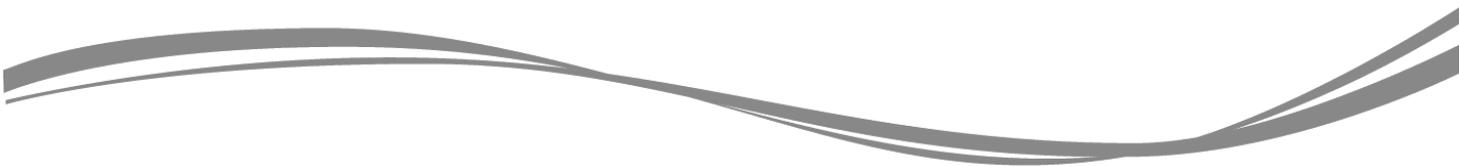


Fairer Housing Delivery Plan

2013 - 2016



Contents:

	Page
1. Foreword	2
2. Introduction	3
3. Key aims for housing	5
4. Our successes in 2012 - 2013	5
5. Our housing investment priorities	6
6. Current major housing programmes	10
7. Resources	11
8. Partnership working	13
9. How the vision will be delivered	14
10. Monitoring & Evaluation	14
11. Top 10 Key Indicators at a glance	16
12. Key Actions List	17

Appendices

Appendix One: How the Top 10 Key Indicators were established

Appendix Two: Glossary of Term

1. Foreword

In Newcastle we want everyone to have access to a home of a decent quality at a price they can afford. We want these homes to be in neighbourhoods that are safe, attractive, supported by good schools and transport links; with quality open space and thriving neighbourhood centres.

In developing our housing delivery plan 2013 - 2016 we have built upon our Let's Talk public consultation events. We have focussed on creating decent neighbourhoods; providing good quality housing and local facilities; delivering services which meet the needs and aspirations of our residents.

Things have moved rapidly since the introduction of our previous housing delivery plan in September 2012. We have made great strides towards achieving the objectives we set for the City; but are now faced with new challenges and pressures. The government has introduced a raft of Welfare Reform changes and implemented unfair public spending cuts which have impacted on Northern councils hardest. This has made significant reductions in the amount of money we have to spend on delivering public services. These measures have brought more pressure on our housing and front line services and created uncertainty for those affected by these changes. How we respond to these changes is key to how we move forward with our housing plan.

What is absolutely clear is that Newcastle must find ways to meet our current and future housing needs. The city has a shortage of affordable and family homes; and the City's population is growing and people are living longer. We must deliver on our new build targets, make best use of our existing housing stock, and offer support to those who need it if we are to meet the City's needs and to avoid people and families getting into housing crisis. We recognise that housing is an important factor that determines people's health and well-being.

While the City Council has responsibility for shaping the future of all housing provision, delivering on these priorities can only be achieved through successful partnership working. Working with our partners, in particular Your Homes Newcastle, Leazes Homes, New Tyne West Development Company, Byker Community Housing Trust, registered providers as well as the private and voluntary sector, is of fundamental importance if we are to provide the right mix, quantity and quality of housing.

In moving forward we need to be realistic and open about what is achievable, and what is not, and be held accountable for the decisions we make. These are challenging times for the City and we must ensure we are prepared and able to move forward with confidence. This plan provides the foundations for meeting the challenges that lie ahead.



Councillor Ged Bell
Investment and Development Portfolio

2. Introduction

A good choice of housing helps to support individuals and communities and is essential in helping the City to achieve its ambition of becoming a fairer city that provides opportunity and access to good quality housing for all. Our long-term vision for housing in the City is:

'Create places and homes that people want to live in. We will ensure the mix and design of housing positively influences people's lives illustrating our commitment to health and well being. We will ensure the quality and range of housing in the City matches people's needs and aspirations particularly older and vulnerable people and families'

An essential requirement of any strong and stable community is that residents have access to decent and secure homes. Poor housing has an adverse impact on an individual's physical and mental health, with children living in substandard housing less likely to perform well at school and to achieve good qualifications.

A lack of good quality family housing will fail to retain or attract economically active households and the skills needed to underpin the local economy. Similarly, a lack of housing options for older people and those with support needs limits their choice and well-being.

A balanced supply of good quality housing is therefore a key component of any sustainable community and is essential for economic prosperity.

To ensure the delivery plan is robust and covers all housing activity relevant to Newcastle, the key actions list contained later in the plan pulls together into one place the actions from the following agencies and operational teams:

- The Fairer Housing Unit (FHU) - NCC
- Your Homes Newcastle (YHN)
- Tyne and Wear Homes
- Leazes Homes
- Wellbeing, Care & Learning (WC&L) - NCC
- Regulatory Services and Public Protection (RSPP) - NCC
- New Tyne West Development Company
- Byker Community Housing Trust
- Safe Newcastle Partnership
- Warm Up North Partnership

In doing this it aims to deliver on the housing aspects of the key priorities established by the councils' strategic leadership:

- **Priority One:** Making Newcastle a Working City
- **Priority Two:** Creating Decent Neighbourhoods
- **Priority Three:** Tackling Inequalities
- **Priority Four:** A Fit for Purpose Council

This delivery plan seeks to articulate what further must be done for Newcastle's housing supply to meet the City's aspiration for a strong and prosperous future. It sits within the framework for development set by the Local Development Framework Core Strategy and its wider regeneration and growth priorities. It references the evidence base set out in the Newcastle Future Needs

The Fairer Housing Delivery Plan 2013 - 2016

Assessment (NFNA). The plan sets out the links between the Council's various partnerships and direct delivery of homelessness prevention. It also sets out the direction of our new build aspirations for the coming years and how we will make better use of existing stock. In particular we wish to drive up standards in the private sector by bringing empty homes back into use and driving up physical and management standards.

National, regional, sub-regional and local policies and plans and data research have been considered as part of the development of the plan.

The plan shows how we will deliver our priorities despite the government's unprecedented and unfair public sector spending cuts. We have been innovative in setting for the first time a three year budget to coordinate, maximise and channel available funds to meet our housing commitments.

We have set out an ambitious housing asset plan which uses council owned land and buildings to resource new build market and affordable homes. Sites with a total capacity of up to 1300 units will be transferred to Your Homes Newcastle, registered social landlords and developers to build out. The Council will specify for each site the type, quality and tenure of housing we require. Surpluses generated from the market sale of properties will be used to subsidise the development of specialist and affordable housing.

The last twelve months has seen an unprecedented success rate for registered providers bidding for external investment to the Homes and Communities Agency and the Department of Health. 11 separate bids were made by partner organisations in line with the Council's priorities as set out in the last Delivery Plan and subsequent Cabinet reports. All bids were successful. This represents over £4M public subsidy in housing investment for the next three years which will bring matched funding through private finance. The Council ensured that we achieved this level of external investment by providing capital from the Future Homes Fund as match funding or providing council sites for development. This external funding will pump prime delivery of over 200 new affordable homes, representing over £20M investment in local neighbourhoods and new sites.

The Council has committed significant resources to the prevention of domestic violence and abuse. During the Summer 2013 we conducted a comprehensive research project consulting with nearly 100 women and over 300 children who are at most risk of domestic violence and abuse. We also collated information and views from stakeholders working in the sector about what services and accommodation the council should provide in the future. This work has informed new services which will be commissioned and ready to begin in 2015

During 2013 we will review our private rented service to consider what support, information and products private sector landlords and tenants will need in the future to ensure that private sector tenancies are well managed and private rented properties are fit for purpose. We will also be consulting with residents who use our Disabled Facilities Grant service to consider what other housing options might be suitable, and how we can assist older and disabled residents in the private sector to remain safe and independent in their homes for longer.

3. Key aims for housing

The Council has four key priorities with regards to housing development and housing supply:

1. Attract and retain economically active households in the city by diversifying and expanding the City's housing offer;
2. Accelerate the supply of brown field and urban sites for housing development;
3. Accelerate the delivery of affordable homes across the city;
4. Make best use of the city's existing buildings by bringing empty homes and commercial properties back in to use for residential purpose.

