



DERBY CITY COUNCIL



# Housing Strategy 2009 - 2014

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Every effort has been made to avoid the use of jargon. However, where this has not been possible, a comprehensive glossary is provided at the end of the document.

# Derby Housing Strategy 2009-2014

## Foreword by Councillor Robert Troup, Cabinet Member for Housing and Public Protection

I am very pleased to introduce Derby's Housing Strategy, which covers our priorities for the next five years. Derby's last housing strategy was produced in 2003. Since then, we have made significant progress in further improving housing services for our residents.

Previous inspections by the Audit Commission of the Council's housing service and Derby Homes, the Council's Arms Length Management Organisation (ALMO), have shown us to be providing excellent services for Derby's residents. Whilst we are proud of our past achievements and those of our partners, we recognise that more needs to be done to further improve the City's housing services in the future to ensure that we respond to changing needs and aspirations.

At the time of writing, the economic recession is having a significant effect on the housing and employment market. Whilst house prices in the City have fallen, many potential purchasers are struggling to obtain mortgage finance whilst increasing numbers are facing redundancy and possible repossession. In the longer term, the housing market slowdown may present a further risk to housing supply, which already falls well short of demand. We will clearly need to work with our partners at a local, regional and national level to tackle these issues.

It is essential that we have a comprehensive strategy to address the housing needs of our community not only for people already living here but also for those who will become residents in future years. To ensure that resources are targeted effectively, it is also necessary to consider the foreseeable key changes which will affect the City over forthcoming years such as the expected significant rise in our older population and the increase of single person households.

Housing policy at both national and regional level emphasises that everyone should be able to exercise choice about where to live and have access to a decent home. The Government also expects local authorities to play a key role in achieving an increase in new homes and addressing the housing needs of all their residents. These objectives have been carefully considered and are reflected in this Housing Strategy.

In the face of an increasingly difficult and complex housing market, the challenges are significant and this strategy is of fundamental importance in meeting those challenges. An action plan has been developed to take the strategy forward, which will be regularly reviewed. This Strategy has been developed in close consultation with a wide range of residents and partners and I extend my thanks to them for their valuable contribution. I look forward to further working with them throughout the implementation of this strategy.



**May 2009**

**Councillor Robert Troup, Cabinet Member for Housing and Public Protection**

## Chapter 1 - Executive summary

Derby's Housing Strategy 2009-2014 sets the way forward for housing-led services and provision throughout the City. It is an overarching document that outlines the strategic agenda and focus for the Council and its partners. It is through effective partnership working that we will be able to deliver the objectives set out within the Strategy.

The Strategy is developed around four priority themes, capturing the main housing and related issues identified both within the City and the wider housing market. Each priority theme sets out a number of objectives and associated actions.

The four priority themes are:

### **1. Cohesive and empowered communities**

To ensure that housing services contribute towards the building of safe, inclusive, empowered and vibrant communities with a shared sense of belonging

### **2. Affordable and accessible housing with appropriate and timely housing advice**

To ensure that every household in Derby has access to decent and appropriate housing and housing-related advice services

### **3. Improving homes and the living environment**

To regenerate homes and neighbourhoods in a sustainable way

### **4. Supporting vulnerable residents**

To ensure vulnerable people receive appropriate housing and housing-related support

The Strategy has been developed within the framework of the national, regional and corporate drivers and from the local community context. The document interfaces with the wider Community Strategy and contributes to partnership, corporate and community agendas throughout the City. As such, consultation with a wide range of stakeholders and residents was undertaken to ensure that the Housing Strategy is inclusive and contributes effectively towards creating sustainable communities.

The Housing Strategy is not just about housing in a narrowly-defined context - the more traditional 'bricks and mortar' concept - it is about how the City's



housing and related services work together to provide co-ordinated and comprehensive services for residents.

The objectives set out within this document contribute to broader issues that impact on people's lives, the well-being of communities, the regeneration of the City, economic growth and other aspects of the City's life such as health, transport and education. It is not simply about social and affordable or specialist housing; it encompasses the City's whole housing stock, regardless of tenure, and the communities that reside therein.

Specifically, the Housing Strategy:

1. sets the housing priority themes for the City and identifies objectives for each theme and the actions required to meet these
2. outlines the implications for the City of the national, regional and sub-regional housing agendas and sets out the City's approach to meeting these
3. highlights the key issues and priorities identified by the wider community and sets out how these will be addressed
4. ensures housing delivery takes full account of other related and cross-cutting agendas such as the health, welfare, cohesion and economic prosperity of the community
5. examines all tenures when considering housing issues, taking account of provision across the whole of Derby's housing stock
6. ensures the delivery of the Council's statutory housing duties such as those related to homelessness, equality and diversity and environmental health
7. provides the evidence to influence the type, tenure and location of accommodation required by the City's residents
8. establishes a framework of standards and priorities for housing investment by all providers
9. sets out a framework for effective partnership working to deliver wide ranging and sustainable answers to housing related issues
10. ensures an effective and on-going consultation process
11. ensures effective monitoring of the Action Plan and has systems in place to ensure we identify and address any potential failures in meeting targets
12. will be scrutinised on an on-going basis and at an annual event which will bring together key partners to receive an update on the strategy and consider the relevance of the specific actions included within the action plan.

## Chapter 2 - Overview of Derby and the sub-region

Derby is the third largest City in the East Midlands. It has good road, rail and air links and is a key manufacturing centre, accounting for more than a quarter of the workforce. There are large manufacturing, service and engineering industries in the locality, including Rolls-Royce and Bombardier.

The City is multi cultural with over 15% of Derby's population from minority ethnic communities. Alongside settled South Asian and African Caribbean communities, there are a growing number of refugees from a diverse range of backgrounds, including Kosovan and Kurdish communities. In line with national trends, Derby has also seen a recent influx of economic migrants from European Union accession countries.

Derby's population is rising. In 2008, Derby's population stood at around 239,500. By 2014, this is expected to rise to over 250,000 residents. Additionally, Derby's population is ageing and older than the national average. In 2008, there were 62,900 people over the age of 55. This is projected to grow to 66,600 by 2014 and continue rising to 75,000 by 2021, forming an increasingly larger proportion of the overall population. This has significant implications for housing in relation to issues such as rising levels of dementia, social isolation and fuel poverty for these vulnerable households. It also means that we must consider how we should be providing housing to meet this changing demography.

In the Indices of Multiple Deprivation 2007, Derby ranks 69<sup>th</sup> out of 354 Local Authority areas in England and Wales. There is considerable variation across the City, with four wards (Arboretum, Derwent, Normanton and Sinfin) amongst the most deprived. Yet two wards - Allestree and Mickleover are amongst the least deprived wards.

Data obtained from the Office for National Statistics shows that in 2008, the average weekly salary for full time workers living in Derby was £457.70, compared to an East Midlands average of £449.60 and an average in Great Britain of £479.30.

During 2008, some 28% of households in Derby received at least one means-tested benefit. In housing terms, these lower incomes are associated with poorer housing conditions, a more limited ability to afford repairs, higher levels of fuel poverty, and a greater need for affordable housing.

Derby's housing stock is predominantly low-rise, and is made up of older and larger dwellings than the national average. Derby has more pre-1945 dwellings than the national average, including many built pre-1919. The proportion of semi-detached houses is particularly high; the number of detached, large or medium-sized terraced houses and bungalows are equally above average. Conversely, the percentage of small terraced houses and flats

is below the English average. Older housing stock in turn is associated with higher levels of disrepair and poorer insulation.

A third of all dwellings in Derby are estimated not to meet the Decent Homes standard. The majority of these are non-decent because of poor thermal efficiency or disrepair.

Unsurprisingly, non-decency is most common in:

1. older properties
2. privately rented dwellings - especially converted flats -
3. homes inhabited by low-income owner-occupiers
4. households whose head is under 24 or over 60 years of age.

Geographically, the highest levels of non-decent homes can be found in the Abbey, Arboretum and Normanton wards. The average cost of bringing non-decent homes up to Decent Homes standard has been estimated at around £3,400 for each property, or a total of £86 million City-wide.

Notwithstanding the older housing stock and concentration of low-income households, homes in Derby are marginally more energy efficient than the English average. This is largely due to the urban nature of Derby, in which mains gas and gas central heating are more common than in rural areas.

The 2006 Private Sector Stock Condition Survey estimated levels of fuel poverty at around 7% Citywide, ranging from 3% in Oakwood to 9-11% in the Arboretum and Normanton wards. As a result of recent sharp rises in fuel costs, these levels are likely to have risen further, despite past successes and ongoing efforts to offer energy advice and insulation grants to vulnerable households.

On April 1<sup>st</sup> 2008 in Derby, there were about 4,000 empty homes, of which around 2,000 had been empty in the long term (over six months).

Based on the 2008 Housing Strategy Statistical Appendix, there are 104,437 dwellings in the City. In terms of tenure, housing in Derby closely reflects the national picture, with 72% of households in Derby living in owner-occupied dwellings; 14% in Council properties; 7.2% in housing association tenancies and 7% renting privately.

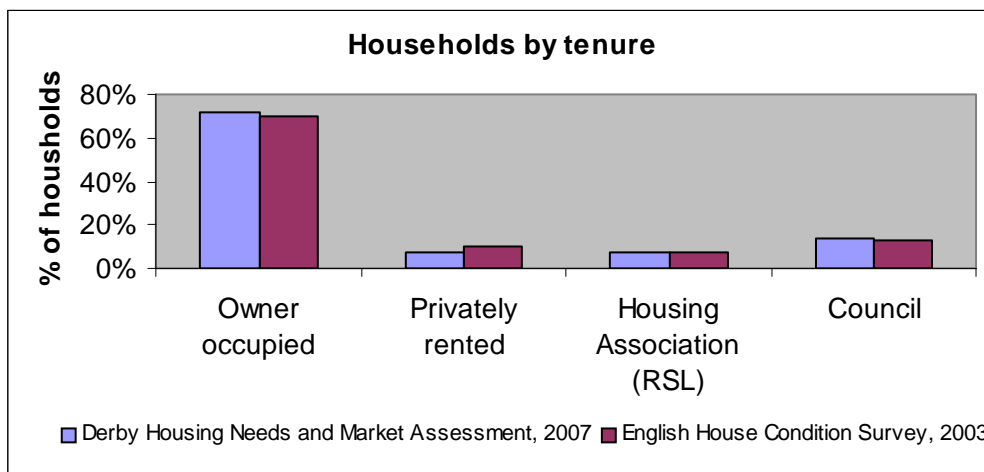


Figure 1

Land Registry data showed that the average price of a property in Derby for the second quarter of 2008 was £142,028. The average flat or maisonette sold at £114,147; semi-detached houses sold at an average of £137,582, and detached dwellings sold at an average of £231,509.

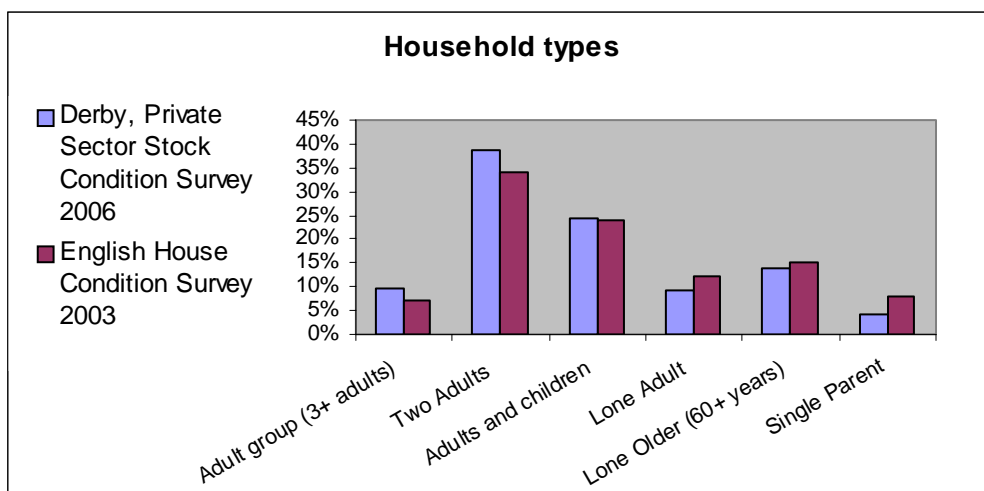


Figure 2

Derby has a notably larger proportion of adult groups sharing a property than the national average, whilst having fewer households with one adult, with or without dependent children. Adult children remaining in the parental home account for some adult group households, the higher proportion of large adult group households without dependent children also reflects the relatively high number of migrants from the A8 countries and increasingly, student households sharing properties in Derby. These households, in turn, tend to be most associated with privately-rented houses in multiple occupation.

In 2003, the Council created an urban regeneration company, Derby Cityscape, which is tasked with regenerating the City centre and implementing



the City centre Masterplan. Derby Cityscape is co-ordinating regeneration activities, including the development of new retail, commercial, residential and leisure based facilities for the City Centre. It provides regeneration advice, brokers deals with developers and other stakeholders, and promotes Derby as an attractive place in which to invest, live and visit. The City is investing £2 billion in this transformation under the Derby Cityscape Masterplan.

Examples of regeneration to date include the £340 million Westfield shopping centre and the £10 million QUAD visual arts and film centre.

The City Centre will see additional large-scale development in the future. In the medium to long term, we will also be undertaking major regeneration initiatives in the Rosehill and Osmaston areas of the City. In these areas, masterplans are being developed to address long-standing issues of lower housing demand and high levels of deprivation. These initiatives will see these areas completely transformed by providing a better quality and mix of housing, more attractive places to live, and better facilities for local residents.

## **The sub-area and sub-regional housing market area**

Derby City is defined as the administrative area of Derby City Council and, although this Strategy is produced by the Council, it is recognised that housing markets are not confined to the administrative areas of individual districts. Therefore the Housing Strategy also assesses the impact of the region and sub-region on the City's services.

The draft East Midlands Regional Plan has identified Derby as sitting within the 'Three Cities sub-area'. The sub-area comprises the three cities of Derby, Nottingham and Leicester and connecting areas. There are a number of other substantial settlements within the sub-area, such as Swadlincote, Loughborough and Hinckley, as well as a number of other towns and villages. The Nottingham-Derby Green Belt extends to over 60,000 hectares and is drawn around Nottingham City. Green wedge policies extend around Leicester and parts of Derby. The sub-area has good communication links with a number of national carrier motorways and trunk roads passing directly through it. The sub-area is also home to East Midlands Airport, the region's only international airport.

The Regional Plan and Regional Housing Strategy identify a number of sub-regional Housing Market Areas within each sub-area. The administrative area of Derby City, South Derbyshire and Amber Valley have been identified as operating as a single housing market through research commissioned by the East Midlands Regional Assembly (DTZ Pida 2005) (see figure 3).

The Regional Housing Strategy has based its evidence around these sub-regional housing market boundaries, rather than the administrative boundaries of its constituent authorities.

## The Derby sub-region



Figure 3

## Housing Need

In order to strengthen our understanding of housing at a sub-regional level, we have completed a Strategic Housing Market Area Assessment (SHMA) and are currently undertaking a Strategic Housing Land Availability Assessment (SHLA). Both studies examine the Derby sub-regional housing market of Derby, South Derbyshire and Amber Valley. Together, these pieces of work form a key element of the evidence for the respective local authorities' Local Development Framework. They will provide information on how housing markets in the sub-region work and the availability of land for development in the future.

