

# Waverley Housing Strategy

**Year One Action Plan Achievements**

**April  
2018-  
March  
2019**

## ACTION POINT HOLDERS; TO UPDATE ACTION PLAN ON QUARTERLY BASIS

ROLE	OFFICER NAME	EMAIL	PHONE	ACTIONS
Housing Development Manager	Louisa Blundell	<a href="mailto:Louisa.blundell@waverley.gov.uk">Louisa.blundell@waverley.gov.uk</a>	01483 523205	H.b.1/ H.b.3 O.d.2/ e.1
Private Sector Housing Manager	Simon Brisk	<a href="mailto:Simon.brisk@waverley.gov.uk">Simon.brisk@waverley.gov.uk</a>	01483 523363	M.a.3 M.b.1/ M.b.2/ M.b.3/ M.b.4/ M.c.1/ M.c.2/ M.c.3/ M.c.4/ M.c.5/ M.c.6 M.d.2/ M.d.3/ M.d.4/ e.3
Senior Living and Careline Service Manager	David Brown	<a href="mailto:David.brown@waverley.gov.uk">David.brown@waverley.gov.uk</a>	01483 523358	O.b.1/ O.b.2/O.b.3
Planning Lawyer	Barry Devlin	<a href="mailto:Barry.devlin@waverley.gov.uk">Barry.devlin@waverley.gov.uk</a>	01483 523561	H.a.2
Principal Planning Officer	Matthew Ellis	<a href="mailto:Matthew.ellis@waverley.gov.uk">Matthew.ellis@waverley.gov.uk</a>	01483 523297	O.e.1
Housing Strategy and Enabling Manager	Alice Lean Esther Lyons	<a href="mailto:Alice.lean@waverley.gov.uk">Alice.lean@waverley.gov.uk</a> <a href="mailto:Esther.lyons@waverley.gov.uk">Esther.lyons@waverley.gov.uk</a>	01483 523523  01483 523430	H.a.1/ H.a.3 H.b.2 H.c.2/ H.c.3/ H.c.4 O.c.2/ O.f.2 O.g.1/ O.g.2 H.b.2/ H.c.5 O.d.1/ O.f.1/ M.a.2 M.d.1/ e.2
Housing Needs Manager	Mike Rivers	<a href="mailto:Michael.rivers@waverley.gov.uk">Michael.rivers@waverley.gov.uk</a>	01483 523013	O.a.1/ O.a.2/ O.a.3 O.c.1/O.c.3/ O.c.4 M.a.1/ M.a.4/ M.b.5 e.4
Head of Housing Delivery and Communities	Andrew Smith	<a href="mailto:Andrew.smith@waverley.gov.uk">Andrew.smith@waverley.gov.uk</a>	01483 523096	H.c.1/ O.b.4

## WE WILL WORK TOWARDS ACHIEVING OUR GOAL OF EVERYONE HAVING A HOME THROUGH THE FOLLOWING ACTION PLAN

<b>H</b>	Increase delivery of well designed, well built affordable <b>HOUSING</b>
<b>a.</b>	Place-shaping to Enable New Affordable Homes

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UPDATE	Q4 UPDATE STATUS
H.a.1.	Use our place shaping skills to work with our Housing Association and Development partners on the Dunsfold Aerodrome scheme through the delivery of a Local Lettings Plan	December 2018	Housing Strategy and Enabling Manager	Officer time	Affordable Housing Provider working in partnership with developer Lettings plan in place	Engaging with internal partners to ensure s.106 delivery of affordable housing	Local Lettings Plan drafted and circulated	Ongoing	<b><u>GREEN</u></b> <b><u>ACHIEVED</u></b> <b>REMOVE FROM Y2 ACTIONS AS LOCAL LETTINGS PLAN COMPLETE</b>
H.a.2.	Produce a template s.106 agreement in order to maximise opportunities for affordable housing and promote transparency.	October 2018	Planning Lawyer	Officer time	Template s.106 agreement available on website	Legal services currently working on template. To be provided as part of Supplementary Planning Document	Template drafted, working group met October 2018	To be included with SPD consultation	<b><u>GREEN</u></b> <b><u>ONGOING</u></b> <b>REMOVE FROM Y2 ACTIONS AS PART OF AH SPD</b> SPD to Housing O&S Feb 2019

H.a.3	Support the delivery of Local Plan Part 1 including setting our expectations about the tenure of affordable housing.	March 2019	Housing Strategy and Enabling Manager	Officer time	Local Plan Part 2 Adopted March 2019	Draft of SPD complete. Ready to consult with Affordable Housing Working Group (AHWG) and Development Control (DC)Team	AHWG have gone through all of document; consultants (SDS) have advised on viability section Soft launch with planning and presented at DC workshop November 2018 and Planning Committee Chairs	Feedback incorporated from RPs Met with Portfolio Holders Nov 2018	<b><u>GREEN</u></b> <b><u>ONGOING</u></b> SPD to Housing O&S Feb 2019 to approve consultation. Timetabled for after purdah
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<b>H</b>	Increase delivery of well designed, well-built affordable <b>HOUSING</b>
<b>b.</b>	Building New Affordable council Homes which are Sustainable and Energy Efficient

