

Gedling Borough Council Housing Strategy

2026-2030



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The Purpose of the Strategy

This Housing Strategy sets out Gedling Borough Council's vision and priorities for housing in the Borough for the next five-year period until 2030 and the actions that will be taken to meet local need. The Housing Strategy is an overarching document that aims to encompass all the aspects of the Council's housing policy and housing related services provided directly or indirectly within the Borough. This includes supporting the delivery of new homes that meet energy efficiency standards, while also improving the energy performance of the existing housing stock. The Strategy also covers planning policy, the social housing register, homelessness prevention, domestic abuse, specialist housing, aids and adaptations, and the private rented sector, including selective licensing in parts of the Borough. It refers to the legislative frameworks, corporate policies and strategic plans that shape the Council's approach to housing across Gedling.



Vision

The Gedling Legacy Plan 2026-2028 sets out four key priorities: Economy, Community, Place and Council. Housing falls under the "Place" priority and aims to enable a safe, attractive, clean and culturally vibrant Borough that plays its part to tackle the climate emergency. This Strategy supports that work to ensure that individuals and families can access high quality, affordable and energy efficient housing to bring life to neighbourhoods.

At the heart of the Council's vision is the ethos of

"Serving People, Improving Lives"



Local Government Reorganisation (LGR)

Local Government reorganisation for Nottingham and Nottinghamshire aims to abolish the nine current Councils and create two new unitary authorities.

It offers opportunities to create more effective, streamlined services by reducing duplication, clarifying accountability, making significant efficiency savings, forming stronger strategic influence and simplifying service delivery. It will also modernise IT systems to enable the provision of more efficient, effective, and digitally enabled services.

Its key aims are: -

- **Strategic Investment and Growth:** Larger unitary Councils are better positioned to attract and coordinate significant investment and secure Government grants for large-scale projects, such as retrofit and growth programmes.
- **Streamlined Planning and Development:** The consolidation of planning functions and the merging of legacy plans can provide a clearer, more consistent strategic framework, potentially support larger development sites and align housing delivery with necessary infrastructure more effectively in the long term. This can help speed up house building in the new authority areas.
- **Larger-Scale Planning:** Unitary structures can support planning for larger development sites and better align housing with necessary infrastructure, such as transport networks and schools, across a wider geographical area.
- **Integrated Service Delivery:** Bringing services like housing, public health, and social care under a single authority allows for a more holistic approach to complex challenges. This means better support for families in need of housing can be integrated with other support services, addressing the root causes of issues like homelessness more effectively.
- **Consistent Policies:** Larger unitary Councils can lead to more consistent housing policies and commissioning arrangements (e.g., for homelessness prevention or supported housing) across wider areas, reducing complexity for housing providers.

- **Locally Tailored Policies:** Enhanced local control means authorities can better address specific housing challenges relevant to their communities, whether that involves rural affordable housing or urban placemaking and regeneration, rather than a one-size-fits-all national approach.



When a local government body prepares for changes, such as a reorganisation or the transfer of powers, several key areas require review. In preparation for Local Government Reorganisation, Gedling Borough Council will create a strategic Corporate Legacy Succession Plan which will address these key areas and outline how services will continue to be delivered until new policies are fully adopted by the newly formed Councils.

As part of this Housing Strategy, the Council have identified four priorities as follows:

Priority 1 - The provision of new housing

Priority 2 - Helping those that want or need a home

Priority 3 - Improving the quality of existing housing within the borough

Priority 4 - Looking after our residents in their homes

Current Issues

- The current housing situation in the Borough is a complex issue with a range of causes and consequences.
- The local housing market has changed over the past few years with house prices and rents increasing.
- It is a national problem that affects people of all ages, genders, race and backgrounds.
- An increase in life expectancy means people are living longer. Individuals require more care and support and as they age their housing circumstances can also alter.
- Rising housing costs in the private rental sector are making it more difficult for households to find affordable homes.
- The current supply of affordable housing does not meet the current demand, leading to overcrowding, homelessness and a long housing waiting list.
- There is an increase in construction and land costs which is impacting the delivery of affordable homes.

- There is an increase in the number of refugee and asylum seeker households needing housing support.
- There is an increasing number of households becoming homeless with the Council having to place significant numbers of people into temporary accommodation to meet its duties.
- The Government have announced their proposal to create more unitary Councils giving more power locally around key services such as housing and planning.
- A new Combined County Authority has been established for Derbyshire, Nottinghamshire, Derby City and Nottingham City. It will work closely with local Councils, landowners, and developers, to turn some of the region's most challenging sites into thriving neighbourhoods with the focus on creating high-quality homes that are environmentally friendly and built to last.
- There is an increase in families requiring accessible and adaptable accommodation.
- Building new energy efficient homes in line with current standards
- Improving the energy efficiency of existing homes to EPC C or above



Local Authority Strategic Housing Role

Although Gedling Borough Council is not a housing provider, following a stock transfer to Jigsaw Homes Midlands (formerly Gedling Homes) in 2008, the Council retains a number of statutory duties as a strategic housing authority.

Gedling Borough Council's statutory duties and the actions and activities it must deliver, include the following:

- Planning and housing supply: Periodically reviewing the housing needs of the area in relation to housing conditions and the needs of the Borough.
- Awarding grants to disabled persons to allow them to adapt their homes to meet their needs, subject to means testing and up to a prescribed maximum amount.
- Providing and publishing a Housing Allocations scheme and allocating housing accommodation in accordance with the scheme.
- Make inquiries into cases of homelessness or threatened homelessness.
- Provide interim accommodation to people who are homeless and are eligible for assistance.
- Secure permanent accommodation for households that have become homeless.
- Ensure that advice about homelessness and the prevention of homelessness is available free to everyone in the borough.
- Publish a new Homelessness Strategy at least every 5 years and take it into account when discharging its functions.
- Inspect dwellings to check if they contain any hazards under the Housing Health and Safety Rating System and take appropriate enforcement action where a category 1 hazard exists.
- Keep the housing conditions in the area under review with the view to identifying action that may need to be taken.
- Licence all Houses in Multiple Occupation where it is occupied by five or more people forming two or more households, and who share amenities like a kitchen or bathroom.
- Develop and publish a Borough Tenancy Strategy.

Gedling Borough Context

The Borough is home to a diverse range of people with varying and evolving needs associated with age, health, disability, and levels of vulnerability. Covering an area of 46 square miles, Gedling Borough is an amalgamation of several villages and towns, created by the 1974 reorganisation of Local Government. It stretches northwards from the A52 boundary with Nottingham City, spanning the A60 to the border with Mansfield and Ashfield, where it abuts the M1 at its western edge.

In the east it shares a boundary with Newark and Sherwood District and Rushcliffe Borough, where it encompasses 3 significant rural settlements, Burton Joyce, Calverton and Ravenshead.

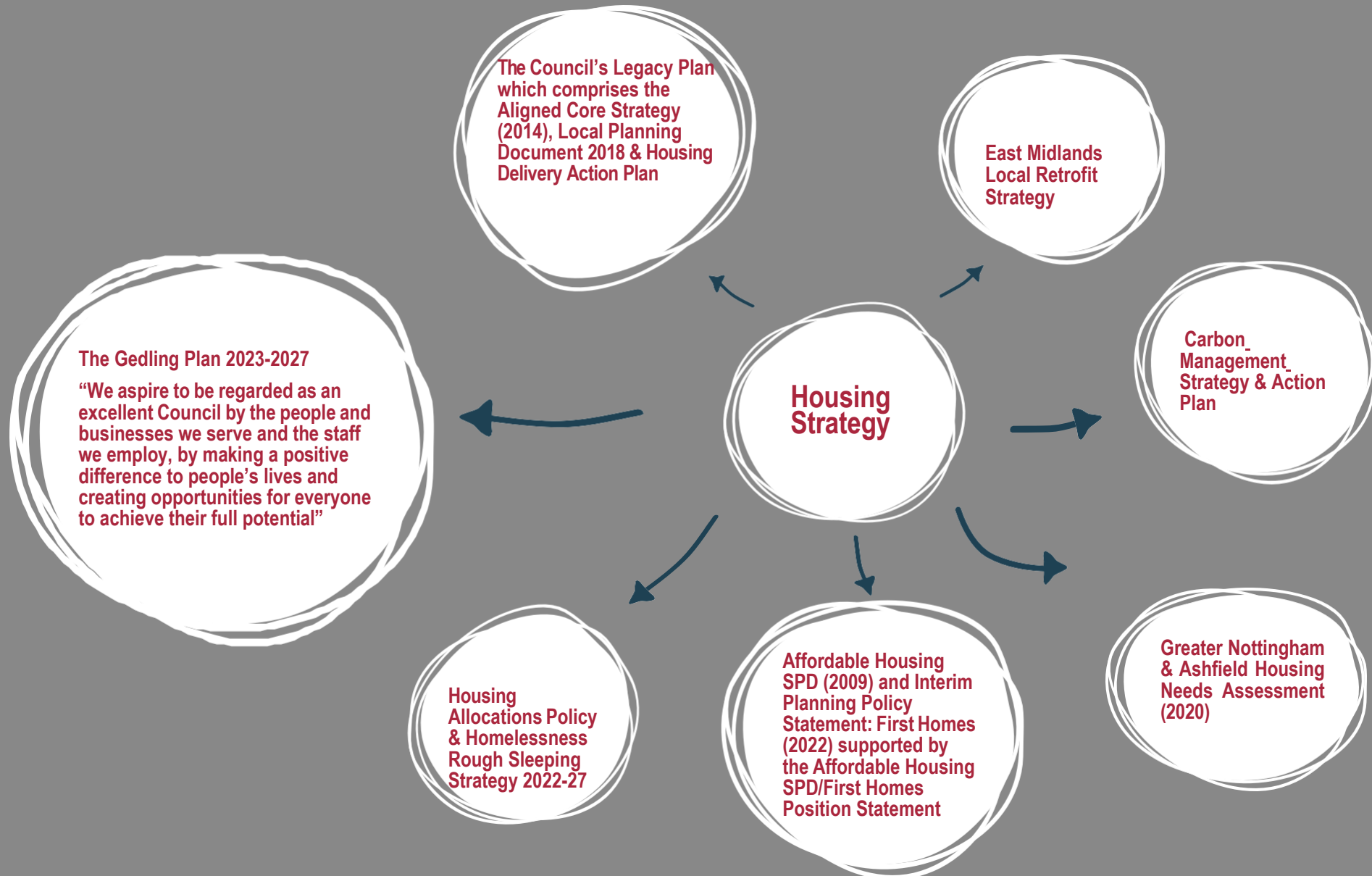
The majority of the population is in the southwest corner of the Borough, where it has one distinctive major town service centre, Arnold and a significant area of urban fringe connected to Nottingham, Carlton.

Gedling is one of 7 Nottinghamshire Districts and Boroughs. It has an area of 11,998 hectares which represents 5.76% of the total area of Nottinghamshire. Gedling has a resident population of 117,700 (Mid-year estimate 2022), which represents 14.10% of the total Nottinghamshire County resident population of 834,800.



Strategic Framework

The Housing Strategy is an overarching document that covers all aspects of Housing Services of the Council. The Strategy links with both national and local statutory and regulatory plans and legislation as well as corporate and housing documents and reflects the priorities and actions identified within them and for the specific responsibilities of the Council.



