Introduction to the Housing Strategy

Lorraine Mealings
Head of Strategic Housing
Our Housing Strategy

• Welcome - aim of session.
• Overview of our Housing priorities, aspirations, issues and services.
• Bournemouth Housing Strategy 2013-20.
• External partners are key to delivery.
• High priority.
• A joined-up approach within Council.
• Local profile - high private rented, in-fill developments, HMOs, affordability gap, low % of affordable housing, large supported housing sector…
Responding to national issues

- Localism/local flexibility.
- Planning reform for local influence.
- Local freedoms for social housing lets.
- Reduced government funding.
- Less grant for affordable housing.
- Fixed term tenancies.
- Council Housing self-funding.
- Welfare Reform.
Our Vision : 8 Housing Aspirations

1. The right supply of new homes including maximising affordable housing.

2. Making the best use of all existing homes.

3. Professionally managed and well-maintained homes.

4. Green homes.

5. Reduced homelessness and rough sleeping.

6. Specialist accommodation available for people with different needs.

7. Regenerated areas.

8. Resources used in the most efficient way.
Housing Strategy Priority 1
The right supply of new homes
including maximising affordable housing

Affordable Housing

Mike Darby
Housing Manager (Affordable Housing)
Affordable Housing

• Housing Strategy, Forums, needs assessments, informs Housing requirements.
• Development Brief 2010-2013 for Registered Provider (RP) partners.
• Family housing 2 and 3 bed properties
• BBC, BCHA, Raglan, Spectrum, Aster.
Performance

- Priorities: Town Centre Master Vision, Boscombe, urban corridors.
- BCHA 24, Raglan 32, BBC 105+.
- 26 completed units 2013-14.
- 77 start on site 2013-2014.

Issues

- Economic climate, low grant levels, land availability, poor viability for RP’s.
Future

- BBC certainty, strong position, own sites and long term investment planned.
- RP’s and private sector land.
- Flexible approach, new build, refurbishment.
- Regenerate / HMO’s.
- Focus on family.
- Consider housing market assessments.
- Funding streams.
- Continue to prioritise Council delivery.
Housing Strategy Priority 1
The right supply of new homes
including maximising affordable housing

Council’s New Build Programme

John Findley
Housing Development Manager
Council’s New Build Affordable Housing Programme - New Build

- Lack of affordable housing in the Borough.
- Cabinet agreed to support an ongoing house building programme and to provide significant financial resources.
- Up to 2012, 32 units delivered at Mallard Road and Draper Road.
- Since 2012, a further 27 houses have been built, with a further 78 in the pipeline to be completed by March 2015.
Council’s New Build Affordable Housing Programme - Boscombe

- Houses in Multiple Occupation.
- Former Police houses.
- Purchasing existing properties.
- Community Land Trust.
- Together will produce a further 32 dwellings.
- Longer term - Significant funding through Inward Investment.
Council’s New Build Affordable Housing Programme - Duck Lane

- 50 houses, new community centre, open space and skateboard park -£8.7 million.
Housing Strategy Priority 2
Making the best use of all existing homes

Private Sector & Empty Homes
Action Plan

Nicky Thomas
Housing Manager (Private Sector)
Private Sector and Empty Homes

- Private Sector Homes - making the best use of existing homes.
- Support for vulnerable owner occupiers.
- Well managed and properly maintained rented accommodation.
- Landlord engagement.
- Annual Bournemouth and Poole Landlord Conference and Exhibition.
Supporting Good Landlords and Protecting Tenants from Rogue Landlords

• Dorset Register of Accredited Landlords - first in the country.
• Commitment to deal with the rogue landlords through robust action.
• Shelter’s national campaign to ‘Evict Rogue Landlords’.
• Funding - bid submitted.
Empty Homes

• Bournemouth 848 long term empties (0.9%).
• Government drive:
  - Increased Council Tax on empty homes.
  - New Homes Bonus.
  - Reduce homelessness.
  - Make best use of existing housing.
• Targeting action.
Housing Strategy Priority 2
Making the best use of all existing homes

