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# 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 5 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.

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

At the time of writing, the credit crunch was 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. It is essential that we work with our partners at a local, regional and national level to tackle these issues.

It is essential that we have a comprehensive strategy in order to address the housing needs of our community not only for people already living here but also for the people who will become resident in future years. In order 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 significant rise in our older population.

Housing policy at both National and regional level emphasises that everyone should be able to exercise choice about where to live and that they should 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. All of these objectives have been carefully considered and reflected in our housing strategy.

The strategic priorities include actions to develop sustainable and empowered communities, promote effective partnership working, support independent living opportunities for vulnerable residents, ensure both new and existing homes are of the highest quality and that all residents can gain information and advice on the types of housing and housing related services available in the City. In the face of an increasingly difficult and complex housing market, the challenge is immense and this strategy is of fundamental importance in meeting this challenge. An action plan has been developed to take the strategy forward.

This strategy has been developed in close consultation with a wide range of residents and partners and my thanks to them for their valuable contribution. I look forward to working with them throughout the implementation of this strategy.

Councillor Robert Troup, Cabinet Member for Housing and Public Protection

## Introduction

Derby's Housing Strategy 2009-2014 sets the blueprint for housing-led services and provision throughout the City. It is an over-arching document that outlines the strategic agenda and focus for the City 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 4 key priority themes, capturing the main housing and related issues identified both within the city and the wider housing market that interacts with the city. Each priority theme sets out a number of objectives and actions required to achieve those objectives.

The Strategy has been developed within the framework of the national, regional and corporate drivers and from the local community context. The document and accompanying Action Plan interface and contribute to broader corporate and community agendas throughout the City. As such, full and robust consultation with a wide range of stakeholders and organisations was undertaken to ensure the effectiveness of the Housing Strategy in contributing towards sustainable communities.

The Housing Strategy is not just about housing in a narrowly defined context - i.e., the more traditional 'bricks and mortar' concept - it is about how the City's housing and related services. 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. Nor is it 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 agree objectives for each theme and the actions required to meet these objectives
2. Outlines the implications for the City of the national, regional and sub-regional housing agenda and set out the City's approach to meeting these agendas
3. Highlights the key issues and priorities identified by the wider community and set 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. Takes a tenure neutral approach to considering housing issues and take 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 homeless, equality and diversity and environmental health
7. Provides the evidence base 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 'holistic' and sustainable solutions to housing related issues
10. Ensure 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 contained within the action plan.

## Overview of Derby City and the sub-region

Derby is the third largest city in the East Midlands. Overall salaries are above the national average alongside a high proportion of low-income households in receipt of benefits.

Derby 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 truly multi-cultural with around 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 EU 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 levels for 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 in England and Wales. There is considerable variation across the city, with 4 wards (Arboretum, Derwent, Normanton and Sinfen) being amongst the most deprived in England. Yet two wards - Allestree and Mickleover amongst the least deprived wards in the country.

The Annual Survey of Hours and Earnings shows that the average weekly wage for Derby's residents was £404. This compares to an East Midlands average of £429.70.

Some 28% of households in Derby are in receipt of 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.

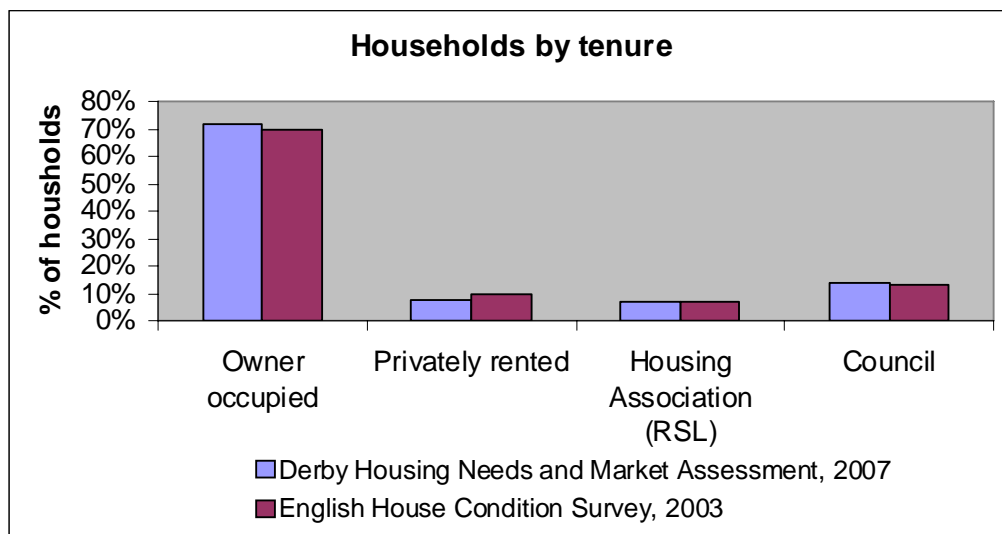
# Derby Housing Strategy 2009-2014

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

Unsurprisingly, non-decency is most common in older properties, in privately rented dwellings - especially converted flats - in homes inhabited by low-income owner occupiers and 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 per 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 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 since, in spite of past successes and ongoing efforts to offer energy advice and insulation grants to vulnerable households.

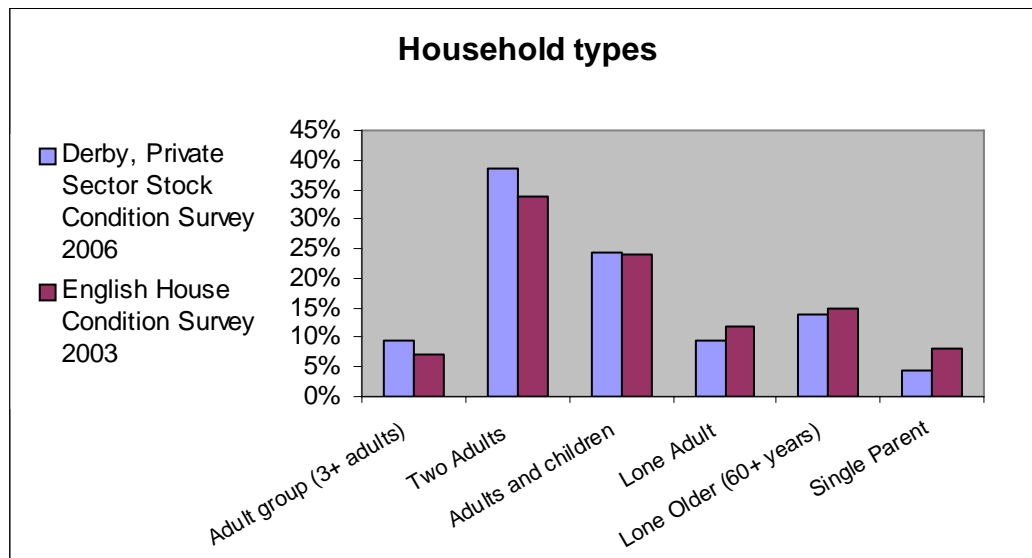


In Derby, there are approximately 4,000 empty homes, of which around 2,000 have been empty in the long term (over six months).