National and Local Context

Legislation and policies at a national, regional, and local level have an impact on the content and delivery of a housing strategy. The key legislation and policies that are relevant to helping to deliver this Gedling Housing Strategy are:

- Domestic Abuse Act 2021
- Energy Efficiency (Private Rented Property) (England and Wales) Regulations 2015 – also known as the Minimum Energy Efficiency Standard
- Fit for the future – 10-Year Health Plan for England
- Fire Safety Act 2021
- Homelessness Act 2002
- Homelessness Reduction Act 2017
- Housing Act 1985
- Housing Act 1996
- Housing Act 2004
- Housing with Support Strategy for Adults (18-64 Years) Nottinghamshire County Council 2019
- Independent Review of Building Regulations and Fire Safety 2018
- Levelling-up and Regeneration Act 2023
- National Planning Policy Framework 2024
- Nottingham and Nottinghamshire Integrated Care Strategy 2023-2027
- Nottinghamshire County Council Draft Housing Strategy 2023-2028
- Nottinghamshire Joint Health and Wellbeing Strategy 2022-2026
- Rough Sleeping Strategy August 2018
- Social Housing (Regulation) Act 2023
- The Building Safety Act 2022
- The Nottinghamshire Plan 2021-2031
- The Renters Rights Act 2025
- UK Net Zero Strategy 2021

It is key to recognise that local authorities cannot deliver housing priorities without the support and cooperation of partners from the Housing, Community and Health sectors. These partners and stakeholders include Registered Housing Providers, NHS Trusts, and Third Sector Charity Organisations like Framework.

It is through collaboration that the Council and partners can work together to build, manage, and sustain our communities and provide the best outcome for our residents.



Demographics of Gedling Borough



The largest demographic in the borough are couples with dependent children at 18.7%

In 2023-2024, 16.4% of children in the Borough were living in low-income families.



The population in the Borough is ageing with the average age in the 2021 Census up to 44 from 42 in the 2011 Census.

9.8% of properties in the Borough are rented through Social Landlords (Census 2021).

By age category, Gedling's population is made up of 17.5% of 0-15-year-old, 60.7% people aged 16-64 and 21.7% of people aged over 65.



The number of new homes built in 2024/25 was 480.



Older persons in Gedling overwhelmingly (81%) reside in owner occupied (no mortgage) accommodation.

15.9% of properties in the Borough are rented privately. (Census 2021)



Just under 1 in 10 households (9.7%) lived in social rented housing in the Census. There are 5275 Registered Social Housing Provider Homes in the Borough (NROSH 2024). The majority of social housing is located in the Arnold and Carlton areas of the Borough.

What Does the Demographic Data Tell Us?

- Whilst there is an oversupply of social sheltered (over 55's) accommodation, there is a shortfall in market housing with care and support.
- There needs to be an offer for older downsizers to release larger homes for families.
- Around 75% of the population own their own homes.
- The private rented market is increasing.
- The number of affordable homes is decreasing, down to 9.7% in 2021 compared to 10% in 2011, despite negotiations for affordable homes through planning gain, which is only achieving 12% (over period 2012-2023)

Health

Good housing is one of the building blocks to good health and there is undoubtedly a direct link between the standard of housing and the physical and mental health of the population. The consequences of inadequate housing conditions can be profound and irreversible. Furthermore, these conditions impose an immense strain on the health care system. The Council is an active member of the Nottinghamshire Health and Wellbeing Board to address the priorities within the Joint Health and Wellbeing Strategy 2022–2026.



In 2021, 47.0% of Gedling residents described their health as “very good”, increasing from 44.8% in 2011.

In 2021, just under one in nine people (10.7%) were identified as being disabled and a little limited, compared with 10.6% in 2011

The proportion of Gedling residents describing their health as “very bad” was 1.1% (similar to 2011), while those describing their health as “bad” was 3.9% (similar to 2011).



Public Health profiles of Gedling Borough

The following statistics are provided from Public Health records.

Life expectancy for men living in Gedling Borough is 80.2 and 83.4 for women, compared to the E 79.3 and 83.1 (ONS 2023)



Life expectancy is 7.6 years lower for men and 7.5 years lower for women in the most deprived areas of Gedling than in the least deprived areas.



33.4% of Gedling's households contain someone with a disability (32% national average).

Projected increase of 103 wheelchair user homes needed by 2041 in Gedling. (Iceni Housing Needs Study - updated 2024).



There are projected significant increases (over 25%) of over 65 people with dementia, mobility problems, autism, and learning disabilities.

There is estimated to be a surplus of 172 affordable homes with support (sheltered for 55+) by 2041 in the Borough. In comparison there is a significant shortfall (over 500) of market housing with support and market housing with care. (Iceni 2024 Housing Needs Study)

In School Year 6, 35.5% of children are classified as overweight compared to 21.7% in Reception. (OHID)



The rate for alcohol-related harm hospital admissions is 684*. This represents 820 admissions per year. The rate for self-harm hospital admissions is 150*, better than the average for England. This represents 170 admissions per year. The rates of new sexually transmitted infections, killed and seriously injured on roads and new cases of tuberculosis are better than the England average. The rate of under 75 mortalities from cancer is better than the England average.



Source Public Health England published 2020

* Rate per 100,000 population

What Does the Health Data Tell Us?

- There is an increasing need for homes to be accessible, or adaptable as the disabled population increases.
- There will be a need for more housing with support for younger people with disabilities. More wheelchair accessible homes are required.
- Obesity in children and child poverty could cause an increase in complex needs and particular accommodation requirements for example homes which encourage active travel and outdoor play facilities.

Economics of the Borough

Average house price in the Borough in April 2026 was £244,054. Across the UK, a home sold for an average of £269,000 in June 2025 (ONS 2026)



The gross median weekly pay is £764 which is lower than the national average of £805. (ONS 2026).

The gross annual residence earnings to house price ratio (median) was 7.35 for the Borough

Average private rents in the Borough: -

One bedroom: £621
Two bedrooms: £784
Three bedrooms: £966
Four or more bedrooms: £1,381

(ONS June 2026)



Of the 316 local authorities in England, Gedling is ranked 176th most income deprived. Of the 77 neighbourhoods in the Borough, 4 were among the 20% most income deprived nationally

5049 households in the Borough are in fuel poverty (LG Inform 2026)



37% of households in the Borough's private rental sector can afford to buy or rent privately, 15% of households can afford to rent but not buy. (ICENI 2024)

What Does the Economics Data Tell Us?

- Whilst the Borough is not deprived as a whole, there are pockets of deprivation, for example in Netherfield and Newstead.
- Average House prices are lower than the national average, however, so are average earnings, and the average household income to purchase a home is inadequate.
- 37% of people living in the private rented sector can afford to buy are choosing not to.



The estimated household income required to rent privately in the borough is **£31,000.**

(ICENI 2024)



Affordable Housing Need

Affordable housing is defined as homes for sale or rent for people whose needs are not met by the private market. This includes housing that is for affordable rent, social rent and affordable home ownership. There are 25 Registered Providers which operate in the Borough providing affordable housing, the largest of which is Jigsaw Homes Midlands.

Where more than one family lives in a property, the second family is called “concealed”. Gedling has 524 concealed and homeless households. An example of this would be a young family living with friends or family. Half of newly forming households in Gedling will be unable to afford private market housing due to low income and/or lack of deposit.

There is a net annual need of 514 new affordable homes in Gedling (Iceni 2024). This net figure is calculated by combining the existing need with forecast need.

There has been an annual supply of around 240 affordable homes made available through relets of existing stock over the past 2 years.

There are currently 644 households on the Homesearch register who need affordable housing.

70 existing households in the borough currently are in the highest priority band of Homesearch.

514 annual newly forming households estimated to need affordable housing.

What does the data tell us?

- The demand for affordable housing continues to grow
- There is not enough affordable housing being delivered in the Borough

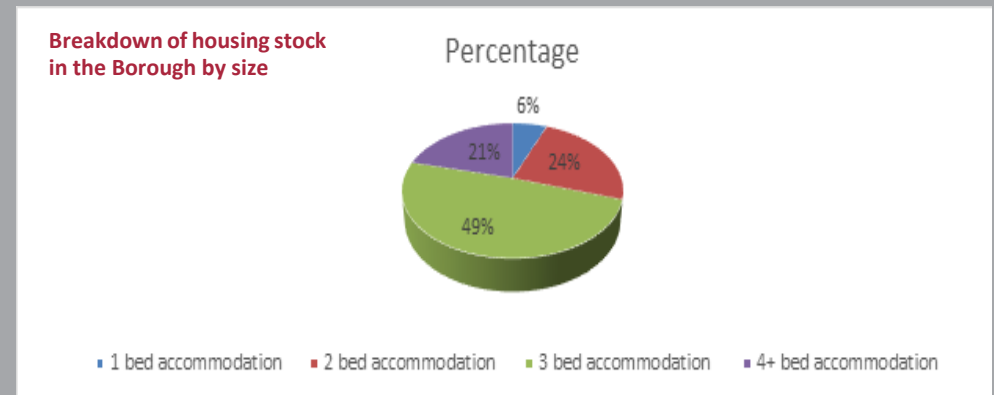
Housing Stock in the Borough

The current breakdown of the housing stock in the Borough reflects the supply of larger family homes in the market.

The average number of owner occupier bedrooms is 3.05, compared to social rented sector which is 2.05 and the private rental sector which is 2.36.

Negotiations for affordable housing as part of new housing developments, must reflect the greater need for larger homes in the social rented sector.

The current housing stock in Gedling is 39% detached, 34% semi-detached, 15% terraced and 12% flats/apartments. (Iceni 2024)



Priority 1 – The Provision of New Housing

Housing Delivery

The Council will support the building of new homes in the Borough including affordable homes on all qualifying sites. Affordable housing includes homes for sale or rent and is for people whose needs are not met by the private market. Affordable housing is a key element of the Government's plan to end the housing crisis, tackle homelessness and provide aspiring homeowners with a step onto the housing ladder.

Boosting housing supply is a key priority for the Government. The current Government, as previous Governments did, recognises that the supply of housing needs to increase at a national level in order to meet the demands of current and existing households. The imbalance between the supply, or lack of it, and demand for housing creates increased pressure on the value of housing. This was a key theme in the Government commissioned Barker Review of Housing Supply 2004. This review has provided evidence to support successive Government's policies around the need to increase housing supply to meet rising demands.

The Council's housing need figure is determined by a standard Government method. The Council's role as the Local Planning Authority is to identify the most sustainable locations to deliver the required numbers of homes through the local planning process. If the Council does not have an up-to-date Legacy Plan, or a 5-year deliverable supply of housing or has not met the Housing Delivery Test over the last 3 years, it means that speculative planning applications for housing are more likely to be granted on the basis that the Council has not delivered a sufficient supply of homes.

The majority of affordable housing is delivered by planning obligations on new build sites. The Council's affordable housing planning policies determine the amount and type of affordable housing provided within residential developments.

The Government published the revised National Planning Policy Framework (NPPF) on 12th December 2024. The policy changes continue to reflect the Government's commitment to radically boosting the supply of housing, while delivering homes and places that are high quality and genuinely affordable. The plan-led approach continues to be the cornerstone of the planning system.

Local Planning Authorities are legally bound by Section 19 of the Planning and Compulsory Purchase Act 2004 (amended by the Planning Act 2008) to ensure development plans include policies designed to secure that the use and development of land contribute to the mitigation of and adaptation to climate change. The emerging Gedling Local Development Plan will require all new residential development to demonstrate a significant improvement on the Building Regulations Target Emissions Rate through energy efficiency measures.



The Legacy Plan

The Council has a two-part Legacy Plan. The legacy plan guides decisions on future development proposals and addresses the needs and opportunities of the area. The current development plan for the Borough comprises 2 parts; The Aligned Core Strategy comprises part 1 of the Legacy Plan and was adopted in September 2014.

The document was prepared in conjunction with Broxtowe Borough Council and Nottingham City Council and takes a consistent approach to the strategic plans prepared by Rushcliffe Borough Council and Erewash Borough Council. The Aligned Core Strategy sets out the strategic policy direction for future development, including providing a broad guide to development and growth in the Borough, setting out locations for major sites (over 500 houses).

Part 2 of the Legacy Plan for Gedling Borough is the Local Planning Document, adopted in July 2018, which works with the Aligned Core Strategy to shape future development by planning for new homes, jobs, and infrastructure.