4. Our successes in 2012 - 2013

We have achieved a number of recent successes which support our priorities:

- We helped facilitate 463 new homes in the City, including 108 at the Great Park, 32 at Wyedale in Walkergate, 29 at Birchvale, and 16 Bungalows at Newbiggin Hall for older people;
- In partnership with developers and housing providers, including YHN and Leazes Homes, We helped deliver 136 affordable homes as part of the overall new build activity;
- The house building programme across the City generated / safeguarded in excess of 1,350 direct jobs and many more in the supply chain (based on each home built creating 1.5 direct full-time jobs¹);
- Widened housing choice via advertising the Private Rented Service to landlords and tenants via customer service centres, direct mail and networking events;
- In the private rented sector we dealt with 6698 enquiries and assisted 211 cases with accessing and sustaining accommodation, including 14 homeless priorities families. We provided advice and support to ensure that 128 tenancies were sustained and carried out 178 inspections to ensure that they were up to an acceptable standard;
- Using enforcement powers we reduced Category 1 hazards in 229 homes, meaning a reduction in people experiencing slips, trips and falls in their home;
- YHN improved 1,700 council homes to a decent standard. This has extended the rental life of Council house stock and improved the sustainability of our estates;
- As of the beginning of April 2013 YHN undertook nearly 5,000 face to face visits with households impacted by the bedroom tax;
- Through engagement and enforcement measures we brought over 223 private sector empty homes back into use;
- We bid for and received £491,776 of empty homes cluster funding from the HCA to bring back into use 125 empty problematic homes in the areas of Byker & High Cross selective licensing areas; Howden Road area & Cowgate by March 2014. To date 41 properties have been reoccupied within the 4 Cluster areas;

¹ National Planning Framework Fact Sheet. September 2011

The Fairer Housing Delivery Plan 2013 - 2016

- For 2013/14 we secured £948,000 of New Homes Bonus monies through our new build and bringing empty homes back into use activities;
- We provided over 300 disabled facility grants (DFG) to assist people to remain safe in their homes. This has reduced costs for residential care, prolonged independence and reduced NHS costs associated with falls;
- In July 2012 ownership of the 1800 homes on the Grade II* listed Byker Estate transferred from Newcastle City Council to the Byker Community Trust. The Trust is a not for profit organisation that will bring major investment to homes, facilities and the environment across the estate;
- We assisted 205 statutory homeless applicants (typically parents with dependent children) and 2,113 cases of households at risk;
- We undertook comprehensive research to better understand what services and facilities women and children who experience domestic violence need best to support them;
- We developed and published a delivery plan which identified resources, partners and sites suitable to develop housing for older people;
- We held a landlords conference attended by over 250 private sector landlords to provide information to landlords on the impacts of welfare reform on the private sector;
- We organised and ran training sessions with 108 private sector landlords on how to better manage their portfolio;
- In October Cabinet adopted the Tenants' Pledge which outlines the Council's commitment to life time tenancies for tenants of social housing - instead of the 'flexible' short term tenancies advocated by the Coalition Government;
- We took the lead role in the launch of Tyne and Wear Homes, a sub-regional web based choice based lettings scheme, which now receives over 2 million hits per month;
- In March 2012 we adopted a new lettings and allocations policy to ensure fair access to YHN managed homes, and
- We consulted with local people and extended an Article 4 Direction to High West Jesmond to limit the number of shared houses in the area.

5. Our housing investment priorities

To date the council has committed significant financial assistance, through the Capital Programme, to support housing growth and to accelerate the delivery of affordable homes:

- £12 – 13 Million to provide gap funding for affordable homes on brown field and urban development sites;
- £4 – 5 million for private sector housing intervention including bringing empty homes back in to use and conversion of commercial premises for residential use;
- £6 million for specialist older persons housing including Assisted Living and Dementia Care;
- Approximately £8 million for specialist housing for people with care and support needs;
- £800K to deliver a wider range of housing options for people who experience disabilities and might otherwise require a disabled facilities grant to enable them to maintain their independence;

The Fairer Housing Delivery Plan 2013 - 2016

- Approximately £1.8 million for accommodation for women and children fleeing domestic violence and abuse;
- £1 million to support community led housing options such as self build.

5.1. Local Investment Plan (LIP) priorities

Newcastle and Gateshead Councils are working with the Homes and Communities Agency (HCA) to develop a joint Housing Investment Plan 2013 – 18. This plan will form part of the overarching City Deal, and will provide a focus for the alignment of resources available to both Council's and the HCA in support of our shared strategic objective to accelerate housing supply.

The critical focus of the plan will be to help bring forward sites that can be delivered in the next five years and which are in need of some public sector support to enable or accelerate delivery.

Gateshead and Newcastle have been conducting detailed work on a number of strategic sites that could benefit from extra support to accelerate the delivery of housing. A series of propositions are being developed which assess the sites in terms of possible housing types suitable for delivery in particular areas. In addition, the sites are being assessed for the possible investment products that may be available from government to improve viability, and also what local incentives and flexibilities could help viability or help generate sales/lettings on these sites.

In Newcastle, the four key areas identified where accelerated delivery can be achieved with additional support are:

- Ouseburn Valley and East Quayside;
- Forth Yard/ Calders;
- Elswick.
- Science Central

These areas have been chosen so as not to compromise delivery in our other priority areas such as Newcastle Great Park, Scotswood and the YHN programme. They are also areas where we aim to attract new economically active residents.

The collective proposal will cover the following:

- Specific sites in Newcastle and Gateshead
- The number of homes we are aiming to bring forward by 2018 which we would not be able to deliver without external support
- What solutions or resources the two Councils are proposing to invest in these areas
- The alignment and flexibility that we require from the HCA to support accelerated development

5.2. Empty homes

It is estimated there are around 3,800 vacant non-council properties in Newcastle - this equates to around 4% of non-local authority housing stock. There are also a range of neighbourhoods across the City where there are long term empty properties. Areas such as Scotswood, Benwell and Byker Old Town are already subject to successful intensive enforcement and landlord management activity.

The Fairer Housing Delivery Plan 2013 - 2016

Most empty properties are only empty in the short term. It is when a home is empty for a longer period that problems arise. In addition to being a waste of a vital housing resource, these homes often attract vandalism and anti-social behaviour. Empty homes can rapidly spoil the built environment, creating local eyesores that seriously affect the value of neighbouring properties.

Current Activity

The NCC Empty Homes Working Group co-ordinates activity to help bring empty homes back into use. Through negotiation with owners, enforcement action and financial assistance this activity facilitated over 200 properties being brought back into use in 2012/13.

Newcastle has encouraged and supported bids to the Governments Empty Homes Programme with 6 organisations successfully securing £1.26m funding towards the purchase and leasing of 80 long term empty properties between March 2012-2015.

Newcastle Council was also successful in securing Cluster Funding which will see 125 empty properties being brought back into use within 4 neighbourhoods with high levels of empties (Howdene Road, Scotswood, Greater High Cross, Benwell, Cowgate South and Byker). Assistance includes the option of a grant and loan towards the renovation of empty properties, support finding tenants - and where owners are unwilling to engage with the Council enforcement action will be considered.

Future empty homes investment

The loans and grant option within the Cluster areas has seen owners of some of the most problematic properties take up the offer of loans and grants available. The focus of financial assistance is to help renovate the property to a set standard. Funding secured from central government for the Cluster areas is due to finish in March 2014 for the current designated neighbourhoods. The council will continue funding for these cluster areas beyond March 2014 and to extend the cluster areas to include neighbourhoods in Elswick and Wingrove wards.

We will further expand the number of empty properties that are suitable to purchase or lease by working with organisations, funded by the Governments Empty Homes Programme, allowing for properties to be purchased in higher demand areas as well as the purchase of problematic empty homes requiring significant renovation works.

To further increase the supply of affordable housing we are planning to work with Registered Housing Providers to convert empty commercial properties to residential.

5.3. Older persons housing

The provision of accommodation for older people is a high priority for the city. Newcastle's population is ageing and currently there are insufficient accommodation options to meet the growth in this section of the housing market. The most notable feature of the population projections is the number of people aged 85+ and with this a likely increase in the number of people requiring care and support services. This will require a change in how we deliver these services to focus more on prevention and early intervention, and by providing housing-based models of care, such as Assisted Living.

The Fairer Housing Delivery Plan 2013 - 2016

In March 2013 the Council's Cabinet approved 'Newcastle an Age Friendly City – Older People's Housing Delivery Plan' which sets out an accelerated programme of housing delivery over the next 5 years to respond to this challenge.

We aim to work collaboratively with our partners to achieve the following:-

- Facilitate construction of over 400 properties for older people, including over 40 units of dementia housing. This will allow more households to remain independent and prevent crisis moves into residential care. At least 120 of these properties will be assisted living apartments for rent – work has already begun on two schemes;
- Provide adaptations and improvements to public and private homes so that over 200 households per year who experience long term poor health, physical disabilities or sensory loss can remain within the home of their choice which is then adapted to better meet their day to day requirements. Our DFG Service Review may produce proposals for different tenure options for these households such as leasehold for the elderly;
- Ensure the quality of existing sheltered housing stock is improved to better meet the needs of older people;
- Broaden the range of housing options available for older people and reduce reliance on institutional forms of provision such as residential care;
- Support and enable private sector investment in specialist accommodation for older people by marketing attractive council owned sites for this use;
- Use our investment to secure further capital investment into older people housing over the plan period. This funding will come from housing associations, YHN and the private sector, and
- We will also make best use of assistive technology, including Telecare and Telehealth, which can now deliver a wider range of services in the home. Unit costs are also falling rapidly and service delivery costs are much lower than traditional health and social care services. The use of assistive technology means that we can more easily respond to the changing health and social care needs of people as they age and will underpin flexible support services which are tailored to individual requirements.

5.4. Supported housing

Funding to the Supporting People budget will reduce in 2014/15 to reflect central government spending cuts imposed on the City. Despite this funding reduction we still have a duty of care to support the most vulnerable members of the community; either in a residential care setting or in their own home. Examples of our supported housing priorities include:

- Support for older people to help them to continue to live independently in their own homes – such as community care alarms and telecare services, or handyman services;
- Support for women and children at risk of domestic violence and abuse and support to help them move on and sustain independent living;
- Support for young people with chaotic lives, or who are leaving the care system, who need short term accommodation or who need floating support to get accommodation and keep a tenancy going;
- Emergency access hostel and other short term supported accommodation for people at risk of homelessness, or people with an offending history or with drug or alcohol problems;
- Support for people of all ages with mental health problems or learning disabilities to help them sustain independent living;

The Fairer Housing Delivery Plan 2013 - 2016

- Preventative support which helps people to keep their tenancy going and sustain independent living by preventing tenancy loss; and
- Practical support for refugees to help them access accommodation and support to help them resettle in the community.

