

## Housing Strategy Update - October 2010

The Housing Strategy Update - October 2010 has been completed following the general election earlier this year and the new Secretary of State's decision to revoke the regional spatial strategies, including the East of England Plan. In doing this the Secretary of State's intention was to stop the imposition of top-down housing growth targets and allow local authorities to determine their own housing growth levels.

At a Cabinet meeting in June 2010, the District Council decided to suspend work on the Stevenage and North Herts Area Action Plan and to reconsider the Core Strategy. Planning have undertaken a review of possible housing growth targets for North Hertfordshire and identified a number of housing options which could form the basis for public consultation in the new year. Before that consultation takes place we will be seeking the opinions of groups of key stakeholders about the potential housing growth targets which will help inform the Council when determining its "preferred option" for housing growth. It is anticipated that full public consultation will take place on the Council's Preferred Options document in the New Year.

All planning details provided in this document will be altered to take into account the final figures approved by a future Cabinet meeting.

### List of abbreviations

<i>Officers</i>	
CO	Consultation Officer
CSSO	Community Safety Strategy Officer
EPM	Environmental Protection Manager
ESO	Equalities Strategy Officer
HCDCS	Head of Community Development and Cultural Services
HHEH	Head of Housing and Environmental Health
HOM	Housing Options Manager
HSRM	Housing Strategy & Renewals Manager
LCBSR officers	London Commuter Belt Sub-Region Officers
LDFM	Local Development Framework Manager
PCCM	Planning Control & Conservation Manager
PCDM	Parks & Countryside Development Manager
PM	Policy Manager
PPM	Planning Projects Manager
PropM	Property Manager
RSSM	Regional & Strategic Sites Manager
SM (WM)	Strategy Manager (Waste Management)
<i>Process</i>	
ASOP	Accommodation & Services Older People (County Council)
LDF	Local Development Framework
LSP	Local Strategic Partnership
NAHP	National Affordable Housing Programme
NROSH	National Register of Social Housing
SHMA	Strategic Housing Market Assessment
<i>Organisations / Partners</i>	
BME	Black & Minority Ethnic
CDA	Community Development Agency
CSF	Children Schools & Family (County Council)
DCA	David Coultie Associates
EERA	East of England Regional Assembly
HCHA	Howard Cottage Housing Association
HEEP	Herts Essex Energy Partnership
JCA	Jackmans Community Association
JHA	Jephson Homes Association
LCB	London Commuter Belt
MSU	Management Support Unit (NHDC)
NHH	North Hertfordshire Homes
PSH	Private Sector Housing team (NHDC)
SBC	Stevenage Borough Council

How	Responsible Officer	When	Resources	Target	Delivery vehicle	Review October 2010
<b>Action 1: To improve understanding and knowledge of the housing market</b>						
Housing priority: To work towards balancing the housing market						
<b>1. Work in partnership with Stevenage Borough Council to produce a Strategic Housing Market Assessment (SHMA)</b>						
a) Produce a Strategic Market Assessment in partnership with Stevenage BC	HSRM / LDFM	Jun-08	Officer time / Funding for consultants	Robust SHMA delivered		Completed June 2008, the final survey was undertaken with Stevenage BC, however survey results were presented for each authority.
b) SHMA up-dated in-house regularly (External consultants used to provide accountable and robust report for planning purposes)	HSRM	Apr-09	Officer time	SHMA up-dated		Agreement reached with Planning to appoint DCA to undertake a desk top review of the existing SHMA (2010).
		Apr-10				Existing SHMA in the process of being updated by DCA; completion date October 2010. Duration of update to cover 2 years (10/10 - 10/12).
		Apr-11				Rely on updated information from October 2010 until September 2012. Consider expenditure for new SHMA (subject to Government policy); estimated cost of new SHMA - £35,000.
		Apr-12				Work with consultants to provide information for new SHMA, completion Sept / Oct 2012.
c) Housing Strategy reviewed to bring it in line with SHMA, new national, regional & sub-regional policies/initiatives and other influences	HSRM	Apr-09	Officer time	Housing Strategy reviewed		Various reviews have taken place over the last two years; details from the reviews have informed the new update of the Strategy dated October 2010. Comments from the update on the Strategy will be discussed further with the Housing and Environmental Health Portfolio Holder. Details will be published on the NHDC web site.
		Apr-11				Any items identified as delayed / limited progress in the October 2010 review to be monitored throughout the year. Further update will be undertaken in 2011. Information received in the 2012 update can then be used to inform the new Housing Strategy due in 2013.
		Apr-13				Research and prepare for new Housing Strategy document (subject to Government policy).
<b>2. Improve data collection on housing stock within the district</b>						
e) Encourage RSLs to supply the National Register of Social Housing (NROSH) with data on their stock	HSRM / HOM	Sep-08	Within existing resources	NROSH data available for all social housing in the district	Partnership Agreement / RSL Housing Management Forum	RSL monitoring undertaken in Spring / Summer 2010, review and analysis October 2010, completion due in late 2010.
f) Improve knowledge of buy-to-let / leave properties in the district	HSRM	2008 / 09	Officer time	District level data on buy to let / leave		Due to the current housing market conditions (depressed) the buy to let market is not an issue, however should the market improve, research will be undertaken.
<b>3. Monitor trends in economic migration</b>						
See action 23						
<b>4. Raise levels of expertise amongst housing officers</b>						
Train officers to up-date SHMA in-house	HSRM	Oct-08	Within existing resources	Capacity to up-date SHMA in-house		Due to staffing resources / expertise available to both authorities, the decision to re-employ DCA to carry out the SHMA update has been taken (December 2009). See 1.1.b above.
<b>Action 2: To ensure that new build dwellings contribute to sustainable communities and avoid social and tenure segregation</b>						
Housing priority: To create sustainable communities						
<b>1. Market and affordable housing to be fully integrated on mixed tenure sites.</b>						
a) New build affordable housing to be distributed evenly across the site or, in the case of flats, in small clusters distributed evenly across the development	LDFM	From 2011	Within existing resources	Policy included in LDF	Planning policy (LDF)	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Options consultation of the Core Strategy expected February 2011 (Core Policy G Affordable Housing).
b) New build affordable housing to be physically indistinguishable from market housing on mixed tenure sites	LDFM	From 2011	Within existing resources	Policy included in LDF	Planning policy (LDF)	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Options consultation of the Core Strategy expected February 2011 (Core Policy G Affordable Housing).
c) Deliver a mix of affordable tenures on new build developments	LDFM / HSRM	Ongoing	Within existing resources	A minimum of 78 new build homes for social rent and 42 for intermediate tenures enabled per annum	Planning policy (s106 Agreements)	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Options consultation of the Core Strategy expected February 2011 (Core Policy G Affordable Housing). Target exceeded for 2009/10 - 90 social rent, 88 interim tenure. Expected to exceed target in 2010/11 (est.) 134 social rent, 25 interim tenure.
d) Set a target for the percentage of dwellings of any one type to be permitted on residential developments	LDFM	2011	Within existing resources	Target set and included and included in LDF	Planning policy (LDF)	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Option consultation of Development policies due January 2011 (Development Policy 5 Density, mix of dwelling and mixed use).

