



Report to Cabinet

Subject Housing Strategy

Date 3rd January 2005

Author Housing Manager (Development and Resources)

1. Purpose of the Report

To recommend that Cabinet approve the update of the Housing Strategy and forward to Council for adoption prior to submission to the Government Office of the East Midlands.

2. Background

The Council is required to submit a comprehensive Housing Strategy which is both central to local planning and delivery of housing and demonstrates strategic fit to national, regional and local priorities. Essentially, therefore, it should be working document which clearly demonstrate how priorities have been arrived at and how they are going to be achieved based on robust analysis of housing needs and markets in all housing sectors.

The Council submitted a comprehensive Housing Strategy in 2002 which aimed at meeting the then new 'fit for purpose' criteria. In common with the majority of other Council's housing strategies the 2002 strategy fell short. It has therefore been necessary to update the strategy with this criteria in mind in consultation with the Government Office of the East Midlands.

It is anticipated that a comprehensive new strategy will be developed once a final decision has been made as to the future of the Council's housing stock.

3. Proposal

To submit the 2004 update of the Housing Strategy to the Government Office of the East Midlands. A draft copy is attached at Appendix 1. (Please note that a copy of the appendices to the Housing Strategy is available in the Members Room)

4. **Recommendation**

Members of the Cabinet are requested to approve the draft strategy at appendix 1 and to delegate to the portfolio holder the authority to approve amendments and changes undertaken in line with feedback from Government Office East Midlands and to ensure satisfaction of the 'fit for purpose' criteria.

DRAFT

GEDLING BOROUGH HOUSING STRATEGY

2004 UPDATE

I. FOREWORD

This update of the Housing Strategy comes after a very challenging time for the Council.

The elections held in May 2003 left the Council with No Overall Control and no single party holding the largest number of seats. A three-way coalition has been set up with Cabinet Membership shared. As a result new Portfolio Holders were identified to take forward specific services. I was chosen to take the lead for Housing and became the Housing Portfolio Holder.

Since then the Council has made a significant contribution to the Gedling Community Plan 2003-2008, which was produced by Gedling Partnership last year. The Council has also undergone Comprehensive Performance Assessment.

The Comprehensive Performance Assessment found that Gedling Borough Council is a 'Good' authority demonstrating many examples of high quality services. However we recognise that we could achieve more and a commitment has been made to become an 'Excellent' performing authority in the future.

One of the areas of improvement identified was centred on the need to develop and refine the Council's Vision and Key Aims. Accordingly, our priorities have been identified as:

- ✓ improve community safety
- ✓ develop facilities, activities and a safe environment for young people
- ✓ enhance the physical environment of the Borough

We have also made a commitment towards national, regional and sub regional priorities, one of which is to secure Decent Homes in all tenures. We remain committed to achieving this goal.

This update has therefore been developed very much in line with the Council's overall corporate priorities. Together with the Capital Strategy and the Asset Management Plan it is instrumental in delivering the Decent Homes for All agenda.

It also key to delivering the priorities set out in the Our Health and Social Well-being theme of the Gedling Community Plan.

We have consulted with groups, individuals and key stakeholders and tried to ensure that this update meets the 'fit for purpose' criteria set by Central Government, by building on and developing the priorities that were identified in the last Housing Strategy.



Councillor Albert Allan Clarke

Further information

Further information about Gedling Borough Council is available on our website www.gedling.gov.uk

We can make all of our information available to you in larger print, on tape or in other formats on request. Please telephone 0115 901 3809

II. EXECUTIVE SUMMARY

This Housing Strategy is the document that sets out how we will work to meet national, regional and local priorities and how we will assess our performance. It is an update on the 2002 Housing Strategy.

Priority actions

There were 21 Priority Actions identified in the 2002 Housing Strategy. Throughout this update we tell you about the progress we have made with these. Fourteen have been fully achieved and seven have been progressed. There are no priority actions outstanding where no progress has been made.

This update identifies a further 22 Actions, which have been accorded high, medium or low priority based on:

- ✓ the likely benefit to tenants and residents,
- ✓ the likely contribution towards meeting our priorities and the priorities of our partners and
- ✓ the fit with the regional and national agenda.

While we will seek to meet our targets for achieving all of the identified actions we will target resources towards meeting the high and medium priority actions first.

Context

Chapter 2 - *Setting the scene* - presents information from a range of sources about the population of Gedling: age, household type, Black and Minority Ethnic households, economic status, deprivation and health and disability.

Chapter 3 – *The policy context* - demonstrates how our strategic priorities are shaped by national and regional policies, by Gedling Borough Council's corporate priorities and by the priorities of our key partner agencies. It also explains how we seek to influence the strategic priorities of others.

Chapter 4 - *The consultation framework* - discusses how residents, tenants and local partners have influenced the development of the Housing Strategy and other strategies and policies.

Housing needs

In chapter 5 – *Meeting housing needs* – we summarise the main findings of a number of recent local research projects, many of which were conducted in partnership with neighbouring authorities.

We highlight the key findings of our housing market assessment which indicates that Gedling Borough is a net importer of mid-life households, often with school age children and a net exporter of younger households. We also summarise information about social housing, private renting and owner occupation in the Borough.

Sustainable development

Chapter 6 – *Enabling sustainable housing development* - details how Gedling is working with partners to meet the housing needs identified in the previous chapter. It highlights our success in providing new affordable housing through the Council's

affordable housing planning policy and examines the opportunities for future sustainable development. It also identifies two new supported housing services which we are working with partners to develop in the future.

Sustainable tenancies

In chapter 7 – *Enabling sustainable tenancies* – we look at the support needs of vulnerable groups and explain how we work with partners to help people to live successfully in their own homes. We provide detail on the work of the Council's new Homelessness and Housing Advice Section.

Chapter 7 also highlights the Council's corporate commitment to progressing the Equalities Standard which assesses our delivery of services on gender, ethnicity and disability.

Choice

Chapter 8 – *Enabling a real choice in housing* – contains information on choice for those accessing our own stock which continues to be in high demand. It is recognised that housing need is not met by social housing alone and we anticipate that the new Homelessness and Housing Advice Service will develop expertise to enable the provision of a tenure neutral service.

Chapter 9 – *Working with the private sector* – addresses stock condition and our priorities for dealing with improvements to the Borough's private sector housing stock.

Resources

Chapter 10 – *Housing Revenue Account* – outlines the Housing Revenue Account and the Housing Stock Option Appraisal, which will set the approach for the management and maintenance of the Council's housing stock for the next 30 years. We discuss the costs of meeting the Decent Homes standard, and the cost of meeting the Gedling Standard (which has been set by our tenants).

The model demonstrates that

- ✓ it will be possible to meet the Decent Homes standard by 2010
- ✓ it will be possible to meet the Stock Condition Survey requirement up until 2010
- ✓ there is a shortfall in resources to meet tenants' aspirations by 2010
- ✓ there is a significant shortfall beyond 2010 for both the Stock Condition survey requirements and tenants' aspirations.

Making it happen

In Chapter 11 – *Delivering the strategy* – we summarise the mechanisms in place for monitoring progress and for ensuring continuous service improvement.

We will be producing a brand new Housing Strategy in January 2006 and this will report on our progress with the 22 priority actions.

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- Action 1: Contribute to corporate community profiling exercise
- Action 2: Continue active participation in a range of partnerships
- Action 3: Pilot roadshows in town centres to consult with Borough residents on a range of housing issues
- Action 4: Further develop issue based working groups
- Action 5: Expand tenant / resident participation
- Action 6: Progress a housing market assessment (HMA) in partnership with neighbouring authorities
- Action 7: Research the housing and support needs of adults with mental ill health in South Notts
- Action 8: Develop interim planning guidance
- Action 9: Support bids to the Housing Corporation for supported housing a) domestic violence refuge and b) homeless hostel
- Action 10: Support corporate work on achieving the Equalities Standard
- Action 11: Review the inter agency homelessness strategy and action plan
- Action 12: Continue to develop partnerships to tackle and prevent homelessness
- Action 13: Implement measures to achieve accreditation to code of practice for sheltered housing
- Action 14: Ensure the supported housing service meets the needs of the Supporting People quality assessment framework
- Action 15: Implement introductory tenancies
- Action 16: Produce written information for applicants to the housing register
- Action 17: Investigate viability of operating a low cost home ownership register
- Action 18: Commission private sector stock condition survey
- Action 19: Write affordable warmth strategy
- Action 20: Conduct research on the private rented sector
- Action 21: Develop stronger relationships with private landlords and lettings agents
- Action 22: Achieve ISO 9001 accreditation of housing landlord function

VII. PRIORITY ACTIONS FROM 2002

Details of our progress on these priority actions are reported throughout the text and reproduced in Appendix 3.

Priority Action A: Develop a multi agency strategy development group

Priority Action B: Promote tenant / resident involvement

Priority Action C: Improve quality of housing needs data

Priority Action D: Set up an effective development steering group to look at site-specific development

Priority Action E: Development of a working party to consider options for undertaking joint commissioning or identified preferred partners for housing development

Priority Action F: Address the needs of the BME population

Priority Action G: Improve homelessness service

Priority Action H: Provide accommodation with support for teenage parents

Priority Action I: Review and implement changes to the department's domestic violence policy

Priority Action J: Service review of older persons accommodation as part of the Housing Service Best Value Review

Priority Action K: Review the provision of Extra Care Units

Priority Action L: Review our approach to tackling anti social behaviour

Priority Action M: Research into stock turnover and sustainability in Newstead and Netherfield.

Priority Action N: Implement a choice based lettings scheme

Priority Action O: Undertake options appraisal for a joint housing register

Priority Action P: Develop and improve the information we provide on accessing the private rented sector, shared ownership and owner occupation

Priority Action Q: Review approach to private stock condition survey

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- 1) HIP statistical appendix
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 - b. Proposed planned maintenance programme
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1. INTRODUCTION

This Housing Strategy is the document that sets out how we will work to meet national, regional and local priorities and how we will assess our performance. It is an update on the 2002 Housing Strategy.

In common with the majority of Councils' Housing Strategies, our 2002 Strategy fell short of meeting the Government's 'fit for purpose' standard. Accordingly, we have worked closely with the Government Office for the East Midlands to identify and address the areas that needed improvement. This comprehensive update aims to fulfil the 'fit for purpose' criteria.

About our progress

There were 21 Priority Actions identified in the 2002 Housing Strategy. Throughout this update we tell you about the progress we have made with these. This is reported in the text of the strategy, and in the priority action update boxes. For ease of reference these priority action update boxes are summarised in Appendix 3.

In the priority action update boxes we use the following symbols:



We have fully achieved what we set out to do.
14 actions have been fully achieved.



We have made progress towards achieving what we set out to do.
7 actions have been progressed.



We have not achieved what we set out to do.
0 actions have not been achieved.

Planning for the future

This updated strategy takes forward the priorities we have previously identified and develops new ones. These priorities are clearly identified in the text and in the action tables, together with the reasons they have been selected.

Although the Council is a landlord with its own housing stock this Strategy is concerned with priorities which are relevant to both the public and private sectors. We take a cross sector and generic view of housing issues. The Housing Strategy Statistical Appendix (see appendix 1) provides an overview of relevant statistical information.

With regard to our own stock the Council has been undertaking a comprehensive stock option appraisal over the past year. This is now in its final stages. Two options have been identified as realistic:

- ✓ Stock retention; or
- ✓ Large-scale voluntary transfer.

Either option would enable the stock to be improved to the Decent Homes standard by 2010. However, if the Council retained its stock it would be difficult to maintain this standard long term. The LSVT option would enable the stock to be improved to a higher standard and for that higher standard to be maintained.

Following comprehensive consultation carried out by the Independent Tenants' Advisor the Service Review Group has recommended that the Portfolio Holder requests officers to further investigate the possibility of stock transfer. This recommendation will be reported to Cabinet in January 2005.

Of those tenants who expressed an opinion on the future of the stock:

- ✓ 53.8% were in favour of considering stock transfer
- ✓ 46.2% were in favour of the Council retaining its stock.

We will be producing a brand new Housing Strategy in January 2006. This will set out how we will meet priorities and deliver the chosen option.

Reading this strategy

We have tried to make this strategy easy for everyone to understand. However, sometimes technical terms and abbreviations are unavoidable. We explain these in the text and we have provided a list of technical terms and abbreviations for your reference (see chapter 13).

If there is anything in the Housing Strategy that is unclear we hope you will contact us: there is a list of key contacts to help you to identify the best person (see chapter 12).

Prioritisation

Within this Strategy update there are 22 identified actions. These have been accorded high, medium or low priority.

High priority actions are those that will

- ✓ have a significant impact
- ✓ contribute significantly to meeting our priorities and those of our partners
- ✓ contribute significantly to meeting the regional and national agenda.

Medium priority actions are those that will

- ✓ benefit residents / tenants
- ✓ contribute to meeting our priorities and those of our partners
- ✓ contribute to meeting the regional and national agenda.

Low priority actions are those that will

- ✓ offer less significant benefit to residents / tenants
- ✓ contribute somewhat to meeting our priorities and those of our partners
- ✓ contribute somewhat to meeting the regional and national agenda.

While we will seek to meet our targets for achieving all of the identified actions we will target resources towards meeting the high and medium priority actions first.

Links

Throughout this document we refer to a wide range of national, regional, sub regional and local strategies that have influenced us.

You will see that the action tables all include a section that refers to links with:

- ✓ Regional Housing Strategy policies;
- ✓ Gedling Partnership priorities;
- ✓ GBC priorities; and
- ✓ Housing Service Objectives.

These numbered policies, priorities and objectives are summarised in Table 3.

Chapter 14 contains a list of documents and strategies to which this Housing Strategy refers. It also provides details of where you can obtain a copy.

The action tables also identify the officer(s) with lead responsibility for progressing that action. If you would like to know more about any of the actions please contact that officer: there is a list of key contacts in chapter 12.

Symbols



Examples of where we have worked in partnership are highlighted throughout the strategy using the partnerships symbol.

Where more information has been provided in Appendices we use the detailed information symbol. This symbol is also used to indicate that further information can be made available to you on request.



As discussed above, we also use face symbols to indicate the progress that we have made on Priority Actions from the previous Housing Strategy.

2. SETTING THE SCENE

Gedling Borough Council uses a range of national and local sources to monitor population trends and wider housing issues. We also work with neighbouring authorities and other partners to identify what further information is required and to commission or conduct this research. A sound information base allows Gedling Borough Council to plan effectively.

In this chapter we present information about the population of Gedling.

Population trends

In 2001 the total population for the Borough was 111,787 of whom 51.4% are women, and 48.6% men. Gedling's population is older than the national average, with more people aged 50+ and fewer in the 15-29 brackets.

Increases or decreases in the number of people living in a Borough are of interest to the housing strategy. However, increases and decreases in the number of households are perhaps more pertinent, as changes in household formation have a massive impact on the demand for particular types of housing.

Table 1 shows the household types of Gedling's residents. The Borough has a lower proportion of one-person households and lone parent households but more married / cohabiting couples than the national average.

Table 1: Household composition

Household type	Gedling Borough	England and Wales average
One person	27.9%	30.0%
Married / cohabiting couple	48.5%	44.8%
Lone parent	9.0%	9.6%
Other	14.6%	15.6%
Total	47,556	

Source: 2001 census

Black and Minority Ethnic population

As a proportion of the total population Gedling has a lower Black and Minority Ethnic population than the national average. In the 2001 census 6.1% of Gedling's population defined itself as minority ethnic, with the biggest groups being white-Irish and white-other. Across the Borough there are:

- 1,569 people who are Asian or Asian-British;
- 1,132 people of mixed ethnic heritage;
- 1,122 people who are Black or Black-British; and
- 448 people who are Chinese or other ethnic group.

The South Nottinghamshire study of Black and Minority Ethnic housing needs offers further insight into the diversity of the BME communities across the area. For more detail on the study's findings, see chapter 5.



Economic activity

Compared to the national average Gedling is doing well economically. It has higher proportions of the 16 – 74 population employed or retired and lower proportions unemployed, looking after the home or family and permanently sick or disabled.

Though Gedling is often perceived to be a relatively affluent Borough (it ranks 178 out of 354 districts nationally, where 1 is the most deprived), the overall picture can mask pockets of deprivation, often at sub-ward level. The Index of Multiple Deprivation offers a useful picture of the extent these pockets of deprivation. For example, the Borough has four wards where more than one in four of the population are ‘income deprived’¹, while in ten wards more than one in four children live in families claiming means tested benefits. The community profile (see below) will help to highlight these issues for future targeted work across the full range of Council and partner services.

Health, disability, care and support

Gedling Primary Care Trust is a member of the Gedling Partnership and therefore has a very strong influence over the work that we do. Tackling health inequalities is an integral part of Gedling’s approach to health².

Table 2 shows that the Borough differs little from the national average in terms of population with a limiting long-term illness and our residents have better than average health.

Table 2: Percentage of population with limiting illnesses or ill health

	Gedling Borough	England and Wales average
Limiting long term illness	18.3%	18.2%
General health not good	8.7%	9.2%

Source: 2001 census



We currently have limited information on the extent of care and support needs in the Borough. We are working closely with Supporting People - the agency responsible for revenue funding of housing related support – as they develop an information base for Nottinghamshire. Research on the housing and support needs of people with mental ill health is underway (see chapter 7).



Community profiles

A sound information base allows us to plan effectively. To strengthen our strategic development a key task of the Council’s Cabinet Office is to develop community

¹ Income deprived is defined as living in a household in receipt of one or more means tested benefit.

² Gedling PCT Local Delivery Plan 2003-2006

profiles. This will use a range of indicators to assess the state of the Borough and to monitor how we are progressing Gedling's key aims.