The housing target for the Borough is informed by the standard method published in December 2024 which increased the need figure of 609 dwellings per annum from the previous requirement of 460. However, this figure was subsequently increased to a requirement of 631 dwellings per year with the updated affordability data published in March 2025. Given the increased housing requirement, the Council took the decision to prepare the Gedling Local Development Plan which will include allocations and policies to ensure the requirement of 11,358 new homes is delivered over the plan period. When adopted, the Local Development Plan will replace both parts of the existing legacy plan and cover strategic and non- strategic matters.

The Council, with other local Councils, commissioned research into the local housing market, and the updated Icen Housing Needs Assessment was finalised in March 2024. This evidence is currently being updated to support the preparation of the Gedling Local Development Plan to ensure that policies meet the delivery of the homes required within the Borough.

Key conclusions from this latest report, which link to the demographic evidence on how need is assessed, are as follows:

- There is net need of 514 affordable/social rented and 189 affordable ownership homes annually. *
- There is projected to be a significant increase in the number of people with dementia and mobility problems.
- There is a surplus of social rented sheltered (over 55's) dwellings in the Borough but a deficit of all other tenures of specialist accommodation, including open market homes for sale or rent.
- In the open-market housing sector, the largest demand is for 3-bed properties, followed by 2-bed properties.
- In the affordable housing sector (both ownership and rented) the largest demand is for 2-bed properties, followed by 3-bed properties.

* The relationship between affordable housing need and overall housing need is complex. This was recognised in the Planning Advisory Service (PAS) Technical Advice Note of July 2015. PAS concluded that there is no arithmetical way of combining the Objectively Assessed Need (OAN) (calculated through demographic projections) and the affordable need. There are many reasons why the two cannot be 'arithmetically' linked.

The modelling contains a category in the projection of 'existing households falling into need'. These households already have accommodation and hence if they were to move to alternative accommodation, they would release a dwelling for use by another household – there is no net need to provide additional homes.

The modelling also contains 'newly forming households. These households are a direct output from the demographic modelling and are therefore already included in the overall housing need figures.

Lifetime Homes

The Icen report and statistics provide evidence that there will be an increased requirement for wheelchair accessible and adaptable homes for wheelchair users and families with disabled children. Some of these needs will be addressed through Lifetime Homes. The concept of Lifetime Homes applies to new housing development proposals to ensure that they are designed and built to be accessible and can accommodate changing needs throughout a person's life.

It involves incorporating 16 design features into new homes to make them more comfortable and convenient for a wider range of people, including those with disabilities or those who may experience changing needs due to aging or family circumstances. These features address accessibility, adaptability, and convenience, making the homes more usable for everyone, regardless of age or ability.

Key Features and Benefits:

Accessibility

Lifetime Homes are designed to be accessible for people with mobility impairments, with features like wider doorways, step-free access, and accessible bathrooms.



Adaptability

The design allows for future modifications and adaptations to meet changing needs, such as adding grab rails or widening doorways as required.

Convenience

The 16 design features ensure the home is easy to use for all occupants, including older people, families with young children, and individuals with temporary or permanent disabilities.

Visitability:

Lifetime Homes are designed to be easily visited by people with mobility impairments, making it easier for them to visit friends and family.

Cost-Effectiveness:

Incorporating Lifetime Homes design principles at the initial design stage can be more cost-effective than making adaptations.

In March 2015, the Government introduced a new approach for the setting of technical standards for new housing which are achieved through national guidance and building regulations to ensure the minimum standard of dwellings to be M4(2) compliant. The higher M4(2) Lifetime Homes standard requires additional features including having a living area at entrance level and step-free access to all entrance level rooms and facilities, wider doorways, and corridors, as well as clear access routes to reach windows. This requirement features in LPD 37 of the Gedling Local Planning document (2018)

Delivery of Affordable Homes in the Borough

The Iceni report found that there is an annual net need for 514 affordable/social rented and 189 affordable ownership homes. Currently, the Council negotiates affordable homes on sites which meet the threshold of 15 dwellings as per LPD 36 of the adopted Local Planning Document 2018. Registered Providers take up the affordable homes on these sites, and the Council provides nominations to these homes from the Council's Housing Register.

However fewer Registered Providers have been expressing an interest in new sites over the last 12 months. This can pose a threat to the delivery of the affordable housing target. The Council will need to consider how to ensure the delivery of affordable housing to meet the needs of the Borough.

From 1st April 2011 to 31st March 2026 a total of 5,389 homes were delivered in the Borough, in partnership with developers, of which 766 were affordable. This affordable element equates to an average delivery of 52 per annum and 14% of the total of the homes delivered.

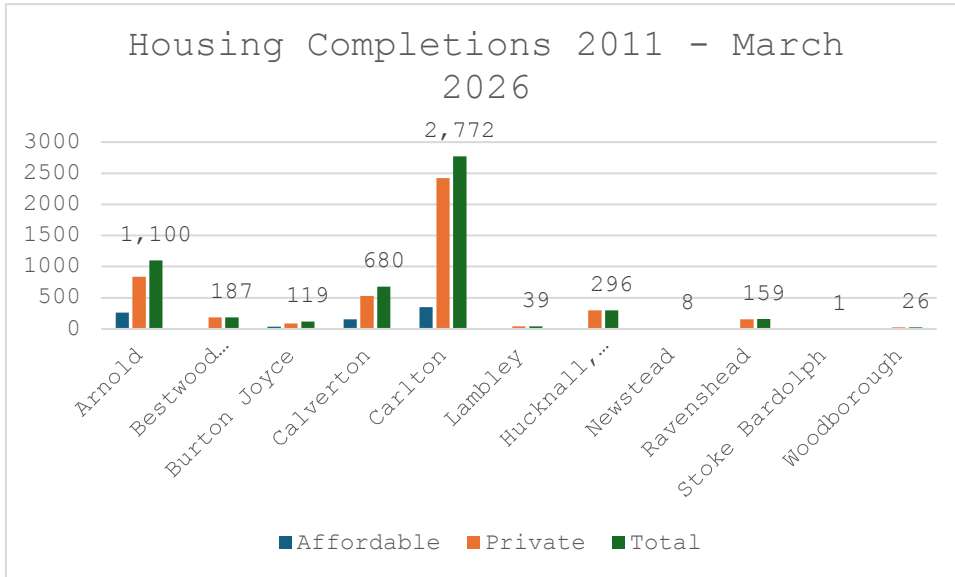
Large sites including Chase Farm and Teal Close have been developed and have a mix of market and affordable housing. A new development at Top Wighay Farm will also deliver a mixture of market and affordable homes.

The Council's Interim Planning Policy Statement: First Homes was approved in October 2022. The Council took part in the First Homes pilots where four homes were sold to first-time buyers with a local connection to the Borough. First Homes were delivered in partnership with developers on relevant housing sites in the Borough.

The mandate that 25% of all developer-contributed Affordable Housing Units must be First Homes was lifted following a revised National Planning Policy Framework which was published by Government in December 2024. Whilst developers and Local Planning Authority can still use first homes if they wish, greater focus is now given to affordable and social rent homes.

	Affordable	Private	Total
Arnold	260	840	1,100
Bestwood Village	0	187	187
Burton Joyce	34	85	119
Calverton	152	528	680
Carlton	351	2,421	2,772
Lambley	0	39	39
Hucknall, Linby & Papplewick	0	296	296
Newstead	0	8	8
Ravenshead	3	156	159
Stoke Bardolph	0	1	1
Woodborough	0	26	26





What are the wider benefits of affordable/social housing in the Borough

- **Higher employment** - A stable home helps people to get and keep work and reduces the long-term scarring effect that being homeless can have on employment prospects.
- **Lower benefit costs** – Due to higher employment, yearly benefit claims would be cut.
- **Improved healthcare** – On average social homes have fewer health hazards, and stable homes are linked to better wellbeing, generating NHS savings.
- **Reducing homelessness** – More social homes would mean fewer people living in temporary accommodation and requiring homelessness assistance, reducing the current increasing costs on local authorities.
- **Reduced crime** – People in inadequate housing are more likely to experience crime. Affordable and social homes lead to fewer Police callouts and reduced cost of crime.
- **Better life chances for children** – Unstable homes can harm children by disrupting their education, which leads to lower economic contributions, increased crime, and greater use of public services.

East Midlands Combined Authority (EMCCA)

East Midlands Combined County Authority (EMCCA) was formed in March 2024. It is led by an elected Mayor and covers the four local authority areas of Derbyshire, Nottinghamshire, Derby and Nottingham.

EMCCA has a Corporate Plan that includes objectives for housing. The plan focuses on broader goals like job creation, economic growth, and infrastructure development, with housing playing a role in creating sustainable communities.

Working closely with local Councils, landowners, and developers, EMCCA is turning some of the region's most challenging sites into thriving neighbourhoods with a focus on creating high-quality homes that are environmentally friendly and built to last.

EMCCA has also established a Homelessness Taskforce to work with partners to strategically eliminate homelessness in our region



Priority 2 - Helping those that want or need a home

Homeless or at risk of becoming homeless

Preventing homelessness involves a multi-faceted approach that focuses on early intervention, providing support to those at risk, and addressing the root causes of the problem. The Council can help individuals at risk of losing their homes by offering mediation with landlords or family members help with finding new accommodation and providing support with deposits and rent in advance payment for private rentals. The Council also has a legal duty to provide assistance to those who are homeless or threatened with homelessness, which may include temporary housing, support with finding permanent accommodation, and issuing a personalised housing plan.

It is also important that the Council finds long term sustainable solutions to address the risk of homelessness.

To further help, prevent and end homelessness, the Council will work with developers and Registered Providers to increase the supply of, and access to, truly affordable homes.



Reasons for Homelessness

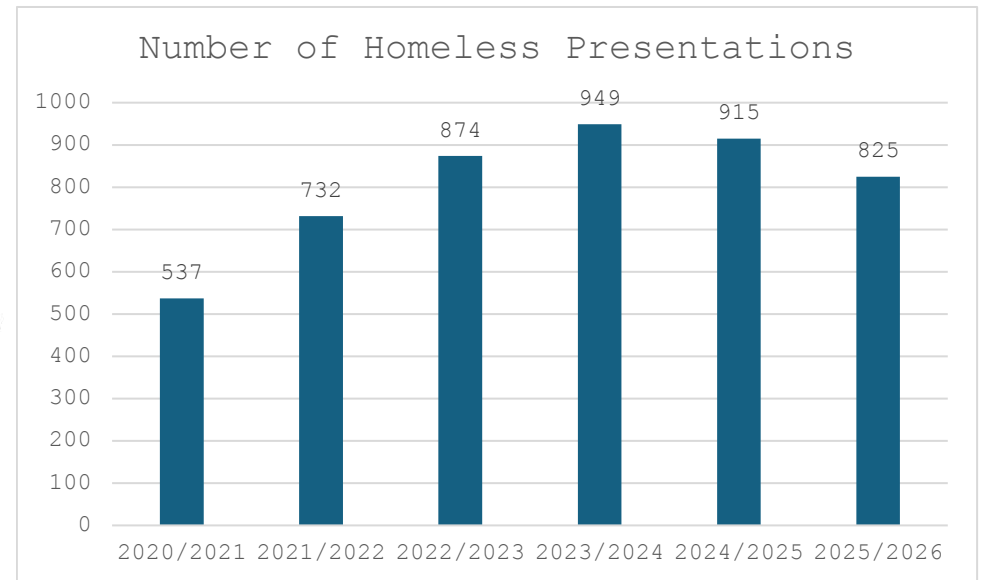
The number of homeless applicants presenting to the Council is increasing as are the reasons behind these incidents occurring.

The following list represents the principal reasons as to why households are becoming homelessness in the Gedling Borough. The list details these homeless applications in order of occurrence:

- **Family/Friends no longer willing to accommodate**
- **Loss of private rented tenancy.**
- **Domestic abuse.**
- **Relationship breakdown.**
- **No fixed abode.**
- **Rent arrears.**
- **Eviction from supported housing.**
- **Loss of social housing tenancy.**
- **Leaving an institution (e.g. hospital/prison)**
- **Emergency, such as a fire or flood.**



The table below shows how the number of households becoming homeless has Remained high over a 5-year period.