How	Responsible Officer	When	Resources	Target	Delivery vehicle	Review October 2010
<b>2. New employment opportunities to be balanced with the delivery of new housing</b>						
a) Planning policy to balance the delivery of new housing with additional opportunities for employment	LDFM	From 2011	Within existing resources	Employment targets based on principle of providing 1 job per new dwelling	Planning policy (LDF)	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Options consultation of the Core Strategy February 2011, Core Policy J Provision and distribution of employment.
<b>Action 3: To improve the sustainability of estates comprised primarily of social housing.</b>						
Housing priority: To create sustainable communities						
<b>1. Work with partners and stakeholders to enhance the most deprived areas of the district</b>						
a) Work with RSLs and developers on the regeneration of Jackmans Estate	HSRM / HCDCS / PCCM	Jan '09 Delayed	HCA capital funding for the affordable housing. Community Benefit Fund for the remaining development.	Start on site	Partnership working (RSLs / Developer / JCA) / Community Benefit Fund	Due to the current housing market conditions (depressed) the project funding for the community centre was reduced beyond the cost to build the centre (lower private sale values). Therefore the project has been put on hold until the housing market conditions change. Project details was reviewed by the Community Regeneration Project Board (CRPB) in 2010, agreement was reached to conclude the existing scheme as unviable for the foreseeable future. The CRPB will meet as appropriate to consider alternative ways to take this scheme forward (Nov 10).
b) Secure new community facilities on Jackmans Estate	HSRM / HCDCS / PCCM	May '08	Council Land	Planning permission granted	Partnership working (RSLs / Developer, JCA) / Council Land	Details covered in 3.1.a
c) Increase economic diversity on Jackmans Estate through mixed tenure development	HSRM / HCDCS / PCCM	Dec '10 Delayed	Within current resources	New mixed tenure housing delivered	Partnership working (RSLs / Developer / JCA Community Benefit Fund)	Details covered in 3.1.a
d) Work with RSLs and developers on the regeneration of Westmill Estate	HSRM / HCDCS / PCCM	Jul '09	Community Benefit Fund	Start on site	Partnership working (RSLs / Developer / HCA)	NHH have tendered the project (Feb / Mar 2010). First application for scheme funding to the HCA has been withdrawn due to the limited HCA capital available in September 2010. The scheme has been deferred until the next fund application process expected April 2011. The scheme will be noted as a high priority in the Council's Local Investment plan currently being prepared.
e) Secure new community facilities on Westmill Estate	HSRM / HCDCS / PCCM	Sept '08	Council Land + Growth Area Funding (GAF) for CC set up costs	Planning permission granted	Partnership working (RSLs / Developer, HCA) / Council Land	Planning Permission granted - although final written approval subject to final payment of education costs (£12,500) to be paid when future funding has been given, estimated April 2011.
f) Increase economic diversity on Westmill Estate through mixed tenure development	HSRM / HCDCS / PCCM	June '11	Within current resources	New mixed tenure housing delivered	Partnership working (RSLs / Developer)	The regeneration scheme will produce mainly social housing units (rented and intermediate), however will include replacement shopping and community facilities.
<b>2. Investigate ways of improving the training and employment prospects of people in low income neighbourhoods</b>						
a) Work with RSLs, employment agency, education and training providers to investigate setting up an integrated housing/training/employment support scheme	HOM	Mar-10	Officer time	Decision on viability of integrated housing/employment scheme	RSL Management forum	Good practice demonstrated at RSL Forum in June 2010, information to be circulated to all RSLs to assess interest.
b) If decision to implement an integrated housing/training employment scheme is made, produce action plan/timetable for its introduction	HOM	Mar-10	Officer time	Scheme introduced	RSL Management forum	Good practice demonstrated at RSL Forum in June 2010, information to be circulated to all RSLs to assess interest.
c) Investigate ways of employing local people in low income neighbourhoods to deliver local services	HOM	Mar-10	Officer time	Decision on whether to pursue local employment scheme	RSL Management forum	Good practice demonstrated at RSL Forum in June 2010, information to be circulated to all RSLs to assess interest.
<b>3. Improve the mobility of people living in social housing</b>						
a) Improve access to social housing exchange schemes	HSRM / HOM	Sept 2008 Revised date Oct 2009	Within existing resources	All RSLs with stock in the district to give tenants access to a mutual exchange scheme	RSL Partnership Agreement / RSL Management Forum	Completed
b) Provide a 'cash incentive scheme' to assist social housing tenants to move into private sector housing	HOM	Ongoing	Council Funding	5 households assisted to move out of social housing per annum	Council Funding	Completed
c) Raise awareness of the 'cash incentive scheme'	HOM	Sep-08	Within existing resources	As above	Publicity	Completed

How	Responsible Officer	When	Resources	Target	Delivery vehicle	Review October 2010
d) Work with the North Herts Housing Partnership to introduce a common housing allocation scheme	HOM	Sep-08	Officer time	Common Housing Allocation Scheme introduced	North Herts Housing Partnership	Completed
e) Review the priority given to applicants to the Housing Register who have work related reasons for moving	HOM	Mar-11	Within existing resources	Decision of whether enhanced priority will impact on worklessness	Common Housing Allocation Scheme	To be completed as part of review of Common Housing Allocation Scheme by March 2011
f) Introduce a Choice Based Lettings Scheme	HOM	Jun-09	Council funding (secured)	CBL Scheme introduced	North Herts Housing Partnership	Completed
g) Explore the possibility of cost savings through merging CBL schemes where appropriate circumstances apply	HOM	Mar-11	Officer time	Investigation of feasibility of merged CBL Scheme completed	LCBSR / RSLs	Ongoing
h) Explore the possibilities for cross boundary nominations schemes within the sub-region	HOM / HSRM	Dec '09	Officer time	Cross boundary nomination protocol agreed	LCBSR	Research needed (via CBL questionnaire) into nomination agreement between cross border authorities / sub-regions, e.g. East of Luton development and West of the A1. Due to the delays in both these schemes' progress, this work has been delayed. Information to be included on the Housing Register details.
i) Investigate the viability of reciprocal arrangements with other LAs for housing tenants who need to move for work reasons	HOM	Mar-10	Officer time	Decision on whether to proceed with reciprocal scheme	Homelessness Forum / RSL Housing Management Forum	Ongoing - to be discussed as part of the social housing reform.
j) When new affordable housing products are initiated by central Government make them available to local households where viable	HSRM / HOM	Ongoing	Officer time	Full range of housing options available to households in the district	Lea Valley Homes / RSL Housing Management Forum	Intermediate market rented units have been let successfully over the last year 09/10 (27 units completed). It is proposed to continue with this tenure type and others where appropriate. Future consideration for the Rent to Buy units as per HCA preference.
<b>4. Ensure a mix of tenures where new development occurs on estates that are primarily social housing</b>						
See action 9 (1c)						
<b>Action 5: To contribute towards reducing the fear of crime, crime and anti-social behaviour</b>						
Housing priority: To create sustainable communities						
<b>1. Produce a new Community Safety Plan</b>	CSSO	Jun '08	Officer time	Strategy adopted	Crime and Disorder Reduction Partnership	Community Safety Plan (08 / 11) in place. Annually updated through the annual strategic action plan. Review of new Safety Plan to take place late 2010 / 2011.
<b>2. Employ initiatives that reduce the risk of crime and anti-social behaviour</b>						
a) Development proposals to be required to show how they design out opportunities for crime and Anti Social Behaviour	LDFM	Ongoing – backed by policy from 2011		All development proposals to include measures that design out opportunities for crime	Planning policy (Design & Access Statements)	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Option consultation of Development policies expected February 2011 (Development Policy 5 Design, safety and sustainability).
b) Work jointly with Stevenage BC, and the Probation service to produce an ex-offenders housing protocol	HOM	Sept '08 delayed – Oct 09	Officer time	Joint protocol in place	Partnership working	Completed
c) Fund a Handy Person scheme to fit security measures to the homes of vulnerable people	HSRM	Ongoing	Within existing resources	275 households assisted per annum	Anchor Staying Put	350 households benefiting from the service achieved 2009/10. Funding secured up to March 2011.
d) Work with the Children's Trust Partnership, Children Schools and Families and RSLs to make parenting programmes available to address anti-social behaviour	HOM / CSSO	Mar-10	Officer time	Parenting programme introduced	RSL Housing Management Forum/Joint Action Group	Completed
e) Work with households committing anti-social behaviour to prevent eviction	HOM / CSSO	Dec 2008 delayed Dec 2009	Within existing resources	Crash pad Mediation Service made available to households in which teenagers are committing anti-social behaviour.	RSL Housing Management Forum/Joint Action Group	Completed
<b>Action 7: To ensure maximum benefit from new build housing for the residents of the district</b>						
Housing priority: To improve access to and choice in housing						
<b>1. Deliver a minimum of 13,000 homes by 2021</b>						
a) Assess housing land availability	LDFM	Annually to April	Officer time	5 years worth of sites in sustainable locations ready for development identified		Trajectory of Housing land availability included in the Annual Monitoring Report (AMR) each December.

