



Housing Strategy

Annual Update February 2016

"Helping local people find housing solutions"

1. Introduction

The Hart Housing Strategy 2015-2020 set out actions the Council and its partners would take to meet housing need. This update document provides a summary of the main housing issues that have arisen over the past year which will influence ongoing strategy delivery, and the achievements that have been made locally between January and December 2015.

The Housing Strategy 2015 was borne out of a period of change, including austerity and major reforms to the way we plan for, and develop, housing solutions for local communities.

2. Policy context

Since the election in 2015 there have been a number of changes to national policy that have an impact on the Council's housing functions. These include:

- Extension of the "Right to Buy" to housing association tenants. Eligible Thames Valley Housing Association tenants in Hart will be able to purchase their properties as part of a national pilot scheme introduced in November 2015.
- Stock owning councils will be required to sell their high value homes as they become vacant. Hart does not own any stock.
- Pay to stay – tenants with a household income of £30k or more will be expected to pay market rents. Due to start in 2017/18.
- Councils' right to set eligibility criteria for purchasing shared ownership properties will be removed and eligibility broadened significantly.
- "Rent to Buy" homes will be available to rent at 80% of market rent for 5 years while the tenant saves for a deposit. The tenant is then given first option to purchase the property.
- The Benefit Cap will be reduced to £20k per year from April 2016.
- From April 2017 some 18-21 year olds will no-longer be entitled to the housing element of Universal Credit.
- Most working age benefits will be frozen for four years from 2016.
- The Employment and Support Allowance Work-Related Activity Component will be abolished.
- Changes will be introduced to conditionality for responsible carers under Universal Credit.
- Replacing Support for Mortgage Interest (SMI) with Loans for Mortgage Interest.

- Registered Providers (RP's) or housing associations are required to lower their rents by 1% annually for the next 4 years from April 2016.
- Proposals to streamline the length and process of Local Plans.
- Starter Homes on new developments will be available at 20% discount of market value to first time buyers under 40 years of age. Starter Homes outside London can be considered up to a maximum value of £250k (including the discount).
- Councils will have a specific duty to promote the supply of Starter Homes.
- There will be a requirement to provide Starter Homes as part of a planning obligation.
- Automatic planning permission in principle for brownfield sites.
- Permitted development has been made permanent.

In order to achieve many of the changes listed above, the government has introduced two major bills to Parliament. The Housing and Planning Bill and Welfare and Work Bill both set out changes that will have consequences for our residents, and for the way in which the Council delivers housing services. Further details are expected as both Bills progress through Parliament.

3. Local context

Since the 2015 Housing Strategy was produced there have been a number of local changes relating to Hart. These are listed below:

- **The Local Plan** – In early 2016 the *Refined Housing Options* for the Hart Local Plan 2011-32 were made available for public consultation. The consultation set out that Hart needed to provide 7,500 new homes across the 21-year period. By autumn 2015 around 4,600 of these homes had already been built or had received consent to be built. Having taken away an allowance of about 400 homes for 'windfalls', the Local Plan would need to allocate the balance - 2,500 new homes. A draft Local Plan is anticipated to be available for public consultation in mid-2016.
- **Housing Register** – In October 2014, Hart's Allocations Policy was updated and revised and all applicants were required to re-register. The main changes to the policy included the introduction of new "qualifying criteria" and fewer "priority bands". Following this change and the subsequent re-registration process, the overall number of households registered on the Housing Register reduced significantly. This is generally the case when such changes are made. Since that time the number has gradually increased. As at 25th January 2016, the Housing Register comprises 1,380 households.