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UPDATE	Q4 UPDATE STATUS
H.b.1	Develop 20 new council homes pa which meet criteria specified in Waverley New Build standards.	As per timescales in <a href="#">Housing Delivery Plan</a>	Housing Development Manager	As set in Housing Delivery Plan	Increased supply of Council homes for rent and shared ownership	Wey Court (24)	Ockford Ridge-site D (16)	3 x Community Room units due to be completed by end of March	<b>GREEN</b> <b>ONGOING</b> 3 x Community Rooms handover delayed due to utility works. Now due 18 April 2019.  Start on site at Ockford Ridge Site A (1.4.19) on with handover of Phase 1 by April 2020.
H.b.2	Carry out 'Do You Like Where You Live' surveys on a sample of 5 x new private, Housing Association and council new build homes on an annual basis	April 2018 and annually	Housing Strategy and Enabling Manager	Officer time Additional office support required	Survey complete Report of findings circulated and on website	Included in role of Strategic Housing Apprentice bid successful June 2018. To start September 2018	Unable to appoint successful candidate at interview . To re-advertise	Housing Development Team to lead	<b>GREEN</b> <b>ONGOING</b> Customer satisfaction to dovetail with needs and profiling reporting

H.b.3	Develop a new Affordable Housing Delivery Plan every 5 years	Reviewed annually	Housing Development Manager	Officer time	New plan adopted and available on website	Annual report produced with 5 year plan as Annexe	Ongoing	Annual report produced with 5 year plan as Annexe. Will be updated for the next Housing O&S committee	<b><u>GREEN</u></b> <b><u>ACHIEVED</u></b> Annual report produced with 5 year plan as Annexe. Will be updated for the next Housing O&S committee in June 2019
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<b>H</b>	Increase delivery of well designed, well-built affordable <b>HOUSING</b>
<b>c.</b>	Working in Partnership with Housing Associations and other housing providers

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UPDATE	Q4 UPDATE STATUS
H.c.1	Establish 3 models of development to bring forward additional affordable homes to meet local need	March 2020	Head of Housing Delivery and Communities	Officer time Funding Sites	<p>Joint working on s.106 with Housing Associations and other development partners to provide a range of tenures, including new public/ private partnerships</p> <p>Acquire homes for development under s.106 agreements</p> <p>Explore setting up a Local Housing Company</p>	<p>RP partnership</p> <p>Routinely looking at s.106 sites for WBC development</p> <p>Facilitated land purchase arrangements with HA on Dairy Crest site, Farnham; generating 21 affordable units/ site of 100% AH</p> <p>Discussions with Woking BC re their Thamesway Housing Company which they have used to develop new homes</p> <p>Exploring new products e.g. shared equity</p>	<p>Ongoing</p> <p>Offers on s.106 sites made at Chiddingfold, Elstead, Cranleigh and Witley sites</p>	<p>Looking at modular housing and holding shared ownership workshops</p> <p>Progress on s.106 site at Cranleigh</p>	<p><b><u>GREEN</u></b></p> <p><b><u>ONGOING:</u></b></p> <p>Shared ownership policy workshops completed and policy drafted. Capability audit underway.</p> <p>Review of legal documents ahead of signing for affordable housing units at Cranleigh.</p> <p>Further offers made on sites in Godalming and Ewhurst. Meetings with developers to</p>

						via Landspeed, Rent Plus, Discounted Market Sales			promote Waverley Borough Council as a potential development partner on S106.
H.c.2	Enable the development of s.106 sites including Furze Lane, Bourne Mill and Amlets Lane at planning stage and throughout the development process	As development schedule	Housing Strategy and Enabling Manager	Officer time	Increased supply of housing association homes for rent and intermediate tenures	51 affordable homes completed Q1 2018-19; 65% for rent, 35% shared ownership, closely aligned to SHMA recommended tenure split of 70% rent/ 30% shared ownership	40 affordable homes completed Q2 2018-19; 95% rent, 5% shared ownership	8 homes completed Q3: 100% shared ownership  Aster and Bellway in contract for 28 homes at Little Acres (Dec 2018)  69 units granted PP in Q3  Quarterly reporting % AH on s.106	<b><u>GREEN</u></b>  <b><u>ONGOING</u></b>  23 shared ownership homes out of a total of 53 completed Q4 (43%)  153 affordable homes granted PP in Q4 on s.106 sites, providing 30% AH
H.c.3	Work with Housing Association partners to facilitate the development of their own sites	As development schedule	Housing Strategy and Enabling Manager	Officer time	Making public subsidy go further, ongoing viable development programme	Completion of 6 affordable homes on mixed tenure site, developed by Mount Green	Work on site at Federal Mogul, Elstead (Clarion), Planning consent at KPI, Cranleigh (A2 Dominion)	Ongoing	<b><u>GREEN</u></b>  <b><u>ONGOING</u></b>



