

EAST SURREY HOUSING STRATEGY 2009-13
ACTION PLAN UPDATE – MARCH 2011

Priority One – Creating Housing Opportunities							
PREVENTING HOMELESSNESS							
No	Action	Performance Measure	Completion Date	Lead Person/Agency	Partners	Resources	Progress
1	Provide additional funding for Citizens Advice Bureau and County Court desks to reduce homelessness caused by repossession & debt crisis. Funding to be targeted at those households seeking advice from East Surrey Housing Options Teams.	Decrease in homelessness caused by repossession and debt crisis - monitored monthly for Communities & Local Government	2009/10	Housing Needs Managers	Citizens Advice Bureau	£22,000 for 2009/10 (one-off payment across East Surrey)	The additional funding was granted to the Citizens Advice Bureau for County Court desk work in 2009/10 (except for Tandridge)

2	Develop initiatives to make best use of Homelessness Prevention Funding	Homelessness prevented	Ongoing	Housing Needs Managers		£131,500 (total one-off CLG payment across East Surrey)	Initiatives include rent deposit schemes, arrears payments, and discretionary loans
3	Work with partners to identify additional housing and support options for people with complex needs	Reduction in the number of households with complex needs presenting as homeless	2013	Housing Needs Managers	Joint Supported Housing Panel, Support Agencies, Community Mental Health Teams, Police, Probation	Supporting People Funding subject to availability	Joint working with other agencies through the Joint Supported Housing Panel and Special Needs Housing Register (Epsom & Ewell). Supporting People tendering in 2011/12 tenancy support for ex-offenders with complex needs

4	Set up the Trailblazers Programme to provide a Housing Options Plus service giving training and employment advice to housing advice customers as appropriate	Meet all project targets	2013	Housing Needs Managers (includes Elmbridge BC)	Connexions, Jobcentre Plus, Babcock Enterprise	Year 1 - £120,000 CLG and £25,000 Council funding (£5k per Council) Year 2 - £120,000 CLG and £25,000 Council funding (£5k per Council) Total budget £290,000	Housing and Employment Local Partnership scheme started in January 2010 All targets met to date
5	Work on a sub-regional basis to develop joint and consistent approaches towards homelessness prevention and encourage Registered Providers to produce homelessness prevention	All larger Registered Providers to evidence homelessness prevention policies and procedures. Good practice shared and adopted by all East Surrey authorities.	2013	Housing Needs Managers	All large Registered Providers with large stock holdings in East Surrey, support providers.	Existing resources	Consistency and partnership working achieved through individual LA Homelessness Strategies.

	policies.						
6	Make owner occupiers aware of the various Government schemes aimed at providing assistance to homeowners at risk of repossession	Information on range of options available to owner occupiers produced in leaflets, Council web pages, magazines and housing options interviews.	2009/2010	Housing Needs Managers		Existing resources	The full range of housing options are discussed with all owner occupiers that contact LAs for Housing Advice and court referrals. Information is available on all LA websites. Mortgage Rescue Scheme Completions: TDC -1 R&B - 2 E&E - 1 MV - 1
7	Agree and implement the draft Surrey-wide Protocol on homelessness 16/17 year olds	16/17 year olds accepted as homeless placed in appropriate accommodation with support	Aim to adopt 2009/10 Implement 2010/11	Housing Needs Managers	Surrey County Council (SCC)	Existing resources	Interim protocol agreed and implemented Aug 2009. Final protocol still to be agreed

		from the right agencies					
8	Continue to work towards meeting the Government's 2010 target to reduce temporary accommodation provision and improve the quality of remaining stock	Halved the number of households in temporary accommodation Improved temporary accommodation making units self contained wherever possible	2010	Housing Needs Managers	Registered Providers	Social Housing Grant, existing resources	Temporary Accommodation (TA) continues to be improved. Within the next three years all TA is expected to be self-contained. The number of households in bed and breakfast and hostels has been reducing year on year
EXTENDING CHOICE							
No	Action	Performance Measure	Completion Date	Lead Person/Agency	Partners	Resources	Progress
9	Review East Surrey HomeChoice (ESHC) including its impact on	Decision taken on extending the percentage of homes	2009/10	Housing Needs Managers	Registered Providers	Existing resources	ESHC reviewed July 2010 – decision taken not to increase percentage of voids to scheme

