

ACTION PLAN

EAST SURREY HOUSING STRATEGY 2009-13

Priority One – Creating Housing Opportunities



No.	Action	Performance Measure	Completion Date (s)	Lead Person / Agency	Partners	Resources
-----	--------	---------------------	---------------------	----------------------	----------	-----------

PREVENTING HOMELESSNESS

1	Provide additional funding for CABx 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 CLG	2009/10	Housing Needs Managers	CAB	£22,000 2009/10
2	Develop initiatives to use the Homelessness Prevention Funding to prevent homelessness	Homelessness prevented	Ongoing	Housing Needs Managers		£131,500
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.

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
4	Set up the Trailblazers Programme. Through it provide a Housing Plus Options Service giving training and employment advice to housing advice customers as appropriate.	<p>a) Number of housing options clients referred to Employment Training Advisor</p> <p>b) Number of 'better off at work' calculations completed</p> <p>c) Number of clients going into employment</p> <p>d) Number of clients going into training</p> <p>e) Number of clients going into voluntary employment</p>	<p>a) Yr 1 – 50, Yr 2 - 125, Yr 3 – 75</p> <p>b) Yr1 – 40, Yr2 – 100, Yr 3 – 60</p> <p>c) Yr 1 – 20, Yr2 – 35, Yr3 – 25</p> <p>d) Yr1 – 10, Yr2 – 15, Yr3 – 12</p> <p>e) Yr1 – 10, Yr2 – 20, Yr3 - 15</p>	Housing Needs Managers (this project includes Elmbridge BC)	Connexions, and Jobcentre Plus	<p>Year 1 - £120,000 CLG and £25,000 Council funding (£5k per Council)</p> <p>Year 2 - £120,000 CLG and £25,000 Council funding (£5k per Council)</p> <p>Total budget £290,000</p>
5	Work on a sub-regional basis to develop joint and consistent approaches towards homelessness prevention and encourage housing associations to produce homelessness prevention policies.	<p>All larger housing associations to evidence homelessness prevention policies and procedures.</p> <p>Good practice shared and adopted by all East Surrey authorities.</p>	2013	Housing Needs Managers	All large housing associations with large stock holdings in East Surrey, support providers.	Existing resources
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 on leaflets, Council web pages, magazines and housing options interviews.	2009/2010	Housing Needs Managers		Existing resources

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
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 from the right agencies.	Aim to adopt 2009/10 Implement 2010/11	Housing Needs Managers	Surrey County Council (SCC)	Existing resources
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 the temporary accommodation making units self contained wherever possible.	2010	Housing Needs Managers	Housing associations	Social Housing Grant, existing resources

EXTENDING CHOICE

No.	Action	Performance Measure	Completion Date (s)	Lead Person / Agency	Partners	Resources
9	Review East Surrey HomeChoice (ESHC) including its impact on geographical mobility, choice, allocations policies and the percentage of properties advertised by each partner.	Decision taken on extending the percentage of homes advertised for ESHC	2009/10	Housing Needs Managers	Housing associations	Existing resources
10	Explore advertising private rented homes and affordable homeownership properties on Home Choice.	Option of advertising private sector and affordable homeownership homes explored taking account of legal advice, and consultation. Decision taken on whether to extend advertising.	2009/10	Housing Needs Managers	Housing associations, Private landlords	Existing resources
11	Support the Surrey HomeBuy Zone Agent to promote affordable homeownership schemes in East Surrey.	Effective advertising of schemes and opportunities undertaken via Council websites.	Ongoing	Housing Enabling & Development Officers	Housing associations	Existing resources
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 advice work.	2013	Housing Needs Managers	Private sector landlords / letting agents	Existing resources

BUILDING NEW HOMES

No.	Action	Performance Measure	Completion Date	Lead Person / Agency	Partners	Resources
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 producing it.	2010	Housing Development & Enabling Managers, Planning Officers		Existing resources
14	Continue to encourage housing associations 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	Housing associations Homes 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
15	Provide a balance of property types, sizes (family and small homes) and tenures. Continue to negotiate on-site provision by private developers to secure the delivery of affordable housing.	At least 50% of all affordable housing social rented Range of unit types, e.g. bungalows, houses, flats etc Range of units sizes from 1 -bed to 5-bed	Ongoing	Housing Development & Enabling Managers	Housing associations HCA Private developers	Existing resources S106 Agreements

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
16	Continue to deliver the LAA target on new affordable homes by completing schemes and projects to provide additional or replacement affordable housing.	Contribute to meeting the Surrey LAA targets and for East Surrey: 2009/10 – 288 units 2010/11 – 298 units 2011/12 – 308 units	Annually as shown	Housing Development & Enabling Managers	Housing associations 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 S106 contributions
17	Work with housing associations to develop appropriately designed accommodation for wheelchair users to meet identified need	Develop a number of new affordable housing units per year to be designed for wheelchair users	Ongoing	Housing Development & Enabling Managers	Housing associations HCA Private developers Surrey County Council Surrey Primary Care Trust	Existing resources LA & RSL land and property HCA funding S106 Agreements S106 Contributions