What are the early intervention and prevention measures needed to address homelessness?

- **Identify those at risk**
Proactive identification of individuals and families facing potential homelessness is crucial.
- **Provide timely support**
This includes financial assistance, housing advice, and access to social services.
- **Address the root causes**
Homelessness can stem from various factors, such as mental health issues, substance abuse, domestic violence, and lack of employment. Providing targeted support to address these issues is vital.
- **Tenancy sustainment**
Helping individuals maintain their current housing through negotiation with landlords, mediation, and financial support.
- **Preventing repeat homelessness**
Provide help and support to people so they can sustain tenancies and avoid future homelessness.

The Councils approach to addressing homelessness

The Homelessness Reduction Act 2017 aims to reduce homelessness by requiring local authorities to intervene earlier to prevent people from becoming homeless and to help those who are already homeless. The Act came into effect on 3 April 2018, and places new duties on Councils to provide support and advice to those at risk of homelessness or already experiencing it. The Council currently uses the following services to fulfil its duties:

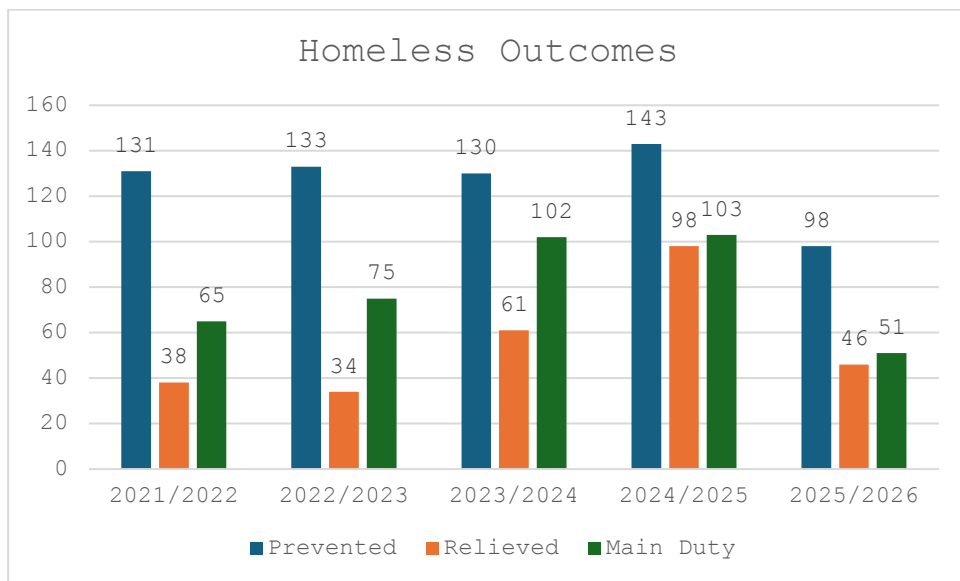
- Call B4 You Serve – This is a free service available to landlords and their agents who are looking to serve notice on their tenants. It aims to give landlords and their agents all the help and assistance they need to prevent a Section 21 or Section 8 notice being issued (a).
- Allocation of social housing through the Council’s Choice Based Lettings scheme (Homesearch).

- The Homelessness Prevention Grant (HPG). This is a funding stream provided by the Government to local authorities in England to support their efforts in preventing and tackling homelessness. It is a ring-fenced grant, meaning it must be used for specific purposes related to homelessness prevention. The grant aims to help individuals and families avoid becoming homeless by providing support and resources such as deposits and rent in advance payments.
- Discretionary Housing Payments (DHPs) – This is extra money the Council can give to help shortfalls in welfare benefits and help individuals pay their rent. This could also include support towards rent in advance or a rental deposit.
- Introduce a programme of education in schools around homelessness.
- A review of all Council-owned garage sites and small plots of land to be undertaken to consider suitable alternative housing solutions on those sites such as pre-constructed accommodation and tiny homes.

Where homelessness cannot be prevented, it can be relieved through an offer of private or social rented housing. If relief does not happen within 56 days, a Main Homelessness Duty will be owed. A “Main Duty decision” is a formal notification from a local authority in that it accepts a housing duty toward a homeless applicant. The decision means the local Council has a legal obligation to secure suitable accommodation for the person until a final, permanent housing offer can be made. This can only be ended through a twelve-month private or social housing tenancy.



The following table shows the number of homeless preventions, relief and Main Duty decisions made by the Council.



The Council's aims and objectives in preventing homelessness

- Prevent as many residents from becoming homeless by liaising with landlords to try and resolve any issues with the aim of stopping them from taking eviction proceedings and keeping individuals in their current home.
- Utilise the Homeless Prevention Grant to fund initiatives aimed at preventing homelessness.
- End rough sleeping in the Borough.
- Provide financial assistance from the Discretionary Housing Payment scheme to help families with housing costs such as shortfalls in benefit payments which can lead to rent arrears, or deposits and/or rent in advance payments needed to secure accommodation.
- Provide financial assistance from the Homeless Prevention Grant to help individuals at risk of becoming homeless due to rent arrears or assist in securing a property by funding deposit and/or rent in advance costs.

- Help as many residents as possible to move from one home to another without the need for emergency and temporary accommodation. Providing safe and accessible temporary accommodation to families that have a priority need,
- Develop individualised Personal Housing Plans with those at risk of homelessness, outlining steps to secure or maintain accommodation and providing support to achieve those goals.
- Provide education in schools to educate school age children about the realities of homelessness to prevent homelessness in the future.
- Review the Council's Housing Allocations Policy to maximise opportunities to prevent homelessness whilst addressing all housing needs.
- The Council will improve its data collection and analysis to understand the causes of homelessness, track progress, and improve its strategies.
- The Council will ensure regular reviews and evaluations are undertaken to identify what works best and to adapt its approach to homelessness as needed.

Rough Sleeping

After 200 years, rough sleeping will no longer be a crime. The Government will be repealing the Vagrancy Act to ensure rough sleeping is no longer a criminal offence, as it concentrates its efforts on getting to the root causes of homelessness.

Rough sleeping is the most visible and severe form of homelessness. It is a highly complex issue most likely to affect individuals who experience wider inequalities, including care experienced young people, people with severe and multiple disadvantages and people with experience of the criminal justice system. As well as being damaging for the individual experiencing it, it also brings challenges for local areas where rough sleepers are present.

The Government Strategy is to not only reduce rough sleeping but to end it for good. During the height of the Covid-19 pandemic, tens of thousands of people nationally were helped off the streets with two-thirds moved into long-term housing. The aim is to continue this success and eradicate rough sleeping forever.

Definition

“Rough Sleeping” refers to the practice of sleeping outside, in places not intended for habitation, such as doorways, parks, or streets, due to a lack of housing. It is a form of homelessness often associated with vulnerability, complex health needs, and social isolation. No one should have to suffer the injustice of living a life on the streets, deprived of shelter, warmth and basic necessities.

Causes

Rough sleeping can be caused by the lack of affordable housing, poverty, unemployment, and life events such as leaving the Armed Forces and the breakdown of relationships, which can lead someone into homelessness.

Vulnerability

Rough sleepers are at higher risk of various dangers, including crime, victimisation, violence, and health issues.

Complex Needs

Many individuals experiencing rough sleeping also face mental health challenges, substance misuse, and other related difficulties.

Impact

Rough sleeping has a significant negative impact on physical and mental health and can lead to a reduced life expectancy.

Support

The Council and Street Outreach Teams offer support and resources to those who are rough sleeping and aim to connect them with relevant services.

Rough sleeping numbers

The Council has always reported low numbers of verified rough sleepers within the Borough. The Street Outreach Team has reported the following rough sleeper’s numbers identified.

	2020	2021	2022	2023	2024	2025
Jan	1	0	0	0	1	0
Feb	0	0	0	3	1	2
Mar	0	0	0	0	2	1
Apr	0	0	1	0	0	1
May	2	0	0	0	0	1
Jun	3	0	1	3	3	1
Jul	0	0	0	1	0	1
Aug	1	0	0	1	4	1
Sep	2	0	1	0	4	1
Oct	0	0	1	0	3	2
Nov	0	1	1	3	1	0
Dec	1	0	0	3	1	1



The South Nottinghamshire Homelessness and Rough Sleeping Strategy 2022-2027

In accordance with the Homelessness Act 2002, all housing authorities must have in place a Homelessness Strategy based on a review of all forms of homelessness in their district and demonstrating how homelessness will be prevented and resolved. The Strategy must be renewed at least every 5 years. The current Strategy was compiled in partnership with Broxtowe Borough and Rushcliffe Borough Councils and details how the Councils will tackle homelessness and rough sleeping in their areas. The Strategy aims to build on the priorities and progress made in the preceding strategy and enable the Councils to respond to the new and emerging challenges that we face in tackling homelessness. This strategy focuses on early intervention, homeless prevention and strengthening pathways and partnerships.



Nottinghamshire Rough Sleeper Initiative Partnership

The Government's national Rough Sleeping Strategy outlines how they intend to support local authorities to end rough sleeping by 2027. The strategy was backed by a range of funding including the Rough Sleeping Initiative (RSI) grant.

This funding has enabled the introduction of a local strategic system of specific rough sleeping services which focus on core principles of prevention, identification, engagement, assessment, support, shelter and resettlement.

The Nottinghamshire Rough Sleeper Initiative Partnership includes the Street Outreach Service, Next Steps and Rough Sleeper Accommodation, Homeless Support and Prevention Services, Change Grow Live, Hospital and Prison Leaver Protocols, Nurse Prescribers and Mental Health Outreach.

Refugees and Asylum Seekers

The Council plays a significant role in supporting refugees and asylum seekers, often acting as their first point of contact and providing essential services. This can include assisting with housing.

The Council is responsible for assisting those who are homeless or at risk of homelessness, including refugees and asylum seekers, and ensuring access to appropriate housing options like social housing, private rentals, and supported housing. The Council must provide free and accessible advice and information about homelessness, housing options, and related matters to all residents, regardless of immigration status.

The Council continues to help those affected by the war in Ukraine and as a refugee dispersal area, the Council must ensure it is able to provide support, advice and, if needs be, provide housing, to refugees and asylum seekers.

Temporary Accommodation

With an increasing number of individuals and families becoming homelessness, the Council has had to regularly review its temporary accommodation portfolio.

Over the past 4 years, the Council has purchased and leased several properties located within the Borough. These acquisitions have and will continue to help the Council to reduce its reliance on bed and breakfast and other similar nightly charged accommodation that is predominately located outside of the Borough.

This helps reduce the number of children having to be placed in this type of emergency accommodation. However, when a family is placed into bed and breakfast or nightly charged accommodation, the Council will aim to relocate them into one of its owned or leased properties within 6 weeks.

To date, 22 homes have been purchased since 2022 with



budget being established to purchase further properties over the next financial year, if required. The Council is committed in providing safe and affordable temporary accommodation for those who need support, whilst a permanent housing solution can be achieved.

The Council is also looking at producing a Temporary Accommodation options appraisal. This strategic piece of work will explore the future demand for temporary accommodation and identify suitable and alternative housing solutions. The appraisal will consider various types of accommodation that could be used as temporary accommodation including new build homes, homes being sold on the open market, pre-constructed accommodation and tiny homes.

