

Housing Strategy Delivery Plan 2015 to 2020

2016-17 update

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

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015 - 2016	Actions reviewed 2016 - 2017	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 in compliance with the National Planning Policy Framework. 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>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 the Council's planning policies are updated to provide a robust basis for guiding future growth in the Borough.</p> <p>Delivery of more affordable housing in rural areas of Colchester</p>	<p>Local Plan adopted 2018</p> <p>2015-2020</p>	<p>Local Plan on target to be produced in Spring 2018</p> <p>2 rural exceptions schemes delivered, the first for 10 years in Dedham and Messing</p>	<p>Continued to update the evidence base with new documents and studies to inform the Local Plan.</p> <p>Completed the "Preferred Options" setting out the preferred policies and proposals to be included in the Local Plan. Public consultation completed and used to shape the Plan.</p> <p>Local Plan on target to be adopted in 2018</p> <p>Housing needs surveys completed for Donyland, Layer Marney, Layer de la Haye.</p> <p>Boxted Neighbourhood Plan adopted, with affordable housing need identified.</p>	<p>CBC Planning Policy Team</p> <p>CBC – Housing Strategy Team Parish Council's, RCCE, Registere</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015 - 2016	Actions reviewed 2016 - 2017	Who will do it
	<p>CBC will 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>Housing Needs Survey for Stanway completed for Neighbourhood plan which is in progress</p> <p>Regular attendance at Rural Housing Enabler meetings and in contact with Parish Councils to offer support</p> <p>North Essex Garden Communities Ltd was set up in 2017 to take forward proposals for three new garden communities across North Essex. The company is jointly owned by Braintree and Tendring District, Colchester Borough and Essex County Councils</p>	<p>d Providers and private developers</p> <p>CBC Planning Policy Team</p>
<p>Maximise the supply of affordable housing on</p>	<p>Implement Colchester's Local Plan which seeks</p>	<p>Affordable housing target of</p>	<p>2015-2020</p>	<p>106 homes delivered in 2015/16. This is 25% of our</p>	<p>A total of 100 new affordable homes were</p>	<p>CBC – Affordable</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015 - 2016	Actions reviewed 2016 - 2017	Who will do it
<p>new developments</p> <p>The change in the national definition of affordable homes in the Housing and Planning Act 2016 means this now includes a range of affordable products for rent and home ownership for households whose needs are not met by the market,</p>	<p>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>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</p>	<p>426 homes between 2015 and 2020.</p>	<p>2015-2020</p> <p>2015 - 2020</p>	<p>five year target.</p> <p>CBC secured nearly £500,000 from sites where a viability assessment</p>	<p>delivered in 2016/2017. This brings the two year total to 48% of our five year target.</p> <p>Still awaiting the outcome of Government's consultation on the technical consultation.</p> <p>Out of the 100 affordable homes that were delivered in 2016/2017, 65% were Section 106 allocations, 11% was rural housing (Dedham and Messing rural schemes)and 24% was non-section 106 affordable Housing (Hythe Quay)</p> <p>CBC secured nearly £6,139,818 from 2 sites where a viability assessment proved that</p>	<p>Housing Development Officer, Development Team, Planning Officers, Registered Providers</p> <p>Affordable Housing Development Officer</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015 - 2016	Actions reviewed 2016 - 2017	Who will do it
	<p>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>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</p>	<p>Different ways of delivering affordable housing explored</p> <p>Use the New Homes Bonus to deliver new affordable homes</p>	2015 - 2020	<p>proved that delivery of affordable housing and other contributions would compromise overall delivery of homes. On two of the five qualifying sites which had legal agreements settled in 2015-16 we ensured that a balance was reached between delivering new homes and the need for affordable housing, and considered viability.</p> <p>CBC set up a process to enable Registered Providers to express an interest in the funding to deliver affordable housing – only 1 response was received. CBC continued to work with the HCA during 2015/2016. However, there were fundamental changes to the funding regime in for affordable homes in 2016 which resulted in a lack of</p>	<p>delivery of affordable housing and other contributions would compromise overall delivery of homes. On these qualifying sites which had legal agreements settled in 2016-17 we ensured that a balance was reached between delivering new homes and the need for affordable housing, and considered viability.</p> <p>The need to spend RTB 1-4-1 receipts has meant that we have used these as a priority to fund new affordable homes.</p> <p>CBC agreed to give grant funding for additional affordable housing as follows:</p> <p>Winnocks and Kendalls Almshouse Charity. £285k for 10 affordable</p>	

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015 - 2016	Actions reviewed 2016 - 2017	Who will do it
	funding to help deliver more affordable units on new schemes			funding to deliver more affordable units on new schemes.	homes. Family Mosaic. Up to £1.26m for 19 affordable homes Colne Housing. Up to £155k for 1 three bed home as Right to Buy Back	
Understand and identify housing needs in terms of number, size, tenure, quality of properties and associated facilities.	<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 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>Robust Objectively Assessed Need figure is established to inform production of the local plan</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>2017</p> <p>Ongoing</p>	<p>The Council's Strategic Housing Market Assessment (SHMA) was updated in partnership with Braintree, Chelmsford and Tendring Councils.</p> <p>Completed studies to determine the number of homes needed in Colchester, known as the objectively assessed need figure and the objectively assessed affordable housing need figure which inform the production of the local plan and its evidence base.</p>	No action required as key action completed and forms part of the evidence base for the new Local Plan.	CBC Planning Policy Team

