

## West Suffolk Housing Strategy 2018-2023 implementation plan (revised)

This plan has been developed so that we can deliver against the priorities and actions set out in the Housing Strategy. It will be regularly reviewed and updated as we make progress in our priorities and as circumstances change.

Following the mid-term review of the housing strategy and implementation plan, details of which are included at section 4 of the housing strategy addendum, some changes have been made to the actions in this implementation plan. Actions are set out in sections as detailed below:

Section A: Priorities for the remainder of the life of the housing strategy.

Section B: Completed and will be removed from the implementation plan.

Section C: Combined with other actions to avoid duplication and will be removed from the implementation plan.

Section D: Actions that the council cannot influence and will be removed from the implementation plan.

### Section A: The following priorities will remain a focus for the remainder of the life of the housing strategy

**Housing priority one: Plan for housing to meet the needs of current and future generations throughout their lifetimes, that is properly supported by infrastructure, facilities and community networks**

#### 1.1 Understanding our local housing market – key challenges for investment and growth

Number	Action	Outcomes and monitoring	Progress as at September 2021
1.1.1	Identify potential barriers and develop ways to accelerate delivery on sites which are currently allocated in our local plans, through the commissioning of a Housing Delivery Plan.	Outcomes <ul style="list-style-type: none"> <li>• Increased rate of housing delivery</li> <li>• Monitored through Annual Monitoring Report</li> <li>• Increase supply of high quality homes in a range of sizes, types and tenures to meet the diverse needs and aspirations of our communities</li> <li>• Identify opportunities to create additional housing land through our Asset</li> </ul>	Housing delivery action plan in place.  See the Housing delivery action plan for further information on progress towards this action.

Number	Action	Outcomes and monitoring	Progress as at September 2021
		<p>Management Plan and One Public Estate with planning consent and, if necessary, use a range of powers to bring forward development</p> <ul style="list-style-type: none"> <li>• Identify a range of options to increase the rate of housing delivery by working with public sector partners, Homes England, private developers and registered providers</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Housing delivery action plan</li> </ul>	
1.1.2	<p>Through the creation of a new West Suffolk local plan, identify sufficient land to meet our current and future housing needs to give certainty for residents and developers.</p>	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• Identify and allocate sufficient development land to meet future housing need</li> <li>• Where possible, utilise brownfield land</li> <li>• Consider development where appropriate on land that no longer performs its original function</li> <li>• Review existing allocations and sites and consider new sites for allocation as part of the local plan preparation process</li> <li>• Prepare policies which seek to deliver a range of housing types and size to meet the existing and future population need</li> <li>• Developing policy for accessible and adaptable homes to encourage delivery</li> <li>• Allocate a range of site sizes to encourage smaller scale developments which would assist small to medium-sized enterprises (SMEs)</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Housing strategy implementation plan</li> </ul>	<p>New local plan will plan for the period to 2040 currently being developed.</p>

Number	Action	Outcomes and monitoring	Progress as at September 2021
1.1.3	Identify solutions to respond to specific housing needs such as first time buyers, key workers, affordable housing, self-build, co-housing, community land trusts and specialist housing.	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• Work closely with other public landowners to encourage them to prioritise affordable housing delivery on their surplus or under-utilised sites</li> <li>• Monitor the self-build register and look to identify land opportunities which match their need</li> <li>• Work with parish councils to facilitate housing for local people in rural areas</li> <li>• Work with Suffolk County Council and other partners to develop a range of specialist housing schemes</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Housing strategy implementation plan</li> </ul>	<p>In 2020-21, strategic housing affordable completion 297: 35 per cent of new homes completed.</p> <p>We are taking part in a pilot to include new questions in the Local Authority Housing Statistics data return that looks at a range of measures including delivery of affordable housing.</p>

## 1.2 Planning policies that support the delivery of new homes

Number	Action	Outcomes and monitoring	Progress as at September 2021
1.2.1	Promote, develop and review planning policies to support affordable housing provision.	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• Encourage innovation such as mixed use schemes in order to balance competing demands on well positioned sites</li> <li>• Ensure that West Suffolk's emerging Local Plan contains robust planning policies and our Affordable Housing Supplementary Planning Document supports these</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Monitor schemes that through Section 106 funding would contribute to overall management of budget.</li> </ul>	<p>An Affordable Housing Supplementary Document was adopted by Cabinet in January 2020 this will be updated alongside the Housing Needs Assessment.</p> <p>Housing policies will be developed as part of the West Suffolk local Plan preparation.</p> <p>Housing Needs Assessment adopted to understand current and future housing need.</p>