5.5. Community led housing / self build

Self build, including housing co-operatives, form an important part of the Government's localism agenda and its commitment to increasing housing market stability and improving affordability and access to home ownership.

Our commitment to community led housing will see the Council provide a total £1m of capital funding for the years 2013/14 and 2014/15. This funding will be used to gap fund development costs, and will be repayable by the vendor and recycled to allow further future self build projects.

There are currently 2 community led projects in the pipeline:

- West End Co-operative to develop 4 self build bungalows.
- The Council and HCA are working with Ouseburn Development Trust to progress a community led self build development on the site known as the Byker Building site.

The Great Park development (Cell C) has 39 plots available for individual self build housing.

5.6. Rural Housing

The City boundaries include a number of smaller communities in the north and west where housing needs and aspirations may be different to that in more urban areas. To ensure that we can target investment to best effect we will be embarking on some rural housing studies in these areas to inform future plans and provision.

6. Current Major Housing Programmes

In addition to the new investment the Council continues to work with our existing delivery partners to encourage and facilitate housing development across the city, including:

- **Newcastle Great Park.** Housing delivery continues with build rates averaging approximately 114 new homes completed per annum; with current projections showing this increasing to approximately 190 per year by 2014/15.
- **Leazes Homes:** The current YHN / Leazes Homes development programme will see the delivery of approximately 400 new homes over the period 2011 – 2015, of which 144 will be affordable. To add to this the Council and Leazes Homes are working proactively to bring around 10 empty homes back into use with Homes and Communities Agency funding by March 2014. We will develop a further housing delivery programme with Leazes and YHN which focuses on four council owned large sites which could deliver up to 700 new homes.
- **Walker: River's Gate Phase 2** is on site. This will deliver 39 affordable rented units by spring 2014. Gleeson Homes are the preferred partner for the development of Hibernia

Village Phase 3. To add to this YHN are looking to bring forward mixed use proposals that include new homes for the Central Walker area including an Assisted Living Scheme for older people.

- **Scotswood.** The New Tyne West Development Company took ownership of the first part of the site earlier this year. Work on the first phase has started. Fabrick Housing Group has an allocation for 36 rented and 22 affordable homes for sale to be built out over the first phase.
- **Registered Provider Affordable Housing Programme.** The Homes and Communities Agency has provided funding 2011 – 2015 for over 200 new homes to be built in Newcastle developed by Home Housing Group, Places for People, Riverside and Isos. These developments are in the main delivered within wider mixed tenure developments or on small council owned sites. The Housing Delivery Partnership Framework which is currently out to procurement will appoint a range of partners to deliver new housing across 20 council owned sites – potentially delivering 600 new homes.

7. Resources

The ability to deliver our housing priorities is dependent upon a range of capital and revenue funding sources.

Following the 2010 Comprehensive Spending Review (CSR) and the Local Government Financial Settlement in December 2012, it is estimated from evidence currently available that the City Council needs to make around £100m in cuts and savings to the annual budget by 2016. To help deal with these financial cuts and to protect services, the City Council, after careful consideration and consultation, set a three year budget to help provide a stable, consistent and coordinated funding regime for all council activity, including for our housing priorities.

This is the first time the Council has presented a three year budget. It brings together both revenue and capital investments to give as complete a picture as possible. A three year approach has helped reduce risks to vital services and continue to meet our statutory duties, as well as creating more scope for innovation and efficiency. The Council will review these projections annually to consider whether adjustments are necessary.

Funding to progress our housing investment programme is made up of the amalgamation of a variety of sources, namely:

- New Homes Bonus (including affordable housing uplift)
- Community Infrastructure Levy (for support infrastructure post 2014)
- Section 106 monies for affordable housing provision
- Potential draw down of increased Council Tax revenue (New Homes Bonus)
- Council capital receipts
- Prudential borrowing

If New Homes Bonus (NHB) remains in place under its current formula, then we estimate if the 17,000 new homes are delivered in the profile set out in the emerging Core Strategy, then the City could receive over £147m in New Homes Bonus (NHB) payments up to 2030.

The Council has supported housebuilders to secure a share of the national Get Britain Building Programme, a £400m investment fund to support house builders to unlock stalled sites. Successful bids have been secured by New Tyne West Development Company for Scotswood

The Council has also been successful in its bid for 'City Deal' status. The cornerstone of this deal is a commitment by government to ring-fence business rate income in four growth sites in Newcastle and Gateshead, and to retain them locally. This unique arrangement will allow both councils the financial freedom to deliver ambitious plans for private sector-led growth, initiating a £90 million infrastructure programme, and over the next 25 years to secure £1 billion of infrastructure investment and create around 13,000 additional jobs.

To date the council has committed significant financial assistance, through the Capital Programme, to support housing growth and accelerate the delivery of affordable homes:

- £12 – 13 Million to provide gap funding for affordable homes on brown field and urban development sites;
- £4 – 5 million for private sector housing intervention including bringing empty homes back in to use and conversion of commercial premises for residential use;
- £6 million for specialist older persons housing including Assisted Living and Dementia Care;
- approximately £8 million for specialist housing for people with support needs;
- £800K to deliver a wider range of housing options for people who experience disabilities and might otherwise require a disabled facilities grant to enable they to maintain independence;
- approximately £1.8 million for accommodation for women and children fleeing domestic violence and abuse, and
- £1 million to support community led housing options such as self build².

Below is a summary of the **Revenue Funding** for housing related and support activity for 2013/14: 2014/15 & 2015/16. The totals are for three years - unless otherwise stated.

Table 3: Supporting people funding and YHN revenue

Activity	£	Used for
CLG Homelessness Grant for 2013/14	405k	Funding to be used for core statutory homeless service (advice and assessment of need)
Your Homes Newcastle (YHN) HRA Financial Activity (revenue) for <u>2013/14</u>	70.16m	Housing Revenue Account -Revenue Programme. Used for repairs and maintenance; general management; special services management
Supporting People revenue for 2013/14 (the budget will reduce in 2014/15 to reflect reductions in spend arising from the 2016 budget proposals)	12.55m	Funding to support a wide range of support services which help people to live independently in their home and community.

² Housing Land and Asset Plan. Report to cabinet. 16th July 2013

8. Partnership working

Our priorities can only be delivered by working closely with the community and key partners.

Who will be involved in delivering our housing priorities?

- Tenants and residents
- Developers
- Registered Housing Providers
- Homes and Communities Agency (HCA)
- YHN
- The Cyrenians
- Private landlords and letting agents
- The Elders Council
- Newcastle Tenants' and Residents' Federation (NTRF)
- Safe Newcastle Partnership
- Other stakeholders
- Elected Members
- Council officers

Savills were commissioned using Bridging NewcastleGateshead (BNG) Transition Fund monies to provide an insight into the appetite and capacity of national and regional Registered Providers (RPs) to participate in new development across the area. The overriding message is that there is a wide pool of partners with the resources available to invest in Newcastle and Gateshead. The area is seen as offering better than average capital values and rents compared to some areas in the wider North East. RPs were also open to exploring options for packaging sites ready for development with those being prepared for development as a means to progressing some of the more challenging sites. One message that came back strongly was that RPs would like to see a more seamless and joined up approach to bringing sites forward for development. We have responded to this directly by setting up a new contractual relationship between the Council, housing associations and other affordable housing developers. This approach is set out below.

8.1. Housing Partnership Framework:

Cabinet agreed in April 2013 to procure a Housing Partnership Framework for the delivery of new affordable homes across the city on council owned sites.

The Council is working to appoint a range of partners to the 'Framework Panel' to bring forward development of new affordable homes, specialist housing for older people and specialist housing for people with care needs. The homes will be designed, built and managed by the partner.

To ensure that we attract partners who can deliver both in terms of quality products and expected service and management standards, all prospective partners will be required to complete a pre-qualification process. In this they will be expected to provide robust evidence regarding their past and current performance and experience in delivering and managing affordable homes.

Partners appointed to the framework will be assisted by the Council in delivering affordable homes and homes that meet the Council's housing targets, by having access to:

- council owned sites, where appropriate at less than best consideration; and where needed,
- a combination of council owned sites and investment from the Council's Future Homes Fund.

The Framework Panel will be split into 4 categories:

- Affordable Rented Housing
- Affordable Sale Housing
- Older Person Housing; and,
- Supported Housing

Partners can apply to be appointed to individual or multiple categories, depending on their area of business. The scale of developments will range from small sites with capacity of under 10 units to sites with a capacity of approximately 40 units.

The Framework Panel period will operate for four years from the date of the framework agreement. The time frame for the restrictions as to the affordable element will be specific to each scheme and up to a period of 30 years. We are on target to appoint partners by the end of 2013.

9. How will the vision be delivered?

The vision will be delivered through:

- The Housing Partnership Framework Panel
- The development management process – developer contributions through S106 and the Community Infrastructure Levy (post 2014)
- Newcastle Housing Delivery Programme
- The strategic Housing Land Availability Assessment (SHLAA) and the Strategic Land Review (SLR)
- Regeneration programmes
- Statutory agencies including health
- Community and voluntary sector organisations
- The Council's programme of works such as the Joint Venture
- As well as the private rented sector

10. Monitoring & Evaluation

It is essential we manage and report on our performance to ensure we continue to hit the targets set, that we are continuously trying to improve, and to ensure we achieve our corporate objectives.

