

# Housing Strategy Delivery Plan 2015 to 2020

## 2019 -20 update

Document includes progress update for 2018 -2019.

For previous years progress (2015/2016 to 2017/2018) see here: [Housing Strategy Delivery Plan update 2017-18](#)

## 1. Maximise the supply of housing to meet local needs.

What we want to achieve	Key Actions	Outcome	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
<p>Deliver Market and Affordable Housing to meet housing need and demand</p>	<p>Produce a new Local Plan which is following the National Planning Policy Framework.</p> <p>Ensure that the Local Plan meets the requirements of the Housing and Planning Act 2016 with regards to the provision of starter homes and custom and self build homes.</p>	<p>Ensure the Council's planning policies are updated to provide a robust basis for guiding future growth in the Borough.</p>	<p>Local Plan adopted 2018</p>	<p>The Examination in Public of the Local Plan (Part 1) along with Tendring and Braintree, was completed in 2018/2019. Progress on Local Plan adoption has been delayed by the Plan Inspector's requirement to carry out further work on the Evidence Base and Sustainability Appraisal. Adoption of the full plan is now programmed for Winter 2020/2021.</p>	<p>An examination on the further work carried out for Section 1 of the Local Plan was held in January 2020. The North Essex Authorities (NEAs) received a letter from the Inspector providing his views on the soundness of the plan in May 2020. Two of the three proposed Garden Communities (the Colchester Braintree and West of Braintree) are not viable or deliverable and therefore the Section 1 Local Plan, in its current form, is not sound. The Tendring Colchester Borders Garden Community is viable and deliverable and the housing and revised employment targets in the Local Plan are also sound, including the requirement of 920 homes a year in Colchester. The Inspector asked the NEAs to 1) consult on the main</p>	<p>CBC Planning Policy Team</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	<p>Work in partnership with Parish Council's, the Rural Community Council of Essex (RCCE), Registered Providers and private developers to enable the delivery of affordable housing in rural areas.</p>	<p>Delivery of more affordable housing in rural areas of Colchester</p>	<p>2015-2020</p>	<p>Housing needs survey completed for Fordham with discussions ongoing with Hastoe Housing, a registered provider, for a scheme in the village.</p> <p>Housing needs survey completed for Little Horkesley with discussions taking place with registered provider about new affordable housing in the village.</p> <p>Regular attendance at Rural Housing Enabler meetings and in contact with Parish Councils to offer support.</p>	<p>modifications to remove the Colchester Braintree Borders and West of Braintree Garden Communities from the Local Plan and other necessary 'modifications'; or 2) withdraw the plan. NEA members have agreed to proceed with plan adoption and option 1. Adoption of the full plan is accordingly programmed for summer 2021.</p> <p>Regular attendance at Rural Housing Enabler meetings and support provided to Parish Councils.</p>	<p>CBC – Housing Strategy Team Parish Council's, RCCE, Registered Providers and private developers</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	<p>Continue to work in partnership with TDC, BDC and ECC to ensure that the planning policy framework for the proposed Garden Communities provides for a mix of housing types and tenures including self- and custom-build and includes a minimum of 30% affordable housing which will be phased through the development</p>		<p>Towards the end of the Local Plan period</p>	<p>The emerging Section 1 Local Plan policies provide for a minimum 30% affordable housing target along with requirements for a mix of housing types and tenures including self- and custom-build.</p>	<p>The emerging Section 1 Local Plan policies provide for a minimum 30% affordable housing target along with requirements for a mix of housing types and tenures including self- and custom-build.</p>	<p>CBC Planning Policy Team</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
<p>Maximise the supply of affordable housing on new developments</p>	<p>Implement Colchester's Local Plan which seeks 20% of all new homes to be affordable on sites with over 5 homes in rural areas and more than 10 in urban areas.</p> <p>Promote the supply of Starter Homes sold at 20% below the market price to first-time buyers between the ages of 23 and 39.</p>	<p>Affordable housing target of 426 homes between 2015 and 2020.</p>	<p>2015-2020</p> <p>2015-2020</p>	<p>Affordable housing was secured on all qualifying sites, except for Wakes Hall where viability was considered, and a viability review mechanism has been put in place to ensure that affordable housing can be captured through affordable housing commuted sums if the scheme generates a higher return than expected.</p> <p>110 newbuild affordable homes completed in 2018/19.</p> <p>This brings the 3-year total to 448 new homes, exceeding the 5 year target.</p> <p>Starter Homes have been included within the Government's definition of Affordable Housing and this product sits alongside Shared Ownership and other products within the "other affordable routes to home ownership" category. The Council's preferred tenure for inclusion in the affordable housing provision is shared ownership as there is an evidenced need for this tenure; it is available to first time buyers of all ages; and is accessible to first time buyers with a range of budgets.</p>	<p>Affordable housing was secured on all qualifying sites.</p> <p>20% affordable housing was secured on current allocations in line with the current local plan.</p> <p>30% affordable housing was secured on emerging allocations in compliance with the 30% affordable housing policy proposed in the emerging local plan.</p> <p>202 newbuild affordable homes completed in 2019/20, plus 35 homes were acquired by the Council. The total affordable homes delivered in 19/20 was 237.</p>	<p>CBC – Affordable Housing Strategy Officer, Development Team, Planning Officers, Registered Providers</p>

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	<p>Influence the allocation of S106 contributions to ensure the delivery of affordable housing is maximised not compromised</p> <p>Ensure a balance is reached between delivering new homes and the need for affordable housing by considering viability.</p> <p>Consider if commuted sums can be used to deliver affordable housing elsewhere in the borough</p>	<p>Different ways of delivering affordable housing explored</p> <p>Use the New Homes Bonus to deliver new affordable homes</p>	<p>2015 - 2020</p> <p>2015 - 2020</p>	<p>Of the 110 new affordable homes delivered in 2018/2019, 87 were for affordable rent and 23 were shared ownership.</p> <p>In 2018/2019 only one viability assessment proved that delivery of affordable housing and other contributions would compromise overall delivery of homes. On this qualifying site we ensured that a balance was reached between delivering new homes and the need for affordable housing and considered viability.</p> <p>9 ex local authority properties purchased through Right to Buy back utilising affordable housing commuted sums and 1-4-1 right to buy receipts.</p> <p>RTB receipts, Affordable Housing New Homes Bonus and borrowing was utilised to</p>	<p>Of the 202 new affordable homes, 159 were for affordable rent and 43 were for shared ownership.</p> <p>There were no viability assessments in 2019/20.</p>	<p>Affordable Housing Development Officer</p>

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	<p>Explore how we can use the Affordable Housing New Homes Bonus to increase the supply of housing</p> <p>Work with Registered Providers to seek HCA funding to help deliver more affordable units on new schemes</p>			<p>purchase 16 ex local authority properties for temporary accommodation.</p> <p>Colchester's Cabinet approved £1.2 million of right to buy (RTB) receipts to enable the purchase of up to 20 properties with Heylo Housing in 2019/2020. Cabinet also agreed to use RTB receipts and borrowing headroom in 2019/2020 to purchase up to 10 former council properties offered back to the council under the RTB right of first refusal covenant and up to 20 former council properties which have been sold under the RTB but are not subject to the covenant.</p>	<p>Heylo scheme did not proceed due to the new flexibility introduced through lifting of borrowing headroom. Funds allocated for the Heylo project were used to purchase back additional ex local authority properties within the Housing Revenue Account (HRA), which increased the acquisitions to 35.</p> <p>35 ex local authority properties were purchased, which were funded through 1-4-1 Right to buy receipts and HRA borrowing.</p>	
<p>Understand and identify housing needs in terms of number, size, tenure, quality of properties and associated facilities.</p>	<p>Clearly set out the level of housing required in the borough to meet housing need and demand through the development of an Objectively Assessed Need (OAN) figure, as</p>	<p>Robust Objectively Assessed Need figure is established to inform production of the local plan</p>	<p>2017</p>	<p>The Inspector accepted that the Council's Objectively Assessed Need figure of 920 represented a sound basis for Colchester's Local Plan in his letter to the North Essex Authorities in June 2018.</p>	<p>The Objectively Assessed Need figure of 920 continues to form the basis for the purposes of the Local Plan examination, however planning applications and appeals are now being determined as required by national policy on the</p>	<p>CBC Planning Policy Team</p>

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	<p>required by the National Planning Policy Framework</p> <p>Ensure that the new Local Plan includes policies to secure good quality design and space standards for new homes</p> <p>Consult with the University of Essex when assessing the demand for housing to ensure student needs are addressed.</p> <p>Consult with the Adaptations Manager to consider the building of specially adapted</p>	<p>5 year housing land supply is established and maintained which provides certainty for developers and ensures new development happens in the right locations</p> <p>Ensure that housing delivered in the market is attractive and meets the needs of Borough residents, creating neighbourhoods and communities which are sustainable.</p> <p>Particular groups include larger families, older people and supported housing for vulnerable people.</p>	Ongoing	<p>The Council continues to be able to demonstrate a 5-year housing land supply to meet both emerging Local Plan requirements and to meet higher delivery totals resulting from use of the new housing methodology which is applied to current planning applications.</p> <p>Action regarding University of Essex completed in 2015-2016.</p> <p>Consultation is ongoing with Colchester Borough Homes (CBH) to quantify the need for wheelchair adapted properties. This information is then used as evidence to request wheelchair</p>	<p>basis of the higher numbers arising from use of the Government's standard methodology.</p> <p>The Council is ensuring that its monitoring of housing delivery supports any adjustments required to meet 5-year housing land supply requirements.</p> <p>Accessible Homes Group formed, including asset management, housing options, healthy homes</p>	<p>Planning Policy Team / Affordable Housing Officer</p> <p>CBC Housing Strategy Team</p>



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<p>Ensure that Neighborhood Plans which are making housing site allocations are delivered in timely manner consistent with National and Local Policy and provide the policy framework to</p>	<p>properties to accommodate those with specific needs.</p> <p>CBC will support and work with Parish Councils and Neighbourhood Plan Groups where they are developing Neighbourhood Plans which are making housing</p>	<p>Neighbourhood Plans are consistent with National and Local Policy and provide the policy framework to contribute to meeting local housing need.</p>	<p>2017-2020</p>	<p>adapted and accessible properties to be included as part of Section 106 affordable housing obligations.</p> <p>Work is also being undertaken to try to secure wheelchair accessible housing within the Council's own newbuild programme.</p> <p>A project started in 2018/2019 with the Gateway to Homechoice Partnership to strengthen the robustness of the identification of the need for wheelchair adapted and accessible properties and the robustness of data collection.</p> <p>The Wivenhoe Neighbourhood Plan has advanced to referendum stage, and the West Bergholt and Eight Ash Green plans were submitted for examination at the end of March 2019. Five further plans are in earlier stages of preparation The three plans named above have provided a mix of housing types and tenures and contribute</p>	<p>team, client team and housing strategy team. Regular meetings to discuss the needs of households who require wheelchair adapted and accessible properties and to influence newbuild supply.</p> <p>Wheelchair adaptable and accessible housing at Cat 3 (2) (a) and Cat 3 (2) (b) secured in Section 106 affordable housing.</p> <p>Three Neighbourhood Plans were adopted in 2019: Wivenhoe (May), West Bergholt (October) and Eight Ash Green (December). Development plans for Copford, Great Tey, Marks Tey, Tiptree and West Mersea continue to progress.</p>	<p>Planning Policy Officers (supporting Parish Councils)</p>