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015 - 2016	Actions reviewed 2016 - 2017	Who will do it
	<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 properties to accommodate those with specific needs.</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. Particular groups include larger families, older people and supported housing for vulnerable people.</p>		<p>Essex University provided evidence to inform the SHMA.</p>	<p>Affordable Housing Development Officer is in collaboration with Colchester Borough Homes to identify need for wheelchair adaptable and accessible homes to meet Building Regulations Part M (4) Category 3 (a) adaptable and (b) accessible.</p> <p>Affordable Housing contribution requirements include a request that all affordable housing to meet Building Regulations Part M(4) Cat 2 where possible, which is a standard</p>	<p>CBC Housing Strategy Team</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015 - 2016	Actions reviewed 2016 - 2017	Who will do it
<p>New action for 2017-18 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.</p>	<p>CBC 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</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>2017-20</p>		<p>suited for residents at all stages of life, with wheelchair user dwellings requested on a scheme by scheme basis, in consultation with CBH.</p> <p>Ongoing anticipate Examination/ Adoption of a few during 2018.</p>	<p>Planning Policy Officers (supporting Parish Councils)</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015 - 2016	Actions reviewed 2016 - 2017	Who will do it
	need and affordable housing.					
Encourage new initiatives, including housing products, which meet housing need and demand between affordable rented and home ownership.	<p>Implement Colchester's Planning Policies which seek 20% of all affordable housing to be provided as Intermediate housing. 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</p>	<p>A range of products and initiatives available to meet housing need</p> <p>A fully functioning housing ladder where demand meets supply at a price that is affordable to households in Colchester.</p>	<p>2015-2020</p> <p>2015/2016</p> <p>2015 -</p>	<p>In 2015-16, 18% of all affordable homes delivered were intermediate housing.</p> <p>Self-build and custom build</p>	<p>In 2016-2017, 35% of new build affordable homes were intermediate housing.</p> <p>Self-build and customer</p>	<p>CBC Affordable Housing Development Officer</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015 - 2016	Actions reviewed 2016 - 2017	Who will do it
	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.		2020	register has been established.	build register has been reviewed and applications continue to be registered.	
Maximise the use of the Council's land and assets to deliver new housing.	<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>	Delivery of new housing on Council owned sites to increase housing numbers	<p>2015/16</p> <p>2015 - 2020</p>	<p>Development Strategy produced.</p> <p>CBC has delivered 34 council homes in Colchester, the first for over 20 years. As part of the Asset Management Strategy, CBH and CBC are exploring the viability of housing sites to see if they are developable.</p>	<p>Cabinet agreed, in principle, to the Business case for sites to be developed by the Council's Local Housing Company.</p> <p>Disposal of the first property in the Dutch Quarter was completed. This property was the first of a number of homes identified through the viability model to be disposed of as they become empty. The viability model considers the cost to repair the property and the suitability of the property</p>	<p>Housing Development Officer</p> <p>Joint CBC/CBH Asset Management Group, Housing Development Officer</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015 - 2016	Actions reviewed 2016 - 2017	Who will do it
	<p>New action 2017/2018 Create a new commercial company to take forward Colchester's housing development ambitions.</p>	Commercial Company set up and Colchester's Housing Development ambitions identified.	2017-2018		as a home.	
Continue to review the Council's existing sheltered housing stock to implement the Colchester Standard	Carry out major refurbishment of the Sheltered Housing Stock identified in the 2010 Review.	Colchester Standard achieved on all schemes identified	1st scheme completed March 2015. 2nd scheme starting April 2015	The 1 st Sheltered Housing scheme, Worsnop House has been completed and all flats are now self-contained. Work started on the 2 nd scheme Enoch House, which includes replacing 45 flats (including 28 bedsits) with 35 self-contained flats and 2 x 2 bed flats. The 3 rd scheme is at design stage.	<p>Work has been completed at the 2nd sheltered scheme, Enoch House, which was opened in July. The work involved replacing 45 flats (including 28 bedsits) with 35 self-contained flats and two 2 bed flats.</p> <p>A Housing Futures programme was established jointly between CBC and CBH as a response to the Government's 1% rent reduction which</p>	CBH Asset Management Team Housing Client Team

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015 - 2016	Actions reviewed 2016 - 2017	Who will do it
	Review the remaining Sheltered housing stock through condition surveys and assessing their viability	Up to date surveys and viability assessments completed on schemes.	Annual reviews	Viability for other schemes, currently being identified through the Future Options Group (FOG)	impacted on the Council's income from rents. The main objective for the projects that are part of the programme is to save money so that the Council is still able to provide council housing and services. In 2016/2017 as part of the Housing Futures Programme, a review of the remaining 3 Sheltered schemes that contain bedsit accommodation has begun. CBC are currently in the process of selling Maytree Court.	
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	To be conveyed through Local Plan communications		Communications Team, Planning Policy, Registered Providers
Increase the role of the private rented sector in	Improve access for those who traditionally face	Increased provision of	2015-	Essex Landlord Accreditation Scheme has	A Private Sector Leasing scheme has been set up	CBH - Housing

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015 - 2016	Actions reviewed 2016 - 2017	Who will do it
meeting housing need	<p>barriers to the private rented sector (PRS)</p> <p>Work with landlords to improve the sometimes poor image of the PRS through implementing the Essex wide landlord accreditation scheme</p>	<p>Private Rented homes to meet housing needs</p> <p>Landlord Accreditation scheme implemented and perception of the PRS improved</p>	<p>2020</p> <p>2015/16</p>	<p>ceased due to lack of interest</p> <p>CBH are researching a private rented leasing scheme.</p> <p>A Landlords forum was held in March 2016.</p>	<p>and 8 properties have been secured under the scheme.</p> <p>CBC Private Sector Housing (PSH) Team and CBH are working together to ensure accommodation that is included in this scheme is of suitable quality.</p> <p>A Private Sector Landlords' forum was held in February 2017</p>	<p>options Team, CBC – Private Sector Housing Team, Private Landlords</p>

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	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	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 (especially ethnic minorities)	Community groups set up. Incoming population successfully integrated into the community	2015-2020	Afghan and Syrian families have been successfully integrated into the Community under government resettlement programmes, with the help of Fresh Beginnings	Fresh Beginnings have now changed their name to Essex Integration. Since December 2015, 13 families have successfully resettled in Colchester under the Syrian Vulnerable Persons Resettlement Scheme.	CBC Community Initiatives Team
Deliver quality neighbourhoods with adequate infrastructure.	Inform and consult the relevant infrastructure providers including education services of proposed housing developments so they have the opportunity to comment and influence outcomes. Work in partnership with ECC and the South East	High quality communities Projects delivered – Infrastructure	2015-2020 2015-2020	During 2015/16 CBC collected £887,782.50 through s106 contributions for the provision, equipping and maintenance of open space, sports and recreational areas within the borough. During this period CBC have funded; a re-designed skate park at Leisure World, new pontoons at Wivenhoe and	During 2016 -17 CBC received s106 contributions of £432,052.30 for projects which included :– A contribution for Public Open Space of £325,782.33 which was used for the refurbishment of play areas in	CBC Planning Policy and Transportation Team, Development Management, Community Development Team

