal Partnership 2008-2011	§ Proposed programme to be submitted for approval to Strategic Housing Advisory Board – February or June 2011 § Quarterly progress report to Strategic Housing Advisory Board thereafter	Funding not forthcoming. Housing Assistance Policy approved by Board February 2011 and is currently under review. See report to Board November 2011.
31.	Ensure that qualifying HMOs are licensed to comply with current legislation	§ By March 2011, develop approach to identifying licensable HMOs – e.g. through local knowledge,	Ongoing. Housing Team working closely with staff from Council Tax, Planning,

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		<p>map service requests, benefit, planning, food and safety information</p> <p>§ Work with landlords on the submission of license applications</p> <p>§ Review existing licenses annually, to ensure renewal at the appropriate time</p> <p>§ By January 2011, include HMO risk assessment on Uniform system to determine next HHSRS inspection date</p>	<p>Benefits and Food and Safety Teams.</p> <p>Ongoing.</p> <p>Ongoing.</p> <p>Ongoing.</p>
32.	Monitor the progress by stock-holding RSLs towards meeting the Decent Homes Standard by December 2010	Report progress to Strategic Housing Advisory Board June 2011	Reported to Board November 2011.
33.	Undertake private sector stock condition survey to inform future strategic priorities and comply with Government guidance	Complete study by December 2011	Study deferred until 2012.
34.	With In Touch, the OT Bureau and partner RSLs continue to review the Disabled Facilities Grant process to ensure a seamless service to eligible households	<p>§ Review process ongoing. Report progress quarterly to Strategic Housing Advisory Board May 2011</p> <p>§ Involve Health sector in review process</p> <p>§ Process 100% DFG applications within 28 working days</p>	<p>Ongoing.</p> <p>83% of applications approved within target time. Approvals delayed in quarter three to avoid budget overspend.</p>
35.	Reduce the number of empty private homes	Bring seven homes per annum back into use	2010-11 - 5 homes brought back into use 2011-12 - 6 (April – September)
36.	Evaluate feedback obtained from customers to ensure that where possible, services reflect customer views and preferences	Report annually to Strategic Housing Advisory Board: § 2010-11 – report July 2011	Reported to Board June 2011.
37.	Develop a customer charter for the enforcement function	<p>§ Identify/publish expected standards and levels of service</p> <p>§ Complete by June 2011</p>	Deferred until early 2012/13.
38.	Evaluate feedback from Landlord Forum and explore additional ways of working with private landlords e.g. working groups to inform policy development	Complete by November 2011	Feedback from West Kent Landlord Fair (October 2011) evaluated. Reported to Board November 2011.
39.	Evaluate new initiatives such as Feed in Tariffs and Heatseekers scheme and where appropriate develop proposals for participation	Ongoing process. Proposals to be endorsed by Strategic Housing Advisory Board	Further initiatives will be explored as the detail around the Government's Green Deal energy efficiency scheme emerge.

Priority 4: Assisting vulnerable households

No	Objective	Measurable outcome/timescale	Progress to October 2011
40.	With West Kent partners, provide new accommodation-based support for vulnerable young people	Scheme to be completed and occupied by March 2011	Scheme completed March 2011.
41.	With West Kent partners and the Supporting People Team develop proposals for new accommodation-based support in accordance with the five-year Supporting People Strategy 2010-2015	Timescale TBC – dependent upon CSR	Ongoing.

Priority 5: Addressing crime reduction

No	Objective	Measurable outcome/outcome	Progress to October 2011
42.	Reduce the opportunity for crime to occur on new affordable housing schemes	100% social rented housing to meet <i>Secured by Design</i> standards	Standard met by 100 % of completions during 2010-11.
43.	Improve the security of homes occupied by vulnerable households	Home security checks per annum - TBC	N/A (The Homesafe funding that provided these checks was withdrawn. See Action Plan progress update October 2010).