How	Responsible Officer	When	Resources	Target	Delivery vehicle	Review October 2010
b) Carry out a strategic housing land availability assessment	LDFM	Sept '08	Officer time	A further 10 years worth of land in sustainable locations for housing development identified	Partnership working with Stevenage BC	Update SHLAA completed December 2009, next update due December 2011.
c) Meet the targets set in the East of England plan for new homes in North Herts (excluding development to the west of Stevenage). Note: East of England plan revoked - 2010.	LDFM	Ongoing	Officer time	6,200 new homes delivered between 2001 and 2021		Final Adoption of relevant policy after Independent examination due June 2013. Preferred Option consultation of the Core Strategy expected February 2011 (Core Policy F Provision and distribution of new housing). Council reviewing affordable housing figures for the district in light of the removal of East of England plan figures, Preferred Option target to be confirmed in early 2011.
d) Meet the targets set in the East of England plan for new homes to the west of Stevenage (East of England plan revoked - 2010)	RSSM / HSRM / LDFM	Ongoing	Officer time	9,600 new homes delivered by 2021 (detailed project programme to be produced)	Partnership working with Stevenage BC / NAHP (strategic site allocation) / developer subsidy (affordable housing)	Secretary of State granted outline Planning Permission for the West of Stevenage project in December 2009. Completions in each financial year from 2001 to 2009 have comfortably exceed this minimum, although there has been a slowing of completions in the current financial year to date (to date 3400 have been built 04/10) Council reviewing affordable housing figures for the district in light of the removal of East of England plan figures; Preferred Option target to be confirmed in the early 2011.
<b>2. Negotiate an agreement that ensures that the district receives a satisfactory amount of the nominations to the affordable housing on the new development on the border with Stevenage</b>						
a) Carry out research to establish demand from households in North Herts for affordable housing to the West of Stevenage	HSRM / HOM	Oct '09	Officer time	Demand for affordable housing on the development quantified	NAHP (strategic site allocation)	Research to be carried out shortly via CBL questionnaire. Waiting for full planning permission to be granted (dates unknown at present).
b) Negotiate a 'host premium' on the North and West of Stevenage development if demand justifies it	HSRM / HOM	Dec '09	Officer time	Agreement on number of nominations allocated to N. Herts reached	Partnership working with Stevenage BC	Research to be carried out shortly via CBL questionnaire. Waiting for full planning permission to be granted (dates unknown at present).
c). Minimise Greenfield release by developing the majority of new housing in urban areas (with the exception of the development on the Stevenage border).	LDFM	Ongoing		At least 60% of new dwellings to be built on brownfield land (with the exception of West of Stevenage)	Planning policy (LDF)	Not possible to achieve the national % for the brownfield land because of high housing delivery targets for NHDC in the East of England plan. (As East of England Plan now revoked, Preferred Option target figures established locally - early in 2011)
<b>Action 8. To enable the optimum amount of affordable housing</b>						
Housing priority: To improve access to and choice in housing						
<b>1. Maximise the delivery of affordable housing delivered through planning policy</b>						
a) Produce a Supplementary Planning Document (SPD) on Affordable Housing	LDFM	2010	Officer time	SPD adopted	Planning Policy (LDF)	SPD has been removed as this is no longer required because the emerging planning policy together with the new Choice Based Lettings allocation system is fit for purpose.
b) Increase the amount of affordable housing provided on site	LDFM	From 2011	Within existing resources	Adopt a sliding scale of thresholds based on the Adams Integra viability assessment	Planning policy (LDF)	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Option consultation of the Core Strategy expected February 2011 (Core Policy G Affordable Housing).
c) Investigate the possibility of requiring financial contributions for affordable housing on sites below the threshold for on site provision	LDFM	2008 / 09	Financial resources for consultant	Increased financial contributions towards affordable housing		Final Adoption of relevant policy after Independent examination due June 2013. Preferred Option consultation of the Core Strategy expected February 2011 (Core Policy G Affordable Housing).
d) Investigate purchasing a scheme assessment viability toolkit	LDFM / HSRM	Apr '09	To be confirmed	Decision on whether to purchase viability toolkit		Final Adoption of relevant policy after Independent examination due June 2013. Preferred Option consultation of the Core Strategy expected February 2011 (Core Policy G Affordable Housing). The policy enables the authority to obtain costs to assess the feasibility work from the developer, therefore no scheme assessment viability toolkit is required.
e) Enable a minimum of 120 affordable homes per annum (exclusive of those on the border with Stevenage)	HSRM	From Apr '08	NHDC Capital Funding	120 affordable homes enabled per annum	Partnership working (RSLs / developers) / Planning policy (s.106) / NAHP / NHDC funding / Officer time	Future target to be changed from number of units enabled to number of units completed in line with NI 155 guidelines. 2009/10 actual figures: total 178; social rent 90; int.med tenure 48; Homebuy products 40. 2010 / 2011 - affordable housing units total 159; social rent 134; int.med. tenure 25, (estimated figs) This is likely to be reduced by 39 units due to delayed scheme completions. 2011 / 2012 - affordable housing units total 87; social rent 47; int.med. tenure 40 (estimated figs only) This is likely to be increased by 39 units due to delayed scheme completions from the previous year.
<b>2. Monitor the net gain/loss of affordable homes per annum</b>	HSRM	From April '08 annually	Officer time	Reliable data on affordable housing stock in district	Partnership working (RSLs)	Development projects reported / monitored at the internal officer group meeting (Housing Development Group). Existing RSL stock information to be assessed when the annual RSL partnership agreement monitoring questionnaire is sent out in April. Data assessment October 2010, to be completed by year end.