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% Housing Association tenants and 7% renting privately. Land Registry data showed that the average price of a property in Derby 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.

# Derby Housing Strategy 2009-2014

Currently, there are approximately 4,000 empty homes, of which around 2,000 have been empty in the long term (over six months).



Households in Derby comprise a notably larger proportion of adult groups sharing a property, while fewer households contain only one adult, with or without dependent children. While 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 City Council created an urban regeneration company, Derby Cityscape, 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 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 low housing demand and high levels of deprivation. This initiative 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 being produced by the City Council, there needs to be recognition that housing markets are not confined to the administrative areas of individual Districts. Therefore the Housing Strategy will also assess the impact of the region and sub-region on the city's services and vice versa.

The draft East Midlands Regional Plan has identified Derby as sitting within the *Three Cities sub-area*. Strategic residential, commercial and economic growth will be developed within this spatial dynamic. The sub-area includes the three cities of Derby, Nottingham and Leicester and the connecting areas. There are a number of other substantial settlements within 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 identifies 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 by research commissioned by the East Midlands Regional Assembly (DTZ Pineda 2005), the Derby sub-region (see diagram on next page).

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



In order to strengthen our understanding of housing at a sub-regional level, the Strategic Housing Market Area Assessment (SHMAA) and Strategic Housing Land Availability Assessment (SHLAA) are being carried out across the Derby sub-regional housing market and will be published in early 2009. Together, these pieces of work are a key element of the evidence base for the respective local authorities' Local Development Frameworks. They will provide information on how housing markets in the sub region work and the availability of land for development in the future.

## What we have achieved

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

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

The Estates Pride Programme is a £15 million, 5 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 5 years to fund this project. The Community Safety Partnership and tenants have recognised a need to deliver 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 ASB. Each YIP will engage 50 of the most at risk young people, aged 12 - 16 years in each area and provide youth clubs and learning opportunities.

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

Significant work is being undertaken to work with individuals and families who cause significant levels of Anti Social Behaviour. An example of this is the Derby Family Intervention Project (FIP).

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 because we needed to find better ways of addressing anti-social behaviour.

The aims of the service are:

- 1) stopping anti-social behaviour by problem families
- 2) preventing homelessness
- 3) providing sustainable routes back to settled housing
- 4) increasing the effectiveness of 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. There is also help provided by other agencies and 'in-house' provision. These workers have designated contacts so they can access specialist help where needed. Families are allocated a case worker who co-ordinates all the support, provides a single point of contact and monitors behaviour.

- 1) Positive outcomes planned for families involved with the project include:  
increase in children and young people's educational attendance and attainment
- 2) Young people and parents gaining employment, young people getting into positive activities, such as sport

These projects are making a significant impact upon reducing anti social behaviour in the City.

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

Neighbourhood Boards and Forums have been established in each ward of the City to enable residents to directly have a say on what the priorities should be in their neighbourhood. The Boards include elected representatives from the community as well as key representatives from organisations including the police; environmental services; the neighbourhood manager; the key social landlord(s) in the area and the Fire and Rescue service. 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 2006, we have worked with a range of partners to develop over 550 affordable homes in the City. In addition, funding of £11.5 million has been secured from the Housing Corporation 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 140 additional affordable properties through a combination of newly built dwellings and refurbishments of existing housing in the City.

Additionally, we have gained funding of £1.5 million to develop Derby's first permanent Gypsy and Traveller site.

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

In order 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. We are unique in that Derby CLAC is a partnership between the in-house Local Authority advice services & local Not for Profit advice providers

We received reward funding from the Local Public Service Agreement (LPSA) due to a successful outreach campaign in the Normanton area of Derby. We offered income maximisation checks that achieved high outcomes & improved the income for some of the most disadvantaged communities in the city

We have set up an accredited (Open College Network (OCN) Level 2) 14 week course on delivering advice. 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 & debt in Derby by at least 70 people.

We are working with partners in neighbouring Local Authorities to provide more choice of housing location for our residents. One example of this is through having received funding to extend Derby's Choice Based Lettings scheme into South Derbyshire, which will allow easier mobility for residents moving between the two Local Authority areas.

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

We work with partners to improve housing standards and improve the living environment in Derby.

One of the major areas of focus has been on developing Master Plans to address long standing issues of low housing demand and high levels of deprivation in the inner city neighbourhoods of Rose Hill and Osmaston.

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

- Improving the quality and mix of housing
- Creating more attractive places for people to live
- Improving access to and the quality of green spaces
- Providing better facilities
- Improving connections to adjacent areas

We are also undertaking a range of additional works on dwellings. Over the last 12 month recorded period:

Over 300 sub standard homes occupied by vulnerable households have been brought up to decency standards with Council assistance.

Group repair scheme works carried out to around 200 houses this year including new roofs new windows and doors and improved insulation.

10 old empty corner shop units have been reconverted back into useful housing.

150 security gates have been fitted to properties to reduce burglaries.

Large areas of Rosehill have been improved visually by completed environmental improvement works including new fencing walls and external painting.

Further improvements are being carried out to the properties in the Hartington St renewal area thus bringing this area back from decline.

A new off street parking scheme has been introduced to help alleviate the parking problems on Leacroft Road.

Over 900 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 remain in their own homes

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

Our Affordable Warmth Team have actively help 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**

We 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 contains 24 nightshelter units and 6 units for those with an alcohol dependency where managed drinking will be allowed. It contains a doctors' surgery and has access to Community Psychiatric Nurses, alcohol, drug and other relevant services. A holistic assessment of individuals' needs is undertaken with a view to connecting people back to mainstream society, including training, education and employment provides a range of benefits for homeless people.

This £2.2 million scheme has been developed with funding from Communities and Local Government, the European Urban 2 fund and through the City Council. It will provide tangible, life changing opportunities for some of Derby's most vulnerable people.

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

The development of the YMCA Campus for Learning and Development, which is a 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 Housing Corporation, Department of Communities and Local Government, the Derby and Derbyshire Economic Partnership and YMCA and is due for completion 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 eg. Single ensuite, clusters and self contained flats.

The idea behind the vision is based on the university campus concept with areas of accommodation, space for communal activities and socialising as well as dedicated areas for vocational training and personal development. About 50% of the intake at the YMCA is young single homeless 16-25, and the other 50% is of older homeless people. Single homeless people and in particular 16-24 year olds face specific problems in accessing suitable housing.