Number	Action	Outcomes and monitoring	Progress as at September 2021
1.2.2	Work with applicants/ developers to ensure they are providing the right products to meet affordable housing needs meeting the full affordable housing obligations through S106 agreements.	<ul style="list-style-type: none"> <li>• Housing strategy implementation plan</li> </ul> <p>Outcomes</p> <ul style="list-style-type: none"> <li>• Be creative and flexible in securing the levels of affordable housing needed and consider many forms and types of affordable housing within the context of new government policy, including affordable home ownership, affordable private rent, starter homes, discounted market sales housing.</li> <li>• Explore potential for empty properties being refurbished and let at affordable rents</li> <li>• First Homes introduced in June 2021, requirement that 25 per cent of all affordable homes are delivered as First Homes.</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Housing strategy implementation plan</li> </ul>	See 1.2.1
1.2.3	Support and encourage local communities to identify solutions to address local housing needs.	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• Member training and engagement activities identified which will be carried out on an annual basis.</li> <li>• Local neighbourhood groups supported to develop local plans</li> <li>• Identification of local/community led housing schemes</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Housing strategy implementation plan</li> </ul>	<p>As agreed by the rural taskforce, Community Action Suffolk were appointed to work with several parishes to identify local housing need.</p> <p>The pilot with Community Action Suffolk was completed in 2021; a number of parishes offered opportunity progress a housing needs study for rural exception sites.</p> <p>Partnered with Eastern Community Homes to support discussions on community led housing in rural locations.</p> <p>Great Barton Neighbourhood Plan adopted.</p>

### 1.3 Increasing the rate of housing delivery

Number	Action	Outcomes and monitoring	Progress as at September 2021
1.3.1	Work with developers to encourage the sub-division of large sites where this could help to speed up the delivery of homes.	<p>Outcome</p> <ul style="list-style-type: none"> <li>Increased rate of housing delivery achieved on larger strategic sites</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>Housing delivery action plan</li> <li>Through our approach to the planning process and negotiations with developers</li> </ul>	<p>Registered provider and developers' forum to develop relationship with the council. Focus on planning, development, affordable housing.</p> <p>See the Housing delivery action plan for further information on progress towards this action.</p>
1.3.2	Use West Suffolk's housing company Barley Homes (Group) Limited to bring forward housing development, including working with other public sector partners.	<p>Outcomes</p> <ul style="list-style-type: none"> <li>Agree funding requirements to support Barley Homes to deliver more open market and affordable homes</li> <li>Be proactive in seeking opportunities to create additional housing land through our Asset Management Plan and the One Public Sector Estate programme</li> <li>Currently reviewing operational and strategic of Barley Homes – by September 2021</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>Housing delivery action plan</li> <li>Barley Homes pipeline meetings</li> <li>Quarterly shareholders meetings</li> <li>Projects Status Reports</li> </ul>	<p>Completed a development at Westmill Place in Haverhill. Stonemill Park in Haverhill is due to be completed in early 2022.</p> <p>See the Housing delivery action plan for further information on progress towards this action.</p>

### 1.4 Ensuring the provision of infrastructure needed to support new homes

Number	Action	Outcomes and monitoring	Progress as at September 2021
1.4.1	Ensure the necessary infrastructure is available or delivered to ensure the appropriate	<p>Outcomes</p> <ul style="list-style-type: none"> <li>Work with partners and stakeholders to accelerate the delivery of housing and infrastructure in and around West Suffolk.</li> </ul>	<p>An infrastructure delivery plan will be prepared as part of the West Suffolk Local Plan.</p> <p>See the Housing delivery action plan for further information on progress towards this action.</p>