The community profiles will be used to target resources on areas or groups in greatest need and to track the success of interventions. It will be an important tool for housing strategy development.

Actions for the future

Priority Action 1 is to support the Cabinet Office to develop this important local resource.

Action 1: Contribute to corporate community profiling exercise

Responsibility	Strategy and Enabling Officer	Priority	High
Expected outcomes			
Better knowledge of the Borough, enabling better decision-making and more targeted interventions.			
Targets and outputs		Timescale	
Participation in corporate meetings.		Ongoing	
Identify "long list" of potential indicators and data sources		March 04	
Refine "long list" to reflect Vision and refined Key Aims		Jul 04	
Confirm data sources		Jul 04	
Consult on proposals with partners		Sept 04	
Report to SMT/Cabinet on proposed indicators		Oct 04	
Gather baseline data and propose targets		Nov 04	
Report to Cabinet to propose targets		2 Dec 04	
Establish annual monitoring arrangements		By Apr 05	
Resource implications			
Staff time			
Monitoring effectiveness			
Feedback from Cabinet Office.			
Report produced.			
Partners / consultation		Equalities	
Corporate group identified by Cabinet Office.		Progress towards equalities standard	
Risks to delivery			
Staff time.			
Difficulties in extracting data from IT systems.			
Alternative options considered			
Not contributing.		Corporate commitment to the exercise.	
Conduct exercise at departmental level.		Would duplicate work being progressed corporately.	
Links			
Regional Housing Strategy policies: 3, 4, 5, 6, 9, 11, 12, 13, 14, 16			
Gedling Partnership Priorities: 1, 2, 3, 5, 6, 7, 8, 9, 10, 11			
GBC Priorities: 1, 2, 3			
Housing Service Objectives: 3, 4			

3. THE POLICY CONTEXT

We do not determine our strategy in a vacuum. Rather, our strategic priorities are shaped by national and regional policies, by Gedling Borough Council's corporate priorities and by the priorities of our key partner agencies.

This chapter briefly highlights the key policies that have influenced this strategy. It should be read alongside chapter 4, which discusses how residents, tenants and local partners have been involved.

The national policy context

The Council continues to be influenced by Government policies including most recently the 'Sustainable Communities: Building for the Future' action programme. This aims to tackle imbalances between housing supply and demand and to improve the condition of the housing stock.

Accordingly the following strategic objectives have been identified:

1. Delivering a better balance between housing supply and demand by supporting sustainable growth, reviving markets and tackling abandonment;
2. Ensuring people have decent places to live by improving the quality and sustainability of local environments and neighbourhoods, reviving brownfield land, and improving the quality of housing;
3. Tackling disadvantage by reviving the most deprived neighbourhoods, reducing social exclusion and supporting society's most vulnerable groups;
4. Delivering better public services, by devolving decision making to the most effective level – regional, local or neighbourhood; and
5. Promoting the development of the English regions by improving their economic performance so that all are able to reach their full potential, and developing an effective framework for regional governance taking account of the public's view of what is best for their area.

In addition the Government has implemented private sector reform. Our response to this initiative is discussed in chapter 8.

These national priorities, together with other national policies such as planning policy guidance, Supporting People and the Crime and Disorder Act 1998 have influenced and helped to develop the Housing Strategy.

The regional policy context

The national agenda has greatly influenced regional policy, which has in turn shaped the development of this update to the Housing Strategy.

The future allocation of housing resources will focus on addressing regionally identified strategic priorities. Accordingly Regional Housing Boards have been set up, which comprise senior officials from Government, Housing Corporation regional

Commented [JD1]: Lynn this is so obviously ripped straight out of some Gov document or other. If it stays in we need to note where these strategic objectives come from.

offices, the Regional Assembly, the Regional Development Agencies and English Partnerships. RHBs are required to develop Regional Housing Strategies (RHS) which set out the housing needs of the region and priorities for action. There has been a lengthy consultation process to develop the Regional Housing Strategy and a Regional Strategy for Housing Investment. Regional housing policies, identified in the RHS, are summarised in Table 3. We have highlighted throughout this document where the RHS has influenced Gedling's Housing Strategy.



Gedling Borough Council has been actively involved and contributed to the development of the regional strategies and plans. Officers and Members have attended regional and sub-regional meetings and responded to requests for consultation. For example we provided a written response to:

- ✓ Key Issues and Investment Priorities Paper in June 2003
- ✓ Issues Paper for the Regional Housing Strategy in November 2003
- ✓ Consultation on the Draft Regional Housing Strategy 2004-2010

We have also worked with our partners on important consultation responses, for example by contributing to:

- ✓ the Nottinghamshire 3 Cities Sub Region sub group response to the Key Issues and Investment Priorities Paper
- ✓ the joint response of South Nottinghamshire authorities to the consultation on the Draft Regional Housing Strategy.

We have sought to influence the development of the regional strategies and plans and to ensure that the Borough's issues are highlighted. This is vital because they will influence the level of investment available to meet needs in the Borough through the Housing Investment Programme and through the Housing Corporation's funding to Housing Associations.

Gedling Borough Council corporate context

Since the publication of the last Housing Strategy there have been some significant changes for Gedling Borough Council.

The local elections in May 2003 resulted in no one political party in overall control. As a result a three way coalition was established with shared Cabinet membership. The Council has retained a Leader and Cabinet model with Cabinet places shared between the main political parties. Leadership is alternated between Labour and Conservative Members. Although some Portfolio responsibilities have been changed, Housing continues to be the responsibility of one Cabinet Member.

The Strategic Corporate Plan sits at the apex of the Council's planning process. It outlines the Council's vision and priorities for the future, and sets out corporate values which govern our day to day business. Supporting the it is the Capital Strategy and Asset Management Plan. Examples of how the Housing Strategy is contributing to and has been influenced by the corporate context are identified throughout the document.

In 2004 the Council refined its priorities to more clearly reflect the expectations of residents and other stakeholders. Our corporate priorities are:

- ✓ improve community safety;
- ✓ develop facilities, activities and a safe environment for young people; and
- ✓ enhance the physical environment of the Borough.

Additionally the Council is committed to working towards national, regional and sub regional priorities and targets in key service areas: one of which is to secure the Decent Homes standard. There is a clear understanding that anything which is not either a Council priority or a national, regional or sub regional priority to which the Council is committed will no longer be a priority area for the Council. See Table 3 for a summary of our corporate priorities.

Gedling Community Plan – ‘Working together’ context.



Gedling Partnership is the Local Strategic Partnership (LSP) for the Borough. LSPs have a key role in co-ordinating work to avoid duplication when providing services.

Following widespread community consultations in 2002 the Gedling Partnership published the Gedling Community Plan. The Plan translates the community’s concerns into a plan of action under seven core themes. The goal is to make the Borough “A better place to live”.

In 2004 the Partnership further refined its priority themes to focus on:

- ✓ safer communities;
- ✓ action for youth;
- ✓ health inequalities; and
- ✓ building social capital.

The Gedling Partnership priorities are summarised in Table 3, below. Examples of how this Strategy links to the priorities of the Gedling Partnership are highlighted throughout the document.

Community safety partnership



The Community Safety Partnership is part of the Gedling Partnership. It consists of local organisations who work together to reduce crime and the fear of crime within the Borough.

A key priority for the Partnership is to collect and analyse information about anti-social behaviour, drug offences and crime and disorder. This helps the Partnership to target resources into identified crime hot spots and to tackle persistent offenders.

In common with all sections of the Council, serious consideration is given by Housing to the community safety implications of all our actions.

Comprehensive performance assessment context

Gedling Borough Council underwent a Comprehensive Performance Assessment (CPA) in 2003. The Inspectors looked closely at how the Council operates including how we sets our aims and objectives and how we monitor our progress. It also considered how the Council works with its partners and the community and how we manage financial mechanisms.

Housing contributed significantly to the CPA process by submitting two reports. One was on the management of the Council's housing stock and meeting Decent Homes. The other - on balancing housing markets - looked at the provision and improvement of housing in all tenures. These reports are reproduced in Appendix 8.



The Council was very pleased that the CPA found that Gedling was a 'good' performing Council. Gedling Borough Council has made a commitment to become an 'excellent' performing Council and has drawn up an Improvement Plan to ensure that this challenging target is achieved.

Following the CPA the Council created a dedicated Cabinet Office to co-ordinate and develop the Council's strategic work. The new Cabinet Office is working closely with Housing to ensure that our work complements corporate objectives. Examples of how the work of the Cabinet Office contributes to the development of the Housing Strategy are identified throughout the document.

The Housing Services context

To ensure that we address national, regional, local and corporate policies Housing Services have developed a series of Service Objectives. See Table 3 for a summary of these. Examples of where our objectives are being addressed are identified throughout the Housing Strategy.

Table 3: Summary of regional and local priorities

Regional Housing Strategy policies for the East Midlands 2004-2010

Policies to deliver balance

1. increasing the quantity and improving delivery of appropriate high quality affordable housing for all communities
2. securing quality and choice for housing development.
3. recognising and responding to areas affected by low demand
4. providing options for unpopular or unsuitable sheltered housing stock
5. delivering decent homes and decent neighbourhoods: renewing and revitalising the private sector
6. delivering decent homes and decent neighbourhoods: decent homes in the social sector
7. ensuring sustainable growth for the Milton Keynes South Midlands area is delivered
8. ensuring that the skills in the construction sector can be harnessed to increase output in the region

Policies to deliver inclusion

9. tackling the causes of homelessness
10. assisting people to maintain their independence for as long as they wish
11. promoting healthy, safe and eco efficient homes
12. ensuring that in rural areas and market towns there is both an appropriate provision of quality housing to meet a range of housing needs and access to related services for vulnerable people of all ages
13. ensuring that all sub regions understand and address the needs and aspirations of diverse sectors of their communities

Policies to deliver coordination

14. developing the role of the sub regions
15. developing and integrating a common information base
16. supporting economic growth in partnership

Gedling Partnership

Priority themes - 2004

1. Safer communities
2. Action for youth
3. Health inequalities
4. Building social capital

Community Plan themes

5. Learning for all
6. A prosperous Borough and a thriving community
7. Our health and social well-being
8. At our leisure
9. Getting around
10. Feeling safe
- 11.** The place where we live

Gedling Borough Council

Our Vision

Healthy, Green, Safe and Clean.

Priorities

1. improve community safety
2. develop facilities, activities and a safe environment for young people
3. enhance the physical environment of the Borough

Additionally the Council is committed to working towards national, regional and sub regional priorities and targets in key service areas.

Housing Service Objectives

1. To provide and enable a 'Quality Future for Housing' across all tenures through the delivery of an effective Housing Strategy, Business Plan and Development Programme developed in consultation with Key Stakeholders and in line with national, regional and local priorities.
2. To enable Decent Homes across all tenures
3. To enable development and acquisition of affordable housing that meets the needs and aspirations of the community, is cost effective and incorporates added value.
4. To promote and enable sustainable and inclusive communities.
5. Provision of an equitable, efficient and responsive housing management service which provides Decent Homes for All, working towards safe and secure communities.
6. Provision of an effective planned maintenance service for the Council's housing stock that delivers safe and secure decent homes for all and giving regard to the need for sustainability.
7. Assist in the regeneration of the private sector stock, via the provision of grant, advice and enforcement.
- 8.** Maximise and effectively control departmental level resources

Housing, Best Value and Key Lines of Enquiry

In 2004 we conducted a Best Value review of our landlord services to encourage service improvement. The process was monitored by our Services Review Group which is made up of Members and tenant representatives. It included consideration of the Stock Options Appraisal which we are undertaking to inform the future of our stock of Council housing. This is explained more fully in chapter 10.

The Best Value review has had considerable influence on the way we work. For example, we reconfigured the staff team to enable housing officers to specialise in homelessness. The Best Value action plan is reproduced in Appendix 4.



The Audit Commission's Housing Inspectorate is in the process of changing its methodology for inspecting housing services. It has developed Key Lines of Enquiry (KLOEs) to be used by inspectors in carrying out inspections and identifying improvements in housing organisations.

KLOEs are sets of questions and statements which provide consistent criteria for assessing and managing the effectiveness and efficiency of housing services. We will progress the relevant KLOEs over the next 12 months and develop action plans to ensure that an excellent service is delivered.

Partnerships



The Council understands that it cannot work in isolation. We work with many different partners and stakeholders to research, develop and introduce new initiatives. Examples are:

- ✓ joint work with Rushcliffe and Broxtowe Borough Councils and Stepforward to introduce a floating support scheme;
- ✓ collaboration on a snapshot survey of homelessness across the county; and
- ✓ the submission of joint responses to consultation requests.

In Appendix 6 we provide a list of many of the groups and partnerships we are involved with.



Our commitment to partnership working has recently been formalised by Member approval of a joint and partnership working protocol between Gedling Borough Council and Rushcliffe Borough Council. This recognises the benefits in terms of efficiency, effectiveness, quality and resilience that can be derived from mutual support, partnership work and joint procurement and service delivery.

Actions for the future

Because partnership work is so important to us, **Priority Action 2** is a commitment to continuing our active participation in a range of partnerships.

Action 2: Continue active participation in a range of partnerships

Responsibility	HMT and SOG	Priority	High
Expected outcomes			
<p>Closer relationships with local agencies.</p> <p>More informed strategy development for GBC.</p> <p>Influencing strategy development and practices of partner agencies.</p> <p>Influence on a regional level.</p>			
Targets and outputs		Timescale	
Regular participation in partnerships identified in Appendix 6, plus others as appropriate:		Ongoing	
Resource implications			
Staff time. Venues. Refreshments. Expenses. Administration			
Monitoring effectiveness			
<p>Debriefing of officers by manager to ensure relevance and organisational learning.</p> <p>Feedback from stakeholders.</p>			
Partners / consultation		Equalities	
<p>All relevant statutory and voluntary agencies.</p> <p>Community groups, service users and representatives.</p> <p>Members.</p> <p>Business community.</p>		<p>Specialist partnerships allow us to learn about the needs and aspirations of particular groups and put what we've learnt into practice.</p> <p>We ensure all of our meeting venues have disabled access and encourage participants from all sections of society.</p>	
Risks to delivery			
<p>Staff time.</p> <p>Engaging partner agencies.</p>			
Alternative options considered		Reason rejected	
Reduce participation in partnerships.		Need to influence and be influenced by partner agencies.	
Links			
<p>Regional Housing Strategy policies: 1, 2, 3, 4, 5, 6, 9, 10, 11, 12, 13, 14</p> <p>Gedling Partnership priorities: 1, 2, 3, 4, 5, 6, 7, 10, 11</p> <p>GBC priorities: 1, 2, 3, Decent Homes</p> <p>Housing service objectives: 1, 2, 3, 4, 5, 6, 7, 8</p>			

4. THE CONSULTATION FRAMEWORK

Gedling Borough Council actively promotes consultation and involvement from its residents, tenants, partners and other key stakeholders. We have already described how consultation has shaped the development of the Community Plan and the Best Value Review. In this section we describe how the consultation framework has influenced the development of this strategy and our other policies.

In order to engage with all the key stakeholders various consultation mechanisms are used (see Figure 1). Particular achievements include:

- ✓ We ran housing roadshows around the Borough. This allowed us to provide information to the public and to request their views on the future direction of the Council on housing related issues
- ✓ A consultation event for partners and key stakeholders. This provided our partners with the opportunity to shape the future of housing in Gedling.
- ✓ A consultation event for Elected Members and representatives of the Tenants' Consultation Panel. This gave Elected Members and members of the Panel the opportunity to define their vision for the future of the Housing Service.
- ✓ Tenant representation on the Services Review Group
- ✓ All tenants were invited to one of six consultation meetings at venues around the Borough. Thirty five tenants attended.
- ✓ To improve the inclusivity of the consultation framework, we have recently launched a Leaseholders forum.

Consultation and engagement strategies

Your Homes – Your Future: Communication and Consultation Strategy
Tenant Empowerment Strategy
Tenants' Participation Compact

These documents detail how consultation and involvement will be undertaken. The aim is to ensure that the Stock Options Appraisal process engages with as many stakeholders as possible. The Tenants' Participation Compact has been updated in consultation with tenants. It continues to provide the framework for consultation, detailing the roles and responsibilities of both the Council and our tenants and residents.