Allocations Policy

Kelly Ansell
Housing Manager (Projects)
Allocations Policy

- Fundamental policy review 2012.
- Qualification criteria implemented so that applicants must have;
  - Housing Need.
  - Local Connection.
  - Insufficient financial means to meet housing need.
Housing Register Performance

• 10,500 housing register applicants at the peak - 4,100 at present.
• Significant improvement to backlog of applications from 9% in April input within 20 days of receipt to 98% in October.
• Re-registration.
Issues and Improvements

- Local Lettings Plans - Boscombe and Duck Lane.
- Clearer policy around eligibility for property type.
- Consultation on additions to Code of Guidance.
Housing Strategy Priority 2
Making the best use of all existing homes

Council Housing & Estate Management

Seamus Doran
Tenancy Services Manager
Council Housing and Estate Management

- Estate Management - managing the neighbourhoods in which residents live.
- Involves not just Council tenants but leaseholders and private occupiers also.
- Regulatory requirement through the Neighbourhood and Community Standard.
- Must have policies for maintaining and improving the neighbourhoods associated with our homes.
Council Housing and Estate Management

- The regulatory requirement applies even where we do not have exclusive responsibility for an area or neighbourhood.

- Our policies should also apply to our own communal areas such as garage sites, parking areas, access roads, internal hallways, stairs and landings, communal gardens and independent senior living schemes.

- Issues - items in communal hallways, abandoned cars, bin stores and untidy garage sites.
How do we do it?

- Regular inspections of communal areas within our flat blocks to identify repairs and health and safety issues.
- Inspections based on risk assessment.
- Annual multi-agency neighbourhood inspections.
- Follow up inspections involving residents.
- Policies in place.
- Residents standards group.
- Funding environmental improvements.
- Multi-agency working.
Housing Strategy Priority 2
Making the best use of all existing homes

Asset Management of the Council’s Housing Stock

Simon Percival
Principal Surveying Manager
Asset Management

- Asset Management Strategy
- Bournemouth Standard.
- Resident Priorities
  - New double glazed windows.
  - Modern bathroom.
  - Modern kitchen.
  - Energy efficient home.
  - Gas central heating.
Housing Strategy Priority 3
Professionally managed and well-maintained homes

Houses in Multiple Occupation & Housing Standards

Steve Day
Private Sector Housing Enforcement Manager
Private Sector Housing Team

- Relocated to Knole Road, March 2013.
- Closer links with;
  - Boscombe landlords.
  - Police Community Support Officers.
  - Street Wardens.
- Delivered the 2013 Landlord Conference.
Present

- 1,000+ service requests completed.
- 1,050 BTA inspections completed.
- Dorset Accreditation Register.
- 515 mandatory licensed HMO.
- 400 two-storey non-licensable HMO.
- 300 Section 257 (self-contained flat) HMO.
- 1,829 student houses.
- 9 residential mobile home sites.
What the future holds

• Developing the Operation Galaxy multi-agency inspection programme.
• Developing a more targeted/reactive inspection program in Boscombe.
• Further develop and promote the Dorset Accreditation Register.
• Implementation of the Mobile Home Act 2013.
• Ensure housing standards are maintained.
Housing Strategy Priority 4
Green Homes

Photovoltaic Programme & Renewables

Simon Percival
Principal Surveying Manager
Photovoltaics

- Currently 910 properties have PV fitted.
- The installation generates approx £600,000 per annum from the Feed-in Tariff.
- Based on average electrical usage 1,198 tonnes of carbon are saved each year.
- The future - Business Case approved to take the total number of installations to 1,100.
Renewables

Communal heating schemes - benefits

• Solar contribution to heating load.
• Heating and hot water available 24/7.
• Corporate gas prices.
• Reduced annual maintenance.
• Approx 4 tonnes of carbon saved per year.
Housing Strategy Priority 4
Green Homes

Energy Efficiency & Fuel Poverty

Neil Short
Policy Development Manager
Bournemouth Performance on CO₂

Reduction

• Based on savings since 2005, our latest UK ranking for reducing emissions is:
  - 19th domestic.
  - 33rd transport.
  - 176th industrial and commercial.
  - 84th overall - top quartile.