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	Local Enterprise Partnership (SELEP) to deliver integrated and sustainable transport projects	needs met		West Mersea, an outdoor gym and MUGA at East Donyland, an outdoor gym at Mill Road and a new playground at Eight Ash Green. CBC also collected £82,401.18 for Community Facilities for the creation, equipping and maintenance of facilities. This has been used to fund numerous projects including; a new village hall at Layer-de-la-Haye, a community café at Old Heath Recreation Ground, refurbishment of Birch village hall, the MICA centre at West Mersea, and at Salcott. CBC has also secured delivery of two new community centres at the Chesterwell and Severalls developments, and a new community centre in Stanway, which will incorporate many green technologies. During 2015/2016 Essex County Highways and	Wivenhoe and West Mersea, the delivery of the Memorial Garden in Tiptree and will include the delivery of the Northern Colchester Sports project. Community Facilities received £33,128.16 for projects including the delivery of the refurbished facility at Stanway. Healthcare received £73,141.81 for Projects including the expansion of facilities in Stanway and North Colchester.	

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
				Education were able to seek financial contributions through S106 Planning obligations to mitigate the impact of new housing on existing services. In 2015-16, £2,263,289 was secured for Education and £66,083 secured for Highways.		
Encourage Community Engagement with housing providers and other organisations	Introduce a co-ordinated approach to community engagement with voluntary sector and housing providers	Community projects established Projects delivered including Crucial Crew for older and young people.	2015-2018		Community events held throughout 2016-17 include the Older Persons' Crucial Crew, the Community Day of Action at Rowhedge and an event hosted by Colchester Community Voluntary Service (CCVS) at Firstsite.	Police, Crime Commissioners, CCVS, CBH, Registered Providers
Create neighbourhoods and communities which are sustainable	Develop partnerships with residents, the voluntary sector, community organisations and wider local service providers, especially on	Partnerships set up Continue to hold events including 'Days of Action' and 'Make a	2017 Ongoing	CBH have adopted a different approach to 'days of action' to encourage people to engage in the activity. "Make a difference day" is being refreshed	CBH have successfully completed two "Make a Difference Days" in 2016/2017 to carry out various	Zone Wardens, Community Police, Community Initiatives, CBH, Registered

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	<p>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>Maximise employability funding from the SELEP to support the Economic Growth Strategy</p>	<p>difference day', to bring communities together. (8 make a difference days held a year)</p> <p>Funding bids submitted and agreed</p>	2020	<p>including door/card dropping and a mobile tent.</p> <p>Funding bids submitted February 2016</p>	<p>activities to improve areas across the borough.</p>	<p>Providers, CBC – Private Sector Housing, Environmental Protection, Animal Services.</p> <p>CBC - Economic Growth Team, Enterprise and Tourism Team</p>
<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</p>	2017	<p>Estate tours have been set up to identify issues and seek tenant's priorities</p> <p>Pilot project at Scarfe Way was successful in tidying up the area and creating a welcoming environment</p>	<p>Estate Management Strategy Action Plan in progress.</p> <p>New estates standard agreed and being monitored monthly by local Quality Assurance Advisors (QAA's). QAA's are tenant or leaseholder volunteers who</p>	<p>Zone Wardens/CBH Housing Management Team</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
		programme			<p>monitor the communal areas of 3 and 2 storey blocks of flats. A number of new QAAs have been recruited.</p> <p>An estate transformation project now complete at Scarfe Way/Avon Way and surrounding areas with positive feedback</p> <p>Continuing to develop and promote recycling opportunities</p>	
<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>Reduction in antisocial behaviour</p>	<p>2015-2020</p>	<p>Essex Police ASB teams have been disbanded but CBH ASB Team still managing ASB issues. ASB forum to be set up.</p>	<p>Essex Police's neighbourhood Policing Team and officers continue to work closely with ASB Officers where there is high level ASB impacting on both individuals and communities.</p>	<p>CBH anti-social behaviour team, Neighbourhood action panels, Police, Environmental Protection, Animal Services.</p>

What we want to achieve	Key Actions	Outcome	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	Provide support to witnesses and victims of antisocial behaviour				ASB Officer had regular meetings within the Police Hub and attending fortnightly tasking meetings. An ASB Forums was not set up due to little uptake from other Housing Providers and the opportunity to discuss cases within Tasking meetings	

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 below:

<http://www.colchester.gov.uk/homelessnessstrategy>

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	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	Homelessness Strategy delivery plan updated in conjunction with project group, for 2015 and progress report produced and published	Homelessness Strategy delivery plan updated in conjunction with the project group for 2016 and progress report produced and published.	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		Not due until 2019/2020	Housing Strategy Officer
New action 2017/2018 Ensure we are best placed	Review the impact of the Homelessness	Our services are able to meet the	2017 - 2018	New action 2017/2018	New action 2017/2018	CBC/CBH Housing

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
to respond to the new duties placed on local authorities as a result of the implementation of the Homelessness Reduction Act 2017	Reduction Act 2017 on our services and strategies	requirements of the legislation and respond to customers' needs				Solutions Team