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contribute to meeting local housing need.	site allocations. This will help ensure these Plans provide for a mix of housing types and tenures and contribute to meeting local housing need and affordable housing.			to meeting local housing need as well as affordable housing. The Wivenhoe Neighbourhood plan identifies 250 homes in Wivenhoe with 50 of these homes for older people. Affordable rented and some self-build and shared-equity projects will be encouraged. The proposed West Bergholt Neighbourhood Plan seeks 120 homes, 20% affordable to align with current Local Plan, to go up to 30% when the plan adopted. The plan supports a mix of housing tenure including older people and family housing. At Eight Ash Green the neighbourhood plan proposes 150 units meeting evidenced housing needs of the village, offering homes for first time buyers, downsizers, families and executives. Reference currently to 20% Local Plan target, but CBC requesting modification to add future compliance with 30% target.		
Encourage new initiatives, including housing products, which meet housing need and demand between affordable	Implement Colchester's Planning Policies which seek 20% of all affordable housing to be	A range of products and initiatives available to meet housing need	2015-2020	The Council supports the inclusion of intermediate housing on schemes	In 2019/2020, 21% of the new build affordable homes were intermediate housing.	CBC Affordable Housing Development Officer

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rented and home ownership.	<p>provided as Intermediate housing.</p> <p>Explore increasing the number of equity share properties available</p> <p>Publicise and support national initiatives which seek to bridge the gap between affordable rented and outfight home ownership.</p> <p>Provide support for the provision of self-build and custom-build homes and set up a register as required by the Housing and Planning Act so that households can register their interest in this product.</p>	A fully functioning housing ladder where demand meets supply at a price that is affordable to households in Colchester.	2015 - 2020	<p>In 2018/2019 21% of the new build affordable homes were intermediate housing</p> <p>Self and Custom build register is being maintained, with 168 applicants registered</p>	Self and Custom build register continues to be maintained, with 211 applicants registered	

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<p>Maximise the use of the Council's land and assets to deliver new housing.</p>	<p>Produce a development strategy which sets out the Council's aspirations, a pipeline of development and the funding required to deliver the strategy</p> <p>Identify council owned housing that is no longer viable and consider its potential to enable the development of new homes</p> <p>Create a new commercial company to take forward Colchester's housing development ambitions.</p>	<p>Delivery of new housing on Council owned sites to increase housing numbers</p> <p>Commercial Company set up and Colchester's Housing Development ambitions identified.</p>	<p>2019-2024</p> <p>2015 - 2020</p> <p>2017-2018</p>	<p>The 4 sites forming Phase 1 of the Amphora Homes developments have draft legal agreements for the finance and land deals. One planning application was submitted in March 2019 whilst another scheme is at pre-application enquiry stage.</p> <p>With the removal of the Housing Revenue Account borrowing cap in 2018/2019, work has begun on "Phase 2 Garage Sites" and "Airspace" projects and both are undergoing feasibility work.</p> <p>CBC and CBH continue to jointly review the viability of housing stock, using the viability model. Viability is considered on housing stock becoming empty to consider the cost of repair, sale or retention with funds from sales contributing to purchase/construction of new homes. In 2018/2019 CBC disposed of one property as the cost of repair and future maintenance meant it was not viable to retain ownership of the property.</p> <p>The companies went live in April 2018 and have been operating for</p>	<p>The first Colchester Amphora Homes Limited site completed land sales and obtained permission to commence construction in Summer/Autumn 2020. Military Road has been agreed as 100% affordable housing. All 4 garage sites have gained planning permission and construction is due to begin in Autumn 2020. Mill Road site is due to go to planning committee in September 2020. The site consists of 350 homes of mixed-tenure, 104 of these will be affordable housing. Plans are being progressed for the next phase with initial business cases produced from July 2020.</p> <p>Phase 2 of the project (Sept 2020 – March 2021).</p>	<p>Amphora Homes/CBC Client Team/CBH</p> <p>Joint CBC/CBH Asset Management Group, Housing Development Officer</p> <p>CBC Client Team</p>

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				<p>their first year. The Phase 1 sites have progressed as detailed above and are expected to deliver more than 300 new homes, including over 100 affordable homes over the next few years.</p>		
<p>Continue to review the Council's existing sheltered housing stock to implement the Colchester Standard</p>	<p>Carry out major refurbishment of the Sheltered Housing Stock identified in the 2010 Review.</p> <p>Review the remaining Sheltered housing stock through condition surveys and assessing their viability</p>	<p>Colchester Standard achieved on all schemes identified</p> <p>Up to date surveys and viability assessments completed on schemes.</p>	<p>1st scheme completed March 2015.</p> <p>2nd scheme completed July 2017.</p> <p>3rd scheme completed August 2018.</p> <p>Annual reviews</p>	<p>With the removal of the Housing Revenue Account borrowing cap, work to ensure that Colchester's sheltered housing meets the Colchester Sheltered Housing Standard has been restarted. A Joint CBC/CBH Project team was established to identify next sheltered scheme for refurbishment.</p> <p>Designs and plans are being worked up and initial estimates indicate that a scheme will be designed, and work procured by Jan 2021 with work completing in 2022/2023.</p> <p>Maytree Court, previously used for sheltered accommodation, was disposed of in January 2019.</p> <p>A 5-year investment programme is in place, with on-going surveys to identify major works. Viability assessments considered by CBC</p>	<p>Sheltered Housing Refurbishment programme re-established in 2020/21. Planning started in April 2019 on Elfreda House with a view to demolish and rebuild a new sheltered scheme to the Colchester standard.</p> <p>Sheltered 5-year investment programme in place and first years' work completed in 2019/20.</p>	<p>CBH Asset Management Team</p> <p>Housing Client Team</p>

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				and CBH and recommendations made to the Portfolio Holder.		
Promote a positive message about the need for new housing and align with the need for Homelessness Prevention in the borough and the need for affordable housing of all tenures	Publicise the community and economic benefits of new homes and the need for housing to meet local needs through press releases, consultation, committee reports	A better understanding amongst residents as to why additional housing is required	2015-2020	Publicity via reports on housing delivery/Local Plan update to Local Plan Committee and Annual Monitoring Report.	Publicity via reports on housing delivery/Local Plan update to Local Plan Committee and Authority Monitoring Report.	Communications Team, Planning Policy, Registered Providers
Increase the role of the private rented sector in meeting housing need	Improve access for those who traditionally face barriers to the private rented sector (PRS)	Increased provision of Private Rented homes to meet housing needs	2015-2020 2015/16	A new incentive package to encourage Private Sector Landlords to rent to homeless households, known as Homestep has been developed. A total of 57 households were rehoused into suitable private rented homes as a result of this new scheme. The Private Sector leasing scheme run by CBH secured two more properties in 2018/2019 bringing the total to 13 properties. The Private Sector Housing team continue to inspect properties secured by CBH for the Homestep scheme. They assisted CBH with the development of the Private Sector Leasing Scheme standards and inspect all	The Private Sector Housing team continue to inspect properties secured by CBH for the Homestep and Private Sector Leasing Schemes to ensure minimum standards are met. 113 requests for property inspections from CBH in 2019/20.	CBH - Housing options Team, CBC – Private Sector Housing Team, Private Landlords

What we want to achieve	Key Actions	Outcome	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	Work with landlords to improve the sometimes poor image of the PRS through implementing the Essex wide landlord accreditation scheme	Landlord Accreditation scheme implemented and perception of the PRS improved		properties for both schemes to ensure minimum standards are met. See previous years updates - this scheme never progressed.		

## **2. Work with partners and residents to create mixed communities which are economically, environmentally and socially healthy and resilient**

What we want to achieve	Key Actions	Outcome	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
Facilitate integration into the local community for the incoming population.	Work with local community and voluntary sector to improve information, access and support	Community groups set up. Incoming population successfully	2015-2020	A total of 14 refugee families (65 individuals) have been resettled since December 2015 as part of the Syrian Resettlement Scheme.	The number of refugee families resettled under the 2015-20 Central Government Scheme remains at 14.	CBC Community Initiatives Team

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	(especially ethnic minorities)	integrated into the community.		We continue to work with Essex Integration (our service delivery partner) and other voluntary sector organisations, to support our refugee families and help them integrate into society.	CBC has agreed to support the next UK Resettlement Scheme starting Spring 2020 and has collaborated with Colne Housing, Essex Integration and ECC to provide an offer of accommodation (through Colne Housing) to 1 Refugee family.	
Deliver quality neighbourhoods with adequate infrastructure.	<p>Inform and consult the relevant infrastructure providers including education services of proposed housing developments so they have the opportunity to comment and influence outcomes.</p> <p>Work in partnership with ECC and the South East Local Enterprise Partnership (SELEP) to deliver integrated and sustainable transport projects</p>	<p>High quality communities</p> <p>Projects delivered – Infrastructure needs met</p>	<p>2015-2020</p> <p>2015-2020</p>	<p>During 2018/2019, CBC received s106 contributions of £2,019,584 for projects which included:-</p> <p><i>Contribution to Public Open Space</i> £1,166,146 received for site specific projects with the Borough.</p> <p><i>Community Facilities</i> - £432,426 received for projects including the community centre provided within the Colchester Northern Growth Area, expansion of the community centre located within the development at former Severalls Hospital, improvements to the Lakelands Community Centre, equipping the proposed new Stanway Community Hall.</p>	<p>During 2019/2020, CBC received s106 contributions of £864,053.32 for projects which included: -</p> <p>Public Open Space - £369,119.78 received for projects including Stanway Country Park, improvements to access to the open space and recreational facilities in the Council's area.</p> <p>Community facilities - £60,546.21 towards improvements to the hall on Western Approach Road, Stanway</p> <p>Leisure Maintenance - £149,695.33</p>	<p>CBC Planning Policy and Transportation Team, Development Management, Community Development Team</p>