Ranking (per person)

• Bournemouth is ranked 46 out of 406 local authorities (5.02 tonnes CO₂ emissions per person).
Housing Strategy Priority 5
Reduced homelessness and rough sleeping

Homelessness, Emergency Housing & Out-of-hours Services, Debt & Money Advice

Amanda Hewitt
Housing Needs Manager
Homelessness - National Context

- Prevention, prevention, prevention.
- Statutory homeless duty for advice & assistance.
- Family breakdown/DV/parental evictions/private rented evictions.
- Housing *plus* support services.
- Key role for the private rented sector.
- Welfare reform discourages private landlords.
- Minimise use of interim temporary accommodation.
- Partnerships - multi-agency strategy group.
Local Homelessness Services

Scale

- Gradual increase in homeless numbers
- 6,500 enquiries to Council every year
- 27 in temporary accommodation. (140 in 2003)
- 16 rough sleeper street count

Services

- 7 Housing Options Officers, court desk, CAB & Shelter, money management staff
- Our own 17-bed temporary hostel
- 250 rent deposit loans per year
- Private rented projects for settled accommodation
Local Homelessness Services

- Supported housing - 200 single homeless beds including 3 assessment hostels, 3 young person hostels, 1 women’s refuge, 2 young mums hostels.
- 4 FTE rough sleeper team.
- Focus on local connection and reconnecting.
- Working with Police where support options do not work for rough sleepers.
- Rough sleeper multi agency case management.
- Dedicated mental health nurse.
- Severe weather enhanced provision.
Questions on Presentations
Break
Housing Strategy Priority 6
Specialist accommodation available for people with different needs

Housing Related Support

Tracey Kybert
Contracts Co-ordinator (Housing Support)
Housing Support Market Picture

- 2,921 people
- 54 Housing Support Organisations
- 2179 Accommodation based units
- 742 Floating Support units
- 108 Services
- Formal Contracts with appropriate specifications
Client Group Categories

- People with mental health problems
- People with a learning disability
- People with a physical or sensory disability
- Single homeless
- Rough sleepers
- People with a drug and/or alcohol problem
- People with HIV/AIDS
- Older people with support needs
- Frail elderly
- Young People
- Teenage parents (mothers)
- People experiencing or fleeing domestic violence
- Offenders
- Homeless families with support needs
Right advice
First time
First Contact

Remodel Rough Sleeper & Single Homeless Services

Supporting People HUB

Re tendered Floating Support services

Mental Health Allocation Panel

Transferred payment system to RAISE
Housing Strategy Priority 6
Specialist accommodation available for people with different needs

Disabled Facilities Grants

Nicky Thomas
Housing Manager (Private Sector)
Disabled Facilities Grants (DFG)

- Grants provided to fund adaptations to people’s homes to enable them to remain living independently in their home.
- Available to people living in the private sector, who own their own homes or live in privately rented accommodation.
Making a Difference

- Partnership working.
- 2012/13 - 139 disabled people benefited from adaptations funded through a DFG.
- Programme spend 2012/13 - £873,000.
- 60 Grants delivered during the first half of 2013/14.
- 2013/14 Funding - £713,000.
Funding and Eligibility

- Annual allocation from central Government.
- Eligible work - necessary and appropriate.
- Eligible recipients - benefit recipients or financial means test.

- DFG’s in the future? . . . . ESSENTIAL

‘to ensure disabled people are able to continue to live independently in their own home’
Housing Strategy Priority 6
Specialist accommodation available
for people with different needs

Telecare Services

Rebecca Hughes
Senior Telecare Officer
What is Telecare?
Offering remote care of elderly and physically less able people, providing the care and reassurance needed to allow them to remain living in their own homes.