How	Responsible Officer	When	Resources	Target	Delivery vehicle	Review October 2010
<b>Action 9: To ensure new affordable housing development meets housing needs and is of a high standard</b>						
Housing priority: To improve access to and choice in housing						
<b>1. Deliver a mix of property types and tenures</b>						
a) Set a target for the percentage of dwellings of any one type to be permitted on residential developments	See action 2 (1d)					Final Adoption of relevant policy after Independent examination due June 2013. Preferred Options consultation of the Core Strategy February 2011.
b) Secure a mix of property types on new affordable housing developments.	HSRM	Ongoing	NHDC Capital Funding	At 2013 total delivery of new dwellings equates to 35% 3 bed houses, 30% 2 bed houses, 25% 1 bed flats and 10% 4 bed houses	HCA / Council funding/s.106 Agreements / Developer Subsidy / joint working with RSLs / Affordable Housing SPD	Review of property types considered in the latest Strategic Housing Market Assessment (Oct 2010). Accommodation needs have changed recently, with SHMA update proposing a tenure mix for affordable housing of :- 35% 1 bed units; 35% 2 bed units; 15% 3 bed units; and 15% 4 bed units.
c) Secure a mix of tenures on new build affordable housing developments	HSRM / LDFM	Ongoing	NHDC Capital Funding	At 2013 total delivery of new affordable dwellings equates to 65% social rent and 35% other tenures	HCA / Council funding / Developer Subsidy / joint working with RSLs / Affordable Housing SPD	Delivery of new affordable dwellings on new build sites equates to 65% social rent and 35% other tenures. The target for the overall level of affordable housing provision is subject to the size of the development: Sites of 15-24 units = 35% Sites of 25+ units = 40% Emerging Core policy G will be supported by the updated SHMA.
<b>2. Maximise the opportunity for households on intermediate incomes to enter the housing market</b>						
a) Ensure that New Build Homebuy products are affordable to households on average income for the district	HSRM	Ongoing	NHDC Capital Funding	Cost of New Build Homebuy Products is no more than 1/3 of average income for the district	RSL Partnership Agreement / Council funding / HCA funding / Developer subsidy	There has been a good take up of Homebuy products in this district (see 8.1e above). Monitoring of the information to take place with Lea Valley Homes on a quarterly basis from April 2010. Funding position difficult to assess due to the recent Comprehensive Spending Review; further updates to be undertaken in 6 months.
b) On New build Homebuy products, RSLs to work towards rent level of 2% of unsold equity	HSRM	Dec '09	NHDC Capital Funding	At 2011 All New build Homebuy to have a rent level of 2% of unsold equity	RSL Partnership Agreement / Council funding / Housing Corporation funding / Developer subsidy	RSL Partnership Agreement monitoring undertaken in Summer / Autumn 2010. Assessment work to be completed by end of 2010.
c) Work towards setting a limit to the cost of service charges	HSRM	Apr '10	Officer time	Maximum level of service charge agreed with partner RSLs	RSL Partnership Agreement / RSL Management Forum	RSL Forum meetings to be arranged to discuss specific issues. NHDC to enter into discussions with developers / landlords at early stage of development to ensure the lowest rent levels can be achieved. NHDC to arrange a meeting with NHH, HCHA, Aldwyck / Lea Valley Homes, JCA to discuss appropriate methodology to cover service charge costs and shared ownership matters.
e) Intermediate rents to be not more than 80% of market rent	HSRM	From Jun '08	Within existing resources	Housing for intermediate rent to remain affordable to households on intermediate incomes	RSL Partnership Agreement / RSL Management Forum	RSL Partnership Agreement monitoring undertaken in April 2010, to be completed Dec 2010. The intermediate rent tenure type has been successfully used for 27 units in 08 / 09. Other tenures that have been tried are Open Market Homebuy, Discounted Sale and Equity Share.
f) Work with Lea Valley Homes to promote intermediate tenure products	HOM / HSRM	Annual publicity programme from Dec '09	Within existing resources	Increased awareness of affordable housing products	Partnership working / Publicity	Past two years activities for Homebuy products have shown a successful take up of Homebuy products: 79 in 08/09 and 63 in 09 / 10. Initial meeting convened with Aldwyck (Lea Valley Homes) in April 2010 to discuss monitoring and promotion of their range of products (the product review continues).
g) Work with Lea Valley Homes to match Homebuy products to households in housing need	HOM	Mar-10	Officer time	System in place for sharing of applications	Partnership working	Completed

How	Responsible Officer	When	Resources	Target	Delivery vehicle	Review October 2010
<b>3. Ensure that new build affordable dwellings meet design and space standards</b>						
a) All new grant funded affordable housing to meet Housing Corporation Design Quality Standards	HSRM	Ongoing	NHDC Capital Funding	All new affordable housing to meet current regulation standards	RSL Partnership Agreement / Council funding / NAHP	All new HCA funded schemes have to meet the Design Quality Standards. Due to HCA / NHDC capital restrictions, capital funding for additional quality standard such as improved code for sustainable homes and possibly space standards has / may been reduced. An opportunity to be explored for maintaining the current standards would be via the LDF.
b) Work with RSLs to gather and analyse customer feedback from new build affordable housing tenants	HSRM	From Sept '08	Officer time	Feedback from completed developments to inform new development	Partnership working / RSL Management Forum	RSL Partnership Agreement monitoring undertaken in Summer / Autumn 2010, due to be concluded Dec 2010.
<b>Action 10. To encourage sustainable rural communities</b>						
Housing priority: To create inclusive sustainable communities						
<b>1. Work towards meeting the need for affordable housing in rural parishes</b>						
a) Secure funding for part-time Rural Enabler post	HSRM	Sept '08	May require additional financial resources	Rural Enabler in position	Council funding / RSL funding	Progress with CDA, NHH, HCHA on the future joint funding of the rural housing enabler post. Funding in place for 2010 / 11 and 2011/12.
b) If funding for Rural Enabler secured, work in partnership with parish councils to identify housing needs in rural parishes	HSRM	From Apr '08	Officer time	3 Rural Housing Needs Surveys undertaken per annum	Partnership working (RSLs / Parish Councils)	Newnham and Caldecote survey completed Nov 09; Pirton undertaken in March / April 2010. Programme of rural housing needs surveys has been established: for 2010/11 - surveys scheduled in Preston, Kings Walden, Hinxworth; and for 2011/12 - St. Ippolyts, Weston and Therfield. Development potential on a number of sites is being considered by HCHA and NHH. Development to be negotiated with NHH on NHDC / NHH land. Limited progress with future development sites to date.
c) Where it is acceptable in planning terms, allow development on rural exception sites where an identified need for affordable housing cannot be met through current provision.	LDFM	Ongoing	Within existing resources	New housing delivered in rural parishes within no more than 4 years of identification of housing need	Planning policy (LDF / Local Plan)	Final Adoption of relevant policy after Independent examination due May 2012. Pre-submission of the Core Strategy due January 2011 (Core Policy E Sites in the Rural Area).
d) Work in partnership with RSLs, Rural Housing Enabler, parish councils and developers to deliver rural housing where a need has been identified	HSRM	Ongoing	NHDC Capital Funding	New housing delivered in rural parishes within no more than 4 years of identification of housing need	Council funding / NAHP / Developer subsidy	Working with NHH, HCHA and JHA to produce rural housing. Programme noted as above. Schemes at Radwell, Ashwell, Barkway and Kimpton currently being considered / progressed.
<b>2. Ensure that rural affordable housing remains affordable in perpetuity</b>						
a) In rural parishes with a population of under 3000, purchases of New Build HomeBuy restricted to a maximum of 80% share.	HSRM	Sept '08	Within existing resources	Rural New Build HomeBuy properties to remain affordable in perpetuity	s.106 Agreements	New legislation - The Housing (Shared Ownership Leases) (Exclusion from Leasehold Reform Act 1967) (England) Regulations 2009 came into force on 07 September 2009. These regulations will include the introduction of Protected Area Status for settlements currently exempt from the Right to Acquire (i.e. those with populations of less than 3000) restricting the staircasing beyond 80%.
<b>3. Ensure that new rural affordable housing is designed to meet diverse needs</b>						
a) All new build affordable housing in rural parishes to meet Lifetime Homes Standard	HSRM	From Jul '08	NHDC Capital Funding	New build affordable housing better able to meet current and future housing need	RSL Partnership Agreement / Council funding / NAHP	Reduced NHDC capital funding has limited the ability to promote these requirements. (Life time homes still considered during feasibility stage of each project with RSLs however additional 'land take / size' of the units are making the units un economical to build).
b) All 1 & 2 bed affordable houses in rural parishes to be able to facilitate an extra bedroom within the existing structure	HSRM	From Jul '08	NHDC Capital Funding	As above	RSL Partnership Agreement/ Council funding / NAHP	Negotiations with RSL partners on a scheme by scheme basis. Difficulty in promoting this issue with the extra costs needed, willing partners still considering this target, but at the present time, this is not being delivered / achieved.
<b>Action 11: To increase the quantity of new build affordable homes that meet the Lifetime Homes Standard</b>						
Housing priority: To improve access to and choice in housing						
<b>1. Until Lifetime Homes becomes mandatory, 50% of affordable dwellings on LA or RSL owned sites to be of Lifetime Homes Standard</b>	HSRM	From Jul '08	NHDC Capital funding	50% of new build affordable dwellings on LA/RSL owned sites meet LHS	RSL Partnership Agreement / Council funding	The financial climate has made the provision of lifetime homes more difficult due to the space take up of each dwelling. Continued dialogue with RSL partners to provide lifetime homes where possible, but this will cause RSLs to be disadvantaged when bidding for sites due to the additional land take up of the lifetime unit. At present no additional funding is available therefore no progress against this target.
<b>2. Provide funding to encourage Lifetime Homes Standards for affordable housing on s.106 sites</b>	HSRM	Sept '08	Council grant of between £700 & £1000 per dwelling at May '08 costs	As above	RSL Partnership Agreement / Council funding / NAHP	The financial climate has made the provision of lifetime homes more difficult due to the additional space required for each dwelling.