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, employment opportunities that would otherwise be unavailable to them. Support services for single homeless people enable them to maintain accommodation and gain better access to other services in the City such as primary health care. The new centre will enable people to turn their lives around and learn sustainable skills in a safe environment".

We have also undertaken a large amount of additional work to make services more accessible including improving information about services, such as through production of the Older People's Plan which provides a directory of services for older people.

## 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 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 City 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 5 successive occasions. The final assessment report stated that "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".



## Service Delivery 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 service users, regardless of who actually provides the service. Partnership working is important in the provision of housing and housing-related services in order to meet the City's housing needs.

The Council still remains the largest social landlord with 13,941 dwellings (*HSSA 2007*), management of this stock is provided through Derby Homes, the Council's Arms Length Management Organisation (ALMO). Registered Social Landlords (RSL) own and manage 7,411 (*HSSA 2007*) 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 6 key areas:

- providing generic advice and assistance
- improving housing conditions and supply
- increasing affordable housing and regenerating neighbourhoods
- providing housing options
- Supporting People
- understanding housing and related needs in the City

### Providing generic advice and assistance

- Formation of Derby Community Legal Advice Centre (CLAC). This is the first time that there has been a single point of access to advice services in Derby. Derby CLAC has been nationally recognised as a best practice example of how the CLAC model can be delivered. We are unique in that Derby CLAC is a partnership between the in-house LA advice services & local Not for Profit advice providers
- We received reward funding form LPSA1 due to a successful outreach campaign in Normanton. We offered income maximisation checks that achieved high outcomes & improved the income for some of the most disadvantaged communities in the city
- We have set up an accredited (OCN Level 2) 14 week course on delivering advice. This is free to all DCC staff & voluntary groups. It is over subscribed & has increased the number of skilled advisers in welfare benefits & debt in Derby by at least 70 people.



Derby City Council itself provides a range of housing related and other advice and assistance for Derby's residents. These services are enhanced through the work of a large number of partner agencies including the Citizen's Advice Bureau, Derbyshire Housing Aid and the Law Centre. There are also a number of specialist agencies providing information for particular client groups who 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 City Council's in-house advice and information provider. It also delivers a Money Advice service for Derby Homes' tenants. They offer specialist advice and training and undertake campaigns and representation in the full range of welfare benefits all forms of personal debt.

In order to offer a streamlined advice service to residents, the Community Legal Advice Centre was launched in April 2008. The new centre houses a consortium of local providers including Derbyshire Housing Aid, the Citizen's Advice Bureau and the Law Centre who work alongside Derby Advice to provide an integrated and accessible service for all local residents. Advice about legal rights in respect of housing has been identified as one of the priority categories of law that the new centre will specialise in.

## Improving housing conditions and supply

Derby City 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 Team is responsible for working with partners to deliver a number of private sector housing strategies. It is concerned with raising standards and quality of private sector housing and achieves this through a variety of means, including grant funding, provision of advice and training to landlords and enforcement activities.

The team also provides information and advice in relation to the Disabled Facilities Grant; 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 £9m.

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

- area renewal
- provision of Disabled Facilities Grants
- empty properties
- housing enforcement, including Compulsory Purchase
- Housing in Multiple Occupation, licensing and enforcement of standards
- student property registration
- landlord accreditation
- affordable warmth
- energy advice

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, in their own home or privately rented accommodation, are living in decent homes by 2010.

## **Increasing affordable housing and regenerating neighbourhoods**

The Development Team, based within the Housing Strategy and Development Unit, works with housing associations and developers to enable the provision of affordable housing in Derby. New affordable housing is delivered almost exclusively by Registered Social Landlords (RSLs). Although much of this work takes place with grant funding, either from the Housing Corporation or Derby City Council, it is increasingly taking place on private residential development sites.

On such sites, planning policy requires that sites of over 14 units provide some affordable housing as part of the s106 agreement. In addition the council has been successful in securing £22 million of PFI credits to develop 175 additional affordable properties in the City of which 125 will be new build and 50 will be refurbished properties.

In order to carry out this role the Development Team work closely with a range of Derby City Council sections, including Housing Options, Planning and Legal, as well as external organisations, such as the Housing Corporation.

Affordable housing is predominantly delivered both through the planning policy requirements applied to private development sites over a certain size or number of units. It is also delivered on the Council or Housing Association owned land. External grant funding, either from the National Affordable Homes Agency or the Council itself, is often required to produce the type and numbers of affordable housing required.

The Special Housing Projects Team was established in recognition of the need for project management arrangements for significant housing projects. The team is currently responsible for delivering the following housing projects:

- non-HRA PFI Scheme
- the Rosehill Project
- Osmaston master planning.

## 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, aiming 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. The team aims 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 remain in their existing property. The links with Derby Advice and other advice agencies are crucial in addressing the root causes of homelessness. Other functions include managing:

- Derby Homefinder- the city's Choice based lettings allocations system
- the Joint Housing Register
- Homelessness acceptances
- preventing homelessness
- the provision of housing advice, and
- Right to Buy requirements

In delivering good quality advice, specialist resources for domestic violence, young people, community care, asylum/refugee issues and risk assessment for the re-housing of offenders have been developed. The Housing Options Centre is also responsible for Care Link, a 24/7 service, their services include:

- provision and installation of Lifelines
- out of hours support to sheltered housing
- monitoring of vulnerable tenants
- lone working monitoring
- assistive technology – Telecare.

## Supporting People

The Supporting People Team manage 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 City 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 team is to:

- manage Supporting People contracts
- make accurate and timely payments to providers
- audit the quality of services
- make sure services provide value for money
- carry out validation visits
- consult with stakeholders
- research needs
- commission new services.

The Supporting People team have developed their service to ensure that a range of successful initiatives have taken place since the last Housing Strategy. This has included reviewing services to provide significant efficiency savings, which in turn has created enough financial headroom to allow additional key services to be developed. Furthermore, the team has worked in partnership with a range of agencies including the Primary Care Trust; Social Services; Derbyshire Housing Aid; the Housing Options Team; the Housing Strategy and Development Unit and others to develop a nationally recognised, innovative and enhanced service for single homeless people, particularly street homeless people.

The team administers a Supporting People Grant of approximately £10.5m each year.

## Understanding and responding to housing and related needs in the City

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

The principal team responsible for this activity is the Housing Strategy and Research Team, providing information on all local housing needs and the condition of homes in the area. It sets out the Council's objectives and proposals for responding to these issues, and reports progress made against the priorities outlined in our strategies.

The team undertakes research into local housing needs and conditions, coordinates production of the Housing Strategy and other related strategies, including consulting with tenants and Leaseholders and other interested agencies directly leading on delivering some parts of the Strategy. It works with a range of partners across the City to deliver outputs on a number of projects.