H.c.4	Work with our partners to bring forward 540 affordable homes at Dunsfold Park.	As development schedule	Housing Strategy and Enabling Manager	Officer time	New affordable homes at Dunsfold Park	Engaging with internal partners to ensure s.106 delivery of AH	LLP drafted	Ongoing	<b><u>GREEN</u></b> <b><u>ONGOING: INCORPORATED INTO H.a.1 in Y2 action plan</u></b>
H.c.5	Support our Housing Association partners in achieving the best possible outcome for residents and the environment on new Housing Association schemes in the borough.	As development schedule	Housing Strategy and Enabling Manager	Officer time	Good quality affordable housing	SPD setting standards and expectations. Good quality pre-app and consultation advice provided. Measure outcomes with surveys	Ongoing As Q1	Performance reporting planned for Q1 2019-20  Ongoing consultation responses re: NDSS and SPD	<b><u>GREEN</u></b> <b><u>ONGOING</u></b>

<b>O</b>	<b>OPTIMISE</b> Social and Economic Wellbeing
<b>a.</b>	Enabling affordable housing to Support a Vibrant Economy

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UPDATE	Q4 UPDATE STATUS
O.a.1	Work to maximise delivery of affordable housing in a range of types and sizes to meet the needs of people working in Waverley	As development schedule	Housing Strategy and Enabling Manager	Officer time	Tenure mix of housing meets identified needs	Draft Economic Strategy/ Corporate Strategy demonstrating strong links with Housing Strategy/ Need for AH 33 affordable rents and 18 shared ownership homes completed Q1	Using SPD to prioritise AH over less critical infrastructure	Employers Survey planned for Q4 2019-20  Responding to essential worker proposal at John Wiskar Drive	<b><u>GREEN</u></b>  <b><u>ONGOING:</u></b>  Employers Survey, Housing Needs Register profiling and shared ownership profiling and affordability reports in draft
O.a.2	Continue to prioritise households working in Waverley and those seeking employment in Waverley for shared ownership properties.	As development schedule	Housing Strategy and Enabling Manager	Officer time	Tenure mix of housing meets identified needs	Updating SO prioritisation for SPD, as now unable to restrict to Local Connection on schemes funded by Homes England, inc 18 SO homes completed Q1 at Langham	2 x SO completed at Amlets Lane, Cranleigh in Q2  Ongoing support and advice to prospective shared owners	8 x SO completions at St Georges Road, Farnham  Ongoing SO support  Initial discussions on allocations	<b><u>RED: NOT ACHIEVED</u></b>  703 applications from households with a live/ work connection to Waverley on help to buy register (February 2019)  Home ownership event planned for September 2019  <b>REMOVE FROM Y2 ACTIONS AS NO LONGER ABLE TO PRIORITISE</b>

						Court and Bourne Mill		scheme review Help to Buy Zone Agent contract out for tendering	<b>UNDER HOMES ENGLAND POLICY</b>
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<b>O</b>	<b>OPTIMISE</b> Social and Economic Wellbeing
<b>b.</b>	Meeting Housing Needs in our Rural Communities

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UPDATE	Q4 UPDATE STATUS
O.b.1	Work with the Rural Housing Enabler to commission at least 2 x housing needs surveys per annum to measure need and support for rural exception schemes	2 surveys per year	Housing Strategy and Enabling Manager	£4,500pa to support Rural Housing Enabling Service	Increased amount of affordable housing in rural areas, helping to maintain the vitality of villages in Waverley	Dunsfold HNS complete (April 2018) and paid for by WBC. Possible HNS for 2018-19 in Hascombe and Tilford Wonersh PC finalising questions for HNS June 2018 Contribution towards RHE post 2018-19 £4,500 from Enabling Budget	Postage and printing paid for on Dunsfold/ Wonersh/ Tilford HNS	Ongoing  Tilford PC meeting to discuss HNS results	<b><u>GREEN</u></b>  <b><u>ACHIEVED</u></b>  Dunsfold, Wonersh, Tilford and Elstead HNS reports completed 2018-19
O.b.2	Jointly manage the Surrey Community Housing Project in a partnership with 7 other local authorities for a period of 2 years to work with local communities who wish to develop their own housing projects	March 2019	Housing Strategy and Enabling Manager	Ministry for Housing, Communities and Local Government Allocation	Community Led housing schemes in the borough	Application Pack produced. Allocation for publicity funding made to Haslemere CLT Project Manager working with Chiddingfold re possible CLT	Ongoing  As Q1	Ongoing	<b><u>GREEN</u></b>  <b><u>ONGOING:</u></b> Initial discussions with Thursley PC Older persons co-housing group interest in Farnham following workshop at the Maltings

<b>O</b>	<b>OPTIMISE Social and Economic Wellbeing</b>
<b>c.</b>	<b>Preventing Homelessness</b>