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	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
Improve health & wellbeing of Colchester residents through greater integration of housing, health and social care services.	Engage with partner services and identify opportunities for joint working and service delivery to tackle housing as a long term barrier to health.	Joint working established between housing, health and social care	2015-18	Public Health Improvement Coordinator appointed in June 2016 - currently scoping and setting priority work streams for next 2 years with real emphasis on collaboration, community resilience and enabling residents and tenants to be well and independent in their homes. CBC Officers now linked in to pathway reviews with health & social care partners including falls prevention, frailty, respiratory health and assistive technology. Focus of these work streams is to pilot new methods of joint working to ensure data is shared and those at risk of admission are identified to enable preventative measures that assist residents and tenants to stay independent at home.	CBC officers continued to be linked in to pathway reviews with the Clinical Commissioning Group (CCG).	CBC Private Sector Housing, Registered Providers Essex County Council NEE CCG
	Explore opportunities for additional Public Health funding.	Pathways established and referral processes improved	2015 - 2020		Health and Housing Project Officers have been appointed and links made with a wide range of health and social care partners to raise awareness of the work of the Private Sector Housing (PSH) Team.	CBC Customer Solutions, Private Sector Housing
	Establish effective multidisciplinary care/referral pathways	Regular Forums	2015-		Referrals pathways with the PSH Team agreed and in place with a wide range of services	

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	<p>Work with local community and voluntary sector organisations to improve information, access and support for household health checks.</p>	<p>established, Tenancy audits in place to identify vulnerable tenants</p>	<p>2020</p>	<p>Pilot underway to deliver Making Every Contact Count (MECC) Training to key CBC staff. The principle of MECC is to understand and know how to give healthy lifestyle advice when the opportunity arises with residents. CBC is working closely with Essex Lifestyle Services delivered by PROVIDE - Information focuses on smoking cessation, healthy eating, physical activity, alcohol and mental wellbeing.</p> <p>Training delivered to Social Services colleagues in North Essex Adult Operations and the 'Good Lives' team on housing standards and the impact of poor housing on health. Worked with the local community and voluntary sector to develop and set up a Dementia Action Alliance for Colchester (official launch 2nd Nov</p>	<p>including: referral processes set up with the Patient Transport Service/Ambulance teams and the Hospital Discharge Team.</p> <p>Links made with a wide range of charities and voluntary groups to raise awareness of household health checks.</p> <p>A Housing Project Officer based at Essex County Council Adult Social Care offices in place for two days per week and shadowing social care staff.</p> <p>A Housing Project Officer linked in with Community</p>	

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
				<p>2016). The DAA consists of local services and organisations (including CBC) pledging to take practical actions to enable residents and their carers to live well with dementia.</p> <p>CBC and CBH officers established as lead partners and contributors to the One Colchester Strategic Partnership through the One Colchester Operational Group which has a strong focus on health and wellbeing of Colchester residents.</p>	<p>360 (c360) to work with Home from Hospital referrals and provide awareness raising at induction of c360 volunteers</p> <p>A Housing Project Officer using CBC information from Zones teams to access the most vulnerable residents known to the organisation.</p> <p>Frontline teams trained in the Making Every Contact Count (MECC) approach.</p> <p>Frontline teams trained in the use of My Social Prescription (<i>My Social Prescription</i> is a new phone and online</p>	

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	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	The number of serious home hazards removed during 2015-16 was 474, examples include excess cold, dampness, sanitary conditions and accidents.	service linking people in North East Essex to volunteers, voluntary and community groups to make a change in their lives and within their Communities. The number of housing hazards removed in 2016-17 was 324.	
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	2014-16	The total number of homes improved by the PSH team in 2015-2016 was: 192	148 homes were made safer in 2016-17 and 50 Houses in Multiple Occupation were brought up to standard. Accessing data held within CBC to access residents who are considered to be	CBC Private Sector Housing, Registered Providers NEE CCG ECC ACE

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	<p>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.</p>	<p>Facilitate quick and ready access to services which resolve property-related barriers to returning to/staying at home.</p>			<p>vulnerable by other services, for example Zones teams/waste services.</p> <p>The Hospital Discharge Team and Discharge Coordinators on the wards at CHUFT (Colchester Hospital University NHS Foundation Trust) are now incorporating the consideration of housing conditions in to a patient's discharge process at the early stages and have a referral route in to the PSH team.</p> <p>Discussions are currently ongoing with the A and E team at CHUFT to</p>	

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
					incorporate consideration of a patient's housing conditions on admission where relevant and to agree a referral route in to the team. For example – if the patient is admitted due to a fall or a breathing condition.	
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 have been removed.	£80,000 NHS Cost savings delivered annually	Cost calculator purchased 2014 Cost saving ongoing	The housing health cost calculator purchased and some cost savings achieved, need to use this more effectively – licence under review.	Purchasing a further annual licence is currently being reviewed.	CBC Private Sector Housing
Reduce fuel poverty in the borough.	Promote Warm Home Discount and Priority Services Register for vulnerable residents. Provide fuel poverty advice to households & signpost customers to income maximisation	Increased take up of Warm Home discount. Reduction in fuel poverty in the borough	2015-2020 2015-	Continue to provide advice and assistance to residents to improve their energy efficiency. Online services being promoted	Advice and assistance to residents to improve energy efficiency continues to be provided by the Community	CBC Private Sector Housing CBC – Community Initiatives Team, Voluntary sector Energy suppliers

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	<p>and fuel tariff/debt advice.</p> <p>Signpost customers to Green Deal offers and measures available.</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>Removal of 80 Excess Cold hazards in privately rented and owner occupied homes per annum.</p>	<p>2020</p> <p>2015 onwards</p> <p>Ongoing</p>	<p>The green deal is under review therefore actions relating to this may be difficult to achieve.</p> <p>91 excess cold hazards have been removed during 2015-16.</p>	<p>Initiatives Team. An online referral process for residents to self-refer to partners also facilitated.</p> <p>Green deal funding is no longer available, however the Community Initiatives Team signpost customers to ECO funding opportunities that are available.</p> <p>Through the work of the Private Sector Housing team 56 Excess cold hazards have been removed in 2016-17</p>	<p>Energy Savings Trust</p>