## 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 City's 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 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:

- strengthening the participation of local citizens and communities in shaping the place they live in and the services they receive.
- devolution of powers to regions and city local authorities to ensure the development of sustainable growth strategies that reflect local economies
- 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. There is now a requirement, however, for each authority to prepare a delivery plan for the Strategy, known as a Local Area Agreement (LAA).
- require local authorities to 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 5-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 and the surrounding built, social and natural environments as an integral part of building homes. Further priorities include increased 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 mere homebuilding. Homes should be not only decent and affordable, but 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. It encourages Councils to grant planning permissions swiftly and flexibly, to identify suitable sites to be built on surplus Government land and other brownfield sites wherever possible and to reduce the number of long-term empty properties.

New developments should be in mixed communities with access to good 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 has been made in improving the existing social housing stock through Decent Homes programmes and as such seeks to shift the emphasis toward 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* was passed by Commons Committee on the 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 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 premised 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.

With a large part of future housing need attributable to the growing number of older households, many of whom will live with 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 homes to be adaptable.

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 6 key themes of:

- affordability & Access to Housing
- design Quality & Sustainable Homes
- sustainable and Cohesive Communities
- rural housing
- housing for Vulnerable People
- 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:

- To ensure that regional housing and planning policy are informed by a robust understanding of need and housing market conditions in the region.
- To ensure that everyone in the region is able to both access and afford suitable housing to meet their needs.
- To improve the co-ordination of housing's contribution to economic development within the region.

- To contribute to raising the quality of design in housing, and the creation of sustainable homes.
- To develop a framework within which regional and local partners can develop sustainable and cohesive communities.
- To improve the co-ordination of provision which meets the housing needs of vulnerable people.
- To ensure the region provides a robust 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 one 'Single Regional Strategy'. This is due to be introduced following legislation in 2010 and will bring together all the issues dealt with by these four documents in one strategic document.

The East Midlands Regional Assembly (EMRA) through the Regional Housing Group (RHG) has released a revised *draft Regional Housing Strategy (RHS)* for consultation in April 2008. This is entitled 'Managing Growth: Managing Change' and will cover the period from 2008 to 2016.

This document identifies the challenges for the region, key to which is the predicted growth in households. It is expected 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 immigration of which the vast majority will migrate in from other parts of the UK. Hence a key challenge is to ensure the sustainable development of the region in order to meet these housing growth projections

Affordability is another key challenge. The gap between house prices and wage rates 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 exacerbating 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 of developments, and the creation of more large (4 bed plus) dwellings.



The *draft East Midlands Regional Plan* 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:

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

The Spatial Strategy sets out the region's priorities within both an urban and rural context. Derby has been identified as one of 5 Principal Urban Areas (PUA).

The Plan sets out priorities for each sub-area, which are set out within Policy 13 of the Spatial Strategy. 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 of most relevance in housing terms:

- a mix of housing types
- regeneration of deprived inner urban areas and outer estates
- 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 capital funds available to assist local authorities to enable 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:

- strengthening the role of Derby as a PUA through urban intensification and planned and sustainable urban extensions
- avoiding unsustainable levels of development in smaller towns in Amber Valley and South Derbyshire
- supporting the regeneration of Swadlincote, Alfreton, Belper, Heanor and Ripley

# Derby Housing Strategy 2009-2014

## The corporate context

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', which will be referred to within the next section, and can in fact be viewed as the Council's contribution as a key partner to the Community Strategy.

The Corporate Plan for 2008-2011 has six priorities, which are:

- Making us proud of our neighbourhoods
- Creating a 21<sup>st</sup> Century City Centre
- Leading Derby towards a better environment
- Supporting everyone in learning and achievement
- Helping us all to be healthy, active and independent
- 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 key contribution to make within a number of the key outcomes set out within each priority. These are:

- Improving the standard and range of affordable by:
  - delivering the housing Private Finance Initiative (PFI) scheme at Rosehill and the affordable housing development programme
  - increasing the number of decent homes in the private sector
- Increasing economic growth and sustainable development by:
  - delivering priority development projects in the city centre including Riverlights, Castleward and North Riverside
- 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
- 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
  - modernising sheltered housing services within the city
- Improving the health and well-being of our communities by:
  - improving outcomes for drug and substance misuse, sexual health and pregnancy

**INCLUDE DIAGRAM TO SHOW STRATEGIC LINKAGES**

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 power to carry out a review of homelessness services and formulate a Homelessness Strategy.

The Strategy covers:

- prevention of homelessness.
- 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 and growing BME population that includes many cultures and religions. 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 covers 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 key themes of the strategy are:

- Emphasising the importance of good quality housing and support services in order to ensure homes are warm, safe and secure.
- Ensuring that the provision of services promotes independence and is responsive to the needs and preferences of older people.
- Ensuring that information, advice and advocacy is accessible and available for professionals and older people themselves on the range of housing and support options and/ or solutions available.
- Providing a framework for service providers when they review their housing and service models to improve flexibility to meet changing needs and the aspirations of older people.
- Improving the integration of services delivered by housing, health, social services and other agencies such as voluntary and private sector organisations to provide a seamless service and maximise existing resources.

- **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 covers 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**

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. The key drivers of the strategy include:

- shifting the balance of care in order to reduce the number of admissions to long-term care, and support more older people at home and intensively at home
- diversifying specialist accommodation for older people away from reliance on long term residential and nursing care and into housing based models such as extra care
- developing a more holistic system approach which brings together housing, health and social care planning and provision for older people into one commissioned system rather than separate systems as at present

## The Community and Partnership agenda

The Derby City partnership (DCP) is the local strategic partnership for the City. Its membership includes public services, local businesses community and voluntary groups, and individuals who live or work in Derby. The DCP has developed a vision for 2020 within the Sustainable Community Strategy.

Derby's 2020 Vision is states 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."

Every three years the DCP identifies new priorities for the coming three years. The current priorities are summarised as:

- Improving the city centre for all communities
- Supporting the growth of the local economy
- Improving Derby's deprived neighbourhoods

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 incentivised 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 in to a number of these priorities, of particular relevance are:

National Indicator (NI) 141 Achieving independence for older people through rehabilitation / intermediate care

NI 4 Percentage of people who feel that they belong to their neighbourhood

NI 17 Perceptions of anti-social behaviour

NI 151 Working age people on out of work benefits

NI 154 Net additional homes provided

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 Sustainable Community Strategy in relation to community cohesion. It sets 8 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

## Priority Themes

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

- **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.

- **Affordable and accessible housing and provision of appropriate and timely housing advice**

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

- **Improving homes and the living environment**

To regenerate homes and neighbourhoods in a sustainable manner.

- **Supporting vulnerable residents**

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

## **Key housing and related issues and priority responses within each priority theme (ADD ADDITIONAL INFORMATION LINKING ON DETAILS OF ISSUES AND LINKS TO PRIORITIES )**

Through extensive consultation across Derby City Council, with external partners and residents, we have identified the key housing issues in the City and our responses to these issues:

### **1. Cohesive and empowered Communities**

#### **Key issues**

Despite significant efforts to reduce anti social behaviour in the City, this remains a significant issue for residents in the City.

