

Housing Strategy Delivery Plan 2022 – 2027

Progress Update 2023-2024

The preceding progress report (covering the period 2022-2023) is published on the Council’s website - [Housing Strategy Delivery Plan \(cbccrmdata.blob.core.windows.net\)](https://cbccrmdata.blob.core.windows.net)

1. Supply – ‘We will increase the supply of quality affordable homes’

What we want to achieve	Key Actions	Outcome	When it will be done	Who will do it	Progress
Deliver Market and Affordable Housing to meet housing need and demand	<p>Produce a new Local Plan which follows 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>	Ensure the Council’s planning policies are updated to provide a robust basis for guiding future growth in the City.	Spring 2022	CCC Planning Policy Team	<p>Section 1 of the Local Plan was adopted by Colchester City Council (CCC) in 2021. Section 2 (which provides the policy framework, site allocations and development management policies up to 2033) was adopted by CCC on 4 July 2022.</p> <p>It is a requirement to review and update a Local Plan every 5 years. The Local Plan Review commenced in autumn 2023 and work is currently ongoing. It is anticipated the Local Plan Review will be adopted by February 2026.</p> <p>Local Plan Policy DM8: Affordable Housing requires that ‘30% of new dwellings (including conversions) on housing developments of 10 or more dwellings in urban areas and above 5</p>

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	<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>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>Delivery of more affordable housing in rural areas of Colchester</p>	<p>2022-27</p> <p>2022</p>	<p>CCC Housing Strategy Team, Parish Councils, RCCE, RPs and private developers</p> <p>CCC Planning Policy Team</p>	<p>units in designated rural areas, should be provided as affordable housing.'</p> <p>Local Plan Policy DM10: Housing Diversity recognises that housing developments must provide a range of housing types that can accommodate a range of different households, including families, single persons, older persons, those with care and/or support needs, and low-income households.</p> <p>CCC continue to meet regularly with Registered Providers and developers (including at the RP Forum which was reinstated during 23/24). CCC continue to offer support pre planning and throughout the planning process to influence the delivery of affordable housing to meet households most in need.</p> <p>The Tendring Colchester Borders Garden Community Development Plan Document (DPD) will set out more detailed policy and requirements to guide development proposals in the Garden Community. The Plan has been submitted to the Planning Inspectorate for examination with hearing sessions held in May 2024. The Inspector's Report is expected in Summer 2024. The Submission Version DPD contains a draft policy for meeting housing need</p>

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					including at least 30% affordable housing.
<p>Work in partnership with Developers and Housing Associations to maximise the supply of affordable housing on new developments</p>	<p>Implement Colchester's Local Plan which seeks 30% 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>Support and promote government initiatives for first-time buyers. Research and identify the process for the implementation of the First Homes initiative for Colchester</p> <p>Continue to purchase ex local authority properties through the Acquisition programme (using right to buy receipts) to increase the supply of affordable housing</p> <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 city</p>	<p>Affordable housing supply target of 380 affordable Council and Housing Association homes is met (by 2023)</p> <p>Different ways of delivering affordable housing explored and successfully implemented</p>	<p>2022-2027</p>	<p>CCC –Housing Strategy Team, Development Team, Planning Officers, Registered Providers</p>	<p>Exceeded affordable housing supply target (2020-2023) of 380 by delivering 390 affordable homes including Registered Providers via S106 (including Affordable rented and shared ownership), CCC New Build & Acquisition Programme and the First Homes scheme.</p> <p>Each planning application is reviewed, and a policy compliant scheme requires a minimum of 30% Affordable Homes to be delivered, unless evidenced otherwise.</p> <p>Although First Homes is not currently included in the CCC Local Plan, the pilot identified this type of affordable home ownership as a popular choice for people in Colchester. Therefore, we have supported some developers looking to convert open market units to First Homes or to exchange a few Shared Ownership homes where necessary.</p> <p>CCC adopts a policy of 80% minimum for Affordable Rent/Social Rent and no more than 20% homeownership affordable products. The council has been open to negotiate this mix if it</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 Homes England funding to help deliver more affordable units on new schemes</p>				<p>supports ensuring that developments are viable. The tenure totals for 23/24 were:</p> <ul style="list-style-type: none"> Social Rent – 40 (15%) Affordable Rent – 178 (66%) Shared Ownership – 48 (18%) First Homes – 5 (1%) <p>CCC has purchased (or “acquired”) a total of 45 properties within the 2023-2024 financial year through the Acquisitions Programme.</p> <p>9 of the 45 acquisitions were allocated to the Department for Levelling Up’s Local Authority Housing Fund projects including 4 x 3-bed new-build houses for Afghan families and 2 properties ringfenced for homeless temporary accommodation. The mix of properties included 18 flats/maisonettes and 27 houses.</p> <p>Due to the increasing labour and material costs, the refurbishment and repair costs have increased. Following a viability assessment of the acquisitions programme, the target for 24/25 is to acquire 20 “buyback” properties and 20 new-builds to ensure longevity of the Housing acquisition programme. This target is subject to revision pending availability of new-build properties.</p>

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<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 city to meet housing need and demand through an Objectively Assessed Need (OAN) figure, as 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>Continue to consider the building of specially adapted properties to accommodate those with specific needs.</p>	<p>Robust Objectively Assessed Need figure is used to inform production of the local plan</p> <p>The Council can demonstrate a 5-year housing land supply to meet both emerging Local Plan requirements and higher delivery totals resulting from use of the new housing methodology which is applied to current planning applications.</p> <p>Housing delivered in the market is attractive and meets the needs of City residents, creating neighbourhoods and communities which are sustainable.</p> <p>Particular groups include larger families, older people and</p>	<p>2022</p>	<p>CCC Planning Policy Team</p> <p>Planning Policy Team / Housing Strategy Team</p>	<p>Housing evidence base studies determine the level of housing needed over the Local Plan period to inform the current Local Plan. The Objectively Assessed Housing Need for Colchester, as set out in the adopted Local Plan, is 920 new dwellings per year or 14,720 new homes over the plan period between 2017 and 2033.</p> <p>The National Planning Policy Framework (NPPF) sets out the minimum number of homes needed and should be informed by a local housing need assessment using the standard method as outlined in national policy. To inform the Local Plan Review, consultants have been appointed to prepare a Local Housing Need Assessment. The initial outputs demonstrate the new annual need is 1043 dwellings per year.</p> <p>The Five-Year Housing Land Supply Statement can be viewed here: https://www.colchester.gov.uk/housing-land-supply-position-statement/</p> <p>The 2023 Five Year Housing Land Supply Statement demonstrates that the Council has a sufficient supply of deliverable housing to meet the 5-year requirement.</p>