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	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				Loan assistance continued to be offered to home owners to remove Excess Cold hazards	
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.	2016/17	Protocol on agenda for RP forum in May 2016	Discussions ongoing with Registered Providers (RP's) to agree contribution arrangements. Adaptations policies of RPs being reviewed.	CBC – Private Sector Housing, 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		One significant development of flats where this was identified as a problem is being addressed by the landlord through redevelopment of the site working with the Housing Strategy Team.	Private Sector Housing Registered Providers Green Deal Providers

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
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>	<p>CCVS now operate the work clubs</p> <p>CBH have introduced a project called "Pathways" which includes digital training, apprentices etc.</p>	<p>CBH are working in partnership with Reeds employment to identify tenants on Job Seekers Allowance who could qualify for free training and employment support</p> <p>Community 360 now co-ordinate the work clubs</p>	<p>CCVS</p> <p>CBH</p> <p>CBH/CBC Customer Solutions.</p> <p>DWP</p>
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	DWP, CBC, CBH, Colne Housing, GO4, Signpost, Children Centres and Family Solutions

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
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	Ongoing	<p>CBH have funded a Firebreak for young people who have exhibited risky behaviours or low self esteem. The programme aims to reduce the risky lifestyle choices by young people and raise awareness of the consequences of fire, fire setting and hoax calls.</p> <p>CBH have funded Prison Me! No-Way! Which is a national educational charity with a core aim of raising awareness among young people about the causes, consequences and penalties of crime.</p> <p>CBH held an event at Thurstable School Tiptree for</p>	<p>Colchester Borough Homes/Open Road/Police/Catch 22</p> <p>CBC – Private Sector Housing Team</p>

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	<p>Make homes safer and reduce the fear of crime through 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>Safer homes and reduction in fear of crime – Category 1 & 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>	2015 - 2020	14 'entry by intruder' hazards have been removed informally during 2015-16.	<p>Year 10/11 pupils as part of an education programme tackling issues including drugs, Domestic Abuse, prison systems, gangs.</p> <p>8 "entry by intruder" hazards have been removed during 2016-17</p> <p>1 Home Security Grant was approved and paid in 2016-17 to enable a family who were staying out of the Borough in a refuge because of domestic violence, to return home.</p>	
Prevent and reduce Domestic Abuse	Work in partnership with Essex County Council to develop a Domestic	Domestic Abuse Strategy produced and implemented	2015	CBH have adopted the Domestic Abuse strategy developed by ECC.	CBC, in partnership with Braintree, Tendring	Housing Options Team, ECC, Registered

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	Abuse Strategy for Essex				<p>and Maldon Councils, successfully secured £263,453 for a 15 month project to provide specialist services in the refuge and the community for Gypsy and Roma Travellers and hard to reach groups, victims and their families. The project is being delivered by Colchester and Tendring Women's Refuge.</p> <p>There have been 26 referrals to the Sanctuary Scheme in 2016-17. The scheme is now being run by CBH.</p>	Providers

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	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
Manage customers' expectations and enable them to help themselves	<p>Work with the CBC Customer Service Centre (CSC) to help promote self-serve</p> <p>New Action 2017/2018: Work with our Gateway to Homechoice partner local authorities to develop an Enhanced Housing Options self-serve tool to enable customers to help themselves</p>	<p>More customers able to self-serve</p> <p>More efficient service</p> <p>Financial savings</p> <p>More customers able to help themselves</p>	<p>2015/16</p> <p>2017 - 2018</p>	<p>Initiatives set up - more customers able to self-serve.</p> <p>CBC's Transformation Project has helped to create a self-service hub within the library. The 'express zone' offers self-service options with support available if required. This has enabled a significant shift to services being accessed online.</p>	<p>Tenant toolkit prepared and available on the website to enable tenants to self-serve to pay bills and manage their tenancy. CSC directing clients to this.</p>	<p>CBH - Housing Options Team, CBC - Customer Solutions, CBC- Private Sector Housing</p> <p>CBH/Gateway to Homechoice Co-ordinator</p>
Ensure that young people understand	Work in partnership with schools in the borough to educate young people	School projects set up so young people are more	Ongoing	y.e.s. – exploring private rented options when young people are seen to promote	Ongoing from previous update	y.e.s./CCV S/Age UK/TACM

the housing options available to them and the risks of leaving home in an unplanned way	and their parents about their housing options and the risks of leaving home in an unplanned way. Publicise COYOHO (Colchester Young Persons Housing) website which offers advice and information for young people on Housing problems.	informed about housing. Publicised to organisations and groups via e-mail and Social Media	2015/16	the idea that social housing is not the only housing available to them. CBH Housing Options Team now responsible for promoting COYOHO.		EP/CBH – Housing Options Team CBH
Increase housing options in the private rented sector encouraging, supporting and incentivising private landlords	Set up a quarterly Landlords Forum Continue to offer a rent bond to landlords to provide affordable rented accommodation and to ensure housing standards are suitable. Deliver housing standards regulation and management training to Private Sector Landlords.	Landlords Forum set up and good attendance maintained Increase in use of the Private Rented Sector – Monitor take up Training delivered – better informed and broadly compliant	Ongoing 2015-16	Landlord's forum will be held 6 monthly. The first forum held on 15 th March 2016. Private Sector Leasing scheme being considered offering property and tenancy management (by CBH) to private landlords.	A Landlords' forum held in February 2017. Private Sector Leasing (PSL) Scheme in place. CBC Private Sector Housing team is working with CBH to ensure accommodation that is included in the PSL and Homefinder Schemes is of suitable quality. Awareness raising sessions provided by the PSH Team at the Landlords'	CBH - Housing Options Team Lettings Officer, Private Sector Landlords, CBC – Private Sector Housing Team.

		landlords.			Forum held in February on relevant topics.	
Support residents affected by Welfare Reform	Continue to develop internal and external partnerships to mitigate the effects of welfare reform. Continue to provide proactive support to those affected by the reform agenda.	More residents supported and where appropriate alternative housing options identified.	2015-2020	<p>Officer to be seconded to CBH from CBC to continue to mitigate the impact of the reforms and support tenants.</p> <p>Colchester Borough Council has responded to the next stage of welfare reform by forming a specialist team to provide proactive intervention to support residents affected by various welfare reforms. The team will be based within Customer Services but will collaborate with various services across CBC and CBH and with external partners.</p> <p>As from April 2016 all new tenants potentially affected by the single room rent are being given a letter at sign up advising them of changes.</p> <p>CBH/CBC continues to fund other agencies to support</p>	Colchester Borough Council's specialist team continued to proactively support residents affected by welfare reform and has supported 553 households so far. A further officer was recruited in the second year of the project. The team is primarily a front facing service operating from the Library and Community Hub. The team also offer telephone interviews and home visits for the more vulnerable. The work of the team is promoted through the CBC website which includes useful information regarding welfare	Housing Options Team, CBH, CBC Customer Solutions.