Many residents feel that they cannot directly influence decisions relating to housing.

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 changing housing needs.

The housing and support needs of the Gypsy and Traveller communities

Negative perceptions held by some people about specific groups including Gypsies and Travellers and migrants.

The implications of the current economic downturn on the levels of worklessness in the City and the need to work with partners to reduce the numbers of people not in education, employment or training.

#### **Priority objectives within this theme are to:**

Improve partnership working to tackle anti-social behaviour and enhance the quality of life on Derby's social housing estates.

Create further opportunities for residents to be able to directly influence the delivery of housing services

Identify and respond to the housing needs of vulnerable in-migrants and other groups such as Travellers

Challenge incorrect negative perceptions of groups such as asylum seekers and Travellers

Increase effective partnership working across the council and with external partners to reduce the numbers residents not in education, employment or training



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

### **Key issues**

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.

Loss of social housing stock through Right to Buy and lost stock is not being fully replaced by new housing.

More people having to join the waiting list because of increasing affordability issues leading to increased demand on social housing stock. Currently the waiting list for social housing stands at over 10,000.

A significant proportion of family homes are underoccupied and are currently occupied by 1 - 2 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 3153 three bedroom houses with two or less occupants, and of these 1664 have only one occupant. An analysis of the Joint Housing register at 7 August shows that there are 1957 households who need 3 bedrooms. Of these, 666 need an additional bedroom and 56 households need 3 or more bedrooms than they currently have.

There is a lack of suitable intermediate housing options in terms of dwelling types and locations and a lack of understanding and effective marketing.

There is a lack of developable land within Derby's boundaries

The role of the private sector rental market needs to be developed to more effectively meet housing needs as does the availability of private rented homes with disabled facilities. Additionally, there is a need to improve communication between private sector landlords and the Council

Private lease schemes need to be further developed

There is a lack of move-on accommodation for people ready to leave supported accommodation

Population and household growth is impacting on housing demand

There are significant changes in demography, including population and household growth; an increase in the number of older and frail older population and an increasing number of single person households which is impacting on demand for housing and housing related support services

The need to ensure that information and advice is accessible for all residents



## Priority responses

Maximise the delivery of affordable housing to meet increasing housing needs

Ensure robust affordable housing planning policies underpin the affordable housing delivered through Section 106 sites

Work to reduce underoccupation in the social and private sectors

Promote and develop intermediate housing options of choice

Ensure best use of available developable land within the city and contingent to the city to meet housing needs

Improve links with the private sector and make more effective use of private sector housing stock to meet housing needs

Source and develop move-on accommodation for specific homeless and special needs client groups

Provide appropriate and desirable accommodation to meet the long term housing, care and support needs of the ageing population

Provide appropriate and desirable accommodation to meet the long term housing, care and support needs of disabled residents and residents with special needs

Bring long term empty homes back into use

Make better use of private sector leasing and other arrangements

Improve partnership working between the Council's housing, planning and estates teams to ensure that appropriate housing is delivered in the City

Develop more homes to 'Lifetime Homes' and Mobility standards

Monitor and appropriately respond to emergent issues, such as the 'credit crunch'

Improve access to information about the availability of housing services for all residents

Make effective use growth point opportunities to maximise the amount of new dwellings

Ensure strategic development embodies the principles of the climate change agenda

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

### **Key issues**

The need to reduce the number of vulnerable households living in non-decent homes in the private sector

The wasted resources caused by the 2,000 long-term empty properties in the City

Buy to Let investments compromising the value of residential-led development in the city centre

Energy efficiency of existing and new built homes

The need to reduce the number of households in fuel poverty

Resources required to enable effective regeneration of deprived areas

Development and implementation of appropriate Masterplan for areas of Rosehill and Osmaston

Scarce resources to deal with poor housing conditions in the private sector

There are significant numbers of deprived mono-type and mono-tenure estates

### **Priority responses**

Work with private landlords to improve housing conditions in the private sector

Target Decent Homes assistance toward vulnerable households

Develop and promote measures to improve energy efficiency and address fuel poverty

Work effectively with partner agencies to address underlying issues that create poor environments and dysfunctional communities

Progress Masterplanning exercises for Rosehill & Osmaston taking full advantage of the opportunities to regenerate the locality and take on board the broader housing supply needs within the City.

## 4. Supporting vulnerable residents

### Key issues

Continued high levels of homelessness - there are 30 homeless acceptances per month

There is a lack of sustainable housing options for homeless people

The need to deal with underlying causes of homelessness, e.g. Chaotic lifestyles; worklessness and relationship breakdown/ domestic violence

Need to prevent homelessness and provide suitable options

Unsuitable temporary accommodation is still being used and needs to be reduced

A lack of co-ordinated housing advice and options for older people

Need to bolster the services provided by the Home Improvement Agency and better market services

Lack of provision of appropriate supported housing and support services for vulnerable groups including ex-offenders

An uncoordinated approach to the use of adapted dwellings

Need to further develop assistive technology and resources to allow people to remain independent

Delayed transfer from hospital due to inadequate support or adaptations

Insufficiently joined-up approach to commissioning services between housing, health and social services

Need to ensure that housing and housing support can be accessed by all vulnerable groups

### Priority responses

Working with partner agencies to address the causes of homelessness and provide effective homelessness prevention services

Ensuring sustainable housing choices for homelessness groups

Improve housing options for older residents

Working with partners to co-ordinate measures to address hospital discharge delays due to lack of support

Improving inter-agency commissioning to provide flexible housing based support and care services

Better utilisation of already adapted dwellings through identification and better use of already adapted dwellings

Promote the positive benefits and outcomes of services provided Supporting People providers

Provide an effective housing advice and support service for all vulnerable residents including:

- Older residents
- Black and Minority Ethnic groups including economic migrants and the Gypsy and Traveller communities
- People with mental health issues
- People with physical and learning disabilities
- People affected by domestic violence
- Homeless groups
- Teenage parents

Promote and develop the use of assistive technology to enable people to remain independent.

Improve move-on accommodation for vulnerable groups

## 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. In total, we distributed around 17,000 feedback forms in a range of locations including libraries; Council House main reception; to all Derby Homes residents through a newsletter insert and through Derby Community and Voluntary Service (CVS). These had 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.