If you would like to receive a copy of any of these documents, please contact Alison Bennett on 0115 901 3696, or email housingservices@gedling.gov.uk

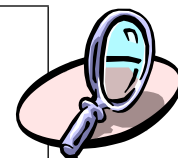
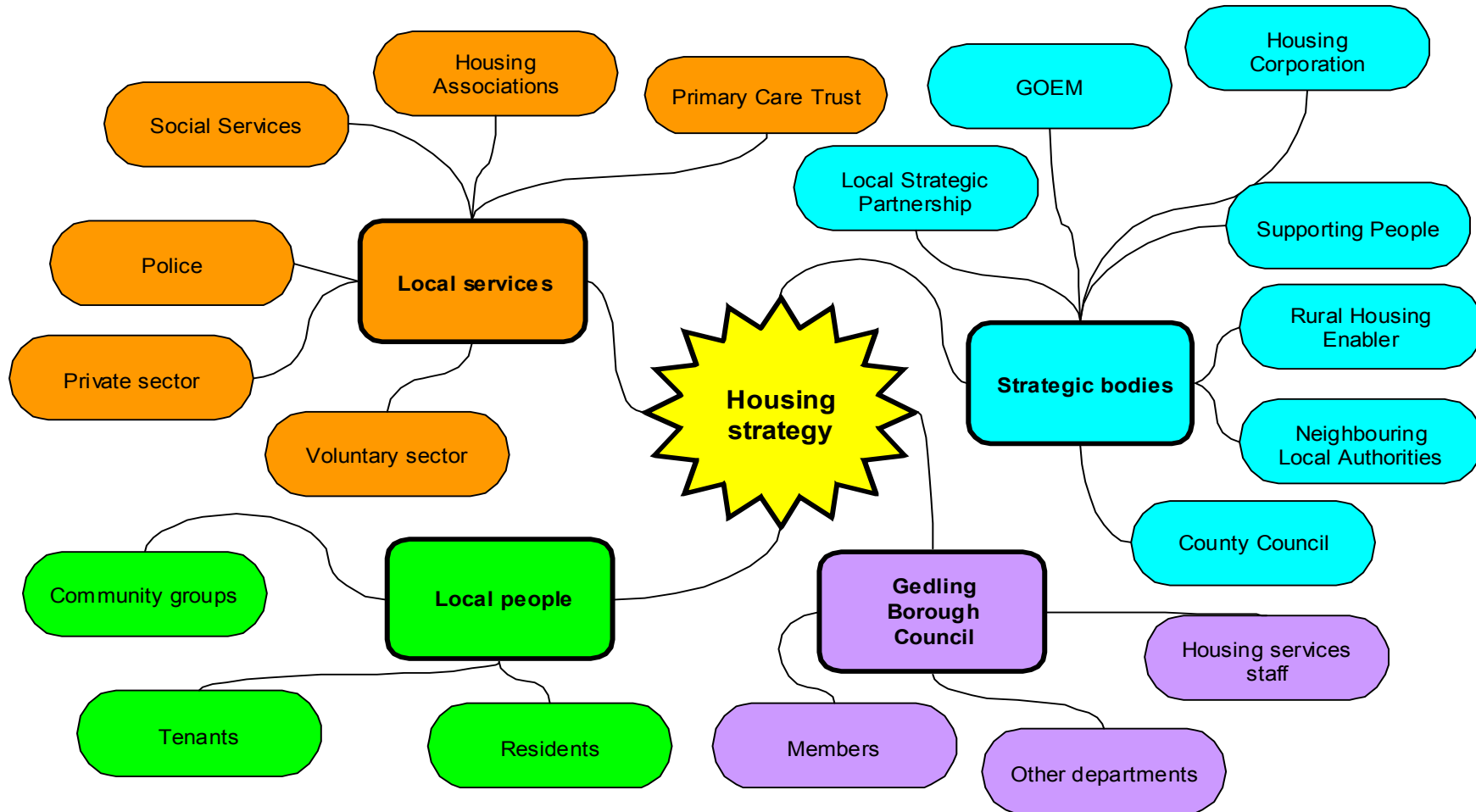


Figure 1: Diagram of consultation



In acknowledgement of the greater emphasis on tenant consultation Gedling Borough Council has recently appointed a full time Tenant Participation Officer. The officer will:

- ✓ assist with the Stock Options Appraisal process
- ✓ support existing tenants and residents groups
- ✓ encourage the formation of new tenants and residents groups
- ✓ take the lead role in consulting on the council's property modernisation programme.

The Tenants Consultation Panel (TCP) continues to meet every six weeks to discuss service developments and to receive information about the department's performance. It also provides a forum for tenants to raise issues on behalf of the wider community.

Stock options appraisal process

Our approach to this initiative was to set up a group of tenants who appointed the Independent Tenants Advisor. The group also contributed to the key consultation strategy documents (see box, above).

Representatives from this tenants' group also attend the Services Review Group (SRG). This includes tenants, Members, union representatives and (in an advisory capacity only) officers. The SRG receive monthly updates on the progress of the Stock Options Appraisal from the Independent Tenants Advisor and the appointed financial consultants.

The SRG also devised the 'Gedling Standard'. This was achieved by asking all tenants to identify what standard they felt their homes should be maintained to and the priorities for the service. The 'Gedling Standard' is a key part of the Stock Options Appraisal.

Tenant Satisfaction Survey

This section summarises the findings of the 2003 Tenant Satisfaction Survey, compared to the 2001 survey. The 2003 results are based on responses from 904 tenants (26%).

The survey included the national Best Value Performance Indicators (BVPIs) and focussed on two key areas of the housing service: repairs and contacting the Council. Details of all of the housing BVPIs are provided in Appendix 13.



BVI 74 is concerned with the percentage of tenants satisfied with the overall service provided by the landlord. This decreased from 82 percent to 79 percent. This small drop could be linked to tenants' unease over the impending changes as we progress our stock options appraisal.

BVI 75 is concerned with the percentage of tenants satisfied with their opportunities

for participation. This also decreased compared to the 2001 survey, from 73 percent to 67 percent.

These decreases in overall satisfaction levels reflect national decreases of around 10 – 12 percentage points.³

Tenants were asked a range of questions about repairs. This area of the survey delivered the most positive results with increases in satisfaction rates ranging from 22 – 33 percentage points. Questions included: the repair reporting procedure; keeping tenants informed; keeping appointments; the time taken to complete repairs; and if we cleaned up after the job was completed.

Tenants were also asked about contacting us. Questions included:

- ✓ how easy it was to get hold of the right person;
- ✓ their reason for contacting us;
- ✓ the means used to contact us; and
- ✓ if we have been able to deal with their enquiry.

The survey identified an increase in the use of the phone to contact the council. There was a slight improvement in being able to contact the right person, but a decrease in the satisfaction levels with the outcome. It is difficult to identify the cause for this decrease.


Feedback mechanisms

It is important that people who have helped us to identify our priorities should receive feedback on how they have influenced us and what actions we will be taking as a result. We have created feedback mechanisms that include:

- ✓ written feedback from the consultation events sent to all those who participated. This has been updated to show how we have responded to consultee views (see Appendix 5);
- ✓ articles in the tenants' newsletter;
- ✓ articles in the Council's newsletter 'Connections'; and
- ✓ feedback to both the Independent Tenant Advisor Working Party and the Tenant Consultation Panel at each meeting.



Our progress on priority actions

	<p>Priority Action A: Develop a multi agency strategy development group</p> <p>Following partner consultation an alternative approach was taken. Specialist groups have looked at issues including youth and family homelessness.</p>
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³ ODPM 2004 Best Value User Satisfaction Survey 2003/04 – General Survey of Initial Top Line report



Priority Action B: Promote tenant / resident involvement

This action has been pursued in a number of ways, including:

- ✓ ongoing involvement in corporate regeneration initiatives;
- ✓ promotion of the Brushlings pack;
- ✓ contributions to the Council's resident newsletter;
- ✓ development of tenants newsletter; and
- ✓ improved tenant participation mechanisms.

Actions for the future

The Council continually seeks to improve consultation methods. Stakeholders have provided valuable contributions to the development of this strategy. However, there is always room for improvement.

Holding the roadshows at supermarkets enabled contact to be made with more people than previous years. Staff feedback indicated that themed roadshows would be still more effective. **Priority Action 3** is to trial themed roadshows.



Consultation has also revealed the need to improve mechanisms for engaging other stakeholders. **Priority Action 4** is to continue developing issue based working groups involving relevant stakeholders.

The Council is currently considering the future of its housing stock (see chapter 10). It is very important that we keep our tenants informed and that as many as possible are involved in the Stock Options Appraisal. As we have shown there has been a considerable emphasis on tenant participation over the past year. **Priority Action 5** is to expand participation still further.

Our Consultation Plan for 2004/05 is available in Appendix 5.



Action 3: Pilot roadshows in town centres to consult with Borough residents on a range of housing issues

Responsibility	HMT	Priority	High
Expected outcomes			
<p>Consultation with wider range of residents, leading to strategies / policies that reflect local priorities.</p> <p>Encourage tenant / resident involvement.</p> <p>Improve service delivery and customer satisfaction.</p> <p>Potential to assist in combating social exclusion and help create a more inclusive society.</p> <p>Inform development of housing strategy and business plan.</p>			
Targets and outputs		Timescale	
6 roadshows in town centre locations across the Borough. 100 completed surveys.		Spring 2005	
Report to HMT		Summer 2005	
Resource implications			
Housing officer and manager time			
Publicity			
Monitoring effectiveness			
Debriefing of officers by manager to refine approach.			
Report produced.			
Partners / consultation		Equalities	
Tenants and residents		Should reach a wider range of tenants / residents than other consultation methods.	
Other GBC departments			
Risks to delivery			
Staff time.			
Residents may be unwilling to engage with the process.			
Alternative options considered		Reason rejected	
Continue as previous years.		Past poor response.	
Rely on established tenants groups.		Need to broaden consultation base	
Postal survey		Low response rate likely.	
Do nothing.		We need to assess local priorities.	
Links			
Regional Housing Strategy policies: 3, 5, 6, 9, 10, 11, 12, 13			
Gedling Partnership priorities: 1, 2, 3, 4, 7, 10, 11			
GBC priorities: 1, 2, 3, Decent Homes			
Housing service objectives: 1, 2, 3, 4, 5, 6, 7			

Action 4: Further develop issue based working groups

Responsibility	Homeless and housing advice manager	Priority	Medium
Expected outcomes			
Increased stakeholder engagement leading to strategies and policies that better reflect local priorities.			
Targets and outputs		Timescale	
Maintain current number and spread of organisations involved		ongoing	
Have at least four issue based meetings per year.			
Outputs to be determined by the groups themselves.			
Resource implications			
Manager time Venues and refreshments Administration, stationery and postage.			
Monitoring effectiveness			
Stakeholder feedback.			
Partners / consultation		Equalities	
All relevant statutory and voluntary agencies. Community groups, service users and representatives. Members. Business community.		There is a commitment to work towards extending the involvement of user / advocacy groups.	
Risks to delivery			
Stakeholders may be unwilling to engage with the process. Staff time.			
Alternative options considered		Reason rejected	
Incorporate issues into inter agency homelessness forum.		This would not be best use of partners' time	
Links			
Regional Housing Strategy policies: 3, 5, 6, 9, 10, 11, 12, 13 Gedling Partnership priorities: 1, 2, 3, 4, 5, 6, 7, 10, 11 GBC priorities: 1, 2, 3, Decent Homes Housing service objectives: 1, 2, 3, 4, 5, 6, 7			

Action 5: Expand tenant / resident participation

Responsibility	Area housing manager (north) Tenant participation officer	Priority	High
Expected outcomes			
Increased participation to underpin the Stock Appraisal			
Targets and outputs		Timescale	
Training for TCP representatives		Ongoing	
Launch leaseholder group		September 2004	
Participate in LA leaseholders benchmarking group		January 2005	
Resource implications			
Staff time			
New tenant participation officer post (approved March 2004)			
Training.			
Venue, refreshments and participants' expenses.			
Administration.			
Monitoring effectiveness			
Development of a participation framework			
Increased number of tenants and residents becoming actively involved with the service			
Partners / consultation		Equalities	
Independent tenant advisor		There is a commitment to reaching a wider range of tenants / residents than before.	
Tenants and tenant groups			
TPAS		We ensure all of our meeting venues have disabled access and encourage participants from all groups.	
Risks to delivery			
Engaging with tenants, particularly difficult to reach groups.			
Staff time.			
Alternative options considered		Reason rejected	
Continue with current framework.		Membership of the tenant group is not felt to reflect the wider tenant population.	
Links			
Regional Housing Strategy policies: 6			
Gedling Partnership priorities: 1, 2, 3, 4, 5, 6, 7, 10, 11			
GBC priorities: 1, 2, 3, Decent Homes			
Housing service objectives: 4, 5			

5. MEETING HOUSING NEEDS

The development of any housing strategy should be based upon a comprehensive assessment of housing needs in the area. This chapter offers an overview of the main findings of a number of recent local research projects. The specific housing needs of vulnerable groups are further discussed in chapter 7.

Profile of housing in Gedling Borough

Gedling Borough has high levels of owner occupation compared to both the national and Nottinghamshire pictures. More than eight out of ten Gedling households are in an owner occupied property. The 2001 Census indicates there were:

- ✓ 90,715 people in owner occupation (81%);
- ✓ 9,345 in local authority housing (8%);
- ✓ 3,085 in RSL housing (3%);
- ✓ 6,327 in PRS housing and (6%); and
- ✓ 2,314 living in other rented housing (2%).

There is considerable tenure variation across the different wards. In Killisick, Valley and Daybrook wards fewer than 70 percent of households are owner-occupiers, while in Mapperley Plains, Woodthorpe and Ravenshead more than 90 percent are owner-occupiers. Killisick is notable for higher levels of social housing, while Woodborough, Netherfield and Colwick and Carlton have higher levels of private sector renting.

The 2001 Census found that 39 percent of Gedling residents live in detached properties; 36 percent in semi detached; 15 percent in terraced; and 10 percent in flats / maisonettes. Again, there is substantial variation between wards. Killisick has 22 percent flat, maisonettes or apartments; Carlton has 21 percent and Daybrook 15 percent.

Housing market assessment for Gedling

It is important that we know about local patterns of housing needs to enable us to meet that need now and in the future. Following discussion with GOEM it was decided not to commission a traditional housing needs survey. The approach we chose was 'data mining' of existing records to produce a rigorous and robust study which looks at patterns of housing demand across the area and predicts unmet need. Importantly, it looks at the Gedling area as one component of a wider housing market.

Findings indicate that Gedling is a net importer of mid-life households, often with school age children. It is a net exporter of younger households. After consideration of demand, income data and supply information the study estimates that 22 percent of all new housing in the area should be affordable housing. This estimate is broadly in line with both the South Notts Affordability Study and the Replacement Local Plan (see chapter 6).



The data mining approach makes use of records which are held by the Council, such as housing management and council tax databases. The study is easily replicable and we can investigate the impact of changing market conditions as necessary. A summary of the main findings of the study is provided in Appendix 7.

Local authority housing

Gedling has a stock of 2,577 general needs properties across the Borough, with a further 855 warden aided and 104 extra care units. In March 2004 there were 3,811 applicants on the housing register for general needs stock and 1,235 for older persons' housing. Demand far outstrips supply.

Since 2002 the number of properties coming available for allocation has decreased sharply, while the number of applicants has remained largely stable.

In 2003/4 203 general needs properties were allocated, a turnover of 7.9%. Bedsits and one bed properties have a higher turnover and family sized housing a lower rate. The areas of highest turnover are Colwick and Netherfield (13.3%), and Newstead (11.4%). We have identified these lettings areas for targeted work aimed at creating more stable communities.

The largest proportion of Gedling's stock is three bed housing. However, applicants mostly need one or two bed properties. It would appear from the current waiting list that there is a need for more small properties. However, careful interpretation is needed: it may be that many of those registered as waiting for smaller properties are not in current housing need, while families who apply for housing may spend less time on the waiting list. Further information is provided in Appendix 7.



Registered Social Landlords

There are 18 RSLs operating in the Borough. Seven allocated no new tenancies in 2003/04.

In 2003/04 there were 140 lets of RSL properties⁴. These comprised 50 one bed properties, 44 two bed properties, 45 three bed properties and two four bed properties. One quarter (37) had warden support.

In 2002/03 there were 167 lets of RSL properties. These comprised 62 one bed properties, 56 two bed properties, 48 three bed properties and 1 four bed property. One third (50) had warden support.

Homelessness

In 2003/04 we accepted 132 households as being unintentionally homeless and in priority need. This represents acceptance of a duty towards 79% of all homeless applicants. They were offered temporary tenancies in available stock, and will be offered a secure tenancy in their chosen area(s) in due course.

⁴ Information taken from CORE lettings summary statistics annual report.



On the 31st March 2004 there were 307 homeless households living in temporary accommodation and three households who were 'homeless at home' (see Appendix 7).

In 2002/3 we accepted 153 households as being unintentionally homeless and in priority need. This represents acceptance of a duty towards 80% of all homeless applicants. On the 31st March 2003 there were 261 homeless households living in temporary accommodation.

The main reasons people were accepted as homeless continue to be:

- ✓ 27% parents no longer willing to accommodate (24% in 2002/03);
- ✓ 27% violent breakdown of relationship (17% in 2002/03); and
- ✓ 19% termination of assured shorthold tenancy (31% in 2002/03).

The main reasons for priority need were:

- ✓ 65% household includes dependent children (69% in 2002/03);
- ✓ 12% household includes pregnant woman (10% in 2002/03);
- ✓ 7% threat of violence (3% in 2002/03);
- ✓ 5% mental ill health or learning disability (8% in 2002/03); and
- ✓ 5% aged 16 / 17 (2% in 2002/03).

Considerable work has been undertaken to address homelessness and to alleviate the impacts of homelessness where prevention was not possible. The Inter Agency Homelessness Strategy and Review is discussed further in chapter 7, and the action plan can be found in Appendix 11.



Private renting

High demand for social housing means that for many households private renting is the only available housing option. This can be a positive choice, allowing households to access housing in the right location and of the right type. However, for others, private renting is insecure, often high cost and low quality. See appendix 7 for further information about the private rental market in Gedling.



There can be particular problems for households claiming Housing Benefit who may need to top up their benefit from already low incomes. Of 1,060 live private sector claims in November 2003 only 452 had no shortfall in HB payable on the rent. 357 claimants were topping up their benefit by £10 or more per week⁵.

Actions for the future



The termination of an assured shorthold tenancy accounts for one in four of the households we accept as homeless. Therefore developing a fuller understanding of the local private rented sector and better relationships with private sector landlords have been identified as **Priority Action 20** and **Priority Action 21** (see chapter 9).