We will ensure effective monitoring of the Key Indicators taken from the actions list, identifying and addressing any potential issues as they arise. The Portfolio Holder for Housing is responsible for ensuring actions contained within the key actions list are delivered in a clear and transparent way.

Monitoring of the Key Indicators will be undertaken quarterly. An annual progress report will be placed on the Newcastle City Council website.

To ensure actions have real outputs and are meaningful to people we will coordinate and evaluate information on people's perceptions of housing in the City. This customer insight will give an understanding of:

- perceptions of the quality and facilities of new build properties
- views of private rented sector tenants and their experience of this sector.

The Fairer Housing Delivery Plan 2013 - 2016

This will complement tenant satisfaction and customer insight surveys already undertaken by YHN and our registered housing provider partners, customer satisfaction feedback on disabled facilities grants, and feedback from private sector landlords and tenants on the support offered by the Fairer Housing Unit.

An impact assessment has been carried out for this plan to consider the potential positive and negative impacts of the aims. The following types of impact are included in the assessment:

- Equality
- Social inclusion
- Community cohesion
- Health
- Sustainability

Delivery of the key actions will include tasks to achieve the intended outcomes identified in the impact assessment. Progress against these outcomes will be included in the monitoring arrangements for the Housing Delivery Plan and refreshed on an annual basis.

The delivery plan and evidence base will be reviewed and updated annually. The update will be placed on the Council's website alongside the annual monitoring report

Note: An Equality Impact Assessment has been carried out for this plan. This is issued as a separate document, which can be found on the Council's website.

11. Top 10 Key Indicators at a glance

Table 4: Key Indicators:	KEY INDICATORS		
	2013/14	2014/15	2015/16
Gross number of affordable homes provided (for rent, shared equity & discount purchase)	300		TBC following bids to the HCA
Gross number of new homes forecasted* (including the affordable element)	467	748	866
Specialist housing for older people (including those delivered by the private sector)	40	178	293
Supported housing (Learning disability, physical disability, domestic violence)	0	45	44
Rough sleeping	0	0	0
Prevention of homelessness (YHN and HAC with other partners)	3,300	3,300	3,300
Number of private sector homes brought back into use (Including 10 empty properties requiring high capital costs)	200	200	200
Reduction in the number of homes affected by Category 1 hazards as defined by the Housing Act 2004.	100	100	100
Number of home improvement loans granted (Helping Hands)	50	50	50
Number of Disabled Facilities Grants (DFGs) provided	300	300	300

* Excludes student cluster apartments

Please see [Appendix One](#) for more detail how the Top10 Key Indicators were established.

12. Key Actions List

Priority 1: A Working City

Aim: Make sure Newcastle is a working City, there are good jobs and that residents are able to benefit from them.

Ref	Aim	Activity	Action	Lead responsibility	Delivery partners	Timescale	Outputs
1.1	Local people benefit economically from house building (employment / apprenticeship)*	Use housing related activity to generate apprenticeships, employment and training opportunities for local people	Secure training, employment, & apprenticeships as part of S106 requirement of major developments (10 units or more)	Economic Development Unit (NCC)	House builders	Ongoing	Local people given access to training, employment, apprenticeships, and qualifications
			130 training weeks generated as part of the 55 dwellings to be built at the Benton Park Road Scheme		Taylor Wimpey	Over the lifetime of the project	
			Reedsmouth nursery. 18 apprenticeships created over the lifetime of the project		Keepmoat	Complete April 2014	
			Employment of people by The Cyrenians as part of project to purchase and renovate up to 25 long term empty homes.	The Cyrenians	A number of people given skills training (approx 20 over 3 years)		
			Employment of local people as part of the NGP development: - 40 apprenticeship and training opportunities created over the remainder of the development	Economic Development Unit (NCC)	Taylor Wimpey	Over current s106 agreement up to 2021	

The Fairer Housing Delivery Plan 2013 - 2016

			<p>Employment of local people as part of the Benwell Scotswood regeneration:</p> <ul style="list-style-type: none"> - 40 sustainable jobs created over the life time of the programme (7 in the 1st phase 2013- 2016). - 75 apprenticeships created over the life time of the programme (15 in the 1st phase 2013 - 2016). - 65 people obtaining vocational qualifications created over the life time of the programme (13 in the 1st phase 2103 - 2016). 	New Tyne West Development Company (NTWDC)	House builders Economic Development Unit	15 year Rolling programme with first phase starting Autumn 2013	Local people given access to training, employment, apprenticeships, and qualifications
			<p>Training weeks & employment opportunities created as part of purpose built student housing activity</p> <ul style="list-style-type: none"> - 3 schemes under construction 2013/14 - 12 schemes with planning permission for 2014/15 & beyond 	Economic Development Unit (NCC)	House builders Universities	Rolling programme	

The Fairer Housing Delivery Plan 2013 - 2016

			Work with partners to offer employment advice & guidance to 400 tenants each year	YHN	Newcastle Futures	31/03/2016	Local people given access to training, employment, apprenticeships, and qualifications
			Provide opportunity for 20 people each year to become work ready & gain skills through Your Homes Your Jobs			31/03/2016	
			Apprenticeships created as part of the YHN new build programme			Ongoing	
			Provide training opportunities for 150 tenants each year to develop skills to help them on a pathway to employment			31/03/2016	

***Please Note:** The above lists some of the employment, training and apprenticeship opportunities generated due to our house build activity. Additional opportunities are also created as apart of S106 agreements on other construction projects including retail, commerce and leisure.

Priority 2: Decent Neighbourhoods

Aim: Delivery of decent neighbourhoods with high environmental standards.

Ref	Aim	Activity	Action	Lead responsibility	Delivery partners	Timescale	Outputs
2.1	Provide new housing , including more affordable housing to meet needs	Deliver more affordable housing	Work with housing providers to deliver additional affordable homes across the City 2013/14 - 2014/15 = 300 2015/16 = TBC Key Indicator	FHU	Leazes Homes, Registered Providers (RP's), House builders YHN HCA funding	31/03/2016 (to be reviewed annually)	The delivery of more affordable homes
		Total (gross) Number of new homes forecasted (inclusive of houses for sale and affordable housing) Three year figures exclude student cluster apartments	2013/14: Build up to 467 new homes. 2014/15: Build up to 748 new homes. 2015/16: Build up to 866 new homes. Key Indicator	FHU	House builders YHN/Leazes Homes	Annual Targets (reviewed in 2016)	The delivery of more homes, especially for families

The Fairer Housing Delivery Plan 2013 - 2016

		Facilitate purpose built student accommodation	Work with the universities to understand the numbers of bed spaces required	Universities / Private developers	FHU DM Student Forum Developers	Ongoing	Creating a better range of housing choices for students coming to Newcastle
	New homes delivered in partnership	Undertake an RSL procurement exercise to enlist approved partners to deliver new housing on a range of sites;		FHU	RSLs	Approved developing RSL partner December 2013	Create a better range of housing, including affordable housing
		April 2013 - Approval at cabinet					
		PQQs returned August 2013					
		ITT issued October 2013 Tenders returned November 2013					
		ITT submissions returned Dec 2013		Private developer		Start on site 2014 Completion 2015	
		New housing on the former Lemington middle school site. 70 new homes (including 7 affordable as part of the Leazes Homes programme)		Private house builder	Leazes Homes	Start on site Oct 2013 Complete 2015	

The Fairer Housing Delivery Plan 2013 - 2016

			New housing on the former Reedsmouth Nursery site. 48 new homes (including 15 affordable homes as part of the Leazes programme)	Keepmoat	Leazes Homes	Complete 31/04/2014	Create a better range of housing, including affordable housing
			New housing on Cypress Avenue, Fenham. 57 new homes (including 15 affordable as part of the Leazes Homes programme)	Private house builder	Leazes Homes	Planning consent May 2013 Start on site August 2013 Complete 2014	
		Housing as part of the Science Central regeneration project	<ul style="list-style-type: none"> - Soft market testing for the Home Zone element of Science Central - Prepare report to Science Central Board outlining the forward for housing on the site 	FHU	Range of RPs, Investors & Developers	May 2013 October 2013	
		Delivery of 1,800 new homes, including 15% affordable, in Scotswood and Benwell via the New Tyne West Development Company (NTWDC)	<ul style="list-style-type: none"> - Complete site remediation work for Phase 1a & 1b (377 homes including 58 affordable) - Start sites works on phase 1a 	NTWDC FHU	Fabrick Housing Group BKY	October 2013 October 2013 (Overall completion of affordable homes March 2015)	Create a better range of housing, including affordable housing