- **Government focus on low cost home ownership** – It is important that Starter Homes and other low cost home ownership products are available whilst ensuring that affordable rented properties are provided for those in greatest housing need on the Housing Register. Hart will continue to work in partnership with RP's to provide a range of affordable housing.
- **Viability challenges to development sites** – following the government's decision to impose a 1% rent reduction on Registered Providers, new viability concerns have been raised by our partners seeking to provide affordable housing on new development sites.
- **Homelessness** – Hart published its fourth Preventing Homelessness Strategy in October 2014 and this has recently been reviewed and updated. It is monitored by a multi-agency Homelessness Forum that meets twice a year and aims are reflected in the Housing Service Plan. The Service Plan is monitored by a Service Board comprising the Head of Housing Services, Cabinet Member for Housing, and elected members from the Overview and Scrutiny Committee. The January 2016 Preventing Homelessness Strategy Annual Update can be viewed online at www.hart.gov.uk.
- **Larger family homes** – Levels of rent for 4 bedroom affordable homes being built in Hart are high. Local Housing Allowance levels are in excess of £300 per week, so there is an identifiable risk that the Council will struggle to meet the needs of low income households within the district in future.
- **Universal Credit** – Universal Credit was introduced in Hart on 8th Feb 2016 for single new claimants only.
- **Mobile Homes Act 2013** – the Council's Cabinet has approved a licensing and fees policy and an inspection programme is in place for all sites in the district.
- **Housing Standards** – with more people accessing homes in the Private Rented Sector, we need to ensure these homes are free from hazards and safe for tenants. We work closely with Private Rented Sector landlords and their letting agents to achieve this.

4. Strategic Framework

The Housing Strategy 2015-2020 is an overarching strategic document that draws together all aspects of the Housing Service. It is complemented by the Council's Preventing Homelessness Strategy and Tenancy Strategy, and incorporates a comprehensive delivery plan. The Housing Strategy sets out the Council's plans for

its strategic housing operations over the 5 year period. This includes work with the private sector, rural housing, the provision of aids and adaptations, private sector housing, older persons housing and through the enabling of new housing supply more broadly. The Housing Strategy identifies 4 key overarching objectives for the local area:

Objective 1: Making the most of development opportunities

Objective 2: Helping local people to find their own housing solutions

Objective 3: Making the best use of existing housing

Objective 4: Creating sustainable homes and communities

In the context of these 4 objectives, the Council and its partners have delivered a range of projects and achievements over the first year of the Housing Strategy.

5. Achievements of the Housing Strategy during 2015

- Delivered a range of partnership forums to engage partners in the delivery and development of our strategies and plans.
- Delivered a total of 120 affordable homes across the district.
- Delivered a rural exception site for people with a local parish connection to Rotherwick
- Held a popular and well attended public event providing affordable housing information for the over 55s.
- Hart and Sentinel Housing Association jointly delivered a digital inclusion event for people on the Housing Register to help with any questions about how to bid for properties and register for housing online.
- Hart and Rushmoor Councils held a joint event to promote shared ownership, the low-cost home ownership model for local people. This was attended by over 300 people and following on from this success another similar event will be held in 2016.
- Continued to successfully use a robust process through which to assess developer viability challenges on new sites. This has helped us to maximise levels of affordable housing contributions to meet the needs of our residents.
- Responded to all new planning applications and influenced the provision of affordable housing to ensure it meets locally identified need.
- Engaged with a review of the Hampshire Alliance for Rural Affordable Housing (HARAH) partnership.
- Worked with the HARAH partnership to deliver a "Rural Housing Bus Tour" for elected members across Basingstoke and Deane and Hart in July 2015.



- Developed a scheme to support people who are under-occupying their homes to downsize.
- Funded 2 Registered Providers to ensure that local rents for large families would be affordable in perpetuity on 2 new development sites.
- Consulted residents of new affordable housing schemes.
- Gained Cabinet approval to investigate the potential to set up a Local Housing Company trading arm.
- Provided training to other agencies to increase the local understanding of Housing Services and the importance of early intervention when seeking to prevent homelessness.
- Prevented homelessness in 95% of cases where households felt they were at risk of homelessness when they presented to us.
- The Housing Service achieved “Silver” status in the government funded Gold Standard Programme. Hart was one of only 5 local authorities in England to have achieved the Silver Award.
- Introduced an on-line housing options tool.
- Revised all of our housing advice literature.
- Reviewed, reconfigured and re-launched our private sector partnership work by working closely with local Private Rented Sector landlords.
- Revised the Allocations Policy to take account of the “Right to Move”.
- Consulted with Housing Register applicants and residents of temporary accommodation to help us understand how to improve our services and the customer experience of them.
- Targeted Preventing Homelessness Grant to bolster our local Discretionary Housing Payments provision and continued to support a range of partners to deliver services together that prevent homelessness and are of benefit to the wider Hart community.
- Working as the lead authority, Hart successfully secured £1.15m of government funding from the DCLG to develop services for single homeless people across 7 Hampshire districts and to develop services that support people affected by domestic abuse across all 11 Hampshire districts. Hart’s Housing Services continue to invest in coordinating both projects and delivering against the stated aims included in our partnership bids.
- Supported local Youth Aims provision by funding Step by Step.
- Hart provides funding for the Citizens Advice Bureau (CAB) to provide a court desk to assist people with housing problems e.g. facing repossession.
- Hart also funds a direct access service with the CAB to “fast track” debt and money advice.
- Fully engaged in the Supporting Troubled Families programme.
- £11K of Minor Works Grants completed including replacement boilers and insulation of mobile homes to reduce fuel poverty and reduce carbon emissions.