Who can Telecare support?
- Older people & people living alone.
- People with learning disabilities.
- People with physical disabilities.
- Sufferers of domestic violence.
- Carers both paid & unpaid.
- People coming home from hospital.
- People working alone & requiring staff protection.
Telecare services supporting local people

- 3,500 clients are linked to 24-Hour Careline.
- 150 Telecare packages referred by Bournemouth Social Services. (Sep12-Sep13)
- 55 individuals with learning disabilities are living safely & independently.
- 50 service users are assisted to take medication.
- 30 frequent fallers are wearing automatic pendants.
- 20 epilepsy sufferers are using early detection mats.
The Benefits of Telecare

- Supports individuals.
- Unobtrusive equipment.
- Promotes independence.
- Enables & empowers every person.
- Reduces the costs of care packages.

The Department of Health believes that at least three million people with long term conditions and/or social care needs could benefit from the use of telehealth and telecare services.

Source: Dept of Health 2011, 3millionlives.co.uk
Housing Strategy Priority 6
Specialist accommodation available for people with different needs

Council Senior Living Accommodation

Seamus Doran
Tenancy Services Manager
Council Independent Senior Living

- Enabling older people to live independently within the community.
- Provision of support to help them sustain their independence.
- Support provided by Housing Officers and other care staff based on site.
- Accommodation is monitored 24 hours per day, 365 days per year by Bournemouth Careline.
Council Independent Senior Living

Consists of different types of Council provided accommodation with different levels of care and support

- 1 Category 2½ Extra Care Scheme (Vale Complex).
- 1 Dementia Extra Care Scheme (Brushett House).
- 15 Category 2 Schemes.
- 20 Category 1 Schemes.
Council Independent Senior Living

- Currently reviewing the service.
- Reduction in numbers of Housing Officers.
- Ensuring service meets needs of tenants.
- Need to review role of Housing Officers.
- Using the accommodation for those under 60.
- Maintaining social activities.
Housing Strategy Priority 7
Regenerated areas

Homes for Boscombe

Kelly Ansell
Housing Manager (Projects)
Homes for Boscombe

- Homes for Boscombe adopted October 2012.
- Overarching objectives;
  - Secure a more sustainable profile of accommodation.
  - Secure a more sustainable community.
  - Secure targeted improvements to Churchill Gardens.
Progress - first 12 months

- Development of 11 new affordable homes at Gladstone Mews.
- Purchase and conversion of Houses in Multiple Occupation (HMO’s) in Churchill Gardens.
- Targeted inspection programme in central Boscombe.
- Community Finance Initiative.
- Inward Investment Strategy.
- New Boscombe Project Officer.
- Operation Galaxy.
- Operation Planet.
Key issues moving forward

- Boscombe Landlords Forum.
- Tackling rogue landlords.
- Inward Investment Strategy pilot programme.
- Royal Arcade.
- Planning Policy - HMO’s.
- Operation Galaxy Phase 2.
- Refurbishment programme Churchill Gardens.
Housing Strategy Priority 8
Resources used in the most efficient way

Apprenticeships in Housing

Jenny Mauger
Technical Projects Supervisor
Apprenticeships

What are they and why we have them:

- Learner.
- Business.
- Progression.
- National political drivers.
- Community employer.
- Targeted opportunities.
Meet Our Apprentices

Case Studies
The future of apprenticeships in Housing, Parks & Bereavement

• Community employment projects.
• Work experience opportunities.
• Apprenticeships.
• Working with schools, colleges, employers and other housing organisations.
Housing Strategy Priority 8
Resources used in the most efficient way