				<p>residents that are affected by welfare reform including CAB and Open Road.</p> <p>Landlords have made clear on Gateway to Homechoice choice based lettings website the implications for prospective tenants who are claiming housing benefit and sign up for a self-contained property.</p>	<p>reforms. The team are mindful of further reforms scheduled for later dates and will adapt in accordance.</p> <p>Affordability Conference held by the Gateway to Homechoice Choice Based Lettings Partnership of 8 local authorities, to explore the impact of Welfare Reform on housing applicant's ability to be rehoused and different approaches being used by Registered Providers to assess the affordability of rents.</p> <p>The provision of the Council's Discretionary Housing Payment (DHP) Fund was used to support</p>	
--	--	--	--	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

					residents affected by welfare reform and prevent homelessness. The DHP fund of £342,170 (including £50,000 CBC funding) was Spent in 2016/2017.	
Improve tenancy sustainment and work proactively with residents to provide advice and assistance around budgeting, work and debts	Promote pre tenancy workshops/early intervention for arrears 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	Increase in take up of workshops. Reduction in the take up of discretionary funds	2015-2020	Ongoing. Good take up. During 2015-16 the Financial Inclusion Officer visited 152 tenants to provide support and debt advice including; opening bank accounts, applying for welfare benefits and preventing homelessness, evictions and court action.	CBH continue to offer bi monthly pre- tenancy workshops to all under 25s. Support assessments are completed at sign-up to identify need to help support new tenants to sustain tenancies. CBH Financial Inclusion Officer provided 67 home visits with CAB debt advice service CBH Financial Inclusion Team (FIT) helped tenants obtain 142 DHP's totalling £89,674. an	CBH – Housing Options Team /Supported Housing Organisations/CBH - Tenant Support Officers

					<p>additional £223,440 in welfare benefits</p> <p>CBH have awarded funding of £30k to Catch 22 for a year to provide intensive support for families who are at risk of eviction or who are presenting as homeless. Catch 22 will:</p> <ul style="list-style-type: none"> - Support families in emergency or temporary accommodation with needs wider than the direct housing pressure. - Maximise opportunities to have timely supportive conversations through Customer Solutions and Family Interventions work. - Compliment the housing options advice given to 	
--	--	--	--	--	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

					<p>families who have been provided with an interim or full housing duty with wider support dependent on need.</p> <ul style="list-style-type: none">- Focus on income maximization, debt reduction and back to work advice to deliver longer term solutions and future stability of tenure, along with wider health/wellbeing referrals and connecting families to their community.	
--	--	--	--	--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--

6. Make the best use of existing homes

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	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>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>	Ongoing	<p>CBH have reviewed 4 & 5 beds to identify homes that are under occupied – 5 households were rehoused which released these properties. 3 bed tranche are now being reviewed.</p> <p>During 2015 -16 under TIS – 15 X 2 beds were released, 24 x 3 beds were released and 2 x 4 beds released.</p>	<p>During 2016/17 the Financial Inclusion Team (FIT) supported 145 tenants affected by the under occupation charge and contacted all new cases</p> <p>A Mutual Exchange event was held with local partners at the Greenstead Community Centre. The event was well attended.</p> <p>Since the Tenancy audit programme began in July 2014, 5,618 properties have been audited</p>	<p>CBH – Housing Options Team, Tenant Support Officers, Registered Providers</p>
	<p>Continue to carry out tenancy audits to ensure tenancy fraud is minimised</p>	<p>Target of 300 Tenancy audits completed a year. Tenancy fraud reduced.</p>		<p>During 2015-16 the number of properties that were audited was 2,338.</p>	<p>The Colchester Sheltered Housing Standard was reviewed and</p>	
	<p>Ensure the Council's Sheltered Housing Stock</p>	<p>All stock meets Colchester</p>	<p>5 year and 30 year plan</p>			

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	<p>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>Develop policies and procedures to implement fixed term tenancies in line with the Housing and Planning Act 2016.</p>	<p>Standard</p> <p>Reduction in sheltered voids.</p> <p>Better use of Council properties to meet housing need. Tenants are housed in properties which are better suited to their housing need.</p>	2018	<p>The refurbishment of Worsnop House provided accommodation to help households that wanted to downsize to free up under-occupied CBC properties. 8 of the 10 flats were let to existing CBC tenants which released 3 x 3 bed houses, 1 x 2 bed house, 3 x 2 bed flats and one x 1 bed flat.</p>	<p>updated.</p> <p>The refurbishment of Enoch House saw 11 tenants who were under-occupying homes move to homes which better suited their needs. These moves released Four 3 bed houses, and seven 2 bed houses and flats.</p> <p>Still awaiting Regulations from DCLG. These are expected in the Autumn 2017. The deadline date has been moved to April 2018.</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	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
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>	Crowding and space hazards removed or sufficiently mitigated.	<p>Ongoing</p> <p>Ongoing</p>	5 'crowding and space hazards' have been removed - households have moved on during 2015 - 16.	<p>See action above for mutual exchange.</p> <p>8 "crowding and space" hazards have been removed/resolved in 2016-17 The Private Sector housing team continued to assess households for overcrowding in the private rented sector and in CBC stock and reported this to CBH.</p>	<p>CBH Housing Options, Housing Management Teams, Registered Providers</p> <p>CBC – Private Sector Housing Team</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 residents with a disability	Increase in planned and unplanned adaptations 100% spend of DFG budget allocation	Ongoing	The Allocations Team at CBH to create a register of adapted stock. Review underway for reusing the council's adapted stock to prevent it from being sold under right to buy when properties are no longer used for residents with a disability.	Agreed to carry out a review in 2017/2018 of the Adaptations Policy for CBC homes and use of adapted stock as part of the Housing Futures Programme.	CBH Adaptations Manager, Registered Providers