How	Responsible Officer	When	Resources	Target	Delivery vehicle	Review October 2010
<b>Action 12: To protect the environment from the effects of new housing development</b>						
Housing priority: To protect the natural and physical environment						
<b>1. Employ measures that protect the environment from the impact of new development</b>						
a) Meet the East of England Plan requirements for embedded renewable energy. Note: East of England Plan abolished 2010	LDFM	From May 2008	Within existing resources	At least 10% of the energy a new property uses to be produced on site through embedded renewable energy	East of England Plan / Planning Control	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Option consultation of Development policies expected February 2011 (Development Policy 5 Design, safety and sustainability). Localised targets to be established in the new year.
b) Maximise the water efficiency of new dwellings	LDFM	From 2011	Within existing resources	New development to include sustainable drainage solutions and demonstrate the highest levels of water efficiency possible for the site	Planning policy (LDF)	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Option consultation of Development policies expected February 2011 (Development Policy 5 Design, safety and sustainability).
c) Actively encourage low carbon development wherever possible	LDFM	Affordable housing From 2008	Within existing resources	The Council will not fund/support bids for funding for affordable housing development that does not meet current required level of the Code for Sustainable Homes	HCA design standards	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Option consultation of Development policies expected February 2011 (Development Policy 5 Design, safety and sustainability).
				Policy included in LDF with target for reducing carbon emissions	Planning Policy	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Option consultation of Development policies expected February 2011 (Development Policy 5 Design, safety and sustainability).
					Planning Policy	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Option consultation of Development policies expected February 2011 (Development Policy 5 Design, safety and sustainability).
d) Reduce the risk to health and the environment from contaminated land	EPM	From April 2008	Officer time	All new housing developments to be assessed in relation to land contamination	Planning development team	Planning development team set up at an early stage to consider site specific issues including contaminated land.
<b>2. Encourage recycling of household waste</b>						
a) Require all new RSL developments to make provision for appropriate receptacles for waste storage	HSRM	From Jul '08	Within existing resources	Clause included in the RSL Partnership Agreement	RSL Partnership Agreement	RSL Partnership Agreement monitoring undertaken in May / June 2010, to be completed Dec 2010.
b) Require all new dwellings to have space for recycling bins	SM (WM) / LDFM	From 2011	Within existing resources	Policy included in LDF	Planning policy LDF	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Option consultation of Development policies expected February 2011 (Development Policy 5 Design, safety and sustainability).
<b>Action 13: To reduce the impact of current stock on the environment</b>						
Housing priority: To protect the natural and physical environment						
<b>1. Instigate strategies that contribute towards reducing CO2 emissions</b>						
a) Produce a Home Energy Conservation Strategy	PropM	Dec '08	Future growth item	HECA Strategy adopted		The HECA energy information is no longer required. This has been replaced with the NI 187 information - two years have been completed out of a three year programme, with the final year's exercise due to commence Dec 2010.
b) Produce a Climate Change Strategy (CCS)	PM	Dec '08	Officer time	Strategy adopted		First Climate Change strategy completed 2009, the document covers up until 2011. Review currently underway.
<b>2. Encourage RSL activity in respect of energy efficiency improvements</b>						
a) RSLs to carry out annual review of the energy efficiency of their stock using the Government's Standard Assessment Procedure (SAP)	HSRM	From Apr '09	Within existing resources	Ability to identify areas with lowest SAP ratings	RSL Partnership Agreement	RSL Partnership Agreement monitoring to be undertaken in Summer 2010. Results currently being evaluated, to be completed by Dec 2010.
b) RSLs to provide the Council with details of energy improvements or strategies being implemented	HSRM	From Apr '09	Within existing resources	Survey completed - data available to inform NHDC Climate Change and HECA Strategies	RSL Partnership Agreement	RSL Partnership Agreement monitoring to be undertaken in Summer 2010. Results currently being evaluated, to be completed by Dec 2010.
c) Work with RSLs to investigate energy service schemes that benefit tenants and the environment	HOM	Mar '10	Office time	Decision on viability of implementing an energy service scheme	RSL Housing Management Forum	Decent Homes and Beyond, included in RSL Forum programme 2010 / 2011, due for discussion early in 2011.

How	Responsible Officer	When	Resources	Target	Delivery vehicle	Review October 2010
d) Commission consultants to carry out a Housing Stock Condition Survey	HSRM	Apr '11	Council finding for consultants	Up to date data on housing stock available	Council funding (2008 est. £45,000)	Current timetable extended - programme established to complete the next district wide house condition survey by June 2012.
<b>3. Employ initiatives to improve energy efficiency in the private sector</b>						
a) Raise awareness of Warm Front energy efficiency grants	HSRM	From Aug '09	Officer time	5% per annum increase in take up of grants		Second year NI 187 figures show a 2 point decrease in SAP figures below 35 and a nearly 5 point increase in the SAP figures above 65. HEEP information flyer distributed with Council tax details March 2010
b) Provide funding to top-up Warm Front Grants	HSRM	ongoing	Council Funding	15 per year	Council funding	Operating within the HEEP guidelines, low takeup initially but hoped to increase after HEEP flyer dispatch in April 2010. Press and Outlook articles scheduled for October / November 2011 publication. Thermal imaging exercise being undertaken in Dec 2011 to promote further.
c) Raise awareness of housing options available to elderly people	HOM	From Aug '09	Officer time		Publicity / visits to social clubs etc	This work is now completed.
e) Work with the LCBSR to establish where areas of lowest energy efficiency private sector homes are within each Local Authority on a ward basis	LCBSR Officers	Apr-08	Staff Time	2 target wards per local authority		Continue working with LCB sub region - Private Sector Housing Officers working on project. Review date changed to April 2011.
f) Work with a recognised affordable warmth charity to survey the highest priority ward in each LA in the sub-region and to source appropriate affordable warmth grants	LCBSR Officers	Jun-08	Staff Time	1 ward per quarter per LA		Continue working with LCB sub region - Private Sector Housing Officers working on project. Review date changed to April 2011.
			PSH budget if required			To date no additional funding requirements have been identified.
			LCB budget			No funds available.
			EERA special project budget			HEEP funding covering internal / external insulation work including renewable sources of energy. Two year funding between June 2009 to June 2011. July 2010 documentation in place to process renewable technology application from the general public. 150 applications received in the first 15 months of the project.
<b>Action 14: To reduce the number of non-decent homes in the district</b>						
Housing priority: To maintain and improve the quality of current stock						
<b>1. Employ initiatives to encourage the improvement of private sector housing</b>						
a) Improve the take up of grants	HSRM	Sept '08	Officer time	5% annual increase in number of HRAG's and Reno's	Publicity/landlord forum	HEEP funding covering the majority of HRAG work. All HRAG spend stopped from August 2010.(£100,000 funds removed from capital budget, - July 2010 Cabinet).
b) Work with health and care agencies to target vulnerable households in need of home improvements	HSRM	Sept '09	Officer time	Joint working with Health Care Agencies established	Partnership working	Targeted through existing working partnerships.
c) Use all powers available to ensure that category 1 hazards in private sector housing are rectified	HSRM	Sept '08	Officer time	Improved condition of housing stock		PSH team use statutory powers to ensure Cat 1 hazards are rectified as and when needed.
d) Investigate the viability of RSLs providing a maintenance service to private sector households	HSRM / HOM	Apr '11	Officer time	Decision on whether to take forward a RSL maintenance service	Housing Management Forum	Decent Homes and Beyond, included in RSL Forum programme 2010 / 2011, due for discussion early in 2011.
e) Increase awareness amongst tenants and landlords on their rights and responsibilities	HSRM / HOM	Feb-10	Officer time	Improved availability of information and guidance	Landlord forum/publicity	Joint forum with SBC, dates to be confirmed for 2010/11
<b>2. Work with RSLs to continuously improve the standard of social housing</b>						
a) Monitor RSLs' delivery of the Decent Homes Standard	HSRM	Throughout 2008 - 2010	Officer time	All social housing at DHS by 2010	RSL Partnership Agreement / RSL Housing Management Forum	RSL Partnership Agreement monitoring undertaken in Summer 2010. Results currently being evaluated, to be completed by Dec 2010.
b) RSLs to rectify category 1 hazards within time limit specified by EHO	HSRM	Sept '08	Within existing resources	All RSLs signed up to Partnership Agreement	RSL Partnership Agreement	Covered under 14.1.c above.
c) Work with RSLs to agree programme of improvements beyond Decent Homes	HSRM	2011 onwards	Officer time	Continuous improvement of RSL stock	RSL Housing Management Forum	RSL partnership Agreement monitoring undertaken in Summer 2010. Proposed meeting with the RSL partners in Dec 2010 to discuss future progress after Decent Homes standard concluded.
d) Investigate stock rationalisation in the public sector	HOM	Mar '09	Within existing resources	Programme for rationalising stock where viable	RSL Housing Management Forum	Stock information received from RSL partnership monitoring (as at 31/03/2010)