The SHMA indicates that there is a significant need for affordable housing in excess of supply levels from both re-lets and planned new delivery in all three Local Authority areas.

The study identifies that in Derby an additional 553 units of affordable accommodation will be required each year, if the City is to meet in full its identified Housing need. The affordable housing shortfall for the sub-region totals 1,514 units per annum.

As such, the SHMA states that consideration should be given to an affordable housing target of up to 40% of new units negotiated from the total of all suitable sites in each authority (Amber Valley Borough Council, Derby City Council and South Derbyshire District Council). Furthermore, it recommends that where there is a need for larger affordable family units, it may be beneficial to negotiate on a habitable rooms basis, especially in flatted developments where need for large units cannot be met on site.

Finally, the report recommends that at the sub-regional level, affordable housing could be provided on the basis of 65% for social rent and 35% intermediate housing. It suggests that each Local Authority will need to consider the tenure target balance which addresses local need and it provides recommendations on variation by authority. However, it recognises that the overall affordable target and the tenure mix target are subject to a wider range of planning and development factors at local site level.

## Chapter 3 - Key Achievements

### What we have achieved

Since the production of the last Housing Strategy in 2003, working closely with partners, we have developed a range of responses to further improve housing services in the City. This section highlights a few key achievements:

#### **Improving the quality of life on estates through the Estates Pride Programme**

The Estates Pride Programme is a £15 million, five year programme of identified estate-based improvements and community initiatives to enhance the quality of life for residents in areas of council housing. One example of the positive outcomes of the Programme is through the Youth Inclusion Project (YIP). Estates Pride will be providing £1 million over the next five years to fund this project. The Derby Community Safety Partnership and tenants have recognised a need to provide youth inclusion programmes to be delivered to key priority neighbourhoods. YIPs are the most effective means of targeting intensive preventative interventions to those young people most at risk of offending and causing anti-social behaviour. Each YIP will work with 50 of the most at risk young people in each area and provide youth clubs and learning opportunities.

#### **Reducing anti-social behaviour through the Family Intervention Project**

Through the Derby Family Intervention Project (FIP) we work with individuals and families who cause significant levels of anti-social behaviour. The project is based within the Housing Operations Team of Derby Homes and works City-wide with people in all housing types. It represents a last chance for families causing anti-social behaviour who are at risk of formal action against their home or against individuals in their household. The project was developed due to the need to find more effective ways of addressing anti-social behaviour.

The aims of the service are to:

1. stop anti-social behaviour by problem families
2. prevent homelessness
3. provide sustainable routes back to settled housing
4. increase the effectiveness of the interventions of multiple agencies working with these families.

Families working with the project sign up to a contract. This contract outlines clear boundaries for acceptable behaviour with a comprehensive support plan. Families are allocated a case worker who co-ordinates all the support, provides a single point of contact and monitors behaviour.

## **Involving our communities through neighbourhood working**

Neighbourhood Boards and Forums have been established in each ward of the City enabling residents to directly have a say on the priorities for their neighbourhoods. The Boards include elected representatives from the community as well as key representatives from organisations including the police, Derby Community Safety Partnership, NHS Derby, the key social landlord(s) in the area, community and voluntary groups, the Fire and Rescue service and the Council. The Board and associated open forums work to directly tackle the key priorities identified by local people including anti-social behaviour, environmental issues and health concerns.

## **Providing affordable and accessible housing**

Since 2003, we have worked with a range of partners to develop over 800 new affordable homes in the City. In addition, funding of £11.5 million has been secured from the Homes and Communities Agency which will provide a further 384 affordable homes through the 2008/11 delivery programme. At least 10% of these homes will be developed to full wheelchair standards and the remainder to lifetime homes standards.

The Council has also been successful in securing over £18 million of Private Finance Initiative credits to develop at least 140 additional affordable properties through a combination of newly-built dwellings and refurbishments of existing housing in the City.

Additionally, funding of £1.4 million has been secured from CLG to develop Derby's first permanent Gypsy and Traveller site.

## **Improving advice through the Community Legal Advice Centre**

To provide improved money advice and legal services for Derby's residents, the Derby Community Legal Advice Centre (CLAC) has been established to provide a single point of access to advice services, including money advice. Derby CLAC has been nationally recognised as a best practice example of how the CLAC model can be delivered. The Derby CLAC is a partnership between the in-house Local Authority advice services and local not-for-profit advice providers.

Reward funding has been received from the Local Public Service Agreement (LPSA) due to a successful outreach campaign in the Normanton area of Derby. Checks were offered to make sure that all appropriate benefits were being claimed, which achieved high outcomes and improved the income for some of the most disadvantaged communities of the City

An accredited (Open College Network Level 2) 14-week course on delivering advice has been established. This is free to all Derby City Council staff and



voluntary groups. It is over subscribed and has increased the number of skilled advisers in welfare benefits and debt in Derby by at least 70 people.

The Council is working with partners in neighbouring local authorities to provide more choice of housing location for residents. One example of this is through the extension of Derby's Choice-Based-Lettings scheme into South Derbyshire, which will ease mobility for residents moving between the two Local Authority areas.

## **Improving homes and the living environment**

Work is progressing with partners to improve housing standards and improve the living environment in Derby.

One of the major areas of focus has been on developing masterplans to address long standing issues of low housing demand and high levels of deprivation in the inner City neighbourhoods of Rosehill and Osmaston.

These masterplans will seek to transform these areas over the next 20 to 30 years by:

1. improving the quality and mix of housing
2. creating more attractive places for people to live
3. improving access to and the quality of green spaces
4. providing better facilities
5. improving connections to adjacent areas

A range of programmes have been implemented to improve housing standards. Over the last 12-month recorded period:

1. over 300 sub-standard homes occupied by vulnerable households have been brought up to decency standards with Council help
2. group repair scheme works have been carried out to around 200 houses this year including new roofs, new windows and doors and improved insulation.
3. four old empty corner shop units have been re-converted back into useful housing
4. 150 security gates have been fitted to properties to reduce burglaries
5. large areas of Rosehill have been improved visually by environmental improvement works, including new fencing walls and external painting
6. further improvements are being carried out to the properties in the Hartington Street renewal area, bringing this area back from decline

7. a new off-street parking scheme has been introduced to help alleviate the parking problems on Leacroft Road.
8. Over 900 individual jobs have been completed under the Spirita Care and Repair Handyperson service and there have been almost 200 Minor Works Assistance cases completed. This work has enabled many older and vulnerable people to stay in their own homes.

Significant improvements have also been made to the Council's housing stock through delivery of the Decent Homes programme. In April 2006, Derby Homes, the Council's Arms Length Management Organisation (ALMO), was amongst the first organisations in the country to achieve this standard. In total, over 10,000 homes benefitted from significant internal and external modifications.

In April 2007, Derby Homes introduced a requirement that all new Council tenants would receive a Home Fire Safety Check with Derbyshire Fire and Rescue Service. This important initiative has played a significant role in improving safety and well-being for social housing tenants with the overall aim of reducing fatalities as a result of house fires.

## **Helping residents to reduce their carbon emissions and fuel costs**

The Affordable Warmth Team has actively helped to reduce fuel poverty by 14% between 2001 and 2008, despite recent increases in fuel costs. Through close partnership working with the Warm Front Team, around 2,000 residents had insulation and/or heating work done in Derby. This included gas boiler replacement, new gas central heating, loft insulation, and cavity wall insulation.

## **Supporting vulnerable residents**

The Council and its partners are working hard to ensure that the housing and support needs of our most vulnerable residents are met. Recently, this has included the development of Milestone House which has 24 nightshelter units. It has a doctors surgery and provides access to community psychiatric nurses, alcohol, drug and other relevant services. Full assessment of individuals' needs is undertaken including training, education and employment, providing a range of benefits for vulnerable people.

This £2.2 million scheme has been developed with funding from Communities and Local Government, the European URBAN 2 fund and through the Council. It will provide tangible, life-changing opportunities for some of Derby's most vulnerable people. The innovative approaches at Milestone House are now widely recognised and, as such, the scheme was a finalist in the category of 'meeting the needs of vulnerable people' at the 2008 UK Housing Awards.

Additional key achievements since 2006 include receiving almost £3.8 million of Government funding towards the redevelopment of the Tomlinson Court sheltered housing scheme in Alvaston to provide 38 one and two-bedroom units of Extra Care accommodation. This scheme will include facilities such as a hair salon, restaurant and community activity spaces. Additionally, further Extra Care developments are being established including the Retail Trust site on Broadway, Allestree.

In addition, the YMCA are developing a Campus for Learning and Development on London Road, Wilmorton, which is a significant redevelopment of 45 units of accommodation for homeless people with an attached training and enterprise centre.

The project has been developed through a partnership between Derby City Council, the YMCA and Derwent Living at a total cost of £4.2 million which has been funded by the Homes and Communities Agency, Department of Communities and Local Government, the Derby and Derbyshire Economic Partnership and the YMCA and is due for completion in August 2009.

The building will provide a modern fit-for-purpose campus for learning and development that will be relevant to the needs of current and future residents and learners. The new building will provide a safe environment for homeless people and will include a variety of accommodation types for example single ensuite, clusters and self-contained flats.

This scheme will contribute to the prevention of rough sleeping and will provide support services for single homeless people which will enable them to maintain accommodation and begin to access training, education and employment opportunities as well as health care services that would otherwise be unavailable to them.

## **Assessing and responding to specific needs**

Since the production of the last Housing Strategy, a number of strategies have been produced to underpin the overarching strategy and to assess and respond to the needs of particular groups or particular issues. These strategies are outlined later in this document. One example of this is the production of Derby's first Black and Minority Ethnic (BME) Housing Strategy in 2005. As a result of extensive research, the strategy identified that BME groups were more likely to be living in housing which was unsuitable for their requirements, were more likely to be overcrowded and had lower incomes on average than white British households, so were more limited in their ability to remedy their housing problems. At the time of writing, Derby's BME population stood at 12.6%, however, this proportion has grown in recent years and has also become more diverse with regards to the nationalities represented. Future changes in the BME population will be monitored when considering responses to changing need.

A key outcome of the BME Housing Strategy was the development of the BME Housing Charter. The Charter was a response at a local level to the Housing Corporation's BME Action Plan 2005 – 2008, which establishes a vision of;

“increasing the role of BME housing associations within (the) investment programme in recognition of the important role BME housing associations play in meeting BME community needs and in building capacity, leadership and management talent within the housing sector”.

In local bidding guidance, the Council specified that 20% of the properties delivered through the programme should be owned or managed by a BME housing association. This was one of the criteria against which bids were invited and assessed. However, this commitment also requires that the BME housing association can demonstrate added value in the delivery of housing services to BME residents. The Charter is identified as an example of good practice within the document *Black and Minority Ethnic Communities and Housing in the East Midlands: A Strategy for the Region* which was produced in 2008 as collaboration between the National Housing Federation; De Montfort University and the Housing Corporation. The outcomes of this Charter are currently being assessed to ensure that this policy provides improved services for residents and that added value is achieved.

## **Additional achievements**

In January 2008, the Audit Commission assessed Derby City Council's performance with regards to the quality of services provided for local people. The report highlighted a range of positive aspects of both the Council's services overall and housing services in particular. Comments included:

“The Council is performing well. It has worked with its partners to create an ambitious, wide-ranging and inclusive vision for Derby. This is based on an excellent understanding of local communities and their needs. The Council shows good and improving community leadership. It is playing an increasing role in the region, working with Leicester and Nottingham on joint areas of interest such as housing growth. It has developed a strong model for neighbourhood working, based on extensive pilot work in its most deprived areas and long-standing partnerships.

Housing management is a strong area. Derby Homes which was set up by the Council is among the best performing Arms Length Management Organisations (ALMOs) in the country and achieved the Decent Homes standard early. The Council is making good progress on affordable housing with completions exceeding target in 2006/07.”

Additionally, the Audit Commission inspection of Derby Homes gave the highest possible rating of “excellent service with excellent prospects for improvement”, making Derby Homes the first ALMO in the country to receive this rating on two successive occasions.

In 2006, the Council's Housing and Advice Services Division received the Chartermark Award, making it one of only five organisations in the country to receive the award on five successive occasions. The final assessment report stated:

“The Service is forward looking and extremely customer orientated. There is an excellent commitment to consultation with staff, customers and others and services are provided in a flexible and responsive manner with identified improvements in performance over recent years”.



## Chapter 4 - Delivery of services within the City

This section sets out how housing and related services are currently delivered throughout the City.

Traditionally, the Council has been seen as the main deliverer of housing and housing-related services. However, all Councils are being increasingly encouraged to take a more strategic lead in terms of the delivery of housing services and to focus on providing the best outcomes for users of services, regardless of who actually provides them. Effective partnership working is clearly therefore, increasingly important in providing housing and housing-related services in order to meet the City's housing needs.

The Council still remains the largest social landlord with 13,746 dwellings (*HSSA 2008*): management of this stock is provided through Derby Homes, the Council's Arms Length Management Organisation (ALMO). Registered Social Landlords (RSLs) own and manage 7,068 (*HSSA 2008*) dwellings in the City.

The Council retains the strategic lead for housing services which are delivered by the Housing and Advice Services Division within the Council. The Council works in partnership with a wide range of organisations both within the City and nationally to effectively deliver high-quality housing and housing support services to residents in Derby. These services can be broadly categorised into six key areas:

1. understanding housing needs and planning responses
2. providing general help and advice
3. providing housing options
4. commissioning support services for vulnerable people
5. improving housing conditions and supply
6. regenerating neighbourhoods
7. Increasing affordable housing and managing responses

### Understanding needs and preparing strategic responses

The Council is responsible for working with its partners to undertake and interpret research to gain a thorough understanding of the housing needs and markets in the City.

The Housing Strategy and Development Unit is responsible for providing information on all local housing needs and the condition of homes in the area. Having established these needs, it sets out the Council's objectives and proposals for responding to these challenges in its relevant strategies. These strategies are developed through consultation with a broad range of stakeholders and partners.

One of these key strategic responses relates to the provision of additional affordable housing. The Unit, works with housing associations and developers

to enable the provision of affordable housing in Derby. Housing Associations have a strong record of delivering new homes in Derby through partnerships with the Council and grant funding from the Homes and Communities Agency (HCA)). These relationships remain essential, but the Council is also now seeking to work increasingly with Derby Homes to develop new affordable housing.

In addition, the Council will explore the possibility of it undertaking its own development programme dependant upon the outcome of the governments' review of the Housing Revenue Account and announcements relating specifically to Councils' ability to build, both of which are expected later this year.

The Section also manages the performance of all the Council's retained Housing function and that of Derby Homes against identified targets and objectives. It also monitors the success of a wider range of partners in delivering against strategic objectives.

## **Providing generic advice and assistance**

The Council provides a range of housing-related and other advice for Derby's residents. These services are enhanced through the work of a large number of partner agencies including the Citizens Advice Bureau, Derbyshire Housing Aid and the Law Centre. There are also a number of specialist agencies providing information for particular client groups that provide housing advice along with other services including Age Concern, Help the Aged; Hadhari Nari (women's aid); Derbyshire Association for the Blind (DAB) and The Space (younger person's advice) to name a few.