The Fairer Housing Delivery Plan 2013 - 2016

	Align various funding streams to deliver the housing element of the City Deal	<ul style="list-style-type: none"> - Scoping report complete - Joint Housing Investment Plan looking at aligning cross river& HCA resources 	FHU	HCA NCC GMBC	<p>Draft HIP October 2013</p> <p>Final report –December 2013</p>	
	Deliver new housing as part of the wider regeneration of the Lower Ouseburn Valley	<ul style="list-style-type: none"> - Planning application to cabinet - Commence Phase One programme of 76 homes (59 homes in phases 1a & 1b via GBB fund) - Completion - Discussion on future phases 	FHU	Carillion / Igloo Get Britain Building (GBB) Fund	<p>Jan 2013</p> <p>Start on site March 2013</p> <p>Mar 2015</p> <p>Ongoing</p>	
	Deliver new housing as part of the Walker Riverside programme	<p>Cabinet agreement</p> <p>Rivers Gate Phase 2. Bring forward the development of 39 homes for affordable rent: (12 two bed houses; 22 three bed houses; 5 four bed houses)</p>	FHU	PfP	<p>July 2012</p> <p>Started on site Sept 2012</p> <p>Completion Jan 2014</p>	Create a better range of housing, including affordable housing
		<ul style="list-style-type: none"> - Hibernian Village Phase 3. Go out to tender for partner to deliver up to 40 new homes by 2015 - Start on site - Legal documentation finalised 	FHU	Private house builder Keepmoat	<p>31/03/2015</p> <p>March 2014</p> <p>December 2013</p>	

The Fairer Housing Delivery Plan 2013 - 2016

			<ul style="list-style-type: none"> - Central Walker proposals for a range of older persons and family accommodation - Start on site - Complete 	YHN		Estimated 2015 2017	
2.2	Provide housing management services which are viewed by residents and other local stakeholders as visible, proactive and responsive	Deliver a comprehensive concierge service (concierge plus)	Upgrade and connect 95% of concierge properties to the enquiry centre	YHN	WC&L	31/03/2014	A responsive, proactive and cost effective housing management service which meets the needs of tenants
		Collection of rent arrears	Collect 97.37% of rent owed by YHN tenants (excluding arrears brought forward)	YHN		31/03/2014	
		Achieve a high level of tenant satisfaction with the overall housing service	Achieve an 83% satisfaction rating (Using STATUS survey)	YHN		31/03/2014	

The Fairer Housing Delivery Plan 2013 - 2016

		Agree a future model for housing service delivery that is best for our service users	Work with YHN to explore options for the future management of council housing	NCC YHN		2016	
2.3	Improve the management of private rented housing across the City	Provide support and training services to private sector landlords	<ul style="list-style-type: none"> - Proactively market landlord support services offered by the Council - 100 landlords per annum using management support services, such as advertising and tenant checking, provided by the council - 50 landlords per annum given training on how to manage their stock and provide a good service to their tenants 	FHU	RSPP	Ongoing 31/03/2016	Improved management standards in the private rented sector leading to reduction in complaints
		Apply the Lettings Board Code (Regulation 7 Direction) within the Area of Housing Mix (AHM) - (South Gosforth, Jesmond, Sandyford, Spital Tongues, Heaton (part area)	<ul style="list-style-type: none"> - Apply to the Secretary of State for a complete ban on to- let boards in the AHM - Implementation date determined by approval from the Secretary of State 	FHU	DM	July 2013 Mar 2014	A reduction in the number of lettings boards in areas of high concentrations of private renting
		Apply planning restriction in unusually high areas	Carry out formal consultation on extending an Article 4 Direction in St Gabriels	FHU	DM	July 2013	Limit the amount of shared housing in areas already

The Fairer Housing Delivery Plan 2013 - 2016

		of private rented housing to limit further shared housing	Carry out informal consultation on applying an Article 4 Direction in Elswick & Wingrove			April 2013	experiencing high concentrations
		Improve the management of private housing through targeted action.	Under the requirements of the Housing Act 2004 continue the licensing of Homes in Multiple Occupancy (HMO)	RSPP		Ongoing	Improved standards in multi-occupancy housing
		Increase the number of private landlords signed up to the Landlord Accreditation Scheme.	<ul style="list-style-type: none"> - Work with private sector landlords to accredit family type properties - Work with private sector landlords to accredit shared houses 	RSPP	FHU Private landlords	31/03/2016 31/03/2016	Better management and physical standards in the private rented sector
		Tackle rogue private sector landlords through a range of regulatory enforcement tools	Take appropriate enforcement action as necessary including the use of Management Orders	RSPP	FHU	Ongoing	Better management and physical standards in the private rented sector
2.4	Seek new ways of involving communities in housing and management	Local people involved in decision making about their areas	Work with the Byker Community Trust to empower tenants to spend £750,000 to improve the local environment	Byker Community Trust YHN	NCC NTRF	31/03/2016	Invest in the Byker Estate and transform the lives of residents

The Fairer Housing Delivery Plan 2013 - 2016

decisions		Work with Newcastle Tenants' & Residents' Federation (NTRF) to introduce a tenant scrutiny programme	YHN NCC NTRF		Implemented 29/05/13 First report October 2013	Local people involved in decision making about their areas
		Give tenants the power to decide how £3m is spent to improve the local environment over the next 3 years	YHN NTRF	NCC	31/03/2016	
		Every estate managed by YHN to receive a tenant led inspection and an associated improvement plan	YHN NTRF		31/03/2016	
	Encourage people to develop their own community housing options	<ul style="list-style-type: none"> - Cell C, Newcastle Great Park (Persimmon Homes) 40 plots - Work with West End Housing Cooperative to explore self build of 4 units - Ouseburn Development Trust given first option to work with RSL to develop the former Byker Buildings for a mix use of self build, affordable housing and commercial for sale 	FHU	House Builders Community & voluntary sector HCA funding	31/03/2016 31/03/2015 Options expires early 2015	Local people benefitting from innovative community led / focused housing solutions

The Fairer Housing Delivery Plan 2013 - 2016

2.5	Make better use of existing homes	Enable people to remain living in their own home	Provide 300 Disabled Facilities Grants (DFG) per annum to those requiring adaptations to allow them to remain living in their own home Key Indicator	FHU	WC&L YHN	31/03/2016	Help people to remain living in their own home
			Support independent living by investing £5.1m in adaptations	YHN		31/03/2016	
		Offer services and advice prior to someone reaching crisis.	Review the Disabled Facilities Grant Service to examine the client experience and identify savings for Council and other public expenditure.	FHU	WC&L NHS Contractors Clients	Review starts autumn 2013 Final report and recommendations March 2014	
		Ensure YHN homes that come up for re-let are occupied quickly	Reduce the average time taken to re-let all YHN properties to 30 days	YHN	YCH	31/03/2014	Better use made of existing housing
		Reduction of 100 sheltered housing bedsits along with the creation of around 80 one and two bedroom flats.	Remodel one existing sheltered scheme per year	YHN	Procured partner	2013-2018	

The Fairer Housing Delivery Plan 2013 - 2016

	Increase the number of empty homes brought back into use.	<ul style="list-style-type: none"> - Identify and target 200 empty homes per annum to bring back into use, - Target 10 long term empty homes per annum requiring high capital costs to bring them back into use <p>Key Indicators</p>	FHU	<p>RSPP</p> <p>Private landlords</p> <p>HCA funding</p> <p>Cyrenians</p>	31/03/2016	Increase housing choices by bringing empty homes back into use
		<ul style="list-style-type: none"> - Lease 10 empty private sector homes to be let on assured short-hold tenancies via the waiting list (£160k HCA funding) 	Leazes Homes	<p>Private landlords</p> <p>HCA funding</p>	Funding applies up to March 2015	
		<ul style="list-style-type: none"> Explore additional funding for bringing empty homes back into use (HCA cluster homes funding expires in April 2014) 	FHU		Prior to HCA cluster homes funding expiring in April 2014	
	Living over shops	<ul style="list-style-type: none"> - Initiate project looking at the feasibility and cost effectiveness of converting empty spaces above shops in the City Centre into homes; - 150 empty spaces converted into homes 	FHU	<p>Property Services</p> <p>City Deal funding</p>	<p>31/03/2013</p> <p>Overall project up to 31/03/2017</p>	More housing choices provided

The Fairer Housing Delivery Plan 2013 - 2016

		Make best use of YHN managed homes	Develop a new succession and assignment policy to ensure a fair access to YHN managed housing and to meet strategic fit with the needs of the City	FHU	YHN	April 2014	A fair succession & assignment policy in place
2.6	Enhance the existing housing offer by tackling homes in poor condition.	Improve the condition of private housing.	Update the 2010 Private Sector house Condition Survey using the BRE model	FHU	RSPP	Sept 2013 Complete ✓	Improved housing standards
			Provide 50 home improvement loans per annum by promoting the Helping Hands Financial Assistance Scheme to those on low incomes Key Indicator	FHU	Home Improvement Agency	March 2016	
			Reduction of 100 the number of homes per annum affected by Category 1 hazards as defined by the Housing Act 2004. Key Indicator	RSPP	FHU	March 2016	