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UPDATE	Q4 UPDATE STATUS
O.c.1	Deliver the <a href="#">Homelessness Strategy Action Plan</a>	Adopted May 2018	Housing Needs Manager	Officer time Funding	Fewer households become homeless. Cost of emergency accommodation is reduced	Adopted April 2018	Partner Forum arranged for 09.10.18 to agree 2019 priorities	Update report prepared for 2019	<b><u>GREEN</u></b> <b><u>ONGOING</u></b>
O.c.2	Continue to ensure fair and sustainable allocation of affordable homes in Waverley through <a href="#">Allocation Scheme</a> .	Allocation Scheme constantly under review	Housing Needs Manager	Officer time	Housing Register applicants secure affordable, suitable and sustainable homes	To publish half year stats in October 2018  Possible exercise to embed new build programme planned for 2018-19	Review of allocation scheme planned for autumn 2019	Initial scoping meeting in Dec 2018. Agreed to retain CBL, minor updates to scheme and streamline processes	<b><u>GREEN</u></b> <b><u>ONGOING</u></b>
O.c.3	Work with our partners to enable the development of new housing across a range of tenures to meet the needs of households threatened with homelessness	As Homelessness Strategy Action Plan	Housing Needs Manager	Strong partnership working with housing providers Officer time	Mix of housing meets identified needs	Meeting with Niche PRS. Agreed to look for opportunities on sites of 35+ units	Meeting to discuss Godalming site October 2018 Commissioning unfunded supported housing with A2 dominion, Stonham, York Road	Still awaiting a suitable site for Niche PRS scheme	<b><u>GREEN</u></b> <b><u>ONGOING</u></b> Fresh radio campaign for 2019/20 to maximise access to PRS

									<p>2 hard to let properties leased via a third party to households threatened with homelessness</p> <p>Ongoing relationship management with local letting agents</p>
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<b>O</b>	<b>OPTIMISE Social and Economic Wellbeing</b>
<b>d.</b>	<b>Meeting Housing Needs of Older People</b>

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UPDATE	Q4 UPDATE STATUS
O.d.1	Enable older people to stay in their own home for longer, through the use of assistive technology, aids and adaptations	Ongoing	Senior Living and Careline Service Manager  Private Sector Housing Manager	Funding Officer time	77 new Careline customers in Q1. Total no. of Careline customers at end June 2018: 1826.	Q1:6 grants providing aids and adaptations, 4 grants to improve thermal insulation for the benefit of disabled/ elderly clients	36 grants for aids and adaptations and 12 grants for energy efficiency etc. works in the first 6 months of 2018/19 83 new care line customers in Q2, out of a total of 1,835 customers (5%)	Careline: Total number of customers : Oct 1884 Nov 1880 Dec 1841	<b><u>GREEN</u></b>  <b><u>ONGOING</u></b>  Careline: Total number of customers: Jan 1831 Feb 1820 March 1785  The decline in numbers is due to a data cleansing exercise.

O.d.2	Support older people to find suitable alternative accommodation, when required; whether downsizing in the private sector, or accessing specialist housing to meet their care needs	Ongoing	Senior Living and Careline Service Manager	Funding Sites Officer time	Mix of housing meets identified needs	Easy Move and Mutual Exchange identification/ signposting included in Senior Living Co-ordinator role	Ongoing	<p>Re downsizing: Open Day held at one scheme in Oct. Dates set for 2019 to hold an open day at each scheme to promote service</p> <p>Links developed with RPs with hard to let senior living secured for those facing homelessness</p>	<p><b><u>GREEN</u></b></p> <p><b><u>ONGOING:</u></b> The third open day was held in Q4. This was attended by 14 interested people, with a view of downsizing and moving into Senior Living. Dates are set for open days at the remaining schemes during Q1 and Q2 of 2019/20. The Senior Living officers continue to make contact with the identified tenants and look to build an ongoing relationship to help meet their housing needs and promote the SL service.</p>
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O.d.3	Plan strategically for the development of a range of housing options for older people including Extra Care housing and dementia specialist care, in partnership with Adult Social Care Commissioning team	Ongoing	Senior Living and Careline Service Manager  Housing Strategy and Enabling Manager  Private Sector Housing Manager	Funding Sites Officer time	Mix of housing meets identified needs	Information pooled between services to plan strategically for future need	Meeting with SCC re 6 Acres, Farnham cancelled by SCC. Further discussions with SCC Adult Social Care and property teams ongoing.	<b><u>GREEN</u></b> <b><u>ONGOING</u></b>
O.d.4	Commit to find a site for at least 1 new build Extra Care Scheme	March 2023	Head of Housing Delivery and Communities	Funding Sites Officer time	Mix of housing meets identified needs	Ongoing consideration of emerging sites including Dunsfold Aerodrome	As above	<b><u>GREEN</u></b> <b><u>ONGOING</u></b>

<b>O</b>	<b>OPTIMISE Social and Economic Wellbeing</b>
<b>e.</b>	<b>Meeting Housing Needs of Younger People</b>