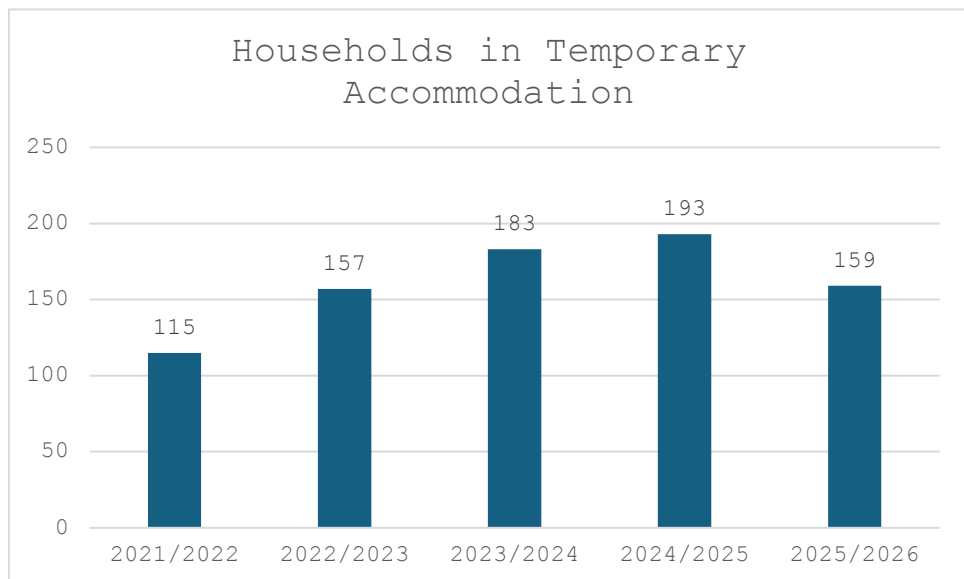
Bed and Breakfast Elimination Plan

The Homelessness Suitability Order 2003 outlines housing authorities must not use bed and breakfast to accommodate families with children or pregnant women, except in an emergency when there are no alternative options available, and the period should not exceed 6 weeks.

Additionally, placing families in bed and breakfast accommodation, where facilities are potentially shared with vulnerable adults and with households not known to the placing authority, creates additional safeguarding risks.

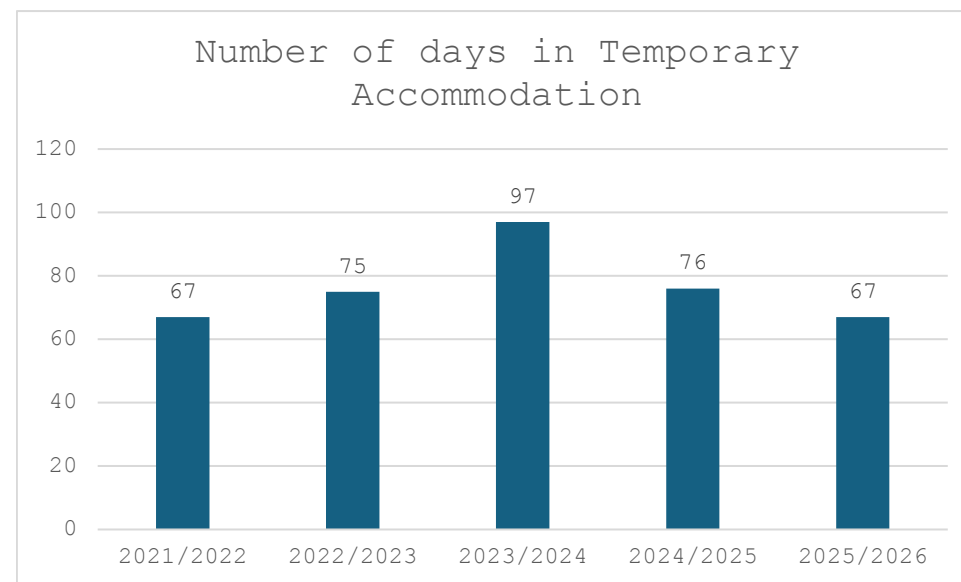
The Council is therefore committed in eliminating the use of such accommodation in the future and has developed a bed and breakfast elimination plan which focuses on the development of more suitable temporary accommodation options.

The table below highlights the number of households placed in temporary accommodation over the past 5 years.



The Council has a legal duty to provide temporary accommodation to individuals and families who are homeless or at risk of becoming homeless, provided they meet specific eligibility criteria. This duty arises when the Council believes an applicant is homeless, eligible for assistance, and has a priority need. The Council must secure suitable accommodation for the applicant and their household while they investigate the homelessness application and potentially while they fulfil their main homelessness duty.

The number of individuals and families seeking temporary accommodation continues to grow. The table below shows the total number of nights the Council provided temporary accommodation to ensure we met our legal duty, over the past five years.



With an increasing number of homeless applications being received, and the need for temporary accommodation growing, this further highlights the need for more affordable homes in the Borough.

Demand for Social Housing

The demand for social housing in the Borough significantly outweighs the available supply, causing housing hardship for many.

In the last few years, the demand for social housing in the Borough has increased, in part due to issues of affordability, lack of turnover in an already depleted social housing stock, increase in the cost of renting privately, as well as private sector landlords leaving the sector. The high cost of living, being able to save for a deposit, and even qualifying for a mortgage are key obstacles to those seeking to own their own home.

Social rents are more affordable, meaning more people are applying to join the Council's Housing Register. With the number of applications increasing, the current waiting list continues to grow.

High Demand

There are currently 644 households seeking housing within the Council's Homesearch scheme.

Low Supply

Social housing supply is low due to a combination of factors including insufficient funding, rising construction costs, and a decrease in the number of social homes being built or remaining in the social housing stock due to sales through the Right to Buy scheme. Additionally, a lack of suitable land for building further exacerbates the issue.

Homelessness

There has been an increase in the numbers of individuals, and families with children, becoming homeless and in need of temporary accommodation, whilst permanent affordable accommodation is secured.

Affordability

For many low-income families, social housing is the only truly affordable option.

Long Waiting Times

It can take many months, and even years, to be offered a social housing property, even for those with high priority needs.



Choice Based Lettings

The Council runs a Choice Based Lettings (CBL) system (Homesearch) in partnership with social landlords operating in the borough to advertise social housing properties. It allows people on the housing register to “bid” on properties they are interested in.

How does a CBL work?

To apply to join the Homesearch scheme and use the Choice-Based Lettings system, an application must be submitted which will enable the Council to decide whether the applicant qualifies for social housing. Successful applicants will be awarded a priority band which reflects their level of housing need. This is reviewed annually.

Band 1 – Urgent Need

This is the highest band and is for applicants who are in urgent need of housing (this includes those who have been accepted as homeless or who cannot be discharged from hospital back into their current property, which is now unsuitable for them). In view of their urgent need for re-housing, they will be placed on auto bids within the scheme and matched to the next suitable property, as opposed to other applicants on lower bands who can bid for properties of their choice.

Band 2 – High Need

This band is for applicants who have a clear need to move (this includes those fleeing harassment or who are ready to move on from supported accommodation), and who are allowed to bid for properties.

Band 3 – Moderate Need

This band is for people with an acknowledged housing need, but whose housing situation is not urgent (this includes those who are receiving homeless prevention advice, who are in financial hardship or who are

interested in moving into sheltered accommodation) and who are allowed to bid for properties.

Property Advertisements

Available properties are advertised through the CBL system, on a weekly cycle.

Bidding

Once registered with a priority banding, applicants can express their interest in properties they are eligible for by “bidding” on them.

Prioritisation

Bidders on a property are then placed in order, based on their housing need band, and their “effective date” which is the date their application was accepted and placed into a priority banding. The Housing Association offering the property will then determine who a tenancy will be offered to, depending upon this order of bidders.



Number of social housing homes advertised on Homesearch.

There are currently 11 registered social landlords who use the Council's Choice Based Lettings Scheme.

The Council only receives 70% nominations for vacant homes from Jigsaw Homes, who are the Council's stock transfer partner and manage the largest portfolio of social housing in the Borough.

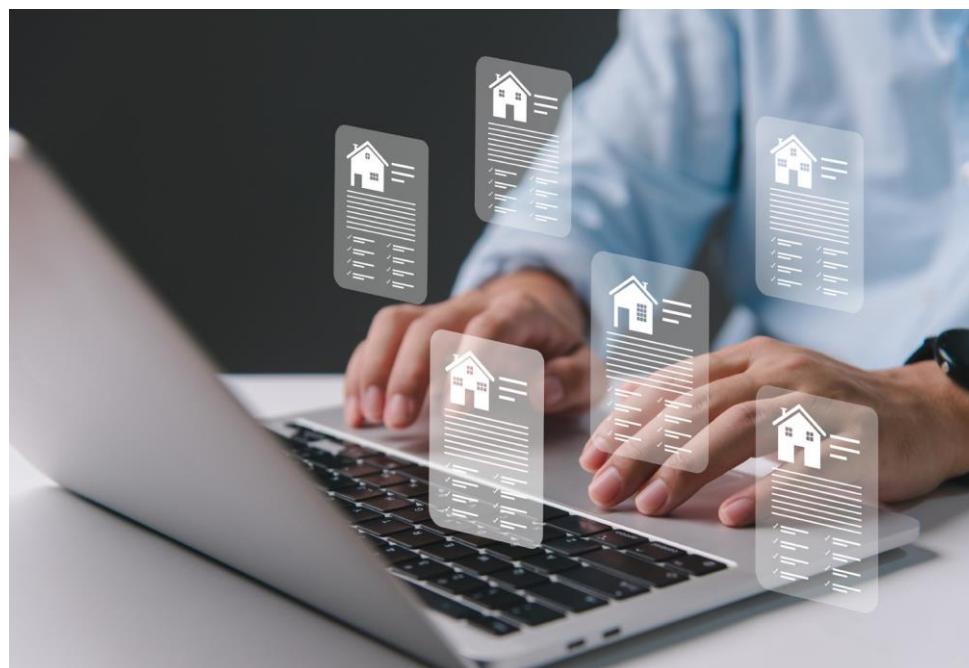
100% of affordable homes on new housing development sites are negotiated for nominations from the Council's housing register (Homesearch), however this nomination rate drops to 50% when the properties are subsequently let in the future.

General needs social housing refers to the most common type of social housing, provided to individuals and families who need affordable housing, but do not have specific needs requiring specialised support or housing features. It encompasses a wide range of properties like houses, flats, and bungalows and is managed by social landlords.

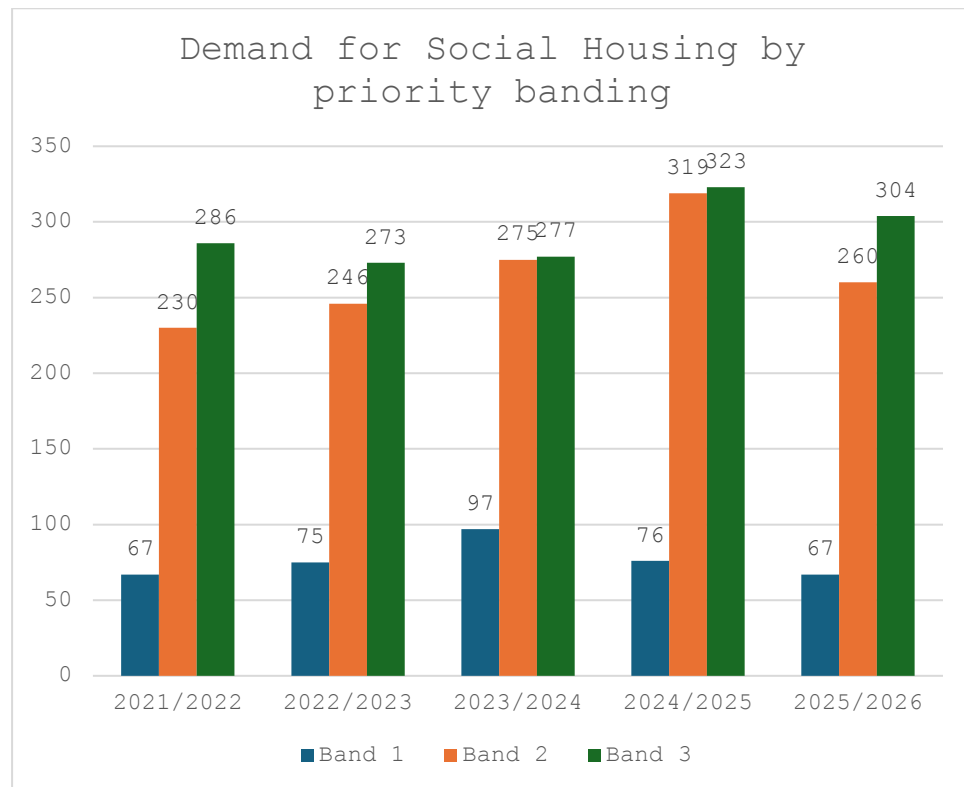
Sheltered accommodation is for individuals over 55. It offers independent living normally with added support and security features. These schemes typically consist of self-contained flats or bungalows, providing a comfortable and safe environment for older adults. Eligibility usually requires applicants to be at least 55 years old, though some schemes may consider younger individuals with specific health needs.