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				<p><i>Affordable Housing Contribution</i> - £178,922  <i>Public Realm</i> - £20,866 for maintenance and improvements of St. Nicholas Square  <i>Highways Transportation Contribution</i> - £61,805 to be used towards improving the safety and security of a walking route from Hawkins Road to the University of Essex and the resurfacing lighting and provision of security at the nearest route to the property located adjacent to the Old Custom House.  <i>Student Travel Plan</i> - £82,408 received for Student Travel Projects  <i>Footpath Improvements</i> - £77,000 towards improvements to the Rowhedge Trail</p>	<p>Recreational disturbance Avoidance and Mitigation Strategy (RAMS) - £35,076.66 received.  Highways Transportation Contribution - £116,158.07 for projects including the provision of a foot/cycle bridge across the river Colne, creating, improving or maintaining cycle routes in Layer Road and Boudicea Way and Travel Plan Club Membership.  Health - £133,457.27 towards the provision and improvements of health facilities.  CBC continue to work with partners including ECC to deliver enhanced walking and cycling routes and sustainable transport projects, including the Colchester Rapid Transit System (RTS), with consultation on routes undertaken in Autumn 2019.</p>	
Encourage Community Engagement with housing providers	Introduce a co-ordinated approach to community engagement with	Community projects established Projects delivered including Crucial	2015-2018	A number of "Street weeks (Police led Community engagement) held in targeted	Clear focus on a collaborative, cross sector, system wide, partnership approach to creating sustainable, healthy &	Police, Crime Commissioners, CCVS, CBH, Registered

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and other organisations	voluntary sector and housing providers	Crew for older and young people.		<p>communities with good partner and citizen engagement.</p> <p>CBH delivered 8 “Making a Difference” days in communities with Council housing, engaging residents with relevant partner agencies aiming to increase Community resilience.</p>	<p>engaged communities through the Health &amp; Wellbeing Alliance and One Colchester.</p> <p>CBH delivered 8 ‘Make a difference’ days, in communities with Council Housing, engaging residents with relevant partner agencies aiming to increase community cohesion and resilience.</p> <p>CBH also delivered 8 Estate tours with elected members and tenants to identify estate improvements</p> <p>CBH delivered a Boxing SMART programme for young people to promote positive behaviours and health and wellbeing</p> <p>A CBH tenant group awarded community grant funding of £50k to support local tenant initiatives e.g. Box Smart Programme, Munch Club etc.</p>	Providers, CBC Community Safety

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<p>Create neighbourhoods and communities which are sustainable</p>	<p>Develop partnerships with residents, the voluntary sector, community organisations and wider local service providers, especially on new housing schemes/developments.</p> <p>Work in partnership with the Community Police to implement new legislation from the ASB Police and Crime Act and undertake enforcement action as necessary</p>	<p>Partnerships set up</p> <p>Continue to hold events including 'Days of Action' and 'Make a difference day', to bring communities together. (8 make a difference day held a year)</p>	<p>2017</p> <p>Ongoing</p>	<p>CBC Community Enabling Officers took part in "Street Weeks" lead by Essex Police, working with external partners and engaging with residents. The Community Enabling Team, work with the voluntary sector and local organisations to encourage community cohesion, strengthen communities, enable behaviour change to help them become more self-sufficient.</p> <p>3 Street Weeks events held in Highwoods, Shrub End/St Michaels and Greenstead. All events included a community consultation prior to the event, in which local communities/neighbourhoods were engaged with and asked to identify issues, which were then tackled during the week-long events.</p> <p>Town Centre multi agency partnership "Team ten" formed to reduce incidence of ASB and nuisance in Town Centre. Weekly briefings held with partners to agree approach with support and enforcement in place to resolve issues arising.</p>	<p>CBC Community Enabling Team, work with voluntary and community sector organisations to encourage community cohesion, strengthen their community assets, enable behaviour change to help citizens become more self-sufficient and create sustainable change.</p> <p>Public consultations carried out on S106 community projects to ensure residents have their say and inform community development.</p> <p>Asset Based Community Development (ABCD) training delivered to a small group of CBC staff, community leaders and groups (provided by Nurture Development). ABCD will form part of the new CBC Communities Strategy to be embedded across the organisation.</p> <p>Town Centre multi agency partnership team continue to meet regularly to agree</p>	<p>Zone Wardens, Community Police, Community Initiatives, CBH, Registered Providers, CBC – Private Sector Housing, Environmental Protection, Animal Services, CBC Community Safety Team</p>

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	Maximise employability funding from the SELEP to support the Economic Growth Strategy	Funding bids submitted and agreed	2020	<p>Overarching Town Centre Action Plan initiated to deliver a multi-agency approach to tackling ASB within the Town Centre</p> <p>Local Community Meetings (multi agency problem solving groups) continue to work alongside local communities to address crime, anti-social behaviour and quality of life issues. Currently chaired by Police, 12 meetings took place across the borough during 2018/19.</p> <p>CBH continue to manage and deal with reports of anti-social behaviour across all tenures (see later for more information).</p>	<p>approach with support and enforcement in place to resolve crime and Anti-Social Behaviour (ASB) issues arising in the town centre. Overarching Town Centre Action Plan is in place to deliver a multi-agency approach to tackling ASB within the Town Centre.</p> <p>CBH recognised and celebrated Good Neighbours with an award ceremony in the Town Hall</p> <p>CBH now have 60 volunteer tenants - Quality Assurance Advisors (QAA's) in CBC 2 and 3 storey blocks who monitor and feedback on the grounds maintenance and cleaning contracts</p>	CBC - Economic Growth Team, Enterprise and Tourism Team

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<p>Improve the external environment on the Council's housing estates</p>	<p>Develop an Estate Management Strategy for the external environment within the Council's housing estates</p> <p>Complete a pilot project at Scarfe Way to test the impact of improvements around blocks of flats.</p>	<p>Estate Management Strategy produced with recommendations that can be implemented</p> <p>Pilot project completed</p> <p>Results of the pilot used to inform an ongoing estate improvement programme</p>	<p>2017</p>	<p>Estate improvements complete at Scarfe Way with improvement to reduce incidents of environmental anti-social behaviour in the area.</p> <p>Following a successful pilot, a project has moved forward in Greenstead with the aim to replace brick boundary walls with open, birdsmouth fencing.</p> <p>In 2018/2019 there was investment in garage site refurbishment of £325,000 throughout Borough which contributed to improving the external environment on the Council's housing estates.</p>	<p>Estate improvements completed</p> <p>CBH has developed a local tenant panel for Greenstead Estate, the group make recommendations and decisions on estate improvement requests and monitor CBH performance</p> <p>CBH carried out 8 estate tours with tenants and Councillors to identify Estate improvements</p> <p>CBH have developed an Estate management standard and strategy</p> <p>CBH celebrated CBC tenants who take pride in their gardens and communal spaces with an award ceremony at Beth Chatto Gardens</p>	<p>Zone Wardens/CBH Housing Management Team</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
<p>Reduce and tackle anti-social behaviour in partnership with other agencies</p>	<p>Challenge antisocial behaviour and use appropriate sanctions against those who cause a nuisance</p> <p>Work with others to offer a range of interventions to help people change their behaviour</p> <p>Provide support to witnesses and victims of antisocial behaviour</p>	<p>Reduction in antisocial behaviour</p>	<p>2015-2020</p>	<p>Reports of ASB to CBH reduced in 2018/19 to 300 from 399 in the previous year.</p> <p>Town Centre multi agency partnership "Team ten" formed to reduce incidence of ASB and nuisance in Town Centre.</p> <p>Weekly briefings held for partner participation and to agree approach with support and enforcement in place to resolve issues arising. ✓</p> <p>Overarching Town Centre Action Plan initiated to deliver a multi-agency approach to tackling ASB within the Town Centre.</p>	<p>Town Centre multi agency partnership team continue to meet regularly to agree approach with support and enforcement in place to resolve crime and ASB issues arising in the town centre. Overarching Town Centre Action Plan is in place to deliver a multi-agency approach to tackling ASB within the Town Centre.</p> <p>CBC funded 4 Police Security Support Officer (PCSO's) for a period of 2 years (from January 2019) to tackle incidents of crime and ASB. 3 PCSP's dedicated within the Town Centre PSPO area. 1 PCSO dedicated to covering rural community hotspots</p> <p>Multi-Agency Coordination Panel initiated (in partnership with Police) to address / tackle issues of serious, violent crime and ASB, especially those incidents relating to gang</p>	<p>CBH anti-social behaviour team, Police, Environmental Protection and Animal Services. CBC Community Safety Team</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
					<p>activity, drugs and hate crime.</p> <p>CBH have promoted zero tolerance to drug activity within Council Housing Stock and have publicised closure orders and evictions for high level ASB activity in the local press.</p> <p>CBH lead on the Sanctuary scheme and are part of the DV Forum, MARAC, Hate Crime Prevention Panel, Safer Colchester Partnership and continue to liaise with other housing providers to give advice and deliver ASB training.</p> <p>CBC and CBH Community Safety Teams lead and deliver the Anti-Social Behaviour Case Review process – a multi-agency response to multiple incidents of ASB</p> <p>CBH work with Catch 22 family intervention project and Open Road to help</p>	

What we want to achieve	Key Actions	Outcome	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
					sustain tenancies and reduce ASB	



### 3. Prevent homelessness and rough sleeping

Preventing homelessness and rough sleeping are addressed in our Homelessness Strategy 2014-2019. The Delivery plan for the strategy can be found by following the link here: <http://www.colchester.gov.uk/homelessnessstrategy>

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
Progress on the actions set out in the Homelessness Strategy Delivery plan monitored and updated annually.	Consult with Homelessness Strategy Project Group and other key organisations on progress on actions.	Delivery plan updated, and progress report completed and published on website.	Annually	Delivery plan updated in conjunction with Project Group and a progress report completed and published on website.	Updated actions incorporated into new Homelessness and Rough Sleeping Strategy.	Housing Strategy Officer
To produce a new Homelessness Strategy for Colchester.	Project Group set up with key stakeholders to carry out a review of Homelessness in Colchester and develop a new Homelessness Strategy and Delivery plan.	A new Homelessness Strategy written and published.	2019 - 2020	<p>Consultation event for the new Homelessness and Rough Sleeping Strategy held in conjunction with Homeless Link.</p> <p>Multi-agency Project Group set up to develop new Homelessness and Rough Sleeper Strategy and first meeting held.</p>	<p>Colchester's new Homelessness and Rough Sleeping Strategy and Delivery Plan developed and agreed by Cabinet in November 2019.</p> <p>Housing and Homelessness Strategy Evidence base updated.</p> <p>Documents published on CBC website.</p>	Housing Strategy Officer
Ensure we are best placed to respond to the new duties placed on local authorities because of the implementation of the Homelessness Reduction Act 2017	Review the impact of the Homelessness Reduction Act 2017 on our services and strategies	Our services can meet the requirements of the legislation and respond to customers' needs	2017 - 2018	CBH have delegated responsibility for the delivery of the Homelessness and Housing Advice service through its Housing Options team. The implementation of the Homelessness Reduction Act has been delivered following significant preparation as detailed in 2017/2018. A significant change implemented in	<p>The HRA is fully implemented and the Housing Options service reconfigured to meet the requirements.</p> <p>During the year 1493 households approached as homeless or threatened with homelessness and 791 Personal Housing Plans were completed. 230 households were accepted as homeless and in priority need with the</p>	CBC/CBH Housing Solutions Team

