

## The Housing Strategy High Level Action Plan 2009-2014

As the Housing Strategy is implemented, we will develop further targets that will ensure that the Housing Strategy contributes to the achievement of the relevant National Performance Indicators. We will also assess the impact of the achievement of the Action's Plan's activities in terms of the following Quality of Life issues:-

- Housing
- Community Safety
- Environment
- Education
- Employment
- Health

<b>Strategic Priority 1:- To continue to maximise the delivery of new affordable homes.</b>			
<b>National Performance Indicators</b>			
N155 – Number of affordable homes delivered (gross)			
N159 – Supply of ready to develop sites			
<b>Current Targets</b>			
We plan to develop the following affordable housing units during the life of the strategy:-			
<i>Year</i>	<i>Total</i>	<i>Affordable Rent</i>	<i>Affordable Home Ownership</i>
2009/2010	91	61	30
2010/2011	146	97	49
2011/2012	90	60	30
2012/2013	100	75	25
2013/2014	105	79	26
<b>The activity</b>	<b>What will be produced</b>		<b>The Outcome(s)</b>
1.1 To maintain and further develop a sound evidence base for the development of affordable	<ul style="list-style-type: none"> <li>• Regular assessment of secondary data</li> <li>• The completion of research projects,</li> </ul>		Increased success in securing funding for the delivery of affordable housing in Hertsmere.

housing, including research projects for which a need has been specifically identified.	<p>including housing need in rural areas and sales of low cost home ownership properties in the borough</p> <ul style="list-style-type: none"> <li>• Production of information to support bids for Social Housing Grant and other housing-related sources of funding.</li> </ul>	More households accommodated in affordable and appropriate housing.
1.2 To maintain good links with registered social landlords (RSLs)	<ul style="list-style-type: none"> <li>• A minimum of two meetings of the RSL Liaison group will take place each year.</li> </ul>	<p>RSLs well-informed on Council policies, with optimization of their skills and assets, less duplication of work, and increased co-operation.</p> <p>More households accommodated in affordable and appropriate housing.</p>
1.3 To optimize the use of all available resources for the development of affordable housing.	<p>Optimisation of the following:-</p> <ul style="list-style-type: none"> <li>• Use of Council resources for the provision of affordable housing.</li> <li>• Use of RSL assets.</li> <li>• Acquisition and use of Social Housing Grant for the development of affordable housing.</li> <li>• Delivery of additional affordable housing through the Planning process.</li> <li>• Development of projects of a particular tenure in areas of the borough in which a need has been identified.</li> </ul>	<p>A wider range of housing options and pathways in the borough.</p> <p>More households accommodated in affordable and appropriate housing.</p>
1.4 To investigate new housing development options	<ul style="list-style-type: none"> <li>• A full assessment of the feasibility of development options, and land assembly and development vehicles, in the borough.</li> </ul>	Additional affordable housing which will reduce pressure on Hertsmere's greenbelt.

**Strategic Priority 2:- To work with others towards a Social Inclusive Sustainable Community**

**National Performance Indicators**

NI 1 % of people who believe people from different backgrounds get on well in their local area  
 NI 2 % of people who feel that they belong to their neighbourhood  
 NI 4 % of people who feel they can influence decisions in their locality  
 NI 5 Overall/general satisfaction with local area

Further national indicators will be included which are linked to the forthcoming regeneration strategy.

**Targets**

The LSP Regeneration Sub-group will produce a series of targets for this priority. The targets will cover the following quality of life indicators:-

- Housing
- Community Safety
- Environment
- Education
- Employment
- Health

<b>The activity</b>	<b>What will be produced</b>	<b>The Outcome(s)</b>
2.1 To carry out research projects into regeneration needs in northern Borehamwood	<ul style="list-style-type: none"> <li>• Research to identify a range of needs in the area, and proposals for the services which will meet those needs. The research will cover the areas of housing, health, environment, education, employment and community safety.</li> </ul>	Information to contribute to a plan to improve the quality of life for the residents of Hertsmere's most deprived neighbourhoods.
2.2 To produce a regeneration plan for the northern Borehamwood Area	<ul style="list-style-type: none"> <li>• A timetabled and costed holistic plan to improve housing supply, services and the environment around the regeneration area.</li> </ul>	To improve the quality of life for residents within Hertsmere's most deprived neighbourhoods.

<p>2.3 To research the future role of low cost home ownership in meeting the borough's housing needs.</p>	<ul style="list-style-type: none"> <li>• A set of findings on the sale of low cost home ownership properties in the borough.</li> <li>• A set of recommendations on how low cost home ownership can be made more affordable to local residents.</li> </ul>	<p>Increased take-up of low cost home ownership among local residents, including households living in social rented housing.</p>
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**Strategic Priority 3:- To improve the condition of housing stock in the private rented sector**

**National Performance Indicators**

- NI 138 – Satisfaction of people over 65 with both home and neighbourhood  
 NI 139 – The extent to which older people receive the support they need to live independently at home.  
 NI 141 – Percentage of vulnerable people achieving independent living  
 NI 142 - Percentage of vulnerable people who are supported to maintain independent living  
 NI 187 - Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy efficiency rating.