Number	Action	Outcomes and monitoring	Progress as at September 2021
	<p>number of houses can be delivered and that they are located in high quality sustainable locations.</p> <p>Focus as part of Strategic sites meetings and results of consultations (Planning)</p>	<ul style="list-style-type: none"> <li>Where appropriate, work with developers and public sector partners to directly provide funding through our growth investment fund or help to secure financing or grants for vital infrastructure such as Infrastructure funding and Get Britain Building Funding from Homes England.</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>Housing delivery action plan</li> <li>Housing Needs Assessment</li> </ul>	
1.4.2	<p>Encourage a variety of developers and housing investment to deliver development and secure the delivery of appropriate housing across all tenures to meet need and demand.</p>	<p>Outcomes</p> <ul style="list-style-type: none"> <li>Ensure everyone has access to a suitable home and residents are able to live as healthily, safely, independently as possible.</li> <li>Ensure strong relationships with residents, developers and partners that enable us to deliver housing and services effectively, and to innovate where appropriate.</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>Monitor housing completions to ensure a variety of homes are delivered to meet demand and need</li> <li>Housing delivery action plan</li> </ul>	<p>Report completed into how Build to Rent housing can be utilised to deliver as self-contained accommodation as well as houses in multiple occupation and affordable private rent.</p> <p>Will also inform emerging local plan evidence base.</p> <p>See the Housing delivery action plan for further information on progress towards this action.</p>

## 1.5 Building sustainable communities

Number	Action	Outcomes and monitoring	Progress as at September 2021
1.5.1	Contribute to diversifying the housing stock for all residents across West Suffolk and meeting housing needs by achieving the right tenure, size and mix of provision on new developments.	<ul style="list-style-type: none"> <li>• Work with partners including the clinical commissioning group and Suffolk County Council to identify the future need for specialist housing, including housing for the elderly, people with disabilities, gypsy and travellers and keyworkers</li> <li>• Explore innovative ways for how we can work with private developers and registered providers to help older people who may wish to downsize.</li> <li>• Explore opportunities for the creation of co-housing schemes which support inter-generational living.</li> <li>• Use planning powers to ensure that new homes contribute to a zero carbon future, including applying the zero carbon target to all major developments and promoting cleaner heating solutions within the draft West Suffolk plan.</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Action 1.1.2</li> <li>• Housing delivery action plan</li> <li>• Housing Needs Assessment</li> </ul>	<p>See 1.1.2, 1.4.1 and 1.4.2</p> <p>See the Housing delivery action plan for further information on progress towards this action.</p>
1.5.2	Review the impact of affordable rents on demand and develop an approach to rent setting for affordable homes to	<p>Outcome</p> <ul style="list-style-type: none"> <li>• Explore opportunities to develop new social rented homes, involving providing direct funding to facilitate the development in areas where private rents</li> </ul>	<p>A tenancy strategy was adopted in December 2018 and is being monitored.</p> <p>Homes not exceeding LHA has been achieved following a review of registered provider (RPs) lettings.</p>

Number	Action	Outcomes and monitoring	Progress as at September 2021
	ensure properties are affordable for those most in need.	<p>are well above local housing allowance (LHA) levels.</p> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Regular monitoring of adherence by registered providers to priorities set out in the tenancy strategy.</li> <li>• Housing strategy implementation plan</li> </ul>	Registered provider forums taking place. Looking to introduce an Affordable Rent Policy with RPs as this will help to cap affordable rent to a more local level.
1.5.3	<p>Ensure that new accommodation is adaptable so that their accommodation remains suitable as older people become less mobile.</p> <p>There is an aim that all new housing built will meet either building regulations accessible and adaptable or wheelchair user standards.</p>	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• Explore the potential for incorporation of specific requirements into a supplementary planning document</li> <li>• Negotiate into Section 106 agreements</li> <li>• Work with Suffolk County Council to establish a consistent position across the county through development of a housing with care strategy</li> <li>• Work with Suffolk County Council to identify sites their ownership that can be used for extra care housing</li> <li>• Work with registered providers to encourage and assist with the building of housing for older people</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Housing strategy implementation plan</li> </ul>	<p>Specialist housing paper was completed. The data and reports were used to compile recommendations.</p> <p>These were based on pre-COVID information and therefore may need further updating. List of all adapted accommodation across West Suffolk is needed.</p> <p>All homes built to M42 (accessible standards). 10 per cent new market homes need to be M43 (wheelchair compliant) and 25 per cent affordable homes M43 compliant. Looking at feasibility through local plan.</p>