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
18	Identify sites for Gypsies & Travellers and Travelling Showpeople in Development Plan Documents to meet identified needs and the forthcoming South East Plan pitch number allocations following final adoption of the Early Partial Review of the SEP.	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
19	Annually monitor the delivery of pitches for Gypsies & Travellers and Travelling Showpeople, take action as appropriate	Delivery monitored via Annual Monitoring Reports	Ongoing	Planning Policy Managers		Existing Resources
20	Continue to update and develop our knowledge of the local housing market by updating the East Surrey Strategic Housing Markets Assessment 2008	Report updated regularly	Ongoing	Housing Development & Enabling Managers Planning Policy Managers	Housing associations Private developers Surrey County Council	Existing Resources
21	Continue to support and promote rural affordable housing provision through the Surrey Rural Enabler	New affordable housing delivered in rural communities as appropriate	Ongoing	Housing Development & Enabling Managers	Rural housing associations Private developers and landowners HCA	Existing resources local authority and housing association land and property HCA funding S106 Agreements S106 contributions

MAKING BEST USE OF EXISTING HOUSING

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
22	Develop a HOOPs 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
23	Continue to work with housing associations to develop/improve incentive schemes to encourage under occupying households to downsize and support extension schemes such as loft conversions to address over-occupation	Investigate the development of transfer incentive and hand holding schemes in place with all large social housing landlords. Support home extension schemes.	2013	Housing Needs Managers	Housing associations	Existing resources
24	Continue to work with housing providers to improve the time taken for vacated social rented homes to be made available for letting	Shortened void turnaround times through improved systems and greater collaboration	Annual improvement	Housing Needs Managers	Housing associations Housing Management at Tandridge	Existing resources

Priority Two – Improving Housing Standards

PROMOTING HEALTHY, SAFE HOUSING

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
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

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
26	Work with developers and builders, using the HHSRS to inform development plans to reduce avoidable hazards in property conversions	Number of a planning applications commented on	Annual improvement	Private Sector Housing Managers Development Control Officers		Existing resources
27	Increase the number of HMO landlords licensed and review existing schemes	Number of HMOs licensed per authority increased form the 2008/09 HSSA base rate	Annual improvement	Private Sector Housing Managers		Existing resources
28	Promote grants available to owner occupiers and landlords to improve the conditions of sub-standard properties	Each authority has a leaflet Information on the Councils' websites Information annually in the Council's magazines	Annual improvement	Private Sector Housing Officers		Existing resources
29	Maintain good working relationships between the Council and landlords by organising annual landlords information and good practice evenings with guest speakers	The authorities to have held a joint landlord forum once a year	Annual improvement	Private Sector Housing Officers	Private landlords	Existing resources
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
31	Inspect and improve facilities on public Gypsy & Traveller sites to ensure standards are maintained in partnership with County	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
32	Continue to work with housing associations to meet the Government's Decent Home Standard	Annually monitor the progress of East Surrey housing associations	2010	Housing Enabling and Development Managers	Housing associations	Existing resources

SUPPORTING HOME IMPROVEMENT AGENCIES

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
33	Continue to promote services provided by the home improvement agents	Each authority has a leaflet Information on the Council's websites Information annually in the Councils' magazines	Annual improvement	Private Sector Housing Managers	Anchor Housing Trust	Existing resources
34	Further develop the Handyman service through additional funding from the Primary Care Trust and Surrey Supporting People	Number of jobs completed by the Handymen	Annual improvement	Private Sector Housing Managers	Anchor Housing Trust Supporting People Team Surrey Primary Care Trust	Surrey Primary Care Trust Supporting People Government funding

MAKING HOMES MORE ENERGY EFFICIENT

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
35	Increase awareness of schemes to tackle fuel poverty including Warmfront by advertising the grants available for vulnerable homeowners and tenants	Each authority has a leaflet Information on the Councils' websites Information annually in the Council's magazines	Annual improvement	Private Sector Housing Managers	Warmfront	Existing resources
36	Provide information and advice to private landlords about home energy certificates and assistance available to improve their properties	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 Managers	Private sector landlords	Existing resources