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
				<p>2018/2019 was the provision of a Housing Options wizard website to provide advice and guidance to those who may be homeless or threatened with homelessness.</p> <p>During the year 1344 households approached as homeless or threatened with homelessness and 744 Personal Housing Plans were completed. 115 households were accepted as homeless and in priority need with the Council accepting a duty to provide permanent accommodation. This is a 37.5% reduction from 2017/2018.</p> <p>Action was taken to prevent and relieve homelessness for another 276 households.</p>	<p>Council accepting a duty to provide permanent accommodation.</p> <p>Action was taken to prevent homelessness for another 285 households.</p>	

#### 4. Work in partnership to improve the Life Chances of Colchester's residents, including their health and well-being

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/20	Who will do it
<p>Improve health &amp; wellbeing of Colchester residents through greater integration of housing, health and social care services.</p>	<p>Engage with partner services and identify opportunities for joint working and service delivery to tackle housing as a long-term barrier to health.</p> <p>Explore opportunities for additional Public Health funding.</p> <p>Establish effective multidisciplinary care/referral pathways</p> <p>Work with local community and voluntary sector organisations to improve</p>	<p>Joint working established between housing, health and social care</p> <p>Pathways established, and referral processes improved</p> <p>Regular Forums established, Tenancy audits in</p>	<p>2015-18</p> <p>2015 - 2020</p> <p>2015-2020</p>	<p>CBH developed a secondment for mental health social worker, which is developing improved communication; pathways and assessments for people with a mental health issue who are threatened with homelessness. This role is particularly to support those who are at risk of or are sleeping rough; but also supports discharge from residential placement; or those at risk of admission or losing a home.</p> <p>Funding through Sport England Local Delivery Pilot is being used to lever in system wide funding and to test and learn what will work in connecting residents with their communities and improving health through decreasing inactivity. Partnerships with Catch 22 housing intervention project have led to them changing their model to incorporate</p>	<p>Following the success of the CBH Mental Health Project, funding was secured from the North East Essex Clinical Commissioning Group (NEECCG) in partnership with Essex Partnership University Trust (EPUT), CBH and Tendring District Council to add additional resources to expand the provision to cover North East Essex, for all tenure types. The Health and Housing Partnership commenced in February 2020 with 2 years funding, now consisting of 4 mental health professionals on secondment.</p> <p>CBC have worked in partnership with the North East Essex Health and Wellbeing Alliance, which is a collaboration of commissioners, providers and other system partners working together to transform the health and wellbeing of the population of North East Essex as an integrated system. In this</p>	<p>Registered Providers</p> <p>Essex County Council</p> <p>CBC-Healthy Homes Team-</p> <p>NEE CCG Catch 22</p> <p>NEE CCG ECC</p>

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/20	Who will do it
	information, access and support for household health checks.	place to identify vulnerable tenants		<p>health and wellbeing interventions such as walk &amp; talk sessions and connecting families to their local communities in a bid to decrease inactivity and improve health as part of their homelessness prevention work.</p> <p>Work undertaken to encourage adoption of Livewell campaign by NEE Alliance in promoting health and wellbeing and prevention across the acute and health and social care sectors</p> <p>The Health and Housing Project has worked with a wide range of partner services including within health, social care and the community. Raised awareness of the work of the Private Sector Housing team (PSHT) and provided shadowing opportunities to colleagues from other services. Referral pathways into the services provided by the PSHT have been set up.</p>	<p>work we have supported the creation of the Local Delivery Plan and lead on the Be Well Domain.</p> <p>The referral pathways into the Private Sector Housing (PSH) team created by the Health and Housing Project still exist, although referrals have reduced. Shadowing opportunities still made available and we have had Adult Social Care and other colleagues join the team.</p>	<p>CBC Customer Solutions,</p> <p>CBC-Private Sector Housing Team</p>

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/20	Who will do it
	Reduce the number of home hazards most likely to have a negative impact on residents' health and safety.	Home hazards reduced by 300 per annum	2015-2020	More than 300 serious housing hazards have been removed from homes in the private sector through the work of the Private Sector Housing team, including over 50 Category 1 hazards. This is through a combination of informal and formal enforcement activity and the offering of discretionary loans to homeowners to enable them to undertake works to remove hazards.	More than 400 serious housing hazards have been removed from homes in the private sector through the work of the Private Sector Housing team, including 116 Category 1 hazards. This is through a combination of informal and formal enforcement activity.  In addition, 5 serious housing hazards have been removed from the homes of 5 vulnerable owner occupiers by the Healthy Homes Team through the provision of a discretionary loan to enable them to undertake works to remove hazards.	CBC-Private Sector Housing Team
Undertake targeted activity to support the most vulnerable members of the community who live in the poorest quality housing containing Category 1 and significant Category 2 hazards	Establish and pilot new referral pathways between Private Sector Housing & Customer Support Team	Pathways established  Progress to achieving an annual target of improving 300 dwellings occupied by vulnerable people including those with	2014-16	The Health and Housing Project has set up referral pathways into the team, for other agencies to raise concerns about the housing conditions of vulnerable residents.  More than 70 dwellings improved by the removal of serious Category 1 and Category 2 housing hazards through a combination of	Referral pathways into the team, for other agencies to raise concerns about the housing conditions of vulnerable residents still exist, but referrals have reduced.  167 dwellings have been improved by the Private Sector Housing team through the removal of 406 serious Category 1 and Category 2 housing hazards through a	CBC Private Sector Housing –  CBC Healthy Homes Team  Registered Providers NEE CCG ECC ACE

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/20	Who will do it
	Work with Clinical Commissioning Group and Health and Social Care Services through the Care Closer to Home Strategy to tie Environmental Health into care planning and patient discharge.	long term health conditions.  Facilitate quick and ready access to services which resolve property-related barriers to returning to/staying at home.		informal and formal enforcement action and the offering of discretionary loans to home owners.  Health and Housing Project Officer based in hospital discharge hub.  Agreement in place for a Senior Occupational Therapist to be seconded to the Private Sector Housing Team from ECC. The pilot 1-year project will run in 2019-2020 to work on facilitating timely discharge from hospital, respite care, step down beds and so on to home.	combination of informal and formal enforcement action.  <b>5</b> dwellings have been improved by the Healthy Homes team through the removal of <b>5</b> serious housing hazards by the Healthy Homes Team through the offering of discretionary loans to homeowners.  A Senior Occupational Therapist has been seconded to the Healthy Homes Team from ECC to support greater integration between CBC and ECC and has proven to be very positive in terms of partnership working and improving speed of discharge from hospital.	
Achieve cost savings to the NHS and wider society as a result of housing improvements on health.	Purchase housing health cost calculator and populate with data for each intervention or housing assistance case where housing hazards	£80,000 NHS Cost savings delivered annually	Cost calculator purchased 2014  Cost saving ongoing	Housing and Health costs calculator not purchased again for 2018-19, but to be reconsidered for 2019/20.	The Housing and Health costs calculator not purchased for 2019-20	CBC Private Sector Housing

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/20	Who will do it
	have been removed.					
Reduce fuel poverty in the borough.	<p>Promote Warm Home Discount and Priority Services Register for vulnerable residents. Provide fuel poverty advice to households &amp; signpost customers to income maximisation and fuel tariff/debt advice. Signpost customers to Green Deal offers and measures available.</p> <p><b>New Action for 2018 - 19:</b> Promote the ECO Flex scheme will allow CBC, through its partners, to provide affordable warmth assistance to fuel poor and low-income households that are vulnerable</p>	<p>Increased take up of Warm Home discount.</p> <p>Reduction in fuel poverty in the borough</p> <p>An uptake of the ECO Flex funding discounts provided by our partners</p> <p>Reduction in fuel poverty in the borough and removal of excess cold hazards.</p>	<p>2015-2020</p> <p>2015-2020</p> <p>July 2018 onwards</p>	<p>CBH reviewed homes where energy rating was below expectation to implement “warm homes” insulation and heating survey. CBH Financial Inclusion team actively support tenants to make better choices in utility tariff and use energy efficiently.</p> <p>Affordable warmth assistance to fuel poor and low-income households that are vulnerable to the effects of the cold provided through:</p> <ul style="list-style-type: none"> <li>1 promotion delivered by Aran services targeting LOSA’s.</li> </ul>	<p>Working with ECC and other districts/boroughs, work has commenced around supporting the UK Power Networks recently launched Heat Decarbonisation Strategy to support communities that are heavily dependent on oil, to use greener fuels. This work is ongoing.</p> <p>Financial inclusion team ran workshops for staff to build on their skills to reduce fuel poverty. The team also continue to actively support tenants to make better choices in utility tariff and use energy efficiently.</p> <p>Ongoing promotion by ECO Flex providers to improve properties across the borough has led to 45 properties having energy efficiency improvements such as cavity wall insulation, heating, and loft insulation. Awareness of this scheme continues to grow</p>	<p>CBC – Community Initiatives Team, Voluntary sector Energy suppliers Energy Savings Trust</p> <p>CBC – Healthy Homes Team</p> <p>CBC Warm Homes partners, Energy suppliers</p> <p>CBC – Healthy Homes Team</p>

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/20	Who will do it
	<p>to the effects of the cold</p> <p>Enforce the provision of insulation and economic/efficient heating systems in privately rented properties to remove Category 1 and significant Category 2 hazards of Excess Cold.</p> <p>Provide grant/loan aid to owner occupiers (where alternative forms of assistance are not available) to remove Category 1 and significant Category 2 hazards of Excess Cold</p>	<p>Removal of 80 Excess Cold hazards in privately rented and owner-occupied homes per annum.</p>	<p>2015 onwards</p> <p>Ongoing</p>	<ul style="list-style-type: none"> <li>• 1 promotion by NCS Property Services</li> <li>• Promotion via councils FB page</li> <li>• All councillors provided with information to pass on to residents</li> <li>• 30 ECO Flex declarations made</li> <li>• 22 installations completed with 14 residents getting full funding</li> <li>• Promoted through the Winter Resilience leaflet, staff attended 2 events and spent 2 afternoons in the ONE Colchester Shop promoting the scheme and encouraging take-up amongst residents ☐</li> </ul> <p>More than 50 homes in the private rented and owner-occupied sector had Category 1 and Category 2 Excess Cold hazards removed through a combination of informal and formal enforcement action and the provision of discretionary housing assistance.</p>	<p>through CBC's Statement of Intent.</p> <p>83 homes in the private rented sector had Category 1 and Category 2 hazards of Excess Cold removed through a combination of informal and formal enforcement action.</p> <p>5 owner occupied homes had Category 1 and Category 2 hazards of Excess Cold removed through the provision</p>	<p>CBC-Private Sector Housing/Healthy Homes Team</p>