The Fairer Housing Delivery Plan 2013 - 2016

		Improve the condition of social housing.	<p>YHN investment programme targets for the next three years.</p> <p><i>Internal replacements:</i></p> <table border="1"> <tr> <td><u>2013/14</u></td> <td><u>2014/15</u></td> <td><u>2015/16</u></td> </tr> <tr> <td>1,434</td> <td>1,300</td> <td>665</td> </tr> </table> <p><i>Window replacements:</i></p> <table border="1"> <tr> <td><u>2013/14</u></td> <td><u>2014/15</u></td> <td><u>2015/16</u></td> </tr> <tr> <td>2,403</td> <td>500</td> <td>500</td> </tr> </table> <p><i>Roof replacements:</i></p> <table border="1"> <tr> <td><u>2013/14</u></td> <td><u>2014/15</u></td> <td><u>2015/16</u></td> </tr> <tr> <td>1,537</td> <td>800</td> <td>500</td> </tr> </table>	<u>2013/14</u>	<u>2014/15</u>	<u>2015/16</u>	1,434	1,300	665	<u>2013/14</u>	<u>2014/15</u>	<u>2015/16</u>	2,403	500	500	<u>2013/14</u>	<u>2014/15</u>	<u>2015/16</u>	1,537	800	500	YHN		March 2016	Improved home standards
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2.7	Reduce crime and anti-social behaviour in neighbourhoods	Safe Neighbourhoods will address community safety and crime problems in the priority locations identified in the Strategic Assessment, with a focus on narrowing the gap between the best and worst performing wards	<p>Report on the community safety measure of Decent Neighbourhoods Standards every three months by monitoring the gaps between the best and works performing wards. The target will be to improve a gap of 83.6 per 1,000 population</p> <p>(Priority locations: Byker, Walker, Scotswood/ Benwell, Fenham, Cowgate)</p>	Safe Newcastle Partnership	YHN RSPP FHU	31/03/14	Protect vulnerable people																		
		Establish an ASB "Hub" and integrated enforcement team to tackle ASB	<ul style="list-style-type: none"> Engage with other partners who will be involved in the Hub Establish a management structure for the Hub 	Safe Newcastle Partnership		31.05.13 30.09.13																			

The Fairer Housing Delivery Plan 2013 - 2016

		<p>Address problems associated with student properties and ASB:</p> <ul style="list-style-type: none"> • Student burglary • Student ASB • Seasonal student related issues, including Freshers week 	<ul style="list-style-type: none"> • Reduce student burglary dwelling offences by at least 1% • Run 3 seasonal campaigns in partnership with student welfare officers to raise awareness and ensure property security is a priority 	<p>Safe Newcastle Partnership</p>	<p>Universities</p> <p>Student Unions</p> <p>Private landlords</p> <p>RSPP</p>	<p>31/03/2014</p>	<p>Reduce the vulnerability and risk of offending against students</p>
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Priority 3: Tackling Inequalities

Aim: A more equal city, with residents feeling that they are treated fairly.

Ref	Aim	Activity	Action	Lead responsibility	Delivery partners	Timescale	Outputs
3.1	Tackle inequalities on our estates and neighbourhoods	Ensure the housing management service is equitable and fair	<ul style="list-style-type: none"> • Maintain 'excellent' level of the Social Housing Equality Framework (SHEF) during 2013/14. 	YHN	Stonewall	31/03/2014	An equitable housing service for both staff and tenants
			<ul style="list-style-type: none"> • Achieve full marks within at least 18 sections of Stonewall's 2014 workplace equality index 			31/01/2014	
			<ul style="list-style-type: none"> • Undertake quarterly monitoring of lettings & allocations activity to ensure equality of access to YHN managed homes • Produce & publish an Annual Lettings Review (ALR) 	NCC	NCC	Quarterly	
						Annually	

The Fairer Housing Delivery Plan 2013 - 2016

3.2	Address fuel poverty and CO₂ emissions of homes	Makes existing homes more fuel efficient to address fuel poverty	Initiate the 'Green Deal' to improve the energy efficiency of domestic properties by offering consumers energy efficiency improvements to their home	Warm up North partnership	FHU CEX	Procure energy provider partners - Summer 2013	People benefit from more energy efficient homes and a reduction in their domestic fuel bills
						Commence project Autumn 2013	
			Work with Byker Community Trust to deliver a £13.7m investment programme to improve homes in Byker	Byker Community Trust YHN		Up to 15,000 homes treated by 2016 - (2,000 in Newcastle) 2016	

The Fairer Housing Delivery Plan 2013 - 2016

		Work with partners to make improvements to YHN managed homes	<p>Invest £120 million over the next four years in council homes including:</p> <ul style="list-style-type: none"> • Make our homes warmer and cheaper to live in by investing £34.65 million; • Invest £7.5 million in improving communal areas in blocks of flats; • Reduce the cost of maintaining our homes by investing £3.2 million in 'invest to save' improvements; • Make our homes greener through attracting £1.5 million inward investment to help us, and • Insulate 500 'hard to treat' YHN managed properties by 2016. 	YHN	Byker Community Trust NCC	2016	People benefit from more energy efficient homes and a reduction in their domestic fuel bills
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The Fairer Housing Delivery Plan 2013 - 2016

3.3	Ensure people can access a range of housing options .	Support the widening of the type of housing product available in the City	- Promote alternative finance packages for home owners - shared ownership, discounted purchase, First Buy schemes	FHU	RPs YHN House builders	Within Ongoing schemes	Housing options widened to those in housing need
		Respond to the changes in the Welfare Reform Act 2012	- Undertake an assessment of the impacts of the under occupation penalty in social housing for working age housing benefit claimants - Provide information and options to those effected by the under-occupation penalty	YHN	Revenue & Benefits	All work to be completed in advance of the under-occupation penalty going live in April 2013 Achieved✓	Lessen the impact for those effected by Welfare Reform
			Provide a service for YHN Tenants under-occupying their home under the terms of the Welfare Reform Act who wish to sub-let.	FHU		March 14	
		Increase access to private rented accommodation to meet housing need	Continue the Rent Deposit Guarantee Scheme to allow 100 low income households per annum to access private renting	FHU	Private Landlords RSPP YHN	31/03/2016	Support people to access suitable housing

The Fairer Housing Delivery Plan 2013 - 2016

		Advertise private rented properties via Tyne & Wear Homes website	FHU	T&W Homes RSPP Private landlords	May 2013 Achieved ✓	Customers able to access a variety of tenure options via the Tyne and Wear Homes website
	Provide a fit for purpose service which responds to customer needs.	Review the Private Rented Service.	FHU	WC&L T&W Homes Private landlords Lettings agents	March 2014	
	Respond to the requirements of the Localism Act 2011	Carry out the first annual review of the Tenancy Strategy that outlines Newcastle's pledge to tenants to maintain fixed term tenancies	FHU	YHN RPs	Commence January 2014	Maintain settled communities

The Fairer Housing Delivery Plan 2013 - 2016

3.4	Ensure older people can access housing options and services to live independently.	Develop housing options suitable for older people	Deliver Extra Care development	FHU	ISOS	On site July 2013	Increased housing options for older people
			Demolish current site at Teasdale House to make way for new 40 unit scheme (36 flats & 4 bungalows)	WC&L	HCA	completion Sept2014	
			Provide bungalows and apartments suitable for older people at an affordable rent:	ISOS	FHU	Complete	
			<ul style="list-style-type: none"> • 14 Bungalows for rent: Sunny Bank Scotswood • 4 Apartments for rent: Balmain Ave Kenton • 2 bungalows & 4 2 bed appts for rent: Dene Ave • 7 bungalows for rent: Former Lemington Middle School site • 4 bungalows for rent: Cypress Ave Blakelaw: 		WC&L	April 2014 2014 2014 2015	
		Development of two Assisted Living Schemes - approx 125 units in Total:	Private Sector Partner	FHU WC&L	Delivery 2015/16		
		16 purpose built housing apartments for rent in Walker for people with dementia	St Anthony of Padua	FHU WC&L	August 2014		

The Fairer Housing Delivery Plan 2013 - 2016

			Identify a further site to provide 30 homes for people with dementia to be let at an affordable rent	FHU WC&L	Private developer	Complete 2015/16	
			Provide 50 assisted living apartments and 8 designated bungalows for older people in Walker Central	YHN	WC&L FHU	2016/17	Increased housing options for older people
			Provide Affordable rented flats and bungalows for older people in Dinnington.	Leazes Homes	WC&L DoH funding	2016/17	
			Provide 38 Affordable Rent flats suitable for older people in Newlyn Rd Fawdon (assisted living)	Leazes Homes or YHN	WC&L DoH funding	Completion March 2015	Increased housing options for older people
		Provide greater choice & shape neighbourhoods by working with partners to improve the quality of homes available	Invest £6.1m to redesign sheltered housing schemes to maximise existing stock	YHN	NCC	2016	

The Fairer Housing Delivery Plan 2013 - 2016

	Ensure older people are aware of the housing options available so	<ul style="list-style-type: none"> - Raise awareness of availability of the housing options service. - Provide training to relevant stakeholders and ensure YHN targets all applicants over 55. - 90% of all housing applicants over 55 provided with a housing action plan. 	YHN	NCC Tyne and Wear Homes	2013 -2018	
	Develop an older persons' housing delivery plan to set out our priorities for housing & support services for older people	A fully consulted and costed older persons housing delivery plan adopted	FHU WC&L	YHN	Adopted April 2013 Review April 2014	
	Support for older people to help them maintain living independently in their own homes	Encourage providers of handyperson services to upscale their services as part of a sustainable business model	WC&L	Mears (Home Improvement Agency)	Service self financing as 01/04/2013	
		Maximise the use of assistive technology, including Telecare.	WC&L	'Whole-system, whole-community concept for prevention' Project Group	Ongoing	