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UPDATE	Q4 UPDATE STATUS
O.e.1	Work with partners to increase provision of suitable specialist and supported housing for young people where needed.	As Homelessness Strategy Action Plan	Housing Needs Manager	Strong partnership working with housing providers Officer time	Mix of housing meets identified needs	<p>Commission pilot scheme for up to 3 supported housing bed spaces at The Crescent, Woking (HSAP 3.10)</p> <p>Make use of opportunity to refer young homeless clients needing emergency Accommodation into Surrey CC family HOST service and explore possibility of expanding to service for older clients (HSAP 3.12)</p> <p>Monitor and review shared house scheme (HSAP 3.5)</p>	Ongoing As Q1	As quarter 1 with potential option of leasing TA units to a supported housing provider	<p><b><u>GREEN</u></b></p> <p><b><u>ONGOING</u></b> 4 bed spaces commissioned at The Crescent in Woking with the ability to spot purchase an additional 2 (achieved), service commissioned for 19/20</p> <p>5 supported housing bed spaces for vulnerable people and young parents following withdrawal of HRS funding for 19.20.</p> <p>2 bed spaces funded and filled at Transform Housing (Simmonds Court) following withdrawal of Hants HRS funding.</p> <p>1 supported housing bed space secured at Step By Step pending ongoing negotiations</p>

									<p>3 supported housing spaces for vulnerable people with mental health support needs in a WBC property.</p> <p><b>REMOVE FROM Y2 AS PART OF JOINT WORKING ACTIONS AND EXTEND TO ALL AGES</b></p>
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O.e.2	Bring forward a range of types and sizes of affordable homes for general needs through the planning process, to include smaller units suitable for young single people and couples	As development schedule	Housing Strategy and Enabling Manager	Integrated approach. Strategic joint working with planning service	Mix of housing meets identified needs Annual housing needs reports published	51 Q1 completions: 31% as 1 bed 49% as 2 bed 20% as 3 bed No 4 beds. Higher proportion of 2 and 3 beds than SHMA recommended mix due to shared ownership homes at Bourne Mill	40 Q2 completions : 20% as 1 bed 45% as 2 bed 30% as 3 bed 5% as 4 beds. Lower proportion of 1 beds as Ockford is replacement of existing units, smaller units at Amlets delivered in different phase	13 Q3 completions: 75% as 1 bed 25% as 2 beds	<b><u>GREEN</u></b> <b><u>ONGOING</u></b> 53 Q4 completions: 38% as 1 bed 47% as 2 bed 15% as 3 bed
O.e.3	Work to retain existing resources and facilities for young people in housing need in the borough	As Homelessness Strategy Action Plan	Housing Needs Manager	Strong partnership working with housing providers; Officer time	Young people accessing the homes they need	Agree resolution with Step by Step regarding nominations rights for Aldershot scheme	Ongoing	Meeting delayed until September 2019 but Options now able to refer to up to 3 vacancies in the meantime	<b><u>GREEN</u></b> <b><u>ONGOING</u></b> <b><u>MOVE ACTION TO JOINT WORKING SECTION FOR Y2</u></b>

O.e.4	Work in partnership and improve communication with Surrey County Council Children's Services and Families teams to ensure that young people receive the housing related support they need	As Homelessness Strategy Action Plan	Housing Needs Manager	Strong partnership working with housing providers Officer time	Young people accessing the homes they need	Housing Options Support staff to attend and contribute to Early Help Local Family partnership meetings in Waverley (HSAP 5.7)	Pilot Local Family Partnership in Haslemere November 2018	Pilot of local family partnerships delayed due to SCC re-structure	<b><u>RED: NOT ACHIEVED DUE TO SCC REORGANISATION</u></b>  <b><u>REMOVE FROM Y2 ACTIONS</u></b>
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<b>O</b>	<b>OPTIMISE</b> Social and Economic Wellbeing
<b>f.</b>	Meeting Housing Needs of People with Disabilities

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UPDATE	Q4 UPDATE  STATUS
O.f.1	Continue to work closely with Adult Social Care Commissioners (ASCC) to ensure that new development meets the identified and emerging needs of the groups above and to explore alternative models of support where necessary.	As development schedule	Housing Strategy and Enabling Manager	Strong partnership working with housing providers; Officer time	Mix of housing meets identified needs	Strengthening links with ASCC via Surrey Enabling Officers Group and following up with individual borough discussions Meeting with SCC re: extra care planned for August 2018	Extra care meeting postponed by SCC	Engaging with SCC on Transforming Care Partnership (LD and Autism)	<b><u>GREEN</u></b> <b><u>ONGOING</u></b>
O.f.2	Explore opportunities for accessible housing provision on new council owned sites	As timescales in <a href="#">Housing Delivery Plan</a>	Housing Development Manager	As set out in Housing Delivery Plan	Mix of housing meets identified needs	Site C four adapted units. All new build will be required to meet M4(2) as adopted by LPP2. Disabled M4 (3) as and when need identified.	Ongoing	Site C four adapted units. All new build will be required to meet M4(2) as adopted by the local plan. Disabled M4 (3) as and when need identified. One community room to be adapted to meet M4(3) requirements	<b><u>GREEN</u></b> <b><u>ONGOING</u></b>