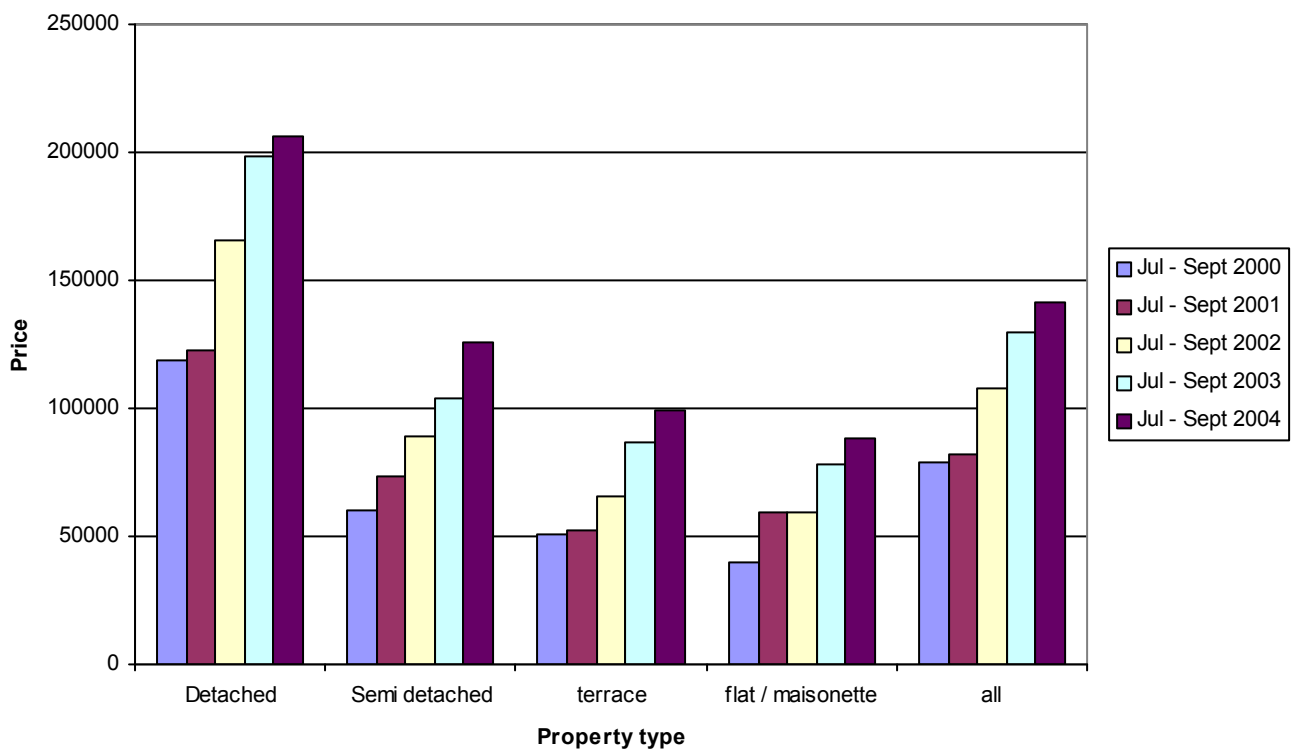
⁵ Source: Housing Benefit records November 2003

Owner occupation

Like other areas of Nottinghamshire, house prices in Gedling Borough have risen rapidly since the last strategy was published. Open market home ownership is now beyond the reach of many households in the Borough. Figure 2, below, shows how average property prices have risen over the past four years.

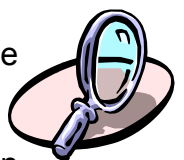
Using the 3.5 times gross income rule of thumb for mortgage lending, household incomes of over £25,000 are indicated for a buyer without capital to buy a flat / maisonette, rising to £28,000 for a terraced house and £36,000 for a semi detached house.

Figure 2 Average property prices 2000 - 2004



Source: Land Registry

The main source of local information on affordable owner occupation continues to be the South Notts Affordability Study (SNAS), most recently updated in 2003. This defines 'affordable housing' as "dwellings developed specifically for those whose incomes generally deny them the opportunity to purchase or rent homes on the open market". It concludes that to meet base and future need across this wider market area 23 percent of new housing built before 2011 needs to be affordable housing.



In response, and recognising the need to maximise planning gain, Gedling has established a specialist Development Officers' Group with neighbouring authorities. The work of this group is discussed further in chapter 6.

Rurality

There are seven rural wards in Gedling Borough (Bestwood Village, Burton Joyce and Stoke Bardolph, Calverton, Lambley, Newstead, Ravenshead and Woodborough). Between them they represent 21.2 percent of the Borough's population.



Three of these rural wards are the three least deprived⁶ in the Borough, representing the Borough's affluent commuter belt. In contrast, Newstead is our second most deprived ward. For Gedling, therefore, rurality is less pertinent than poverty. However, we work closely with the Rural Housing Enabler and through the Gedling Partnership we are committed to 'rural proofing' our strategies and policies.

Recent research

In addition to the studies discussed above there are a number of other recent local studies which identify the housing needs of particular groups.

Older people

The South Nottinghamshire Older Persons' Housing Study projects the level of housing need in 2011 for over 60's. It anticipates:

- ✓ an increase in the number of owner occupiers;
- ✓ a decrease in social renting;
- ✓ a decrease in demand for one-bed sheltered accommodation;
- ✓ a decrease in the number living in specially designated housing; and
- ✓ a preference for living at home with assistance over other options.



Black and minority ethnic communities

The Black and Minority Ethnic housing needs study emphasises that cultural and religious practices must be taken into account when meeting housing needs. Although respondents reported high levels of satisfaction with their housing, a number of problems were commonly identified. These include sharing basic amenities with another household and urgent outstanding repairs to the property.



The research has implications for agencies across the Borough and we have disseminated it widely. The study has been used in developing the Council's corporate BME consultation framework.

Vulnerable adults

In 2004 a partnership of the South Notts Research Officers Group and Supporting People developed a sift of local research. This catalogued work that has been done locally and identified gaps in knowledge.

The sift identified a need for local research on the housing needs of people with mental ill health. This is now being progressed by the Nottinghamshire Healthcare Trust (see chapter 7 and **Priority Action 7**).



⁶ DETR 2000 Index of Deprivation

Key workers

Government policy has recognised that many public sector workers find it difficult to afford housing. This was creating problems with recruitment and retention in particular areas of the country. The Starter Home Initiative (until March 2004) and Key Worker Housing programme (from April 2004) have sought to address this difficulty. However the East Midlands has not been included in these programmes.

Gedling has not sought to identify whether there are particular issues with recruitment and retention of key workers in the Borough. However, it is understood that the Regional Housing Board will be progressing research in this area.

Regional studies

Also of relevance are two recent studies conducted for GOEM that look at the regional housing market(s).

'Research into balanced housing markets in the three cities sub region' stresses the importance of considering 'real' housing markets. It finds the three cities to have relatively well balanced markets and offers recommendations for maintaining this.

Actions for the future



We will need to implement these recommendations in partnership with other South Notts authorities. There is a strong history of these authorities working together to analyse problems and seek solutions. **Priority Action 6** is to progress a housing market analysis with our neighbours.

'Further analysis of identified issues of low and changing demand in the East Midlands' makes a useful distinction between 'structural low demand' and 'unpopular housing'. In Gedling structural low demand is resisted by a shortage of supply and rising house prices. However Gedling does have pockets of less popular neighbourhoods in a healthy submarket. Gedling also has some less popular specific types: notably sheltered bedsits.

The study indicates that local authorities should monitor areas where there is some concern so that early interventions can be triggered. We are doing this, through **Priority Action 1, Action 6 and Action 20.**

Our progress on priority actions



Priority Action C: Improve quality of housing needs data

Work on this priority action has taken place in partnership with other South Notts authorities and corporately. Achievements include:

- ✓ housing market study in 2004;
- ✓ BME housing needs study reported Spring 2004 (see chapter 7); and
- ✓ County wide snapshot of homelessness conducted September 2004.

Action 6: Progress a housing market assessment (HMA) in partnership with neighbouring authorities

Responsibility	Housing Manager (Development and Resources)	Priority	Low
Expected outcomes			
Better knowledge of the local housing market to inform the Regional Housing Strategy and our local development policies.			
Targets and outputs		Timescale	
Participation in regional seminar on HMAs		January 2005	
Meet with neighbouring authorities to identify preferred approach.		Dependent on guidance	
Achieve report (with support of neighbouring authorities)		Dependent on guidance	
Resource implications			
Dependent on approach.			
Staff time.			
Consultants' fees (joint funding)			
Monitoring effectiveness			
Report produced.			
Partners / consultation		Equalities	
Other South Notts authorities.		We will seek to ensure that the report offers better information on the needs of particular groups.	
Regional Housing Board			
Risks to delivery			
We are awaiting guidance from the RHB on the preferred approach. The timescale for completion will depend on the content of this guidance.			
Staff time.			
Dependent on the commitment of partner agencies.			
Alternative options considered		Reason rejected	
Housing market assessment for Gedling only.		Gedling study already completed but does not meet the guidance.	
Do nothing.		Guidance has been issued.	
Links			
Regional Housing Strategy policies: 1, 3, 4, 5, 6, 9, 12, 13, 14, 15			
Gedling Partnership priorities: 7, 11			
GBC priorities: 3, Decent Homes			
Housing service objectives: 2, 3, 4			

Action 7: Research the housing and support needs of adults with mental ill health in South Notts

Responsibility	Strategy and Enabling Officer	Priority	Medium
Expected outcomes			
Progress towards the Equalities Standard.			
Closer working with neighbouring L.A.s and other agencies in South Notts.			
Inform development of local strategies.			
Targets and outputs		Timescale	
Meet partners to identify preferred approach.		July 2004	
Support Nottinghamshire Healthcare Trust to complete their accommodation review		January 2005	
Identify outstanding housing and support information gaps		March 2005	
Conduct further research (if necessary)		July 2005	
Achieve report (with partners)		July 2005	
Resource implications			
Dependent on approach.			
Staff time.			
Consultants' fees (joint funding)			
Data collection.			
Monitoring effectiveness			
Report produced.			
Partners / consultation		Equalities	
Other South Notts authorities		Progress towards the Equalities Standard.	
Supporting People			
Social services			
Nottinghamshire Healthcare Trust			
Voluntary sector			
Users and carers			
Risks to delivery			
Staff time.			
Dependent on the commitment of partner agencies.			
Alternative options considered		Reason rejected	
Do nothing.		GBC, neighbouring authorities, health authorities and Supporting People have identified gaps in information.	
Links			
Regional Housing Strategy policies: 1, 2, 3, 4, 5, 6, 9, 10, 12, 13, 15			
Gedling Partnership priorities: 1, 3, 4, 7, 11			
GBC priorities: 1, 2, 3, Decent Homes			
Housing service objectives: 1, 4, 5			

6. ENABLING SUSTAINABLE HOUSING DEVELOPMENT

The scale of housing need within the Borough has been evidenced in the previous chapter. This chapter details how we are working with partners to meet that need.

The Council's affordable housing planning policy has led to the negotiation of Section 106 agreements which have provided for an additional 47 affordable homes in 2003/04.

Achievements since the last strategy was published include:

- ✓ 16 units for rent in Carlton through planning gain;
- ✓ 12 units for rent through Housing Corporation's Approved Development Programme (ADP); and
- ✓ 46 units a mix of social rent, discounted for sale and open market affordable housing through planning gain and ADP.

The use of Local Authority Social Housing Grant has enabled:

- ✓ three empty homes to be brought back into use through Longhurst H.A.; and
- ✓ four additional homes to rent through East Midlands H.A..



East Midlands H.A. is our partner for a trickle transfer programme of pre cast reinforced concrete properties. Since 1998 this has led to the transfer and refurbishment of 138 properties, over four phases.

In addition, we worked with Leicester H.A. to make a successful bid to the Housing Corporation for the funding of 16 new homes. These will be developed on Council owned land which we are transferring to Leicester H.A.

The local plan

The Replacement Local Plan was the subject of a Public Inquiry in 2003 and the Inspector's report was received in the summer of 2004.

The draft statement of decisions and proposed modifications (December 2004) includes the following housing sites over one hectare to be released (see Table 4). Please note that two sites - Gedling Colliery and Teal Close - are held back by infrastructure requirements

Table 4: Housing sites to be released under the Local Plan

Name of site	Number of dwellings
Gedling Colliery / Chase Farm Gedling	1,120 units
Top Wighay Farm	595 units
Stockings Farm, Arnold	390 units
North of Victoria Park, Netherfield	205 units
Teal Close, Netherfield	195 units
Park Road, Bestwood	175 units
Ashwater Drive / Spring Lane, Mapperley	140 units
Regina Crescent Ravenshead	140 units
Dark Lane Calverton	110 units
Flatts Lane, Calverton	90 units
Former sports ground, Newstead	80 units
Plains Rd /Arnold Lane (south)	80 units
Howbeck Road	50 units
Chartwell Grove, Mapperley	40 units
Wood Lane, Gedling	40 units
Total	3,450 units

Affordable housing policy

Under the affordable housing policy within the Local Plan (Policy H16) 20 percent of the dwellings on these sites will be affordable housing. We anticipate, therefore, that 690 additional units of affordable housing will be developed through planning gain over the period to 2011.

Actions for the future



Developing Interim Planning Guidance on affordable housing is **Priority Action 8**. The type and tenure of the affordable units on each site will be determined on a site by site basis, taking account of local demand and the need to create a balanced housing market.



Fortuitous development opportunities will also present themselves from time to time. We will seek to provide clear direction for developers and housing associations on the most appropriate development for that site. The South Notts Development Officers' Group and Gedling's Development Steering Group will work together in developing a robust methodology for determining this.

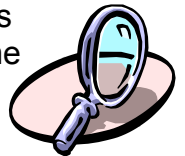
Resourcing affordable housing development

The Council remains committed to exploring the options available to meet housing need and we work closely with partners to identify alternative sources of funding.

Opportunities to access funding for development through the grants system will be limited. This together with the increasing costs of land and the need to meet target rents will mean that Housing Associations will find it increasingly difficult to put

forward viable development proposals. This means that the Council must work hard to ensure that future schemes are developed without the use of further public subsidy, particularly where the provision of affordable housing is required through planning gain.

The Council has taken an active role in the regional debate and will continue to do so in an effort to ensure that the needs of Gedling Borough are not overlooked. However, the Gedling perspective needs to be tempered with an overview of what is happening in the region as a whole. The Council fully accepts the philosophies of the regional and housing market area approach. Our 2004 response to the draft Regional Housing Strategy is reproduced in Appendix 12.



A period of change



The Housing Corporation is the main funder of new affordable housing. We work closely with the Housing Corporation on affordable housing development, both at a strategic level and on individual sites.

The Housing Corporation has been looking towards innovative solutions to improve delivery of affordable housing and as part of this has formed partnerships with the best performing Housing Associations. It is Housing Corporation policy that affordable housing development through planning gain will only receive further public subsidy through Social Housing Grant if there are exceptional circumstances. We understand that Gedling Borough is unlikely to benefit from Social Housing Grant on future sites.

The Housing Corporation will consider providing grant for the development of supported housing only if the scheme is identified as a priority by Supporting People and revenue funding has been identified to support the management of the scheme.

Funding is no longer available through the traditional Local Authority Social Housing Grant (LASHG) Scheme although the Council still does have the opportunity to provide a form of LASHG. The Council has become 'debt free' and as a result of this action is able to retain capital receipts. Transitional arrangements mean that a proportion of Housing Capital Receipts can be retained by the authority subject to the resources being spent on delivery of strategic housing functions. This amounts to an additional £3,181,875 of Capital Receipts, which can be used to support the Housing Capital Programme over the next three years (see Chapter 11 and Appendix 2).



The Local Government Act 2003 also introduced a Capital Allowance, which enables local authorities to retain Capital Receipts from the sale of other Housing assets, such as housing land, garage sites, etc. To take advantage of this regulation the authority must utilise the receipts on expenditure on the authority's definition of affordable housing. This includes the delivery of the Decent Homes standard in the public and private sectors and the enabling of additional affordable homes.

Opportunities for development through the Capital Receipts will be put forward on a scheme by scheme basis for Members' decision. More information on resources can be found in chapter 11.



Development bids 2003/04



We worked closely with two Housing Associations to bid for funding in the 2003/4 bid round. One scheme was to develop homes to rent and three further schemes were for the provision of accommodation with support for vulnerable groups. Unfortunately these bids were unsuccessful.

Actions for the future



Priority Action 9 is to work with Supporting People, neighbouring authorities and developing RSLs to progress bids for:

- ✓ a refuge for women fleeing domestic violence; and
- ✓ a hostel for single homeless people.

If successful the schemes will include dispersed move on provision as well as the core scheme. In December 2004 Supporting People felt unable to commit revenue funding to any new developments but did give high priority to these two schemes. We are now working towards submission to the Housing Corporation's 2006/08 bid round.

Rural Housing Enabler

The Council has a close working relationship with Nottinghamshire Rural Community Council's Rural Housing Enabler (RHE), and part-funds the RHE post. The RHE is actively involved in Gedling's Inter Agency Homelessness Forum and various sub groups, where she provides an important rural perspective and also brings knowledge and contacts from her work in other local authorities.



As discussed in the last Housing Strategy a partnership between the RHE, GBC and neighbouring authorities sought to develop a Self Build Homes Agency and bid for Housing Corporation finance. Unfortunately this bid was unsuccessful and little progress has been made. However, we remain committed to the concept of self-build and will seek to make use of opportunities to take this forward.

Our progress on priority actions



Priority Action D: Set up an effective development steering group to look at site-specific development

An officers' working group has been established to consider sites and assess the impacts of changes in local and national policy in delivering affordable housing. It has developed draft Interim Planning Guidance and is in the process of wide consultation on this.

Additionally, we have established a specialist Development Officers Group in partnership with neighbouring authorities. This will maximise planning gain, promote cross border working, address training needs and undertake research.



Priority Action E: Development of a working party to consider options for undertaking joint commissioning or identified preferred partners for housing development

The decision has been made not to progress this action.