**Targets**

*Current Local Targets*

- The number of people aged 60 plus helped to live at home through some action directly or facilitated by the local authority
- The number of homes receiving energy efficiency improvements during the year facilitated by the local authority or by our partners
- The reduction in waiting times for major adaptations to reduce risk and increase independence to improve quality of life disabled people.

<b>The activity</b>	<b>What will be produced</b>	<b>The Outcome(s)</b>
3.1 To introduce and monitor the use of grants and loans	<ul style="list-style-type: none"> <li>• A grant and loan regime to offer practical and accessible financial aid to vulnerable households on a limited income and to improve housing conditions</li> <li>• A scheme to bring more empty homes back into use.</li> </ul>	<p>An Improvement in housing conditions.</p> <p>An increase in the supply of good quality housing.</p>
3.2 To monitor performance in improving the conditions of housing stock in the private sector.	<ul style="list-style-type: none"> <li>• To create a system of monitoring performance which accurately reflects the condition and requirements of the borough's privately rented housing stock.</li> </ul>	<p>Methods of accurately measuring performance, producing information which can contribute to a plan to improve services.</p> <p>Better standards of service leading to higher standards of housing conditions.</p>
3.3 To ensure high standards of management and	<ul style="list-style-type: none"> <li>• A programme of proactive inspections of</li> </ul>	<p>An overall improvement in the quality and safety of</p>

maintenance in the housing stock which is most prone to poor conditions.	houses in multiple occupation.	houses in multiple occupation.
3.4 To reduce the incidence of fuel poverty in the borough.	<ul style="list-style-type: none"> <li>• The development, adoption and implementation of an affordable warmth strategy for the borough.</li> <li>• A review of the Council's Be Warm Be Wise scheme which provides free cavity wall and loft insulation to households who are eligible for the scheme.</li> <li>• An information-gathering exercise on the most energy inefficient properties in the borough.</li> </ul>	A reduction in the level of fuel poverty in the borough, thereby improving housing conditions.

**Strategic Priority 4:- To ensure the needs of vulnerable groups are met**

**National Performance Indicators**

- NI 136 – People supported to live independently through social services (all adults)
- NI 138 – Satisfaction of people aged over 65 with both home and neighbourhood
- NI 139 – The extent to which older people receive the support they need to live independently at home
- NI 141 – The percentage of vulnerable people achieving independent living
- NI 142 – Percentage of vulnerable people who are supported to maintain independent living
- NI 143 - Offenders under probation living in settled accommodation at the end of their order or licence
- NI 145 - Adults with learning disabilities in settled accommodation
- NI 147 - Care leavers in suitable accommodation
- NI 149 - Adults in contact with secondary mental health services in settled accommodation.
- NI 156 - Number of households living in temporary accommodation

**Targets**

*Current National Target*

- A maximum total of 29 homeless households will be living in temporary accommodation by January 2010.

*Current Local Target*

- Reduction in the waiting times for major adaptations to reduce risk and increase independence to improve the quality of life for disabled people.

<b>The activity</b>	<b>What will be produced</b>	<b>The Outcome(s)</b>
4.1 To facilitate the provision of new housing options for older people in the borough.	<ul style="list-style-type: none"> <li>• Examination of the feasibility of an extra-care scheme for older people in Bushey or Radlett</li> <li>• Examination of the feasibility of a further leasehold scheme for older people</li> <li>• Examination of the feasibility of a scheme of intermediate care for older people who are leaving hospital.</li> </ul>	Improved housing conditions and housing options for older people in the borough