What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/20	Who will do it
					of discretionary housing assistance	
Maximise resources available for adaptations work	Develop a protocol with RPs which sets out their financial contributions towards adaptations in properties they own for their tenants.	Protocol developed and contributions by RP's are implemented.	2019/20	Not progressed, considered a lower priority to other pieces of work.  Discussions being held Essex wide to whether this is a project that can be progressed in 2019/20 by the Essex Well Homes Group (which includes a rep from each LA who manages the DFG program)	A Registered Provider (RP) offered a financial contribution towards the cost of 2 large Disabled Facilities Grant applications in 2019/20, however works were required to commence prior to year-end, and this was not achievable.  The Essex Well Homes Group has engaged with several large RP's to discuss a framework relating to contributions and working in partnership. This work is ongoing.	CBC – Healthy Homes Team Registered Providers
A proactive approach to dealing with dampness and condensation in flats	Work with Registered providers and Green Deal providers to identify and improve dwellings through building fabric and behaviour change interventions	Accommodation with damp and condensation problems identified and improved.  Damp & Mold hazards mitigated  NHS Cost Savings established	Pilot properties identified 2015  2018  Ongoing	Not progressed in 2018/19 as a proactive project but continue to respond to reactive complaints regarding dampness and mould.  One significant development of flats where this was identified as a problem is being addressed by the landlord through redevelopment of the site and the rehousing of tenants to other properties.	Not progressed in 2019/20 as a project but PSH Team continue to respond to reactive complaints regarding Dampness and Mould.  A new project has been started to identify rented properties with poor energy efficiency through comparing Energy Performance Certificates showing low SAP ratings with data held by the Tenancy Deposit protection schemes. Once properties are identified	CBC -Private Sector Housing- Registered Providers Green Deal Providers

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/20	Who will do it
					we will be liaising with the landlord regarding works required to improve the energy efficiency. This is a new project with no outcomes to date.	
Lower the rates of unemployment in the Borough by supporting and encouraging residents to take up work.	<p>Operate weekly Work Clubs for advice, support and networking</p> <p>Develop education, employment and training opportunities for council tenants and other residents</p> <p>Develop the Local Support Services framework, in partnership with Colchester Job Centre Plus, Colchester Borough Homes, Customer Borough Council and other partners to promote employment opportunities and local support services</p>	<p>Work clubs set up; premises and volunteers to run them identified</p> <p>Unemployment reduced</p>	<p>Ongoing</p> <p>Ongoing</p>	CBC has secured Flexible Support Fund (which helps reduce barriers to people accessing employment) grant from DWP to employ a Community Support Employment Officer (CSEO). CSEO works jointly between Colchester Job Centre and CBC locations (Library and Community Hub). The role is designed to support those further from employment market closer or back to work. The role also focuses on supporting residents claiming Universal Credit. The project ran from April 2018 and has been further extended to run until at least March 2020. CSEO has engaged with 400 customers already and has seen many positive outcomes including employment, volunteering, preventing homelessness through tenancy sustainment	<p>Due to the value added to the local community network, CBC extended the Community Support Employment Officer (CSEO) role throughout 2019-2020. The CSEO continues to deliver employment, volunteering, and wellbeing outcomes to those furthest from the employment market with over 400 customer engagements.</p> <p>Tenancy sustainment remains a priority of the role: engagements with the CSEO regularly lead to successful applications for DHP payments which prevent homelessness, and access to Welfare Benefit Specialists in the Customer Support Team means that for those who are unwell or have a disability, additional financial support like Personal Independence payments can be accessed.</p>	<p>CBC</p> <p>CBH/CBC Customer Solutions.</p> <p>DWP</p>

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/20	Who will do it
				<p>and maximising social inclusion.</p> <p>CBH has worked with DWP work coaches and delivered and participated in events to support residents into employment.</p> <p>Training schemes have been promoted to CBH tenants through Social media; direct mailing and resident newsletters. CBH has supported local employability charity "Signpost"</p>	<p>Financial inclusion is a key element of the role; the CSEO supports customers transitioning from Welfare benefits into employment by completing benefit and budgeting calculations and supports them to access bank accounts.</p> <p>CSEO utilises the partnership with the DWP to resolve Universal Credit enquiries to ensure prompt resolution, and together with the Job Centre Plus work coaches enables long term joined up support for the most vulnerable customers in the borough.</p> <p>CBH continue to work closely with DWP to help more vulnerable customers transitioning onto UC</p> <p>Citizen's Advice have set up a drop in at the Greenstead Housing Office once a week to offer outreach support to tenants.</p>	CBH

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/20	Who will do it
Increase the employability skills of 25-35-year-old entrenched unemployed in St Andrews and surrounding area	Implement Resilience Hub based in Greenstead Housing Office to offer training, work placements and motivational courses	Increase in 25-35-year olds into employment.	2015 - 2016	(see above progress)	See above	DWP, CBC, CBH, Colne Housing, GO4, Signpost, Children Centres and Family Solutions
Encourage better links between housing and crime prevention	Work with organisations to continue to arrange and hold events including Terry's Army Days/Local ASB Forum/ASB Partnership event.	Events held quarterly	2015 - 2020	See above regarding Street Weeks and Town Centre Action Plan.	Town Centre multi agency partnership team continue to meet regularly to agree approach with support and enforcement in place to resolve crime and ASB issues arising in the town centre. Overarching Town Centre Action Plan is in place to deliver a multi-agency approach to tackling ASB.	Colchester Borough Homes/Open Road/Police/CBC Community Safety Catch 22
	Make homes safer and reduce the fear of crime through	Safer homes and reduction in fear of crime – Category 1	2015 - 2020		Safer Colchester Partnership Operational Group (renamed Community Safety Delivery Board from April 2020) allows regular engagement between	CBC – Private Sector

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/20	Who will do it
	<p>mitigation of 'entry by intruder' hazards under the provisions of the Housing Health and Safety Rating System (HHSRS).</p> <p>Provision of Home Security Grants to lower income households for urgent home security works</p>	<p>&amp; significant category 2 'entry by intruder' hazards removed.</p> <p>Minimum 20 'entry by intruder' hazards removed per year by formal or informal enforcement action</p>		<p>All properties are assessed for "entry by Intruder" hazards when inspected.</p> <p>9 properties had this hazard removed or reduced to an acceptable level through enforcement activity.</p> <p>Home Security Grants are still available but no requests for assistance in 2018/19</p>	<p>CBC, Police, CBH and other Housing Associations.</p> <p>All properties are assessed for "entry by Intruder" hazards when inspected.</p> <p>4 properties had this hazard removed or reduced to an acceptable level through enforcement activity.</p> <p>The Financial Assistance Policy is under review and the Home Security Grant will remain an offered assistance despite this not being taken up in 2019/20.</p>	<p>Housing Team</p> <p>CBC-Healthy Homes Team</p>
Prevent and reduce Domestic Abuse	Work in partnership with Essex County Council to develop a Domestic Abuse Strategy for Essex	Domestic Abuse Strategy produced and implemented	2015	In 2018/2019 CBC led on a successful bid and secured £398,643 of funding to provide services to women and their families fleeing domestic abuse in Colchester, Tendring, Braintree and Maldon. The bid was made in partnership	In 2019/2020 the MHCLG funded project to provide support to women fleeing domestic abuse who also had substance misuse issues provided support and accommodation to 43 women.	Housing Options Team, ECC, Registered Providers

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/20	Who will do it
				<p>with Colchester and Tendring Women's Refuge.</p> <p>The funding will be used to increase the number of available spaces at the refuge, provide accommodation for women and their children seeking to live independently after suffering domestic violence, provide support and accommodation to women with mental health issues arising from the abuse they have experienced, raise awareness of Domestic abuse support services among the Black, Asian and Minority Ethnic (BAME) communities and to integrate specialist support services for the first time for those with other complex issues like addiction to alcohol or drugs. Currently, people need to be drug- or alcohol-free before being able to access the services provided by a refuge.</p> <p>CBH hosted Domestic Abuse conference for local Housing Association and relevant</p>	<p>In 2019/2020 ECC recommissioned Domestic Abuse services which saw a change to how domestic abuse services were provided with our local provider now providing services across the whole of North Essex.</p> <p>105 women were accommodated in the refuge in 2019/2020. 147 children received specialist therapeutic support. A total of 406 women were supported in the community and remained in their own homes.</p>	

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/20	Who will do it
				<p>partner agencies with presentation from The Domestic Abuse Housing Alliance (DAHA) and Local Women's Refuge. CBH committed to Chartered Institute of Housing Domestic Abuse (DA) pledge to support victims and tackle Domestic Abuse.</p> <p>CBC transferred responsibility for DA Sanctuary scheme (home security for DA victims) to CBH. CBH worked to raise the profile of the sanctuary scheme with local partners.</p>		

### 5. Work with customers to help them make informed choices about their housing options

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
Manage customers' expectations and enable them to help themselves	Work with the CBC Customer Service Centre (CSC) to help promote self-serve	<p>More customers able to self-serve</p> <p>More efficient service</p>	2015/16	<p>CBC website has been fully redeveloped to make it easier for customers to access.</p> <p>Newly launched Universal Credit and Community</p>	See previous update	<p>CBH - Housing Options Team,</p> <p>CBC - Customer Solutions,</p>

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	Work with our Gateway to Homechoice partner local authorities to develop an Enhanced Housing Options self - serve tool to enable customers to help themselves	Financial savings  More customers able to help themselves	2017 - 2018	Support Employment Officer (CSEO) webpages to enable the customers to research and find information themselves and ensure easy access to the services.  Action complete – Enhanced Housing options web site in place. The Enhanced Housing Options facility was implemented in April 2018 and allows customers to access advice and assistance to prevent or relieve their homelessness. If they are unable to do this, they are able to book an appointment online to see an Initial Assessment Officer.	Action complete  As part of the Housing Options service review, CBH are exploring how to digitalise the front end of the service.	CBC- Private Sector Housing CBH/Gateway to Homechoice Co-ordinator
Ensure that young people understand the housing options available to them and the risks of leaving home in an unplanned way	Work in partnership with schools in the borough to educate young people and their parents about their housing options and the risks of leaving home in an unplanned way.  Publicise COYOHO (Colchester Young Persons Housing)	School projects set up so young people are more informed about housing.  Publicised to organisations and	Ongoing  2015/16	Grant funding provided from CBH to Youth Enquiry service to deliver support and education for young people on housing options.	Grant funding continues to be provided from CBH to Youth Enquiry service to deliver support and education for young people on housing options.  Joint assessments continue to be carried out between Essex Social Care, Housing Solutions Team, and young people.	y.e.s./CCVS/Age UK/TACMEP/ CBH – Housing Options Team CBH