The drivers for this decision are the changes to LASHG and that the Housing Corporation has identified its own Preferred Partners. There would be little benefit to Housing Associations or the Council at this stage. This decision will be reviewed should the situation change.

Action 8: Develop interim planning guidance

Responsibility	Housing Housing Manager (Development and Resources) Strategy and enabling officer Planning and environment Local Plans Manager Development control manager	Priority	High
Expected outcomes			
Ensure we able to make the most effective use of planning gain. Clarification for developers.			
Targets and outputs		Timescale	
Agree action plan between departments		June 2004	
Consultation on early draft		September 2004	
Consultation on revised draft		January 2005	
Guidance published		February 2005	
Resource implications			
Staff time			
Monitoring effectiveness			
Guidance developed			
Partners / consultation		Equalities	
Members Planning department Legal department Developers Housing associations Development Officers Group		Guidance will encourage development to lifetime homes standard, which is more appropriate for a range of households, including older people, disabled people and those with children.	
Risks to delivery			
Engaging partners in consultation process. Staff time.			
Alternative options considered		Reason rejected	
Do nothing.		Need to maximise planning gain.	
Links			
Regional Housing Strategy policies: 1, 2, 10, 11, 12, 16 Gedling Partnership priorities: 1, 3, 6, 7, 10, 11 GBC priorities: 1, 2, 3, Decent Homes Housing service objectives: 1, 2, 3, 4			

Action 9: Support bids to the Housing Corporation for supported housing a) domestic violence refuge and b) homeless hostel

Responsibility	Housing Manager (Development and Resources)	Priority	High
Expected outcomes			
Agreement with partners on priorities for development			
Improved partnership working			
Possibility of funding for new services			
Targets and outputs		Timescale	
Agree outline proposal with SP, Housing Corporation and neighbouring authorities		June 2004	
Submit revenue bid to Supporting People		September 2004	
Select developing RSL		October 2004	
Submit capital bid to Housing Corp		06/08 bid round	
Resource implications			
Staff time			
Monitoring effectiveness			
Bids submitted to SP and Housing Corp			
Partners / consultation		Equalities	
Supporting People		The revenue bid will specify meeting the needs of diverse sectors of the community. The capital bid will specify accessibility.	
Housing Corporation			
Neighbouring authorities			
Developing RSLs			
Risks to delivery			
Staff time.			
Engaging with partners.			
SP may be unable to commit revenue			
Housing Corporation may be unable to commit capital			
Developing RSL may be unable to secure land			
Alternative options considered		Reason rejected	
Do nothing		Missed opportunity to improve services for local people	
Progress bids for Gedling only		Partnership approach strengthens bid and offers value for money	
Links			
Regional Housing Strategy policies: 1, 2, 9, 10, 13			
Gedling Partnership priorities: 1, 2, 3, 6, 7, 10, 11			
GBC Priorities: 1, 2, 3, Decent Homes			
Housing Service Objectives: 1, 4, 8			

7. ENABLING SUSTAINABLE TENANCIES

We always consider sustainability when looking at new initiatives. People's housing problems are not always resolved simply by access to accommodation. Some people lack the life skills necessary to live independently. Others need support to help them through a difficult time or to cope with a particular problem. We therefore work closely with other service providers to ensure an effective support network is developed.



We have a history of addressing the needs of vulnerable groups. The Council is represented on many groups and forums concerned with care and support for vulnerable people. This is an area where partnership working is critical. We influence and are influenced by a wide range of specialist bodies to ensure that the service received is as seamless as we can make it.

Progressing the Equalities Standard

Gedling Borough Council is committed to progressing the Equalities Standard at a corporate level. This assesses our delivery of services on gender, ethnicity and disability against five levels:

1. Commitment to a comprehensive equality policy
2. Assessment and consultation
3. Setting equality objectives and targets
4. Information systems and monitoring against targets
5. Achieving and reviewing outcomes

Actions for the future

Priority Action 10 is to support the corporate work on the Equalities Standard. There is a commitment to achieve Level 2 by March 2006.

Black and Minority Ethnic population

Services for Black and Minority Ethnic (BME) households are a key component of the Equalities Standard commitment.



In 2002 we commissioned research into BME housing needs, in partnership with a number of other South Notts agencies. The study found that BME residents experience a range of disadvantages compared with the white majority population. However, as the research included only 80 Gedling residents some caution is required when interpreting the results at a local level.



Our progress on priority actions



Priority Action F: Address the needs of the BME population

The South Notts BME housing needs study was published in 2004. There is a commitment to progressing the action plan corporately and the study has been promoted with partners, for example through the LSP. Further consideration of the needs of Gedling's BME residents will be progressed as we work towards Level 2 of the Equalities Standard.

Gedling has met the housing BVPI on race and continues to work in line with the CRE code of practice.

Language Line is used and promoted for customers who would prefer to communicate in languages other than English.

Action 10: Support corporate work on achieving the Equalities Standard

Responsibility	HMT and SOG	Priority	High
Expected outcomes			
GBC better reflects the needs and priorities of local residents.			
Targets and outputs		Timescale	
Achieve Level 1		March 2005	
Achieve Level 2		March 2006	
Equalities training for all employees		Ongoing	
Resource implications			
Staff time			
Monitoring effectiveness			
Debriefing of officers by manager to ensure relevance and organisational learning.			
Partners / consultation		Equalities	
Corporate level.		Focus of this action.	
Risks to delivery			
Dependent on corporate progress.			
Staff time.			
Alternative options considered		Reason rejected	
Do nothing.		Corporate decision to progress the standard.	
Links			
Regional Housing Strategy policies: 13			
Gedling Partnership priorities: 1, 3, 6, 7, 8, 9, 10, 11			
GBC priorities: 1, 2, 3, Decent Homes			
Housing service objectives: 4, 5			

Supporting People

Nottinghamshire Supporting People are the agency responsible for the revenue funding of housing related support. They operate across the County of Nottinghamshire.

We work closely with Supporting People at both a strategic and operational level. We have made an active contribution to the development of the Supporting People strategy and seek to ensure that their priorities reflect the needs of the Borough.



Throughout this chapter we describe some of the ways that Gedling Borough Council has worked with Supporting People and other partners to develop new initiatives for vulnerable people.

Homelessness

In chapter 5 we discussed the extent of homelessness in the Borough and identified increasing homelessness problems. Accordingly, the prevention of homelessness is a priority for Gedling Borough Council's elected members. We have made significant improvements to the homelessness service we offer since the production of the last Housing Strategy.

A key achievement has been the publication of our Inter Agency Homelessness Review and Strategy. This was developed in partnership with neighbouring authorities and in consultation with the Gedling homelessness forum. Progress on the action plan is reported in appendix 11.



The Gedling homelessness forum provides a valuable opportunity for us to consult with local agencies and to learn from best practice. Its quarterly meetings are used to review local projects, monitor progress on the homelessness action plan and identify and address gaps in service.

Participating agencies include:

- ✓ Nottinghamshire County Council;
- ✓ Supporting People
- ✓ voluntary sector agencies;
- ✓ Gedling PCT;
- ✓ Probation;
- ✓ Nottinghamshire Rural Community Council; and
- ✓ Sure Start.

Our progress on priority actions



Priority Action G: Improve homelessness service

Substantial work has been undertaken in this area.

A dedicated Homelessness and Housing Advice Section was established in 2004 to focus on prevention. Specialist training has been provided to staff in this new role. Leaflets have been produced for those who are homeless or threatened with homelessness.

In 2003/4 a Homelessness Projects Officer was employed to take forward the implementation of the Inter-agency Homelessness Review and Strategy.

New services have been established in the Borough including:

- ✓ domestic violence outreach worker;
- ✓ floating support scheme for vulnerable households including young teenage parents;
- ✓ bond scheme through HLG to enable people access private sector renting and to widen housing choice; and
- ✓ mediation service for young people at risk of leaving their family home.

Gedling took a lead role in developing a Snapshot survey of homelessness for the whole of Nottinghamshire.

Additional achievements include:

- ✓ the inter agency homelessness review and strategy (see below);
- ✓ a new dedicated Homelessness and Housing Advice Section;
- ✓ a new Tenancy Sustainment post;
- ✓ a new Homeless Projects post (temporary to March 2004); and
- ✓ a new Homeless Support post (temporary to March 2005).

We have made successful bids for additional funding to the Homelessness Directorate over the last two years, the first year in partnership with the neighbouring boroughs of Broxtowe and Rushcliffe. In 2004/5 an additional £40,000 was awarded to support initiatives aimed at homelessness prevention.

Improved housing advice means that homelessness applications have risen at a slower rate than homelessness enquiries. Comparing the period July to September 2004 to the same period in 2003 shows that:

- ✓ homelessness enquiries rose by 30%; but
- ✓ homelessness applications rose by 18%.

Actions for the future

Feedback from the Homelessness Directorate suggests that overall the Interagency Homelessness Review and Strategy provides a good example of partnership working. However, we need to develop clearer targets and improve communication and consultation mechanisms with service users. Updating and reviewing the Review and Strategy in line with the Homelessness Directorate's guidance is **Priority Action 11**.



Priority Action 12 is to continue to develop partnerships to tackle and prevent homelessness.

We have traditionally used bed and breakfast accommodation only in an emergency. However, demand for temporary accommodation has increased in the latter half of 2004 and we have had to increase our use of bed and breakfast to meet this need. The Gedling hostel provides only 10 units of temporary accommodation. Our shortage of temporary accommodation has been exacerbated by Nottingham City's recent review of temporary accommodation which has led to services within the City boundaries prioritising clients referred through the City's Housing Choice service. This means that we are finding it increasingly difficult to refer homeless people to those services which we have traditionally used.

Accordingly, we need to look at increasing the provision of temporary accommodation within the Borough. Our work on **Priority Action 9** seeking funding for a new homeless hostel and domestic violence refuge is detailed in chapter 6. As part of the stock options appraisal we will review our use of lower demand stock and this may lead to the redesignation of some units to house homeless people.

Teenage parents and young people



The Government requires that teenage parents housed through the local authority should be given support to maintain their tenancy. In Gedling this support is provided through the StepForward floating support scheme. The floating support scheme was achieved through partnership working with Broxtowe and Rushcliffe Borough Councils.

We work closely with partner agencies to explore the needs of teenage parents. We are also seeking to raise the profile of housing issues with colleagues in health and social care agencies. An example of this was when we ran a very popular homelessness workshop at a Gedling teenage pregnancy conference in Spring 2004.

Our progress on priority actions



Priority Action H: Provide accommodation with support for teenage parents

The StepForward floating support scheme ensures that young parents housed in Gedling can be offered appropriate levels of support.

We continue to work with Supporting People and neighbouring authorities to establish whether there is a need for supported housing to meet the higher support needs of some teenage parents.

Action 11: Review the inter agency homelessness strategy and action plan

Responsibility	Homeless and Housing Advice Manager	Priority	High
Expected outcomes			
Increase in preventative work undertaken by GBC.			
Decreasing overall level of homelessness in the Borough.			
Increased stakeholder engagement leading to strategies and policies that better reflect local priorities.			
Targets and outputs			Timescale
Stakeholder consultation event			January 2005
Resident / tenant consultation			Spring 2005
Strategy published			Summer 2005
Resource implications			
Staff time			
Monitoring effectiveness			
Strategy produced.			
Partners / consultation		Equalities	
Inter agency homelessness forum		Strategy will include specific mention of particular needs of different sections of the community.	
RAGDAN			
Community Safety Partnership		Partners in the interagency homelessness forum allow us to learn about the needs and aspirations of particular groups and put what we've learnt into practice.	
Other statutory and voluntary agencies			
User groups			
Neighbouring authorities			
Risks to delivery			
Recruitment of Homeless and housing advice manager			
Staff time			
Engaging partners			
Alternative options considered		Reason rejected	
Continue to use 2003 homelessness strategy.		2003 action plan largely completed and new information is available for analysis.	
Links			
Regional Housing Strategy policies: 9, 10, 12, 13			
Gedling Partnership priorities: 1, 2, 3, 4, 5, 6, 7, 8, 10, 11			
GBC priorities: 1, 2, 3, Decent Homes			
Housing service objectives: 1, 2, 3, 4, 7, 8			

Action 12: Continue to develop partnerships to tackle and prevent homelessness

Responsibility	Homeless and Housing Advice Manager	Priority	High
Expected outcomes			
Decreasing overall level of homelessness in the Borough.			
Increased stakeholder engagement leading to strategies and policies that better reflect local priorities.			
Targets and outputs		Timescale	
Development of issues based working groups.		Ongoing	
Participation in		Ongoing	
<ul style="list-style-type: none"> ▪ Gedling interagency homelessness forum ▪ Gedling hostel working group ▪ Nottinghamshire Housing and Homelessness Network 			
Resource implications			
Staff time. Venues. Refreshments. Expenses. Administration			
Monitoring effectiveness			
Debriefing of officers by manager to ensure relevance and organisational learning.			
Feedback from stakeholders.			
Partners / consultation		Equalities	
Relevant statutory / voluntary agencies.		Specialist partnerships allow us to learn about the needs and aspirations of particular groups and put what we've learnt into practice. We ensure all of our meeting venues have disabled access. We encourage participation from all.	
Community groups / service users.			
Members.			
Private sector landlords			
Risks to delivery			
Staff time			
Engaging partner agencies			
Alternative options considered		Reason rejected	
Reduce participation in partnerships		Need to influence and be influenced by partner agencies.	
Links			
Regional Housing Strategy policies: 9, 10, 12, 13			
Gedling Partnership priorities: 1, 2, 3, 4, 5, 6, 7, 10, 11			
GBC priorities: 1, 2, 3, Decent Homes			
Housing service objectives: 1, 2, 3, 4, 7, 8			

Domestic violence



Homelessness caused by the violent breakdown of a relationship continues to be one of the major reasons why the Council accepts a duty towards applicants. The prevention of domestic violence will contribute towards homelessness prevention, as well as meeting the Council's community safety priority. We have worked closely with partners in the South Nottinghamshire Domestic Violence Strategic Partnership to address this.

In 2003/04 we part funded Women's Aid to provide a domestic violence outreach worker (with the Gedling Community Safety Partnership and Sure Start). It is hoped that this post can be continued through Supporting People funding or Homelessness Directorate grant after 2004/05.

Actions for the future

We have also been actively involved in discussions about the best way to develop refuge provision in the area. **Priority Action 9** is to submit a bid to the Housing Corporation, in partnership with Ashfield, Mansfield and Rushcliffe Councils.

Our progress on priority actions



Priority Action 1: Review and implement changes to the department's domestic violence policy

Following extensive consultation the domestic violence policy has been reviewed to reflect best practice. The revised policy was implemented in 2004.

Ongoing action around domestic violence includes:

- ✓ the Gedling domestic violence outreach worker; and
- ✓ partnership working to develop new refuge provision.

People with learning difficulties



In spring 2004 the Learning Disabilities Partnership Board ran a successful Housing Options conference that demonstrated the importance of improving housing information for people with learning disabilities and their carers. We are now working closely with partners to develop a countywide learning disability housing strategy and this will influence the future direction of the Borough.

We have worked closely with Social Services to ensure that local people affected by the closure of residential care services are appropriately housed and that a planned approach is taken.

People with physical disabilities

We are committed to enabling disabled people to continue to live independently within their own home:

- ✓ our adaptations policy for work on our own stock targets the tenants that Occupational Therapists recommend as being most in need; and

- ✓ Disabled Facilities Grant helps owner-occupiers to adapt their own homes (see chapter 9).



In partnership with Supporting People, Broxtowe and Rushcliffe Borough Councils we are developing a Home Improvement Agency which will advise and support home owners (see chapter 9).

People with mental ill health

In 2004 the South Notts Research Officers Group identified the housing needs of people with mental ill health as an information gap.



Local research is now being progressed by Nottinghamshire Healthcare Trust, with our active support. The study will report in Spring 2005. We expect that its findings will influence the future direction of the Borough.

Older people



Nottinghamshire County Council was awarded Beacon status in 2004 for its older persons' services, in recognition of the innovative work that is done in Nottinghamshire. We are working with the County and other partners to develop an Older Persons Strategy.

When the Countywide Older Person's Strategy is agreed we intend to develop a Borough wide older person's housing strategy. Alternatively, we may work with neighbouring authorities to produce a joint strategy. This will be informed by the South Notts Research Officers' study of older person's housing need.

Because of the National Minimum Standards for Domiciliary Care the Council has taken the decision to withdraw from direct care provision within its three extra care units. Direct care provision will be taken over by Nottinghamshire County Council Social Services from April 2005. We are working closely with Supporting People and Social Services to ensure a smooth transfer of service.

Our progress on priority actions



Priority Action J: Service review of older persons accommodation as part of the Housing Service Best Value Review

The Best Value review of housing services has identified further actions regarding older person's accommodation (see Appendix 4).

Now that KLOEs have been introduced it will be necessary for us to refine this approach. The approach will also be influenced by the outcome of the stock options appraisal.



Priority Action K: Review the provision of Extra Care Units

A review of the extra care units has been completed and the Council is working in partnership with Social Services to ensure extra care services are delivered to Gedling's residents.

Actions for the future

Approximately a quarter of our stock is designated for older people and we have identified two priority actions to ensure that this is managed to the highest standards. In **Priority Action 13** we are committed to achieve accreditation to the code of practice for sheltered housing.

Priority Action 14 is to ensure that the supported housing service meets the needs of the Supporting People quality assessment framework.