- Introduced a Mobile Homes Licensing Fees and Charges Policy.
- Introduced an empty homes reporting tool on the Council's website and linked the work of Private Sector Housing and Housing Options to bolster our local offer.
- Delivered 51 Disabled Facilities Grants to provide adaptations for Hart residents to enable them to live more comfortably in their homes in the financial year 2014-15.
- Delivered 36 disabled facilities grants from April – December 2015.
- Co-located the Housing Service with Revenues and Benefits colleagues to improve the connection between local housing and benefits advice for residents and landlords.

Please note: In future our strategy updates will be produced annually, in May, and will reflect financial years.

6. Achieving our Delivery Plan

The Housing Strategy is updated annually and takes account of current issues emerging in housing, both locally and nationally. The actions within the strategy also form elements of the annual Housing Service Plan which is monitored by a group of elected members from the Overview and Scrutiny Committee.

Appendix 1 shows an update to the Housing Strategy Delivery Plan. It clearly shows achievements made in 2015 against the tasks set in conjunction with our partner agencies.

7. Contact Us

If you would like to discuss Hart District Council's approach to housing services, or should you have ideas about how we might deliver better services to improve housing standards, housing development and services to people seeking housing advice, please don't hesitate to contact the Council's Housing Strategy & Development Manager on 01252 774420 or by emailing housing@hart.gov.uk.

Hart District Council
Housing Strategy 2015-2020
DELIVERY PLAN

PRIORITY 1: Objective 1: Making the most of development opportunities

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
1.1	Contribute to the Local Plan process	Draft Local Plan anticipated 2016	Hart DC	Within existing	Housing development options consultation Jan 2016 Local Plan: Draft 2016	The Local Plan reflects the housing needs of the district in its scope	The Local Plan reflects the housing needs of the district in its scope	In early 2016 the <i>Refined Housing Options</i> for the Hart Local Plan 2011-32 were made available for public consultation. The consultation set out that Hart needed to provide 7,500 new homes across the 21-

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								<p>year period. By autumn 2015 around 4,600 of these homes had already been built or had received consent to be built. Having taken away an allowance of about 400 homes for 'windfalls', the Local Plan would need to allocate the balance - 2,500 new homes.</p> <p>A draft Local Plan is anticipated to be available for public</p>

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								consultation in mid-2016.
1.2	Ensure provision of affordable housing (AH) is maximised subject to viability on new sites	July 2020	Hart DC	Within existing	On a site by site basis over the Strategy timescale	Every opportunity to meet housing need and bring benefit to the district is taken	The maximum number of affordable housing viable on each appropriate site is achieved	Achieving this. However where AH is not provided a financial contribution has been agreed. We have engaged expert support on viability challenges to ensure we secure the maximum appropriate contribution either on or off site.

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								Recent announcements associated with 1% rent reduction have impacted on viability of affordable housing tenure split and we continue to work with our partners to achieve the best possible level of AH, and the right type of AH, on new sites.
1.3	Undertake viability assessments where 40% is affordable housing is not offered	July 2020	Hart DC	Within existing	On a site by site basis over the Strategy timescale	Developer viability challenges are met robustly through expert	The maximum number of affordable homes is provided on each site or the	This is completed as and when developers

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
						scrutiny and the % of affordable housing on site is maximised in all cases	maximum financial contribution in lieu of on-site provision	state 40% AH is not viable. Viability assessments have been successful in maximising developer contributions whilst ensuring sites remain viable. The Council continues to invest in expert viability support.
1.4	Update affordable housing policies as part of the Local Plan process	Early 2015	Hart DC	Within existing	Housing development options consultation Jan 2016 Local Plan:	Policies reflect affordable housing need, current requirements and put in place	Affordable housing policies are relevant and up to date and reflect current housing needs	Changes to NPPG regarding rural housing in Nov 2014 have been implemented.