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		supported housing for vulnerable people.			<p>Local Plan Policy DM10: Housing Diversity recognises that housing developments must provide a range of housing types that can accommodate a range of different households, including families, single persons, older persons, those with care and/or support needs, and low-income households.</p> <p>Local Plan Policy DM12: Housing Standards requires high standards of design, construction and layout to be promoted, and sets out criteria that the Local Planning Authority will have regard to, including internal space standards demonstrated to be in accordance with the National Described Space Standards (DCLG, 2015) or any future replacement of this.</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 contribute to meeting local housing need.	CCC will support and work with Parish Councils and Neighbourhood Plan Groups where they are developing Neighbourhood Plans which are making housing 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.	Neighbourhood Plans are consistent with National and Local Policy and provide the policy framework to contribute to meeting local housing need.	Ongoing	Planning Policy Officers (supporting Parish Councils)	Continued work and support for Neighbourhood Plans has been provided. The Copford with Easthorpe Neighbourhood Plan and Myland and Braiswick Reviews were completed in October 2023.

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<p>Encourage new initiatives, including housing products, which meet housing need and demand between affordable rented and home ownership.</p>	<p>Implement Colchester's Planning Policies which seek up to 20% of all affordable housing to be 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 outright home ownership.</p> <p>Provide support for the provision of self-build and custom-build homes and maintain a register as required by the Housing and Planning Act so that households can register their interest in this product.</p>	<p>A range of products and initiatives available to meet housing need.</p>	<p>2022-2027</p>	<p>CCC Housing Strategy Team</p>	<p>A 20% contribution of affordable housing is required on all residential developments containing over 10 units. Throughout 23/24, the Housing Strategy team has commented on every application brought through the planning process, providing guidance to ensure this contribution is met.</p>
<p>Maximise the use of the Council's land and assets to deliver new housing</p>	<p>Produce a development/delivery plan 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>Delivery of new housing on Council owned sites to increase housing</p> <p>In 2019 the Council committed to deliver 350 additional social homes owned by the Council over 5 years including new build developments and Acquisitions.</p>	<p>2022-27</p>	<p>Amphora Homes/CCC Client Team/CBH</p> <p>Joint CCC/CBH Asset Management Group</p> <p>CCC Client Team</p>	<p>Phase 3 garage sites are under way and have progressed well throughout 2023/24. 2 sites were completed and let:</p> <ul style="list-style-type: none"> - Silver Band Close (formerly Cross Cottages), 7 units in total. 4 x 1 bed maisonettes, 2 x 2 bed bungalows and 1 x 4 bed bungalow. All let at Social Rent. - Veronica Walk, 3 units in total. 1 x 3 bed house and 2 x 2 bed houses. All let at Affordable Rent

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	<p>Identify land opportunities for development of affordable housing</p> <p>Partner with Homes England to deliver affordable housing through their Affordable Homes Programme 2021-26</p> <p>Ensure that the Council new housebuilding programme will provide a mix of dwelling types and sizes to meet the range of households on the register, including those who require an accessible home</p>	<p>The Council's HRA newbuild developments are designed to meet the "Future Homes 2025" standard (option 2) principles to achieve a 31% carbon saving.</p>		<p>Amphora Homes, CCC Client Team, CBH</p>	<p>Another 2 sites are due to complete in July / August 24 (Prospero Close, 4 x 1 bed maisonettes, Hedge Drive 2 x 2 bed houses and 1 x 2 bed bungalow) with the final site due in April 25 (Wheeler Close, 6 x 2 bed flats), bringing total CCC Acquisition / New Build delivery to 311 (since 2019). Military Road and Blackheath sites are both in the feasibility stage and moving towards procurement design and build contract. All new build CCC developments are being built to future home standards where possible.</p> <p>In 2023/24, CCC created a viability model of the housing stock based on the Nett Present Value of each home; this has been used to identify those homes that do not contribute positively within the 30 year business plan.</p> <p>Currently, CCC are disposing of 71 & 72 Maidenburgh Street as they are not considered viable. The Council has also agreed to purchase the viability module within the NEC housing system to allow consistent analysis of the stock viability and make this transparent.</p>
<p>Work in partnership with ECC and other providers to ensure a sufficient supply of housing for older</p>	<p>Work with ECC to identify funding available and delivery options.</p> <p>Use information available to identify the needs and aspirations</p>	<p>Funding and schemes identified.</p> <p>Needs and aspirations of older people</p>	<p>Ongoing</p>	<p>CCC Housing Strategy Team/ECC</p>	<p>CCC Housing Strategy Team and CBH have been working with ECC on the proposal for a new Extra Care scheme on the Lexden Springs site. The scheme will provide 60 apartments with</p>

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people including extra care.	of older people, where they want to live and type of accommodation	<p>identified, and provision made within the Local Plan for suitable sites</p> <p>Local Plan policy requires developers to demonstrate how their proposal will meet the need for housing for older residents</p>		Housing Strategy Team/Planning Policy Team	24/7 support on site for people with a local connection to Colchester. The scheme is currently at planning stage.
<p>Continue to review the Council's existing sheltered housing stock to implement the Colchester Standard through the Sheltered Housing Refurbishment programme</p> <p>A 5-year investment programme is in place, with on-going surveys to identify major works.</p>	Review the remaining Sheltered housing stock through condition surveys and assessing their viability	<p>Colchester Standard achieved on all schemes identified</p> <p>Up to date surveys and viability assessments completed on schemes.</p>	2022-27	CBH Asset Management Team CCC Client Team	<p>All stock has a stock condition survey within the 5-year rolling programme that is in place; this data feeds into the CBH NEC computer system to allow accurate programming of work under the 30-year business plan.</p> <p>Future remodelling of schemes will be considered as part of the wider HRA review.</p>
Increase the role of the private rented sector in meeting housing need through incentive packages for Private Sector Landlords including	<p>Improve access for those who traditionally face barriers to the private rented sector (PRS)</p> <p>Continue to hold a quarterly Landlords Forum</p>	<p>Increased provision of Private Rented homes to meet housing needs</p> <p>Landlords Forum set up and good</p>	2022-27	CBH - Housing Options Team, CCC – Private Sector Housing Team, Private Landlords	The Council & CBH continue to try and work with landlords to improve access to the Private Rented Sector. CBH have reviewed the offer being made for both the Homestep and Private Sector Leasing scheme to ensure it is as attractive as possible.