Action 13: Implement measures to achieve accreditation to code of practice for sheltered housing

Responsibility	Area housing manager (South)	Priority	Medium
Expected outcomes			
Improved service that can be benchmarked against nationally agreed standards.			
Targets and outputs		Timescale	
Pre registration		May 2004	
Building blocks option		October 2004	
Interim assessment / advisory visit		March 2005	
Assessment		April 2005	
Accreditation		May 2005	
Resource implications			
Staff time			
Fees for registration £500			
Assessment / accreditation £500			
Monitoring effectiveness			
Achieving accreditation.			
Partners / consultation		Equalities	
Wardens and support staff		Equalities issued are incorporated in the code of practice.	
Supporting People			
Members			
Risks to delivery			
Staff time.			
Change management.			
Implications for existing staff.			
Alternative options considered		Reason rejected	
Do nothing.		Commitment to work toward best practice.	
Links			
Regional Housing Strategy policies: 10			
Gedling Partnership priorities: 3, 7, 10			
GBC priorities: 1, 3, Decent Homes			
Housing service objectives: 1, 5, 8			

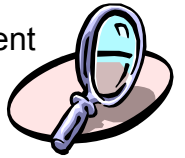
Action 14 Ensure the supported housing service meets the needs of the Supporting People quality assessment framework

Responsibility	Area housing manager (South)	Priority	High
Expected outcomes			
To assess the quality of the service we deliver using a standardised framework.			
To facilitate the continuous improvement of service.			
Targets and outputs		Timescale	
Complete self assessment table for service to be reviewed		September 2004	
Achieve level 1 on assessment		September 2004	
Progress to higher levels of achievement on assessment		January 2005	
Resource implications			
Staff time			
Monitoring effectiveness			
Achieving the levels.			
Partners / consultation		Equalities	
Wardens and support staff		Equalities issues are incorporated in the Supporting People assessment framework.	
Supporting People			
Union			
Members			
Risks to delivery			
Staff time.			
Change management.			
Implications for existing staff.			
Alternative options considered		Reason rejected	
Do nothing.		As a provider we are required to meet the QAF.	
Links			
Regional Housing Strategy policies: 10			
Gedling Partnership priorities: 3, 7, 10			
GBC Priorities: 1			
Housing Service Objectives: 1, 5, 8			

Anti-social behaviour

Consultation has revealed that residents are concerned about anti-social behaviour. The Council takes these issues very seriously. In 2004 a dedicated Anti-Social Behaviour Co-ordinator was employed to work closely with all the Council's departments. Our Tenancy Sustainment officer works closely with the Co-ordinator.

As required by Government, we published our anti social behaviour policy statement and procedure in December 2004. This is reproduced in Appendix 14.



Our progress on priority actions

A simple black and white icon of a smiling face with two dots for eyes and a curved line for a mouth.	<p>Priority Action L: Review our approach to tackling anti social behaviour</p> <p>Consultation identified the need to work with and support residents who are responsible for anti-social behaviour. This can only be done by working with partners.</p> <p>We have:</p> <ul style="list-style-type: none">✓ widened the scope of the StepForward floating support scheme to include this client group;✓ widened the active membership of the Community Safety Partnership to include a number of housing associations; and✓ implemented an Anti-Social Behaviour Policy, based on the County protocol. <p>Policies and procedures continue to be reviewed and up dated according to the recommendations of working parties engaged in addressing the issues.</p>
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Actions for the future

Priority Action 15 is to implement introductory tenancies and background checks.

Offenders



The provision of appropriate housing, with support where necessary, reduces the risk of reoffending. However, there are a number of real and perceived barriers to ex offenders accessing accommodation and frequently they present as homeless. As part of the homelessness prevention agenda we are working with neighbouring authorities and other partners to develop a housing ex offenders protocol.

The Criminal Justice Intervention Programme (CJIP) offers a drug rehabilitation programme to those who have come through the criminal justice system. We are considering using three units owned and supported by Framework H.A. to provide intensive support in a communal living environment. Future consideration will be given to the use of floating support within the Council's own stock for those with less intensive support needs. The funding of support for this group is through CJIP.




8. ENABLING A REAL CHOICE IN HOUSING

We are committed to offering a range of information and advice to people about the housing options available to them, allowing them to make an informed choice. Accordingly, as already discussed in the previous chapter, we have created a dedicated Homelessness and Housing Advice Section.

Enabling informed choice – social housing

Applicants to the Council's Housing Register can now indicate in which area they would prefer to live and will be given an indication of how long they will have to wait for accommodation. The lettings process has been speeded up and the letting of lower demand properties has been improved through opening up the waiting list to those who wish to move to Gedling Borough.

Our progress on priority actions

	<p>Priority Action M: Research into stock turnover and sustainability in Newstead and Netherfield.</p> <p>The 2002 Housing Strategy identified Newstead and Netherfield as the most deprived areas of the Borough with a higher turnover of our stock than other areas. The revised allocations policy successfully reduced turnover in these areas: from 16% to 13% in Colwick and Netherfield; and from 21% to 11% in Newstead.</p> <p>It has been decided to postpone decisions on whether further remedial works are necessary in the wards of Netherfield and Newstead until a fuller picture is available through the community profiles exercise (see Priority Action 1). This will then be tackled corporately.</p>
	<p>Priority Action N: Implement a choice based lettings scheme</p> <p>A revised allocations policy has been implemented rather than a choice based lettings scheme.</p> <p>The new policy allows people a choice about where they wish to live. Due to the very high demand for social housing in Gedling there would be no benefit in advertising properties.</p>
	<p>Priority Action O: Undertake options appraisal for a joint housing register</p> <p>Discussions have taken place with neighbouring authorities who have lower demand stock with a view to referring applicants from our Housing Register. However we have had limited success in finding interested applicants.</p> <p>There are concerns about developing joint housing registers as the majority of our new lets are to homeless households. Nomination rights provide the opportunity for applicants on the Housing Register to access Housing Association accommodation. We will continue to monitor this situation and will revise our approach should the need arise.</p>

Actions for the future

Consultation has identified that tenants are concerned about the conduct of some new tenants. They have indicated that new tenants should be given introductory tenancies and that we should do more to check the background of applicants. Accordingly **Priority Action 15** is to work towards this, to help to combat anti-social behaviour and other problems.

Consultation has also identified that applicants to the Housing Register would like more information about how long they will have to wait for accommodation. **Priority Action 16** is to develop an information booklet that provides an indication of waiting times.

Low demand stock

Gedling Borough is a very popular place to live. There is no evidence of low demand issues in the private sector and most of the Council's own stock is in high demand. Our local knowledge was confirmed by the 2004 Housing Market Assessment (see chapter 5 and appendices 7 and 13).



However, in common with many local authorities we are finding that sheltered bed-sit accommodation is becoming increasingly difficult to let.

Analysis of the turnover and void periods for the Council's sheltered housing schemes has revealed that sheltered schemes have an average void period of 56.5 days. This is considerably higher than the current 38 day average for all properties. Table 5, below, shows which sheltered housing schemes have an average void period of over 55 days.

Table 5: Sheltered housing schemes with high average void periods

Scheme	Average void period (days)
Killisick Court	124.7
Ernhale Court	108.8
Lendrum Court	83.3
Tavill Fields	71.9
Walton Court	65.0
Westmore Court	56.5

However, while the average void period is high in these schemes there are relatively few void units in each scheme at any one time. A workable solution, therefore, does not readily present itself. Consultation revealed that tenants feel it would be appropriate if the Council considered re-modelling or redesignating these units. We will re-consider the future of these less popular schemes once the outcome of the stock option appraisal is known (see chapter 10).

Action 15: Implement introductory tenancies

Responsibility	Area housing manager (north)	Priority	High
Expected outcomes			
Increased ability to identify and manage tenancy problems before they become established.			
Better management of anti-social behaviour by reducing the time needed to evict tenants.			
Targets and outputs		Timescale	
Training staff		September 2004	
Introductory tenancies to be issued to all new tenants		October 2004	
Review of effectiveness		October 2005	
Resource implications			
Staff time			
Training costs			
Monitoring effectiveness			
Introductory tenancies issues to all new tenants.			
Review of effectiveness of introductory tenancies after 12 months.			
Partners / consultation		Equalities	
Tenants and tenant representatives		More intensive management of new tenancies alongside tenancy support service should enable vulnerable households to maintain their housing.	
Members			
Housing staff			
Legal department			
Risks to delivery			
Awaiting approval by Members.			
Alternative options considered		Reason rejected	
Do not introduce introductory tenancies.		Requests for better tenancy management tools from Members, tenants, residents and staff.	
Links			
Regional Housing Strategy policies: 9, 10			
Gedling Partnership priorities: 1, 3, 6, 7, 10, 11			
GBC priorities: 1, 2, Decent Homes			
Housing service objectives: 4, 5, 8			

Action 16: Produce written information for applicants to the housing register


Responsibility	Area housing manager (north)	Priority	Medium
Expected outcomes			
Applicants will be better informed about their likely wait for housing, enabling them to make an informed choice about their housing options.			
Targets and outputs		Timescale	
Information booklet produced		January 2005	
Resource implications			
Staff time			
Printing and stationery			
Monitoring effectiveness			
Feedback from applicants requested on readability and usefulness of info provided.			
Partners / consultation		Equalities	
Tenants / tenants representatives		Information will be made available in other formats on request.	
Staff			
Legal department			
Risks to delivery			
Staff time			
Alternative options considered		Reason rejected	
Do nothing.		Consultation identified need for better information to applicants	
Links			
Regional Housing Strategy policies: - Gedling Partnership priorities: 7, 11 GBC priorities: - Housing service objectives: 4, 5			

Enabling informed choice – the private sector

The Council recognises that housing need is not met by social housing alone. We seek to ensure that people are given comprehensive advice and information about all tenures so that they can make an informed choice about their options. The new Homelessness and Housing Advice Service will develop expertise over time to provide a truly comprehensive advice service.

We are prioritising the development of affordable home ownership options and have been working with developers and housing associations to progress this on a number of sites (see chapter 5).

Our progress on priority actions

	<p>Priority Action P: Develop and improve the information we provide on accessing the private rented sector, shared ownership and owner occupation</p> <p>Research identified that people are not aware of low cost home ownership options. We also felt that we had limited information on availability and affordability within the private rented sector.</p> <p>We have:</p> <ul style="list-style-type: none">✓ audited low cost / discounted for sale properties;✓ audited shared ownership properties; and✓ produced leaflets on accessing private rented housing.
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Priority actions for the future

Priority Action 17 is to investigate the viability of operating a register for affordable home ownership.

Action 17: Investigate viability of operating a low cost home ownership register

Responsibility	Development and resources manager Strategy and enabling officer	Priority	Low
Expected outcomes			
Increased housing choice and more effective operation of the housing market.			
Targets and outputs		Timescale	
Report on viability		August 2005	
Resource implications			
Staff time			
Monitoring effectiveness			
Report produced.			
Partners / consultation		Equalities	
Neighbouring authorities Housing associations Housing staff IT section Tenants / residents		No equalities implications anticipated	
Risks to delivery			
IT system. Need to revise application form and process. Staff time.			
Alternative options considered			
Do nothing.		We need to promote housing choice. A register will provide information to develop future strategic priorities. We need to ensure that affordable housing developed in the Borough meets housing need.	
Links			
Regional Housing Strategy policies: - Gedling Partnership priorities: 6, 7, 11 GBC priorities: 3, Decent Homes Housing service objectives: 2, 3, 4			

9. WORKING WITH THE PRIVATE SECTOR

This chapter deals with private sector issues, including our priorities for dealing with improvements to the Borough's private sector housing stock.

Stock condition

The Government's ready reckoner for Decent Homes assessment provides an estimate for the Borough of:

- ✓ 6,354 vulnerable households living in the private sector; of whom
- ✓ 2,439 are living in non-decent homes.

In addition, we hold stock condition information based on assessments by officers and self assessments by residents. From this we estimate that 3.5 percent of the private sector stock (approximately 1,540 dwellings) is unfit. Dampness and serious disrepair remain the principal reasons for unfitness. The highest levels of unfit properties in the Borough are in the pre 1919 and 1919-1944 age bands. Most are owner occupied rather than tenanted.



In view of the drive towards Decent Homes - particularly for vulnerable people in the private sector - from Government and in the Regional Housing strategy we have identified the need for a more robust approach to a private sector stock condition survey. We are therefore currently negotiating a partnership approach with Nottingham and Derby City Council and Mansfield District Council. This is being supported by GOEM.

Our progress on priority actions

	<p>Priority Action Q: Review approach to private stock condition survey</p> <p>Progress on formulating a joint approach to this has been delayed while awaiting</p> <ul style="list-style-type: none">✓ revised Health and Safety Rating System;✓ Decent Homes standard; and✓ Government guidance on undertaking a stock condition survey.
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Actions for the future



While awaiting guidance on the private stock condition survey (see Priority Action Q update, above) we have been working with neighbouring authorities to establish whether a joint approach to private sector stock condition survey is feasible.

Funding has been identified to enable us to commission a private sector stock condition survey and **Priority Action 18** is to progress this in 2004/5.

Action 18: Commission private sector stock condition survey

Responsibility	Development and resources manager Maintenance manager private housing	Priority	High
Expected outcomes			
Inform the private sector housing renewal policy and strategy.			
Targets and outputs		Timescale	
Research options and agree approach with GOEM		December 2004	
Appoint project managers		February 2005	
Develop specifications and tender		March 2005	
Surveys		July / August 2005	
Draft report		September 2005	
Final report		October 2005	
Resource implications			
Staff time. Budget identified and approved			
Monitoring effectiveness			
Report produced.			
Partners / consultation		Equalities	
Neighbouring local authorities GOEM Residents		Implications dependent on approach. Contractor required to include all sections of the community. Contractor required to operate an effective equal opportunities policy.	
Risks to delivery			
Staff time. Availability of experienced consultants to undertake the work. Response rate.			
Alternative options considered			
Joint research with neighbouring authorities. Do nothing.		Consultation revealed little financial benefit. There is potential to use a common approach and this is being progressed. Rejected because information is needed to inform the development of local and regional strategies and plans.	
Links			
Regional Housing Strategy policies: 3, 5, 6, 11 Gedling Partnership priorities: 3, 7, 11 GBC priorities: 1, 3, Decent Homes Housing service objectives: 1, 2, 7, 8			

Private sector renewal policy and strategy

This section briefly outlines our current approach to dealing with the private sector.

Our progress on priority actions

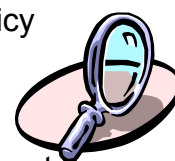


Priority Action R: Formulate and publish private sector and renewal policy

The policy was published in 2003 and revised in 2004.

In 2002 the ODPM introduced an Order⁷ that changed the duties and powers we have to assist with maintenance, repair and renewal in the private sector. It introduced a new general power enabling councils to provide assistance for housing renewal and provided us with broader discretionary power to tailor grant policy towards local needs and priorities.

We responded to this challenge by implementing our Private Sector Renewal Policy and Strategy in July 2003. This was developed through wide ranging consultation with residents, grant applicants, landlords and landlord associations, other local authorities, relevant stakeholders and elected members. The Policy and Strategy was revised in March 2004 to reflect the funding available and more effectively target resources.



The policy and strategy addresses the issues of:

- ✓ unfitness;
- ✓ disrepair;
- ✓ energy efficiency and fuel poverty;
- ✓ safety;
- ✓ security;
- ✓ care in the community; and
- ✓ support for elderly and disabled persons.

Following consultation it was decided to target resources to help the more vulnerable households in the Borough. This is because poor quality housing can affect the health and well-being of occupants, particularly those who are sick or disabled, old and infirm or are struggling on a low income. In order to help as many people as possible within these vulnerable client groups we decided to stop offering grants to landlords. Our consultation revealed that landlords are likely to undertake required works without recourse to grant aid.

We will review the policy annually to ensure that resources continue to be targeted effectively. The demand for grant assistance exceeds the available resources and we expect that this high demand will continue.

In addition, in order to make the Council's limited financial resources stretch as far as possible the decision was made to make all grants (except Disabled Facilities Grants) re-payable on disposal of the property. Consultation revealed that this

⁷ Regulatory Reform (Housing Assistance) (England and Wales) Order 2002

requirement would not deter those who required assistance from applying for grants. The revised policy is outlined below.

Grants policy

Grants policy is reviewed annually to reflect needs and conditions in the Borough and make best use of available resources.

Renovation grant

Renovation grant is targeted on properties in the worst condition. We offer renovation grant to vulnerable clients on qualifying benefits who are:

- aged 60 or over;
- disabled; or
- families with children.

Eligibility is dependent on the presence of defects from a defined list. Additional works required to make the property fit are included within the eligible works and must be completed.

Home Repair Assistance

Home Repair Assistance is available for clients who are aged 60 or over or disabled or infirm and in receipt of specified income-related benefits or on a low income. A defined list of eligible works has been produced. The in-house Stay Put Scheme assists these clients

Disabled Facilities Grant

Mandatory Disabled Facilities Grant is available. However we do not provide grant aid towards discretionary adaptations.

In 2003/04 there was a large increase in referrals from the Occupational Therapy department (95 in 2003/04 compared with 74 in 2002/03). This resulted in 20 approvals with deferred payment conditions, which will have to be paid from the budget for 2004/05. It is highly likely that demand will exceed the resources available in 2004/05.

Maintenance advice

Targets for Decent Homes in the private sector cannot be achieved via the limited availability of grant aid. We aim to enable homeowners to improve their properties by offering the following assistance:

Clients not eligible for grant assistance

The following free maintenance advice is offered:

- ✓ a property inspection;
- ✓ schedule of works required to achieve Decent Homes standard;
- ✓ general maintenance advice and provision of information leaflets;
- ✓ information regarding Quality Mark and reputable trade organisations;
- ✓ information on the Home Improvement Trust; and
- ✓ details of financial assistance from other agencies.

Properties inspected for Renovation Grant

We produce a schedule of works to bring the property up to the Decent Homes standard and encourage the client to finance the additional works. We also offer advice and information as detailed above.