The Derby Advice service is the Council's in-house advice and information provider. It delivers a Money Advice service for Derby Homes' tenants. It also offers specialist advice and training and undertakes campaigns and representation in the full range of welfare benefits for all forms of personal debt. Such services can be specifically targeted to potentially vulnerable groups, such as companies where redundancies have been announced.

## **Providing Housing Options**

The Housing Options Centre provides a one-stop shop for housing advice and homelessness services. It aims to provide a comprehensive, integrated housing advisory service to prevent housing crisis through early intervention. The section also encompasses the Council's statutory functions around homelessness, working closely with a range of partners including housing associations; specialist advice agencies; and specialist housing providers. Aiming to promote and enable access to good quality, affordable accommodation for all.

There is an increasing recognition that homelessness risks are increased due to problems with debt, benefit take-up and budgeting and that appropriate and

timely advice can help people to stay in their existing property. This is particularly apparent in the current economic climate. The links with Derby Advice and other advice agencies are crucial in addressing the root causes of homelessness. Other functions include managing:

1. Derby Homefinder - the cities choice based lettings allocations system
2. the Joint Housing Register
3. homelessness acceptances
4. homelessness prevention services
5. the provision of housing advice, and
6. Right to Buy requirements

In addition, the Housing Options Centre delivers high-quality advice services to a range of groups including; those experiencing domestic violence, young people including teenage parents, those receiving community care, asylum seekers/refugees and ex-offenders. The Housing Options Centre is also responsible for Care Link, a 24-hour-a-day, seven day a week service which includes:

1. provision and installation of Lifelines
2. out of hours support to sheltered housing
3. monitoring of vulnerable tenants
4. lone-working monitoring providing reassurance for staff working alone or in risky situations
5. assistive technology – Telecare.

## Supporting People

The Supporting People service manages the grant funding stream that pays for housing-related support services for a wide range of vulnerable client groups. These services are procured, monitored and reviewed by Derby City Council on behalf of the Supporting People Partnership. The team works with a range of providers and with other Council teams to make sure that vulnerable individuals (including homeless people, people with learning disabilities, people with mental health issues, ex-offenders and older people) are supported to maintain independence.

The role of the service is to:

1. manage Supporting People contracts
2. make accurate and timely payments to providers
3. audit the quality of services
4. make sure services provide value for money
5. carry out validation visits which check the quality of services provided by Supporting People commissioned organisations
6. consult with stakeholders
7. research needs
8. commission new services.

It also currently administers a Supporting People Grant of about £10.5 million each year. However, in the future, Supporting People funding will be paid as an 'unringfenced named grant', which means it will still be provided as a separate grant for housing support, but councils will be given new freedom in how to spend the money.

## Improving housing conditions and supply

The Council works with a range of partners in the City and beyond to improve housing conditions across all tenures. The Council's Private Sector Housing Service is responsible for working with partners to deliver a number of private sector housing strategies. It is concerned with raising the standards and quality of private sector housing and achieves this through a variety of means, including grant funding, providing advice and training to landlords and enforcement activities.

The Section also provides information and advice in relation to the Disabled Facilities Grants; affordable warmth and energy advice, student property registrations and private sector housing issues including empty properties. The service is responsible for delivering the Private Sector Housing Capital Programme, which for 2007/08 was approximately £9 million.

Specifically, the section works in the following areas of activity:

1. area renewal
2. provision of Disabled Facilities Grants
3. housing enforcement, including compulsory purchase
4. housing in multiple occupation, licensing and enforcement of standards
5. student property registration
6. landlord accreditation
7. affordable warmth
8. energy advice

## Regenerating neighbourhoods

The Housing Regeneration section has recently been established in recognition of the need to provide dedicated resources to lead regeneration within both the Rosehill and Osmaston areas of the City. The Team is currently responsible for consulting residents and a wide range of stakeholders in both areas to enable Masterplans to be developed for each.

These Masterplans will provide the basis for long-term and significant regeneration proposals which are likely to be implemented over a 20 or more year programme.

The section also accommodates the empty property team which seeks to bring empty properties back into use through the provision of advice and assistance and where necessary legal intervention.

In addition, the service has been selected by the East Midlands Regional Housing Board to host two regional projects:

**DASH – Decent and Safe Homes.** This project aims to raise housing standards in the East Midlands region and create a fairer and better housing market for all those who own, rent or let residential property whilst protecting those most vulnerable.

**HI4EM – Housing Intelligence for the East Midlands.** The aim of the project is to source, display and map a wide range of data relating to private sector housing conditions in the region. The data provided will support local authorities working to meet the Government's target of ensuring that 70% of vulnerable households are living in decent homes by 2010.



## Chapter 5 - National, regional and corporate context

### The national agenda

Derby's Housing Strategy sits within the context of wider national, regional and corporate policy agendas and incorporates these into the Cities strategic housing work. As highlighted in the Introduction, it is becoming more important to view housing strategies and services as part of a wider sustainability, growth and prosperity agenda. The national framework reflects this requirement.

The Government's broader vision for local government is set out within the White Paper - '*Strong and Prosperous communities*', - which sets the framework within which local authorities shall deliver services to the communities they serve. The White Paper introduces and strengthens a number of key themes, which will permeate through Local Authority strategies and service delivery. Those particularly pertinent for the Housing Strategy can be summarised as:

1. strengthening the participation of local citizens and communities in shaping the place they live in and the services they receive
2. devolution of powers to regions and unitary authorities to ensure the development of sustainable growth strategies that reflect local economies
3. confirmation that the 'Local Strategic Partnership', known in Derby as the Derby City Partnership, shall be the overarching partnership for an area. There is already a duty for local authorities to prepare a Sustainable Community Strategy, which is outlined more fully in Chapter 5. In addition there is now a requirement, for each authority to prepare a delivery plan for this Strategy, known as a Local Area Agreement (LAA)
4. a requirement that local authorities deliver progress in promoting community cohesion.

Plans, papers and legislation more specifically relating to the Government's current housing agenda are as follows:

The Government's five-year-plan *Sustainable Communities: Homes for All* (2005) sets the objective of providing a sufficient number of quality homes across all types of tenure to meet everyone's need. Whilst retaining the objective of improving social and privately rented homes, the plan proposes to build more homes, particularly on brownfield sites and in revitalised City centres. It identifies the development of communities as an integral part of building homes. Further priorities include increasing opportunities for

affordable home ownership, tackling homelessness, and independent living for those receiving care.

This plan was published alongside *Sustainable Communities: People, Places and Prosperity* (2005), which sets out a more people-focused agenda for the development of communities beyond just homebuilding. Homes should not only be decent and affordable, but also situated in communities in which people want to live – communities which offer the opportunity to get involved and influence local decision-making, to access jobs and services, to develop skills and interests.

The more recent 2007 Green Paper *Homes for the Future: More Affordable, More Sustainable* sets out proposals to increase the supply of housing - with particular emphasis on design and environmental standards; an increase in the proportion of affordable rented and shared ownership properties and supporting infrastructure such as new roads. It encourages Councils to grant planning permissions swiftly and flexibly, to identify suitable sites to be built particularly on surplus Government land and other brownfield sites and to reduce the number of long-term empty properties.

New developments should be in mixed-tenure communities with good access to local amenities and green spaces. New homes should also be more energy and water efficient and protected from the risk of flooding. The Paper proposes that planning gain may be used to secure infrastructure investments. In relation to social housing, it recognises the progress that has been made in improving the existing social housing stock through Decent Homes programmes and, as such, seeks to shift the emphasis to increasing the supply of affordable housing and, in particular, the supply of family housing. It sets out new ways for local authorities to develop housing and further opportunities for affordable ownership developments.

The *Housing and Regeneration Bill* which was passed by Commons Committee on 31 January 2008, will help deliver the commitments set out in the 2007 Housing Green Paper outlined above. The Bill establishes the new Homes and Communities Agency, which merges the investment arm of the Housing Corporation and the Government's Regeneration Agency, English Partnerships. It will focus on delivering more new and affordable homes across all tenures and will drive investment in regeneration. The Bill also makes rating against the Code for Sustainable Homes mandatory for new homes, in line with the Government Climate Change agenda.

The 2008 document *Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing an Ageing Society* (2008) sets out measures to enable older people to remain in their own homes; to ensure that these homes are of a high standard, warm, suited to people's needs and situated in safe and inclusive neighbourhoods. It is based on the recognition that the design of new homes and neighbourhoods must change now in order to meet forecasted housing and social care needs in the years and decades to come.

A large part of identified future housing need is due to the growing number of older households, many of whom will live with or acquire disabilities. New housing developments must be designed to meet these needs. This means not only adapting homes as older people's needs change with age, but also designing in adaptability.

Similarly, neighbourhoods must be designed with residents of all ages and abilities in mind and offer services and amenities, which are accessible to all. More (mainstream and specialised) housing choices must be opened to older people, alongside better advice services to facilitate informed choices.

## The regional agenda

The East Midlands Regional Housing Strategy (RHS) 2008-2016 *Managing Growth, Managing Change* is the key driver of housing policy at the regional level. Therefore, the Derby Housing Strategy is closely aligned to the RHS whilst considering issues and identifying how solutions will be delivered at a local level. The RHS states its vision as:

“To help create sustainable communities in which the housing needs and choices of all the people of the East Midlands can be met at a price they can afford”. Within this are six key themes:

1. affordability and access to housing
2. design quality and sustainable homes
3. sustainable and cohesive communities
4. rural housing
5. housing for vulnerable people
6. planning for an ageing population.

These feed into a number of objectives, which in turn are supported by a range of specific actions. Of particular relevance at a local level are:

1. to ensure that regional housing and planning policy are informed by a thorough understanding of need and housing market conditions in the region
2. to ensure that everyone in the region is able to both access and afford suitable housing to meet their needs
3. to improve the co-ordination of housing's contribution to economic development within the region
4. to contribute to raising the quality of design in housing, and the creation of sustainable homes
5. to develop a framework within which regional and local partners can develop sustainable and cohesive communities
6. to improve the co-ordination of provision which meets the housing needs of vulnerable people
7. to ensure the region provides a thorough response to the housing implications of our ageing population.

The Regional Housing Strategy has been developed within the framework of the region's Integrated Regional Strategy, which also includes the Regional Plan, Regional Housing Investment Strategy and the Regional Economic Strategy. The Regional Housing Strategy aims to complement, but not repeat, any of these. In the future, there will be a single regional strategy. This is due to be introduced following legislation in 2010 and will bring together all the issues dealt with into a single strategic document.

The Regional Housing Strategy document identifies the challenges for the region, key to which is the predicted growth in households. It is estimated that the number of households requiring accommodation between 2001 and 2016 is expected to rise from 1.7 million to just under 2.1 million – a rise of 20%. Half of this rise is the result of changes in the existing population profile with the other half being through people moving into the region of which the vast majority will migrate in from other parts of the UK. So, a key challenge is to ensure the sustainable development of the region to meet these housing growth projections.

Affordability is another key issue. The gap between house prices and income has widened throughout the region, although this is more acute in some areas than others. With the level of residential development anticipated, an important challenge will be to ensure that a significant degree of new residential development is affordable to all sections of the community.

The Regional Assembly's *Regional Housing Investment Strategy 2008 – 2011* identifies as a key priority for Derby the challenge of balancing the need for more affordable housing against the risk of worsening the concentrations of deprivation and low income. Urban regeneration and the sustainable mix of tenure and property type are therefore at the heart of the Strategy for Derby, along with an emphasis on the development of brownfield sites, quality developments, and the creation of more large (four-bed plus) dwellings.

The East Midlands Regional Plan 2009 revises the Regional Spatial Strategy for the East Midlands (RSS8) and sets out the future development requirements for the region up to 2026. Within its Core Strategy, the Plan outlines a series of core objectives to ensure the delivery of sustainable development throughout the region. Of specific relevance are the objectives:

1. to reduce social exclusion
2. to protect and enhance the environmental quality of urban and rural settlements
3. to minimise adverse environmental impacts of new development and promote optimum social and economic benefits

The Plan sets out the region's priorities in both an urban and rural context. Derby has been identified as one of five Principal Urban Areas (PUAs).

Derby sits within the Three Cities Sub-area, which includes the other PUAs of Nottingham and Leicester, plus the intermediate rural areas. The Policy states that:

“Development should support the continued growth and regeneration of Derby, Leicester and Nottingham” which will be achieved by ensuring the following:

1. a mix of housing types
2. the regeneration of deprived inner urban areas and outer estates
3. the protection, development and enhancement of green infrastructure to address past environmental degradation and contribute to the development of sustainable communities

The 'Three Cities' of Derby, Leicester and Nottingham are also designated a 'New Growth Point'. Within these areas, there is potential to accelerate the delivery of new housing and there are funds available to help local authorities to deliver this.

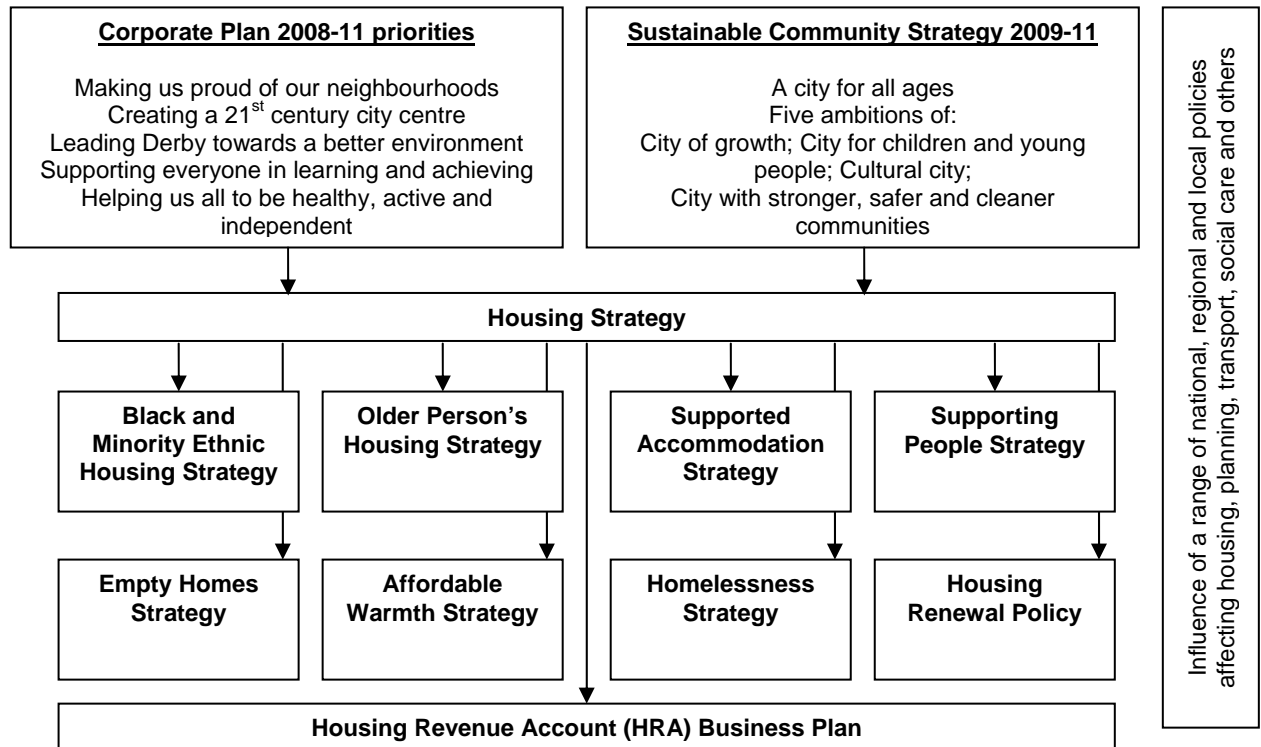
Each sub-area contains a number of Housing Market Areas and the draft plan provides priorities for each Housing Market Area (HMA) - also referred to as a sub-region. Derby sits within Derby sub-region, which is described in Chapter 3. The priorities set for the HMA are:

1. strengthening the role of Derby as a PUA through additional housing within the City boundary and through planned and sustainable urban extensions
2. avoiding unsustainable levels of development in smaller towns in Amber Valley and South Derbyshire
3. supporting the regeneration of Swadlincote, Alfreton, Belper, Heanor and Ripley



## The corporate context

At a local level there are a suite of key policies, plans and strategies that contribute toward the priorities shown in the Housing Strategy as shown below in Figure 4.