The number of properties advertised each year is detailed in the table above. In 2025/26, the Council received 1131 applications to join the housing register (Homesearch) with 438 requests accepted. Only 247 properties were advertised during that year, demonstrating how demand is significantly outweighing supply.

	2022/23	2023/24	2024/25	2024/25	2025/26	Total
General needs	127	153	134	174	170	758
Sheltered – over 55 years old	45	47	54	60	77	283
Total	172	200	188	234	247	1041



The graph below shows the demand for social housing for each priority band as at the end of each financial year. Collectively it also shows how the overall number of applicants who have an agreed housing need is increasing year on year.



How are the Council addressing this issue?

- The Choice Based Lettings and Housing Allocations Policy sets out how the Council aims to make the best use of the social housing stock available in the Borough to meet the needs of residents. The Policy is reviewed regularly to reflect changes in legislation or local housing priorities and to ensure those families with the highest needs are prioritised.
- The Council continues to work closely with developers and Registered Housing Providers to maximise the delivery of social housing in the Borough.
- The Council will review the housing register and ensure future developments are approved taking current demand into consideration.
- It is often the case that larger family homes become under-occupied once any children have grown up and left home. Freeing up these larger under-occupied properties is an important way of providing homes for those who are presently living in unsuitable, over-crowded conditions. The Council will award a higher banding to those applicants on the housing register (Homesearch) that are willing to downsize to a small social housing property. This helps those individuals that have a shortfall in benefit due to under-occupancy and/or who are struggling to manage their finances due to rising cost of living, including increased energy and food prices.
- The Council also assists people to remain in their own homes through the Disabled Facilities Grants, and Sanctuary (security) Installations schemes for victims of domestic violence.
- To ensure affordable housing contributions are spent, the Council is applying to the Regulator of Social Housing to become a registered provider of social housing.

Priority 3 - Improving the quality of existing housing within the Borough

The most recent census for Gedling Borough is from 2021. The previous census was undertaken in 2011.

The following key findings highlight the changes during this ten years period.

Private Renting: Increased from 13.1% to 15.9% of households.

Social Housing: Decreased slightly from 10.0% to 9.7%.

Homeownership: (Outright or with a mortgage) Decreased from 75.3% to 73.8%.

Population: Increased by 3.3%



It is essential that the quality of existing housing in the Borough is maintained, and the Council can achieve this through a multi-faceted approach.

Examples of this include: -

- Ensuring that private rented homes meet the minimum standards across the Borough and regulatory activity is focussed with selective licensing being introduced in certain parts of the Borough, to improve property management and housing conditions.
- Implementing the Council's Damp and Mould Action Plan to improve the condition of property in the rental sector in the Borough.
- Improving the carbon footprint of homes in the Borough, increasing energy efficiency, and ensure that all new housing built is sustainable with a low carbon footprint.
- Promoting independent living through disabled adaptations and schemes to assist older and disabled people to remain in their homes.
- Bringing empty homes back into use.

Aims and objectives of the Council

Dealing with disrepair in rented accommodation

According to the 2021 census there were 8,191 private rented households in Gedling Borough and 4,995 social rented homes (5,105 including those owned by another local authority).

The Council provides a reactive service to address reports of disrepair in rented homes across the Borough. Typically, the Council investigates approximately 100 reports of disrepair in all rented accommodation each year. The most common issues reported are around damp, mould and excess cold hazards.

The Council's Environmental Health Officers work with landlords and managing agents to ensure minimum standards are achieved.

The Council has in place several housing initiatives that support the wellbeing of residents including:

Selective Licensing

Part 3 of the Housing Act 2004 gives the Council the power to introduce selective licensing for privately rented properties within a designated area. The Council's Selective Licensing schemes aims to raise property standards within areas where there has been evidence of high levels of antisocial behaviour or crime affecting the private rented sector, or poor property conditions, or high levels of deprivation. The Council works proactively with landlords and managing agents via its Selective Licensing schemes to ensure private rented homes are appropriately licensed by the Council.

On 1 November 2022, the Council's Phase 2 Selective Licensing scheme came into operation and applies to parts of Carlton Hill, Colwick, Daybrook and Newstead Village, encompassing approximately 665 homes.

On 5 January 2025, the Council's Phase 1A Selective Licensing scheme for the Netherfield ward came into operation. This follows on from the pilot scheme which ran from October 2018 to September 2023 and requires around 700 private rented homes to be licenced by the Council.

Through targeting selective licensing to focussed areas of the Borough, the Council aims to improve property management and housing condition to ensure residents have access to safe housing.

The Council encourages landlords to become accredited to help improve private rented property standards and management. Landlords of licenced properties are incentivised to become accredited through the discounts available via landlord licensing schemes.

Damp and Mould Action Plan

Landlords are legally obliged to repair issues that cause damp and mould, especially if they are a result of disrepair or will affect the tenant's health and safety.

Awaab's Law, once fully implemented, will significantly impact the Private Rented Sector (PRS) by requiring private landlords to address health hazards like damp and mould within specific timeframes, similar to social landlords. The law, initially introduced for social housing, is being extended to the PRS through the Renters Rights Act 2025. This means private landlords will be legally obliged to respond to tenants' complaints about issues affecting habitability and to carry out repairs within set deadlines.

The Council seeks to address the issue by implementing its Damp and Mould action plan.

The Council is also reviewing its enforcement policy and procedures to ensure damp and mould hazards are effectively regulated.



Proposed changes to legislation affecting the quality of existing homes

The Renters Right Act 2025

The Renters Right Act 2025 aims to make significant reforms that will apply to the private rental sector. The legislation abolished Section 21 “no fault “eviction notices and move to a simpler tenancy structure where all assured tenancies are periodic. It provides more security for tenants, empowering them to challenge poor practice and unfair rent increases, without fear of eviction. It also enables them to stay in their homes for longer, build lives in their communities, and avoid the risk of homelessness.

All landlords of assured and regulated tenancies will be legally required to register themselves and their properties on the database and could be subject to penalties if they market or let a property without registering it and providing the required information. For tenants, the database will increase transparency and the information available before they decide to rent a property. The legislation will also make it illegal for landlords to refuse to rent property to people in receipt of social security benefits or who have children.

The Renter’s Rights Bill introduces significant changes to the regulation of the private rented sector, including the following proposals:

- New grounds for possession and an end to Section 21 notices.
- End to bidding wars when marketing property.
- Allow tenants to request a pet.
- No more fixed term tenancies.
- New private rented sector database.
- Prevent discrimination of tenants in receipt of benefits or with children.
- ‘Awaab’s law’ – outlines expectations for landlords to resolve serious hazards.
- Introduces Decent Homes Standard to private rented sector.

- Places a duty on every Housing Authority to enforce the landlord legislation in its area including:

Chapters 3 to 6 of Part 1 and Part 2 of the Renters Rights Act 2025.

Sections 1 and 1A of the Protection from Eviction Act 1977.

Chapter 1 part of the Housing Act 1988.

The Council will continue to work with landlords and managing agents in the private rented sector to ensure compliance with the new legal requirements.



Support Housing (Regulatory Oversight) Act 2023

Supported housing is home to over half a million people nationally who rely on support to live as independently as possible or recover from a period of crisis. When it is provided responsibly, it results in improved wellbeing, health, and, where appropriate, employment prospects for residents, and can relieve pressure on services like the NHS and social care.

The Supported Housing (Regulatory Oversight) Act 2023 includes measures to drive out rogue providers and raise standards for vulnerable people. This legislation introduces a licensing regime for supported housing in England requiring local Councils to establish schemes and setting National Supported Housing Standards.

The aim is to improve the quality of supported housing by regulating providers and ensuring residents receive adequate care and support. Whilst the legislation has been introduced, the Government has been consulting on the technical requirements, and the standards are not yet in force. The Council is awaiting further guidance from Government on how to implement the requirements, before engaging with the sector to ensure the minimum legal standards are achieved.

However, the Council must undertake a review of all the supported exempt accommodation in the Borough and following that review, publish a strategy to be known as a “Supported Housing Strategy”, for the provision of supported exempt accommodation in the Borough.

The Councils Supported Housing Strategy must, in particular, include the local housing authority’s assessment of: -

- (i) the current availability of supported exempt accommodation in the Borough, and
- (ii) the likely need for supported exempt accommodation in the Borough during the period of five years beginning with the date on which the Strategy is published.

Energy Efficiency, Fuel Poverty and Climate Change

Linked to fuel poverty and climate change, the Council aims to improve the lives and health of its residents through improving energy efficiency in homes in the Borough, both in new build and existing homes through the following schemes:

Housing Energy Efficiency Retrofit

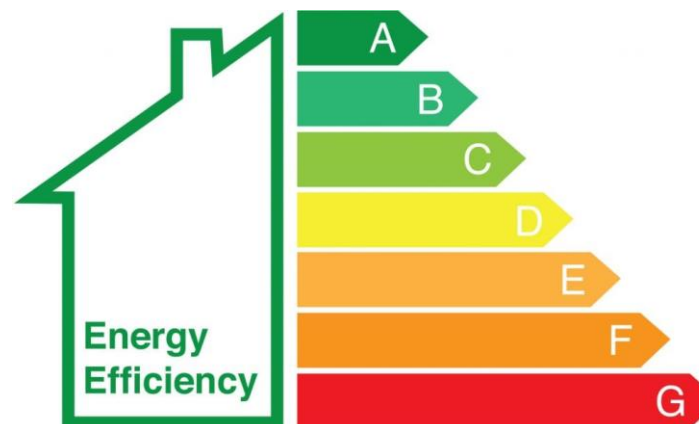
The Government introduced a series of grant funding schemes for local authorities and social landlords to upgrade the energy efficiency of eligible households.

The Council has implemented four of the Government funded schemes as summarised in the table below. These are Local Authority Delivery Phases 2 and 3 and the Home Upgrade Grant Phases 1 and 2.

	Home Upgrade Grant Phase 1	Local Authority Delivery Phase 2	Local Authority Delivery Phase 3	Home Upgrade Grant Phase 2
Number of homes upgraded	5	48	62	24
Total funding Spent	£53,009	£555,668	£721,080	£364,585

Combined Authority Domestic Retrofit Project 2023/24

The Council was awarded funding via Nottingham City Council (Midlands Net Zero Hub) as part of the development of the East Midlands Combined County Authority. The grant funding was used to raise the energy efficiency rating of low income and low Energy Performance Certificate (EPC) rated homes (those with EPCs of D, E, F or G). The scheme was available cross tenure. Installations had to be delivered by the end of August 2024. The scheme was successfully completed installing energy efficiency measures to 29 homes using £578,078 of funding.



One of the actions in this Strategy is to enable owner occupiers, tenants in rented accommodation and low- income households to access energy efficiency measures to where possible achieve minimum band C energy performance certificate.

Energy Performance Certificate Ratings in the Borough

An Energy Performance Certificate (EPC) indicates the energy efficiency of a building. The assessments are banded from A to G, where A is the most efficient in terms of likely fuel costs and carbon dioxide emissions. An EPC is required when a building is constructed, sold, or let and if a valid certificate is not already in place. The purpose of an EPC is to show prospective tenants or buyers the energy efficiency of the property. EPCs are valid for 10 years.