<b>O</b>	<b>OPTIMISE</b> Social and Economic Wellbeing
<b>g.</b>	Meeting Housing Needs of Travellers

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UPDATE	Q4 UPDATE STATUS
O.g.1	Increase supply of pitches and plots for Travellers in suitable locations to meet need	As timescales in Local Plan Part 2	Principal Planning Officer	As Local Plan Part 1, Policy AHN4	Travellers' housing need is met	Council is proposing to allocate 43 pitches for Gypsy and Travellers and 2 Traveller Show People plots, over the local plan period	LPP2 preferred options consultation May- July 2018	Ongoing	<b><u>GREEN</u></b> <b><u>ONGOING</u></b>

<b>M</b>	<b>MAKE</b> best use of existing homes
<b>a.</b>	The Private Rented Sector

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UPDATE	Q4 UPDATE STATUS
M.a.1	Ensure there are sufficient good quality private rented homes available to enable to council to discharge the homelessness duty into the private rented sector including encouraging provision of purpose built private rented accommodation	Ongoing	Housing Needs Manager	Possible additional officer resource	Extended opportunities in Private Rented Sector to those in need	Radio advertising to attract new landlords; Explore and trial landlord incentives, Liaison with agents/Landlords (HSAP 3.5)	Ongoing	Ongoing	<u>GREEN</u> <u>ONGOING</u>
M.a.2	Explore the role we can play in enabling the University of Creative Arts to address the lack of student accommodation in Farnham including the use of private landlord accommodation	March 2019	Housing Strategy and Enabling Manager	Officer time	Provision of adequate student accommodation for University of Creative Arts	Planning response recommendation of support new student accommodation at UCA	Ongoing	Planning application received in Q1 approved 19.09.18	<u>GREEN</u> <u>REMOVE FROM Y2 AS APPLICATION APPROVED</u>
M.a.3	Review condition of the Housing stock	Ongoing	Private Sector Housing Manager	BRE Desktop study £10,000	Making proper decisions about the actions we need to take to deal with unsatisfactory housing	NA	NA	NA	<u>GREEN</u> <u>ONGOING</u>



M.a.4	<a href="#">Support landlords through our Landlord Resource Centre</a>	Ongoing	Housing Needs Manager	Officer time Sufficient number of willing landlords	Landlords willing to house households nominated by the Council  Customers able to self serve where possible so that telephone and in person interactions with the Housing Options team are maximised (HSAP 2.8)	Online information up to date and is helping clients self serve where possible	Ongoing	Ongoing	<b><u>GREEN</u></b> <b><u>ACHIEVED</u></b> <b>REMOVE FROM Y2 ACTIONS</b>
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<b>M</b>	<b>MAKE</b> best use of existing homes
<b>b.</b>	Houses in Multiple Occupation

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UPDATE	Q4 UPDATE STATUS
M.b.1	Develop our knowledge of the number and location of Houses in Multiple Occupation in Waverley	June 2018	Private Sector Housing Manager	IT support Possible additional officer resource	Database established	Database updated and using information from the tenancy deposit websites and questionnaire.	Research complete. Build up database. Using in practice to contact landlords	Approx. 40 licence applications received. Inspections have commenced.	<b>GREEN</b>  <b>ONGOING:</b> All licensable HMOs have been inspected. Licences have been issued to approx. 50  Identification of licensable HMOs under new legislation and receipt of 40 new licence applications
M.b.2	Educate and inform landlords, managing agents, letting agents as well as statutory and voluntary agencies about the standards required in Houses in Multiple Occupation	From April 2018	Private Sector Housing Manager	Possible additional officer resource	Continued good relationships with landlords, maintaining access to the private rented sector for low income households		Updated website with more information. Landlords Forum planned for 2019-20	As before	<b>GREEN</b>  <b>ONGOING</b>  As above
M.b.3	Support the retention of a well managed,	Ongoing	Private Sector	Possible additional	Landlords continue to provide good	An additional officer will start on 23	Officer in post. Able to respond	Additional contract officer has been	<b>GREEN</b>  <b>ONGOING</b>

	good quality private Houses in Multiple Occupation market		Housing Manager	officer resource	quality rented housing	July (2 year fixed term)	more quickly to complaints etc with additional resource	employed to carry out HMO inspections on piece rate basis.	Additional contract officer has been employed to help complete licensing process.
M.b.4	Enhance the quality of Houses in Multiple Occupation stock and private sector in general by tackling poor property and management standards where there are vulnerable tenants	Ongoing	Private Sector Housing Manager	Possible additional officer resource	Better quality housing in the private sector	An additional officer will start on 23 July.	Officer in post. Able to respond more quickly to complaints etc with additional resource	Response rate has improved since additional officer started	<b><u>GREEN</u></b>  <b><u>ONGOING</u></b>  New in house EHO has been appointed  2 grants approved and completed to help relocate families with disabled children to a more suitable home
M.b.5	Educate and inform tenants referred into HMO by Housing Options Team about their rights and responsibilities	Ongoing housing advice	Housing Needs Manager	Qualified Housing Options Team	Landlords are aware of their rights and responsibilities	Expanded support team to advise tenants at early stages	Tenancy support visits 2 weeks after moving in	Ongoing	<b>GREEN</b>  <b>ONGOING</b>  Remove from Y2 actions as part of support for all tenants, not limited to HMO