The Fairer Housing Delivery Plan 2013 - 2016

		Reduce the time taken to get back home following hospital discharge	YHN to explore delivery of pilot to assist hospital discharge – bed blocking	YHN	NHS WC&L	2013-2014	
3.5	Minimise the negative impact of homelessness on the lives of those affected & enable people to live independently	Lessen the likelihood of persistent rough sleeping	Lead regional rough sleeping programme & ensure no second night out Key Indicator	WC&L		DCLG funding up to 31/01/2014	Prevention of homelessness for the some of the most vulnerable members of society Key Indicator
		Improve long term sustainable outcomes for vulnerable groups	Extension of the Newcastle Supported Housing Gateway to include mental health supported accommodation and floating support	WC&L	Support Providers including Foyer, the Cyrenians, & Crisis Skylight	Ongoing	
		Align actions and agency support into a single strategy	Write and adopt a new Homelessness Strategy 2014 - 2019 to increase partnership and support to people effected by homelessness and crisis	WC&L	Support provider	Jan 2014	

The Fairer Housing Delivery Plan 2013 - 2016

	<p>Improve the range of support available for chronically excluded individuals to help them access and maintain their own tenancies.</p>	<p>Use Homeless Link funding to deliver Housing First for those who are not yet 'tenancy ready' to develop the necessary skills and competencies to maintain their own tenancy</p> <p>Develop flexible contracting arrangements for housing related support which is able to facilitate spot purchase arrangements for chronically excluded individuals</p>	Cyrenians	<p>FHU</p> <p>RSPP</p> <p>WC&L</p> <p>Care & support providers</p> <p>Charities</p> <p>RSLs</p> <p>DCLG Funding</p>	<p>Sept 2013</p> <p>Agreement starts with providers 31/03/2013</p> <p>Review crisis work stream budget 2014</p>	Prevention of homelessness for the some of the most vulnerable members o
	<p>Improve the transition of vulnerable people from care and institutions into appropriate housing</p>	<ul style="list-style-type: none"> - Improve move on from supported housing into independence - Maintain vulnerable people's access to general needs housing & the prevention of eviction - High prevention of homelessness through debt advice 600 pa 	WC&L	<p>Care Providers</p> <p>RP's</p>	<p>Ongoing</p> <p>Ongoing</p>	
	<p>Meet the CLG Homelessness Gold Standard</p>	<p>Carry out a peer review of homeless services with the other Tyne and Wear authorities.</p>	WC&L		Dec 2013	

The Fairer Housing Delivery Plan 2013 - 2016

3.6	Provide housing options for people with a support need	Ensure people with a learning disability can access housing options and support services to live independently, including those currently housed out of area	Develop 3 further concierge plus schemes to cater for people with a learning disability. Each of these schemes will be made up of 15 x 2 bed apartments	WC&L	Care providers	One service will be developed during 2013/14 and two will be developed 2015	Key Indicator Increased housing options for people with a support need
			Develop four community cluster services each made up of 5 x 2 bed houses or bungalows	FHU		Develop two Community Cluster services during 2014 and two during 2015.	
		Ensure people with a physical disability can access housing options and support services to live independently	Develop a concierge plus scheme comprising: - 6 x 2 bed apartments; and - 3 x 2 bed bungalows which are fully wheelchair accessible	FHU WC&L		2014	
		Develop a short break service to offer respite to family carers	Identify suitable respite accommodation and support arrangements for family carers (short break review)	FHU WC&L	Children's Services	2014	
		Provide suitable accommodation and support for children	Supported accommodation for & outreach for vulnerable children and young			Works to commence 2014/15	

The Fairer Housing Delivery Plan 2013 - 2016

		Replacement of Iona Place children's home. - Scheme approved Feb 2013 - Procurement Aug 2013	Children's Services	FHU	Completion 2014	Increased housing options for people with a support need
	Provide suitable housing for those with mental health issues	- Demolition of existing site at Scrogg Road Walker - Start on site to provide 16 flats (including 4 crisis flats) - Re-provision complete	Leazes Homes	Developer	Feb 2013 March 2013 March 2014	
	Ensure adequate supply of properties provided for those with a disability	Determine on a site by site basis adequate supply of lifetime homes and wheelchair accessible housing based on housing need. (In line with saved UDP policy H1.4)	FHU	FHU WC&L YHN Developers	Ongoing	
	Ensure best use is made of adapted and adaptable housing stock to meet needs of people with physical disabilities	Work with YHN and Registered Social Providers to make best use of available resources	FHU	FHU WC&L YHN RSP	Ongoing	
	Provide a purpose built unit to accommodate women and children at risk of domestic violence and above	Provide secure self contained units comprised of 1, 2 & 3 bed flats	FHU YHN	Safe Newcastle Partnership WC&L	Operational by the end of 2015	

Appendices

DRAFT

How the Top 10 Key Indicators were set

The following outlines further information about the top 10 targets and the evidence and rationale behind each.

Target	Rationale / Evidence	Outputs
<p>Gross number of affordable homes to be provided (for rent, shared equity & discount purchase)</p>	<p>The Newcastle/Gateshead Strategic Housing Market Assessment (SHMA) update 2013 identified a need for 150 new homes per annum in Newcastle to help meet the shortfall in: family housing, housing for older people and affordable housing - all of which are needed to ensure Newcastle is able to meet housing need, as well as to fulfil its economic and population aspirations.</p>	<p>Average of 150 per year (2013/14 & 2014/15)</p>
<p>Number of new homes forecasted (including the affordable element but minus purpose built student bed spaces)</p>	<p>Data tells us that we need to provide more homes suitable for families in order to retain economically active households who have to look beyond Newcastle in order to meet their housing needs.</p> <p>The National Planning Policy Framework (NPPF) requires that planning authorities are able to demonstrate at all times a five year supply of 'deliverable' sites against housing requirements. At present the City has very substantial under-provision of housing land when compared with the identified requirements for new homes: between one-third & two-thirds³. The over-whelming contributor to this shortfall is an under-lying lack of marketable opportunities for the delivery of family houses.</p> <p>In order to address this under-supply as well as to meet the requirements of the NPPF the Council has undertaken a Strategic Land Review (SLR) to examine suitable housing opportunities outside the existing confines of the main built-up areas (i.e. sites currently within the statutory greenbelt). The current working assumption is that the SLR sites with contribute around 6,000 homes to the City's housing supply in the period 2016 to 2030.</p>	<p><u>2013/14</u> 467</p> <p><u>2014/15</u> 748</p> <p><u>2015/16</u> 866</p> <p><u>Total</u> 2,081</p>

³Newcastle LDF Annual Monitoring Report 2010 - 2012. January 2013. Page 31

The Fairer Housing Delivery Plan 2013 - 2016

	<p>Our SHLAA for 2013 identifies deliverable sites in Newcastle (over the planned period up to 2030). Over this period it is anticipated that we have capacity to deliver 17,275 net new homes on a range of sites, including previously undeveloped and green field sites</p> <p>In the first three years of the SHLAA (2013 -2016) it is estimated that identified sites have capacity to be able to provide around 3,000 completions (gross). This figure is inflated by approximately 994 student 'cluster' apartments (31%).</p>	
<p>Specialist housing for older people</p>	<p>Due to the ageing population of the City there is predicted to be an increase in the number of people aged 65 and over with physical disabilities, impairments, dementia and limiting long-term illness. The Census 2011 projects those aged 65+ will increase 6.7% from 40,100 to 46,100 by 2016 and 15% by 2021.</p> <p>The 2011 Older Person's Housing Impact Assessment shows an interest in specialist housing products, particularly sheltered housing, which meet aspirations for later life. This highlighted that 40.2% of the households surveyed were under-occupying their home by one bedroom and 27.1% by two bedrooms. What we also found is that 72.8% of older households prefer to stay living in their own home, but there is interest in specialist housing products, particularly sheltered housing, which meet their aspirations for later life. Location and space standards emerged as two key considerations; the latter is a particular issue given that sheltered housing in the city is largely made up of either 1 bedroom or bedsit accommodation.</p> <p>Retirement/sheltered housing for rent makes up a substantial proportion of the overall stock of specialist housing in the City and a property survey with providers found that almost 60% of this stock was dated, around a quarter of it is bedsits and that some schemes can be difficult to let due to the size and/or location of properties.</p> <p>Building on this there is a need to identify suitable locations to provide assisted living / Extra Care units for sale to cater for the needs of older residents which is more geographically balanced across the City.</p>	<p><u>2013/14</u> 43</p> <p><u>2014/15</u> 178</p> <p><u>2015/16</u> 293</p> <p><u>Total</u> 514</p>

Supported Housing

Domestic violence:

Domestic violence and abuse has a profound impact on individuals, families and whole communities. Newcastle's Future Needs Assessment (NFNA) identifies that domestic violence is under reported across the City. From reported data the picture of domestic violence in Newcastle shows:

- Repeat victimisation is thought to be high and the victim population for domestic violence is becoming younger (within the 20 to 23 year old banding).
- Domestic violence is one of the most critical issues facing the city with over 5,000 incidents reported to police annually.
- Home office data indicates that for the first three months of 2011/12 the Northumbria police area had an average of 4.94 incidents per 1000 residents. This is slightly higher than other similar areas.
- Over the last year 50.6% of incidents involved a repeat victim (this is high when compared to the figure for similar areas of 27.9%).
- Newcastle has the second highest level of incidents in the Northumbria Police area.

The Council currently supports two women's refuges through the Supporting People contractual arrangements (one of which was set up to meet the needs of Black and Minority Ethnic (BME) women and children). The existing women's refuges in the city were set up more than 20 years ago. Both buildings are restricted in the space they can offer. Residents share kitchens and bathrooms. The buildings are not accessible for women and children who may experience physical disabilities. The Council has prioritised capital funding to develop a new build self contained refuge in 2015.