They also included a phone number. The consultation process was advertised through a press release; advertising on the front page of Derby City Council's web site, advertising in Your Derby, a free magazine which is distributed to all Derby households, through the pointer panel and Your City Your Say as well as circulating the draft widely to partners and attending meetings such as the Diversity Forum; the Council Housing Consultative Group (CHCG) and Strategic Liaison. 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)

## 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
Improve partnership working to tackle anti-social behaviour and enhance the quality of life on Derby's social housing estates	Continue to link into the DCP neighbourhood working agenda through Housing Association representation on all 17 neighbourhood boards and operational tasking neighbourhood teams.	Ongoing	Ian Fullagar, Housing Strategy and Performance Manager	Officer time	Proportion of neighbourhood boards and operational tasking neighbourhood teams with Housing Association representation.
Create further opportunities for residents to be able to directly influence the delivery of housing services	Distribute a questionnaire to every household in Derby moving into a new affordable home which asks about development design.  To use the results of the survey to influence design and location of new affordable housing.	From March 2009	Leigh Anne Francis, Housing Development Manager	Officer time	Questionnaires sent to every appropriate household and results discussed at Derby Development Forum
	More regular consultation with vulnerable people to enable them to shape services through continuing the development of annual consultation plans and use the results to shape services through reporting the results to Supporting People Core Strategy Group.	Ongoing	Andrew Humberstone, Supporting People Manager	Within existing budgets Staff time	Annual Supporting People consultation plans  Identification of how results shape services

# 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
Identify and respond to the housing needs of vulnerable in-migrants and other groups such as Travellers	Undertake consultation with migrants 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	Seeking funding from Regional Housing Board of £25,000 to undertake research	BME research produced
	Produce updated BME housing strategy which includes consideration of housing needs of migrant and Traveller communities	December 2009	As above	Officer time and Council resources (estimated at £2,000)	BME Housing Strategy written
	Commence development of Derby's first Gypsy and Traveller site	December 2009	As above	Funding of £1.5 million gained from CLG	Commence development of the Gypsy and Traveller site
Challenge incorrect negative perceptions of groups such as asylum seekers and Travellers	Produce a myth busting leaflet about Gypsies and Travellers and distribute widely	July 2009	As above	Officer time Estimated production costs of £500 to be met through Council budgets	Leaflet produced and distributed
	Work to distribute the Refugee Action myth busting leaflet on asylum seekers	Ongoing	As above	Officer time	Myth busting leaflet distributed

# 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
Increase effective partnership working across the council and with external partners to reduce the numbers residents not in education, employment or training	Identify and collate existing good practice by local housing providers in reducing worklessness in the City.	April 2009	Ian Fullagar, Housing Strategy and Performance Manager	Officer time	Document produced which identifies good practice across the City
	Hold a cross organisational event to promote good practice in the reduction of worklessness and identify opportunities to improve joint working.	June 2009	As above	Officer time	Event held
	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	Report produced and considered by Senior Management Team which identifies scope to provide training places through S106 agreements

# 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
Maximise the delivery of appropriate affordable housing to meet increasing housing needs	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)	Staff time	Working party established
	Work with housing partners to develop at least 241 new affordable homes each year	Monitor and report annually	As above	Funding from Homes and Communities Agency; Council's resources and Housing Association resources	Number of new affordable housing units developed
	Deliver an average of at least 30% affordable housing in new developments of over 14 units	Monitor and report annually	As above	Staff time	Proportion of affordable housing developed of larger sites
	Commence delivery of the housing PFI scheme to deliver 140 new affordable housing units	To agree commence development by	As above	Staff time Resources gained from CLG and Housing Associations	PFI development commenced



# 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
	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)	Staff time	Report produced and discussed at Development Forum
	Work with Cityscape and other key partners to provide good quality and attractive affordable housing in the City centre which goes towards meeting housing needs	Ongoing	As above	Staff time	To be agreed
	Improve joint working with private sector landlords by seeking to establish a central point of contacts for private landlords within the Housing Benefits section	December 2009	Lisa Callow, Housing Options Manager/ Mark Holmes, Benefits Manager	To be agreed	Central contact in Housing Benefit Team identified
	Produce an easy to understand leaflet with all the intermediate housing products and distribute widely	June 2009	Angelina Novakovic, Housing Strategy and Research Manager	Staff time Printing costs of up to £500 being met by Home Buy Agent	Leaflet produced and distributed

# 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
	Maximise usage of brownfield sites for housing delivery	Ongoing	Leigh-Anne Francis (Housing Development Manager)	Staff time	Proportion of housing developed on brownfield sites
	Progress Growth Point funding to contribute to the development of affordable housing in the City	Ongoing	Leigh-Anne Francis (Housing Development Manager)	Staff time	Number of new affordable housing units developed due to Growth Point funding
	Agree cross-border social housing nomination rights as part the Choice Based Lettings (CBL) scheme with South Derbyshire District Council	July 2009	Lisa Callow, Housing Options Manager	Staff time	Nomination rights agreed
Provide appropriate and desirable accommodation to meet the long term housing, care and support needs of the ageing population; residents with disabilities and those with other special needs	Develop all affordable housing to 'Lifetime Homes' and/or mobility standards	Ongoing	Leigh-Anne Francis (Housing Development Manager)	Funding from Homes and Communities Agency; Council's resources and Housing Association resources	Proportion of affordable housing developed to Lifetime homes and mobility standards

# 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
Ensure strategic development embodies the principles of the climate change agenda	Work with housing partners 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.
	All homes built to at least code level 3 (as per code for sustainable homes) in order to maximise sustainable development	Ongoing	Leigh-Anne Francis (Housing Development Manager)	Funding towards new development will be provided by HCA and Housing Association own	% of homes built to at least code level 3
Bring long term empty homes back into use	<p>Progress the actions contained within the Empty Homes Strategy to return 89 dwellings to use in 2008/09 and 96 dwellings in 2009/10 by:</p> <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>• Focussing efforts on those areas of the city with the poorest housing conditions and the greatest concentration of empty homes.</li> </ul>	<p>89 dwellings to be returned to in the period 2008/09</p> <p>96 dwellings to be returned to use in the period 2009/10</p>	Jeremy Mason, Empty Homes Manager	Staff time and use of existing budgets	<p>Number of empty homes returned to use</p> <p>Proportion of homes returned to use which are in Neighbourhood Renewals Areas</p>

# 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
Reduce underoccupation in the social and private housing sectors	Release 100 family homes each year, for three years through <ul style="list-style-type: none"> <li>Increasing incentives to support underoccupied 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>	300 family homes to be released by December 2011	Maria Murphy, Director of Operations, Derby Homes	£200,000 has been allocated from Housing Revenue Account (HRA)	Number of underoccupied households which downsize with the support of the scheme
Provide effective and timely housing and housing related advice and associated money and legal advice	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 April 2009	Johanna Roberts (Derby Advice)	Staff Time Existing resources	Proportion of young people in Derby Homes dwellings with arrears and loss of tenancy
	Roll out programme of 'Financial Statement Workshops' to Derby Homes (DH) staff	September 2009	Johanna Roberts/ Richard Machin (Derby Advice)	Existing resources	Number of Derby Homes staff attending Financial Statement Workshops
	Improve housing I.T. systems to develop a more diagnostic led housing options service which can be accessed on-line	December 2014	Lisa Callow, Housing Options Manager	To be identified	Improved IT system