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					Draft 2016	mechanisms to meet this need		This will be ongoing.
1.5	Deliver a minimum of 450 affordable homes between 2015 and 2020	End of the strategy period 2020	Hart DC	Within existing	Annual target of 100 affordable homes per year	An adequate supply, given local constraints, of affordable homes is built to help meet local housing need	An average of 90 affordable homes are delivered every year over the strategy timescale	<p>On target.</p> <p>Delivered 120 affordable homes between April 2014 – March 2015</p> <p>Delivered 80 Affordable Homes March 2015- December 2015.</p> <p>Due to complete a total of 159 rented and 55 shared ownership units</p>

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								by the end of March 2016
1.6	Deliver a mix of affordable housing in Hart in line with Strategic Housing Market Assessment (SHMA) and housing policy recommendations	Over the Strategy period	Hart DC	Within existing	Review the mix of affordable housing delivered each year in line with the SHMA recommendations	Mix of affordable housing meets need identified in the SHMA and Hart's housing policies	Over the strategy timescale a mix of affordable housing in line with the SHMA is provided	SHMA updated in 2014, New mix is being implemented. Further SHMA review underway 2016.
1.7	Review the Tenancy Strategy for the District	July 2018	Hart DC Strategy and Development Team	Within existing	Annual update of information and emerging issues every July Full Review of document commencing Sept 2017	Local tenancies align with the Council's priorities within the new funding regime and RPs corporate aims, and deliver settled housing solutions that are affordable	The Council is aware of local issues relating to fixed term tenancies, affordability and can introduce measures to address these	Reviewed in 2014. 2015 review complete and 2016 Tenancy Strategy Update will be published Feb 2016.
1.8	Lever investment into the district to secure	End of Strategy period	Hart DC	Within existing	Assess funding opportunities annually and	Funding opportunities to provide	All funding opportunities explored to	Housing Services are exploring

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	affordable housing delivery				progress relevant projects	affordable homes in Hart are maximised	maximise investment in the District	options that will make best use of existing resources and achieve strategic aims of the Council
1.9	Work with neighbouring authorities to maximise cross border opportunities to provide affordable housing	End of strategy period	Hart DC and neighbouring local authorities	Within existing	Work on application and agreeing mix. Cross boundary site started.	Increased choice and availability of affordable housing in the housing market area to help meet housing need	A proportion of affordable housing for Hart residents is provided in neighbouring districts	Ongoing Currently working with RBC to provide a cross boundary housing scheme including AR and SO properties
1.10	Provide a range of affordable housing products	Over the strategy period	Hart DC and developing partner RPs	Within existing	April 2016, 2017 and 2018: Identify need and opportunity for	Increased choice and availability of affordable	A range of affordable housing products are provided	Ongoing Review will be completed June 2016

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
					different products on each site Review the number of different affordable housing products developed in the district over the previous year	housing for Hart residents		
1.11	Monitor the affordability of products and provide guidance to the Registered Providers	April every year throughout the Strategy period	Hart DC, Strategy and Development Team	Within existing	Affordable Rents monitored quarterly Affordability reviewed on an annual basis every April	Ensure housing is affordable, particularly larger homes with 3 and 4 bedrooms	The Council can provide evidence of affordability locally and guidance to developing RPs about affordable rent levels	Undertook an income and savings survey of larger families registered for 4 bedroom homes on the Housing Register.