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the Homestep and Private Sector Leasing schemes	<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>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>The Accommodation team have received Housing Health and Safety Rating System (HHSRS) training to assist in ensuring that the properties they access are of a suitable standard.</p>
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</p> <p>Maximise take-up of sheltered housing through the major refurbishment programme to free up under-occupied properties</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.</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>	Ongoing	<p>CBH –Tenant Support Officers, Registered Providers</p> <p>Tenant Support Officers</p>	<p>All CCC new build developments have Local Letting Plans in place to ensure downsizers are given priority to make best use of the Council’s housing stock.</p> <p>In 2023/24:</p> <ul style="list-style-type: none"> • Under Occupation cases (bedroom tax) were reduced by 24% • 54 Mutual Exchanges completed

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Identify and support the need for adaptable and accessible properties as part of new developments	<p>Negotiate the provision of homes built to enhanced accessibility standards (Part M4 Cat 2 & 3) to include wheelchair accessible homes on sites where affordable housing is being provided</p> <p>Include the provision of enhanced accessibility standards in Council's newbuild development programme</p>	Increase in the number of wheelchair standard properties	Ongoing	<p>CCC Housing Strategy Team CCC Client Team</p> <p>Amphora</p> <p>CBH</p>	2 fully wheelchair accessible homes were delivered at Chesterwell and 3 at Cross Cottages. One home at Hedge Drive is due to complete in July 24 and another due at Chesterwell by October 24. Military Road will focus on delivering family homes and wheelchair accessible homes.
Maintain and where possible reduce the currently low levels of long-term empty properties in the Private Sector Provide information to residents on the reality of empty homes – manage the perception	Respond to enquiries regarding long term empty properties and take informal or formal action as appropriate.	Reduction in the overall number of empty homes.	Ongoing	CCC-Private Sector Housing Registered Providers	<p>The Private Sector Housing team (PSH) respond to complaints regarding long term empty homes, taking a “light touch” enforcement approach.</p> <p>In all cases, the property will be visited, and the registered owner written to, advising them of any action required to reduce the environmental or social impact of the property and steps they could take to bring the property back into occupation.</p> <p>In 2023/24, the PSH team engaged with owners of 17 long term empty homes, but this didn't result in any of them being returned to occupation.</p> <p>Investigating complaints for occupied properties and action to remove serious housing hazards will always take priority over unoccupied properties.</p>

2. Sustainability and Community – ‘We will support people to maintain their homes and build sustainable communities’

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<p>Ensure a co-ordinated approach to supported housing across the council, social care and health</p>	<p>Continue to work with ECC, Health and Social Care to influence commissioning of supported housing and support services where possible.</p> <p>Map the existing supply of supported housing in the city including access to and support options and identify gaps in provision</p> <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>Continue to work with partners to identify move-on opportunities for vulnerable groups.</p> <p>Continue to review the nominations CCC gives to supported housing providers to ensure that they still meet the strategic priorities of CCC</p>	<p>An increase and improvement in supported housing and support services for Colchester.</p> <p>Supported housing supply is identified to inform the commissioning process.</p> <p>The housing and support need of Colchester’s residents are met</p> <p>This scarce resource is used to best meet the needs of Colchester’s residents</p>	<p>Ongoing</p> <p>Ongoing</p>	<p>CCC Housing Strategy Team/CBH Housing Options Team/ECC/Health</p>	<p>CCC’s Housing Strategy Team and CBH are currently in discussions with ECC on the recommissioning of the Homeless accommodation and support funding.</p> <p>The contract is due to come to an end at the end of March 2025 and this will no longer be funded by Public Health at ECC.</p> <p>Options are being considered by ECC, CCC, CBH and other Local Authorities that also have schemes as part of this contract, as well as the current supported housing providers.</p> <p>CCC and CBH are looking at the impact this will have on clients if the service is no longer provided by ECC.</p> <p>“Nominations” are awarded by CCC to supported housing providers to help move people on when they are ready to live independently (and thus free up supported housing spaces for other people in need).</p>

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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 city to educate young people and their parents about their housing options	Young people and parents are more aware of the risks and lack of housing options available.	Ongoing	CCC/CBH/Supported Housing Providers	Following an annual review in April 2023, CCC awarded 20 nominations across 7 supported housing providers, 11 of which were used throughout 23-24. In March 24, a further 24 nominations were awarded, across 8 supported housing providers, for use during the coming year (24-25).
Improve health & wellbeing of Colchester residents through greater integration of housing, health and social care services.	<p>Engage with partner services and identify opportunities for joint working and service delivery to tackle housing as a long-term barrier to health through the work with the Housing and Health Alliance</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 information, access and support for household health checks.</p> <p>Reduce the number of home hazards most likely to have a negative impact on residents' health and safety.</p>	<p>Joint working established between housing, health and social care</p> <p>Funding opportunities identified and funding awarded</p> <p>Pathways established, and referral processes improved</p> <p>Continue to develop the Essex Hospital Discharge Protocol with ECC, currently out to consultation and developed with the support of Colchester, as a mechanism to help people whose independence may be</p>	2022-27	<p>CCC/CBH/Registered Providers/Health CCG/Essex County Council</p> <p>CCC-Private Sector Housing Team</p>	<p>The North East Essex Homeless Alliance Group has now ceased and is being replaced by the North East Essex Housing and Health working group. Housing will be represented by CCC and CBH colleagues.</p> <p>See above regarding Public Health funded Supported Housing contract.</p> <p>With housing being recognised as a wider determinant of health by our system wide partners, the PSH team has the opportunity to have more influence.</p> <p>The Livewell Neighbourhoods Team model is an example of this (this model is to change to become place-based working). The PSH team currently has a representative on both the Colchester Central and Colchester South Livewell Neighbourhoods Teams. Conversations are being held with partners and progress is being made in ensuring housing conditions are considered at</p>