	geographical mobility, choice, allocations policies and the percentage of properties advertised by each partner	advertised for ESHC					from the current figure of 10%. Common allocation scheme discussed, but kept under review
10	Explore advertising private rented homes and affordable home ownership properties on Home Choice	Advertising private sector and affordable home ownership homes explored. Decision taken on whether to extend advertising	2009/10	Housing Needs Managers	Registered Providers, Private landlords	Existing resources	Link to Catalyst HomeBuy website considered and implemented. No interest from private landlords
11	Support the Surrey HomeBuy Zone Agent	Effective advertising of schemes and	ongoing	Housing Enabling & Development Officers	Registered Providers	Existing resources	Promoted through leaflets and posters in council offices,

	to promote affordable home ownership schemes in East Surrey	opportunities undertaken via Council websites					roadshows etc. Interested and Eligible housing register applicants are referred to Catalyst HomeBuy. Information and links are on the Council websites
12	Engage with private sector landlords to develop a process for referring suitable housing register and housing options applicants to appropriate private rented homes	System created to help match private sector rented homes with suitable households waiting on Housing Registers or referred through Housing Options	2013	Housing Needs Managers	Private sector landlords / letting agents	Existing resources	Informal systems in place through private sector initiatives to nominate and support applicants into private sector accommodation

		advice work					
BUILDING NEW HOMES							
No	Action	Performance Measure	Completion Date	Lead Person/Agency	Partners	Resources	Progress
13	Explore provision of joint advice note for developers on both housing and planning requirements for affordable housing following adoption of all Core Strategies	Option of advice note explored and decision made on production.	2010	Housing Development & Enabling Managers, Planning Officers		Existing resources	This initiative has not been pursued to date, as each Council is at a different stage with their Core Strategy and new national planning policy will be issued in 2011.
14	Continue to encourage Registered Providers developing in East Surrey to bid for HCA grant to build new schemes	New affordable housing schemes developed equating to at least 280 units per annum	2013	Housing Development & Enabling Managers	Registered Providers Homes and Communities Agency (HCA) Private developers Public and private sector landowners	Existing resources local authority and housing association land and property HCA funding S106 Agreements and S106 contributions	1,494 units submitted for inclusion in Surrey LIP.
15	Provide a	At least 50% of	Ongoing	Housing	Registered	Existing resources	09/10:

	<p>balance of property types, sizes and tenures. Continue to negotiate on-site provision with private developers to secure the delivery of affordable housing. Continue to deliver the LAA target on new affordable homes</p>	<p>all affordable housing for rent. Range of unit types and sizes</p>		<p>Development & Enabling Managers</p>	<p>Providers HCA Private developers</p>	<p>S106 Agreements</p>	<p>Social rent: 112 Shared Ownership: 18 Shared Equity: 10 Open Market HB: 10 10/11 (-Q3): Social rent: 122 Shared Ownership: 22 LAAs will not continue beyond March 2011. However Surrey authorities have decided to continue data collection.</p>
17	<p>Work with housing providers to develop appropriately designed accommodation for wheelchair</p>	<p>Develop a number of new affordable housing units per year to be designed for</p>	<p>Ongoing</p>	<p>Housing Development & Enabling Managers</p>	<p>Registered Providers HCA Private developers Surrey County Council Surrey Primary</p>	<p>Existing resources LA & RP land and property HCA funding Section 106 contributions</p>	<p>9 units completed 41 units in pipeline</p>

	users to meet identified need	wheelchair users			Care Trust		
18	Identify sites for Gypsies & Travellers and Travelling Showpeople in Development Plan Documents to meet identified needs	Suitable sites identified in Development Plan Document Explored and decisions taken on the potential of extending existing sites	Ongoing	Planning Policy Managers	Surrey County Council	Existing Resources	Following the abolition of Regional Spatial Strategies in July 2010 this work will not now be completed. Interim arrangements for dealing with applications for Gypsy and Traveller accommodation have been put in place
19	Annually monitor the delivery of pitches for Gypsies & Travellers and Travelling Showpeople,	Delivery monitored via Annual Monitoring Reports	Ongoing	Planning Policy Managers		Existing Resources	Increase of 17 private pitches in Tandridge since 2007. In Mole Valley 3 public sites extended by 1 pitch each.