**Housing priority two: Improve the quality of housing and the local environment for our residents**

**2.1 Suitable homes for disabled, vulnerable and older residents**

Number	Action	Outcomes and monitoring	Progress as at September 2021
2.1.1	Put the needs of residents first and work with health, social care and housing partners to help people maintain independence.	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• Ensure the needs of residents are met to maintain independence in the home</li> <li>• Target to support as many residents as possible</li> <li>• Help to prevent hospital admissions and facilitate quicker discharge</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Housing strategy implementation plan</li> <li>• Monitoring of the Independent Living Suffolk (ILS) service with partners across Suffolk</li> </ul>	<p>Embedded the new ILS, a service provided by Suffolk County Council in partnership with local district and borough councils.</p> <p>The purpose is to support local people to live safely, comfortably and independently in their own home for as long as possible, which has been in place since December 2020. A fast-track service for disabled facilities grants (DFG) in place.</p> <p>For the financial year 2021 - 22 – to date, the average time to complete a Mandatory DFG is 24 weeks (reduced from 40 weeks under the previous system) and 12 weeks to complete Fast Track applications, a new service being provided.</p> <p>Discharge from hospital scheme run by East Suffolk ‘step in homes’ service – if people can’t leave hospital because home unsuitable.</p> <p>Next steps are around discussions with the Health and Wellbeing Board about the benefit of ILS and to discuss increased involvement from health partners. We know about the wider benefits of home adaptations and are keen to explore this further:</p> <ul style="list-style-type: none"> <li>• Public Health England published a report in 2018 on falls prevention which found that home adaptations resulted in a 23 per cent reduction in hospital admissions and a financial return of investment of £3.17 for every pound spent. They estimated a social return on investment – which includes the impact of</li> </ul>

Number	Action	Outcomes and monitoring	Progress as at September 2021
			<p>the adaptation on wellbeing – of £7.23 for every £1 spent.<sup>1</sup></p> <ul style="list-style-type: none"> <li>• A review of evidence for the Department for Work and Pensions found that home adaptations improved quality of life for 90 per cent of recipients as well as resulting in reduced costs to health and care.<sup>2</sup></li> </ul>

## 2.2 Bringing homes back into use

Number	Action	Outcomes and monitoring	Progress as at September 2021
2.2.1	Provide support, encouragement and funding to help owners of empty homes bring them back into use. Use enforcement powers as an option if negotiations fail.	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• Utilise the Housing Assistance Policy</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Housing strategy implementation plan</li> <li>• Meet the quarterly targets in the balanced scorecard.</li> </ul>	<p>In 2020/21 64 properties were returned to use through our interventions</p> <p>Challenging and resource intensive. Incorporating as part of the council-wide approach to enforcement.</p> <p>The increased council tax premium on longer-term empty homes has had a positive impact.</p>

## 2.3 Making homes safe in the private sector

Number	Action	Outcomes and monitoring	Progress as at September 2021
2.3.1	Improve standards by working with landlords to deliver best practice and	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• Intelligence led investigations</li> </ul>	<p>We met our targets in this area for 2020/21</p> <p>It was clearly a very difficult year, with inspections and works challenging with the requirement to 'stay at home'.</p>

<sup>1</sup> Public Health England (2018) Falls prevention: cost effective commissioning <https://gov.uk/government/publications/falls-prevention-cost-effective-commissioning>

<sup>2</sup> Heywood, FS & Turner, L, (2007) Better outcomes, lower costs Office for Disability Issues, University of Bristol and Department for Work and Pension

Number	Action	Outcomes and monitoring	Progress as at September 2021
	<p>target 'rogue landlords', in the</p> <ul style="list-style-type: none"> <li>- private rented sector</li> <li>- houses in multiple occupation</li> <li>- Improve fire safety of flats above commercial premises</li> </ul>	<ul style="list-style-type: none"> <li>• civil penalty notices rather than prosecutions</li> <li>• Effective recovery of fines</li> <li>• Links to West Suffolk Lettings Partnership, accreditation, grants for innovative and best practice</li> <li>• Numbers inspected and compliance</li> <li>• Identify private rented sector properties that have failed the Minimum Energy Efficiency Standard (MEES) and bring these to a satisfactory Energy Performance Certificate.</li> <li>• Hold a forum around standards in the private rented sector.</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Meet the quarterly targets in the balanced scorecard.</li> <li>• Housing strategy implementation plan</li> </ul>	<p>We used innovative ways to work with tenants and landlords in the private rented sector.</p> <p>Many properties are still being brought up to standard to protect occupants</p> <p>A houses in multiple occupation (HMO) review is being undertaken in 2021 which will look at making best use of limited resources, targeting rogue landlords and management requirements.</p> <p>Will continue to work closely with our partners and use intelligence.</p> <p>Poorly run HMOs are a higher risk to tenants and the local community</p> <p>Continuing to work with fire service and other councils in Suffolk to inspect and raise standards of flats above commercial premises through project.</p>
2.3.2	Review the purpose and scope of our Housing Assistance Policy (HAP)	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• Introduction of fast-track disabled facilities grants</li> <li>• Supporting the most vulnerable residents</li> <li>• Scope of the policy (home owners/empty home owners/landlords)</li> <li>• Links to warm homes healthy people/energy efficiency obligations</li> <li>• Explore innovative ways to utilise funding to improve standards and increase the supply of decent housing</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Climate Change and Environment Taskforce Action Plan</li> </ul>	Emergency works are available to homeowners through the HAP. See section 2.5.1 and 2.5.2 for further information on how we are using grants to improve energy efficiency of homes. This is being aligned with work taking place through West Suffolk's Environment and Climate Change Taskforce.