# 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
	Investigate the re-configuring of services to provide improved housing advice for older people.	December 2009	Lisa Callow, Housing Options Manager	Staff Time Existing resources	Report to be produced and presented initially to Cabinet Member for Housing and Public Protection
Base housing investment decisions on up to date data	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	Staff Time Existing resources	Suite of data requirements established and considered on a quarterly basis by Housing and Advice Service managers
	Maintain data on the housing market and monitor emergent issues such as the 'credit crunch' and the introduction of the Local Housing Allowance	Ongoing	As above	Staff Time	To be agreed

<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>
Develop and promote measures to improve energy efficiency and address fuel poverty	<p>Work with other providers including Warm Front, Derby Homes and other RSLs to identify and target vulnerable fuel poor households through:</p> <ul style="list-style-type: none"> <li>• A mailout to older people claiming specific benefits</li> <li>• Run home energy advice sessions at all libraries so that vulnerable households can access advice and information locally</li> <li>• Develop joint working approach to raise home energy awareness of all older people living in social rented sector</li> </ul>	June 2009	Johanna Roberts/ Richard Machin (Derby Advice)	Through existing resources	Number of vulnerable residents taken out of fuel poverty
	Take 1,000 households out of fuel poverty each year over the next 3 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
	Provide home energy advice to 3,000 households per year	Reported annually	As above	Within existing budgets	Number of households receiving home energy advice
	Make 2,000 properties more energy efficient each year	Reported annually	As above	Within existing budgets	Number of properties where energy efficiency measures incorporated

# Derby Housing Strategy 2009-2014

<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>
Work effectively with partner agencies to address underlying issues that create poor environments and dysfunctional communities	Deliver the Hartington Street Renewal Area Delivery Plan	March 2010	Martin Gadsby, Private Sector Housing Manager	Within existing budgets	Hartington Delivery Plan completed
	Undertake Masterplanning within the Derwent New Deal for Communities Area	Ongoing	As above	To be agreed	To be agreed
Progress Masterplanning exercises for Rosehill & Osmaston taking full advantage of the opportunities to regenerate the locality and take on board the broader housing supply needs within the City.	Implement the Osmaston and Rosehill Master Plans, working with local people to improve housing, environments, Transport infrastructures and general facilities	March 2010	As above	Utilisation of council and private sector resources to be determined	Osmaston and Rosehill master plans agreed
Increase the number of vulnerable households in the private sector who live in homes which meet the Decent Homes standard	Increase the % of vulnerable households in the private sector who live in homes which meet the Decent Homes Standard to 70%	31 <sup>st</sup> December 2010	As above	Existing resources Staff time	% of vulnerable people in Decent Housing
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	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 through letters sent from the Housing Benefit team	Ongoing	Rob Rylott, Housing Standards Manager	Staff time and from existing budgets	Increase representation of private landlords from average of 8 at each meeting



<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>
	Survey occupants that have complained about poor housing standards in order to gauge where the service could be improved and report findings to private sector housing manager for consideration	From July 2009	As above	Staff time and from existing budgets	Survey to occupants (monitoring to include questions of age and ethnicity)
	Facilitate Landlord Forum – ensure landlords are kept up to date with new requirements and developments	Ongoing	As above	Staff time and from existing budgets	To be agreed
	Develop the Private Landlord accreditation scheme through the Scheme Management Committee which comprises representative from private landlords, Derby University and key staff from Derby City Council	Ongoing	As above	Staff time and from existing budgets	To be agreed
	Pro-actively identify poor landlords through Licensing of HMO landlords	Ongoing	As above	Staff time and from existing budgets	To be agreed
	Strengthen measures to prosecute landlords where required	Ongoing	As above	Staff time and from existing budgets	To be agreed
	Continue Landlord Newsletters to promote better communication. This goes out to 1,500 landlords	September 2009	As above	Staff time and from existing budgets	Newsletter continues to be issued
	Seek to continue to offer free courses to landlords through the DASH project	Ongoing	As above	To be agreed	Courses continue
	Run two drop-in seminars per year for private landlords	Ongoing	As above	Staff time and from existing budgets	Two seminars run per year

# 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
Work with partner agencies to address the causes of homelessness and provide effective homelessness prevention services	Review and update Derby's Homelessness Strategy	June 2009	Lisa Callow, Housing Options Manager	Staff time Within existing budgets	To be agreed
Ensure sustainable housing choices for homelessness groups	Continue to promote and develop homeless services provided at Milestone House, YMCA and through other providers	Ongoing	Lisa Callow, Housing Options Manager	Staff time Within existing budgets	Homeless services continue to be developed and promoted
	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 by December 2009	Lisa Callow, Housing Options Manager	To be agreed	Funding allocated for nightstop and crash pads
	Expand the bondbank scheme to provide improved access to private sector housing	Achieve Cabinet sign off in July 2009	Lisa Callow, Housing Options Manager	To be agreed	To be agreed
Improve housing options for older residents	Develop an average of 130 Extra Care units per 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	Staff Time Funding will be sought on a scheme by scheme basis	Umber of Extra Care units delivered

# 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
	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, Supporting People Manager		Report produced and considered at appropriate meeting
Work with partners to co-ordinate measures to address hospital discharge delays due to lack of support	Prioritise people leaving hospital for aids and adaptations	Ongoing	Martin Gadsby		
Improve inter-agency commissioning to provide flexible housing based support and care services	Complete needs mapping exercise for supporting people services	December 2009	Andrew Humberstone, Supporting People Manager	Staff time Within existing budgets	Needs mapping exercise completed and presented to <b>XXX</b>
	Develop housing supporting people strategy for 2010- 2015	March 2010	To be agreed	To be agreed	Supporting People Strategy produced
	Finalise housing support commissioning arrangements within the Local Area Agreement	December 2009	Mark Menzies, Assistant Director, Housing and Advice Services	Staff time Within existing budgets	Housing support commissioning agreements in place

# Derby Housing Strategy 2009-2014

<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>
Better utilisation of already adapted dwellings through identification and better use of already adapted dwellings	Map supply of adapted properties and work toward a more co-ordinated use of pre adapted properties	Ongoing	Angelina Novakovic, Housing Strategy and Research Manager	Staff time Within existing budgets	To be agreed
	Establish a register of adapted dwellings	December 2009	Lisa Callow, Housing Options Manager	Staff time Within existing budgets	To be agreed
Promote the positive benefits and outcomes of services provided Supporting People providers	Promote a video at a range of events outlining the services offered by Supporting People providers	Ongoing	Andrew Humberstone, Supporting People Manager	Video produced. Staff time to promote the video	To be agreed
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>	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	To be met from existing budgets.	Housing and the Home section of the Derby Older People's Plan updated annually.