What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	website which offers advice and information for young people on Housing problems.	groups via e-mail and Social Media				
Increase housing options in the private rented sector encouraging, supporting and incentivising private landlords	<p>Set up a quarterly Landlords Forum</p> <p>Continue to offer a rent bond to landlords to provide affordable rented accommodation and to ensure housing standards are suitable.</p> <p>Deliver housing standards regulation and management training to Private Sector Landlords.</p>	<p>Landlords Forum set up and good attendance maintained</p> <p>Increase in use of the Private Rented Sector – Monitor take up</p> <p>Training delivered – better informed and broadly compliant landlords.</p>	<p>Ongoing</p> <p>2015-16</p>	<p>(See below)</p> <p>Home Step – Landlord incentive scheme launched to encourage landlords to let homes to families who would otherwise be homeless. 57 new tenancies delivered.</p> <p>Held two Landlords’ Forums in 2018/2019. Partnership developed with the National Landlords Association (NLA) to ensure that up to date, sector relevant information is made available to landlords. The NLA and CBC Private Sector Housing brief landlords about standards, regulations and legislation to give a holistic perspective.</p>	<p>Home Step scheme continues to work well with added incentives including insurances, and bonds provided where guarantors are needed.</p> <p>In 2019-20 there were 120 new tenancies completed.</p> <p>Two Landlords’ Forums were held in 2019/20 in partnership with the National Landlords Association. The Forum provides landlords with up to date and relevant information.</p>	<p>CBH - Housing Options Team Lettings Officer, Private Sector Landlords, CBC – Private Sector Housing Team.</p>
Support residents affected by Welfare Reform	Continue to develop internal and external partnerships to	More residents supported and where appropriate	2015-2020	Customer Support Team continues to engage with customers affected by welfare	The Customer Support Team continues to provide professional support to	Housing Options Team, CBH, CBC

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	mitigate the effects of welfare reform. Continue to provide proactive support to those affected by the reform agenda.	alternative housing options identified.		<p>reforms. Customers are invited for an interview to discuss their situation and provide advice regarding welfare benefits, employment, housing, debts to minimize the effect of the welfare reforms and reduce reliance on discretionary funds and prevent homelessness.</p> <p>Discretionary Housing Payments (DHP) were used to support residents affected by Welfare Reforms and to remove risk of homelessness. The DHP fund of £444,224 (including £50,000 from CBC) was fully spent in 2018/19.</p> <p>A total of £71,003.32 was spent to support residents affected by the Benefit Cap. A further £88,219.72 was spent to support residents affected by the removal of the Spare Room Subsidy.</p> <p>Exceptional Hardship Payments were utilised to support customers in managing their Council Tax accounts – a total of £15,688</p>	<p>vulnerable residents by assisting them to access online services, support with complex enquiries and providing specialist benefit advice.</p> <p>Two Welfare Benefits Specialists have joined the team, providing dedicated one to one support to residents across the wider Welfare Benefits system from application through to tribunal. Discretionary Housing Payments (DHP) were used to support residents affected by Welfare Reforms and financial hardship, to remove the risk of homelessness.</p> <p>The DHP fund of £374,348 which includes £50,000 from CBC, was fully spent in 2019/20 across 681 households.</p> <p>Exceptional Hardship Payments of £15,668 have been allocated to support customers in receipt of Local Council Tax Support, to alleviate financial pressure in managing their Council Tax</p>	Customer Solutions

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
				<p>spent to alleviate this financial pressure.</p> <p>Our Community Support Employment Officer (CSEO) supported residents with transition over to Universal Credit (UC) and assisted with complex UC issues that arose in the process, working closely with the JCP and CBC. CSEO works from the JCP three days a week and refers customers over to the Customer Support Team for other welfare benefit related enquiries where relevant.</p> <p>CBH Financial Inclusion team (FIT) supported 367 tenants with transition to Universal Credit.</p> <p>CBH applied for 113 Discretionary Housing payment awards.</p> <p>CBH gave grant funding to Citizens Advice who supported 25 residents in significant debt through home visits.</p> <p>Benefit cap cases were reduced to 33 households through pro-active support with tenants.</p>	<p>accounts. In total 109 households were supported.</p> <p>The Community Support Employment Officer (CSEO) continues to work closely with the DWP to resolve complex UC enquiries to ensure that the correct housing element is paid promptly to claimants.</p>	

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
				Welfare Benefit advice provided to 205 residents with additional benefit awarded in excess of £200k in 2018/2019.		
Improve tenancy sustainment and work proactively with residents to provide advice and assistance around budgeting, work and debts	<p>Promote pre-tenancy workshops/early intervention for arrears</p> <p>Promote financial Inclusion to help tenants to budget and provide long term improvements for residents in financial difficulty and reduce long term dependency on discretionary funds</p>	<p>Increase in take up of workshops.</p> <p>Reduction in the take up of discretionary funds</p>	2015-2020	<p>Pre-tenancy workshops held regularly through the year for housing register applicants aged 25 and under. This produced excellent results with no tenant under 25 years old evicted in 2018/2019, following process to attend pre-tenancy workshop, introductory reviews and accept tenancy support.</p> <p>Financial resilience encouraged and supported through Money advice outreach work and training sessions.</p>	2 pre-tenancy workshops held by the Housing Options Team for clients suitable for private rented accommodation.	CBH – Housing Options Team /Supported Housing Organisations/ CBH - Tenant Support Officers

## 6. Make the best use of existing homes

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
Maximise the use of council homes and reduce under-occupation	<p>Implement revised tenant incentive scheme policy to encourage council tenants who are under-occupying to move to a home that better meets their needs</p> <p>Promote the use of mutual exchange, to better meet tenants housing needs including a mutual exchange fair where tenants from all landlords in Colchester can be matched to more suitable properties</p> <p>Continue to carry out tenancy audits to ensure tenancy fraud is minimised</p>	<p>Tenant Incentive Scheme implemented and more under occupied households using the scheme.</p> <p>Mutual exchange publicised and an increase in the number of households moving through the scheme. In 2013-14 there were 114.</p> <p>Target of 300 Tenancy audits completed a year. Tenancy fraud reduced.</p>	Ongoing	<p>Tenancy Audit programme complete with all CBH tenants visited. 24 households moved to smaller accommodation in 2018/2019 with support of the Tenant Incentive to Move Scheme</p> <p>Households under-occupying council homes and in receipt housing benefit was reduced to 225.</p> <p>Mutual Exchanges completed in 2018/2019 reduced to 75. The mobility of tenants through use of mutual exchanges is now more restricted as Housing Associations offer fixed term tenancies. Where tenants are in receipt of Welfare Benefits the change of home</p>	<p>31 households moved to smaller accommodation during 2019-20, with the support of the Tenant Incentive Scheme.</p> <p>This released 10 x 2 bed, 20 x 3 bed, and 1 x 4 bed homes for households in housing need.</p> <p>Mutual exchanges completed in 2019-20 was 77.</p>	CBH –Tenant Support Officers, Registered Providers

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	<p>Ensure the Council's Sheltered Housing Stock is appropriately maintained in accordance with the Colchester Standard.</p> <p>Maximise take-up of sheltered housing through the major refurbishment programme to free up under-occupied properties</p>	<p>All stock meets Colchester Standard</p> <p>Reduction in sheltered voids.</p> <p>Better use of Council properties to meet housing need.</p> <p>Tenants are housed in properties which are better suited to their housing need.</p>	<p>5 year and 30 year plan</p> <p>2018</p>	<p>address instigates transition to Universal Credit.</p> <p>Tenancy Audit programme complete by CBH. Funding for further tenancy audits not continued by CBC.</p> <p>5-Year investment plan in place to maintain the Colchester Sheltered Housing Standard where appropriate. Review of those schemes not meeting the standard restarted in March 2019.</p> <p>Sheltered housing vacancies reduced following programme to improve quality of CBC sheltered housing stock. Maytree Court sheltered scheme sold by CBC during 2018/19.</p>	<p>Sheltered 5-year investment programme in place and first years' work completed in 2019/20.</p> <p>At year end the Sheltered housing stock was 95% occupied. This was due in part to the Elfreda House project where tenants have been moved out.</p>	<p>Tenant Support Officers</p> <p>CBH – Asset Management Team</p> <p>CBC – Housing Client Co-ordinator, CBH</p>

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	Develop policies and procedures to implement fixed term tenancies in line with the Housing and Planning Act 2016.			At year end Sheltered housing stock 99% occupied (6 vacancies, with no vacancy more than 3 weeks) Turnover of sheltered housing reduced to 10% of stock in 2018/2019.  No action required - see 2017/2018 update.	At year end there were 32 vacancies (22 were at Elfreda House and 2 were at the Cannons – extra care)  Turnover of sheltered housing was 7% of the stock in 2019-20.	
Reduce levels of overcrowding in affordable housing	Promote the use of mutual exchange, to better meet tenants needs (see action above)  Assessment of ‘crowding and space’ under the provisions of part 1 of the Housing Act 2004 to ensure families are correctly	Crowding and space hazards removed or sufficiently mitigated.	Ongoing  Ongoing	Mutual Exchange now more complex with differential tenancy terms between Social housing landlords. Tenants in receipt of Welfare Benefits discouraged from moving home as change of circumstance instigates benefit change to Universal Credit Crowding and Space hazard considered during every property inspection by the Private Sector Housing team,	See update for 2018-19.  Crowding and Space hazard considered during every property inspection by the Private Sector Housing team,	CBH, Housing Management Teams, Registered Providers  CBC – Private Sector Housing Team

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	prioritised for rehousing			<p>including inspections for HomeStep and Private Sector Leasing Scheme. An indication is given of acceptable occupancy numbers in the property inspection report provided to CBH for each property taken on by CBH for either scheme.</p> <p>10 Crowding and Space hazards identified and mitigated.</p> <p>Private Sector Housing work with CBH where appropriate to request increased priority on the Housing Register for households where a crowding and space hazard exists</p>	<p>including inspections for HomeStep and Private Sector Leasing Scheme. An indication is given of acceptable occupancy numbers in the property inspection report provided to CBH for each property taken on by CBH for either scheme</p> <p>12 Crowding and Space hazards identified and mitigated.</p> <p>Private Sector Housing work with CBH where appropriate to request increased priority on the Housing Register for households where a crowding and space hazard exists</p>	
Help people whose independence may be at risk to remain in or return to their home in both the private and public sector properties.	Increase use of the disabled adaptations in CBC properties to encourage independent living amongst older residents and	Increase in planned and unplanned adaptations	Ongoing	Increased budget of £200,000 in 2018/19 to meet demand from council tenants. £53k spent on minor adaptations such as grab rails, access aids and ramps. £720k spent on planned adaptations, mainly level access showers	Budget of £600,000 for 2019/20. £53.4k spent on minor adaptations such as grab rails, access aids and ramps. £461k spent on planned adaptations such as level access showers, stairlifts etc. £93k spent on two major	CBC/CBH Asset Management