	take action as appropriate						No additional pitches created in Epsom & Ewell since 1994. A potential site for 4 pitches is under consideration
20	Continue to update and develop knowledge of the local housing market by updating the East Surrey Strategic Housing Market Assessment 2008	Report updated regularly	Ongoing	Housing Development & Enabling Managers Planning Policy Managers	Registered Providers Private developers Surrey County Council	Existing Resources	Mini update completed in 2009 Next update in 2012/13 for next strategy
21	Continue to support and promote rural affordable housing	New affordable housing delivered in rural	Ongoing	Housing Development & Enabling Managers	Rural Registered Providers Private developers and landowners, HCA	Existing resources local authority and Registered Providers land and property HCA funding	Surrey Rural Enabler actively working with Parish Councils in all rural

	provision through the Surrey Rural Enabler	communities as appropriate				S106 Agreements and S106 contributions	authorities.
MAKING BEST USE OF EXISTING HOUSING							
No	Action	Performance Measure	Completion Date	Lead Person/Agency	Partners	Resources	Progress
22	Develop a Housing Options for Older Persons service in East Surrey providing advice, help and practical support to older people wishing to downsize their home.	HOOPS advisors employed and assisting older people to move home.	2010/11	Housing Needs Managers	Voluntary Sector, Home Improvement Agencies	Supporting People 2-year funding 2009-11	36 households have been assisted to move home to date. Funding ceases from March 2011. Practical help to be provided by handy person & related services.
23	Continue to work with Registered Providers to develop and improve	Investigate the development of transfer incentive schemes and assistance	2013	Housing Needs Managers	Registered Providers	Existing resources	New sheltered scheme in R&B gave priority to under occupiers. R&B loft conversion

	incentive schemes to encourage under occupying households to downsize and support extension schemes such as loft conversions to address over-occupation	with all large social housing landlords. Support home extension schemes.					programme agreed with Raven. Mole Valley HA incentive scheme for under occupiers and loft conversions.
24	Continue to work with housing providers to improve the time taken for vacant social rented homes to be made available for letting	Shortened void turnaround times through improved systems and greater collaboration	Annual improvement	Housing Needs Managers	Registered Providers Housing Management (Tandridge DC)	Existing resources	Average void time 2009/10 - 22.5 days
Priority Two – Improving Housing Standards							

PROMOTING HEALTHY, SAFE HOUSING

No	Action	Performance Measure	Completion Date	Lead Person/Agency	Partners	Resources	Progress
25	Use the Housing Health and Safety Rating System (HHSRS) to identify and reduce hazards in the private sector for the benefit of landlords and tenants and use enforcement powers when appropriate	Number of inspections per authority Number of notices served Number of notices complied with	Annual improvement	Private Sector Housing Managers		Existing resources	195 HHSRS inspections carried out during 09/10 and Q1-Q3 10/11 27 Notices served on housing in disrepair 11 Notices complied with
26	Work with developers and builders, using the HHSRS to inform development plans to reduce	Number of planning applications commented on	Annual improvement	Private Sector Housing Managers Development Control Officers		Existing resources	Not being monitored as this is now considered to be an inappropriate target

	avoidable hazards in property conversions						
27	Increase the number of Houses in Multiple Occupation (HMOs) licensed and review existing schemes	Number of HMOs licensed per authority increased from the 2008/09 HSSA base rate	Annual improvement	Private Sector Housing Managers		Existing resources	No change in 09/10 from 2008/09 baseline of 192 across 'verifiable' HMOs in East Surrey
28	Promote grants available to owner occupiers and landlords to improve the conditions of sub-standard properties	Assistance available in each authority and promoted via Council websites and magazines	Annual improvement	Private Sector Housing Officers		Existing resources	Repayable assistance offered to owner occupiers and landlords for 2010/11 across all four authorities for the removal of Category 1 Hazards (£20k

							each). £52,684 in private sector repayable assistance was granted across East Surrey during 2009-10. The GOSE Private Sector Renewal Programme 2008-11 has addressed non-decent properties (See also actions 35-42)
29	Maintain good working relationships between the Council and landlords by organising annual landlords	The authorities to have held a joint landlord forum once a year	Annual improvement	Private Sector Housing Officers	Private landlords	Existing resources	R&B held a Landlords Forum on 11.11.2010; MVDC hold twice yearly. Possibility of joint East Surrey Forums

