

GLOSSARY

| TERM | EXPLANATION |
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| AFFORDABLE HOUSING | Housing which includes social rented, affordable rented, and intermediate housing, provided to specified, eligible households whose needs are not met by the market. |
| ACRK | Action with Communities in Rural Kent – formerly the Kent Rural Community Council. An independent voluntary organisation which: provides direct advice and support to community organisations; stimulates community action, particularly voluntary action, and encourages good practice; develops and manages demonstration projects; provides professional support and advice to key service providers; and raises awareness of rural issues and influences decision makers. |
| BEST VALUE | The means by which the Council is held accountable for the efficiency and cost effectiveness of its service provision and its proposals to improve on those services. |
| BME | Black & Minority Ethnic groups |
| CAB | Citizens Advice Bureau – voluntary organization providing advice to the public on employment, housing, immigration/nationality, consumer debt, and welfare rights. |
| CBL | Choice-Based Lettings - system for allocating social housing which provides an opportunity for people seeking social housing to choose which properties they wish to be considered for via a bidding process. |
| CEN | Creative Environmental Networks. They operate the local Energy Savings Trust Advice Centre and work in partnership with the local authorities across Kent on a number of initiatives. |
| CLSP | Community Legal Services Partnership – partnership which brings together organisations offering legal and advice services, such as solicitors in private practice, Citizens Advice Bureau, Law Centres, local authority in-house services, as well as representatives of the Legal Services Commission. All the partners act together to improve access to, and delivery of, legal and advice services in their local community. More than 200 Community Legal Service Partnerships have been established across England and Wales. |
| CMHT | Community Mental Health Team |

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| CORE | Continuous Recording of Lettings – independently compiled statistics of all Housing Association letting activity |
| COMMUNITY PLAN | Strategic document developed by the Local Strategic Partnership (LSP) to improve local services and to meet the needs and aspirations of local people. The aim of the Community Plan is to promote the economic, social and environmental well-being of the borough. |
| CO2 | Carbon dioxide – a major contributor to global warming. |
| CPA | Comprehensive Performance Assessment – assessment process introduced by the Audit Commission in 2002 as a tool to form a judgement about the performance of councils and their arrangements for improving services. |
| DECENT HOMES STANDARD | To be defined as ‘decent’, a home must: meet current statutory minimum standard for housing; be in a reasonable state of repair; have reasonably modern facilities and services; provide a reasonable degree of thermal comfort (effective insulation and efficient heating). |
| DFG | Disabled Facilities Grant: This is a grant made available to disabled persons to provide adaptations to their property. It is a mandatory grant. The amount of grant awarded is subject to a test of resources of the relevant person. |
| DIYSO | Do-It-Yourself Shared Ownership – former scheme funded by the Housing Corporation to provide cash grants to assist people in housing need to purchase a share of a home on the open market on a part rent/part buy basis. |
| ECOHOMES | An environmental assessment method for homes (superseded by the Code For Sustainable Homes) which addresses a range of environmental impacts such as energy, transport, pollution, materials, water, land use and ecology, health and well-being, |
| EMPTY HOMES STRATEGY | The Empty Homes Strategy sets out the ways by which the Council will encourage empty home owners to bring the empty home back into use. |

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| ENERGY EFFICIENCY | Energy Efficiency is about reducing energy consumption in the house by improvements to a property and/or by making lifestyle changes. |
| EEC | Energy Efficiency Commitment – funding provided by the fuel utility companies for energy efficiency improvements, mainly insulation, by approved installers. 100% grants are available for priority households in receipt of one of the principal income or disability-related benefits. Partial grants are available for other households. The value of EEC funding varies and is linked to the carbon savings of the installed measures. |
| ENGLISH PARTNERSHIPS | English Partnerships is the national regeneration agency, supporting high quality sustainable growth across the country. They are the key delivery agency for urban renaissance and the government’s new Sustainable Communities agenda. |
| ESTac | Kent Energy Centre – a not-for-profit organization that is one of a network of local energy advice centres. The ESTac is funded primarily by the Energy Saving Trust and all thirteen of Kent’s local housing authorities. KEC works in close partnership with the authorities to help achieve the targets under HECA, provide free energy advice to all Kent households and reduce domestic energy consumption. |
| EVERY CHILD MATTERS | Central government programme aimed at transforming children’s services. The Children Act 2004 provides the legal underpinning for ‘Every Child Matters: Change for Children’. A series of documents have been published which provide guidance under the Act, to support local authorities and their partners in implementing new statutory duties. Well-being is the term used in the Act to define the five Every Child Matters outcomes which are: be healthy; stay safe; enjoy and achieve; make a positive contribution; and achieve economic well-being. |

