

**PFH Housing and Community Involvement
Cllr Rob Hannaford –Scrutiny COMMUNITY
Annual Report 2012/13**

Build communities where everyone has a home	
<ul style="list-style-type: none"> o Continue to offer a professional and flexible approach to developers seeking to build new homes in the City and to negotiate the provision of affordable housing that meets the identified housing needs of local residents. o Provide new affordable homes across the city and in the urban extensions at Newcourt , Monkerton and Alphington. o Seek to deliver at least 5% of all new affordable housing stock to meet the Council's wheelchair design standards and we shall produce a wheelchair housing strategy for the city. o Continue to assist in the facilitation and development of 150 Extra-Care homes across the City. 	<ul style="list-style-type: none"> o 39 affordable homes negotiated and delivered 2012/13: o RNSD Upper Site 17 social rent o Cranbrook Wave One 13 social rent o Western Way Petrol Station 9 affordable rent o Negotiations have commenced for new affordable homes at Newcourt and Monkerton o Affordable Housing SPD has increased wheelchair accessible homes from 5% to 10%. In 2012/2013 6 wheelchair accessible homes were delivered. o St Loyes Extra-Care awaiting Registered Provider interest and funding ahead of development. New Extra-Care home at Monkerton under consideration with Devon County Council.
Use a range of measures to solve housing problems	
<ul style="list-style-type: none"> o Accessing funding and land for more social, shared ownership, affordable and shared equity housing after massive government cuts to grant funding and the abolition of the SWRDA and regional spatial strategy. 	<ul style="list-style-type: none"> o Private Sector and Public Works Loan Board finance opportunities investigated and presented to Members. Further work required to ascertain preferred finance models in line with development pipeline potential. o Site survey of potential ECC owned land available for new affordable housing in hand using external consultants. Once this survey is complete a pipeline of future housing schemes can be determined which will dictate the financial funding models most applicable.

<ul style="list-style-type: none"> o Review and monitor the pressures on the council's existing housing stock and Housing Revenue Account (HRA) from the new discounted Right to Buy proposals. o Ensure that we make best and prudent use of any funding that becomes available through the new HRA, to maintain existing stock and build new units. o Maintain and enhance our existing good work through the Tenants and Leaseholders Committee, Exeter Homes Partnership and Performance Review Committee. o Manage additional pressures and work loads from the cuts and changes to housing benefit, government imposed reductions in council tax benefits, and the Coalitions back to work agenda. o Work with the Environmental Health staff to monitor and drive up standards in private sector properties, especially for vulnerable groups and young people. o Look at establishing a scoring system for private sector properties to encourage landlords to improve their stock using energy saving grants etc. o Make further representations and support the private members bill to give greater rights and protection to park home owners. o Make the best use of the new funding streams from the revised planning systems for both housing and community initiatives. o We will also commit to Exeter being a city 	<ul style="list-style-type: none"> o 23 homes were purchased from the Council under Right to Buy and 19 new homes have been acquired so that the net loss is minimal and we will be using the RTB receipts to fund further new affordable build in the HRA o Budgets have been approved to build 40-45 new affordable homes using HRA funding at Bennett Square, Newport Road, Brookway and Vaughan Road o Over the past 12 months the Tenant and Leaseholder Committee (TALC) has made recommendations that have led to a change in the window cleaning schedule, changed the way in which we measure performance of some Sustainable Lettings Team KPI's and resulted in changes to the policy in place for recharging the estates of deceased residents. The TALC has also undertaken a review of all elements of the Resident Involvement Structure which has resulted in changes to make the structure more effective. o A prudent risk-based approach to managing the impact of these changes has been successfully adopted o The inspection regime for licensed HMOs has been extended to ensure that non licensed HMOs are also being inspected o The first group of 15 landlords underwent Accreditation training provided in partnership with the National Landlords Association. A further 9 landlords have been accredited by UNIPOL, the university accreditation scheme o The Bill has now been enacted as the Mobile Homes Act 2013
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<p>where no-one needs to sleep out on the streets for a second night.</p> <ul style="list-style-type: none"> o Ensure that a hotline number is available on behalf of all Devon districts and ensure appropriate provision is made to cope with extreme cold weather periods o Continue to grow the Private Sector Leasing and EXtralet schemes to provide a wider pool of affordable accommodation in conjunction with the private sector o Maintain our Council properties well and continue to meet the Decent Homes Standard or similar standards <ul style="list-style-type: none"> o Provide up to £400,000 in renovation grants to those most in need to make private sector homes fit for habitation o We will build upon recent work to cut down the time it takes to install Disabled Facility Grant adaptations in private dwellings by use of approved builders lists and modular pricing of standard works. o We will work to strengthen to Protocol all the Devon Councils have with Registered Providers (Housing Associations) through which they undertake to contribute to the cost of disabled adaptations to their homes. o We will continue to work in partnership with Wessex Home Improvement Loans to develop innovative loan products, and improve marketing in order to encourage greater take up. We will also seek to expand the work of Wessex to include debt advice to clients in need. 	<ul style="list-style-type: none"> o We were the first Council in South West to operate “No Second Night Out” from June 2012 and we are the “DCLG lead” for the roll out across Devon and Cornwall which is currently the biggest area nationally operating “No Second Night Out”. 84 people have been prevented from spending a second night out since July 2012. o Hotline number in place: 0800 151 3441. – 258 phone calls in last 12 months o 4% reduction in numbers in temporary accommodation in the last 12 months, bucking national trend of a 9% increase o Kitchen and bathroom replacement programme doubled to over £3m a year for three years to increase DHS (o Funding for renovation grants has ceased with the removal of the private sector renewal funding awarded by CLG o New practices have been introduced to achieve the time savings which will be continually reviewed o Revised governance arrangements have been put in place with the result that most RPs with properties in Exeter have signed up to the protocol o A marketing plan has been introduced which, hopefully, will improve the take up rate of loans
<p>Provide homes for rent that people can afford</p>	
<ul style="list-style-type: none"> o Ensure that we continue to take a lead role on 	