Follow up inspections are carried out if works are completed. This enables us to update records of stock condition in relation to fitness and Decent Homes.

Local Agenda 21

The Council agreed its Local Agenda 21 Plan in December 2000. This identifies practical measures for improving residents' quality of life by balancing economic growth with sustainable development. Housing's contribution to this agenda include:

- ✓ target hardening and affordable warmth scheme; and
- ✓ the promotion of the ECO Homes standard for new housing.

Additionally, the Council has commissioned an eco-footprint study for the Greater Nottingham area, with partner authorities. This research will include consideration of sustainable development, energy consumption in the home and other related matters.

Energy efficiency

We are committed to meeting our obligations under the Home Energy Conservation Act by providing energy advice and information to residents. We offer an energy and advice service in partnership with Nottinghamshire and Derbyshire authorities. This helps people to access the energy efficiency schemes available.

We have also incorporated energy-efficiency advice and works into our Private Sector Renewal Strategy and Policy. Where appropriate, residents of properties eligible for Home Repair Assistance are offered:

- ✓ additional thermal insulation works;
- ✓ assistance with additional heating; and
- ✓ replacement of defective appliances to provide affordable warmth.

Actions for the future

Fuel poverty has been recognised as a significant social problem by the Council. Contributory factors include low household income, poor insulation, inefficient or expensive heating systems and under-occupancy of properties. It is felt that the issue should be more strategically addressed and developing an affordable warmth strategy has been identified as a **Priority Action 19**.

Action 19: Write affordable warmth strategy

Responsibility	Development and resources manager Maintenance Manager Private Housing	Priority	Medium
Expected outcomes			
Effectively targeting resources to identified priorities, meeting the needs of the most vulnerable. Influence direction of future housing policy			
Targets and outputs		Timescale	
Research into best practice and local needs		January 2005	
Draft strategy for next 3-5 years		February 2005	
Action plan		March 2005	
Final consultation		May 2005	
Final drafting of document		July 2005	
Member approval		August 2005	
Resource implications			
Staff time.			
Monitoring effectiveness			
Strategy developed.			
Partners / consultation		Equalities	
Statutory and voluntary agencies		Available in other formats on request.	
Residents		Targeted on most vulnerable households	
Risks to delivery			
Staff time			
Alternative options considered		Reason rejected	
Do nothing.		Identified as a regional priority.	
Links			
Regional Housing Strategy policies: 5, 6, 10, 11 Gedling Partnership priorities: 3, 6, 7, 11 GBC priorities: 3, Decent Homes Housing service objectives: 2, 7			

Empty homes

We are an active member of the East Midlands Empty Property Forum. This Forum explores the options for bringing empty properties back into use.

We know that:

- ✓ in March 2004 there were 1,307 empty private sector properties;
- ✓ 832 of those had been empty for more than six months;
- ✓ private sector stock accounts for the largest proportion of empty properties;
- ✓ empty properties are pepper-potted throughout the Borough;
- ✓ no particular areas demonstrate low demand issues; and
- ✓ lack of demand does not appear to be the reason for properties standing empty.



A partnership with Longhurst H.A. has brought three empty properties back into use (see chapter 6).

Private sector renewal grants have brought nine properties back into use over the last two financial years.

Our progress on priority actions



Priority Action S: Empty homes strategy

Work on the development of the strategy was postponed so that it could be better developed to reflect the priorities of the Private Sector Renewal Policy and Strategy.

A draft document has been produced which is awaiting approval.

Care and Repair / Home Improvement Agency

We operate a support and advice service for elderly and disabled people to help them to carry out minor works to their home to enable them to continue to live independently. Traditionally this service has been provided within the Private Sector team and - whilst successful - has been limited by the resources available. Accordingly we identified the need to assess the feasibility for Gedling to move towards a Home Improvement Agency.

Our progress on priority actions



Priority Action T: To undertake a Home Improvement Agency feasibility study

The feasibility study was undertaken in partnership with Supporting People team and neighbouring authorities. This led to a successful bid to Government for funding to establish a South Notts Home Improvement Agency (HIA). The project will be jointly funded and Gedling Borough Council has committed £30,000.

A priority for the HIA will be to target vulnerable households living in non-Decent accommodation. This addresses the Government drive for Decent Homes in the private sector.

Along with our partners we will continue to be involved in setting up and monitoring the work of the South Notts Home Improvement Agency. The HIA is due to go live early in 2005.

The development of handyperson schemes linked to a network of HIAs is a central recommendation of the Nottinghamshire County Council Best Value Review 'Promotion of independence of older people' and is in line with the developing Supporting People strategy.



The County review found that older people desperately need handyperson schemes. Such schemes carry out small repairs, minor adaptations and improvements. They enable vulnerable older people and disabled people to stay in their own homes and maintain independence, health and wellbeing. Handyperson schemes support the Decent Homes Standard, affordable warmth strategies and the Government's Sustainable Communities agenda.

For these reasons Gedling Borough Council will support the development of a handyperson scheme alongside the development of the South Notts HIA.

Developing relationships with private sector landlords

We encourage landlords to provide good quality accommodation and conduct their business in a responsible manner. The Council has adopted the Government's Concordat on Good Enforcement with the aim of assisting or advising landlords wherever possible. Accordingly we issue pre-formal notices on landlords notifying them of intended enforcement and we take formal action where necessary.

The private sector team regularly inspects the Borough's 35 houses in multiple occupation. Where necessary remedial works are identified the landlord is informed.

We have conducted research into the private sector and are in the process of setting up a database of landlords in the area. However, it is acknowledged that we still have much work to do to develop our relationship with private landlords.

Our progress on priority actions



Priority Action U: Develop relationships with private sector landlords

Landlords were involved in the consultation exercise that contributed to the development of the Private Sector Renewal Policy and Strategy.

Our partnership with the HLG Bond Scheme has led to an agreement to undertake further joint research and relationship building. This will establish how local landlords prefer to be informed and consulted.

We are developing a database of landlords. This priority action therefore remains ongoing.

Actions for the future

Priority Action 20 is to conduct local research into the private rented sector and **Priority Action 21** is to work with Housing Benefits to develop stronger relationships with private sector landlords.

Action 20: Conduct research on the private rented sector

Responsibility	Homelessness and Housing Advice Manager	Priority	Medium
Expected outcomes			
Better knowledge of the local housing market. Better knowledge about the causes of homelessness. Establish landlords' preferred communication mechanisms.			
Targets and outputs		Timescale	
Research report produced		March 2005	
Resource implications			
Staff time HLG are committed to contributing to this research.			
Monitoring effectiveness			
Report produced.			
Partners / consultation		Equalities	
HLG Private sector landlords and lettings agents. Landlord organisations Private sector tenants. Housing benefit section. Neighbouring authorities.		No equalities implications anticipated	
Risks to delivery			
Staff time. Reaching and engaging private sector.			
Alternative options considered		Reason rejected	
Do nothing.		End of an assured shorthold tenancy is one of the highest causes of homelessness. Also need to explore effective ways of increasing the housing stock in the Borough.	
Contract out the research.		Financial considerations	
Joint research with neighbouring authorities.		Partners unable to commit for this year, or already undertaking own research.	
Links			
Regional Housing Strategy policies: 3, 5, 6, 9, 11, 16 Gedling Partnership priorities: 2, 3, 6, 7, 11 GBC priorities: 1, 2, 3, Decent Homes Housing service objectives: 2, 4, 7			

Action 21: Develop stronger relationships with private landlords and lettings agents

Responsibility	Housing Housing manager (Development and Resources) Maintenance manager (Private Housing) Finance Benefits manager	Priority	Medium
Expected outcomes			
Better knowledge of the local housing market.			
Will inform strategies and plans to promote and increase use of private rented sector.			
Promote information exchange.			
Increase housing options.			
Improved service delivery and customer satisfaction.			
Targets and outputs		Timescale	
Policy statement for managing relationship with landlords		December 2004	
Communicate with landlords using preferred mechanisms		Ongoing	
Resource implications			
Staff time			
Venue and refreshments			
Administration and stationery			
Monitoring effectiveness			
Preferred communication mechanisms identified and in use.			
Partners / consultation		Equalities	
HLG		Information will be made available in other formats on request.	
Private sector landlords and lettings agents.		Accessible venues	
Landlord organisations			
Housing benefit section.			
Risks to delivery			
Staff time.			
Reaching and engaging private sector.			
Alternative options considered			
Do nothing.		Need to explore effective ways of increasing the housing stock in the Borough.	
Links			
Regional Housing Strategy policies: 3, 5, 6, 9, 11, 16			
Gedling Partnership priorities: 1, 4, 6, 7, 11			
GBC priorities: 1, 2, 3, Decent Homes			
Housing service objectives: 2, 4, 7			

10. HOUSING REVENUE ACCOUNT

This chapter is a brief outline of the Housing Revenue Account and the Housing Stock Option Appraisal, which will set out the approach for the management and maintenance of the Council's housing stock for the next 30 years.

The Housing Business Plan and the Your Homes –Your Future Stock Option Appraisal look at the council's current position and how this may change with reference to:

- ✓ stock condition;
- ✓ tenants' views and aspirations;
- ✓ options for the future;
- ✓ need and demand;
- ✓ resources; and
- ✓ service delivery.

HACAS Chapman Hendy were appointed to carry out the Stock Options Financial Appraisal and the Housing Revenue Account Business Plan model. PS Consultants were chosen by a panel of tenants to undertake the role of Independent Tenant Adviser.

Stock Condition

The council continually updates its investment profile to take account of the annual capital investment programme and the impact of reductions in stock numbers. Our spending is targeted to ensure the long-term sustainability of the stock and to provide the investment to address the authority's priorities.

In November 2003 we commissioned Property Techtonics to conduct an independent stock condition survey. This was to establish the level of investment needed to meet the Government's Decent Homes Standard and to meet future elemental failure outside the scope of the Decent Homes Standard.



Meeting the Decent Homes standard

The estimated cost of meeting the Decent Homes standard by 2010 in Gedling Borough is £13.6 million. Current failures amount to £5.8 million and the potential for newly arising failures is £7.8 million. When future inflation, fees and the impact of Right to Buy sales are taken into account it is estimated that to meet the Decent Homes Standard will require investment of £16.7 million.

The survey identified a required £99.9m capital investment over the next 30 years. Table 6, below summarises the investment needed to meet the costs identified by the stock condition survey. The estimates are adjusted to reflect inflation, fees and the impact of Right to Buy sales.

Table 6: Required capital investment

	Expenditure to 2010 (£m)	Expenditure over 30 years (£m)
Stock condition survey costs	15.3	99.9
Adjustment for RTB sales, inflation and fees	5.5	61.1
Total capital investment needed	20.8	161.0

Meeting the Gedling standard

Following consultation with our tenants we have recognised that the Decent Homes Standard is a relatively low standard. There is a strong case for social landlords to aspire to a higher standard to ensure sustainability and tenant satisfaction.

The Independent Tenant Adviser consulted tenants on their preferred standard through roadshows and a survey questionnaire.

The tenants identified a range of priorities for inclusion in the Gedling Standard. The Tenant Consultation Panel considered the results of the consultation and drew up a revised priority list, together with proposed timescales. This requires the Decent Homes standard plus:

- ✓ double glazed windows by 2010;
- ✓ secure and solid doors by 2010;
- ✓ new kitchen every 15 years;
- ✓ new bathroom every 25 years;
- ✓ walk in showers to warden aided properties; and
- ✓ security lighting.

The total capital investment required to achieve the Gedling Standard is £27.2 million up to 2010 and £170.3 million over 30 years.

Tenants' views and aspirations

The Gedling Standard was concerned with the maintenance of the council's housing stock. However, the consultation was broadened to identify tenants' priorities for improvements in service delivery.

Tenants said that their priorities were:

- ✓ a high quality repairs service;
- ✓ an improved housing management service (in particular a service for dealing with anti-social behaviour); and
- ✓ the provision of affordable housing.

The Stock Option Appraisal process will assess these priorities when considering each of the options available.

Need and demand

In Gedling we have rapidly rising house prices compared to income. This is having two effects:

- ✓ there is greater demand for social housing because people cannot afford to access market housing; and
- ✓ existing tenants are choosing to buy their homes through Right To Buy, decreasing the stock we have available.

Like many local authorities Gedling is facing the problem of reducing stock numbers through increased Right to Buy sales. Our stock has reduced by 8.2% since April 2001. Right to buy is also changing the profile of the stock. Former tenants are purchasing larger properties and therefore smaller properties make up an increasing percentage of our stock. Only 45% of our stock is houses. Sheltered accommodation represents the greater proportion of the overall stock.

We are facing a mismatch of need and supply. We are also noting the emergence of less popular sheltered accommodation.

The option appraisal process will consider these issues when identifying options for the future.

Options for the future

The options that have been considered are:

- ✓ Stock retention with the existing financial and management arrangements;
- ✓ Stock transfer to a Housing Association;
- ✓ Stock retention with management provided by an ALMO; and
- ✓ Stock retention through the Private Finance Initiative.

The financial appraisal carried out by HACAS Chapman Hendy has identified that for Gedling only stock retention within existing arrangements and stock transfer to a Housing Association provide viable solutions.



Stock retention within existing arrangements

This option means that the Council would still own and manage its stock. We can raise the investment required to improve its homes to the Decent Homes Standard by 2010 and over the next 30 years. However, improvements in excess of the Decent Homes standard would have to be met by savings from the Housing Revenue Account.

Stock transfer to a Housing Association

This would involve transferring the Council's stock to a Housing Association. This could be an existing Housing Association or a new one could be created.

The financial appraisal carried out by HACAS Chapman Hendy found that this is the only option that would provide sufficient resources to improve homes to the Gedling

Standard and ensure that the long-term investment and management needs of the housing stock are met.

Stock retention with management provided by an ALMO

Arms Length Management Organisations (ALMOs) are a mechanism where a council forms a separate company to manage and maintain its stock. Extra resources are available to assist these companies to meet the Decent Homes standard.

The financial appraisal indicates that Gedling Borough Council can meet the Decent Homes standard within available resources. It is unlikely therefore that this option would provide additional funding to meet tenants' priorities.

Stock retention through the Private Finance Initiative

The appraisal found that this option would not provide a viable solution for the council's housing stock.

Future decisions

Following comprehensive consultation carried out by the Independent Tenants Advisor the Service Review Group has recommended that the Portfolio Holder requests officers to further investigate the possibility of stock transfer. This recommendation will be reported to Cabinet in January 2005.

Of those tenants who expressed an opinion on the future of the stock:

- ✓ 53.8% were in favour of considering stock transfer
- ✓ 46.2% were in favour of the Council retaining its stock.

We will be producing a brand new Housing Strategy in January 2006. This will set out how we will meet priorities and deliver the chosen option.

Resources

The council currently plans to finance its capital investment programme via:

- ✓ the Major Repairs Allowance;
- ✓ revenue contributions to capital outlay;
- ✓ other receipts i.e. retention of pooled Right to Buy receipts due to the council's Debt Free status; and
- ✓ borrowing.

The financial appraisal shows that we will need to re-examine our investment plans should tenants choose stock retention within existing arrangements. Based on the Decent Homes standard investment requirements the Housing Revenue Account will maintain sufficient balances over the 30 years of the Business Plan model. Should the Council continue to invest at the current planned rate to meet the stock condition survey investment needs we will have to identify annual revenue savings as outlined

in Table 7, below. It should be noted that we would need to make even greater annual savings to achieve the Gedling Standard.

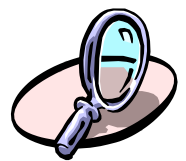
Table 7: Annual revenue savings required to meet stock condition survey investment requirements

Year	Average annual saving required
2004 -2010	£0
2010 -2016	£1,041,000
2016 -2022	£1,331,000
2022 - 2028	£1,615,000
2028 - 2034	£2,106,000

Service delivery

The Council continues to perform well with regard to Best Value Performance Indicators, with several indicators within the top quartile (see Appendix 13).

- ✓ 98.1% of repair appointments were both made and kept during 2003/4;
- ✓ we have made a continued improvement in urgent repairs completed within Government time limits, with an out-turn of 97%; and
- ✓ 95% of all repairs are completed within time limits.



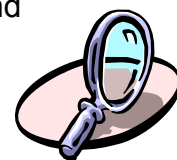
Our performance on rent collection and arrears remains very good. We are in the top quartile at 98.8%.

However, average re-let times during 2003/4 declined to 41 days. This highlights the urgent need for identifying options for our less popular sheltered stock within the Stock Option Appraisal process.

11. DELIVERING THE STRATEGY

Resourcing the strategy

Throughout the Housing Strategy we have identified and discussed the resources necessary meet our priorities. Our commitment to obtaining robust stock condition data has been reflected in approved budgets of £55,000 for a private sector stock condition survey and £25,000 for a survey of garages, garage sites, housing land and open spaces.



Below we outline current Capital and Revenue expenditure and provide a brief overview of the Business Plan Financial Model (see also Appendix 2). From a financial perspective the model confirms that significant investment is required in the stock if the Decent Homes standard is to be achieved.

The model demonstrates that it will be possible to meet the Decent Homes standard by 2010 and the Stock Condition Survey requirement up until 2010. There is however a shortfall in resources to meet tenants' aspirations by 2010 and a significant shortfall beyond 2010 for both the Stock Condition survey requirements and tenants aspirations.

Right to buy sales continue to reduce stock numbers (but at a slower rate due to increased market prices). This most affects the best quality stock and produces diseconomies of scale as we manage a smaller stock. Specific problems in individual stock types are not obvious. However, financial problems are greater in respect of pre-reinforced concrete properties, bungalows and sheltered accommodation.