How	Responsible Officer	When	Resources	Target	Delivery vehicle	Review October 2010
<b>Action 15: To maximise the number of empty properties brought back into use</b>						
Housing priority: To improve access to and choice in housing; and to maintain and improve the quality of current stock						
<b>1. Work in partnership to develop initiatives to maximise opportunities for bringing empty homes back into use</b>						
a) Work with the Herts and Beds Housing Group and Pathmeads (RSL Property Management) to develop good practice on the use of EDMOs	HSRM	Dec-09	Officer time	Good Practice Guidance produced	Partnership working	Limited resources and difficulty with the implementation of EDMO has produced little success but progress is being made in general terms. One or two problem empty properties are being targeted to progress to occupation, with action being pursued against the properties.
b) Investigate establishing a partnership with an RSL to bring empty properties back into use through the use of EDMOs	HSRM	Dec-10	Officer time	Partnership with an RSL established	Partnership working	EHO attending Herts, Beds and Bucks EHO Empty Property forum to establish process with Pathmeads RSL (progress difficult due to legal issues and staffing position).
c) Investigate using revenue from Council Tax empty property charge to fund grants to bring empty properties back into use	HSRM	Dec-10	Officer time	Funding available to bring empty properties back into use		Discussions have taken place with Council Tax, at the moment it is likely to be considered a low priority (due to the current financial situation) and therefore not likely to be taken forward. At best, review in two years time.
<b>2. Review the NHDC Empty Homes Strategy</b>						
Revise the Empty Homes Strategy to bring it in line with new initiatives	HSRM	Sept '09	Officer time	New strategy adopted		Revised Empty Property Strategy drafted March 2010. Consultation exercise to be undertaken - Winter 2010/11.
<b>Action 16: To improve the mobility of under-occupying households</b>						
Housing priority: To improve access to and choice in housing						
<b>1. Work with RSL partners to carry out research to quantify under-occupation in Social Housing</b>						
	HOM	Apr '09	Officer time	Research project on levels of under-occupation completed	RSL Housing Management Forum	LSP funding agreed, project to be completed by April 2011
<b>2. Employ initiatives to reduce the prevalence of under-occupation</b>						
a) Investigate what incentives and housing alternatives under-occupying households would find attractive	HOM	Apr '09	Officer time	Research project completed and used to inform under-occupation scheme	RSL Housing Management Forum	LSP funding agreed, project to be completed by April 2011
b) Set a target for reducing under-occupation in social housing	HOM	Apr '09	Within existing resources	Target set	RSL Housing Management Forum	LSP funding agreed, project to be completed by April 2011
c) Work with RSLs to introduce an under-occupation scheme with more weighty incentives	HOM	Apr '10	To be confirmed	Under-occupation scheme introduced	RSL Housing Management Forum	LSP funding agreed, project to be completed by April 2011
d) Encourage development of smaller specialist accommodation to enable elderly occupiers to downsize if they wish	LDFM / HSRM	Backed by policy from 2011	Within existing resources	Improved provision of accommodation suitable for elderly households	Planning policy (LDF)	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Option consultation of the Core Strategy due February 2011 (Development Policy 5 Design, life time homes. Development Policy 14 - Housing Mix).
<b>Action 17: To improve the mobility of overcrowded households</b>						
Housing priority: To improve access to and choice in housing						
<b>1. Work with partner RSLs to research the extent and causes of overcrowding in social rented housing</b>						
	HOM	Apr '09	Officer time	Research project on levels of overcrowding completed	RSL Housing Management Forum	LSP funding agreed, project to be completed by April 2011
<b>2. Employ initiatives to reduce the prevalence of overcrowding</b>						
a) Set a target for reducing overcrowding in social housing	HOM	Apr '09	Within existing resources	Target set	RSL Housing Management Forum	LSP funding agreed, project to be completed by April 2011
b) Revise housing allocations scheme to maximise the opportunity to move over-crowded households	HOM	Apr '10	Officer time	Reduction in overcrowded households in social housing	Housing Allocation Scheme	Ongoing - to be discussed as part of the social housing reform.
c) Give priority for low cost home ownership schemes to current social housing tenants	HOM	Ongoing	Within existing resources	Increase 'exit power' of social housing tenants	Common Housing Allocation Scheme	To be completed as part of review of Common Housing Allocation Scheme by March 2011
d) Investigate the possibility of extending the homes of over-crowded RSL tenants	HSRM / HOM	Apr '09	Within existing resources	If viable, set a target for number of home extensions to be delivered	RSL Housing Management Forum	Item currently under discussion with RSLs; not currently considered a high priority. (NHH considering extending 3 beds when able).