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| HOUSING CORPORATION | The public body that was previously responsible for funding new affordable housing and regulating the Housing sector, replaced by the Homes & Communities Agency. |
| HOUSING NEEDS SURVEY | Survey carried out by the Borough Council to determine the housing needs of the borough including the need for affordable housing. |
| HOUSING REGISTER | A list maintained by the Borough Council of households requiring affordable housing. |
| HSSA | – Housing Strategy Statistical Appendix – annual statistical return which local housing authorities are required to provide to central government. |
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| IGP Grant | Innovation and Good Practice Grant – grant made available by the Housing Corporation to fund projects to promote innovation and good practice amongst Registered Social Landlords (RSLs) and their partners. |
| JARP | Joint Assessment Referral Procedure: A panel of relevant statutory agencies and local housing providers formed to consider the housing and support needs of vulnerable people. |
| JPPB | The Joint Policy and Planning Board: Established across Kent representing all the local authorities, Social Services and Health Authority to prioritise, monitor and review the provision of supported housing. |
| KCC | Kent County Council |
| KASH | Kent Action to Save Heat – energy efficiency advice and promotion scheme operating across kent. The scheme is managed by CEN. |
| FLOATING SUPPORT | This kind of support is “attached” to the client rather than the property and can follow the client if they move to another address. It lasts for as long as the client needs it and then it “floats” away to the next person in need. The client does not need to live at a certain address to receive the support. |
| FUEL POVERTY | Where people cannot afford to heat their homes to an acceptable level at a reasonable cost i.e. 10-20% of their disposable income. |

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| GOSE | Government Office of the South East: Regional operations for nine central Government departments. Structured through multi-disciplinary teams that include housing and regeneration. |
| HCA | Homes and Communities Agency is the new housing and regeneration agency for England launched in December 2008. The HCA joins up the delivery of housing and regeneration under one roof, bringing together the functions of English Partnerships, the investment functions of the Housing Corporation, the Academy for sustainable communities, and key housing and regeneration programmes previously delivered by CLG |
| HECA | Home Energy Conservation Act 1995 – Requires local authorities to develop strategies leading to a ‘significant reduction’ in domestic energy consumption in their areas by 2010 and to report annually on progress made. A significant reduction is defined as 30%. |
| HIA | Home Improvement Agency – A not-for-profit organisation which assists older, disabled and other vulnerable people to have adaptations and repairs/improvements carried out to their homes to enable them to remain in their homes. Operated by in touch. |
| HOUSING ASSISTANCE GRANT | A discretionary grant made available by the Council under its Housing Assistance Policy to homeowners to fund repairs/improvements to their homes. |
| HiMP | Health Improvement Programme: Overall strategy in which health authorities work towards the improvement of the health of the nation. Within the HiMP there are particular targets for reducing heart disease, speeding up the treatment of cancers etc. |
| HNAS | Housing Needs and Affordability Study |
| HMOs | Houses in Multiple Occupation – Defined under section 254 of the Housing Act 2004. Generally where there is more than two non-related persons sharing a house where there is some sharing of facilities i.e. bathroom, kitchen. |

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| HHSRS | Housing Health & Safety Rating System – new system for assessing housing conditions and determining enforcement action which replaced the fitness standard with effect from April 2006. An assessment of the dwelling will involve a physical survey of the property noting the hazards. There are 29 listed hazards which will be classified according to the likelihood of the harm occurring and the severity of the harm, as either category 1 or category 2 hazard, following a complex calculation. |
| HOME BUY | Scheme funded by the Homes & Community Agency to provide cash grants to assist people in housing need (including key workers) to purchase a home on the open market. |
| HOME REPAIR ASSISTANCE | A discretionary grant made available by local housing authorities under the Housing Grants, Construction & Regeneration Act 1996 to vulnerable householders to fund repairs/improvements to their homes. Repealed under the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002. |
| HOUSE CONDITION SURVEY | Survey carried out by the Borough Council to determine and assess the condition of housing within the borough including the cost of works needed to bring homes up to the Decent Homes Standard. |
| ESTac | Kent Energy Centre – a not-for-profit organization that is one of a network of local energy advice centres. The ESTac is funded primarily by the Energy Saving Trust and all thirteen of Kent's local housing authorities. KEC works in close partnership with the authorities to help achieve the targets under HECA, provide free energy advice to all Kent households and reduce domestic energy consumption. |
| KEEP | Kent Energy Efficiency Partnership – the consortium of all Kent local authorities working together to co-ordinate projects, share information, improve domestic energy efficiency and reduce domestic energy consumption. |
| KEY WORKERS | A key worker (as used for the purposes of the Key Worker Living (KWL) Programme) is someone employed by the public sector in a front line role delivering an essential public service in a sector where there are serious recruitment and retention problems: health, education and community safety sectors. |