The Council's Corporate Plan 2008-2011 sets out how the Council will manage its performance and resources to ensure delivery of its overarching vision of 'Derby - a City for all ages':

*'where people of all ages and from all walks of life will feel that they belong to Derby and that Derby offers them everything they need; for work, education, housing, leisure and a safe, healthy lifestyle.'*

The Plan is closely linked to Derby City Partnership's *2020 Vision*, and can in fact be viewed as the Council's contribution as a key partner to the Sustainable Community Strategy. The Corporate Plan for 2008-2011 has six priorities, which are:

1. Making us proud of our neighbourhoods
2. Creating a 21<sup>st</sup> Century City Centre
3. Leading Derby towards a better environment
4. Supporting everyone in learning and achievement
5. Helping us all to be healthy, active and independent
6. Giving you excellent services and value for money.

Housing has a general contribution to make toward the Corporate Plan through supporting the aims and objectives through its day-to-day operations. It also has a significant contribution to make within a number of the key outcomes set out within each priority. These are:

1. Improving the standard and range of affordable housing by delivering the housing Private Finance Initiative (PFI) scheme and the affordable housing development programme and increasing the number of decent homes in the private sector
2. Increasing economic growth and sustainable development by delivering priority development projects in the City centre including Castleward and the Rosehill and Osmaston Masterplans
3. Raising awareness on climate change and local environmental issues by maximising residents' access to the Warm Front Scheme, which aims to make homes more energy efficient
4. Raising the quality of social care for vulnerable and older people by developing 'extra care' residential accommodation for older people that offers a range of support packages and modernising sheltered housing services within the City
5. Improving the health and well-being of our communities by improving outcomes for drug and substance misuse, sexual health and teenage pregnancy.

These outcomes are reflected within the Housing Strategy. The Housing Strategy is underpinned by more specific local strategies and policies including:

## **The Derby Homelessness Strategy**

Derby's Homelessness Strategy responds to the Homelessness Act 2002, which gives authorities a statutory duty to carry out a review of homelessness services and formulate a Homelessness Strategy.

The Strategy covers the prevention of homelessness and the securing of suitable accommodation for those who are, or may become homeless and the provision of satisfactory services to those actually or potentially homeless.

## **The Derby Black and Minority Ethnic Housing Strategy**

Derby has a large, growing and diverse BME population. However, evidence suggested that the BME population often does not find it as easy to access good-quality housing and support services as the White British population. In response to this, Derby's first BME Housing Strategy was published in 2005 and outlines how we will ensure that housing services will respond to this issue.

## **The Derby Older Person's Housing Strategy**

The Older Person's Housing Strategy provides the route map for improving housing and housing related services for Derby's growing older population.

## **The Derby Empty Homes Strategy**

The Empty Homes Strategy outlines the national context of empty homes then sets out the extent of the problem within Derby itself. It analyses previous successful empty homes activity in the City, and provides a detailed framework for further action.

## **Affordable Warmth Strategy**

The Affordable Warmth Strategy for Derby has the overall objective of making sure that no-one in Derby suffers from fuel poverty, that excess winter deaths are significantly reduced and that all residents can afford to heat their homes adequately.

## **Housing Renewal Policy**

The Housing Renewal Policy outlines how the Council will tackle disrepair in the private sector and target resources to help the most vulnerable residents. It also details how we will bring empty properties back into use and how we will provide safe, energy efficient housing and reduce the number of people who are in fuel poverty.

## **Supporting People Strategy 2005-10**

Supporting People is a national framework that guides the planning, development, monitoring and funding of housing-related support services.

This Supporting People Strategy sets out how Derby proposes to manage the Supporting People programme for 2005-10, delivering services locally to our most vulnerable households.

## **Supported Accommodation Strategy**

The intention of this Strategy is to inform the commissioning of health, social care and housing services for older people, the development of a Housing Strategy for Older People, the City's Vision for Ageing and the developing neighbourhood agenda.

## Chapter 6 - The community and partnership agenda

### The 2020 vision

Derby City Partnership (DCP) is the local strategic partnership for the City. Its membership includes public services, local businesses and community and voluntary groups. DCP has developed a Sustainable Community Strategy, known as Derby's *2020 Vision*.

Derby's 2020 Vision is that:

"People of all ages and from all walks of life will feel they belong to Derby and that Derby offers them everything they need - for work, education, housing, leisure and a safe, healthy lifestyle."

DCP regularly updates the Sustainable Community Strategy, usually every three years, to identify new priorities for the next stage of the plan and to ensure that it continues to move towards achieving the vision for 2020. In the 2020 Vision 2009-11, partners have identified five key ambitions that will be essential to achieving the vision for 2020. Each of these ambitions is owned by one of DCP's themed partnerships or 'cities'.

**By 2020, Derby will be a:**

- **City** that builds a brighter future **for Children and Young People** who enjoy a healthy, safe and happy childhood, with the opportunity to achieve their full potential
- **City of Growth**, opportunity and innovation, a thriving and attractive city for all, with an environment that we will sustain and protect for future generations
- **City with Stronger, Safer and Cleaner Communities** where everyone feels safe and confident in their daily lives
- Sustainable **Cultural City** that inspires, engages and celebrates diversity
- **Healthy City** where people enjoy long, healthy and independent lives.

The DCP has also identified five key principles to guide their work in achieving these ambitions:

1. **Ensuring that Derby has a positive reputation, image and profile** with those who live, work, visit and invest in the City.

2. **Sustainable development** - improving the quality of life for everyone in Derby now in a way that does not compromise the quality of life for future generations.
3. Making sure that everyone in the City has **equal life chances** no matter what their background or where they live.
4. **Raising aspirations, ambition and achievement** - for individuals, communities and the City.
5. **Involving people in decision making** - giving people who live and work in Derby the opportunity to influence decisions that affect them.

## Key related actions

The actions to 2011 in the Sustainable Community Strategy that have particular relevance for housing are:

### *City for Children and Young People*

- Provide high-quality information, advice and guidance to enable young people to make effective choices about learning, careers, housing and lifestyle
- Reduce the number of 16-17 year olds accessing bed and breakfast accommodation by providing alternative supporting accommodation
- Reduce the number of children in vulnerable households living in non-decent homes.

### *City Growth*

- Make sure that everyone has access to appropriate and affordable housing, by supporting the Growth Point Programme to deliver new housing and community spaces
- Support developers and existing homeowners to ensure that Derby's homes and buildings are energy efficient and have a minimal impact on the environment
- Work with private landlords to improve housing conditions in the private sector.

### *City for Stronger, Safer and Cleaner Communities*

- Improve community cohesion – where people live together, respect each other and have shared values and sense of belonging
- Reduce anti-social behaviour.

### *Healthy City*

- Increase the proportion of vulnerable adults and older people successfully maintaining independent living appropriate to their need
- Increase the number of vulnerable adults successfully moving on from temporary accommodation into settled housing

- Increase the percentage of vulnerable households living in decent homes
- Develop and implement a coordinated action plan to tackle fuel poverty in the City
- Reduce homelessness and the number of rough sleepers in the City.

Delivery of the Sustainable Community Strategy is by way of the Local Area Agreement (LAA), which has established 35 key priorities as agreed between the Government and Derby. The Council and its partners are given incentives to perform well on these areas through Government funding of the Council's services being partially dependent on the outcomes achieved in these areas.

Housing links to a number of these priorities, of particular relevance are the following National Indicators (NI):

- NI1 Percentage of people who believe people from different backgrounds get on well together in their local area
- NI 2 Percentage of people who feel that they belong to their neighbourhood
- NI 4 Percentage of people who feel they can influence decisions in their locality
- NI 17 Perceptions of anti-social behaviour
- NI 116 Proportion of children in poverty
- NI 125 Achieving independence for older people through rehabilitation / intermediate care
- NI 141 Number of vulnerable people achieving independent living
- NI 152 Working age people on out-of-work benefits
- NI 154 Net additional homes provided
- NI 186 Per capita Carbon Dioxide (CO<sub>2</sub>) emissions in Local Authority area

The *Derby Community Cohesion Strategy* has been developed by the City's Community Safety Partnership. The stated aim of the strategy is to help to deliver the aims of the Sustainable Community Strategy in relation to community cohesion. It sets out key objectives, of particular relevance are:

- Establishing strong and effective leadership of community cohesion at City and community level
- Empowering local communities by implementing neighbourhood engagement and participation structures
- Developing a sense of belonging and shared values across the City
- Implementing a prevention strategy that avoids tomorrow's problems, and is particularly targeted at young people
- Visibly and effectively working to tackle inequalities across partnership agencies



## Chapter 7 - Key issues and priority responses

The priority themes for Derby's 2009 – 2014 Housing Strategy have therefore been developed within the context of the national, regional, local partnership, corporate and community agendas. They have also taken account of the feedback received throughout the consultation process.

### 1. Cohesive and empowered communities

**To ensure that housing services contribute towards the building of safe, inclusive, empowered and vibrant communities with a shared sense of belonging**

Issues such as tackling anti-social behaviour; the promotion of community cohesion and further increasing the ability of residents to influence decision making at a local level remains a significant priority for Derby's residents. An enormous amount of work is being undertaken locally to ensure that anti-social behaviour and the fear of crime are reduced, community cohesion is maintained and strengthened, and that residents and communities are further empowered to influence decision making locally.

#### Key issues and responses

- As stated in the Derby Community Safety Partnership's *report and strategic plan (2008-2011)*, reducing anti-social behaviour has been and will remain a key issue in the City. Recent significant successes include a reduction of calls to the Police about anti-social behaviour by 7.2% between 2005/06 and 2007/08. A MORI survey commissioned in 2007 showed that the proportion of people who perceived there to be high levels of anti-social behaviour fell from 35% in 2003 to 23% in 2007. Whilst these figures show that significant improvements are being made, it is recognised that further work is still required to continue to tackle anti-social behaviour. Tackling anti-social behaviour is a key issue for housing providers working in the City and as such continues to be an important focus of activity. There is also a strong commitment amongst Housing provider partners to continue to make significant contributions to the delivery of the Derby Community Safety Partnership action plan.
- Many residents feel that they cannot directly influence decisions at a local level. Research conducted by MRUK for the Community Safety Partnership during January to March 2008 asked 6,400 local residents to what extent they agreed or disagreed that they could influence decisions affecting their local area. In response, 33% of people stated that they 'definitely' or 'tended' to agree.
- This figure has improved from the results of the same survey in 2007 where only 26.4% stated that they 'agreed' or 'tended' to agree. This improvement can be attributed to the neighbourhood working initiatives, outlined earlier in the document but clearly the City has more to do in this

area. The Council's housing service and our housing partners will continue to lead and support initiatives to further enable residents to influence decision making at a local level.

- Due to the recent economic downturn, it is anticipated that the number of residents who are out of work will increase. Therefore, there is an increasing necessity to help individuals to access appropriate employment, education and training opportunities wherever possible. At a local strategic level, much of the local response to tackling worklessness is co-ordinated through the Derby City Partnership Jobs and Skills Group, which includes representation from a wide range of both public and private sector organisations in the City including: Connexions, Derby Homes, Rolls-Royce, Derby College, Jobcentre Plus and the Learning and Skills Council. Whilst there is a significant amount of work being undertaken by housing providers and housing advice agencies in the City to reduce worklessness, further work is required to co-ordinate these actions. The Council's housing service and Housing Association partners are committed to taking a lead in identifying the work being undertaken at a local level and helping the Jobs and Skills Group to be able to better co-ordinate this work. Housing Association partners have agreed to examine further opportunities to develop training and skills within their own services, such as through maintenance and repairs programmes. In addition the Housing Service will work with planners, developers and other agencies to create additional opportunities through the construction of new housing in the City.
- Derby's first BME Housing Strategy was produced in 2005 in recognition of the inequality of access to housing services experienced by some BME groups. Over the past four years, we have seen a further increase in the proportion of BME residents in the City, as well as the diversity of countries of origin. The increase of migrants from the A8 and A2 countries means that we need to consider and respond to a range of issues including potential for exploitation in the private sector housing market. There is also a need to consider how we respond to the changing housing needs of BME communities and to challenge incorrect negative perceptions of some communities such as asylum seekers and Gypsy and Traveller communities.

## Our key performance indicators relating to this priority theme

Indicator	Links to other strategies
Number of burglary reduction improvements completed	SCS
Number of young people supported to access education or employment	SCS
Tenant satisfaction with landlord (Council Housing)	NI 160
BME Tenant satisfaction with landlord (Council Housing)	HS
Tenant satisfaction with opportunities for tenant participation (Council Housing)	HS
BME tenant satisfaction with opportunities for tenant participation	HS

\*SCS = Sustainable Community Strategy, CP = Corporate Plan, NI = National Indicator

HS = Housing Strategy only

## 2. Affordable and accessible housing with appropriate and timely housing advice

**To ensure that every household in Derby has access to decent and appropriate housing and housing related advice services.**

### **Key issues and responses**

- Despite recent falls, house prices have outstripped wage increases over the last 10 years, making it increasingly difficult for people to be able to afford to buy a home. The current economic recession has made it increasingly difficult for first time buyers in particular to access mortgage finance. As a result of this and a fear of further house price falls, Council of Mortgage Lenders (CML) research shows that the number of loans to first time buyers fell by 46% when comparing data from December 2007 to December 2008. Furthermore, there has been a loss of social housing stock through Right to Buy and Right to Acquire which has not historically been fully replaced by new affordable housing. At the same time, Derby's population is continuing to rise, as outlined earlier. These issues are increasing the pressure on the joint housing register, which in March 2009 stood at over 9000 households.

Whilst significant funding has been received to develop new affordable housing in the City over the past few years, there are now some constraints upon land availability for further new development within the City boundaries.

In response to this, there will be a continued drive to maximise the delivery of affordable housing in the City and also to work with Local Authority partners in South Derbyshire and Amber Valley to deliver additional affordable housing on the City's borders. This will be achieved through maximising grant funding towards the development of affordable housing and through affordable housing planning policies that underpin the affordable housing delivered through Section 106 sites. The City Council will also look to support innovative models of provision for affordable housing, where this is shown to meet housing need, such as the 'Rent to Buy Scheme' which enables people to still access those properties that are offered as shared ownership but allows the property to be let at 80% of the market rent for a three or five year period. The residents are encouraged to use the opportunity of having a reduced rent to save for a deposit which can eventually be put towards a mortgage for the property when the financial market improves and mortgages can be obtained.