<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
	Carry out an annual programme of peer reviews, and mystery shopping for supporting people services	Annual plan signed off each April.	Andrew Humberstone, Supporting People Manager	Staff time Within existing budgets	Peer reviews undertaken
	Deliver briefings to volunteer workers in the emerging Eastern European communities about money and legal advice services that are available	To be completed by Spring 2009	Johanna Roberts and Richard Machin, Money Advice Service	Staff time Within existing budgets	Number of briefings undertaken
	Re-write the Supporting People directory to bring information up to date	December 2009	Andrew Humberstone, Supporting People Manager	Staff time	To be agreed
	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	To be agreed	To be agreed

<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
	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	To be agreed	To be agreed
	To improve SP Website taking account of feedback from provider and service user consultation	December 2009	Andrew Humberstone, Supporting People Manager	To be agreed	To be agreed
	Monitor written materials to ensure information is kept up to date	Ongoing	Andrew Humberstone, Supporting People Manager	Staff time	To be agreed
	Set up a link on Derby Homes website to information on the Money Advice	August 2009	Johanna Roberts/ Richard Machin, Money Advice Service	Staff time	To be agreed
	Continue to provide information on availability of grants available for aids, adaptations and renewal grants	Ongoing	Martin Gadsby, Private Sector Housing Manager	Staff time	To be agreed

# 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
	Continue to make Disabled Facilities Grants (DFGs) available to Housing Associations to prevent homelessness	Ongoing	Lisa Callow, Housing Options Manager	Existing resources Staff time	To be agreed
	Review and improve the teenage pregnancy housing pathway to ensure that there is an effective route to housing and housing support	July 2009	Andrew Humberstone, Supporting People Manager	Staff time Existing resources	Teenage pregnancy housing pathway agreed and implemented by key partners
	Establish a group to identify the housing and housing support needs of people with learning disabilities	June 2009	Andrew French, Strategic Commissioning Officer	Staff time	Group established
Promote and develop the use of telecare to enable people to remain independent.	Continue to progress and market the use of assistive technology to increase the number of telecare connections.	Ongoing	Anne Brown, Community Services Manager	Staff time Within existing budgets	Number of telecare connections
	Expand the range and uses of telecare equipment	Ongoing	Anne Brown, Community Services Manager	Staff time Within existing budgets	To be agreed
	Seek to provide additional SP funding to subsidise take up of	Ongoing	Andrew Humberstone, Supporting	To be agreed	To be agreed



# Derby Housing Strategy 2009-2014

	telecare by older people on a low income		People Manager		
Improve move-on opportunities for vulnerable groups	Commission Move On Supported Tenancy scheme including element of private sector housing	December 2009	Andrew Humberstone, Supporting People Manager	To be identified	Move-on tenancy support scheme established which incorporates use of private sector housing

<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
	Source and develop move-on accommodation for specific homeless and special needs client groups	Ongoing	Andrew Humberstone, Supporting People Manager	From council resources	To be agreed
	Conduct an annual review of the Move on Plan Protocol	Annually	Lisa Callow, Housing Options Manager	Within existing budgets Staff time	To be agreed

## How we will monitor performance

<b>Monitoring performance</b>					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure

# Derby Housing Strategy 2009-2014

Increase opportunities for the housing strategy to be regularly reviewed and priorities considered by key housing stakeholders.	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 £2,000 per annum  Staff 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.
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Monitoring performance					
Objective	Action	Target date	Lead officer	Resource implications	Outcome measure
Identify strengths and weaknesses in performance	Commence benchmarking of retained housing service functions against other Local Authorities in order to identify best practice and weaknesses in performance.	From April 2009	Sharon Hancock, Housing Performance Manager	Within existing budgets	Benchmarking commenced

## Glossary

<b>Accession 8 (A8)/ Accession 2 (A2)</b>	A8 refers to the eight countries that joined the EU in January 2004, namely the Czech Republic; Estonia; Hungary; Latvia; Lithuania; Poland; Slovakia and Slovenia. A2 refers to the two countries that joined the EU 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 the 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>Brownfield</b>	Description of previously developed land
<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)</b>	Comprehensive Performance Assessment, a rigorous assessment of the quality and impact of a council's services.
<b>Decent Homes</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 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>CLG</b>	(Department for) Communities and Local Government. Government department with a remit to promote community cohesion and equality and responsibility for housing, urban regeneration, planning and local government.

# Derby Housing Strategy 2009-2014

<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.
<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 income meaning on gas and electricity.
<b>GOEM</b>	Government Office East Midlands
<b>HCA</b>	Homes and Communities Agency. Established on 1 <sup>st</sup> December 2008, it brings together the functions of English Partnerships, the investment functions of the Housing Corporation, the Academy for Sustainable Communities and a range of key housing and regeneration programmes.
<b>Houses in Multiple Occupation (HMO)</b>	A dwelling occupied by more than one or numerous households.
<b>HI4EM</b>	Housing Investment for East Midlands. It is a project funded by the Regional Housing Group of the East Midlands Regional Assembly and supported by G.O.E.M. - 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.
<b>Housing Register</b>	The Council's register of households who have applied for housing.

# Derby Housing Strategy 2009-2014

<b>Housing Revenue Account (HRA)</b>	Housing Revenue Account (HRA) – This is the landlord's account, which shows all of a Local Authority's income and expenditure arising from its role as the owner of Housing, plus (currently), the income and expenditure related to rent rebates for Council tenants. The account is 'ringfenced'; 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>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>Housing Market Area (HMA)</b>	The Derby Housing Market Area (HMA) 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>LHP</b>	Local Housing Partnership.
<b>Local Strategic Partnership (LSP)</b>	Local Strategic Partnerships are multi agency partnerships which 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>Older people/ person</b>	In the context of the Housing Strategy, this normally refers to people over the age of 55 unless

# Derby Housing Strategy 2009-2014

	defined as otherwise in the text.
<b>Performance Indicator (PI)</b>	A measure of how a service of function is performing.
<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.
<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>Ringfencing/ Ringfenced</b>	To ensure finance can only be applied to a particular area, item or activity
<b>RSL</b>	Registered Social Landlord (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, e.g. 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>Supporting People</b>	The <i>Supporting People</i> programme provides housing related support services.
<b>Tenant Services Authority (TSA)</b>	The Tenants Services Authority is a new watchdog for social tenants which 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 deemed as households with more than one spare bedroom
<b>Worklessness</b>	<p>A detachment from the formal labour market in particular areas, and among particular groups.</p> <p>Workless individuals include individuals who are unemployed and claiming unemployment benefits, individuals who are economically inactive and eligible 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)</p>