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| LAA | Local Area Agreement – an agreement (alongside a Local Public Service Agreement) between the Kent local area and central Government. It was established through Kent County Council (KCC), working with the Kent Partnership and other local partners. The intention of the agreement is to drive further improvements to services to local people in Kent from 2005-08. The LAA comprises a set of 18 agreed outcomes with an ambitious work programme. Outcome 17 is 'to improve Kent residents' access to homes of excellent quality, in the right place, at the right time and at right cost', and includes targets for the delivery of new affordable homes across Kent. |
| LSVT | Large Scale Voluntary Transfer- Wholesale transfer of housing stock from a local authority to a housing association. |
| LDF | Local Development Framework – the Governments proposed replacement for the Local Plan. |
| LASHG | Local Authority Social Housing Grant – formerly capital grant funding paid by local housing authorities to Registered Social Landlords (RSLs) to support the development of new affordable homes. Grants paid by local housing authorities were reimbursed in full by the Housing Corporation. LASHG was abolished with effect from April 2003. |
| LOCAL HOUSING AUTHORITY | Local authorities with the statutory responsibility for housing matters. In two-tier local government areas such as Kent (excluding Medway, which is served by a unitary local authority, Medway Council) the district/borough councils are local housing authorities. |
| LSP | Local Strategic Partnership – a body consisting of key local organisations whose aim is to drive, develop and deliver the Community Plan and its review. The Tunbridge Wells borough LSP is known as the Community Plan Partnership. |
| LOW COST HOME OWNERSHIP | A range of initiatives which result in housing for sale at a lower price than the average open market price. Includes schemes such as shared ownership. |
| ME | Minority Ethnic – people from black, asian and ethnic minority communities. |
| NLA | National Landlords Association. National organisation working with and for landlords. Work in partnership with local authorities in Kent to help deliver landlord forums and other initiatives. |

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| ODPM | Office of the Deputy Prime Minister – central government department established in 2002 which had responsibility for national policy and guidance on local government, housing and planning. Replaced by the Department for Communities & Local Government (DCLG) in May 2006 |
| OT | Occupational Therapist – qualified professional who deals with cases where the service user has complex or multiple needs. OTs work in the community seeing people in their own homes where appropriate and assessing their needs according to their circumstances. The role of Kent County Council's OT Bureau is to assess the needs of people of all ages who have difficulty managing activities of daily living due to a physical disability or frailty for special equipment and/or adaptations to their home which will increase their control over the practical aspects of their everyday life. |
| PCT | Primary Care Trust: Part of the Health Authority with responsibility for primary care and general practitioner services. |
| PFI | Private Finance Initiative: Government scheme through which large capital projects can be financed. |
| PURCHASE & REPAIR | Scheme whereby a Provider of social Housing purchases a property on the open market and carries out repairs/improvements prior to reletting as affordable housing. |
| PSHCS | Private Sector House Condition Survey: The survey looks at the internal and external elements of a sample of homes throughout the borough to predict the work that will be needed and the cost of that work to bring homes in the borough to a decent standard. |
| PWLD | People with Learning Disabilities |
| PSL | Private Sector Leasing – scheme whereby private sector properties are leased by the Council for use as temporary accommodation for homeless households. |
| RCGF | Recycled Capital Grant Fund – receipts accruing from the sale of equity stakes in shared ownership accommodation. |
| RSL | Registered Social Landlord – non-profit making housing organisation managing and developing affordable housing, now called Registered Providers. |