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		<p>at risk to remain in or return to their home in both the private and public sector properties.</p>			<p>Hospital admission stage, by the Transfer of Care Hub at the Hospital and by the Ambulance Service.</p> <p>The PSH team has a representative on the Livewell Neighbourhoods Multi-Disciplinary team meetings where complex cases are presented by a range of partner agencies and solutions identified amongst those present.</p> <p>The PSH team also has a representative on the North Hoarding Multi-Disciplinary team meetings, where complex hoarding cases within Tendring and Colchester are presented by a range of partner agencies including health and social care and solutions are identified amongst those present.</p> <p>Through the work of the PSH team in 2023/24 the following has been achieved:</p> <ul style="list-style-type: none"> • 542 property inspections/visits/ assessments. • 390 dwellings improved • 180 serious housing hazards removed • 84 HMO licences issued and those HMOs ensured to meet required standards

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					<ul style="list-style-type: none"> • Improvement Notices served on non-compliant landlords of 4 x properties to address serious housing hazards, including 2 x on registered providers, generating over £2k income • 6 x properties or parts of properties served with Prohibition Orders, as they were too unsafe to be lived in. • 1 x property served with an Emergency Prohibition Order requiring the tenants to vacate immediately as the property was too unsafe to be lived in. • 1 x Emergency Remedial Action taken on a property occupied by a vulnerable family with an imminent health and safety risk to replace a gas central heating boiler in the middle of winter. • 2 X Civil Penalty Notices served for Housing Act 2004 offences. 1 of these has been appealed by the landlord to the Tribunal Service. The other has been paid in full generating £11K income to the team. • 1 x Financial Penalty Notice for £5K served on a property manager who failed to belong to a Government approved scheme. The property manager appealed this to the Tribunal Service. They upheld the

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					<p>Notice but agreed a lower penalty due to financial hardship of £3,600.</p> <ul style="list-style-type: none"> Commercial services provided to landlords to generate income to the team.
<p>Improve tenancy sustainment and work proactively with residents to provide advice and assistance around budgeting, work and debts</p>	<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>Identify funding initiatives to support residents with the cost-of-living crisis</p> <p>Work with ECC to identify how commissioned services such as the Housing Related Support Floating Support Service and Phoenix Futures can work better with Colchester tenants and landlords alike, supporting households at risk/reducing evictions and building positive relationships between landlords and tenants.</p>	<p>Increase in take up of workshops.</p> <p>Financial resilience encouraged and supported through Money advice outreach work and training sessions.</p> <p>Reduction in the take up of discretionary funds</p>	<p>Ongoing</p>	<p>CBH – Housing Options Team /Supported Housing Organisations/ CBH - Tenant Support Officers</p>	<p>In 2023/24, CBH's Tenancy Sustainment Team:</p> <ul style="list-style-type: none"> Were awarded inequalities funding for a further year to support an additional 12 hours per week case work Worked in partnership with Phoenix Futures (funded by ECC) to provide supported housing for prison leavers (at Frank Clater Close) Attended Multi- Disciplinary Team (MDT) Hoarding monthly meetings to discuss high risk cases Attended Live Well Neighbourhood MDT's to discuss partnership approach support for council tenants at risk of eviction All staff completed welfare rights training to offer tenants budgetary advice and support A dedicated Financial Inclusion Officer was appointed to continue partnership work with Signpost, SSAFA (the Armed Forces Charity).
<p>Support residents affected by Welfare Reforms and those</p>	<p>Continue to develop internal and external partnerships to mitigate the effects of welfare reform.</p>	<p>More residents supported and where appropriate alternative</p>	<p>Ongoing</p>	<p>Housing Options Team, CBH, CCC</p>	<p>In 2023/24, CBH's Financial Inclusion:</p>

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experiencing financial hardship to remove the risk of homelessness	Continue to provide proactive support to those affected by the reform agenda and experiencing financial hardship	housing options identified and risk of homelessness mitigated.		Customer Solutions	<ul style="list-style-type: none"> • Made 131 Discretionary Housing Payments (DHP) awards to the value of £73,248 • Made 1,885 personal contacts to discuss under occupation, welfare reform • Delivered a 24% reduction in under occupation (bedroom tax) cases • Appointed an additional Financial Inclusion Officer following increased demand • Via the work of the Welfare Rights Officer, ensured that £238,496 benefits were awarded to Council tenants • Managed and updated a Universal Credit Landlord portal
Help people whose independence may be at risk to remain in or return to their home in both the private and public sector properties.	<p>Increase use of the disabled adaptations in CCC properties to encourage independent living amongst older residents and 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>Provide advice on welfare benefits to older people to help them maximise their income and remain in their own home.</p>	<p>Increase in planned and unplanned adaptations</p> <p>100% spend of DFG budget allocation</p> <p>Increase in older people able to remain in their own home</p>	Ongoing	CCC/CBH Asset Management/ CCC Healthy Homes Team	<p>The Disabled Facilities Grant programme continues to develop and increase the number of adaptations completed for private rented and owner-occupiers across the city.</p> <p>In 2023-24, there were 92 completed applications for works to adapt and improve conditions in properties for disabled and vulnerable residents.</p> <p>In addition to the Mandatory Disabled Facilities Grant, our Discretionary forms of financial assistance continue to support the needs of our residents through the Stairlift Grant, Fast-Track</p>