- At the time of writing, the Government was consulting on whether councils should be able to develop housing where this offers value for money in comparison with other options. The consultation sets out

proposals to remove disincentives to Local Authority investment in new council housing within the current financial framework. The Council will investigate any new announcement which provides the City with additional delivery options for affordable housing and in particular the ability of the Council to directly develop new housing.

- As identified in Chapter 2, the City needs an additional 553 affordable homes each year over and above the re-lets of existing units and the anticipated new build programme. It is clear that no matter how innovative development partners and the Council are in delivering additional new affordable homes, it will not be possible to meet this need through new build alone. It is essential therefore that the City makes best use of all of its housing resources including those that are privately rented, those that are under occupied and those that are empty.
- The role of the private sector rental market needs to be developed to more effectively contribute towards meeting housing needs. In order to achieve this, the Council will continue to improve its communication with private sector landlords through forums such as the Private Landlords forum. A greater understanding between the public and private sectors should enable improved joint working on initiatives that should better meet the objectives of all parties.
- A significant number of family homes in the social housing sector are under-occupied and are currently occupied by one or two person households. This is often due to a lack of attractive downsizing accommodation or appropriate advice on available options. As at August 2008, there are 3,153 three bedroom houses with two or less occupants, and of these 1,664 have only one occupant. An analysis of the Joint Housing register at 7 August 2008 shows that there are 1,957 households that need three bedrooms. Of these, 666 need an additional bedroom and 56 households need three or more additional bedrooms. There is significant demand for larger family housing in the City and, as such, the Housing Service will work with partners to reduce under-occupation in the private and social rented sectors by supporting residents who wish to downsize their properties.
- There are currently around 2,000 long-term empty properties in the City. These present a significant waste of housing resources which could be used to house individuals and families in need of accommodation. The Council is committed to working with partners and using all available enforcement tools where necessary to reduce this figure. As such it has recently produced an updated Empty Property Strategy and increased the staffing resources available within the Empty Property team. The revised strategic framework and increased resources will strengthen the Council's ability to both encourage and where necessary enforce the re-use of empty properties as has been demonstrated through the recent high profile enforcement of Compulsory Purchase Orders.

- It is essential for residents to make informed choices about their housing options. Therefore, it is necessary to provide appropriate information on the full range of housing and housing services available in the City including HomeBuy or shared ownership schemes, move-on accommodation and extra care, as well as private sector renting. It is also recognised that these housing options need to be further developed and promoted as appropriate.

This will include providing appropriate and desirable accommodation to meet the long-term housing, care and support needs of disabled residents and residents with special needs.

- Due to the current difficult economic climate, the Government has launched a range of measures to help homeowners to avoid repossession. These measures include: additional support for debt advice agencies, a requirement for all local authorities to review their homelessness strategies to include greater emphasis on landlord and lender repossessions, increased support for those eligible households paying interest on their mortgages through changes to the Support for Mortgage Interest (SMI) scheme and a new pre-action protocol so that lenders need to clearly show that they have made repossession a last resort. Furthermore, the Mortgage Rescue Scheme (MRS) was launched on 1 January 2009, which is a targeted and specific homelessness prevention tool for eligible vulnerable households. Depending on their circumstances, homeowners who qualify for help may be offered either a shared equity option for their home or the Government mortgage-to-rent scheme, which enables the homeowner to remain in the property as an RSL tenant on an assured shorthold tenancy.

A further measure, called the Homeowner Mortgage Support scheme, has been introduced for homeowners who qualify for SMI who are suffering from a 'short term income shock'. The scheme enables eligible homeowners to defer a proportion of the interest payments on their mortgage for up to two years. The housing service will review and use Government help as appropriate, to work with the other advice agencies in the City, to enable home-owners to avoid repossession.

- There are significant changes in demography, including population and household growth, an increase in the number of older and frail older people and an increasing number of single-person households that is impacting on demand for appropriate housing and housing-related support services. The rising number of older and frail people means that it is necessary to take this into account when developing new housing and housing services. In response to these issues, all new affordable housing will be developed to Lifetime Homes standards and at least 10% will be developed to full mobility standards. This will enable an



increasing number of older and disabled people to remain independent in the own homes for longer. When developing new housing, it is also necessary to consider the effects of climate change. As a commitment to tackling climate change in the City, all new affordable housing will be built to at least Sustainable Homes code Level 3. Additionally, Derwent Living, with support from the Council, is working to develop Derby's first carbon neutral housing development.

- The housing market is constantly changing, for instance only a few years ago it would not have been possible to envisage the significant downturn in the housing market and wider economy as a whole. Therefore, it is necessary to constantly monitor and respond to changes in the housing market at a local and national level. In order to do this, the Council will work with Amber Valley Borough and South Derbyshire District Councils and other partners to provide robust and effective research on the local and sub-regional housing markets. Furthermore, the Housing Strategy action plan will be reviewed with key stakeholders on an annual basis in order to consider revisions to the action plan in order to take account of emergent issues in the housing market.

## Our key performance indicators relating to this priority theme

Indicator	Links to other Strategies
Number of enquiries made to Derby Advice	HS
Number of customers seen by Derby Advice resulting in new benefit entitlements	HS
Estimated annual financial value of Derby Advice	HS
Number of new homes provided through affordable housing development programme	SCS CP NI 155
Housing PFI scheme – number of new and refurbished homes	HS
Number of private sector dwellings made decent.	SCS CP
Total active voids	HS

\*SCS = Sustainable Community Strategy, CP = Corporate Plan, NI = National Indicator

HS = Housing Strategy only

## 3. Improving homes and the living environment

**To regenerate homes and neighbourhoods in a sustainable manner.**

### **Key issues and responses**

- It is estimated that a third of all dwellings in the City do not meet the Decent Homes standard. The majority of these are non decent due to poor thermal efficiency or disrepair. 'Non-decency' is most common in older properties, in privately-rented dwellings - especially converted flats in homes inhabited by low-income owner occupiers and in households whose head is under 24 or over 60 years of age of which, a significant proportion are vulnerable households. The Council will continue to work towards increasing the proportion of vulnerable households living in decent housing.
- The Council's housing stock was brought up to the Decent Homes standard by the end of 2006. However, to maintain Council housing as decent, it is clear from current projections that additional funding will be required over and above that available through the existing Housing Revenue Account (HRA) system. As a result of this the Council and Derby Homes are currently considering possible future management arrangements for the Council's housing stock for the period after 2012, when the current Management Agreement with Derby Homes comes to an end. At this stage, it is considered that the future options open to the Council are to:
  - a. stay as a Council owning its own stock within the existing HRA financial system and for the houses to be managed by the ALMO, or for the management to be returned to the Council
  - b. as above, but to seek financial freedoms for the HRA
  - c. support Derby Homes to become a Housing Association and for ownership of the stock to be transferred to Derby Homes

The Government is currently undertaking a fundamental review of the HRA at a national level and it is unclear at this time whether other opportunities/options will arise from this. The decision relating to these future management arrangements will not be taken until the outcome of the government's review has been announced and any additional options fully evaluated.

- As stated earlier, despite significant efforts to tackle fuel poverty in the City, this remains an issue which is further worsened by recent increases in fuel prices. Fuel poverty is where 10% or more of the household income is spent on energy bills. In response to this, the Council will continue to work with partners to develop and promote measures to improve energy efficiency and address fuel poverty. In particular, measures will be focused on helping vulnerable households to come out

of fuel poverty by providing energy efficiency advice and helping to make homes more energy efficient. Furthermore, advice will continue to be delivered through Derby Advice and the CLAC to enable household incomes to be maximised.

- The private sector rental market plays an increasing role in Derby and accounts for around 9% of all housing in the City. This sector is extremely diverse, ranging from individuals who rent out one or two dwellings to investors and companies who own hundreds of dwellings.

It is therefore acknowledged that a strong relationship with this sector is necessary to maximise housing choice for Derby's residents. It is also recognised that it is necessary to take enforcement action on the very worst landlords where other measures fail to improve standards.

- There are a number of areas in the City where there is a significant lack of choice of types and tenure of housing and these provide poor housing choices for residents. In response to this, the Council will work with partners to progress 'Masterplanning exercises' for Rosehill and Osmaston, taking full advantage of the opportunities to regenerate the locality and take on board the broader housing supply needs within the City. The Council will also work effectively with partner agencies to address underlying issues that create poor environments and dysfunctional communities.

## Our key performance indicators relating to this priority theme

Indicator	Links
Number of private sector vacant dwellings that are returned into occupation or demolished	CP
% of non decent Council homes	NI 158
Number of private sector dwellings made decent	CP
Number of private sector vacant dwellings that are returned into occupation or demolished	CP
% of people receiving income based benefits living in homes with a high or low energy efficiency rating	NI 187
Number of households taken out of fuel poverty	SCS
Number of properties receiving home energy advice	SCS
Energy efficiency – average SAP rating of Council dwellings	SCS

\*SCS = Sustainable Community Strategy, CP = Corporate Plan, NI = National Indicator

## 4. Supporting vulnerable residents

**To ensure vulnerable people receive appropriate housing and housing-related support**

### **Key issues and responses**

- It is recognised that vulnerable people can struggle to access housing and housing advice services. The Council and its partners will continue to focus on improving services for all vulnerable groups including:
  - older residents
  - Black and minority ethnic groups including refugees, economic migrants and the Gypsy and Traveller communities
  - people with mental health issues
  - ex-offenders
  - individuals leaving care
  - people with physical and learning disabilities
  - people affected by domestic violence
  - homeless groups
  - teenage parents.

The points below give examples of some of the issues affecting the City over the next few years:

- The growth in the proportion of older people in the City (as outlined previously) presents particular challenges. In particular, feedback from older people shows that there are issues relating to feelings of social isolation, a lack of housing advice and housing options, and a desire to stay independent for as long as possible. The Derby Older Person's Housing Strategy identifies a number of actions to tackle these issues.
- It is also recognised that the needs of people who have in the past faced levels of social exclusion, such as people with learning disabilities and their carers should be given more priority. Public Service Agreement 16 (increase the proportion of socially excluded adults in settled accommodation and employment, education or training) provides a significant drive towards active citizenship and putting service users at the forefront of the delivery of services. In response to this, the Council will continue to seek to empower vulnerable people and improve housing and housing services for these groups.

Specifically, in relation to people with learning disabilities and their carers, a group will be set up to consider how to improve service delivery and access to services. Further information about proposals to improve services for people with learning disabilities and their carers is available in the Derby City Council Learning Disability Strategy.

- The Council and its partners work hard to tackle the causes of homelessness, such as chaotic lifestyles; worklessness and relationship breakdown/domestic violence and to provide appropriate housing options for homeless people. During 2008, there were on average 30 homeless acceptances a month. There will be a continued focus on working with partner agencies to address the causes of homelessness and provide effective homelessness prevention services. Additionally, the Council will continue to ensure sustainable housing choices for homelessness groups and work to prevent homelessness and provide suitable options. The Council will also seek to further reduce the use of unsuitable temporary accommodation, such as bed and breakfast accommodation, and to improve the availability and choice of move-on accommodation for vulnerable groups.
- To address the issues faced by vulnerable people, the City Council will also seek to:
  - strengthen and improve the marketing of services provided by the Home Improvement Agency for vulnerable groups including older people
  - better use adapted dwellings by the creation of an adapted property register which will improve the link between adapted properties and people that require adaptations
  - further develop assistive technology and resources to allow people to remain independent
  - work with partners to co-ordinate measures to address hospital discharge delays due to lack of support or appropriate adaptations
  - improve inter-agency commissioning with partners and providers to provide flexible housing-based support and care services
  - promote the positive benefits and outcomes of services provided by Supporting People providers.

## Our key performance indicators relating to this priority theme

Indicator	Links
Number of vulnerable people living independently	NI 141
% tenancies maintained – long term and floating support	NI 142
Number of households living in temporary accommodation	HS
Number of people sleeping rough on a single night	SCS CP
Number of homeless households (per thousand households) where Council intervention resolved their situation	CP
Gypsy traveller site on Russell Street – site construction commenced by October 2009	HS
Number of private sector adaptations delivered annually	HS
% Tenancy maintained – long term and floating support	HS
Adaptations – number of private sector adaptations delivered	HS
Adaptations – average time taken to deal with high priority adaptations	HS

\*SCS = Sustainable Community Strategy, CP = Corporate Plan, NI = National Indicator

HS = Housing Strategy only



## Consultation process

The issues and priorities in this strategy were identified through speaking to relevant stakeholders at a local, national and regional level and importantly, through speaking to residents. Effective consultation lies at the heart of this Strategy.

The first stage of producing this Strategy was to undertake a City wide Housing Needs and Markets study in 2007 which involved face to face interviews with over 2000 people. This provided us with essential information relating to the housing needs of people in the City. In 2008, we combined this with the Strategic Housing Market Assessment which placed Derby's needs in a wider context which included the administrative areas of South Derbyshire District Council and Amber Valley Borough Councils.

In developing the Strategy itself, we distributed around 17,000 feedback forms in a range of locations including libraries, Council buildings, to all Derby Homes residents (through a newsletter insert) and through Derby Community and Voluntary Service (CVS). The form included a freepost address for people to be able to send short responses and included a dedicated email address and website where they could read the draft strategy or send a fuller response. The form also included a phone number for further information. The consultation process was advertised through:

- press releases
- the front page of Derby City Council's web site
- 'Your Derby', a free magazine which is distributed to all Derby households
- the Pointer Panel (a consultative Panel made up of 1,200 local people aged 16 and over who are representative of the local population by age, gender, ethnicity and area).
- Your City Your Say, the Council's consultation hub

As the key themes for the Strategy were being developed a Housing Strategy Consultation event was held in September 2008. Around a 100 key stakeholders attended and were able to feed their own views into the consultation process.

The resultant draft strategy was then widely circulated to partners and it was presented as a working draft for comment at a number of forums such as the;

- Diversity Forums
- the Council Housing Consultative Group (CHCG)
- Derby Strategic Housing Liaison Group
- the Community Commission – the relevant Council scrutiny committee

Comments from these forums were reflected in the final draft of the Strategy which was presented to Derby City Council Cabinet on 21 April 2009 for final approval.