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
37	Provide information and advice about improving water efficiency by distributing leaflets and information on the Council's websites	Each authority has a leaflet Information on the Councils' websites Information annually in the Council's magazines	Annual improvement	Sustainability Managers	Water companies	Existing resources
38	Encourage developers of new affordable housing to achieve Level 3 or above of the Code for Sustainable Homes	Information included in Core Strategy and Affordable Housing Supplementary Planning Document Developers and housing associations aware	Information included in key documents by 2011 Promote to housing associations and developers once per year	Housing Strategy and Enabling Managers Planning Policy Managers	Housing associations Private developers	Existing resources
39	Reduce the percentage of households in the private sector scoring under 35 in the Standard Assessment Procedure (national energy efficiency rating system) ratings	Reduce by 10% per year for the strategy period	Annual improvement	Private Sector Housing Managers		Existing resources
40	Increase the numbers of vulnerable households in fuel poverty accessing grants	Number of Council and Warmfront grants completed per year	Annual improvement	Private Sector Housing Managers	Warmfront	Warmfront Existing resources
41	Promote the East Surrey Private Sector Renewal Partnership schemes	Each authority has a leaflet Information on the Councils' websites Information annually in the Council's magazines	Annual improvement	Private Sector Housing Managers	Government Office of the South East	Government Office of the South East

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
42	Bid for extra funding under the East Surrey Private Sector Renewal Partnership	Make an successful bid	2010	Private Sector Housing Managers	Government Office of the South East	Government Office of the South East
43	Explore extending schemes provided under the East Surrey Private Sector Renewal Partnership to include loan products	Investigate loan scheme	2010	Private Sector Housing Managers		Existing resources

REDUCING EMPTY HOMES

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
44	Develop an East Surrey Empty Homes policy and procedure to help reduce the number of vacant properties in the district	Produce and implement an empty homes policy	2010	Housing Strategy and Development Managers		Existing resources
45	Raise awareness of empty homes issues through effective promotion and publicity	Each authority has a leaflet that has been sent to all known empty home owners Information on the Councils' websites Information annually in the Council's magazines	2010	Housing Strategy and Development Managers	Development Control Managers Councils' Solicitors Private Sector Housing Manager Council Tax Manager	Existing resources

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
46	Extend and improve the Councils' empty homes databases	Data base in place of known empty homes and their owners	2011	Housing Strategy and Development Managers	Development Control Managers Councils' Solicitors Private Sector Housing Manager Council Tax Manager	Existing resources
47	Encourage Council officers to identify empty homes	Once per year publicise to all Council staff through e-mail or intranet	Annual improvement	Housing Strategy and Development Managers		Existing resources
48	Promote options for bringing empty properties back into use	Each authority has a leaflet that has been sent to all known empty home owners Information on the Councils' websites Information annually in the Council's magazines	2010	Housing Strategy and Development Managers		Existing resources
49	Promote the www.reportemptyhomes.com website	Each authority has a leaflet that has been sent to all known empty home owners Information on the Councils' websites Information annually in the Council's magazines Annually the number of homes reported through the website	Annual improvement	Housing Strategy and Development Managers		Existing resources

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
50	Agree priority criteria for empty homes that will be considered for assistance or other action	Criteria developed and implemented including Empty Dwelling Management Orders and Compulsory Purchase Orders	2010	Housing Strategy and Development Managers	Development Control Managers Councils' Solicitors Private Sector Housing Manager Council Tax Manager	Existing resources

Priority Three – Improving Housing & Support for Vulnerable People

DEVELOPING NEW SERVICES

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
51	Work in partnership with housing associations, 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	Enabling Officers/ Managers	Supporting People RSLs HCA	Supporting People HCA funding
52	Develop and promote a Home Ownership for people with Long-term Disabilities (HOLD) scheme in East Surrey	Make successful bid for funding to HCA for East Surrey scheme. 5 homes purchased per year	2011	Enabling Officers/ Managers	Advance Housing Association HCA Surrey Adult Services	HCA funding

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
53	Work with partner agencies and Surrey Supporting People to identify and deliver housing options for 16/17 year olds in East Surrey	Deliver improved services for 16/17 year olds including the potential scheme in Epsom & Ewell and floating support	Ongoing	Housing Strategy and Development Managers	Supporting People RSLs HCA	Supporting People HCA funding
54	Work with support providers and the Surrey Supporting People Team to develop additional services to support people with complex and multiple needs such as mental health, drug / alcohol and / or history of offending	Develop additional services for this client group	Ongoing	Housing Strategy and Development Managers	Supporting People RSLs HCA	Supporting People HCA funding
55	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	

ENHANCING AND PROMOTING EXISTING SERVICES

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
56	Continue to work closely with housing associations 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	RSLs Care Managers	Existing resources
57	Support and promote the use of enhanced care and repair and handyperson services to help older people and people with disabilities to live independently	Extend the provision of Handyperson services	Ongoing	Care and Repair Managers	Supporting People Occupational Therapists	Supporting People funding

No.	Action	Deliverable	Completion Date(s)	Lead Person / Agency	Partners	Resources
58	Continue to promote assistive technology 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	Care Managers	To be agreed
59	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
60	Continue our commitment to reviewing and updating all other existing services through the Supporting People framework and identification of best practice	Complete service reviews and implement action plans	2013	Older Persons service Managers	Housing Strategy and Development Managers Supporting People Housing and Support Providers	Existing resources