How	Responsible Officer	When	Resources	Target	Delivery vehicle	Review October 2010
e) Ensure that sufficient three and four bedroom properties are delivered on new affordable housing developments	See action 9 (1b)				Planning policy (Affordable Housing SPD/s.106 Agreements)	Current negotiations with developers include for large type properties however the Strategic Housing Market Assessment Update October 2010 provides additional information to provide justification for increased number of 3 and 4 bedroomed properties.
<b>Action 18: Improve administration and management of houses in multiple occupation</b>						
Housing priority: To maintain and improve the quality of current stock						
<b>1. Improve records of HMOs in the district</b>						
a) Carry out a publicity campaign to encourage landlords and tenants to inform the Council of the location of HMOs	HSRM / HOM	2009	Officer time	Improved records of HMO's	Publicity	Progress to be made following on from the Landlord forum due to take place in January 2011.
b) Monitor National Insurance Number data on registration of workers from the Accession states	See action 23					
<b>2. Ensure that tenants and landlords of HMOs are aware of their responsibilities</b>						
a) Carry out a publicity campaign giving information and sources of advice for landlords and tenants of HMO's	HSRM	Nov '08	Officer time	Improved information available in a number of formats	Publicity	Joint working with Stevenage BC to undertake a Landlord Forum event; starting date originally April 2010 but deferred until early 2011.
<b>Action 19: To ensure that vulnerable people receive the housing support they need to live as independently as possible</b>						
Housing priority: To provide dwellings suitable for the diverse needs of the community; and To improve access to and choice in housing						
<b>1. Work in partnership to deliver initiatives that support vulnerable people</b>						
a) Work in partnership to implement the Supporting People Strategy	HE / HOM	Ongoing	Officer time	Required actions are implemented and monitored	Supporting People Commissioning Body & Programme Delivery Group	Commissioning Body has been disbanded. A new localised Housing Related Support team from the County are undertaking the SP work. Currently there are proposals for a supported housing project in Hitchin and a small number of units in Letchworth GC for Learning Disability units.
b) Work in partnership with the Supporting People Team to identify gaps in provision of support	HOM	Ongoing	Officer time	Programme for providing support where none exists	Supporting People Programme Delivery Group	Discussions ongoing as part of the Programme Development Group meetings.
c) Work with Supporting People and other stakeholders to deliver a generic floating support service	HOM	From Sept '08	Within existing resources	Generic floating support scheme introduced	Supporting People Commissioning Body & Programme Delivery Group	Completed.
d) Ensure local interests are represented on the Supporting People Commissioning Body and Programme Development Group	HHEH / HOM	Ongoing	Officer time	Local priorities represented at County level	Supporting People Commissioning Body & Programme Delivery Group	Officers attend Programme Development Group.
<b>2. Work in partnership to provide suitable homes for vulnerable people</b>						
b) Work in partnership with the Adult Care Services, the Supporting People Team, RSLs and other stakeholders to rationalise the stock of sheltered and frail elderly housing	HOM / HSRM	Ongoing	Possible Capital Funding	Sheltered housing stock better matched to need	Partnership working	Work with the County led ASOP group continues. Activities within the group have considered processes involved with stock rationalisation together with changing working practises of the County.
<b>3. Monitor the delivery of services to ensure that they are accessible to all</b>						
Extend monitoring of service delivery to include disability, age, sexuality and religion or belief	HSRM/HOM	From Oct '08	Officer time	Improved equalities monitoring		Awaiting to implement the monitoring system throughout the Council to ensure compatibility. Estimated completion April 2011.
<b>Action 20: To enhance the provision of disabled adaptations</b>						
Housing priority: To provide dwellings suitable for the diverse needs of the community						
<b>1. Follow good practice for implementing DFGs</b>						
a) Produce written procedures for implementing DFGs that incorporate good practice	HSRM	Nov '09	Officer time	Good practice identified and adopted		The DFG (and HRAG) process has been mapped from the start to finish. Process flow charts are available to the public.
b) Work with RSLs and Social Services to establish a service level agreement on disabled adaptations	HSRM	Apr '09	Officer time	All DFGs to be approved within 6 months of completed application	Partnership working	NHDC officers on County working group reviewing the DFG process, details of the review expected by the end of the financial year.

How	Responsible Officer	When	Resources	Target	Delivery vehicle	Review October 2010
<b>2. Take measures to ensure that disabled adaptations are provided within a reasonable timescale</b>						
a) Work in partnership with RSLs to set up a register of adapted social rented properties	HOM / HSRM	Mar-10	Officer time	Register of adapted properties in place	RSL Housing Management Forum	NROSH details
b) Investigate making an agreement between RSLs and the Council to share the costs of providing adaptations in social housing	HSRM	Aug '08	Within existing resources	Clause included in the RSL Partnership Agreement	RSL Partnership Agreement	RSL Partnership Agreement monitoring undertaken in Summer 2010. Review of findings currently taking place.
<b>3. Take measures to ensure that the service is accessible to all</b>						
a) Monitor delivery of adaptations to ensure equal treatment across tenures	HSRM	Apr '09	Officer time	Equality of outcome across tenure	RSL Housing Management Forum	DFG application forms / initial letters to include diversity information to enable monitoring to take place.
b) Improve equalities monitoring of the Private Sector Renewals Service	HSRM See action 19 (3)					
c) Carry out an impact assessment on the private sector renewals policy	HSRM	Sept '10	Officer time	Equality Impact Assessment produced		Work still to be undertaken.
<b>Action 21: To ensure that housing services provide for and are accessible to minority ethnic communities</b>						
Housing priority: To provide dwellings suitable for the diverse needs of the community; and to improve access to and choice in housing						
<b>1. Work towards qualifying for level 5 of the Equality Standard for Local Government</b>						
a) Qualify level 3 of the Equality Standard for Local Government	ESO	March '09	Officer time	Level 3 of Equality Standard achieved		New Equality Framework for local government introduced 2009. NHDC assessed under transitional arrangements - achieved level 3 of old standard, equivalent to achieving under new framework. We have until 2011 to provide evidence that we are complying with new requirements.
b) Set target dates for qualifying levels 4 and 5 of the Equality standard for Local Government	ESO					see above
<b>2. Work with the London Commute Belt Sub-region to ensure that the full BME allocation of Homes and Community Agency (formerly the Housing Corporation) funding is accessed</b>						
Work with EERA Consultant on new proposals for accessing BME funding	LCBSR Officers	Ongoing	Officer Time	BME funding system based on realistically measurable indicators	LCBSR	Work still to be undertaken.
<b>3. Investigate the housing needs of BME elders</b>						
a) Work with the Supporting People Team (SP), Accommodation Services for Older People (ASOP) and the North Herts Minority Ethnic Forum to research the housing needs of BME elders	HSRM / HOM	Dec '08	Officer time	Housing needs of BME elders identified	Partnership working (NHDC, SP team and NHMEF)	Work / research still to be undertaken. Commissioning Body has been disbanded. A new localised Housing Related Support team from the County are undertaking the SP work.
b) Produce an action plan to provide for identified needs of BME elders	HSRM	Feb '09	Officer time	Plan for addressing housing needs of BME elders in place	Partnership working (NHDC, SP team and NHMEF)	See above
<b>4. Promote the housing services provided by the Council to BME communities</b>						
a) Distribute literature on services provided by the Council to churches, social clubs, workplaces etc with high attendance from ethnic minorities	HSRM / HOM	Mar-10	Officer time	Raised awareness of Council's housing services amongst BME communities		Housing Advice Outreach starting at NHMEF from 20th May 2010. Literature still to be distributed to other venues
b) Arrange bi-annual housing services awareness sessions at the North Herts Minority Ethnic Forum	HOM	Jan-10	Officer time	As above	Partnership working (NHMEF)	Monthly Housing Advice Outreach starting at NHMEF from 20th May 2010. Literature still to be distributed to other venues
<b>Action 22: To ensure the accommodation needs of Gypsies and Travellers are met</b>						
Housing priority: To provide dwellings suitable for the diverse needs of the community						
<b>1. Continue to work in partnership with other local authorities to respond to regional consultations on Gypsy and Traveller and Showman site provision</b>	LDFM		Officer time	Local interests represented at regional level	Partnership working	Gypsy and Traveller Accommodation Assessments
<b>2. Make provision for the amount of pitches determined by EERA (East of England Regional Assembly, no longer in existence) once a final allocation has been made</b>	LDFM		Within existing resources	Suitable sites allocated in the LDF	Planning policy (LDF)	Final Adoption of relevant policy after Independent examination due June 2013. Preferred Option of the Core Strategy February 2011, Core Policy F Provision and distribution of new housing + Development Policy 16 Gypsy and Travelling Show people.