The graph below shows the EPC data for Gedling. Whilst the register does not have EPCs for every domestic home in the Borough, and some homes have been upgraded since this EPC data was compiled, the statistics are a good guide to the energy performance of homes in the Borough.

EPC rating	Number of properties
A	411
B	4952
C	13499
D	18396
E	6765
F	1476
G	240

Warm Homes on Prescription

In 2025/26 the Council has relaunched its Warm Homes on Prescription service to provide grant assistance to lower income households suffering priority medical conditions that are exacerbated by poor housing conditions. The Council has allocated a further £150,000 in 2026/27 from the Better Care Fund allocation to provide targeted support to home-owners to fund improvements to their housing conditions to protect their health.

Warm Homes Local Grant

The Government's Warm Homes Local Grant began in 2025. Gedling Borough Council received an allocation of £901,563 which is being administered on behalf of the Council by Nottingham Energy Partnership and Nottinghamshire County Council.

The scheme will supply energy upgrades and low carbon heating to homeowners who are on a low income and have an Energy Performance Certificate between D and G.



Empty Homes

Empty homes can be a valuable resource, offering a way to increase housing supply, revitalize communities, and address issues like homelessness and anti-social behaviour. Bringing empty properties back into use can be more environmentally friendly than building new ones and can also generate revenue for the Council through Council Tax.

Increased Housing Supply

Empty homes represent a readily available stock of housing that can be brought back into use, helping to meet local housing needs and reduce pressure on the housing market.

Community Regeneration

Empty properties can negatively impact neighbourhoods, attracting vandalism and anti-social behaviour. Bringing them back into use can improve the local environment, boost community pride, and increase property values.

Economic Benefits

Empty homes can generate revenue for the Council through council tax and the New Homes Bonus scheme, which rewards local authorities for bringing empty properties back into use.

Environmental Benefits

Utilizing existing buildings avoids the environmental impact of new construction and can lead to more sustainable communities.



Addressing Social Issues

Empty homes can be an incentive for crime and anti-social behaviour and bringing them back into use can help create safer and more vibrant communities.

As of April 2026, there were 316 long term empty homes in the Borough. Council Tax legislation identifies a property as a long-term empty home when it has been continuously empty for six months or more. All 316 have been empty for more than 12 months.

The Council has had a dedicated Empty Homes Officer in post since 2017 and in total the post has assisted in bringing 1029 empty properties back into use. The Council can use a range of tools to bring empty properties back into use however the Empty Homes Officer has successfully been able to provide advice and support to owners including information on repairs, letting, and selling to achieve these figures.

The enforcement action that could be considered includes Compulsory Purchase Orders, Empty Dwelling Management Orders, or an Enforced Sale, however the Council prefers to bring properties back into use voluntarily through working with

an owner.

Independent Living

The Council receives Government funding via the Better Care Fund allocation to provide Disabled Facilities Grants and associated services to enable residents with disabilities to remain safe and live independently in their own homes.

Disabled Facilities Grants

The Council can award grants to disabled individuals who need to make changes to their homes, in the following examples: -

- are physically disabled
- have a learning disability
- have age-related needs
- are autistic
- have a cognitive impairment, like dementia
- have a progressive condition, like motor neurone disease
- have a terminal illness
- have a mental health condition

Grants can be awarded to provide assistance with changes such as: -

- widen doors and install ramps or grab rails
- improve access to rooms and facilities, for example, with a stairlift, or level access shower
- improve access to a garden
- build an extension, for example, a downstairs bedroom
- provide a suitable heating system
- adapt heating or lighting controls to make them easier to use

A Disabled Facilities Grant does not affect the benefits of the applicant

In recent years, the schemes have become more complex due to the assessed needs of residents and is more expensive to deliver with the rising cost of building materials and services.

The following table demonstrates the sum of spend since 2018 along with the number of applications approved.

Financial Year	Spend	Grants approved
2018/19	£922,431	102
2019/20	£967,457	97
2020/21	£842,246	94
2021/22	£1,184,648	106
2022/23	£1,297,641	98
2023/24	£1,292,980	95
2024/25	£1,180,070	77
2025/26	£970,553	87

Bath Out Scheme

In 2022/23 the Council also utilised £105,000 from the Better Care Fund allocation to implement a proactive “Bath-Out” scheme in partnership with Longhurst Housing Association to upgrade the bathrooms of 15 older persons’ bungalows to provide level access showering facilities. The aim of the scheme was to support older residents accessing bathing facilities and reduce accidents in the home. This would also enable residents to continue living in their homes, avoiding the need for them to move.



Priority 4 – Looking after our residents in their homes

The Council has a responsibility to ensure the safety of residents encompassing its promotion of wellbeing, welfare, safeguarding and the provision of necessary services. This duty is primarily outlined in the Care Act 2014 and includes responsibilities related to health, housing, and social care. The specific duties vary, but generally involve ensuring residents’ safety, promoting their independence, and providing support when needed. Gedling Borough Council aims to ensure this, by working with Nottinghamshire County Council and other partners.

The Council’s duties relating to housing, include providing advice for those at risk of homelessness, and accommodation for priority groups.

It must also ensure that individuals can afford and feel safe in their homes and that housing in the Borough meets health and safety standards.

Examples of this include: -

- Supporting people to be able to afford their homes
- Ensuring people at risk of domestic abuse feel safe in their homes
- Drive forward health and wellbeing priorities in the Borough, through Integrated Neighbourhood Teams
- Ensuring equity of access to all customers in line with the Council’s digital agenda.
- Developing a Virtual Voluntary and Community Sector Support Hub in Gedling Borough.
Equalities, diversity and customer access channels

Affordability

Local Housing Allowance

Local Housing Allowance (LHA) was introduced by the government on 7 April 2008 and is used to calculate the maximum amount people on low incomes renting from a private landlord can claim in Housing Benefit, or the rental element of Universal Credit.

LHA rates relate to an area in which a claim is made, these areas are called Broad Rental Market Areas (BRMA). There are currently two BRMAs located within the Gedling Borough Council boundary, the Nottingham and North Nottingham BRMAs.

These areas are defined by the Valuation Office Agency (VOA) and reflect where people could reasonably be expected to live, considering access to facilities and services. Each BRMA has specific LHA rates based on the number of bedrooms a household is entitled to.

LHA rates are also calculated by the Valuation Office Agency (VOA). Valuation Officers collect rental information from letting agents, landlords, tenants and other sources. LHA rates are based on private market rents being paid in the BRMA which can differ from advertised rents. ("BRMAs can cross county boundaries.")

LHA rates had been frozen for four years, meaning they didn't keep pace with rising private rental costs, however in April 2024 the rates did increase. The decision to increase the rates was designed to relink LHA rates to the 30th percentile of local market rents. This means the rates were set to cover the cost of renting at least the cheapest 30% of properties in each local area. LHA rates are reviewed on an annual basis.

This led to an increase in the maximum housing support available for many private renters, although for some households there is still a shortfall between the amount of LHA entitlement awarded, and average rents within the Borough. This means that residents in the Borough who are on lower incomes are having to make up the shortfall from their other benefits and income, which could be leading to poor health from fuel poverty and poor diet and contribute to pockets of deprivation in the Borough.

The average private rent in Gedling Borough is £870 per month in June 2026. This figure represents a 6.8% increase compared to May 2024 when the charge was £810.



The following table demonstrates the Local Housing Allowance rates payable each BRMA operating with the borough. The table also shows the average private rental charge for each size criteria as of May 2025.

LHA April 2026					
	Shared Room weekly rate	1 Bedroom weekly rate	2 Bedroom weekly rate	3 Bedroom weekly rate	4 Bedroom weekly rate
Average rent in the borough	N/A	£143.31	£180.92	£222.92	£318.69
North Nottingham	£78.00	£102.41	£126.58	£134.63	£186.41
Shortfall between LHA rate and average rent	N/A	£40.90	£54.34	£88.29	£132.28
Nottingham	£87.45	£126.58	£149.59	£172.60	£223.23
Shortfall between LHA rate and average rent	N/A	£16.73	£31.33	£50.32	£95.46

The Council operates a Discretionary Housing and Hardship Fund Payments Policy. The aim of these schemes is to provide further financial assistance, in addition to any welfare benefits, to those claiming Housing Benefit, the rental element of Universal Credit and/or assistance through the Council Tax Reduction Scheme. Where a household has a shortfall in their rental benefit entitlement they can make an application to the Discretionary Housing Payment Scheme. Each case will be treated strictly on its own merits, and all customers will be treated equally and fairly. There is also no guarantee that an award will be granted or for how long. However, it aims to keep rent arrears down and protect tenancies. Awards can be made to households who rent in either the private or social sector.



Feeling safe in your home

Countywide Domestic Abuse Strategy

The Domestic Abuse Act was introduced in 2021. The Act created a statutory definition of domestic abuse, emphasising that domestic abuse is not just physical violence, but can also be emotional, controlling or coercive, and economic abuse.

Relevant aspects included ensuring that eligible homeless victims of domestic abuse automatically have 'priority need' for homelessness assistance.

The Countywide Domestic Abuse Strategy 2021-2024, was implemented by Nottinghamshire County Council and aims to provide a comprehensive response and address all aspects of domestic abuse. Domestic abuse is a complex and multifaceted problem affecting a wide range of people and requires comprehensive services and systems to tackle the issues effectively.

The Council, and all other Nottinghamshire authorities work in partnership to deliver the Strategy as part of its housing and homelessness service.

The strategy sets out Nottinghamshire's vision and approach to the prevention of domestic abuse and support for the survivors of domestic abuse. Eight priority areas were identified to cover the breadth of issues for survivors and their families and provide a community coordinated response.

The priority areas are:

- Safe accommodation
- Children and young people
- High risk survivors
- Health services
- Prevention
- Community services
- Criminal justice and the Courts
- Perpetrators



Commissioning Plan

Part of the Countywide Domestic Abuse Strategy 2021-2024 was to develop a comprehensive three-year Commissioning Plan.

Government funding has been used to commission a shared embedded Domestic Abuse worker to support survivors of domestic abuse and Sanctuary installations previously provide the Council with flexible funding which was used by the Council for ad-hoc expenses incurred by survivors, such as removal costs.

Violence Against Women and Girls (VAWG) Strategy 2023-2028

Gedling Borough Council's policy and initiatives have been designed to address Violence Against Women and Girls (VAWG) with a focus on safeguarding, partnership working, and direct support. The Council participates in the Nottinghamshire Police's VAWG strategy, promotes 'Ask for Angela' which helps people stay safe on nights out by asking bar staff for assistance and offers a Sanctuary Scheme with home security technology and a dedicated support worker from Juno Women's Aid. They also provide housing support for those experiencing domestic violence and work with various partners to raise awareness and prevent harm.



Sanctuary Scheme

Domestic abuse and violence currently affect approximately 1 in 4 women and 1 in 6 men, at some point in their life. The Council's Sanctuary scheme provides survivors of domestic violence (and hate crime) a way to remain in their own home and feel safe by providing additional security to the survivor's property as an alternative to offering temporary or emergency accommodation. The Scheme aims to stop victims returning to unsuitable and unsafe accommodation or from becoming homeless. It achieves this by providing improved home security to those at risk.

Eligibility

The Scheme is open to those who have experienced domestic abuse and want to remain in their homes, regardless of their tenancy type (Council, Housing Association, or private landlord, however, the Council does need to ask the landlord's permission for work to go ahead). There is no cost to the survivor for the Sanctuary Scheme.

The Scheme is jointly funded by central Government, the Supporting People Initiative, Nottinghamshire County Council and local authorities.

Security Measures

Every Sanctuary Scheme is tailored to the needs of the individual, but may include all or some of the following security measures:

- New and extra locks and bolts for doors, patio doors, windows, and gates
- Stronger doors
- Spy holes, chains, and access blockers for doors.
- Better security lighting (PIR)
- Fireproof letterbox
- Police portable alarm
- Ring doorbells

Collaboration

The Council collaborates with Nottinghamshire County Council, Juno Women's Aid and other agencies to ensure a comprehensive approach to supporting domestic abuse survivors.