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					<p>Grant, Home Repair Loan and Disabled Facilities Assistance.</p> <p>Within CBH, Community Housing are now working across all the Council's sheltered housing stock. In the last year, the officer has completed welfare benefits checks on each tenant to maximise their income.</p> <p>The Financial Inclusion Team has completed a project to ensure all tenants in receipt of Housing Benefit are also accessing Local Council Tax Support.</p> <p>Welfare rights officers have helped Council tenants to access £238,496 in welfare benefits to maximise their income</p>
<p>Increase use of assistive technologies for Council tenants.</p>	<p>Publicise the benefits of assistive technology to tenants to enable them to remain in their own homes.</p>	<p>More tenants using the service</p>	<p>2022-27</p>	<p>CBH Older Persons Services</p>	<p>CBH has installed fibre optic cabling into all sheltered schemes including the newest scheme (Fivefields Ct) to ensure the correct infrastructure is in place for the digital switch over in 2025.</p> <p>CBH continue to have regular training sessions for tenants on digital access held in communal lounge by the CCC Digital Inclusion Team.</p>
<p>Facilitate integration into the local community for the incoming population</p>	<p>Work with the local community and voluntary sector including Refugee Action and Essex integration to improve information, access and</p>	<p>Community groups set up.</p>	<p>2022-27</p>	<p>CCC Community</p>	<p>Working relationships with RAMA and Essex Integration have continued throughout 2023/24. New relationships have been developed with CAST</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Who will do it	Progress
including refugees and asylum seekers.	support (especially ethnic minorities)	Incoming population successfully integrated into the community.		Initiatives Team	(Communities and Sanctuary Seekers Together) who assist in housing newly granted refugees. Asylum funding from the Home Office was used to help over 40 individuals with newly grant refugee status to access housing
Deliver quality neighbourhoods with adequate infrastructure.	<p>Inform and consult the relevant infrastructure providers including education services of proposed housing developments so they have an opportunity to influence outcomes.</p> <p>Work in partnership with ECC and the Southeast 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>2022-2027</p> <p>2022-2027</p>	CCC Planning Policy and Transportation Team, Development Management, Community Development Team	<p>There has been ongoing partnership, consultation and engagement with infrastructure providers and stakeholders through the Local Plan and the planning process.</p> <p>The Colchester Local Plan contains policies relating to infrastructure provision including Policy SP4, PP1 and SG7. An Infrastructure Delivery Plan was produced to inform the Colchester Local Plan.</p> <p>As part of the Local Plan Review, consultants have been appointed to prepare an Infrastructure Delivery Strategy including Infrastructure Audit.</p>
Create neighbourhoods and communities which are sustainable	<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</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>	2022 – 2027	Community Initiatives, CBH, Registered Providers, CCC – Private Sector Housing, Community Safety Team	<p>CBH continue to have a solid partnership with Essex Police, often working in key areas of the City together to tackle issues.</p> <p>CBH have formed a Landlord Antisocial Behaviour Forum which Essex Police now lead on.</p> <p>In 2023/24, CBH were responsible for:</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Who will do it	Progress
<p>Encourage Community Engagement with housing providers and other organisations</p>	<p>and Crime Act and undertake enforcement action as necessary.</p> <p>Introduce a co-ordinated approach to community engagement with voluntary sector and housing providers.</p> <p>Encourage parishes directly to build a neighbourhood/community development plan</p> <p>Establish a clear focus on a collaborative, cross sector, system wide, partnership approach to creating sustainable, healthy & engaged communities through the Health & Wellbeing Alliance and One Colchester.</p>	<p>Community projects established</p>		<p>Police, Crime Commissioner s, Colchester Community Voluntary Sector (CCVS), CBH, Registered Providers, CCC Community Safety, Clinical Commissionin g Group (CCG) CCC - Economic Development Team</p>	<ul style="list-style-type: none"> • 3 Evictions for ASB • 6 Closure Orders • 2 Partial Closure Orders • 34 Notice of seeking possession issued for ASB <p>CBH also delivered/led on:</p> <ul style="list-style-type: none"> • A Residents Voice group which met monthly • Quality Assurance Advisors – volunteer tenants who monitor grounds maintenance contract and cleaning contract on CBH blocks. • Tenant inspectors – scrutinising specific areas of the business with recommendations of how services can be improved. • CBH representatives attended the Livewell Neighbourhood Team Central and South Colchester meetings • CBH facilitate the SAINT group meetings <p>The One Colchester Delivery Board provides an opportunity for key partners (including CCC and CBH) to engage and collaborate on creating sustainable, healthy & engaged communities.</p> <p>There is also a Town & Parish Council Forum that CCC’s Community, Health & Wellbeing Manager chairs which is a</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Who will do it	Progress
	Maximise employability funding from the SELEP to support the Economic Development Strategy	Funding bids submitted and agreed			<p>positive tool for engagement for parishes to increase the opportunities for partnership working.</p> <p>Housing will be a big feature of the new Alliance Place Based Plans that will improve the health outcomes of our residents by focussing on the wider determinants of health rather than clinical intervention.</p>
<p>Improve the external environment on the Council's housing estates</p> <p>Enable communities to become more self-sufficient and help themselves</p>	<p>Continue to implement the actions set out in the Estate Management Strategy for the external environment within the Council's housing estates</p> <p>Continue to develop local tenant panels to encourage tenants to take pride in the areas that they live in by making recommendations and decisions on estate improvements</p>	<p>Estate Management Strategy recommendations implemented</p> <p>Local tenant panels established and developed</p>	Ongoing	CBH Housing Management Team/ Zone Wardens	<p>Service Level Agreements are in place with CCC for Grounds Maintenance and Neighbourhood services.</p> <p>Housing management staff regularly invite tenants to attend estates walkabouts annually.</p> <p>In 2023/24, 60 Tenant Quality Assurance Advisors were trained to monitor grounds maintenance contracts, cleaning contracts and to report repairs within their blocks.</p> <p>5 tenants were also trained to inspect and scrutinise services and give service improvement feedback for all tenants.</p> <p>The ongoing Greenstead Tenant panel is tenant led and focusses on initiatives in and around Greenstead. They also have a small budget to make improvements.</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Who will do it	Progress
					CBH partnered with the Livewell Neighbourhood programme and teams to enable communities.
<p>Improved satisfaction in services that are delivered to Council tenants</p> <p>Implement the Principal areas of the Charter in relation to Social Housing White Paper to improve tenant engagement and satisfaction</p>	<p>We will review our services and adopt new collaborative approaches to continue to deliver effective and efficient services for tenants</p> <p>Work with CBH to ensure that CCC tenants and leaseholders are aware of the principal areas of the Charter and how their voice can be heard to improve satisfaction in services that are provided.</p>	<p>Services reviewed and tenant satisfaction improved</p> <p>Engagement with services improved</p>	Ongoing	CCC Client Team, CBH, Comms Team	<p>Tenant satisfaction measures were submitted to Regulator by deadline of 30 June 2024 and the audit of process was also completed.</p> <p>Launched new customer dashboard at Tenant Voice meeting on 24 April 2024.</p> <p>Tenant inspectors submitted their 4th review, scrutiny of the lettings process, which went to CBH Board in June 2024</p> <p>There has been an increase in complaints and Housing Ombudsman cases, along with determinations. This is a sector wide trend that does impact on resources. A new Housing Ombudsman Code was launched in April 2024 and policies and procedures were consequently updated to ensure that this is adhered to.</p> <p>Newly established Customer Focus Group discussed complaints at their meeting in February 2024 and in May 2024 started to consider annual report.</p> <p>New social housing regulation Act came into force 1 April 2024, along with new Consumer Standards.</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Who will do it	Progress
					<p>All landlords are now subject to inspection once every four years. Introductory meeting with the Regulator occurred on 17 June 2024 and a mock inspection is currently underway.</p> <p>Completed self-assessment against new Consumer Standards and identified opportunities to enhance levels of assurance.</p> <p>Introduced a new regulatory assurance framework through quarterly reporting to Governance and Audit.</p>
<p>Reduce and tackle anti-social behaviour in partnership with other agencies</p>	<p>Continue to deliver an overarching multi-agency approach to tackling ASB within the Town Centre through the Town Centre Action Plan.</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>Town Centre multi agency partnership team set up and continue to meet regularly to agree approach with support and enforcement in place to resolve crime and ASB issues arising in the town centre.</p>	<p>Ongoing</p>	<p>CBH anti-social behaviour team, Police, CCC Community Safety Team/CBH Rough Sleeper Team</p>	<p>CBH continue to have a solid partnership with Essex Police, often working in key areas of the City together to tackle issues.</p> <p>In 2023/24, CBH formed a Landlord ASB forum which Essex Police are now leading on.</p> <p>In 2023/24, CBH were responsible for:</p> <ul style="list-style-type: none"> • 3 Evictions for ASB • 6 Closure Orders • 2 Partial Closure Orders • 34 Notice of seeking possession issued for ASB • Developing and publishing a good neighbour guide.