Further information on the consultation process and the feedback we received is available on-line at [www.derby.gov.uk/housingstrategy](http://www.derby.gov.uk/housingstrategy)

## Chapter 8 - Action Plan

<b>Cohesive and empowered communities – to ensure that housing services contribute towards the building of safe, inclusive, empowered and vibrant communities with a shared sense of belonging</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>1</b> Create further opportunities for residents to be able to directly influence the delivery of housing services	<b>1.1</b> Distribute a questionnaire to every household in Derby moving into a new affordable home which asks about development design.	From May 2009	Leigh Anne Francis, Housing Development Manager	Within existing budgets Officer time	Questionnaires sent to every appropriate household
	<b>1.2</b> Use the results of the development design questionnaire to influence design and location of new affordable housing.	From May 2009	Leigh Anne Francis, Housing Development Manager	Officer time	Results discussed at Derby Development Forum
	<b>1.3</b> Further consultation with vulnerable people to enable them to shape services through continuing the development of annual consultation plans  Use the results to shape services through reporting the results to Supporting People Core Strategy Group.	Ongoing	Andrew Humberstone, Head of Private Sector Housing and Supporting People Services	Within existing budgets Officer time	Annual Supporting People consultation plans  Improved quality of services as measured through the Quality Assessment Framework (QAF), improved outcomes for service users as measured through NI 141 and NI 142

<b>Cohesive and empowered communities – to ensure that housing services contribute towards the building of safe, inclusive, empowered and vibrant communities with a shared sense of belonging.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>2</b> Improve partnership working to tackle anti-social behaviour and enhance the quality of life on Derby's social housing estates	<b>2.1</b> Contribute to Derby City Partnership's neighbourhood working and anti-social behaviour agendas through supporting the objectives identified in the Derby Community Safety Partnership document Strategic Plan 2008 – 2011	Ongoing	Phil Davies, Chief Executive, Derby Homes	Officer time	Level of anti-social behaviour reported on estates as recorded in the Place Survey and similar surveys
	<b>2.2</b> Ensure adequate Housing Association representation on all Neighbourhood Boards	Ongoing	Ian Fullagar, Housing Strategy and Performance Manager	Officer time	Proportion of Neighbourhood boards with housing association representation.
<b>3</b> Identify and respond to the housing needs of BME groups including vulnerable in-migrants and other groups such as Gypsies and Travellers	<b>3.1</b> Review the effectiveness and added value that the BME Charter provides to BME households.	December 2009	Ian Fullagar Housing Strategy and Performance Manager	Within existing budgets Officer time	BME Charter reviewed and results considered by the Council's Senior Housing Management Team
	<b>3.2</b> Undertake consultation with migrants and Gypsies and Travellers as part of the BME Housing Strategy research on the housing needs of migrant groups	July 2009	Angelina Novakovic, Housing Strategy and Research Manager	Funding of £25,000 from the Regional Housing Board to undertake research	BME research produced

# Derby Housing Strategy 2009-2014

<b>Cohesive and empowered communities – to ensure that housing services contribute towards the building of safe, inclusive, empowered and vibrant communities with a shared sense of belonging</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>3</b> (continued) Identify and respond to the housing needs of BME groups including vulnerable in-migrants and other groups such as Gypsies and Travellers	<b>3.3</b> Produce updated BME Housing Strategy which includes consideration of housing needs of migrant and Gypsy and Traveller communities	December 2009	Angelina Novakovic, Housing Strategy and Research Manager	Officer time and Council resources (estimated at £2,000)	BME Housing Strategy updated
	<b>3.4</b> Commence development of Derby's first Gypsy and Traveller site	October 2009	Ian Fullagar Housing Strategy and Performance Manager	Funding of £1.4 million gained from Department of Communities and Local Government	Start development of the Gypsy and Traveller site
<b>4</b> Challenge incorrect negative perceptions of groups such as asylum seekers and Gypsies and Travellers	<b>4.1</b> Produce an information leaflet about Gypsies and Travellers and distribute widely	September 2009	Angelina Novakovic, Housing Strategy and Research Manager	Officer time Estimated production costs of £500 to be met through Council budgets	Leaflet produced and distributed
	<b>4.2</b> Work to distribute the Refugee Action myth busting leaflet on asylum seekers	Ongoing	Angelina Novakovic, Housing Strategy and Research Manager	Officer time	Myth busting leaflet distributed

<b>Cohesive and empowered communities – to ensure that housing services contribute towards the building of safe, inclusive, empowered and vibrant communities with a shared sense of belonging.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>5</b> Increase effective partnership working across the Council and with external partners to reduce the numbers of residents not in education, employment or training	<b>5.1</b> Identify and collate existing good practice by local housing providers in reducing worklessness in the City.	September 2009	Ian Fullagar, Housing Strategy and Performance Manager	Officer time	Document produced which identifies good practice across the City
	<b>5.2</b> Produce local good practice note for housing providers on tackling worklessness	November 2009	Ian Fullagar, Housing Strategy and Performance Manager	Officer time	Good practice note produced and circulated to housing providers and housing advice agencies in the City
	<b>5.3</b> Investigate opportunities to create training places through the implementation of Section 106 (s106) development agreements	June 2010	Leigh Anne Francis, Housing Development Manager	Officer time	i) Report produced and considered by the Council's Housing Senior Management Team ii) Appropriate practices adopted
<b>6</b> Consider the equalities impact of all new major policies and strategies	<b>6.1</b> Undertake equality impact assessments on all major new and updated policies and strategies	Ongoing	To be initiated by officer responsible for writing the new policy or strategy	Officer time	Number of new and updated major policies and strategies which have undergone an equalities impact assessment



<b>Affordable and accessible housing – to ensure that every household in Derby has access to decent and appropriate housing and housing-related advice services</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>7</b> Maximise the delivery of appropriate affordable housing to meet increasing housing needs	<b>7.1</b> Improve partnership working between the Council's housing, planning and estate teams to ensure that appropriate housing is delivered in the City through establishing a cross-department working party	Ongoing	Leigh-Anne Francis, Housing Development Manager	Officer time	Working party established
	<b>7.2</b> Work with housing partners to develop at least 240 new, affordable homes during 2009-10	Monitor and report annually	Leigh-Anne Francis, Housing Development Manager	Funding from i)Homes and Communities Agency, ii)Council's resources iii) Housing Association resources	Number of new, affordable housing units developed
	<b>7.3</b> Deliver an average of 30% affordable housing in new developments of over 14 units	Monitor and report annually	Leigh-Anne Francis, Housing Development Manager	Officer time	Proportion of affordable housing developed of larger sites
	<b>7.4</b> Start delivery of the housing PFI scheme to deliver 140 new affordable housing units	To start development by April 2010	Martin Follows, PFI Project Manager	i) £18M Credit approval from HCA ii) Council resources	i) PFI development commenced ii) Number of affordable houses developed

<b>Affordable and accessible housing – to ensure that every household in Derby has access to decent and appropriate housing and housing related advice services.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>7</b> (continued). Maximise the delivery of appropriate affordable housing to meet increasing housing needs	<b>7.5</b> Research what types of intermediate housing products are demanded and work with housing associations and private developers to deliver these products	Research completed by May 2009  Ongoing discussion with housing associations and private developers	Leigh-Anne Francis, Housing Development Manager	Officer time	Report produced and discussed at Development Forum
	<b>7.6</b> Provide appropriate data to Cityscape and other key partners to enable appropriate, attractive and affordable housing to be developed in the City Centre	Ongoing	Leigh-Anne Francis, Housing Development Manager	Officer time	Research and information available to Cityscape and other key partners to identify housing needs in the City
	<b>7.7</b> To discuss with the housing benefits team the possibility of a central contact for private sector landlords within the housing benefit team	December 2009	Lisa Callow, Housing Options Manager/ Mark Holmes, Benefits Manager	Officer time	Way forward agreed and central contract publicised if appropriate
	<b>7.8</b> Produce an easy to understand leaflet outlining all the intermediate housing products available and distribute widely	June 2009	Angelina Novakovic, Housing Strategy and Research Manager	Staff time Printing costs of up to £500 being met by East Midlands Homebuy	Leaflet produced and distributed

<b>Affordable and accessible housing – to ensure that every household in Derby has access to decent and appropriate housing and housing related-advice services.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>7</b> (continued). Maximise the delivery of appropriate affordable housing to meet increasing housing needs	<b>7.9</b> Maximise usage of brownfield sites for housing delivery	Ongoing	Leigh-Anne Francis, Housing Development Manager	Officer time	Proportion of housing developed on brownfield sites
	<b>7.10</b> Progress Growth Point funding to contribute the early development of affordable housing in the City	Ongoing	Leigh-Anne Francis, Housing Development Manager	Officer time	Number of new affordable housing units developed due to Growth Point funding
	<b>7.11</b> Agree cross-border social housing nomination rights as part of the Choice Based Lettings (CBL) scheme with South Derbyshire District Council	July 2009	Lisa Callow, Housing Options Manager	Officer time	Nomination rights agreed between Derby City Council and South Derbyshire District Council
	<b>7.12</b> Investigate any new announcement that provides the City with additional delivery options for affordable housing and in particular the ability of the Council and or Derby Homes to develop new housing.	Ongoing	Ian Fullagar, Housing Strategy and Performance Manager	Officer time	Options considered and presented to Council Cabinet

# Derby Housing Strategy 2009-2014

<b>Affordable and accessible housing – to ensure that every household in Derby has access to decent and appropriate housing and housing related advice services.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>7</b> (continued). Maximise the delivery of appropriate affordable housing to meet increasing housing needs	<b>7.13</b> Undertake research on the private rented housing market in order to identify opportunities to ease pressure on the housing waiting list	March 2010	Angelina Novakovic, Housing Strategy and Research Manager	Within existing budgets Officer time	Private rented housing market research undertaken and published
	<b>7.14</b> Work with partner agencies and private landlords to effect improvements in the utilisation of private rented housing to ease pressure on the housing waiting list	March 2011	Angelina Novakovic, Housing Strategy and Research Manager	To be identified	Improvements to the utilisation of the private sector rented market made
<b>8</b> Ensure strategic development embodies the principles of the climate change agenda	<b>8.1</b> Work with Derwent Living to develop Derby's first carbon neutral housing development	December 2009	Leigh-Anne Francis, Housing Development Manager	Through Homes and Communities Agency resources and Housing Association resources	Derby's first carbon neutral housing scheme developed
	<b>8.2</b> All homes built to at least Code Level 3 (as code for sustainable homes) to maximise sustainable development	Ongoing	Leigh-Anne Francis, Housing Development Manager	Funding towards new development will be provided by HCA and Housing Association own resources	Percentage of homes built to at least Code Level 3

<b>Affordable and accessible housing – to ensure that every household in Derby has access to decent and appropriate housing and housing related advice services.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>9</b> Bring long-term empty homes back into use	<b>9.1</b> Progress the actions contained within the Empty Homes Strategy to return vacant dwellings back into beneficial use by: <ul style="list-style-type: none"> <li>• Raising awareness of the empty homes issue</li> <li>• Assembling relevant, accurate and up to date information</li> <li>• Putting into effect specific measures so empty homes can be brought back into use</li> <li>• Focusing efforts on those areas of the City with the poorest housing conditions and the greatest concentration of empty homes.</li> </ul>	(see note)	Jeremy Mason, Empty Homes Manager	Within existing budgets Officer time	<p>Number of empty homes returned to use</p> <p>Proportion of homes returned to use which are in Neighbourhood Renewals Areas</p> <p><u>Note:</u> ii) For 2009/10, following abolition of the Government indicator and counting method, the target figure will be determined following the formulation of a new, empty homes indicator.</p>

# Derby Housing Strategy 2009-2014

Affordable and accessible housing – to ensure that every household in Derby has access to decent and appropriate housing and housing-related advice services.					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>10</b> Reduce under-occupation in the social and private housing sectors	<b>10.1</b> Release 100 family homes through: <ul style="list-style-type: none"><li>increasing incentives to support under-occupied tenants to downsize</li><li>employing a member of staff at Derby Homes to develop a range of publicity materials to maximise the success of the scheme and to match up applicants with suitable smaller properties.</li></ul>	100 family homes to be released by March 2010	Maria Murphy, Director Housing and Customer Service, Derby Homes	£200,000 has been allocated from Housing Revenue Account (HRA)	Number of under-occupied households which downsize with the support of the scheme
	<b>11</b> Provide effective and timely housing and housing-related advice and associated money and legal advice	<b>11.1</b> Review results of a pilot project to target budgeting skills advice to young people who sign up for a tenancy with Derby Homes to prevent arrears and loss of tenancy. The review will consider whether to continue this project.	Review in May 2009	Johanna Roberts/ Richard Machin Derby Advice Manager	Within existing budgets Officer time
	<b>11.2</b> Roll out programme of 'Financial Statement Workshops' to Derby Homes staff.	September 2009	Johanna Roberts/ Richard Machin, Derby Advice Manager	Within existing budgets Officer time	Number of Derby Homes staff attending Financial Statement Workshops

# Derby Housing Strategy 2009-2014

<b>Affordable and accessible housing – to ensure that every household in Derby has access to decent and appropriate housing and housing-related advice services.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>11</b> (continued). Provide effective and timely housing and housing-related advice and associated money and legal advice	<b>11.3</b> Improve housing Information Technology systems to develop a more diagnostic-led housing options service which can be accessed on-line	December 2014	Lisa Callow, Housing Options Manager	Financial implications to be identified	Improved IT system
	<b>11.4</b> Investigate the re-design of services to provide improved housing advice for older people.	December 2009	Lisa Callow, Housing Options Manager	Within existing budgets Officer time	Report to be produced and presented initially to Cabinet Member for Housing and Public Protection
<b>12</b> Base housing investment decisions on up-to-date data	<b>12.1</b> Establish a suite of data requirements to be received on a monthly or quarterly basis as appropriate	July 2009	Angelina Novakovic, Housing Strategy and Research Manager	Within existing budgets Officer time	Suite of data requirements established and considered on a quarterly basis by Housing and Advice Service managers
	<b>12.2</b> Collect and Maintain data on the housing market and monitor emerging issues such as the 'credit crunch' and the introduction of the Local Housing Allowance  Contribute towards Derby's Economic Assessment Duty through the collection and provision of statistical data and analysis of our wider economic conditions.	Ongoing  March 2010	Angelina Novakovic, Housing Strategy and Research Manager	Officer Time	Various papers/reports to Local Housing Partnership, and Senior Management which reflect and identify implications/trends for the market and our service.  Completion of Derby's Economic Assessment document.