What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	<p>residents with a disability</p> <p>Respond to recommendations from ECC Occupational Therapy service to process Disabled Facilities Grants in private sector properties.</p> <p>Participate and influence the recommissioning process for Home Improvement Agency services by ECC in 2015.</p> <p>Provide advice on welfare benefits to older people to help them maximise their income and remain in their own home.</p>	<p>100% spend of DFG budget allocation</p> <p>New HIA service or alternative provision in place from 2015</p> <p>Increase in older people able to remain in their own home</p>	<p>2015</p> <p>Ongoing</p>	<p>but also stairlifts and lifting equipment. £52k spent on one major adaptation – property extension.</p> <p>No waiting list in place. Healthy Homes Team fully staffed. A Senior Occupational Therapist has been seconded into the team from ECC in 2019/2020 for a one-year project to work on fast tracking adaptations. □</p> <p>62 Disabled Facilities Grants completed in 2018 -19 to enable people with disabilities to remain living independently in their own homes for longer. □</p> <p>This action is no longer relevant – see previous years' updates</p>	<p>adaptation projects – property extensions.</p> <p>74 Disabled Facilities Grants processed in 2019/20 to enable people with disabilities to remain living independently in their own homes for longer.</p> <p>Senior Occupational Therapist has been seconded to the Healthy Homes Team from ECC. In the first 12 months 240 referrals were received. All referrals were given support</p>	<p>Healthy Homes Team</p>

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
				<p>Welfare Benefit Specialist (WBS) provides complex welfare benefit support for working and pension age customers in the borough. This includes claiming Personal Independence Payment (PIP), Attendance Allowance (AA), Disability Living Allowance (DLA) and other benefits. WBS also assists customers with Mandatory Reconsiderations and Appeals to ensure they are fairly supported in Court. Customer Support Team also supports older pensionable age customers in claiming Local Council Tax Support and Housing Benefit either face to face or via the phone.</p>	<p>and 63 cases specifically benefitted from home adaptations to support the hospital discharge plan. In February 2020 Portfolio Holder agreement was given for 'Discretionary Fast Track' applications to exclude a financial means test. This has benefitted 4 cases with high need who were unlikely to proceed otherwise.</p> <p>The Senior Occupational Therapist secondment within the Housing Project, has been agreed for the second year following the success in the 1st year.</p>	
<p>Maintain and where possible reduce the currently low levels of long-term empty</p>	<p>Respond to enquiries regarding long term empty properties and take</p>	<p>Reduction in the overall number of empty homes.</p>	<p>Ongoing</p>	<p>Advice is provided to owners and light touch enforcement action is taken about long term empty homes.</p>	<p>Advice is provided to owners and light touch reactive enforcement action is taken with long term empty homes.</p>	<p>CBC-Private Sector Housing</p>

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
<p>properties in the Private Sector Provide information to residents on the reality of empty homes – manage the perception</p>	<p>informal or formal action as appropriate.</p> <p>Offer financial assistance to bring empty properties back in to use wherever possible or to reduce the effect of the property on the neighbourhood.</p>	<p>Make safe and secure empty properties where there is a significant public health or safety impact on the community.</p>		<p>Financial assistance is still available under the Financial Assistance Policy and advice is given to property owners regarding the availability of this. No requests for assistance in 2018/19.</p> <p>3 long term empty homes brought back into use through informal enforcement action in 2018/2019.</p>	<p>1 long term empty home brought back into use through informal enforcement action in 2019/20.</p> <p>The Financial Assistance Policy is under review and this assistance will remain in the Policy, pending a review around the potential need in 2020/21.</p>	<p>Registered Providers</p> <p>CBC Healthy Homes Team</p>

## 7. Work to ensure that existing and new homes are healthy, safe and energy efficient

What we want to achieve	Key actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
Target the work we do to improve homes in the private sector based on evidence and the best information	Commission stock condition survey to provide evidence base and influence future service planning and delivery activities. Purchase Housing Health Costs Calculator	Survey and final report completed and implemented  HHCC purchased and in use to demonstrate savings to society resulting from housing interventions	2016/17  2015	Survey not commissioned in 2018-19. Consideration instead is being given to use of other data sets already held within the organisation and publicly available to enable targeted activity.  Obtained bulk Energy Performance data and Tenancy Deposit data to scope a project on rented properties with poor energy performance.  HHCC not re-purchased. Excess Cold Calculator purchased instead to assist in assessment and decision making for enforcement of excess cold hazards	Bulk Energy Performance data and Tenancy Deposit data has been obtained. Work has started to cross check these to identify rented properties with poor energy performance.  Properties identified have been inspected, and where an Excess Cold hazard exists, liaising with owner through informal or formal enforcement activity to ensure hazards are removed.  This is a new project, no outcomes to report to date.	CBC-Private Sector Housing Team
Encourage private landlords & managing agents to provide	Adoption & Development of Essex Landlord	Increase number and percentage of accredited	Ongoing	See 2015/2016 ELAs ceased. Review of Student Accommodation Accreditation	No change or update re ELAS or SAAS for 2019/20	CBC - Private Sector Housing Team

What we want to achieve	Key actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
good quality and well managed properties	<p>Accreditation Scheme (ELAS) and Colchester's Student Accommodation Accreditation Scheme (SAAS)</p> <p>Review and improve housing conditions through the Housing Health &amp; Safety Rating System (HHSRS) under the provisions of the Housing Act 2004 Part 1</p> <p>Support landlords towards provision of broadly compliant housing accommodation through improved communication and joint working - Identify common</p>	<p>landlords through ELAS and Colchester's Student Accommodation Accreditation Scheme (SAAS)</p> <p>Category 1&amp;2 hazards removed. Minimum of 300 per annum.</p> <p>Update website with self-serve information.</p> <p>Landlord training delivered. Participation in Landlord Forums and other similar events.</p>	2015 onwards	<p>Scheme (SAAS) undertaken in light of legislative changes which increased the number of properties falling within the scope of mandatory licensing of Houses in Multiple Occupation.</p> <p>As a result of the review a voluntary scheme was no longer relevant as many of the accredited properties and properties let/managed by Essex University (through SUHomes) now fall within the legal requirements of mandatory HMO licensing. Those that don't are considered low risk.</p> <p>SAAS scheme now closed to new applications.</p> <p>Over 500 inspections/visits/assessments undertaken of properties in the private sector.</p> <p>Over 300 serious housing hazards removed from 80</p>	<p>Completed a full review/re-write of the Private Sector Housing Enforcement Policy including the introduction of Civil Penalty Notices issued by the PSH Team of up to £30K for certain Housing Act offences. Approved by Portfolio Holder and Published on website.</p> <p>2 Notices of Intent to issue Civil Penalties issued.</p> <p>PSH Team completed nearly 500 property inspections/visits/ assessments of properties in the private sector.</p> <p>406 serious housing hazards removed from 167 homes in the private sector through a combination of informal and formal enforcement action.</p>	CBC – Private Sector Housing Team

What we want to achieve	Key actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	<p>barriers to compliance and provide self service advice and guidance in order that resources can be targeted toward criminal landlords.</p>			<p>plus properties in the private sector through a combination of informal and formal enforcement action and the provision of discretionary financial assistance.</p> <p>7 prosecution cases taken against non-compliant landlords and property management companies.</p> <p>In 2018/2019, CBC were the first local authority in the country to prosecute a property guardian company for non-compliance with legal requirements.</p> <p>Attended Landlords Forums and gave presentations.</p> <p>Introduced a paid for property inspection and advice service to landlords where they require bespoke advice rather than the generic advice available on the website.</p> <p>Introduced a paid for plan drawing service to landlords to enable them to comply with</p>	<p>PSH Team served 4 Housing Act Improvement Notices against non-compliant landlords to ensure serious housing hazards were removed.</p> <p>PSH Team also served 2 Housing Act Prohibition Orders relating to two properties that had such serious housing hazards they were too unsafe to be lived in.</p> <p>PSH Team also took Emergency Remedial Action to undertake works to remove serious and imminent Category 1 hazards from a rented property.</p> <p>PSH Team also served 5 other notices requiring works under other legal powers.</p>	

What we want to achieve	Key actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
				HMO licence application requirements.	<p>Referred 6 offences for prosecution proceedings to Legal Services.</p> <p>7 Prosecution cases heard and sentenced</p> <p>The PSH team attended Landlords Forums and gave presentations.</p> <p>15 applicants for an HMO licence have requested and paid for PSH floor plan drawing service, to assist them in complying with their HMO licence application requirements.</p> <p>PSH have assisted 14 landlords who requested and paid for a service for a property inspection and bespoke advice on standards required when setting up a new House in Multiple Occupation.</p>	

What we want to achieve	Key actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
					PSH have served 7 Notices of Intent to serve financial penalty notices against companies/individuals who were operating without being members of a property management redress scheme.	
Ensure that houses in multiple occupation (HMOs) are safe and well managed	<p>Develop knowledge of the number and location of private HMOs in Colchester.</p> <p>Ensure HMOs are managed in accordance with the Management of Houses in Multiple Occupation (England) Regulations 2006 &amp; (additional provisions) Regulations 2007</p> <p>Undertake statutory duty to license all mandatory HMOs under the provisions</p>	<p>Better quality accommodation - Improvement of HMO's from 30 to 50 per annum over the course of the strategy.</p> <p>Reduction in unlicensed HMO's</p>	<p>2020</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Introduction of extended HMO Licensing requirements on 1 October 2018 has changed focus of this work.</p> <p>Ongoing licensing and relicensing of three storey properties, with over 20 licences issued.</p> <p>Expected increase in number of licensable HMOs in the region of 600 – 800.</p> <p>On line licence application process introduced, approximately 60 new licence applications received. Reminders being sent out to</p>	<p>Ongoing licensing and relicensing of HMOs that now fall within mandatory licensing requirements.</p> <p>Approximately 200 licence applications currently in process.</p> <p>51 HMO Licences issued this year</p> <p>Of the 7 prosecution cases heard and sentenced during 2019/20, 5 related to offences in HMOs including failure to apply for licences and poor property management standards.</p>	CBC - Private Sector Housing Private Landlords



What we want to achieve	Key actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	<p>of the Housing Act 2004 Part 2</p> <p>Use enforcement powers to raise standards where landlords refuse to work with CBC or where landlords fail to licence properties as necessary.</p>	<p>Enforcement action and prosecution of non-compliant/criminal landlords.</p>	<p>Ongoing</p>	<p>owners of known licensable HMOs before enforcement action commences against those who have failed to apply during 2019/20.</p> <p>All of the seven prosecutions taken during 2018/19 related to offences in HMOs including failure to apply for licences and poor property management standards.</p>	<p>Two officers recruited to PSH team to work solely on HMO Licensing</p>	
<p>Encourage &amp; Support homeowners to maintain and repair their homes and introduce energy efficiency measures.</p>	<p>Remove and mitigate significant hazards and fund energy efficiency improvements where no alternative form of assistance is available by providing financial assistance through grants and loans. Undertake review of Financial Assistance Policy and explore opportunities to</p>	<p>Improvement in energy efficiency of properties.</p> <p>More grants and loans provided for property improvements.</p>	<p>2015/16</p> <p>2016/17</p>	<p>Financial Assistance Policy yet to be reviewed, but discretionary financial assistance is still available to pay for works to remove serious housing hazards.</p> <p>Works were completed to 6 properties through the provision of £53,000 worth of Home Repair Loans in 2018-19 to remove serious housing hazards from the homes of vulnerable owner occupiers.</p>	<p>The Financial Assistance Policy is currently under review.</p> <p>Works were completed on 6 properties through the provision of £52k worth of Home Repair Loans, with a further 2 applications totalling £25k approved in 2019/20.</p>	<p>CBC – Healthy Homes Team</p>