<p>the issue of homeless in Exeter and neighbouring areas, and when needed advocate for more funding, resources, and understanding of the often complex issues that are affecting people.</p> <ul style="list-style-type: none"> o Facilitate the reuse of privately owned empty homes and properties ensuring they are fit for habitation o Build on our existing good work with the private sector to expand our portfolio of private properties which we manage on behalf of private landlords and use to proactively prevent homelessness. o Following the enactment of the Localism Act there will be considerably more flexibility offered to Local Authorities to decide how we allocate affordable housing in Exeter. o A group of senior officers and members are looking at how we can use increased flexibilities to adapt the allocations policy to ensure our social housing always goes to those most in need with a strong local connection to Exeter. 	<ul style="list-style-type: none"> o Robust empty property enforcement approach agreed in January 2013 and being implemented o 33 new PSLs taken on and 38 EXtraLet properties. o Allocations policy reviewed and is fit for purpose. A new Tenancy Policy was adopted to allow for flexible 5 year tenancies in the council's housing stock
Retain current system of setting council rent	
<ul style="list-style-type: none"> o Set Council rents in line with the Housing Revenue Account Business Plan 	<ul style="list-style-type: none"> o Rent increases of x% agreed in January. Rental income is c£500K in excess of budget with arrears at only 0.79%
Provide 35% of all new build development as social housing	
<ul style="list-style-type: none"> o Where viable, make 35% of all new homes built across the City affordable o Provide advice and a range of affordable housing options designed to help local people solve their housing needs 	<ul style="list-style-type: none"> o Due to viability, in light of the Council's CIL evidence base and other market indicators there is presently no need to prove lack of viability on schemes of between 3 and 14 dwellings, where not part of a wider development; and ECC accept the provision of 25% (or more) affordable housing. o Housing advice services are included in the help me with my financial and housing problem system review. Current figures show that 85% of all housing and financial queries made in the Customer Services Centre are resolved immediately and 87% people have their problem solved without any need to return.