How	Responsible Officer	When	Resources	Target	Delivery vehicle	Review October 2010
<b>Action 23: To gauge the impact on housing provision of economic migration and to ensure that economic migrants are aware of their rights</b>						
Housing priority: To provide dwellings suitable for the diverse needs of the community						
<b>1. Improve data on economic migration to North Hertfordshire from the Accession States;</b>						
a) Monitor NI No data on registrations from the Accession States	HSRM	6 monthly from Sep '08	Officer time	Local data on trend in economic migrants in the district		Limited staffing resources to date. Programmed in to be completed by March 2011.
b) Monitor lettings of social housing to applicants from the Accession States	HOM	From Sept '08	Officer time	Reliable data on trends in demand for social housing from economic migrants	IT (Locata to be upgraded)	Completed
<b>2. Promote the housing services provided by the Council to eligible economic migrants</b>						
a) Target promotion of the housing services provided by the Council and its partners at economic migrants	HOM	Dec-09	Officer time	Increased awareness amongst economic migrants of housing services provided by the Council	Publicity	Completed
<b>Action 24: To work towards meeting the needs of key worker and intermediate income households</b>						
Housing priority: To provide dwellings suitable for the diverse needs of the community						
<b>1. Enable housing affordable to intermediate income households</b>						
a) 35% of new build affordable housing to be for intermediate tenures	See action 8, action 2c.				Planning policy (Planning Obligations SPD)	65% / 35% tenure split, supported by SHMA
<b>2. Work in partnership with Lea Valley Homes to enable intermediate income households to access affordable housing</b>						
a) Work with Lea Valley Homes to promote intermediate tenure products	See action 9 (2f)				Partnership working	Completed
b) Work with Lea Valley Homes to match Homebuy products to households in housing need	See action 9 (2g)				Partnership working	Completed
<b>Action 25: To secure the good outcomes for households that are homeless or threatened with homelessness</b>						
Housing priority: To improve access to and choice in housing and: To provide dwellings suitable for the diverse needs of the community						
<b>1. Provide an holistic service to households that are homeless or threatened with homelessness</b>						
a) Work in partnership with Stevenage BC to produce a new Homelessness Strategy	HOM	June '08	Officer time	Strategy adopted	Partnership working (North Quadrant Homelessness Forum)	Completed
b) Develop a new joint housing protocol with Children Schools and Families	HOM	Apr '09	Officer time	New joint protocol adopted	Partnership working (CSF, HYHG, Herts LA's)	Completed
c) Work with the Probation Service and Stevenage Borough Council to establish an offender and ex-prisoner protocol	HOM	Oct-09	Officer time	New joint protocol adopted	Partnership working (SBC, Probation)	Completed
d) Work with SBC, HYHG, CSF, RSL's and Connexions to review the Joint Housing Protocol for young people	HOM	Apr '09	Officer time	New joint protocol adopted	Partnership working (SBC, HYHG, Aldwyck HA, CSF, Connexions)	Completed
e) Work with the Supporting People Team, Herts CC and other Hertfordshire local authorities to jointly commission a holistic package of services for 16 and 17 year olds who are homeless or threatened with homelessness	HOM	Jul '08	Officer time	New service launched	Partnership working (SP, support providers)	Completed
e) Work with Supporting People and other stakeholders to deliver a generic floating support / tenancy sustainment service	See action 19 (1c)					Completed

How	Responsible Officer	When	Resources	Target	Delivery vehicle	Review October 2010
<b>2. Ensure that temporary accommodation is of a good standard</b>						
a) Work with North Herts Homes on the modernisation of family hostel accommodation into self contained units	HOM	Dec-09	Officer time	Programme for modernisation of family hostels agreed	Partnership working (NHH)	Ongoing
<b>3. Employ initiatives that prevent homelessness</b>						
a) Work in partnership with RSLs to produce a pre-emption protocol	HOM	Sept '09	Officer time	New joint protocol adopted	North Quadrant Homelessness Forum / RSL Housing Management Forum	To be completed
b) Work in partnership with RSLs to produce a homelessness prevention protocol	HOM	Sept '09	Officer time	New joint protocol adopted	North Quadrant Homelessness Forum / RSL Housing Management Forum	To be completed
c) Monitor trends in repossessions due to mortgage arrears	HOM	From May '08	Officer time	Robust local data on trends for repossessions	Herts Homelessness Officers Group	Ongoing
d) Investigate setting up a mortgage rescue scheme managed by an RSL	HOM	Dec '08	Officer time	Decision made on whether to pursue implementing a mortgage rescue scheme	RSL Housing Management Forum	Completed
e) Work with the Citizen's Advice Bureau to provide a money/debt advice drop-in for households threatened with repossession	HOM	From May '08	CLG Homelessness Grant	Drop in service delivered	Partnership working (CAB)	Completed
f) Work with HYHG to explore setting up a Deposit Guarantee Scheme for 18 – 25 year olds	HOM	Dec-09	Within existing resources	Decision made on whether to pursue implementing a DGS for young people	Partnership working (HYHG)	Item suspended - Homelessness Prevention Fund launched July 2010
g) Provide funding for a Sanctuary Scheme for victims of domestic violence	HOM	Dec-09	To be confirmed	Funding confirmed	Council funding	Completed - future demand being assessed
h) Investigate joint Council/RSL funding for Sanctuary rooms in social housing	HOM	Sept '08	Officer time	Improved funding for Sanctuary Rooms for tenants of RSLs	RSL Housing Management Forum	Currently awaiting projections of future demand
i) Explore the viability of a cross-boundary reciprocal housing scheme for victims of domestic violence/harassment living in social housing	HOM	Dec-09	Officer time	Mobility scheme agreed or deemed not viable	Herts Homelessness Officers Group	Completed
j) Provide funding for a Citizens Advice Bureau Court Caseworker	HOM	Ongoing	CLG funding (secured)	Scheme available to local residents threatened with homelessness	Funding/ Partnership working (CAB)	Completed
h) Provide funding for the Relate mediation service	HOM	Ongoing	Within existing resources	Scheme available to households threatened with homelessness due to relationship breakdown	Funding	Limited demand
<b>4. Improve the service through monitoring and customer feedback</b>						
a) Introduce and monitor customer feedback on front-line services	HOM	Sep '08	Officer time	Feedback and monitoring system in place		Completed
b) Participate in County wide benchmarking and monitoring of homelessness services	HOM	Dec-09	Officer time	Improved ability to gauge value for money	Herts Homelessness Officers Group	Item superceded by benchmarking conducted as part of Housing VFM study
c) Monitor the employment/support needs of homeless households to better target initiatives/resources	HOM	Sept '09	Officer time	Monitoring system in place		Partially completed - access to employment initiatives / schemes to be discussed with accommodation service providers in 2011.

How	Responsible Officer	When	Resources	Target	Delivery vehicle	Review October 2010
<b>Action 26: To deliver the housing strategy</b>						
1. Set up a Housing Strategy Action Group	HSRM	Jul-08	Officer time	Housing Strategy monitored and reviewed on a 6 monthly basis		Individual meetings held with the appropriate officers to conclude update. Next update due April 2011 / June 2011.
2. Monitor trends in the housing market	See action 1 & action 2 (3c)					In house property sale price information survey, undertaken annually to assist with SHMA, (June)
3. Provide funding to meet the objectives of the Housing Strategy	HSRM	Jun-08		Budget agreed with Head of Financial Services		Financial restrictions have been applied June 2010. This will have the effect of limiting the funding to achieve the targets of this Housing Strategy.
4. Review the RSL Partnership Agreement	HSRM	Jul '08	Officer time	All RSLs with stock in the district signed up to the RSL Partnership Agreement		Further review and evaluation taking place Summer / Autumn 2010 to be concluded December 2010.
5. Encourage increased benchmarking by sub-regional groups on all aspects of housing services	HOM / HSRM	From Sept '08	Officer time	Improved ability to gauge value for money	London Commuter Belt Sub-Region	Completed benchmarking exercise on Private Sector Housing (July 2009). Housing Strategy (+ Private Sector Housing) and Housing Options benchmarking due October 2010