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								<p>Recording affordable rents via CBL adverts. Amended our S106 agreements regarding 3 and 4 bed units.</p> <p>Provided grant funding to ensure large homes on 2 sites were affordable.</p> <p>Reviewing alternative options for the Council to deliver affordable housing.</p>

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
								Negotiating with RPs on rent levels
1.12	Provide a range of good quality affordable housing options for older people	March 2020	Hart DC, developers and RPs	Within existing	Research good practice design and provision – MARCH 2015 Identify appropriate sites for different products – Ongoing throughout strategy period	Increased choice and availability of affordable housing in Hart to meet the older populations' requirements	A range of older persons housing on different sites throughout the district	Ongoing – researched dementia scheme. No suitable sites currently. Requesting bungalows (where viable) on larger sites to encourage downsizing for older people. Identified small budget within existing resources during 2015/16 to support

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
								<p>older people to downsize.</p> <p>Worked with Sentinel Housing Association to deliver a digital inclusion event and a number of awareness raising events within local older person's schemes, including Extra Care.</p> <p>New scheme from Anchor Homes offering shared equity apartments in an extra care</p>

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
								village. Due 2017.
1.13	Consult with older people to help inform what type of affordable housing should be developed over the next 5 years	March 2016	Strategy and Development Team	Within existing	Identify different groups to consult and appropriate methods – SEPT 2015 Set a timetable to carry out the consultation DEC 2015 Consultation Jan 2016 onwards	Older persons housing is suitable for their needs whilst taking into their account their aspirations whenever possible	New older persons housing meets their requirements and encourages people to move to more suitable and manageable properties	Due for completion later in 2016 Ongoing regular information events held for older people. Housing management Forum working jointly on older persons incentives
1.14	Ensure new affordable housing reflects identified need and provides a range of	Over the Strategy period	Hart DC	Within existing	Review need on the housing register April every year starting with 2015	Mixed affordable housing tenures on new developments	New affordable housing meets the needs of people on the Housing Register and identified	Ongoing -Sizes and types of Affordable Housing requested at

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
	affordable housing options				using SHMA data and mix	providing a range of choice and options	through the SHMA	<p>planning stages have regard to the relevant Housing Needs Survey</p> <p>Continuous feedback requested from customers at Roadshows, Open Events, and Information Events to establish demand.</p>

PRIORITY 2: Enabling local people to find their own housing solutions

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
2.1	Build on existing Services	During the life of the Preventing Homelessness Strategy 2014 - 2017			For full details, please see the January 2016 Preventing Homelessness Strategy Update	The service is able to meet demand, providing quality advice and support that prevent homelessness	The service continues to be able to meet demand, to provide quality advice and prevent homelessness	For full details, please see the January 2016 Preventing Homelessness Strategy Update
2.2	Support People to Stay in their own homes wherever it is appropriate to do so	During the life of the Preventing Homelessness Strategy 2014 - 2017			For full details, please see the January 2016 Preventing Homelessness Strategy Update	Minimised levels of homelessness and temporary accommodation locally	Reduction in number of homelessness acceptances	For full details, please see the January 2016 Preventing Homelessness Strategy Update
2.3	Support People to access suitable alternative	During the life of the Preventing			For full details, please see the January 2016	Good quality alternative housing options	Increase the amount of good quality private rented properties,	For full details, please see the January 2016

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
	accommodation when it is required	Homelessness Strategy 2014 - 2017			<u>Preventing Homelessness Strategy Update</u>	are available for Hart residents when needed to meet demand		<u>Preventing Homelessness Strategy Update</u>
2.4	Develop Holistic Responses that Prevent Homelessness & Develop Opportunities for Vulnerable Residents	During the life of the Preventing Homelessness Strategy 2014 - 2017			For full details, please see the <u>January 2016 Preventing Homelessness Strategy Update</u>	Vulnerable residents at risk of homelessness are supported holistically (including access to education, training and employment opportunities)	Vulnerable clients will have the support to access, employment, training and access long term housing solutions	For full details, please see the <u>January 2016 Preventing Homelessness Strategy Update</u>
2.5	Build and maintain strong working relationships across partnerships	During the life of the Preventing Homelessness Strategy 2014 - 2017			For full details, please see the <u>January 2016 Preventing Homelessness Strategy Update</u>	Local services working together and contributing to preventing and tackling	Providing a joined up approach will improve homelessness prevention services and housing advice for all customers	For full details, please see the <u>January 2016 Preventing Homelessness Strategy Update</u>

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
						homelessness in partnership		
2.6	Support a successful welfare reform Transition for the Hart Community	During the life of the Preventing Homelessness Strategy 2014 - 2017			For full details, please see the January 2016 Preventing Homelessness Strategy Update	Homelessness does not increase in hart during the transition to Universal Credit	Local awareness of welfare reform and prevent homelessness	For full details, please see the January 2016 Preventing Homelessness Strategy Update
2.7	Monitor the implementation of the new Allocations Policy	During the life of the Preventing Homelessness Strategy 2014 - 2017			For full details, please see the January 2016 Preventing Homelessness Strategy Update	The new system is transparent, simple to understand and under continuous review to ensure it meets the needs of Harts Housing Register applicants		For full details, please see the January 2016 Preventing Homelessness Strategy Update