What we want to achieve	Key Actions	Outcome	When it will be done	Who will do it	Progress
Prevent and reduce Domestic Abuse	<p>Work in partnership with Essex County Council to develop a Domestic Abuse Strategy for Essex in line with the Domestic Abuse Act 2021</p> <p>Ensure that the Domestic Abuse Act implications have been considered and the Gateway to Homechoice Allocations policy amended to reflect the new legislation.</p>	Domestic Abuse Strategy produced and implemented		CCC Housing Strategy Team, CBH Housing Options Team, ECC, Registered Providers	<p>CBH have conducted a review of the staff and resident DA policies, alongside staff attending DA Champion training to develop their knowledge and understanding of DA.</p> <p>Consequently, CBH have initiated a Domestic Abuse Champions network who will:</p> <ul style="list-style-type: none"> • Create awareness campaigns • Continue and develop partnership working • Support communication activity around DA • Offer continued CPD DA training to all staff • Present and promote good practice at team meetings • Improve current practices and processes
Lower the rates of unemployment in the City by supporting and encouraging residents to take up work.	<p>Operate weekly Work Clubs and drop-in centres 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,</p>	Work clubs/drop-in centres set up; premises and volunteers to run them identified Unemployment reduced	Ongoing	CBH/CCC Customer Solutions. DWP	Due to resource constraints, CBH have been unable to make any progress on this action.

What we want to achieve	Key Actions	Outcome	When it will be done	Who will do it	Progress
	Colchester City Council and other partners to promote employment opportunities and local support services				

3. Structure – ‘We will reduce carbon emissions from homes and improve standards’

What we want to achieve	Key actions	Outcomes	When it will be done	Who will do it	Progress
<p>Reduce Carbon emissions in new and existing homes by 2027</p>	<p>Identify funding opportunities and schemes to help reduce carbon emissions from new and existing homes</p>	<p>Funding identified and carbon emissions in new and existing homes reduced</p> <p>The Council’s Housing Revenue Account newbuild developments are designed to meet the “Future Homes 2025” standard (option 2) principles to achieve a 31% carbon saving</p>	<p>2022-2027</p>	<p>CCC - Client Team</p>	<p>CCC are in the process of delivering upgrades to 105 homes, utilising in excess of £1million of funding through the Social Housing Decarbonisation Fund (SHDF). This will improve the energy performance of these homes via a retrofit programme due to complete in 2025.</p> <p>In conjunction with the existing budget for climate emergency work, CCC are making progress to achieve the target of all homes reaching a minimum EPC rating of C by 2030.</p> <p>All homes purchased under the Council’s acquisitions programme are being improved at the initial void stage to achieve EPC C as a minimum and an average of EPC B across all newly acquired properties. This target is being met, ensuring there will be less requirement for retrofit works at a later date.</p> <p>New build CCC homes are being designed towards future homes standards and all new build acquisitions are required to have high EPC rating.</p>