<b>M</b>	<b>MAKE</b> best use of existing homes
<b>c.</b>	Home Improvement

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UPDATE	Q4 UPDATE STATUS
M.c.1	Contribute to the Decent Home Standard in the private sector	Ongoing	Private Sector Housing Manager	Officer time	Good quality homes for tenants	Ongoing	Ongoing	Ongoing	<b><u>GREEN</u></b> <b><u>ONGOING</u></b>
M.c.2	Increase grant funding on energy efficiency and home security works to £50,000 per year	Ongoing	Private Sector Housing Manager	£50,000 pa	Fuel costs reduced for residents. Reduction in carbon emissions	The current commitment for 2018/19 is £55k. Current spend is £6k.	Using Better Care Fund Home Improvement Policy in place. £78k committed, £48k spent	As before. £115k committed and £60k spent.	<b><u>GREEN</u></b> <b><u>ONGOING</u></b> Total net grant spend for 2018/19 was £100k.
M.c.3	Implement a new Home Improvement Policy (HIP) to maximise use of the increased government funding in order to help meet the objectives of the Care Act 2014	April 2018	Private Sector Housing Manager	Effective joint working with Guildford Borough Council	Residents safe and secure in their homes	New Home Improvement Policy was introduced on 1 January 2018. The Council is working with Guildford and Adult Social Care to maximise use.	Ongoing	New Grant/admin officer has started to help with promotion of new policy.	<b><u>GREEN</u></b> <b><u>ONGOING</u></b> Temp admin officer has now finished but was successful in promoting grant policy and handyperson service on website, local magazine and social media.
M.c.4	Help to reduce hospital/care home admissions, care packages and	Ongoing	Private Sector Housing Manager	Officer time	Residents safe and secure in their homes	As above.	HIP allows to do work to reduce home admissions	New handyperson service started on 1 October.	<b><u>GREEN</u></b> <b><u>ONGOING</u></b>

	delays in hospital discharge				Reduced delays in hospital discharge		etc. Handy person service about to start via Guildford	New grant admin will help with promotion of new HIP.	As above 260 clients assisted by end March 2019.
M.c.5	Remove housing hazards and improve the condition of the local private sector housing stock	Ongoing	Private Sector Housing Manager	Officer time	Better quality housing in the private sector	As above.	HIP allows to do work to reduce home admissions etc. Handy person service about to start via Guildford	New HIP, grant admin and handyperson will help owner-occupiers and new EHO has increased inspections of rented properties.	<b><u>GREEN</u></b> <b><u>ONGOING</u></b> New Home Improvement Policy and Handyperson service has had major effect on grant provision. New EHO starts soon to help enforcement activity in private rental sector.
M.c.6	Increase speed to private disabled adaptations from date of initial enquiry to date of completion of works	Ongoing	Private Sector Housing Manager	Officer time	Adaptations completed more quickly	Process has speeded up through use of private OT and fast-track grants.	HIP allows to do work to reduce home admissions etc. Handy person service about to start via Guildford	As before. Handyperson service has started.	<b><u>GREEN</u></b> <b><u>ONGOING</u></b> Increased flexibility under new HIP, new Handyperson service and use of private OTs have all helped to increase speed of adaptation works.

<b>M</b>	<b>MAKE</b> best use of existing homes
<b>d.</b>	Empty Homes

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UPDATE	Q4 UPDATE STATUS
M.d.1	Work with local groups via the Community Housing Project Manager to identify local priorities for improvements including an assessment of empty homes work	March 2019	Housing Strategy and Enabling Manager	Ministry of Housing, Communities and Local Government Allocation Officer time	Local priorities identified and pursued	Community Led Housing Project steered by priorities of local groups, exploration of empty homes issues where local drive to do so	Ongoing	Empty homes not identified as a priority for emerging CLT groups	<b>RED</b> <b>NOT ACHIEVED</b> <b>REMOVE FROM Y2 ACTIONS AS EMPTY HOMES NOT IDENTIFIED AS EMERGING PRIORITY FOR CLT GROUPS</b>
M.d.2	Develop and maintain a comprehensive database of empty homes so that information becomes more accessible and provides for better monitoring	September 2018	Private Sector Housing Manager	Officer time IT support	Empty properties identified and brought back into use	Apprentice to assist	Unable to recruit	New grant admin officer may be able to assist.	<b>RED</b> <b>NOT ACHIEVED</b> Currently no capacity
M.d.3	Engage with owners to provide advice to encourage properties to be re-occupied or prevent them from becoming vacant, for	Ongoing	Private Sector Housing Manager	Officer time	Fewer long terms empty properties Increased supply of homes in the Private Rented Sector	Ongoing Apprentice to assist	Unable to recruit	As above	<b>RED</b> <b>NOT ACHIEVED</b> As above