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| RIGHT TO ACQUIRE | A scheme giving eligible tenants of registered social landlords the legal right to buy the home they currently rent. |
| RIGHT TO BUY | Government policy that allows tenants of local authorities to purchase their home from councils with stock. |
| RPG | Regional Planning Guidance: Notes issued by Government to indicate its planning policies for the regions. |
| RP | Registered provider of social housing in England, regulated by the TSA irrespective of the private, public, for profit or not for profit status. |
| RURAL EXCEPTION SITES | Small plots of land in or on edge of villages to meet local needs for affordable housing on sites which would not have been granted planning permission for open market housing. |
| SAP | Standard Assessment Procedure is a measurement on a scale of 1 to 100, which indicates the energy efficiency of a property. The higher the rating the more energy efficient the property. |
| SECTION 106 (S106) AGREEMENT | Agreement under Section 106 of the Town & Country Planning Act 1990 on development of land. Often used as a legally binding agreement between a local authority and developer for a percentage of affordable social housing in a development. Often at nil public cost. |
| SEEDA | South East England Development Agency established in 1998 coming into operation April 1999 to take the lead in promoting the sustainable economic development of the area. |
| SEERA | South East England Regional Assembly – grouping of all South East local authorities with economic and social partners (businesses, voluntary agencies) set up and funded by central government to promote the South East England region. SEERA is the regional planning body responsible for the South East Plan and, with effect from April 2006, the South East Regional Housing Strategy. |
| SMART | How targets should be set if they are to be effective - Specific, Measurable, Achievable, Relevant, Timely. |
| SOCIAL HOUSING | Subsidised housing provided by local authorities or housing associations. |
| SOUTH EAST REGIONAL HOUSING BOARD | The strategic public body responsible for allocating public funding to Registered Providers of Social Housing and local authorities for housing investment in the South East. |

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| SCG | Specified Capital Grant – capital grant funded by central government and paid to local housing authorities to meet part of the cost of funding Disabled Facilities Grants |
| SHARED OWNERSHIP | A form of affordable housing where the householder buys a share of the property and rents the remaining share, traditionally from a Register Provider In some cases it is possible for the householder to buy further shares of the property up to 100% ownership. See also ‘Low cost home ownership’. |
| SMART TARGETS | Specific, measurable, achievable, resourced, time-bound targets. |
| SPD | Supplementary Planning Document – document issued under the Local Development Framework (LDF) process setting out planning policy/guidance on a specific topic, eg affordable housing. |
| SPLA | Southern Private Landlords’ Association – a not-for-profit organisation representing residential landlords throughout Southern England. The Association actively seeks to achieve and maintain quality accommodation for rent and high standards of management in the private rented sector, whilst protecting and furthering landlords’ interests at both local and national level. SPLA offers landlords convenient access to a range of information, advice, services and support, which they would have difficulty finding elsewhere. |
| SHG | Social Housing Grant is capital grant to housing associations and other developing bodies to fully or partially fund social housing paid under S18 of the Housing Act 1996. |
| SUPPORTED HOUSING | Schemes for client groups needing additional support or care, e.g. people with learning difficulties, young at risk, frail elderly etc. Previously referred to, as special needs housing. |
| SUPPORTING PEOPLE | Grant for support services for vulnerable people to improve their quality of life and independence, providing people with housing related support services to remain independent or gain independence in their own home. Paid by central Government, administered by local authorities in partnership with NHS bodies and probation services. |

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| TSA | Tenant Services Authority, launched alongside the HCA in December 2008, the TSA has taken over the Housing Corporation's responsibility for regulating housing associations and social landlords. |
| UNFIT HOUSING | A property was considered unfit for human habitation if it failed to meet one or more of the requirements of the fitness standard laid down in Section 604 of the Housing Act 1985 as amended by the Local Government & Housing Act 1989 and by reason of that failure was not reasonably suitable for occupation. The fitness standard was replaced by the Housing Health & Safety Rating System (HHSRS) which was introduced under the Housing Act 2004 in April 2006. |
| WARM FRONT | A central government-funded grant scheme (administered by EAGA) to provide heating and insulation to certain vulnerable households (e.g. over 60s, families with young children etc) where in receipt of one of the principal income or disability-related benefits. The Kent Energy Centre (KEC) can provide information on the qualifying criteria and make referrals to the scheme. Maximum grant available is currently £3,500 (or £6000 for oil central heating) |
| WINDFALL SITES | Sites not identified in development plan that may become available for development over the life of the plan. |
| YOT | Youth Offending Team – part of the Kent Youth Offending Service (YOS). There is a YOS in every local authority area in England and Wales. They are made up of representatives from the Police, Probation Service, Social Services, health, education, Drugs and Alcohol Team (DAT) and housing. Each YOT identifies the needs of individual young offenders by assessing them using a standardised national assessment guide. It identifies the specific problems that make the young person offend, as well as measuring the risk they pose to others. |
| ZONE AGENT | A Registered Provider of Social Housing (historically appointed by the Housing Corporation) to market low cost home ownership schemes (including those for key workers) across a sub-regional area. The zone agent deals with applications and assesses eligibility for such schemes. Moat Housing Group is the 'zone agent' for Kent. |