# Derby Housing Strategy 2009-2014

<b>Affordable and accessible housing – to ensure that every household in Derby has access to decent and appropriate housing and housing related advice services.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>12</b> (continued). Base housing investment decisions on up-to-date data	<b>12.3</b> Monitor trends and activities in the housing market area and update housing market assessments (in line with Planning Policy Statement 3 and the Annual Monitoring Reports to the Secretary of State).	Ongoing	Derby Housing Market Area Local Housing Partnership	Existing resources	Continuous monitoring report Development key market indicators to be updated.
	<b>12.4</b> Review and use Government help as appropriate, to enable homeowners to avoid repossession	Ongoing	Lisa Callow, Housing Options Manager Angelina Novakovic, Housing Strategy and Research Manager	Officer time – resources will be identified through this process	Number of people helped to avoid repossession

Improving homes and the living environment – to regenerate homes and neighbourhoods in a sustainable manner.					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>13 Develop</b> and promote measures to improve energy efficiency and address fuel poverty	<b>13.1</b> Work with other providers including Warm Front, Derby Homes and other RSLs to identify and target vulnerable fuel poor households through: <ul style="list-style-type: none"> <li>a mailout to older people claiming specific benefits</li> <li>home energy advice sessions at all libraries so that vulnerable households can access advice and information locally</li> <li>developing a joint working approach to raise home energy awareness of all older people living in social rented sector.</li> </ul>	June 2009	Richard Murrell, Derby Home Energy Advice Manager	Within existing budgets Officer time	Number of vulnerable residents taken out of fuel poverty
	<b>13.2</b> Take 1,000 households out of fuel poverty each year over the next three years (linked to indicator corporate indicator CP3 3.2cii)	Reported annually	Richard Murrell, Derby Home Energy Advice Manager	Within existing budgets	Number of households taken out of fuel poverty
	<b>13.3</b> Provide home energy advice to 3,000 households a year	Reported annually	Richard Murrell, Derby Home Energy Advice Manager	Within existing budgets	Number of households receiving home energy advice

<b>Improving homes and the living environment – to regenerate homes and neighbourhoods in a sustainable manner.</b>					
<b>Objective</b>	<b>Action</b>	<b>Target date</b>	<b>Lead officer</b>	<b>Resource implications</b>	<b>Outcome measure</b>
<b>13</b> (continued). Develop and promote measures to improve energy efficiency and address fuel poverty	<b>13.4</b> Make 2,000 properties more energy efficient each year	Reported annually	Richard Murrell, Derby Home Energy Advice Manager	Within existing budgets	Number of properties where energy efficiency measures incorporated
<b>14</b> Work effectively with partner agencies to address underlying issues that create poor environments and dysfunctional communities	<b>14.1</b> Deliver the Hartington Street Renewal Area Delivery Plan	March 2010	Henry Cipcer, Housing Projects Manager	Within existing budgets	Hartington Delivery Plan completed
	<b>14.2</b> Review the potential for some Masterplanning activities to be progressed within the Derwent area	March 2014	Martin Gadsby, Head of Regeneration	Within existing budgets Officer time	Report presented to Council Chief Officer Group and portfolio Member
<b>15</b> Progress Masterplanning exercises for Rosehill and Osmaston taking full advantage of the opportunities to regenerate the locality and take on board the broader housing supply needs within the City.	<b>15.1</b> Implement the Osmaston and Rosehill Masterplans, working with local people to improve housing, environments, transport infrastructures and general facilities	March 2010	Martin Gadsby, Head of Regeneration	Use of council and private sector resources to be determined	Osmaston and Rosehill master plans agreed
<b>16</b> Increase the number of vulnerable households in the private sector who live in homes which meet the Decent Homes standard	<b>16.1</b> Increase the percentage of vulnerable households in the private sector who live in homes which meet the Decent Homes standard to 70%	December 2010	Henry Cipcer, Housing Projects Manager	Within existing budgets Officer time Staff time	% of vulnerable people in Decent Housing

<b>Improving homes and the living environment – to regenerate homes and neighbourhoods in a sustainable manner.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>17</b> Improve links with the private sector and make more effective use of existing private sector housing stock to meet housing needs and improve housing conditions	<b>17.1</b> Strengthen the private landlords Forum to enable improved partnership working between Derby City Council, private landlords and other partners. This will include sending letters to private landlords to increase representation of private landlords	Ongoing	Rob Rylott, Housing Standards Manager	Within existing budgets Officer time	Number of private landlords attending the private landlords forum
	<b>17.2</b> Survey occupants that have complained about poor housing standards to gauge where the service could be improved	From July 2009	Rob Rylott, Housing Standards Manager	Within existing budgets Officer time	Survey issued to occupants (monitoring to include questions of age and ethnicity)
	<b>17.3</b> Facilitate Landlord Forum – ensure landlords are kept up-to-date with new requirements and developments	Ongoing	Rob Rylott, Housing Standards Manager	Within existing budgets Officer time	Number of landlords informed of standards and new developments and dwellings in the Private Rented Sector brought to and maintained at an acceptable standard
	<b>17.4</b> Develop the Private Landlord Accreditation Scheme through the Scheme Management Committee which comprises representatives from private landlords, Derby University and key staff from Derby City Council	Ongoing	Rob Rylott, Housing Standards Manager	Within existing budgets Officer time	Progress of the development of the Private Landlord Accreditation Scheme

<b>Improving homes and the living environment – to regenerate homes and neighbourhoods in a sustainable manner.</b>					
<b>Objective</b>	<b>Action</b>	<b>Target date</b>	<b>Lead officer</b>	<b>Resource implications</b>	<b>Outcome measure</b>
<b>17</b> (continued). Improve links with the private sector and make more effective use of existing private sector housing stock to meet housing needs and improve housing conditions	<b>17.5</b> Pro-actively identify poor landlords through Licensing of Houses in Multiple Occupation (HiMO) landlords  To inspect 40 unlicensed HiMOs in any 12 month period	Ongoing	Rob Rylott, Housing Standards Manager	Within existing budgets Officer time	Number of unlicensed HiMOs inspected annually
	<b>17.6</b> Strengthen measures to prosecute landlords where required	Ongoing	Rob Rylott, Housing Standards Manager	Within existing budgets Officer time	Publicity about service increased causing a deterrent effect on landlords committing offences.
	<b>17.7</b> Continue Landlord Newletters to promote better communication. This goes out to 1,500 landlords	September 2009	Rob Rylott, Housing Standards Manager	Within existing budgets Officer time	At least one newsletter to be issued each year
	<b>17.8</b> Seek to continue to offer free courses to landlords through the DASH project	Ongoing	Rob Rylott Housing Standards Manager/Tom Toumazou DASH Manager	From the DASH project	Courses continue to be run
	<b>17.9</b> Run two drop-in seminars per year for private landlords	Ongoing	Rob Rylott, Housing Standards Manager	Within existing budgets Officer time	Number of seminars run per year

<b>Supporting vulnerable residents - to ensure vulnerable people receive appropriate housing and housing related support.</b>					
<b>Objective</b>	<b>Action</b>	<b>Target date</b>	<b>Lead officer</b>	<b>Resource implications</b>	<b>Outcome measure</b>
<b>18</b> Ensure that appropriate resources are in place to maintain council housing to a high standard	<b>18.1</b> To undertake a financial appraisal of all options for the future of Council housing	Report to Cabinet by end of 2009	Mark Menzies, Assistant Director, Housing and Advice Services / Phil Davies, Chief Executive, Derby Homes	£30,000 jointly funded by Derby City Council and Derby Homes	Report submitted to Council Cabinet
<b>19</b> Work with partner agencies and providers to address the causes of homelessness and provide effective homelessness prevention services	<b>19.1</b> Review and update Derby's Homelessness Strategy	June 2009	Lisa Callow, Housing Options Manager/ Angelina Novakovic, Housing Strategy and Research Manager	Within existing budgets Officer time	Homeless Strategy reviewed and updated

Supporting vulnerable residents to ensure vulnerable people receive appropriate housing and housing related support.					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>20</b> Ensure sustainable housing choices for homelessness groups	<b>20.1</b> Continue to promote and develop homeless services provided at Milestone House, YMCA and through other providers	Ongoing	Lisa Callow, Housing Options Manager	Within existing budgets Officer time	Homeless services continue to be developed and promoted
	<b>20.2</b> Reduce bed and breakfast and temporary accommodation for 16 and 17 year olds to 35 temporary accommodation units through the introduction of nightstop and crash pads  Joint commissioning funding arrangements to be agreed between housing and Children and Young People's Services	December 2009	Lisa Callow, Housing Options Manager	Staff time Funding to be sought from partner agencies	Joint commissioning arrangements agreed through a variety of ways including, Supporting People, Children and Young People's Services and the Community Safety Partnership.
	<b>20.3</b> Expand the Bond bank scheme to provide improved access to private sector housing	July 2009	Lisa Callow, Housing Options Manager	Officer time Within existing budgets	i) Cabinet Approval ii) Bond bank scheme expanded



<b>Supporting vulnerable residents - to ensure vulnerable people receive appropriate housing and housing related support.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>21</b> Improve housing options for older residents	<b>21.1</b> Develop an average of 130 extra care units a year leading towards a final target of 925 units by 2015.	Annual target at 31 <sup>st</sup> December	Phil Holmes, Head of Older People's Commissioning	Officer Time Funding will be sought on a scheme by scheme basis	Number of extra care units delivered
	<b>21.2</b> Produce a report assessing the possibility of using the same flexible model of provision across all sheltered housing provision in the City	March 2010	Andrew Humberstone, Head of Private Sector Housing and Supporting People Services	Officer time	Report produced and considered at appropriate meetings
<b>22</b> Work with partners to co-ordinate measures to address hospital discharge delays due to lack of support	<b>22.1</b> Prioritise people leaving hospital for aids and adaptations	Ongoing	Cliff Hunter Disabled Facilities Grants Manager	Officer time	Reduced time taken for necessary aids and adaptations to be installed for people leaving hospital
<b>23</b> Improve inter-agency commissioning to provide flexible housing-based support and care services	<b>23.1</b> Complete needs mapping exercise for supporting people services	December 2009	Andrew Humberstone, Head of Private Sector Housing and Supporting People Services	Officer time	Needs mapping exercise completed and presented to Core Strategy Group
	<b>23.2</b> Develop Supporting People Strategy for 2010-2015	March 2010	Andrew Humberstone, Head of Private Sector Housing and Supporting People Services	Officer time	Supporting People Strategy produced

<b>Supporting vulnerable residents - to ensure vulnerable people receive appropriate housing and housing related support.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>23</b> (continued). Improve inter-agency commissioning to provide flexible housing based support and care services	<b>23.3</b> Finalise housing support commissioning arrangements within the Local Area Agreement	December 2009	Mark Menzies, Assistant Director, Housing and Advice Services	Within existing budgets Officer time	Housing support commissioning agreements in place
<b>24</b> Better use of previously adapted dwellings	<b>24.1</b> Map supply of adapted properties in the social housing sector and work toward a more co-ordinated re-use of pre-adapted properties	Ongoing	Angelina Novakovic, Housing Strategy and Research Manager	Within existing budgets Officer time	Adapted properties mapped
	<b>24.2</b> Establish a register of adapted dwellings	December 2009	Lisa Callow, Housing Options Manager	Within existing budgets Officer time	Register of adapted dwellings established
<b>25</b> Promote the positive benefits and outcomes of services provided by Supporting People providers	<b>25.1</b> Promote a video at a range of events outlining the services offered by Supporting People providers	Ongoing	Andrew Humberstone, Head of Private Sector Housing and Supporting People Services	Officer time	Improved understanding of Supporting People amongst key decision makers

Supporting vulnerable residents - to ensure vulnerable people receive appropriate housing and housing related support.					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>26</b> Provide an effective housing advice and support service for all vulnerable residents including: <ul style="list-style-type: none"> <li>• older residents</li> <li>• Black and Minority Ethnic groups including economic migrants and the Gypsy and Traveller communities</li> <li>• people with mental health issues</li> <li>• people with physical and learning disabilities</li> <li>• people affected by domestic violence</li> <li>• homeless groups</li> <li>• teenage parents</li> </ul>	<b>26.1</b> Incorporate housing issues into the Derby Older People's Plan on an annual basis in order to provide a good source of information to older people and professionals about what services are available in the City and plan to further improve services in the future.	To be updated and distributed annually.	John Sheil, Housing Strategy Officer	Within existing budgets Officer time	Housing and the Home section of the Derby Older People's Plan updated annually
	<b>26.2</b> Carry out an annual programme of peer reviews, and mystery shopping for supporting people services	Annual plan signed off each April.	Andrew Humberstone, Head of Private Sector Housing and Supporting People Services	Within existing budgets Officer time	Number of peer reviews undertaken
	<b>26.3</b> Deliver briefings to volunteer workers in the emerging Eastern European communities about benefit entitlement and legal advice services that are available	July 2009	Johanna Roberts and Richard Machin, Derby Advice Manager	Within existing budgets Officer time	Number of briefings undertaken

Supporting vulnerable residents - to ensure vulnerable people receive appropriate housing and housing related support.					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>26</b> (continued) Provide an effective housing advice and support service for all vulnerable residents including: <ul style="list-style-type: none"> <li>• older residents</li> <li>• Black and Minority Ethnic groups including economic migrants and the Gypsy and Traveller communities</li> <li>• people with mental health issues</li> <li>• people with physical and learning disabilities</li> <li>• people affected by domestic violence</li> <li>• homeless groups</li> <li>• teenage parents</li> </ul>	<b>26.4</b> Improve service access for alcohol treatment and for mental health treatment amongst homeless clients by establishing a alcohol dependency unit and incorporating a Community Psychiatric Nurse service at Milestone House	April 2010	Lisa Callow, Housing Options Manager	Community Safety Partnership and Core Strategy Group to consider funding for the Alcohol Dependency Unit  NHS Derby to consider funding the Community Psychiatric Nurse	Funding agreed with appropriate agencies for the alcohol dependency unit established and community psychiatric nurse service  Services commenced at Milestone House
	<b>26.5</b> Establish the Mental Health Threshold Assessment Grid (TAG) with the Mental Health Service which is an assessment tool which can be used by non-professionals.	December 2009	Lisa Callow, Housing Options Manager	Officer time	Mental Health Assessment Threshold Grid established

<b>Supporting vulnerable residents - to ensure vulnerable people receive appropriate housing and housing related support.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>26</b> (continued) Provide an effective housing advice and support service for all vulnerable residents including: <ul style="list-style-type: none"> <li>• older residents</li> <li>• Black and Minority Ethnic groups including economic migrants and the Gypsy and Traveller communities</li> <li>• people with mental health issues</li> <li>• people with physical and learning disabilities</li> <li>• people affected by domestic violence</li> <li>• homeless groups</li> <li>• teenage parents</li> </ul>	<b>26.6</b> To improve Supporting People website taking account of feedback from provider and service user consultation	December 2009	Andrew Humberstone, Head of Private Sector Housing and Supporting People Services	Within existing budgets Officer time	Improved website provides easier access to information about housing support services
	<b>26.7</b> Establish a link on Derby Homes website to information on the Money Advice	August 2009	Johanna Roberts/ Richard Machin, Derby Advice Manager	Officer time	Link to Derby Homes website established
	<b>26.8</b> Continue to provide information on availability of grants available for aids, adaptations and renewal grants	Ongoing	Henry Cipcer Housing Projects Manager	Officer time	Uptake of grants for aids, adaptations and renewal grants

# Derby Housing Strategy 2009-2014

<b>Supporting vulnerable residents to ensure vulnerable people receive appropriate housing and housing related support.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>26</b> (continued). Provide an effective housing advice and support service for all vulnerable residents including: <ul style="list-style-type: none"> <li>• older residents</li> <li>• Black and Minority Ethnic groups including economic migrants and the Gypsy and Traveller communities</li> <li>• people with mental health issues</li> <li>• people with physical and learning disabilities</li> <li>• ex offenders</li> <li>• care leavers</li> <li>• people affected by domestic violence</li> <li>• homeless groups</li> <li>• teenage parents</li> </ul>	<b>26.9</b> Continue to work with housing associations to facilitate disabled people's adaptations so as to help prevent homelessness	Ongoing	Cliff Hunter, Disabled Facilities Grants Manager	Officer time Within existing resources	Number of Disabled Facilities Grants part funded by the Council
	<b>26.10</b> Review the teenage pregnancy housing pathway to ensure that there is an effective route to housing and housing support	August 2009	Andrew Humberstone, Head of Private Sector Housing and Supporting People Services	Officer time Existing resources	Teenage pregnancy housing pathway agreed and implemented by key partners
	<b>26.11</b> Establish a group to identify the housing and housing support needs of people with learning disabilities and to look at methods to promote uptake of supported tenancies	June 2009	Andrew French, Strategic Commissioning Officer	Officer time	Learning Disability Group established
	<b>26.12</b> Learning disability group to produce a report with preliminary recommendations to Learning Disability Modernisation Board in order to improve service delivery and access to services	December 2009	Andrew French, Strategic Commissioning Officer	Officer time Existing resources	Recommendations presented to Learning Disability Modernisation Board