Welfare & Safeguarding in Housing

Jane Godfrey
Welfare Project Manager
Vulnerable People

- Welfare role links over the whole of Housing, Parks and Bereavement Services.
- Adapt service to suit - example.
- Accompany Surveyor or Housing Officer.
- More cohesive approach to Domestic Violence victims.
Safeguarding

• Housing Safeguarding Officers.
• All front line staff trained - one contact point for them to discharge their duty with no come back.
• Examples.
• Multi-Agency Safeguarding Hub.
• Serious Case Reviews.
Health & Housing

- Improving links between Health & Housing - Public Health Forum
- Welfare resource for staff
Housing Strategy Priority 8
Resources used in the most efficient way

Housing Funding Streams

Lorraine Mealings
Head of Strategic Housing
Funding climate

• Difficult times - more people in crisis and reduced funding to address.

• Reduced central government funding means reduced Council budgets - Core Service Transformation.

• Non ring-fenced grants, but;
  - Funding maintained for the most vulnerable; homelessness, Disabled Facilities Grant, Supporting People/housing related support.
  - One-off grant settlements received to mitigate welfare reform, eg, Discretionary Housing Payments.
Funding for new Affordable Housing

- Homes and Communities Agency funding reduced - less available and lower rates.
- New rent level ‘Affordable Rent’.
- Developer contributions received if viable.
- Housing Revenue Account buy-out - opportunities to borrow and channel rents into new-build.
- Use of Council land assets to assist.
- Legal and General Fund opportunities.
Housing Strategy Priority 8
Resources used in the most efficient way

Housing, Parks & Bereavement
Core Service Transformation

Paul Freeman
Housing Customer Services Manager
Structural Changes

Establishment of the Housing, Parks & Bereavement Service Unit resulted from the:

- Integration of all housing services into a single Service Unit. (Strategic Housing, Private Sector Housing Enforcement & Housing Landlord Services)

- Integration of all grounds maintenance into a single service area. (Parks, Housing Grounds & Bereavement Services Grounds)

- Transfer & integration of Bereavement Services into the new service unit.

- Removal of one Service Unit from the Council’s management structure.
Target Savings & Income (Phase 1)

The effect of the initial CST changes (Phase 1) for the years 2013/14 to 2019/20 result in:

• Total cashable savings for the 7 years of £2.475m General Fund & £2.90m Housing Revenue Account, mainly through a reduction of posts.

• Additional income for the 7 years of £777,000 for the General Fund, mainly from an increase in crematorium fees.

• Reduction in salary budgets and posts (9 General Fund posts, 17 HRA posts).
2013/14 savings & income

• £475,000 removed from the salaries budgets (£297,000 General Fund, £178,000 HRA).
• Commensurate reduction in posts.
• £24,000 removed from other Strategic Housing budgets.
• On track to recover additional income in 2013/14 of £109,000.
• Further savings of £132,000 for 2014/15 to be achieved by 31 March 2014 (£38,000 General Fund, £94,000 HRA).
Future programme of work (Phase 2)

- Further savings, efficiencies and additional income to be gained as other opportunities are worked through.
- Primary focus is on:
  - income generation.
  - cost avoidance.
  - efficiency gains.
- The work programme is a live document with items being added and reviewed, completed or closed.
Areas for consideration in Phase 2

- Review staff structures.
- Long term view of fees & charges.
- Identify additional income streams.
- Mobile working (currently part of pilot phase).
- Process reviews through LEAN working.
- Business development of commercial activities.
- Replacing reactive with proactive where possible.
- IT systems & electronic document storage.
- Review of non-statutory functions.
Summary

Lorraine Mealings
Head of Strategic Housing
Summary

- Overview of Housing services in Bournemouth
- Our Vision - 8 Housing Aspirations
- Range of different priorities being addressed
- Clear local direction and joined up services
- Partnership working is key - strong local Housing sector, eg, Bournemouth Housing Forum
- Changing times - national agenda
And lastly...

- Meeting the team.
- Lots of good services in challenging times.
- Real and positive impact on people’s lives.
Questions on Presentations