## 2.4 Safe and vibrant communities

Number	Action	Outcomes and monitoring	Progress as at September 2021
2.4.1	Take a more targeted approach to investigating complaints of nuisance, which can have an adverse impact on quality of life	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• GIS mapping for patterns and concentration of noise</li> <li>• Planning application responses to control noise nuisance</li> <li>• Target and map noise</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Housing strategy implementation plan</li> </ul>	<p>Adopted a new noise app to support and improve the service to residents suffering from noise nuisance.</p> <p>Work continues with commenting on planning applications (up by 35 per cent) to control noise from new developments.</p>
2.4.2	Work with partners to reduce anti-social behaviour and crime	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• Address high risk, repeat or vulnerable cases of anti-social behaviour determined through use of risk assessment matrix</li> <li>• Resolve cases referred to reduce the detrimental effect for those impacted by the behaviour</li> <li>• Ensure all individuals are known/referred to appropriate services through any gaps identified</li> <li>• Monitor through use of a case management system</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• The safe and strong communities group that maintains an overview of the type and number of cases. Anti-social behaviour cases are monitored through a centralises multi-agency system, ECINS.</li> <li>• Also links with community safety partnerships and officer working groups.</li> <li>• Community Trigger are published on our webpages</li> </ul>	<p>Families and communities officer – anti-social behaviour (ASB) lead continues to chair both of the multiagency ASB team meetings on a fortnightly basis</p> <p>Specific problem solving meetings with relevant professionals have been arranged where matters are becoming more problematic whether individual or place based.</p> <p>Relevant families and communities officers continue to be an integral and proactive part of the Community Safety Partnership working on the identified priorities including county lines.</p>

2.4.3	Use our <a href="#">Families and Communities approach</a> to support and encourage resilient families and communities	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• Safe and vibrant local areas that lead to improved outcomes for communities.</li> <li>• Individuals and households that feel safe and secure.</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• West Suffolk annual report</li> <li>• Internal monitoring of the families and communities business plan</li> </ul>	Continued to work in the families and communities way by supporting local communities through Ward Members using the team's specialisms and place based knowledge.
2.4.4	Protect the amenity of the local environment through our consultation work in the planning process.	<p>Meet the quarterly targets as defined for planning and regulation services.</p> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Work carried out as part of the planning application process</li> </ul>	All planning application considered against our policies
2.4.5	Respond to the Suffolk Design Guide that aims to raise the quality of design being delivered in communities and neighbourhoods and ensure that good growth takes place across Suffolk.	New developments that will contribute to Suffolk's unique identity, that it is appropriate and in keeping with the local area.	<p>The Suffolk Design Guide seeks to put in place a Suffolk design charter; and build design into the development process from inception through to completion.</p> <p>West Suffolk has engaged with the process to develop the guide.</p>

## 2.5 Improving efficiency and addressing fuel poverty

Number	Action	Outcomes and monitoring	Progress as at September 2021
2.5.1	Target vulnerable households to help improve energy efficiency and the household's circumstances,	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• Number of households assisted through the programme</li> <li>• Number of measures carried out to improve the home or assist the householder</li> </ul>	<p>Significant funding received and being sought for schemes across Suffolk to help vulnerable households.</p> <p>Green Homes Grant Local Authority Delivery: £4.6million across Suffolk and £1.5 million on fuel poor/low income</p>