	information and good practice evenings with guest speakers						to be further explored
30	Consider the introduction of a landlord accreditation scheme to encourage greater partnership working with private landlords and ensure minimum standards	Investigations completed into the viability of an East Surrey accreditation scheme	2011	Private Sector Housing Officers	Private landlords	Existing resources	Not considered viable with available resources
31	Inspect and improve facilities on public Gypsy & Traveller sites to ensure	Public sites inspected regularly and improvements made from a 2008/09 condition base rate	Annual improvement	Gypsy and Traveller Officers	Surrey County Council	Existing resources	Sites being handed back to Surrey CC. (MVDC - Apr 11. TDC - Oct 11. Date for

	standards are maintained in partnership with Surrey County Council						E&E not confirmed) No public sites in R&B
32	Continue to work with Registered Providers to meet Decent Homes Standards	Annually monitor the progress of East Surrey Registered Providers	2010	Housing Enabling and Development Managers	Registered Providers	Existing resources	10.2% of social homes are non decent across E Surrey. 77% of these are Mole Valley HA properties. MVHA have been granted a two year extension on reaching decent homes due to stock transfer
SUPPORTING HOME IMPROVEMENT AGENCIES							
No	Action	Performance Measure	Completion Date	Lead Person/Agency	Partners	Resources	Progress
33	Continue to promote services	Each authority has information on the Council's websites	Annual improvement	Private Sector Housing Managers	Home Improvement Agencies	Existing resources	Exploring options to replace existing

	provided by the home improvement agencies	and other sources. E.g. regular articles in the Councils magazines					scheme in R&B & MVDC. E&E & TDC have in house schemes. Services still promoted through council literature, websites etc.
34	Further develop the Handyperson services through additional funding from the Primary Care Trust and Surrey Supporting People	Number of jobs completed by the Handypersons	Annual improvement	Private Sector Housing Managers	Home Improvement Agencies Supporting People Team Surrey Primary Care Trust	Surrey Primary Care Trust Supporting People funding	Additional Supporting People funding for 2009/10 & 2010/11.
MAKING HOMES MORE ENERGY EFFICIENT							
No	Action	Performance Measure	Completion Date	Lead Person/Agency	Partners	Resources	Progress/Comments
35, 39, 40,	Maximise use of Govt funding to	Private Sector Renewal Programme funding 2008-11 fully	April 2011 for GOSE programme;	Private Sector Housing Managers	Government Office of the South East	Existing resources	National CERT/Warm Front schemes

42	reduce fuel poverty through promoting the East Surrey Private Sector Renewal Partnership and other Govt funding available e.g. Warm Front, bidding for funds available and introducing recyclable capital funding schemes	spent by April 2011; all Govt schemes well publicised; loan products available in all local authorities 2010-11	raising awareness of national schemes ongoing		/Communities & Local Government		and 2008-11 Private Sector Renewal programme promoted. The programme spend will be £949k across 3yrs - final scheme report to be published. Homes made decent or moved towards decency: Yr 1: 130; Yr 2: 101. Category 1 Hazards removed: Yr 1:33; Yr 2 - 43
36	Provide information and advice to private landlords about home energy	Information sent to known landlords. Information given at landlords forum	Leaflets sent once per year Information given at Landlords forum once per year	Private Sector Housing Manager	Private sector landlords	Existing resources	Energy efficiency advice given at R&B and Mole Valley landlord forums

	certificates and assistance available to improve their properties						
37	Provide information and advice about improving water efficiency by distributing leaflets and information on the Council's websites	Each authority has a leaflet and information on their websites. Information annually in Council magazines	Annual improvement	Sustainability Managers	Water companies	Existing resources	R&B Tap Into Savings scheme 09/10 & 10/11 – 900 vulnerable households received water savings measures. Mole Valley promoting water saving measures. Hope to extend to other LAs 2011/12
38	Encourage developers of new affordable housing to	Information included in Core Strategy and Affordable Housing Supplementary	Information included in key documents by	Housing Strategy and Enabling Managers	Housing associations Private developers	Existing resources	All completed schemes meet Code 3. New HCA

	achieve Level 3 or above of the Code for Sustainable Homes	Planning Document Developers and housing associations aware	2011 Promote to housing associations and developers once per year	Planning Policy Managers			requirements 2011
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REDUCING EMPTY HOMES