What we want to achieve	Key actions	Outcomes	When it will be done	Who will do it	Progress
<p>Reduce fuel poverty in the city.</p> <p>Increase the take up of the government's Green Deal scheme across the city, encouraging and supporting residents to make improvements to their home increasing energy efficiency, and reducing fuel bills.</p>	<p>Promote Warm Home Discount and Priority Services Register for vulnerable residents.</p> <p>Provide fuel poverty advice to households & signpost customers to income maximisation and fuel tariff/debt advice.</p> <p>Continue to work with ECC and other districts/cities/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.</p> <p>Signpost customers to Green Deal offers and measures available.</p> <p>Promote the ECO Flex scheme which will allow CCC, through its partners, to provide affordable warmth assistance to fuel poor and low-income households that are vulnerable to the effects of the cold</p> <p>Enforce the provision of insulation and economic/efficient</p>	<p>Increased take up of Warm Home discount.</p> <p>Reduction in fuel poverty in the city</p> <p>An uptake of the ECO Flex funding discounts provided by our partners</p> <p>Reduction in fuel poverty in the city and</p>	<p>2022-2027</p>	<p>CCC – Community Initiatives Team, Voluntary sector</p> <p>Energy suppliers</p> <p>Energy Savings Trust</p> <p>CCC – Healthy Homes Team</p> <p>CCC Warm Homes partners, Energy suppliers</p> <p>CCC – Healthy Homes Team</p> <p>CCC-Private Sector Housing/Healthy Homes Team</p>	<p>The Discretionary Home Repair Loan is available to eligible residents to reduce or remove Category 1 and some Category 2 hazards such as Excess Cold under the Housing Health and Safety Rating System.</p> <p>Community, Health & Wellbeing Teams are aware of support available through Warm Home schemes and signpost appropriately.</p> <p>Financial, Equality & Wellbeing Team fulfil the following as part of their business as usual work on an ongoing basis: <i>“Provide fuel poverty advice to households & signpost customers to income maximisation and fuel tariff/debt advice.”</i></p> <p>13 households were helped through the ECO scheme with grant funding being distributed to help make homes more energy efficient and save money up till end of March 2024.</p> <p>Through the work of the PSH team in 2023/24, 29 Excess Cold hazards were removed from private/socially rented homes through reactive and proactive action.</p> <p>The Council formed a partnership with a charity which offers an independent</p>

What we want to achieve	Key actions	Outcomes	When it will be done	Who will do it	Progress
	<p>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 excess cold hazards.</p> <p>Removal of 80 Excess Cold hazards in privately rented and owner-occupied homes per annum.</p>			<p>energy advice service for residents and help with signposting to energy grant funding. 86 residents used the service up until end of March 2024.</p>
<p>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</p>	<p>Continue to improve referral pathways between Private Sector Housing & Customer Support Team to raise concerns about the housing conditions of vulnerable residents</p> <p>Work with Clinical Commissioning Group and Health and Social Care Services to tie Environmental Health into care planning and patient discharge.</p>	<p>Pathways established.</p> <p>Progress to achieving an annual target of improving 300 dwellings occupied by vulnerable people including those with long term health conditions.</p> <p>Facilitate quick and ready access to services which resolve property-related barriers to returning to/staying at home.</p>	<p>Ongoing</p>	<p>CCC Private Sector Housing</p> <p>CCC Healthy Homes Team</p> <p>Registered Providers, NEE CCG, ECC</p>	<p>The Discretionary Home Repair Loan is available to eligible residents to reduce or remove Category 1 and some Category 2 hazards such as Excess Cold under the Housing Health and Safety Rating System.</p> <p>Sessions held with various social care teams and other partners to increase awareness of the work of the PSH team and how to refer to the team.</p> <p>Housing advice sheet with contact details created and shared with Livewell Neighbourhoods Team colleagues.</p> <p>Conversations held and progress being made in ensuring housing is considered at Hospital admission, by the Transfer of Care Hub at the Hospital and by the Ambulance Service.</p>

What we want to achieve	Key actions	Outcomes	When it will be done	Who will do it	Progress
					<p>Minimal proactive action is taken by the team due to resource limitations and this isn't targeted to vulnerable residents.</p> <p>Through the work of the PSH team in 2023/24, 390 dwellings were improved.</p>
<p>Target the work we do to improve homes in the private sector based on evidence and the best information and improve the energy efficiency.</p> <p>Encourage private landlords & managing agents to provide good quality and well managed properties</p>	<p>Continue to use bulk Energy Performance data and Tenancy Deposit data to identify rented properties with poor energy performance.</p> <p>Use the Excess Cold Calculator to assist in the assessment and decision making for enforcement of excess cold hazards</p> <p>Support landlords towards provision of broadly compliant housing accommodation through improved communication and joint working -Identify common barriers to compliance and provide self-service advice and guidance in order that resources can be targeted toward criminal landlords.</p>	<p>Improved Energy performance rating of private sector homes</p> <p>Excess cold hazards removed from properties</p> <p>Landlord training delivered.</p> <p>Participation in Landlord Forums and other similar events. Improvement in the management and quality of private sector accommodation</p>	<p>Ongoing</p>	<p>CCC-Private Sector Housing Team</p>	<p>The PSH team had several unsuccessful attempts to recruit to an Environmental Health Officer role to undertake a proactive project to focus on cold and damp homes with low EPC ratings. Therefore this action has not progressed due to lack of staff resource</p> <p>However, through our general work, the PSH Team has removed 29 excess cold hazards, of which 22 were Category 1 hazards, (the more serious hazards to health).</p> <p>Officers use the Excess Cold Costs Calculator to assist in the assessment and decision making for enforcement of excess cold hazards.</p> <p>PSH has wide range of information on our web pages and self-service forms to apply for our services.</p> <p>The PSH Team also provide commercial/paid for advice services to assist landlords in being compliant.</p>