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
						wherever possible		
2.8	Assess the impact affordability has on all types of households in Hart, irrespective of whether they are living in rented or owner occupied property and their housing options.		Hart DC, Strategy and Development Team	Within existing	Quarterly monitor RP rents Monitor shared ownership values and market values annually	The Council understands local affordability in relation to housing need and is able to advise households on the options available to them	Continue to ensure affordable homes are available for Hart residents.	Monitored through information on RP rent levels and shared ownership values. Survey undertaken with large families on the 4 bed Housing Register list. Affordability is considered as part of the Tenancy Strategy Annual Update process.

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
2.9	Continue the Council's commitment to the Hampshire Alliance for Rural Affordable Housing (HARAH)	Throughout the life of the Strategy	Hart DC, Strategy and Development Team	Within existing	Attend monthly meetings Rural Housing Week Exhibition Assist with organising Rural Housing Bus Tour	The Council continues to support Parishes and local communities in an effective and efficient way and address their housing needs	Continued provision of rural affordable houses for local people in Hart.	Continued attendance at regular meetings Successful exhibition and rural bus tour Active member of HARAH
2.10	Continue to encourage Rural Exception Sites with local Parishes	Throughout the life of the Strategy	Hart DC, Strategy and Development Team HARAH, RPs, developers	Within existing (annual payment to HARAH)		The Council continues to support Rural Housing Enablers and encourage Parishes to undertake Housing Needs Surveys to identify where rural exception housing	Provision of rural affordable housing for local people in Hart villages	Completion of Eversley Rural Exception Site in March 2015 Completion of Rotherwick Rural Exception site in July 2015. Continued partnerships

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						development may be needed.		with rural housing enablers and rural parishes in looking at rural housing need. Cabinet have considered and re-confirmed existing policy approach on "local Parish connection".
2.11	Assess the needs of people with support needs including learning difficulties and physical disabilities	Ongoing annually throughout the life of the strategy	Strategy and Development Team, Nominations Officer in partnership with	Within existing Partnership with local Occupational Therapists	Review annually starting from March 2015	Suitable accommodation and tenures that meet the needs of marginal groups is	Properties suitable for people with support needs are provided in suitable areas within Hart.	Ongoing. Review completed in March 2015. Working with Sentinel to

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			occupational therapists			available to those requiring it		<p>provide 2 new wheelchair adapted bungalows.</p> <p>Work with Locality Officer & OT to deliver options</p> <p>Ongoing challenges to meet the needs of people requiring significant aids and adaptations. Continue to seek assistance from developers and local RPs to identify and</p>

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								develop appropriate housing solutions for specific households in need.
2.12	Work with Hampshire County Council's Adult Services to determine potential negative impacts of any future remodelling of support services (Supporting People) for vulnerable groups	Ongoing – Older Persons spending reductions already implemented and minimal impacts locally. Understand the new social inclusion service model by July 2015 and work with HCC on implementation	Hart DC, Hampshire CC, successful providers through HCC procurement process	Within existing Potential additional resources required depending on impacts of changes	Head of Housing to complete HCC secondment by July 2015 Work with HCC on tender evaluation for North Hampshire Lot in October 2015 Support HCC with implementation and monitoring from April 2016	The Council is clear about the future of Supporting People funded services and able to identify residents who will be affected by future changes	Hart and Rushmoor engaged in the process and working with HCC to deliver a new model Seamless transition to a new model of social inclusion services Vulnerable people are still able to access appropriate housing related support	Changes to Older Persons Service model already implemented. Changes to Young People's cluster implemented. Head of Housing worked with HCC for 12 months on the new social

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		and monitoring from April 2016						<p>inclusion service model which received HCC Executive Member approval.</p> <p>Tender evaluation complete with Hart DC participating in the evaluation for Lot 1 (Hart and Rushmoor)</p> <p>New social inclusion service model to be implemented in April 2016.</p>