The Fairer Housing Delivery Plan 2013 - 2016

	<p><u>Physical disability:</u></p> <p>The number of 18-64 year olds predicted to have a moderate physical disability in 2012 is 13,320. The trend remains similar over the short term to 2016 and decrease to around 12,660 by 2030.</p> <p>The number of people with a serious physical disability remains between 2012 and 2016 at around 3,680 and reducing to 3,500 by 2030⁴.</p> <p>The number of people aged 65 and over predicted to be unable to manage at least one activity on their own in 2012 is 8,147, increasing over the short term to around 8,500 by 2016 and over 10,700 by 2030. By 2030, 40% of these will be aged 85 and over⁵. This will translate into an increasing demand for additional services, including suitable housing options, to assist people with their independence, as they get older.</p> <p>For this reason we have planned for the delivery of an additional concierge plus scheme comprising:</p> <ul style="list-style-type: none"> - 6 x 2 bed apartments; and - 3 x 2 bed bungalows which are fully wheelchair accessible 	<p><u>2014/15</u> 9</p>
<p>Rough Sleeping</p>	<p>A verified rough sleeper is someone who has been found bedded down in the open air or other unsuitable living arrangements e.g. squatting or sleeping in a car. This agreed definition provides a systematic means of counting rough sleepers and distinguishing between those in acute need (roofless) and those with a housing need. The rough sleeping population in Newcastle is not a homogenous group and the reasons for rough sleeping as well as the health and social needs of the group are diverse and varied. Combinations of problems vary, but usually, individuals have had long term problems often beginning in childhood and have had limited effective engagement with appropriate support services (both statutory and voluntary services). In addition there are likely to be other harder to verify manifestations of chronic exclusion e.g. sexual and financial exploitation. The average number of people sleeping rough on any one night in Newcastle at the end of March 2012 was 6. We feel that this figure is too high and for this reason have set a target to reduce it by half.</p>	<p><3</p>

⁴ Know your city: A profile of Newcastle's People: A part of the NFNA. Sept 2012

⁵ Census 2011 incorporated into 'Know your city: A profile of Newcastle's People. The Newcastle Future Needs Assessment .

<p>Prevention of homelessness</p>	<p>“Homelessness: the silent killer” a report produced by Crisis in December 2011 revealed that:</p> <ul style="list-style-type: none"> • The average age of death of a homeless person is 47 years old and even lower for homeless women at just 43, compared to 77 for the general population. • Drug and alcohol abuse are particularly common causes of death amongst the homeless population, accounting for just over a third of all deaths. • Homeless people are over 9 times more likely to commit suicide than the general population • Deaths as a result of traffic accidents are 3 times as likely, infections twice as likely and falls over 3 times as likely. • Being homeless is incredibly difficult both physically and mentally and has significant impacts on people’s health and well being. Ultimately, homelessness kills. <p>Having a place to call home is a basic human right. Around 3,000 households a year receive housing advice via the Council’s Housing Advice Centre (HAC), with a further significant number of households at risk of home loss. The level of need is indicated by the 30,000+ phone calls a year to HAC for advice on home loss and crisis.</p> <p>Given the current economic climate and how this can easily transcend into home loss it is therefore important that we maintain and publicise a service that provides advice on how to remain living in your home, or to provide advice on other housing options if this is not possible.</p> <p>Newcastle’s Homelessness Review 2013 shows that over the last four years the number of homelessness preventions has remained above 3,500 year on year. These capture the value of 10 strands of prevention activity across the Council and YHN. The main partners in this prevention activity are the YHN Advice and Support Workers, HAC, YHN Sustaining Tenancies Guidance, Active Inclusion Debt Advisors and YHN Young People’s Service. Together these accounted for 81% of preventions in 2012-13. 21% of these were as a result of direct intervention by HAC, with the rest being achieved by other services.</p>	<p>3,300 (per annum)</p>
<p>Number of private sector homes brought back into use: - Total number of empty homes brought back into use</p>	<p>Most empty properties are only empty in the short term. It is when a home is empty for a longer period that problems arise. In addition to being a waste of a vital housing resource, these homes often attract vandalism and anti-social behaviour. Empty homes can rapidly spoil the built environment, creating local eyesores that seriously affect the value of neighbouring properties. Empty properties have been monitored for the last four years using Council Tax data and physical counts. This has shown a steady decline in the number of short and long term vacant</p>	<p>200 (per annum)</p>

The Fairer Housing Delivery Plan 2013 - 2016

<p>- Including 10 empty properties requiring high capital costs to make them habitable:</p>	<p>properties. Using a variety of approaches, both engagement and enforcement, the amount of vacant private house in Newcastle has dropped. This downwards trend is the result of the increased demand for property across the city, the lack of availability of homes to buy, better coordination on tackling empty homes, and removing the Council Tax discounts. To assist us to achieve our target on empty homes we bid for and received £491,776 of CLG Empty Homes funding as well as £160,000 of Empty Homes Leasing funding. This will be used for leasing and bringing back into use empty homes as well as targeting particular areas of the City suffering from high concentrations of empty homes. The Council will also match fund the CLG empty homes funding. For 2014 – 2016 we have set aside £3.68m funding from the capital programme to bring long term or nuisance empties back to full use.</p>	<p>10</p>
<p>Reduction in the number of homes affected by Category 1 hazards as defined by the Housing Act 2004.</p>	<p>Although our stock of private housing was better than the national averages, there was still 20,750 properties that failed to meet the decent homes standard, and within this group there were 6,840 properties where the occupiers were classed as vulnerable. Vulnerable includes occupiers on low incomes, the disabled and elderly who can all be affected through living in a non-decent home.</p> <p>Poor housing blights neighbourhoods and contributes to health inequalities and health risks - both physical and mental. To remove households from fuel poverty we need to ensure that residents are living in homes that can be adequately and affordably heated. Fuel poverty has also been identified as a key risk area, resulting ill-health costs the NHS more than £750 million each year⁶, leading in part to over 20,000 excess winter deaths annually (nationally)⁷.</p>	<p>100 (per annum)</p>
<p>Number of home improvement loans granted (Helping Hands)</p>	<p>In June 2013 we commissioned the British Research Establishment (BRE) to provide information on key housing and domestic energy variables, with a focus on private sector housing.</p> <p>From this it was established that there are over 8,000 category 1 hazards (risks of trips, falls). The estimated cost of mitigating these hazards is £21 million.</p>	<p>50 (per annum)</p>

⁶ Chartered Institute of Environmental Health. January 2011

⁷ Marmot Review: Fair Society Healthy Lives. 2010.

The Fairer Housing Delivery Plan 2013 - 2016

Number of Disabled Facilities Grants (DFGs) awarded	<p>Introduced via the Construction and Regeneration Act (HGCRA) 1996 Disabled Facilities Grants (DFGs) provide funding towards the cost of adaptations. They allow disabled people to live independently in their own home, and so increase the feeling of well-being. The target set for 2012/13 is based on dealing with the current backlog of applications as well as the estimated number of new applications that will arise.</p> <p>A DFG is only available to people who are disabled within the meaning of the National Assistance Act 1948. This means that a DFG will not be granted to a person who is merely elderly or retired.</p>	300 (per annum)
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Glossary of Terms

<u>Newcastle City Council teams</u>	
WC&L	Wellbeing, Care and Learning
EDU	Economic Development Unit
CST	Community Safety Team
CU	Commissioning Unit
DM	Development Management
FHU	The Fairer Housing Unit
HAC	Housing Advice Centre
RSP	Regulatory Services and Public Protection
<u>Delivery Partners</u>	
ALMOs	Arms Length Management Organisations
BKY	Barratt, Keepmoat, Yuil
ECO	Energy Company Obligations
Fabrick	Fabrick Housing Group (a registered housing provider)
GMBC	Gateshead Metropolitan Borough Council
HCA	The Homes and Communities Agency
Home	Home Group (a registered housing provider)
ISOS	ISOS Housing Group (a registered housing provider)
NAREC	New and Renewable Energy Centre
NCC	Newcastle City Council
NTF	Newcastle Tenant's Federation
NTWDC	New Tyne West Development Company
PfP	Places for People
QLP	Quality of Life Partnership
RP	Registered Providers (social housing providers)
SNP	Safe Newcastle Partnership
YCH	Your Choice Homes (lettings service provided by YHN)
YHN	Your Homes Newcastle
<u>Resources:</u>	
CIL	Community Infrastructure Levy
CLG	Communities and Local Government
IEE	Intelligent Energy Europe
FHF	(Newcastle) Future Homes Fund
HRA	Housing Revenue Account
MRA	Major Repairs Allowance
NHB	New Homes Bonus
SP	Supporting People
S106	Section 106 Agreements (contributions through planning)
<u>Key Terms:</u>	
ASB	Anti-social Behaviour
CRAR	Capital Revenue Alignment Register (supported housing needs)
EINA	Equality Impact Needs Assessment
JSNA	Joint Strategic Needs Assessment
LDF	Local Development Framework
MARAC	Multi-Agency Risk Assessments
NFNA	Newcastle Future Needs Assessment
NPPF	National Planning Policy Framework
ONS	Office for National Statistics
CERT	Carbon Energy Reduction Target

The Fairer Housing Delivery Plan 2013 - 2016

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