Rent restructuring will not provide a significantly greater income stream to provide additional investment income. At an operational level rent differences between both the local authority, Registered Social Landlord and private sector are significant, but the Government's method of calculation does not reflect this.

The last financial model clearly identified the need to examine options that may provide additional resources. As discussed above, HACAS Chapman Hendy examined four options. They concluded that LSVT or stock retention are the only realistic options available for tenants to select from.

Table 8, below, summarises revenue streams and

Table 9 shows capital expenditure. The figures take into account the impact of the rent restructuring and assume an increase in the major repairs allowance in line with inflation.

The Council employs a corporate methodology with regard to the deployment of capital resources. This sets out systematic procedures in respect of resource prioritisation which are applied to all proposed capital schemes. Resources are allocated according to an assessment of the contribution made to the Council's priorities. In 2004/2005 this has resulted in 52% of capital resources being used to fund Housing capital expenditure.

The Council's 'debt free' status means that additional capital receipts are available because of the transitional relief from the pooling of housing capital receipts. This has enabled the delay of borrowing until 2006/2007 which has been assessed as affordable, prudent and sustainable in accordance with the Prudential Code.

Where appropriate use will be made of capital allowances to retain capital receipts from the sale of housing land to maximise investment in affordable housing stock. We are reviewing garage sites for potential sale.

Table 8: Summary Housing Revenue Account

	2003/2004 Outturn £000s	2004/2005 Latest Estimate £000s
Expenditure		
Management, Special and Homelessness	2,602	2,812
Repairs	1,949	2,091
Housing Benefits	4,276	0
Repayment of Subsidy		3,769
Depreciation	2,274	1,957
Contribution to Capital Expenditure	124	400
Other (including capital charges)	218	179
Total expenditure	11,433	11,208
Less income		
Rents	(7,554)	(7,770)
Non Dwelling Rent/Fees and Charges	(1,167)	(1,186)
Subsidy	(321)	0
Major Repairs Allowance	(1,980)	(1,938)
Other (including capital charges)	(575)	(325)
Total income	(11,597)	(11,219)
Surplus for year	(154,)	(11)
Balance at beginning of year	(388)	(542)
Balance at end of year	(542)	(553)

Table 9: Summary Housing Capital Expenditure

	2003/2004 Outturn £000s	2004/2005 Planned £000s	2005/2006 Proposed £000s	2006/2007 Proposed £000s
Expenditure				
Housing with the HRA	2,083	3,847	3,423	3,088
Social Housing Grant (LASHG)	28	0	0	0
Other Housing in Private Sector	820	770	824	824
Stock Condition Surveys	25	55	0	0
Total	2,956	4,672	4,247	3,912
Financed by				
Borrowing	688	0	0	1,000
Specified Capital Grant	209	185	364	364
Capital Receipts	0	1,707	1,392	460
Contributions from Revenue				
Major Repairs Allowance	1,934	2,380	2,241	1,938
Other HRA	125	400	250	150
Sub Total	2,059	2,780	2,491	2,088
Total	2,956	4,672	4,247	3,912

FINANCIAL KEY MESSAGES

The impact of rent restructuring does not provide a significantly greater income stream.

Diseconomies are likely to be the result of a continued Right to Buys or fragmented divestment.

There is limited scope for the authority to achieve the required level of investment in the stock and a decision regarding LSVT or stock retention will need to be taken following consultation with the tenants.

Monitoring delivery

The Council acknowledges the importance of ensuring effective monitoring systems are in place and has highly developed monitoring systems in place. The report of the Audit Commission on the Comprehensive Performance Assessment of the Council found that:

'The Council's finances are sound and well managed. There is a well established system for managing service performance and a culture



across the organisation of rigorous monitoring and review. The Council's performance in delivering high quality basic services is impressive.'

To underpin this, within the Housing Services Section we produce a Performance Plan each year which feeds into the corporate Performance Plan. Our Performance Plan provides details of our key corporate and operational tasks. There are detailed project plans, which include:

- ✓ SMART targets;
- ✓ links to corporate values;
- ✓ Best Value;
- ✓ crime and disorder implications; and
- ✓ sustainability implications.

Our Performance Plans and a sample monitoring report are reproduced in Appendix 9 and 10. These also provide details of the relevant BVPIs and our performance against them.



Each month we produce a performance monitoring report which provides details of progress against targets including:

- ✓ feedback received from consultation;
- ✓ equal opportunities monitoring;
- ✓ performance against BVPIs; and
- ✓ financial resources.

Problem areas are highlighted and the appropriate action taken. Key aspects are also reported to the corporate management team and elected Members.

Continuous service improvement

We are committed to continuous service improvement and to ensure this we need to monitor and evaluate what we do. All of the changes we make and the new services we introduce (alone or in partnership with others) are assessed for their effectiveness. Accordingly, throughout this strategy, where actions have been identified we have said how these new initiatives will be monitored for effectiveness.

As part of the monthly monitoring report HMT monitors customer feedback. Service improvements are made in response to this feedback wherever possible.

Benchmarking allows us to compare our performance against other similar local authorities and identify ways in which we can improve services. We are members of various benchmarking groups and we continue to consider the relevance and usefulness of additional groups as they arise. The Council subscribes to the Housing Quality Network, which offers examples of good practice and enables benchmarking.

Actions for the future

As evidence of our commitment to excellent customer service **Priority Action 22** is to achieve the ISO 9001 accreditation of housing landlord function.

Staff training

In 2004 Gedling Borough Council was awarded Investor In People status. This is a key achievement, which reflects the quality of our staff and the commitment to continuous improvement.

We offer a comprehensive programme of staff training. This includes:

- ✓ regular briefings and updates;
- ✓ seminars;
- ✓ short courses; and
- ✓ courses leading to external qualifications.

Joint training is arranged where possible, for example with neighbouring authorities or other stakeholders such as Social Services. This builds important local relationships between officers at all levels within the Council and helps to ensure a consistent approach to case management.

As part of our commitment to equality all staff have attended diversity training. This offers an overview of equal opportunities issues and an understanding of different cultures.

Customer service

We have commissioned consultants to provide comprehensive customer care training for all Housing staff. The programme will begin in early 2005.

The Council introduced its One Stop Shop approach to customer services from April 2004. This provides an initial point of contact to all service users. Referrals are made to more specialist officers within departments as and when necessary.

There is a comprehensive Council web site www.gedling.gov.uk. This is used for consultation, to inform the public and to disseminate key policies and strategies. The web site is currently being updated to comply with the Government's drive to improve the accessibility of information - 'e government'.

The Council continues to consider video conferencing at remote sites and is looking at the options for providing additional interactive services.

Action 22 Achieve ISO 9001 accreditation of housing landlord function

Responsibility	Area Housing Manager	Priority	High
Expected outcomes			
Well recorded, consistent and accurate procedures and policies, which meet a recognised standard			
Targets and outputs		Timescale	
Recruit consultant		December 2004	
Establish/review quality policy		Dec 2005	
Review each operational area		Jan 2005	
Gap analysis		Jan 2005	
Undertake departmental tasks		Jan 2005	
Establish and review quality procedures		Mar 2005	
Environmental review		Mar 2005	
Implement		April 2005	
Accreditation		April 2005	
Resource implications			
£12,000 + VAT – to be met from within existing resources			
Monitoring effectiveness			
Achievement of standard			
Monitoring of compliance and updates			
Partners / consultation		Equalities	
Staff		Fair and consistent approach	
Risks to delivery			
Delay in delivery by Consultant			
Failure to achieve standard – low risk as this is included in specification			
Alternative options considered		Reason rejected	
Conduct exercise in-house		Lack of necessary expertise. Staff already fully committed.	
Do nothing		Commitment to best practice	
Links			
Regional Housing Strategy policies: 1, 6			
Gedling Partnership priorities: 7, 11			
GBC priorities: Decent Homes			
Housing service objectives: 5, 6, 8			

12. HOW TO CONTACT US

HEAD OF HOUSING SERVICES	Lynn Clayton 0115 901 3651 Lynn.clayton@gedling.gov.uk
HOUSING MANAGER (DEVELOPMENT AND RESOURCES)	Lynn Vernon 0115 901 3668 lynn.vernon@gedling.gov.uk
AREA HOUSING MANAGER (SOUTH)	Jacquie Beacroft 0115 901 3675 jacquie.beacroft@gedling.gov.uk
AREA HOUSING MANAGER (NORTH)	Alison Bennett 0115 901 3696 alison.bennett@gedling.gov.uk
PROPERTY MAINTENANCE MANAGER	Diane Grattage 0115 901 3655 diane.grattage@gedling.gov.uk
MAINTENANCE MANAGER (PRIVATE HOUSING)	Carole Rice 0115 901 3653 carole.rice@gedling.gov.uk
HOMELESSNESS AND HOUSING ADVICE MANAGER	Post vacant Contact Area Housing Manager (North)
RENT AND RESOURCES MANAGER	Suzanne Williamson 0115 901 3667 suzanne.williamson@gedling.gov.uk
STRATEGY AND ENABLING OFFICER	Jo Dean 0115 901 3672 jo.dean@gedling.gov.uk
TENANCY PARTICIPATION OFFICER	Beverley Mee 0115 901 3654 beverley.mee@gedling.gov.uk

If you are not sure who to contact about an issue you can

- ✓ telephone us on 0115 901 3901;
- ✓ write to us at Civic Centre, Arnot Hill Park, Arnold, Notts, Ng5 6LU; or
- ✓ email us on housingservices@gedling.gov.uk

We will make sure the right person responds to you.

13. GLOSSARY

Abbreviations

BME	Black and Minority Ethnic
DFG	Disabled Facilities Grant
EMRA	East Midlands Regional Assembly
GOEM	Government Office for the East Midlands
HIA	Home Improvement Agency
HMT	Housing Management Team. The senior management of the Council's Housing section
LSP	Local Strategic Partnership. For Gedling this is the Gedling Partnership
ODPM	Office of the Deputy Prime Minister
PCT	Primary Care Trust
RHB	Regional Housing Board
RHS	Regional Housing Strategy
SP	Supporting People
SOG	Senior Officer's Group. The junior management of the Council's Housing section
RSL	Registered Social Landlord
PRS	Private rented sector
HLG	Homelessness umbrella group based in Nottingham
LSVT	Large scale voluntary transfer
CJIP	Criminal Justice Intervention Programme
RDA	Regional Development Agency
CPA	Comprehensive Performance assessment

Organisations, partnerships and structures

English Partnerships

National regeneration agency.

Housing Corporation

Body which funds and regulates housing associations in England.

Housing Services Review Group

Group of Members, tenants and staff which reviews the work of housing services.

Local Strategic Partnership

Partnership of public, private, community and voluntary sectors organisations. The LSP is tasked with tackling deep seated,

multi-faceted problems, requiring a range of responses from different bodies.

East Midlands Regional Assembly

The Regional Assembly covers 46 local authority areas. It promotes sustainable development, monitors the regional economic strategy and raises the profile of the region. EMRA is the regional planning body.

Regional Housing Board

Responsible for preparing the Regional Housing Strategy and for advising Ministers on how the region's allocation of funding for housing capital works should be spent.

South Notts Development Officers Group

Group of local authority officers who meet to discuss development issues, particularly around affordable housing.

Supporting People

Strategic partnership responsible for housing related support.

Terms used

Best Value

Best Value is the way local government measures, manages and improves its performance.

Comprehensive Performance Assessment

Audit Commission review of how well the council is run

Decent Homes

Government standard of housing quality. All social housing should meet the Decent Homes standard by 2010.

E government

Government drive to improve the accessibility of information through the use of information technology.

Equality Standard

Local Government Association tool developed to enable local authorities to mainstream gender, race and disability into policy and practice.

Fit for purpose

Government standard with minimum standards which a quality strategy must achieve.

Floating support

Housing related support provided to people in their own homes, irrespective of tenure.

Gedling Standard

Local standard of housing quality, developed by our tenants.

Interim Planning Guidance

Statement which provides land owners, developers and RSLs

with clear, detailed advice on the Council's criteria for the provision of affordable housing.

Joint Structure Plan

County wide document which establishes strategic land use policies to guide the scale and location of development in the plan area.

Key Lines of Enquiry

Set of questions and statements which provide criteria for assessing and measuring the effectiveness and efficiency of housing services.

Local Plan

Identifies areas as suitable for housing, industry, retail and other uses. Also sets out the policies which the Council will apply in deciding whether or not development will be permitted.

Stock options appraisal

Process leading to the decision over the future ownership and management of Gedling's housing stock.

Tenant participation compact

Agreements negotiated by tenants and the council that set out how tenants can be involved in the housing service.

Quality assessment framework

Tool used by Supporting People to assess the standard of housing related support services offered.

14. LIST OF DOCUMENTS REFERRED TO

This update to the housing strategy has necessarily referred to a number of other strategies, policies and other documents. These are listed below, with details of web addresses if they are available electronically. If you do not have internet access please contact the Strategy and Enabling Officer who will be happy to help you obtain a paper copy of these documents.

Strategy and policy documents

National

Cabinet Office 1998 Concordat on good enforcement

Available from www.cabinetoffice.gov.uk/regulation/pst/enforce/enforcecon.asp

ODPM 2002 Regulatory reform (housing assistance) (England and Wales) Order

Available from www.odpm.gov.uk

ODPM 2003 Prudential system (Part 1 of the Local Government Act 2003)

Available from www.local.odpm.gov.uk/finance/capital.htm

ODPM 2003 Sustainable Communities: Building for the Future

Available from www.odpm.gov.uk

Regional

East Midlands Regional Housing Board 2004 Regional strategy for housing investment

Available from www.go-em.gov.uk/housing/index.php

East Midlands Regional Housing Board 2004 Regional housing strategy 2004 - 2010

Available from www.go-em.gov.uk/housing/index.php

Sub regional

Nottinghamshire County Council 2003 Best Value review for the promotion of independence of older people

Available from www.nottinghamshire.gov.uk/home/your_council/plans.htm

Nottinghamshire Supporting People 2004 The Supporting People strategy for Nottinghamshire 2005 – 2010 (draft)

Available from <http://itsacr02a.nottscc.gov.uk/apps/ss/sppin.nsf/1>

Local

Gedling Borough Council 2000 Local Agenda 21 plan

Available from Cabinet Office on 0115 901 3932

Gedling Borough Council 2004 BME consultation framework

Available from Cabinet Office on 0115 901 3932

Gedling Borough Council 2004 Private sector renewal policy and strategy (revised)

Available from www.gedling.gov.uk

Gedling Borough Council 2004 Replacement local plan

Available from www.gedling.gov.uk

Gedling Borough Council 2004 Strategic corporate plan

Available from www.gedling.gov.uk

Gedling Borough Council 2004 Tenant empowerment strategy

Available from Housing on 0115 901 3696

Gedling Borough Council 2004 Tenants' Participation Compact

Available from Housing on 0115 901 3696

Gedling Borough Council 2004 Your Homes – Your Future: Communication and consultation strategy

Available from Housing on 0115 901 3696

Gedling Borough Council Corporate performance plan

Available from Cabinet Office on 0115 901 3932

Gedling Borough Council Housing Services performance plan

Available from Housing on 0115 901 3668

Gedling Partnership 2003 Working together: Gedling community plan 2003/2008

Available from www.gedling.gov.uk

Gedling Primary Care Trust 2003 Local delivery plan 2003/06

Available from Gedling PCT 0115 993 1444

Research / supporting evidence

National

2001 Census

Available from www.statistics.gov.uk/census2001

JCSHR 2004 CORE lettings summary statistics

Available from www.core.ac.uk/documents/reports/LAreports.htm

Land Registry 2004 Residential property price report

Available from www.landreg.gov.uk/propertyprice

ODPM 2004 Best Value User Satisfaction Survey 2003/04 – General Survey of Initial Top Line report

Available from www.odpm.gov.uk

ODPM 2004 District level Ready Reckoner for private sector households in non decent homes

Available from www.odpm.gov.uk

ODPM 2004 The English indices of deprivation

Available from www.odpm.gov.uk

Sub regional

HLG 2004 Homeless watch: a snapshot survey of homelessness in Nottinghamshire

Available from Housing on 0115 901 3672

Line, B 2004 Further analysis of identified issues of low and changing demand in the East Midlands

Available from www.go-em.gov.uk/housing/index.php

Line, B 2004 Research into balanced housing markets in the three cities sub region

Available from www.go-em.gov.uk/housing/index.php

South Notts Research Officers Group 2002 South Nottinghamshire older persons housing study

Available from Housing on 0115 901 3672

South Notts Research Officers Group 2004 Local knowledge on housing and support for vulnerable groups

Available from <http://sppin.nottsc.gov.uk>

South Notts Research Officers Group 2004 South Notts affordability study

Available from Housing on 0115 901 3672

Steele. A 2004 Communities in Focus A study of the housing and related needs of the Black and Minority Ethnic communities in South Nottinghamshire Housing and Urban Studies Unit, University of Salford

Available from www.ashfield-dc.gov.uk/community/housing/communities_in_focus

Local

Audit Commission 2003 Comprehensive Performance Assessment

Available from www.audit-commission.gov.uk/cpa/category.asp

Gedling Borough Council 2003 Inter Agency Homelessness Strategy and Review

Available from www.gedling.gov.uk

Gedling Borough Council 2003 Tenant satisfaction survey

Available from Housing on 0115 901 3696

HACAS Chapman Hendy 2004 Housing Revenue Account business plan

Available from Housing on 0115 901 3651

HACAS Chapman Hendy 2004 Stock options financial appraisal

Available from Housing on 0115 901 3651

Line, B. 2004 Housing market assessment for Gedling

Available from Housing on 0115 901 3672

Property Techtonics Stock condition survey

Available from Housing on 0115 901 3655