<b>Supporting vulnerable residents to ensure vulnerable people receive appropriate housing and housing related support.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>26</b> (continued). Provide an effective housing advice and support service for all vulnerable residents including: <ul style="list-style-type: none"> <li>• older residents</li> <li>• Black and Minority Ethnic groups including economic migrants and the Gypsy and Traveller communities</li> <li>• people with mental health issues</li> <li>• people with physical and learning disabilities</li> <li>• ex offenders</li> <li>• care leavers</li> <li>• people affected by domestic violence</li> <li>• homeless groups</li> <li>• teenage parents</li> </ul>	<b>26.13</b> To continue to work with the East Midlands Centre of Excellence to establish supported tenancies for people with intensive support needs for people with learning disabilities	Ongoing	Andrew French, Strategic Commissioning Officer	Officer time	Number of additional units provided
	<b>26.14</b> Continue to work with the Community Safety Partnership to provide effective and appropriate housing support for people affected by domestic violence	Ongoing	Shelley Davies, Domestic Violence Officer	Officer time Within existing budgets	More effective and appropriate housing support provided for people affected by domestic violence
<b>27</b> Promote and develop the use of telecare to enable people to remain independent.	<b>27.1</b> Continue to progress and market the use of assistive technology to increase the number of telecare connections.	Ongoing	Anne Brown, Community Services Manager	Officer time Within existing budgets	Number of telecare connections
	<b>27.2</b> Expand the range and uses of telecare equipment	Ongoing	Anne Brown, Community Services Manager	Officer time Within existing budgets	Range and uses of telecare equipment increases



<b>Supporting vulnerable residents to ensure vulnerable people receive appropriate housing and housing related support.</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>27</b> (continued). Promote and develop the use of telecare to enable people to remain independent	<b>27.3</b> Present paper to Core Strategy Group and Board to seek additional Supporting People funding to subsidise take up of telecare by older people on a low income	July 2009	Andrew Humberstone, Head of Private Sector Housing and Supporting People Services	Funding of £50,000 will be sought from Council budgets	Paper presented to Core Strategy Group and Board
<b>28</b> Improve move-on opportunities for vulnerable groups	<b>28.1</b> Commission move-on Supported Tenancy scheme including element of private sector housing	December 2009	Andrew Humberstone, Head of Private Sector Housing and Supporting People Services	Resource implications will be identified though the tender process	Move-on tenancy support scheme established, which incorporates use of private sector housing
	<b>28.2</b> Conduct an annual review of the move-on plan protocol	Annually	Lisa Callow, Housing Options Manager	Within existing budgets Officer time	Annual review of move-on plan protocol undertaken

## How performance will be monitored

Monitoring performance					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
<b>29</b> Increase opportunities for the Housing Strategy to be regularly reviewed and priorities considered by key housing stakeholders.	<b>29.1</b> To initiate annual stakeholder events at which the Housing Strategy will be reviewed and actions amended accordingly to take account of emerging housing issues.	Annually from Spring 2010 to Spring 2014.	Ian Fullagar, Housing Strategy and Performance Manager	Annual event estimated at £1,500 a year  Officer time to plan and run the event and to update the action plan.	Housing Strategy reviewed annually and an updated action plan produced  Statement showing update against the action plan produced annually and distributed to key housing partners and interested parties
<b>30</b> Undertake an evaluation of retained housing service functions to ensure value for money and excellent services	<b>30.1</b> Identify and determine baseline data of the retained housing function and identify benchmark authorities  Review current position by benchmarking the retained housing function against identified strategic housing organisations and Housemark and produce a report for senior management team	August 2009  March 2010	Sharon Hancock, Housing Performance Manager	Within existing budgets Officer time	Report produced and recommendations made to Housing Service senior management team

## Chapter 9 - Glossary

<b>Accession 8 (A8) Accession 2 (A2)</b>	A8 refers to the eight countries that joined the European Union in January 2004, namely the Czech Republic; Estonia; Hungary; Latvia; Lithuania; Poland; Slovakia and Slovenia. A2 refers to the two countries that joined the European Union in January 2007, namely Bulgaria and Romania.
<b>Affordable housing</b>	Homes that are given to a housing association to rent out as well as houses that are shared ownership. It is a term not normally applied to property that is merely cheap in price.
<b>ALMO</b>	Arms Length Management Organisation – a vehicle for managing a council's housing stock whilst retaining ownership. Derby's ALMO is Derby Homes.
<b>ASB</b>	Anti-social behaviour.
<b>Audit Commission</b>	A body appointed by the Government to be responsible for (amongst other things) the appointment of Local Authority's external auditors and best value inspectors (Including the Housing Inspectorate), and promoting the best use of public money in local government.
<b>Best Value performance Indicators (BVPI's)</b>	Best Value performance Indicators.
<b>Bond bank</b>	Bond bank scheme for people who cannot afford a deposit or rent in advance for privately rented accommodation. The Council provides a written guarantee to the new landlord instead of a cash deposit. The guarantee normally lasts for six months, to allow tenant time to save deposit and also pays rent in advance which is reclaimed from housing benefit
<b>Brownfield</b>	Description of previously developed land.
<b>Care Link</b>	An emergency monitoring service for vulnerable people which includes services such as personal alarm buttons; smoke alarm sensors; bogus caller button; personal fall detectors; home flood detectors and regular courtesy calls and home visits.
<b>Choice Based Lettings (CBL)</b>	A method for Council's allocating homes, which give applicants more choice in where they live. The approach is similar to that of an estate agent. Derby's CBL scheme is called Homefinder.

<b>Comprehensive Performance Assessment (CPA)/ Comprehensive Area Assessment (CAA)</b>	Comprehensive Performance Assessment, a rigorous assessment of the quality and impact of a council's services. This is being replaced by the Comprehensive Area Assessment from April 2009 which will examine how effectively local public services are performing and improving the lives of the people they serve
<b>Decent Homes/ Decent Homes Standard</b>	Decent Homes is a government target that all Council and housing associations must achieve by 2010. A Decent Home is a home that is warm, weatherproof, free of major hazards and has reasonably modern facilities.
<b>Decent and Safe Homes (DASH)</b>	A project funded by the Government Office for the East Midlands and was created as a regional facility to support the implementation of the Housing Act 2004.
<b>(Department for) Communities and Local Government (DCLG/ CLG)</b>	Government department with a remit to promote community cohesion and equality and responsibility for housing, urban regeneration, planning and local government.
<b>Derby City Partnership (DCP)</b>	The City's Local Strategic Partnership (see Local Strategic Partnership).
<b>East Midlands Regional Assembly (EMRA)</b>	The East Midlands Regional Assembly (EMRA) is a partnership body that brings together representatives from the public, private, voluntary and community sectors. EMRA is one of eight Regional Assemblies in England.
<b>Equity</b>	The value of the property minus the mortgage loan left to pay on a property.
<b>Extra care/ Extra care housing</b>	Sometimes called 'very sheltered housing'. The intention is to give a people a home for life. Residents receive homecare and support in their own home which is based on the level of care they need.
<b>Fuel poverty</b>	Where someone has to pay a high proportion (normally defined as over 10%) of their annual income on gas and electricity.
<b>Government Office East Midlands (GOEM)</b>	Responsible for many Government functions in the East Midlands
<b>Growth Point Funding</b>	An initiative to provide funding and support for local communities who wish to pursue sustainable growth, including new housing.

<b>Homes and Communities Agency (HCA)</b>	Homes and Communities Agency. The Homes and Communities Agency will join up the delivery of housing and regeneration, 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 delivered by Communities and Local Government. These will include Growth Areas, Thames Gateway delivery, Housing Market Renewal, Decent Homes, Mixed Communities, the Places for Change Programme and Gypsy and Traveler Site Grant.
<b>Houses in Multiple Occupation (HMO/ HiMO)</b>	A dwelling occupied by more than one or numerous households.
<b>Housing Investment for East Midlands (HI4EM)</b>	It is a project funded by the Regional Housing Group of the East Midlands Regional Assembly and supported by GOEM. - Government Office East Midlands. The aim of the project is to source, display and map a wide range of data relating to private sector housing conditions in the region. The data provided will support Local Authorities working to meet the Government's target of ensuring that 70% of vulnerable households, in their own home or privately-rented accommodation, are living in decent homes by 2010.
<b>Homebuy</b>	Previously known as Shared ownership – A form of low cost home ownership in which a household buys a portion of property (usually between 25% and 50%) and pays rent to a housing association.
<b>Housing Association</b>	A non-profit-making organisation formed to provide housing.
<b>Housing Corporation</b>	The Government's national affordable homes agency, responsible for investing in new affordable homes and regulating nearly 2,000 housing associations across England. This has now been replaced by the HCA.
<b>Housing Register</b>	The Council's register of households who have applied for housing.

<b>Housing Revenue Account (HRA)</b>	This is the landlord's account, which shows all of a Local Authority's income and spending arising from its role as the owner of Housing, plus (currently), the income and spending related to rent rebates for Council tenants. The account is 'ring fenced'; that is, no transfer can be made between it and the rest of the Council's accounts, the 'General Fund'. Other powers and duties of a Housing authority, for example the duty to the homeless, the 'enabling' role in promoting housing association activity in the area, and grants for private sector housing are General Fund activities.
<b>Housing Strategy</b>	A housing strategy should be an over-arching document that reviews housing-related issues in a Local Authority's area, sets out its housing objectives, establishes priorities for action both by the Local Authority and by other service providers and stakeholders, and sets out a clear action plan in agreement with the council's local partners.
<b>Housing Market Area (HMA)</b>	The Derby Housing Market Area comprises the three local planning authority areas of Derby City Council, Amber Valley Borough Council and South Derbyshire District Council.
<b>Indices of Multiple Deprivation (IMD)</b>	The Index of Multiple Deprivation (IMD) is a survey undertaken by the Department for Communities and Local Government (CLG) and it illustrates the location of these pockets and the relative severity of the deprivation experienced by different communities. Deprivation is measured by data collected from each of the following topic areas known as domains referring to income; employment; health and disability; education, skills and training; barriers to housing and services; crime; living environment.
<b>Intermediate housing</b>	Submarket housing which is above target rents but below open market levels. This includes various forms of shared ownership (HomeBuy) housing, key worker housing and submarket rent provision.
<b>Lifetime Homes / Lifetime Homes Standard</b>	Lifetime Homes are designed make life as easy as possible for as long as possible through providing accessible and adaptable accommodation so that as needs change, the accommodation can be easily adapted to meet these changing needs. The Government requires that all public sector funded housing in England will be built to the Lifetime Homes standard from 2011 with a target of 2013 for all private sector dwellings.

<b>Local Housing Partnership (LHP)</b>	Local Housing Partnership. A group established to consider housing issues affecting the Derby Housing Market Area including development of the Strategic Housing Market Assessment (SHMA) and Strategic Housing Land Availability Assessment (SHLAA), ensuring that the core outputs and process requirements set out in the relevant CLG Practice Guidance documents are met.. Membership of the partnership includes representation from housing and planning departments in Derby City Council, South Derbyshire District Council and Amber Valley Borough Council; Housing Associations; the Primary Care Trust; private developers; East Midlands Regional Assembly; Government Office East Midlands; the Home Builders Federation and the Homes and Communities Agency.
<b>Local Strategic Partnership (LSP)</b>	Local Strategic Partnerships are multi-agency partnerships that bring together different parts of the public, private, community and voluntary sectors to enable improved partnership working. Derby's LSP is Derby City Partnership.
<b>Neighbourhood Renewal Area</b>	The 12 areas of Derby identified for priority intervention. These areas are: Austin Estate New and Old Sinfon Estates; Osmaston and Allenton; Alvaston and Boulton; Crewton and Harvey Road; Normanton Road and Peartree; Asterdale Estate; Breadsall Hill Top and North Chaddesden; Woodlands Lane Estate; Mackworth Estate; Morley Estate and Slack Lane; Stockbrook and Abbey Streets (Abbey)
<b>Older people/ person</b>	In the context of the Housing Strategy, this normally refers to people over the age of 55, unless defined as otherwise in the text.
<b>Performance Indicator (PI)</b>	A measure of how a service or function is performing.
<b>Planning gain</b>	The principle of a developer agreeing to provide additional benefits or safeguards, often for the benefit of the community, usually in the form of related development supplied at the developer's expense.
<b>Planning Policy Statement 3 (PPS3)</b>	PPS3 sets out the Government's broad policy objectives for planning for housing in England and the national planning policy framework for delivering those objectives.



<b>Private Finance Initiative (PFI)</b>	A method of procuring a service from a private sector partner for a given period of time, in exchange for annual payments, in place of buying an asset now. The capital investment in assets is undertaken by the private sector partner rather than the authority. There are two types of housing PFI projects: Housing Revenue Account (HRA) PFI, and Non HRA PFI projects. In HRA PFI, the Local Authority contracts a consortium of private sector firms to carry out initial capital works, and ongoing management and maintenance for a selection of its housing stock. The Local Authority retains both its tenants and ownership of the stock. In Non HRA PFI, the Local Authority contracts a registered social landlord (RSL) to build, refurbish, manage and maintain a selection of its housing stock for the duration of the contract. The selected stock remains with the RSL and tenants remain tenants of the RSL.
<b>Regional Spatial Strategy (RSS)</b>	Statutory planning document setting out policies for the development and use of land in a region.
<b>Right To Buy (RTB)</b>	The right of council tenants to buy their home (after five years as a tenant) at a discount.
<b>Ring fencing/ Ring fenced</b>	To ensure finance can only be applied to a particular area, item or activity.
<b>Registered Social Landlord (RSL)</b>	Sometimes referred to as a housing association.
<b>Section 106</b>	Section 106 of the Town and Country Planning Act 1990 allows for agreements between landowners/developers and local authorities, for example, for social facilities or affordable housing to be included within or contributed through the development of a site.
<b>Stakeholders</b>	The individuals and groups of people with an interest in a given subject. In the case of housing stakeholders are usually tenants, leaseholders, Council members and staff but also includes contractors, voluntary agencies and other local authorities.
<b>Strategic Housing Market Assessment (SHMA)</b>	Strategic Housing Market Assessment. The SHMA is an assessment of housing need and demand which can inform the shaping of local development documents and regional spatial strategy planning guidance for housing policies.
<b>Supporting People</b>	The Supporting People programme provides housing related support services.

<b>Telecare</b>	Telecare provides support to people in their own homes with the help of technology and community response services (see Care Link)
<b>Tenant Services Authority (TSA)</b>	The Tenants Services Authority is a new watchdog for social tenants who will regulate social housing landlords, setting high standards of management across housing associations and, at a later date, Local Authority social homes.
<b>Underoccupation</b>	This is when households have more than one spare bedroom.
<b>Worklessness</b>	A detachment from the formal labour market in particular areas, and among particular groups. Workless individuals include individuals who are unemployed and claiming unemployment benefits, individuals who are economically inactive and qualify for inactive benefits (who may or may not be claiming them), and individuals who are working exclusively in the informal economy (who may or may not be also claiming benefits).