<p>4.2 To facilitate the provision of new housing options for gypsies and travellers in the borough.</p>	<ul style="list-style-type: none"> <li>• A set of recommendations on the design of sites and the development of management services.</li> <li>• Consultation exercises with RSLs on interest in developing sites for gypsies and travellers.</li> </ul>	<p>High quality, well-managed sites with good flexible services.</p>
<p>4.3 To facilitate the provision of new housing options for people with learning disabilities.</p>	<ul style="list-style-type: none"> <li>• Examination of the feasibility of a supported housing scheme for people with learning disabilities in Bushey or Radlett.</li> <li>• Examination of the feasibility of a supported housing scheme for people with both learning disabilities and physical disabilities.</li> <li>• Examination of the feasibility of a low cost home ownership scheme for people with learning disabilities</li> </ul>	<p>To provide a wider range of housing options for people with learning disabilities.</p> <p>A reduction in the need for local residents to be accommodated elsewhere in England, away from their support networks.</p>
<p>4.4 To facilitate the provision of new housing options for people with mental health issues</p>	<ul style="list-style-type: none"> <li>• A report on the additional housing options for people with mental health issues</li> </ul>	<p>Further pathways of housing and support for people with mental health needs.</p>
<p>4.5 To facilitate the provision of new housing options for people with physical disabilities</p>	<ul style="list-style-type: none"> <li>• Examination of the feasibility of a supported housing scheme consisting of accommodation built to the Lifetime Home standard and the Wheelchair standard</li> </ul>	<p>Provision of housing options to meet both the needs and the aspirations of people with a range of physical disabilities.</p>
<p>4.6 To increase knowledge of the housing needs of people from minority ethnic and faith communities</p>	<ul style="list-style-type: none"> <li>• A set of quantitative and qualitative data on housing needs among minority ethnic and faith communities in Hertsmere.</li> </ul>	<p>Ensuring that the needs of specific groups within the community are taken into account when planning the provision of new housing.</p>
<p>4.7 To review the Council's Housing Advice service</p>	<ul style="list-style-type: none"> <li>• A review of the housing information which is provided.</li> <li>• A more proactive housing advice service which is tailored to the needs of households on the housing register and other identified groups in housing need.</li> </ul>	<p>Increased prevention of homelessness.</p> <p>Increased take-up of alternative options to social rented housing such as low cost home ownership and the private rented sector.</p> <p>An increase in the number of households living in affordable and appropriate housing.</p>
<p>4.8 To monitor applications for housing services and produce information to improve services.</p>	<ul style="list-style-type: none"> <li>• Regular assessments of applications for the housing register, homelessness</li> </ul>	<p>Equality in service delivery</p>



	<p>assistance, Home Repairs Assistance and Disabled Facilities Grants.</p> <ul style="list-style-type: none"> <li>• Information on the concentrations and variations of application from areas in the borough, age groups, gender and ethnic backgrounds.</li> <li>• An effective information database which can form a basis for new methods of marketing services and targeting specific groups.</li> </ul>	
<p>4.9 To implement the Council's Homelessness Strategy</p>	<ul style="list-style-type: none"> <li>• The completion of a series of tasks aimed at preventing and tackling homelessness in Hertsmere</li> </ul>	<p>Greater prevention of homelessness in the borough.</p> <p>Improved outcomes for households who do become homeless in terms of support services and appropriate temporary and settled accommodation.</p> <p>More households accommodated in appropriate and affordable housing.</p>

**Strategic Priority 5:- To ensure best use is made of existing housing stock.**

**National Performance Indicators**

NI 138 – Satisfaction of people over 65 with both home and neighbourhood

NI 187 – Tackling fuel poverty - % of people receiving income based benefits living in homes with a low energy rating.

**Targets**

Throughout 2009-2014 targets to be set on:-

- The number of empty homes brought back into use each year
- The number of households who successful sustain privately rented tenancies through the Rent Deposit Scheme and the assistance of the Tenancy Liaison Officer.
- The number of family-sized homes brought back into use through a reduction in under-occupation.
- The number of existing accommodation units remodeled or re-used.

<b>The activity</b>	<b>What will be produced</b>	<b>The Outcome(s)</b>
5.1 To bring empty homes back into use	<ul style="list-style-type: none"> <li>• An Empty Homes Strategy, containing information on the options available for decreasing the number of properties in the borough which have been empty for more than 12 months.</li> <li>• A reduction in the number of empty homes in the borough.</li> <li>• Re-use of existing properties to accommodation households in housing need.</li> </ul>	More households accommodated in appropriate and affordable housing.
5.2 To improve access to the private rented sector for households in housing need and support services to sustain tenancies.	<ul style="list-style-type: none"> <li>• Development and monitoring of the Tenancy Liaison Officer role</li> <li>• Research into the need for a “top-up” scheme to supplement Housing Benefit</li> <li>• A review of the Rent Deposit Scheme, and</li> </ul>	More households in appropriate and affordable housing.

	<p>implementation of any recommended changes.</p> <ul style="list-style-type: none"> <li>• Introduction of a new Private Sector Leasing Scheme.</li> </ul>	
5.3 To reduce the amount of under-occupation among social rented tenancies.	<ul style="list-style-type: none"> <li>• A research exercise among tenants of William Sutton homes and Aldwyck Housing Association to gather information on the extent of under-occupation. This information will be used to encourage households to move to smaller accommodation.</li> </ul>	<p>A strategy which will lead to increased availability of family-sized homes for larger households.</p> <p>More households in appropriate and affordable housing.</p>
5.4 To examine the feasibility of re-modelling existing social rented housing stock.	<ul style="list-style-type: none"> <li>• A consultation exercise with residents.</li> <li>• A plan to propose the remodeling or re-use of property which is no longer sustainable and/or has become unpopular.</li> </ul>	<p>Updated housing stock which meets needs and aspirations.</p>