No Local Connection Requirement

The Sanctuary Scheme is available to customers at every District/Borough Council in Nottinghamshire, as well as Nottingham City Council. All referrals should be made directly to the Sanctuary Coordinator at the relevant Council. A referral form can be completed by several agencies such as Juno Women's Aid, the Police, Housing Associations or Social Care.

Take up of the Scheme

Year	Spend	Referrals Received	No. Of Grants Approved
2021/22	£16,895	21	20
2022/23	£12,156	28	17
2023/24	£14,318	26	20
2024/25	£26,608	41	28
2025/26	£31,161	51	33

The average Sanctuary Scheme installation cost per application approved for 2025/26 was £944.28.

The Sanctuary Scheme is just one option available to survivors of domestic violence. In addition to the Sanctuary Scheme, the Council also:

- Provides information and resources on domestic abuse and where to get help.
- Works with housing providers to ensure safe accommodation for those fleeing domestic abuse.
- Offers housing support for victims of various types of abuse, including psychological, physical, and financial abuse.
- Provides access to other support services through the Council's website and partner organisations.

Driving forward health and wellbeing priorities in the Borough

Public Health

In Nottinghamshire, the “building blocks of Health” refer to the essential foundations needed for individuals and communities to thrive, with a strong focus on housing as a key component. These building blocks include access to good education, employment, safe and secure housing, a healthy diet, decent transport, and a good start in life for children. Strengthening these blocks is crucial for improving health and wellbeing, reducing health inequalities, and promoting thriving communities.

Public health is about working together to protect and improve the health and wellbeing of those living and visiting Nottinghamshire, and to reduce differences in health inequalities between people and communities from different backgrounds. In Nottinghamshire, the Health and Wellbeing Board and Integrated Care System partners have adopted the ‘building blocks of health as a model to frame our conversations and co-production of service provision to address health inequalities within our communities.

Where these building blocks are strong, people enjoy good health and wellbeing. Where any of these blocks are missing, they can create avoidable and unfair differences in health.



The building blocks are:

- **Housing**
Secure, affordable, and decent housing is a fundamental building block. This includes addressing issues like homelessness, improving housing standards, and ensuring new housing meets local needs.
- **Employment**
Work provides income, social interaction, and a sense of purpose, positively impacting both mental and physical health.
- **Education and Skills**
Access to good education is essential for individual development and future opportunities.
- **Transport**
Available, reliable and affordable transport supports the other building blocks for good health.
- **Our Surroundings**
This encompasses access to healthy food, safe and supportive work environments, and good transport links.
- **Money and Resources**
Money and resources are essential for good health as they unlock access to other building blocks, such as good-quality housing and participation in society.
- **The Food we eat**
Nutritious food is vital for our health and wellbeing, and for children’s development, but for too many it is not accessible or affordable.
- **Family, Friends and Communities**
Strong social networks, access to community resources, and a sense of belonging contribute to overall wellbeing.



Health and Wellbeing Board

The Health and Wellbeing Board is a statutory body that has been working since 2012 and brings together local leaders in health and care in Nottinghamshire to improve people's health and wellbeing and reduce health inequalities in our communities. While not directly managing housing, the Board recognises housing as a crucial factor in overall health and well-being and works with partners to ensure residents have access to safe, warm, and secure housing. The Board also considers the impact of housing on health when developing strategies and plans.

Integrated Care Partnership (ICP)

The Nottingham and Nottinghamshire Integrated Care Partnership (ICP) brings together NHS, Social Care, and independent and third sector providers to agree the strategy and direction for the Integrated Care System as a whole. It is concerned with improving the care, health and wellbeing of Nottingham and Nottinghamshire residents.

Integrated Care Board (ICB)

The Nottingham and Nottinghamshire Integrated Care Board (ICB) is a statutory NHS organisation responsible for developing a plan for meeting the health needs of Nottingham and Nottinghamshire residents, managing the NHS budget and arranging for the provision of health services. The ICB works to deliver the Integrated Care System outcomes in partnership with other organisations.

Voluntary and Community Sector (VCS)

The Council benefits from the support of a vibrant voluntary and community sector providing a range of essential support in local neighbourhoods, and which can help to support people who are struggling to afford their homes and prevent homelessness.

The Council actively supports its Voluntary and Community Sector (VCS) through funding, resources, and collaborative initiatives. This support aims to strengthen local organisations, enhance their capacity to serve vulnerable residents, and foster community engagement. The Council's efforts are driven by a commitment to social inclusion, community resilience, and improved well-being for all residents.



Equalities, Diversity and Customer Access

The Council aims to ensure equality of access to all customers and ensures that residents can access housing-related services through various channels including through face-to-face and telephone appointments, as well across the Borough through a number of customer service outreach sessions, where residents can speak to an advisor in person, without having to visit our main offices in Arnot Hill Park, Arnold.

The Council provides telephone and face-to-face interviews for those needing housing support and advice

The Countywide Street Outreach Team supports rough sleepers to access housing and homelessness services.

Juno Women's Aid and Equation support survivors of domestic abuse to access refuge and domestic abuse support services.

Refugees are supported by the Council through its arrangements with the Asylum and Resettlement Team of Nottingham City Council

The Council also operates several Hubs in the Borough as part of our ongoing outreach programme meaning customers do not need to travel to the Council's main offices for support.

The outreach programme has evolved with weekly sessions held in Carlton and Calverton. All locations are run by charities or community groups, so they offer a non-threatening, supportive environment for residents.

The Council has held sessions at the Ark in Gedling, the St Georges Community Centre in Netherfield, and the foodbank in Arnold. These community groups can also refer residents to the Council daily.

As part of the Council's Customer Service Strategy, the Council now offers web chat as a quick and easy response for those who may require help accessing online applications or guidance to find the help and assistance they need. Web chat has been introduced and includes a translation option for residents who may struggle where English is not their first language.



Delivery of key priorities

Priorities and Key Actions

Priority 1 – Delivery of New Housing					
Actions	Target	Responsibility and Partner	Resources Required	Target Date	How do we measure success?
Consider options for utilising Commuted Sums	Maximise delivery of affordable housing	Housing Options Team and partners	Commuted sums Officer time	Ongoing	Delivery of, and increased supply of, affordable housing in the Borough
To deliver the housing related actions for new build properties within the Council's Carbon Management Strategy and Action Plan	Maximise delivery of energy efficient homes	Housing and Planning	Officer time	Ongoing	Reduce carbon emissions for the Borough
Support planning applications which propose a mix of housing types, sizes and tenures	Maintain an appropriate mix of housing type, size and tenure to meet demand. Increase affordable housing stock across all affordable tenures throughout the borough.	Gedling Borough Council Housing and Planning Local Registered Providers Local Housing Developers	Officer time	Ongoing	Monitor number of new housing completions across each tenure annually. Monitor number of new housing completions across each tenure annually

Priority 2 – Helping those that want or need a home

Actions	Target	Responsibility & Partner	Resources Required	Target Date	How do we measure success
Review the need and quality of Temporary Accommodation Units	Purchasing and/or developing additional homes within the Borough and improving the standard of current stock	Housing Options Team and partners	Capital programme	Ongoing	A reduction in the numbers in Bed and Breakfast and nightly charged accommodation
Commission an Education in Schools programme	Introduce a programme of education in schools around homelessness.	Housing Options Team and third-party provider	Homeless Prevention Grant	April 2026	Reduction in the number of young people homeless in the Borough
Review the Council's Allocations Policy	Allocations Policy reviewed annually to ensure it meets current demand	Housing Options Team and partner Registered Providers	Officer time	Annually	Reducing waiting times for those in the highest housing need.
Developing a winter offer for rough sleepers during severe weather	Develop sustainable severe weather emergency provision	South Nottinghamshire Partners	Government grants around rough sleeping	Annually	Ensuring no one sleeps outside during severe weather
Participate in future Rough Sleeper Initiative (funding rounds in partnership with other Local Authorities)	Continue to provide support to rough sleepers and those at risk of becoming rough sleepers	Nottinghamshire Rough Sleeping Initiative partnership	Government grants	Annually	Continue to reduce the numbers of rough sleepers in the Borough
Maximise all available funding streams to reduce homelessness in the Borough.	Continue to introduce and commission new initiatives to prevent homelessness	Housing Options Team and partners	Homeless Prevention Grant	Ongoing	Prevent homelessness in the Borough

Priority 3 – Improving the quality of existing housing within the Borough

Actions	Target	Responsibility & Partner	Resources Required	Target Date	How do we measure success
Ensure that planning permissions provide new homes that meet older and disabled persons' needs.	Increase number of independent living type accommodations	Local developers	Officer time	Ongoing	Monitor number of new independent living homes annually
Explore options to further encourage downsizing in social housing through the Council's Allocations Policy, better care fund, disabled adaptations.	Release family type housing, assist people into more suitable housing	Housing Options Team and Registered Providers	Officer time and funding	Ongoing	Reduction in under occupation of homes in the Borough
Maximise the use of the Council's "Better Care Fund" allocation to support eligible households accessing disabled facilities grants.	Full spend of allocation	Food, Health and Housing Team	Better Care Fund allocation	Ongoing	Allocation fully utilised and increasing number of customers receiving adaptations via the Council.
Work with local partners to develop a local stock condition database.	To compile available housing statistical data into a database to inform strategic decisions and interventions to improve the existing housing stock.	Food, Health and Housing Team	Partnership funding obtained to build database.	December 2026	Improved ability to target interventions successfully and bid for resources to improve housing conditions.

Ensure new build housing is built to minimum energy efficiency standards.	Increase number of homes and developments which use renewable sources of energy.	Planning and Building Control Teams. Private Building Inspectors Local developers	Contractor supply chain and skills. Grant funding. Finance. Resident engagement	March 2026	More energy efficient houses built
Enable owner occupiers, tenants in rented accommodation and low-income households to access energy efficiency measures to where possible achieve minimum Band C Energy Performance Certificate	Improve Energy Performance Certificate (EPC's) ratings in the Borough	Planning, Building Control Team Environmental Health Team	Officer time and grants	Ongoing	Reductions in the number of properties with Energy Performance Certificate ratings D to G. Increase in the number of properties with Energy Performance Certificate ratings A to C
Work with owners of long-term empty homes to bring them back into use to maximise the use of existing housing stock	To reduce the number of long-term empty homes in the Borough	Food, Health and Housing Team Environmental Health Team	Empty Homes Officer, enforcement powers and funding to support compulsory purchase, empty dwelling management orders or enforced sale.	Ongoing	Reduction in the number of long-term empty homes

Implement a programme of “Selective Licensing” to regulate and improve private rented housing.	Ongoing. Current phase 2 scheme due to expire October 2027. Phase 1A came into force January 2025. Due to expire 4th January 2030	Food, Health and Housing Team	Licensing income to resource staff to administer scheme.	Ongoing	Performance monitoring during the scheme and evaluation of ‘Selective Licensing’ at the end of the scheme.
To deliver the housing related actions for existing properties within the Council’s Carbon Management Strategy and Action Plan and the East Midlands Local Retrofit Strategy	To improve energy efficiency of the existing housing stock across all tenures	Public Protection & Housing	Officers time	Ongoing	Reduce carbon emission for all housing stock and address fuel poverty.

Priority 4 – Looking after residents in their own homes

Actions	Target	Responsibility & Partner	Resources Required	Target Date	How do we measure success
New Voluntary and Community Sector (VCS) Hubs in place	VCS Hubs in place	Council and third sector partners	Part funded by the Council	Ongoing	Deliver support to vulnerable individuals throughout the Borough
Support people to be able to afford their homes	Discretionary Payment schemes	Revenues and Welfare Support Section	Discretionary Housing Payments grant funding	Ongoing	Monitoring of Discretionary Housing Payment budgets
Ensure equality of access to all customers in line with the Council's digital agenda.	Customer satisfaction surveys	Customer Service Department	Customer Service officers reviewing responses	Ongoing	Evaluation of feedback