Number	Action	Outcomes and monitoring	Progress as at September 2021
	maximising the use of local and national funding	<ul style="list-style-type: none"> <li>Monthly report from <a href="#">central Government</a>.</li> <li>Increase links with families and communities to tap into communities in need</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>Housing strategy implementation plan</li> </ul>	households Department for Business, Energy and Industrial Strategy (BEIS).
2.5.2	Work with registered provider partners and private landlords to secure energy improvement in their property.	<p>Outcomes</p> <ul style="list-style-type: none"> <li>Improve energy efficiency of West Suffolk homes</li> <li>Number of households assisted through the programme</li> <li>Number of measures carried out to improve the home or assist the householder</li> <li>Domestic minimum energy efficiency standard regulations which requires privately rented properties to have an Energy Performance Certificate E or better.</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>Climate Change and Environment Taskforce Action Plan</li> </ul>	<p>Local authority delivery (LAD) scheme – flagship external wall insulation</p> <p>Successful bid for funding that will support our work to identify and help households living in properties below the domestic minimum energy efficiency standard (MEES) Energy Performance Certificate E or better.</p> <p>Increasing links with the families and communities team to target vulnerable households.</p>
2.5.3	Provide home energy advice and support to residents and community groups on the benefits of energy efficiency and lower carbon energy generation for heating and power supply.	<p>Outcomes</p> <ul style="list-style-type: none"> <li>Number of households participating in energy programmes developed by the Suffolk climate change partnership.</li> <li>Number of communities engaged in West Suffolk.</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>Climate Change and Environment Taskforce Action Plan</li> </ul>	<p>Three online sessions have been held with local communities</p> <p>Low carbon homes event taking place in November 2021.</p> <p>In August 2021 a funding bid for £7 million was submitted to BEIS for their Sustainable Warmth and Home Upgrade Grant’.</p>

Number	Action	Outcomes and monitoring	Progress as at September 2021

**Housing priority three: Enable people to access suitable and sustainable housing**

**3.1 Homelessness prevention and reduction**

For section 3.1, please see the delivery plan for the [Homelessness Reduction and Rough Sleeping Strategy](#) for the latest information about how we are delivering against our priorities.

**3.2 Housing allocations**

Number	Action	Outcomes and monitoring	Progress as at September 2021
3.2.1	Operate an effective home-link service to provide access to affordable and social housing to those most in need.	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• Introduce measures for customer satisfaction/ feedback – following new system installation, to be looked at across sub-region</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Weekly monitoring of home-link activity</li> <li>• Cambridge housing board data (annual report)</li> <li>• Housing strategy implementation plan</li> </ul>	The council’s choice based lettings (CBL) team has continued to operate during the Covid 19 crisis. Support is continued to be offered over the phone. The team has continued to process and assess applications (increase since April). During the lockdown period few properties were advertised as registered providers were unable to provide sign ups or turn around voids. The focus was on providing direct lets to those most in need with, in some cases, the council providing the sign-up service. The situation did improve over the summer but there is still a back log of void works.
3.2.2	Ensure that people are provided with effective advice, preventative and information services on a range of accessible housing options so they are supported to make the	<p>Outcomes</p> <ul style="list-style-type: none"> <li>• Successful homeless preventions</li> <li>• Increased use of online resources (website and home-link site)</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Monitoring customer contact to establish if online and self-help has affected the amount or frequency of contact</li> </ul>	<p>The publication of data by central Government means we can benchmark with others. West Suffolk continues to have high homelessness prevention rates and to have those in housing need allocated homes from the housing register.</p> <p>Advice and prevention services continue to be offered throughout the Covid crisis. Expectation that there will be a demand in advice services once the stay on evictions is lifted.</p>

Number	Action	Outcomes and monitoring	Progress as at September 2021
	best choice for them and their families.	<ul style="list-style-type: none"> <li>Monitoring to identify emerging best practise and self-help tools.</li> <li>In the balanced scorecard, monthly target to provide advice and prevent homelessness cases.</li> <li>Homelessness Reduction and Rough Sleeping Strategy Delivery Plan</li> </ul>	<p>Workload has remained high throughout the pandemic with single homelessness being the biggest issue.</p> <p>The team is seeing an impact from the end of the moratorium on eviction at the end of May 2021 and there is some expectation that we will see a rise in private rented sector evictions</p>
3.2.3	Increase access to the private rented sector, including through our West Suffolk Lettings Partnership.	<p>Outcome</p> <ul style="list-style-type: none"> <li>Effective support is in place to enable more households to retain short hold tenancies</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>Monitoring through the private sector offer available in the area.</li> <li>Monitoring number of households housed through the lettings partnership</li> <li>Increase levels of satisfaction amongst private sector landlords housed through the lettings partnership</li> <li>Homelessness Reduction and Rough Sleeping Strategy Delivery Plan</li> </ul>	<p>Holding landlord forums, online meeting planned for October 2021.</p> <p>The team has been actively seeking opportunities to talk to local landlord and estate agents about incentives with the aim of increasing the number of properties to meet demand in the local area.</p> <p>As at October 2021, total amount of properties under the Guaranteed rent scheme is 68.</p> <p>Total amount of properties under the rent deposit bond: 79</p> <p>Total amount of rent in advance – No deposit: 2</p> <p>Total customers out of temporary accommodation into private rented accommodation: 24</p> <p>Currently have five properties that we are in the process of going through nominations.</p> <p>WSL have been attending Haverhill market and Bury St Edmunds market to speak to potential landlords and raise awareness for West Suffolk lettings partnership.</p>