What we want to achieve	Key actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	further incentivise property improvements through provision of grants and loans.					
Improve the Energy Efficiency of private sector housing in Colchester and contribute to a reduction of households in fuel poverty	<p>Undertake Housing Health and Safety Rating System (HHSRS) excess cold assessments and take appropriate action to ensure dwellings have an effective and affordable means of heating.</p> <p>Provide fuel poverty advice to households &amp; signpost customers to income maximisation and fuel tariff advice.</p>	<p>80 excess cold hazards removed through formal/informal enforcement and financial assistance per annum.</p> <p>Advice and information available on website and Initiatives Officer keeps up to date knowledge to assist residents to access help</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>Excess Cold hazard considered in every property inspection/visit in the private sector.</p> <p>Excess Cold Calculator purchased, to assist officers in assessment of this hazard and the decision making around works enforcement.</p> <p>Over 50 Excess Cold hazards removed from private sector dwellings through informal and formal enforcement activity and the provision of discretionary financial assistance.</p>	<p>Excess Cold hazard considered in every property inspection/visit in the private sector.</p> <p>Excess Cold Calculator purchased again, to assist officers in assessment of this hazard and the decision making around works enforcement.</p> <p>83 Excess Cold hazards removed from private sector dwellings through informal and formal enforcement activity</p> <p>4 Excess Cold hazards removed from the homes of vulnerable owner occupiers by the provision of</p>	<p>CBC - Private Sector Housing-</p> <p>Energy/Green deal suppliers</p> <p>CBC – Healthy Homes Team</p>

What we want to achieve	Key actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
				Active promotion of ECO Flex scheme (for details see earlier)	discretionary financial assistance.  See earlier reporting on work carried out on Eco-Flex – ‘Reduce Fuel Poverty in the Borough’	
Increase the take up of the government’s Green Deal scheme across the borough, encouraging and supporting residents to make improvements to their home increasing energy efficiency, and reducing fuel bills.	Working in partnership with Green Deal installers to make direct contact with households, hold information session to allow residents to find out more about insulating their homes and where possible grant funding may be available.  Use social media to promote Green Deal opportunities.	Information sessions held, and grant funding accessed.  Use existing funding and identify or draw down available ECO or Green Deal funding.  More residents benefit/make savings by joining the Green Deal	2015/16	See earlier reporting on work carried out on Eco-Flex.	See earlier reporting on work carried out on Eco-Flex – ‘Reduce Fuel Poverty in the Borough’	CBC – Healthy Homes Team



What we want to achieve	Key actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	<p>housing stock has PV installed.</p> <p>Include energy saving measures within the Colchester standard and ensure procurement includes measures within specifications where appropriate.</p>	<p>Energy measure specified in Sheltered Scheme Refurbishments (Worsnop and Enoch House). Also specified in the Housing Improvement Programme (HIP) procurement.</p>	<p>Ongoing</p>	<p>45% of the Council Housing Stock now with PV. Government incentives reduced to a level whereby investors are not investing any longer. CBH continue to look for opportunities including specifying PV in the Council's New Build programme.</p> <p>Energy efficient measures built within work specifications reviewed and improved such as higher specification boilers and LED lighting.</p>	<p>No new PV installations but current portfolio performed better than expected with a revenue return to the Council of over £100k and individual savings for Tenants. Information is given to all new tenants at sign-up on how to maximise the free generated electricity.</p>	<p>CBH Asset Management Team</p>
<p>Understand the viability of implementing new energy efficiency measures for the</p>	<p>Energy assessments to be carried out on all properties with the Housing Stock.</p>	<p>Assessments completed, better understanding of costs to inform what new</p>	<p>2019</p>	<p>84.3% of the Council's Housing Stock now with valid EPC's, remaining properties to be surveyed in 2019/20. Main contributor to improving property energy rating is</p>	<p>EPC programme almost complete with a small percentage left due to access issues. £1.15m heating programme completed in 2019/20 with an equally sized</p>	<p>CBH Project Surveyor (Energy)</p>

What we want to achieve	Key actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
Council's housing stock		measures are implemented.		heating systems with £1.2 million spent on new heating systems in 2018/2019. Currently only 7 properties with an energy rating below an E rating (due to solid fuel heating systems), Tenant's refuse new heating systems but will be addressed when tenants end their tenancies and properties are empty.	heating programme planned for 2020/21. Low rated properties will be upgraded at tenancy change, work continues to persuade tenants to move from solid fuel heating systems but last remaining 6 receive free coal.	



What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
				<p>market homes with 24 hour staffing.</p> <p>Local Plan policy requires developers to demonstrate how their proposal will meet the need for housing for older residents</p>	<p>Local Plan policy requires developers to demonstrate how their proposal will meet the need for housing for older residents</p>	<p>Planning Policy Team</p>
<p>Ensure a co-ordinated approach to supported housing across the council, social care and health</p>	<p>Continue to work with ECC and attend the Housing, Health and Social Care Forum to influence commissioning of supported housing and support services where possible.</p>	<p>Increase/improvement in supported housing and support services for Colchester.</p>	<p>Ongoing</p>	<p>Housing, Health and Social Care Forum no longer exists but Housing Strategy Team continue to attend ECC meetings to influence the commissioning of supported housing services.</p> <p>Due to the influence of Local District Authorities in Essex, the Homeless accommodation-based service contracts were</p>	<p>The Housing Strategy Team continue to attend ECC meetings to influence the commissioning of supported housing services.</p> <p>The Homeless temporary accommodation-based service contract has been awarded to Peabody for North Essex. A new SLA</p>	<p>CBC Housing Strategy Team</p>



What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	Review existing supply of supported housing in the borough including access to and support options.	Directory of support services updated. Supported housing supply identified to inform commissioning process.	2017 - 2018	<p>extended for a year to allow for further consultation.</p> <p>The new Floating Support contract for North Essex was awarded to Peabody. The Mental Health contract was retendered, but local services continue to provide accommodation and support whilst the new contract is implemented.</p> <p>Directory of supported housing services continues to be updated.</p>	<p>is being drawn up between CBC and Peabody for the temporary accommodation units at Hargood Close, Sagewood Place and Friars Court.</p> <p>The recommissioning of the Mental Health services contract is completed. The services for mental health are delivered by spot purchase and CBC are working with ECC to try to streamline access to accommodation.</p> <p>Directory of Supported Housing Services has been updated and a report to the Leader of the Council is being produced.</p> <p>A review of the Supported Housing Joint Referral</p>	CBC Housing Strategy Team

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
	<p>Work in partnership with ECC, CBH and supported housing providers to ensure that the support and housing needs of Colchester's residents are still met and are not compromised following procurement activities undertaken by ECC</p> <p>Review the nominations CBC gives to supported housing providers to ensure that they still meet the strategic priorities of CBC</p>	<p>Housing and support need of Colchester's residents are still met</p> <p>Scarce resource is used to best meet the needs of Colchester's residents</p>		<p>CBC and CBH continue to work in partnership with ECC to ensure the needs of Colchester's residents are met and not compromised.</p> <p>CBC worked with ECC and supported housing providers who provide accommodation to people with learning disabilities to ensure that accommodation was free from hazards, in good repair and was compliant with building regulations and planning requirements.</p> <p>Nominations to supported housing were reviewed in line with the Principles document and agreed by the Portfolio Holder. Supported housing providers were notified.</p>	<p>Panel was carried out by CBC Meetings were held with the supported housing providers and issues were identified and resolved. The terms of reference were also updated.</p> <p>Nominations to supported housing providers were reviewed in line with the Principles document and agreed by the Portfolio Holder. Supported housing providers were notified.</p>	
Identify and support the need for adapted	Negotiate the provision of homes built to wheelchair standards on sites	Increase in the number of	Ongoing	In 2018/2019 there was regular consultation with CBH and better use of data from Housing Register applications	Accessible Homes Group formed, including asset management, housing options, healthy homes	CBC Housing Strategy Team

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
properties as part of new developments	where affordable housing is being provided	wheelchair standard properties		<p>to robustly evidence the need for wheelchair adapted and accessible housing. Wheelchair adapted affordable homes to meet Part M4 Cat 3 are requested on new developments where the design makes this possible.</p> <p>It has been proposed in the emerging local plan that 5% of affordable homes will meet Part M4 Cat 3 (2) (b). If adopted this will significantly increase the provision of accessible and wheelchair adapted homes.</p> <p>In 2018/2019, one 2-bedroom wheelchair bungalow was delivered to meet Part M4 Cat 3 (2) (a)</p> <p>To date, a further 15 wheelchair homes to meet Part M4 Cat 3 (2) (a) and/or (2) (b) have been requested at Development Team, but</p>	<p>team, client team and housing strategy team. Regular meetings to discuss the needs of households who require wheelchair adapted and accessible properties and to influence newbuild supply.</p> <p>In 2019/2020 one 1-bedroom wheelchair flat was delivered to meet Part M4 Cat 3 (2) (a)</p> <p>Wheelchair adaptable and accessible housing at Cat 3 (2) (a) and Cat 3 (2) (b) are being requested at Development Team negotiated and secured in Section 106 affordable housing.</p> <p>Two 1-bedroom wheelchair flats to meet Part M4 Cat 3 (2) (b) were secured and are under</p>	

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
				delivery will depend on further negotiations if the planning applications progress.	construction will be completed in early 2020.	
Increase use of assistive technologies for Council tenants.	Publicise the benefits of assistive technology to tenants to enable them to remain in their own homes.	More tenants using the service	2017	CBH Resident newsletter, News and Views has carried incentive voucher for Helpline in each edition. Amphora now manage Helpline service – with charges collected directly from tenants. CBH do not hold information on tenants with assistive technology unless it is incorporated within the tenancy (Sheltered housing)	The Wi Fi in all CBC sheltered schemes have been upgraded – tenants have access in the communal lounges. CBH are running IT sessions for tenants if they wish to attend and have placed 4 iPads in 4 schemes to help tenants access services, report repairs etc and are planning to add a further 4. The warden call system at Harrison Court has been upgraded with the latest technology in relation to	CBH Older Persons Services

What we want to achieve	Key Actions	Outcomes	When it will be done	Progress 2018/2019	Progress 2019/2020	Who will do it
					the alarm service, with new units in the properties and a further upgrade is planned for two schemes in 2020/2021.	