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	<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>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>62 DFG's were completed to enable households with disabilities to remain living in their own homes in 2015-16.</p> <p>CBC has had discussions with ECC to bring HIA service back in house.</p>	<p>118 DFGs were completed to enable households with disabilities to remain living in their own homes in 2016-17</p> <p>A further 4 households with disabilities were assisted with a discretionary loan to assist them with adaptations or to help them move to more suitable accommodation.</p> <p>HIA service funding ceased from ECC. CBC Private Sector Housing team now provide a similar service to assist vulnerable clients with the DFG application process and signposting/</p>	<p>CBC – Private Sector Housing with Home Improvement Agency support ECC</p>

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	Provide advice on welfare benefits to older people to help them maximise their income and remain in their own home.			CBC Welfare rights team no longer exists – now part of Customer Interventions Team	<p>referral to other agencies, including a dedicated grants case worker.</p> <p>DFG process has been updated. A new dedicated grants/loans officer post created and recruited to. New method for obtaining quotes for grant/loan aided works being developed. To provide clients with a choice of pre-assessed contractors, rather than reliance on a single contractor.</p>	CBC Welfare Rights Team
Maintain and where	Respond to enquiries regarding long term	Reduction in the overall number of	Ongoing	2 long term empty properties were bought	1 long term empty property brought	CBC Private

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
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	empty properties and take informal or formal action as appropriate. Offer financial assistance to bring empty properties back in to use wherever possible or to reduce the affect of the property on the neighbourhood.	empty homes. Make safe and secure empty properties where there is a significant public health or safety impact on the community.		back into use during 2015-16.	back in to use in 2016-17. This work is not considered to be a priority for the Private Sector Housing team. Empty Property Loans are still available but none were applied for in 2016-17.	Sector Housing, Registered Providers

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	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	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.	Survey and final report completed and implemented	2016/17	Stock condition survey has been commissioned.	Stock condition survey being completed in 2016/2017	Private Sector Housing Team
	Purchase Housing Health Costs Calculator	HHCC purchased and in use to demonstrate savings to society resulting from housing interventions	2015	HHCC purchased and some efficiency made	The use of the HHCC is currently being reviewed	
Encourage private landlords & managing agents to provide good quality and well managed properties	Adoption & Development of Essex Landlord Accreditation Scheme (ELAS) and Colchester's Student Accommodation Accreditation Scheme (SAAS)	Increase number and percentage of accredited landlords through ELAS and Colchester's Student Accommodation Accreditation Scheme (SAAS)	Ongoing	Essex Landlord Accreditation Scheme (ELAS) has now ceased due to lack of interest (only 1 landlord signed up to the scheme). Colchester's Student Accommodation Accreditation scheme (SAAS) is under review.	The Student Accommodation Accreditation Scheme is still under review with the impending implementation of new legislation to extend the scope of mandatory HMO licensing which is likely to result in the scheme no longer being of	CBC - Private Sector Housing Team ELAS Local Authority Consortium. Essex University

What we want to achieve	Key actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	<p>Review and improve housing conditions through the Housing Health & 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 barriers to compliance and provide self service advice and guidance in order that resources can be targeted toward criminal</p>	<p>Category 1&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>	<p>2015 onwards</p>		<p>value. Discussions ongoing with Essex University Student Union (SU Lets) to agree to a handover of responsibility for the scheme.</p> <p>The number of housing hazards removed in 2016-17 was 324</p> <p>The number of dwellings made safer in 2016-17 was 148.</p> <p>Landlord training updated above.</p>	<p>CBC – Private Sector Housing Team</p>

What we want to achieve	Key actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	landlords.					
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 & (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 CBC 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>	<p>2020</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	51 HMO's were improved during 2015 -16.	<p>50 Houses in Multiple Occupation were brought up to standard in 2016-17.</p> <p>53 HMO licences were issued under the mandatory licensing scheme in 2016-17</p> <p>Began scoping the impact that the proposed legislative changes for the extension of the mandatory licensing scheme will have. Likely that a further 400+</p>	CBC - Private Sector Housing, Private Landlords

What we want to achieve	Key actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
					properties will fall within the scope of the scheme, currently in the region of 120 Licences in force.	
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. Undertake review of Financial Assistance Policy and explore opportunities to further incentivise property improvements through provision of grants and loans.	Improvement in energy efficiency of properties. More grants and loans provided for property improvements.	2015/16 2016/17		5 Home Repair Loans and 1 Home Security Grant completed in 2016-17. Expenditure in excess of £100,000 on discretionary grants and loans in 2016-17 Financial Assistance Policy will be reviewed once results of stock condition survey are known to enable the targeting of assistance.	CBC - Private Sector Housing
Improve the Energy Efficiency of	Undertake Housing Health and Safety Rating System (HHSRS) excess	80 excess cold hazards removed through	Ongoing	91 excess cold hazards have been removed for 2015-16.	56 Excess Cold hazards removed	CBC - Private Sector

What we want to achieve	Key actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
private sector housing in Colchester and contribute to a reduction of households in fuel poverty	<p>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 & signpost customers to income maximisation and fuel tariff advice.</p>	<p>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>	Ongoing	Majority of advice and guidance now web-based, however Officer available to speak to residents if they need more detailed help	in 2016-17	<p>Housing Energy/Green deal suppliers CBC –</p> <p>Community Initiatives Team</p>
Increase the take up of the government's Green Deal scheme across the borough, encouraging and supporting residents to make improvements to their home	<p>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.</p> <p>Use social media to promote Green Deal opportunities.</p>	<p>Information sessions held and grant funding accessed.</p> <p>Use existing funding and identify or draw down available ECO or Green Deal funding.</p> <p>More residents benefit/make savings by joining</p>	2015/16	Green Deal scheme currently under review.	Green Deal funding is no longer available however the Community Initiatives Team continues to signpost customers to available funding streams either by telephone or keeping the website updated with available opportunities.	Community Initiatives Team, CBC Private Sector Housing