Number	Action	Outcomes and monitoring	Progress as at September 2021
			<p>We have visited agents in Bury St Edmunds to introduce ourselves and promoting products through town markets</p> <p>We now have 170 followers on Facebook, and our highest post reached 1800 views.</p> <p>The West Suffolk lettings partnership has put in place a range of approaches and initiatives that are attractive to both tenants and landlords.</p> <p>Next steps is to develop a 'find your own home' initiative.</p> <p>West Suffolk lettings partnership is aiming to set a date in March 2022 for a landlords/agents Forum venue to be confirmed. To discuss barriers and how we can overcome them and work together to create long term sustainable accommodation for more individuals and families.</p>

## **SECTION B: The following actions have been completed and will be removed from the Implementation Plan**

Action	Outcomes
<p>Review the way in which we deliver support for maintaining independence in the home.</p>	<p>This action has resulted in the independent living service that has been operating since December 2020. See action 2.1.1 for further information.</p> <p>Home adaptations have a critical role to play in:</p> <ul style="list-style-type: none"> <li>• Support older and vulnerable people to manage their health and wellbeing in the home;</li> <li>• Extending safe and independent living in the homes and delaying moves into residential care;</li> <li>• Efficient and cost effective delivery of health and care services in the home;</li> <li>• Reducing demand for NHS services and reducing the number of people delayed in hospital while awaiting home adaptations; and</li> <li>• Prevention of high cost acute incidents, such as falls in the home.</li> </ul>

<p>Review the lettings policy, in conjunction with colleagues across the Cambridge sub-region, to ensure that it is fit for purpose.</p>	<p>This has resulted in an updated lettings policy that has been in place across the sub-region since July 2021</p> <p>Work continues across the sub-region to provide access to affordable and social housing.</p> <p>The number of applicants on the housing register with a status of 'live' has increased by 1,981 between April 2020 and April 2021, which is approximately a 24% increase. The housing register is constantly growing but this sharp increase in applications may be partly attributable to the coronavirus pandemic, as this has had a major impact on many factors, including employment and income. This may have led those in private rented accommodation, for example, to seek out Social Housing in the belief that this would provide a more affordable housing solution.</p>
--	---

**SECTION C: The following actions have been combined with other actions to avoid duplication and will be removed from the Implementation Plan**

<b>Action</b>	<b>Outcome</b>
<p>Set an ambition that all new housing built will meet either building regulations accessible and adaptable or wheelchair user standards. Improve much needed accommodation provided through houses in multiple occupation. Work in line with licensing laws that raise the management and standards of houses in multiple occupation.</p>	<p>This action has been combined with action 1.5.3 because they both focus on adaptable and accessible homes.</p>
<p>Improve much needed accommodation provided through Houses in Multiple Occupation. Work in line with licensing laws that raise the management and standards of Houses in Multiple Occupation.</p>	<p>These actions have been combined with action 2.3.1 which focuses on our broad approach to improving standards across the private rented sector, houses in multiple occupation and improving fire safety of flats above commercial premises.</p>
<p>Deliver our programme to improve fire safety of flats above commercial premises.</p>	

--	--

**SECTION D: Through our best efforts to work towards the following actions, it has become clear that the Council cannot influence the following and as such they will be removed from the Implementation Plan**

Action	Outcome
Explore opportunities to encourage SME builders to work collaboratively to bring forward the development of housing sites.	
Work with site owners and developers to identify ways to restart or bring forward development on sites where the rate of build has significantly slowed or stalled.	