No	Action	Performance Measure	Completion Date	Lead Person/ Agency	Partners	Resources	Progress/ Comments
43	Develop an East Surrey Empty Homes policy and procedure to help reduce the number of vacant properties	Produce and implement an empty homes policy	2010	Housing Strategy and Development Managers	Private Landlords	Existing resources	Discussions continuing - but no available resources
44	Raise awareness of empty homes issues through effective promotion and	Each authority has a leaflet that has been sent to all known empty home owners Information on Council websites	2010	Housing Strategy and Development Managers	Development Control Managers Council Solicitors Private Sector	Existing resources	No dedicated resources available at present

	publicity	Information annually in Council's magazines			Housing Managers Council Tax Manager		
45	Extend and improve the Councils' empty homes databases via council tax lists and by encouraging residents, councillors and council staff to identify empty homes	Database in place of known empty homes and their owners Publicise successes and empty homes promotions such as 'Empty Homes Week'. Once per year publicise to all Council staff and councillors through e-mail or intranet	2011	Housing Strategy and Development Managers	Development Control Managers Council Solicitors Private Sector Housing Manager Council Tax Manager	Existing resources	All identified and reported properties investigated
46	Agree priority criteria for empty homes that will be considered for	Criteria developed and implemented including Empty Dwelling Management Orders	2010	Housing Strategy and Development Managers	Development Control Managers Council Solicitors	Existing resources	Mole Valley adopted policy under consideration by other

	assistance or other action	and Compulsory Purchase Orders			Private Sector Housing Manager Council Tax Manager		authorities
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Priority Three – Improving Housing & Support for Vulnerable People

DEVELOPING NEW SERVICES

No	Action	Performance Measure	Completion Date	Lead Person/Agency	Partners	Resources	Progress/Comments
50	Work in partnership with Registered Providers, support providers and Surrey County Council to identify suitable locations for the development of Extra Care housing	Progress made on at least three developments of Extra Care housing on identified sites subject to planning and funding restrictions	2013	Housing Enabling Officers/Managers	Supporting People Surrey County Council Adult Social Care Registered Providers HCA	Supporting People HCA funding	Two Extra care schemes being actively pursued in R&B. Surrey CC have indicated that they may consider capital & revenue support on an individual scheme basis.
51	Develop and	Make successful bid	2011	Housing	Advance	HCA funding	Scheme

	promote a Home Ownership for people with Long-term Disabilities (HOLD) scheme in East Surrey	for funding to HCA for East Surrey scheme. 5 homes purchased per year		Enabling Officers/ Managers	Housing Association HCA Surrey Adult Services		suspended due to changes to Mortgage Interest Support. Currently unaffordable, no mortgage lending available
54	Explore the creation of an 'information hub' to be used as a resource by the public and professionals on the range of advice, support and housing services available in East Surrey.	Explore this resource with local sector agencies	2013	Housing Strategy and Development Managers	Supporting People Voluntary Sector Agencies	Existing resources	Resources not currently available
ENHANCING AND PROMOTING EXISTING SERVICES							
No	Action	Performance Measure	Completion	Lead	Partners	Resources	Progress

			Date	Person/Agency			/Comments
55	Continue to work closely with Registered Providers and Social Care Teams to increase the number of homes adapted for wheelchair users to meet identified needs	Explore protocol to improve identification of clients and their needs to streamline process	ongoing	Housing Strategy and Development Managers	Registered Providers Surrey Adult Services	Existing resources	Continuing
57	Continue to promote assistive technology and telecare within East Surrey and extend the range of technologies available	Explore and implement new methods of using assistive technologies within the home	ongoing	Community Support Mangers	Surrey Adult Services	To be agreed	Joint promotional events & training initiatives through Surrey Telecare Partnership

58	Review existing specialist housing for older people, including possible refurbishment or redevelopment options and service modernisation where appropriate	Complete service reviews and implement action plans	2013	Older Persons Service Managers	Housing Strategy and Development Managers Supporting People Older Persons Housing Providers	To be agreed	TDC Strategic Reviews of Sheltered Services completed summer 10. MVDC consulting on draft strategy.
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