What we want to achieve	Key actions	Outcomes	When it will be done	Who will do it	Progress
					CBH hosted a successful landlords' forum.
Ensure that houses in multiple occupation (HMOs) are safe and well managed	<p>Ensure HMOs are managed in accordance with the Management of Houses in Multiple Occupation (England) Regulations 2006 & (additional provisions) Regulations 2007</p> <p>Undertake statutory duty to license all mandatory HMOs under the provisions of the Housing Act 2004 Part 2</p> <p>Use enforcement powers to raise standards where landlords refuse to work with CCC or where landlords fail to licence properties as necessary.</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>Enforcement action and prosecution of non-compliant/criminal landlords.</p>	Ongoing	<p>CCC - Private Sector Housing</p> <p>Private Landlords</p>	<p>Through the work of the PSH team in 2023/24:</p> <ul style="list-style-type: none"> • 107 visits/inspections were made of HMOs • 84 HMO Licences were issued with those HMOs all ensured to meet required standards. • 74 HMOs were improved. • 1 x Civil Penalty Notice was served on a landlord for the offence of failing to licence an HMO to the value of £5,000. The landlord has appealed this CPN to the Tribunal Service. • 86 HMO licence applications received and are currently being processed. <p>At the end of 2023/24 there were 360 HMOs with a live licence. Licences last for a maximum of five years, when they expire a renewal application is required.</p>
Encourage & Support homeowners to maintain and repair their homes and introduce energy efficiency measures.	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.	Improvement in energy efficiency of properties.	Ongoing	CCC – Healthy Homes Team	<p>The Discretionary Home Repair Loan is available to eligible residents to reduce or remove Category 1 and some Category 2 hazards such as Excess Cold under the Housing Health and Safety Rating System.</p> <p>The Financial Assistance Policy was reviewed in January 2024 and provides</p>

What we want to achieve	Key actions	Outcomes	When it will be done	Who will do it	Progress
	Undertake review of Financial Assistance Policy and explore opportunities to further incentivise property improvements through provision of grants and loans.	More grants and loans provided for property improvements.			detail on the financial assistance that is available to eligible residents.
Improvement in the energy efficiency of the Council's housing stock and ensure that Council properties are thermally efficient	<p>Implement the Green Strategy part of the Asset Management Strategy, which provides a holistic approach to making homes more energy efficient.</p> <p>Utilise the Government's and the EU's energy grant and incentive schemes to maximise the number of measures available to individual properties within the stock.</p> <p>Include energy saving measures within the Colchester standard and ensure procurement includes measures within specifications where appropriate.</p>	<p>Increase in homes that are more energy efficient.</p> <p>Energy measure specified in Sheltered Scheme Refurbishments and in the Housing Improvement Programme (HIP) procurement.</p>	Ongoing	<p>CBH Asset Management Team</p> <p>CBH Asset Management Team</p>	<p>For further details, see progress listed under "Reduce Carbon emissions in new and existing homes by 2027" above.</p> <p>All relevant procurement specifications reference energy saving measures, including the current acquisitions programme. Bidding contractors are assessed on their environmental policies and commitment to reducing carbon emissions and waste. The Council take the opportunity to improve energy performance whenever possible to help tenants afford fuel bills and to achieve our energy targets.</p>
Understand the viability of implementing new energy efficiency measures for the	Continue to carry out energy assessments on all properties with the Housing Stock.	Assessments completed, better understanding of costs to inform what new	Ongoing	CBH Project Surveyor (Energy)	The energy assessments of CCC's homes are ongoing to improve the data held. The Council utilise energy modelling software (Parity Portfolio) to model upgrade scenarios and target

What we want to achieve	Key actions	Outcomes	When it will be done	Who will do it	Progress
Council's housing stock		measures are implemented.			improvement works to get the maximum benefit in thermal efficiency and carbon reduction.
Reduce levels of overcrowding in affordable housing	<p>Promote the use of mutual exchange, to better meet tenants needs (see action above)</p> <p>Assessment of 'crowding and space' under the provisions of part 1 of the Housing Act 2004 to ensure families are correctly prioritised for rehousing</p>	<p>Crowding and space hazards removed or sufficiently mitigated.</p> <p>Crowding and Space hazard considered during every property inspection by the Private Sector Housing team, 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>Ongoing</p> <p>Ongoing</p>	<p>CBH Housing Management Team, Registered Providers</p> <p>CCC – Private Sector Housing Team</p>	<p>Mutual Exchanges continue to be promoted by staff and within the tenant newsletter quarterly.</p> <p>Gateway to Homechoice promotes Mutual Exchange through their website and on CBH's website.</p> <p>Crowding and Space is one of the 29 hazards considered on every inspection for reactive or proactive purposes. Where identified, it will be assessed using the Housing Health and Safety Rating System and appropriate action taken, this will depend on the circumstances.</p> <p>Through the work of the PSH team in 2023/24, 13 crowding and space hazards were mitigated.</p>
Council and Housing Association homes meet the required	Work with CBH and Housing Association partners to ensure that the requirements are met.	Council and Housing Association homes meet the required	tbc	CCC Client Team/CBH Asset	Working with CBH, CCC have been focussing on essential works to our properties throughout 2023/24.

What we want to achieve	Key actions	Outcomes	When it will be done	Who will do it	Progress
standards and building safety compliance regulations set out in the Social Housing White Paper		standards and building safety compliance		Management Team	<p>Investing in our stock is crucial to keep the stock decent and up to the necessary standards set by the Regulator. This ensures the longer term sustainability of our stock. At the end of the year 99.5% of stock met the decent homes standard.</p> <p>The Council is also on target to achieve at least an EPC Band C for all of its housing stock by 2030. At the end of 2023/24, 86.47% of stock met this standard.</p>

4. Prevent Homelessness and Rough Sleeping – ‘We will prevent homelessness by working with partners to deliver Colchester’s Homelessness and Rough Sleeping Strategy 2020-25’

Preventing homelessness and rough sleeping are addressed in our Homelessness Strategy 2020-2025. The full strategy and all associated documents can be found on CCC’s website - [Strategies · Colchester City Council](#)

What we want to achieve	Key Actions	Outcomes	When it will be done	Who will do it	Progress
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	Housing Strategy Team	In November 2023, c20 representatives from CCC, CBH and 12 partner organisations, met to collectively consider the progress made against the aims and objectives of Colchester’s Homelessness and Rough Sleeping Strategy and the agreed Delivery Plan. Subsequently, an update to the Delivery Plan and an associated Progress Report were completed and can be found on CCC’s website (Strategies · Colchester City Council).
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.	2025 - 2026	Housing Strategy Team	The current strategy is in place from 2020-2025. Preliminary work for a new strategy will commence in 2025, for the strategy to take effect in 2026.