	example through our Tenant Finder scheme								
M.d.4	Work with other councils and housing providers to access government funding opportunities	Ongoing	Private Sector Housing Manager	External funding Officer time Strong partnership working	Reduction in number of empty properties	Ongoing	Ongoing	Ongoing	<b><u>GREEN</u></b> <b><u>ONGOING</u></b>
M.d.5	Increase Waverley's Council Tax premium for long term empty properties to 100%	When Gov has published the necessary regulations/ given authority	Head of Finance	Officer time Gov regulations/ authority	Reduction in number of empty properties	<a href="#">Paper to Exec</a> February 2018. Bill <a href="#">currently in the Lords with third reading due for 18.07.18.</a> Section 2 of the bill indicates <a href="#">the increased charge will begin 01.04.19</a>	Ongoing		<b><u>GREEN</u></b> <b><u>ACHIEVED</u></b> <b><u>Remove from Y2 actions</u></b>  <a href="#">Executive decision</a> to apply 50% discount for 1 month from 1.4.19 200% extra for properties empty 5-10 years from 1.4.20, 300% extra for properties empty 10+ years from 1.4.21

**E** ENGAGE with partners to achieve our joint aims

Ref.	Action(s)	By when	Lead Officer	Resource Needed/ Implications	Outcomes/ Success Criteria/ Performance Measures/ Targets	Q1 UPDATE	Q2 UPDATE	Q3 UDPATE	Q4 UDPATE STATUS
e.1	Work in partnership with local community to regenerate council owned site at Ockford Ridge	As timescales in <a href="#">Housing Delivery Plan</a>	Housing Development Manager	As Housing Delivery Plan Officer time Adequate time for redevelopment and refurbishment	All homes on Ockford Ridge up to Decent Homes Standard	Site D handover July 2018 Phase 1 refurb completed July 2018 Phase 2/3 tender August SOS October Site A – demolition start 9 July 2018.	Ongoing	Site D handover July 2018 Phase 1 refurb completed July 2018 Phase 2/3 tender January 2019 SOS March 2019 Site A – demolition completed. SOS April 2019	<b><u>GREEN</u></b>  <b><u>ONGOING</u></b>  Phase 2 & 3 Refurbishment tender complete and contractor appointed. Mobilisation in May with start on site in June 2019. Site A – OJEU procurement completed and contractor appointed. Started on site April 2019 with first handovers expected April 2020.
e.2	Support the development of rural affordable homes, in partnership with the Surrey Rural Housing Enabler, parish councils, landowners and local	As Community Led Housing Project Plan	Housing Strategy and Enabling Manager	Ministry of Housing, Communities and Local Government Allocation Officer time	Waverley community led housing schemes developed in borough	Application Pack produced. Allocation for publicity funding made to Haslemere CLT June 2018	Ongoing	Ongoing	<b><u>GREEN</u></b>  <b><u>ONGOING</u></b>  Initial discussions with Thursley PC and Jigsaw at Dunsfold



	communities and through the Community Led Housing Project.					CLH Project Manager working with Chiddingfold re possibility of CLT			Affordable Housing Parish Council Roadshow visits carried out to Thursley, Wonersh, Elstead, Churt, Cranleigh, Tilford, Bramley, Dunsfold, and Witley
e.3	Work in partnership to provide the Guildford and Waverley Care and repair agency and joint handyperson service to eligible residents	June 2018	Private Sector Housing Manager	Funding Effective joint working with Guildford Borough Council	Excellent service to customers in terms of ensuring homes are safe and secure	Currently taking part in the Surrey Equipment and Adaptations Project.	Surrey wide project to look at eligible service users	Home Improvement Agency and Handyperson service are in place through joint working with Guildford.	<b><u>GREEN</u></b>  <b><u>ONGOING</u></b>
e.4	Work closely with Woking and Guildford Borough Councils, the York Road Project and Riverside to secure funding for a mental health support service to rough sleepers.	September 2018	Housing Needs Manager	Officer time Effective partnership working	Clients with support needs accessing appropriate housing	Fund three bed spaces at York Road Project, Woking as Y1 action in HSAP 3.4	Unable to recruit. To go back to Gov to get consent to use funding for outreach worker instead	Awaiting update from YRP on attempts to re configure proposal and recruit	<b><u>GREEN</u></b>  <b><u>REMOVE FROM Y2 ACTIONS AS PART OF PREVENTING HOMELESSNESS ACTIONS</u></b>