What we want to achieve	Key actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
increasing energy efficiency, and reducing fuel bills.		the Green Deal				
Improve the energy efficiency of the Council's housing stock	<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 amount of measures available to individual properties within the stock.</p> <p>Continue the Solar PV installation programme with private investors to ensure every viable property within the housing stock has PV installed.</p>	<p>Increase in homes that are more energy efficient.</p> <p>PV Panels installed, tenants save money on fuel bills.</p>	<p>2020</p> <p>Ongoing</p> <p>Ongoing</p>	<p>Action Completed. Solar PV installation project has been halted due to a cut in Government subsidy (FiT) and the finance model no longer being viable. A total of 2674 installations</p>	<p>47% of housing stock now has Solar PV installed (2895 homes). 3,600 homes made more energy efficient through</p>	<p>CBH Asset Management Team</p> <p>CBH Energy Initiatives Officer</p> <p>CBH Asset Management</p>

What we want to achieve	Key actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
	Include energy saving measures within the Colchester standard and ensure procurement includes measures within specifications where appropriate.	Energy measure specified in Sheltered Scheme Refurbishments (Worsnop and Enoch House). Also specified in the Housing Improvement Programme (HIP) procurement.	Ongoing	(44% of the council's stock) have been installed to date. Measures being installed include Gas absorption heat pumps, solar PV, solar thermal, LED lighting, sun tubes, cavity wall insulation, loft insulation, triple glazing, water saving devices and voltage optimisers.	loft and cavity wall insulation and heating improvements. In CBC refurbished sheltered housing schemes, 2 Gas Absorption Heat Pumps (GAHP) were installed and will provide heat and hot water. The use of mechanical ventilation with heat recovery, low energy lighting, solar PV and solar thermal panels, triple glazed windows and doors and an energy meter all work together to cut energy use.	CBH Asset Management Team
Understand the viability of implementing new energy	Energy assessments to be carried out on all properties with the Housing Stock.	Assessments completed, better understanding of costs to inform	2019		Completion date not until 2019	CBH Project Surveyor (Energy)

What we want to achieve	Key actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
efficiency measures for the Council's housing stock		what new measures are implemented.				

8. Ensure that housing and related services meet a range of specialist needs

What we want to achieve	Key Actions	Outcomes	When it will be done	Actions Reviewed 2015-2016	Actions reviewed 2016 - 2017	Who will do it
Work in partnership with other providers to ensure a sufficient supply of housing for older people including extra care.	Work with ECC to identify funding available and delivery options.	Funding Identified	Ongoing	Colchester participated in a pilot using one of the Council's sites, to test ECC's new processes for commissioning independent living (the new name ECC use for extra care housing).	A bid was made to the HCA by an RP for funding to build an extra-care/independent living scheme but the bid was not successful. CBC have continued to work in partnership with ECC to secure extra care/independent living housing in Colchester. The Council is disposing of its land in order to facilitate a scheme. Negotiations are in progress on another scheme in the borough for a mixed tenure scheme. A private developer is in negotiation with the Council to provide	CBC Housing Strategy Team, Housing Development Officer

	Use information from the SHMA to identify the needs and aspirations of older people, where they want to live and type of accommodation	Needs and aspirations of older people identified and provision made within the Local Plan for suitable sites	2017	Target date for report on needs and aspirations of older people to inform the Local plan is 2017.	assisted living homes for owner-occupation with a planning application expected in 2017/2018.	Planning Policy Team
Ensure a co-ordinated approach to supported housing across the council, social care and health	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. Review existing supply of supported housing in the borough including access to and support options.	Increase/improve ment in supported housing and support services for Colchester. Directory of support services updated. Supported housing supply	Ongoing Ongoing	Colchester has continued to be represented and influence commissioning of supported housing and support services. Including the single persons review, ECC Prevention Strategy, Independent living and HIA recommissioning.	CBC has continued to work in partnership with ECC, Registered Providers and other Essex local authorities to ensure a co-ordinated approach to supported housing. CBC presented a joint paper with Tendring to the A&E Board to raise awareness of	CBC Housing Strategy Team

		identified to inform commissioning process.			funding reductions to floating support and withdrawal of housing related support service in sheltered housing, home improvement agencies, vulnerable young people and community alarms.	
	<p>New action 2017/2018 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 needs of Colchester's residents are still met</p> <p>Scarce resource is used to best meet the needs of Colchester's residents</p>	<p>2017 - 2018</p> <p>2017 - 2018</p>			<p>CBC Housing Strategy Team</p>

<p>Identify and support the need for adapted properties as part of new developments</p>	<p>Negotiate the provision of homes built to wheelchair standards on sites where affordable housing is being provided</p>	<p>Increase in the number of wheelchair standard properties</p>	<p>Ongoing</p>	<p>Working with Housing Options and PSH to set up an Adapted Properties Working Group in order to better match those households in need of adapted properties with the properties available.</p> <p>Work being carried out within existing stock to review adapted properties.</p>	<p>CBC is considering the potential use of its Better Care Fund allocation to assist RPs to secure more fully adapted homes.</p> <p>Working Group is not in place but consultation is underway with CBH on a scheme by scheme basis for new developments.</p> <p>Draft local plan is proposing 95% of all affordable to be suitable for residents in all stages of life (building regulations Part M(4) category 2, and 5% to be wheelchair user standard, Part M(4) Category 3 (a) adaptable and (b) accessible.</p>	<p>CBC Housing Strategy Team</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>2017</p>		<p>CBH provided IT classes for tenants and installed WI FI in communal lounges. CBH supply pendants and remote door entry systems for tenants who require the service</p>	<p>CBH Older Persons Services</p>
--------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------	---------------------------------------	-------------	--	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------