Introduce a co-operative and mutual model of home ownership where people are given stability and equity while retaining housing stocks	
<ul style="list-style-type: none"> ○ We are working with the CDS Co-operative to introduce a cooperative and mutual model of home ownership, where people are given stability and equity while retaining housing stocks. This is an imaginative solution to meeting a need, and we are keen to support what would be one of the first scheme of its kind in the country. 	<ul style="list-style-type: none"> ○ Work with CDS Co-operative has been inconclusive. A report has been prepared for Members on the Co-operative housing options available. Housing Development Team considering the possibility of a Co-operative housing scheme being possible through a S106 site allocation for affordable housing.
Install solar panels on council houses	
<ul style="list-style-type: none"> ○ Identify and maximise opportunities to increase the Council's own housing stock to high energy sustainability standards. Install 249 solar panels this year. ○ We will continue to work in partnership with E.on to deliver energy efficiency grants and loans to ensure a smooth transition into the Green Deal and Energy Commitment Obligation (ECO). 	<ul style="list-style-type: none"> ○ 284 homes fitted with solar panels with budget approval to do up to 55 more during the roof replacement programme in Hawthorn Road. £71K for other energy efficiency works also approved ○ An 'ECO pilot' offering energy efficiency grants wholly funded by an energy company is to take place in 6 areas of the City, beginning in June 2013
Empower residents to have a greater say	
<ul style="list-style-type: none"> ○ Build upon the new community grants system that has been recently set up and ensure new homes bonus funding empowers community groups. ○ Work to support more joined up cost effective work between the city and county councils through the new Exeter Board on community and housing issues , where there is over lap , such as supporting people funding , community facilities etc. ○ Work within the localism agenda in terms of community consultations and neighbourhood 	<ul style="list-style-type: none"> ○ Community Grants ward scheme supported 114 groups across the city including Exeter Young Carers, Exeter Panthers, Whipton Luncheon Club. 20 city wide initiatives supported incl. HomeStart, Carousel, Exeter Pride. New Homes Bonus supported 5 groups in 12/13 incl. Exeter Community Centre for landscaping of garden, contributions to Newtown CA for new community centre, also Countess Wear and Newcourt. ○ £97,500 joint funding (£8,600 ECC) from ECC and DCC to support community initiatives in Exeter. Groups supported include Nightstop Devon – emergency accommodation for young people, Volunteer co-ordinator at St Sidwells Community Centre, Age UK for volunteering project, Turntable, Devon United women. ○ The Exeter St James Neighbourhood Plan received support from 91.6% of electors in the recent referendum. This

<p>plans.</p> <ul style="list-style-type: none"> ○ Continue to support existing joint work with community groups, the voluntary sector, charities, community associations and faith groups across the city. ○ Ensure through the council's community strategy that we continue to support and encourage with other partner organisations social inclusion, tolerance and diversity in Exeter, and also work to tackle poverty. ○ Working to develop the new scrutiny role for our existing TALC committee in line with new government legislation. ○ We will further develop the Residential Park Forum in order to support those many Exeter householders who have additional housing challenges to deal with as park home residents. 	<p>is the first Neighbourhood Plan to be adopted in an urban area. The group are now planning to take forward some of the community priorities for the area.</p> <ul style="list-style-type: none"> ○ Joint work is taking place in numbers of areas including the Community First initiative in Priory, also in supporting the development of new residents/community associations – most recently the Newcourt Community Association who are preparing to take on the management of a new community centre at the new development. Plans for roll out of community meetings across city to enable statutory and voluntary sector partners to meet and identify joint work. ○ The Community Safety Partnership and the Social Health Inclusion Partnership have both reviewed their purpose and structures to align with changes to health and policing within Devon and the peninsula to be able to give a stronger focus on Exeter's priorities within the county context. ○ A Performance Improvement Panel has been set up to meet this need. The Performance Review Committee that was in existence has been absorbed into the panel. The role of the panel is not to act as a consultation group, advising on policy and procedure, but as a scrutiny panel to challenge performance and the way in which services are provided and can be improved. The panel will regularly review performance, actively challenging the way in which services are delivered to assist in continuous improvement. ○ The membership of the forum has been strengthened and now includes representatives of all of the sites, police, Age UK and trading standards. The membership of the forum will be continually reviewed.
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