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								<p>Initial meetings arranged with HCC, Hart and Rushmoor with the new provider (Home Group) in January 2016.</p> <p>Mental Health cluster services review feedback provided to HCC on proposals</p> <p>Funding Step by Step to plug an initial 6 month funding gap for the Youth Aims service.</p>

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
2.13	Work with Hampshire County Council on the existing provision of Traveller permanent sites	March 2015 or until the current management is passed to another provider	Hart DC and agency managing the 2 permanent sites in Hart	Within existing	Hart DC Notified of change of managers for the 2 sites – 2014/15 Hart DC meet the new managers and discuss future management of the 2 sites	The Council is clear about the future of the sites in the District and how to meet the needs of this group	Good links between the agencies managing and working with the site	New ownership of Penny Hill Site with same provider also running Star Hill on behalf of HCC as part of a lease arrangement. Range of issues arising with difficulty engaging with the new provider. Hart DC have made contact with HCC regarding the issues. Penny Hill site now licensed.

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								Star Hill not yet licensed.
2.14	Plan for and assess the future need for permanent, transit and settled Traveller accommodation	Draft Local Plan anticipated 2016	Planning Policy / Strategy and Development	Within existing	Housing development options consultation Jan 2016 Local Plan: Draft 2016	The Council has clear information about the need for these types of sites to be able to plan actions	The needs of Traveller community taken in to account as part of the Local Plan development process	Planning Policy team continue to work on the Local Plan draft. Initial consultation took place in 2014 and further consultation is due 2016.
2.15	Efficiently deliver mandatory DFGs to older and vulnerable people	Ongoing	PSH Team, Home Improvement Agency (HIA) & RPs	Within existing	Review delivery of DFGs monthly	At least 60 DFGs administered to older and vulnerable people in 2014/2015 to meet need.	Meeting or exceeding the target for adaptations with good speed of service for the customer at VFM cost.	2014/15 - 51 completed DFG's which met the demand from eligible people that year. DFG provision is

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
						2015/2016 – target to provide at least 60 DGF's to older and vulnerable people.		entirely demand led. At end of December 2015 – 36 DFGs completed; 48 at approval stage and 25 at enquiry stage so predict meeting or exceeding the target of 60.
2.16	Reduce the costs associated with high value DFGs	Ongoing	PSH Team, HIA & RPs	Within existing	Review costs annually.	Costs are reduced through improved procurement	Seeing an ongoing reduction in the cost of adaptations.	Continuing to use AKW (organisation that provide services, they have been procured by HCC) products and seeking to

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
								reduce costs where possible.
2.17	Help grant applicants to consider alternative housing options instead of high value DFGs	Ongoing	PSH Team, OTs & Housing Options Team	Within existing		Residents eligible for high cost DFG's are actively considering alternative housing options with support from the Housing Options Service	Alternative options explored, liaise with Housing Options Team to try and identify suitable alternative accommodation	Work ongoing to match applicants with properties and minimise the adaptation works needed in properties they are moving into.
2.18	Engage with the County Council in discussions about the future for DFG funding distribution in Hampshire, and monitor the impact of any decisions taken by County during the life of the strategy	Ongoing	PSH Team	Within existing	Attend meetings and engage in discussions on future funding of DFGs.	Hart receives continued adequate investment in DFGs	Hart can meet the local demands for aids and adaptations to enable people to remain in their existing homes or to move safely to alternative properties	Following government funding for DFGs going to top tier authorities, while the district retains statutory responsibility, Hart will need

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
								to continue to work with HCC and the other districts to influence any HCC decisions regarding this funding as they could potentially impact on the Council significantly
2.19	Work with Registered Providers to provide low cost aids and adaptations within their housing stock.	Ongoing	PSH Team & RPs	Within existing	Meetings with main RP held bi-monthly at which time costs are discussed.	Increase in the number of low cost aids and adaptations provided by RPs in the social rented stock	Increase in the number of low cost aids and adaptations provided by RPs in the social rented stock	Continued work with Sentinel to reduce costs of DFGs.
2.20	Provide a Home Improvement service in Hart	Ongoing	Family Mosaic	Within existing	Review provision of HIA service in 2017 prior to end of current contract.	Home improvement services are delivered	Continuing the service beyond 2018.	Existing contract with Family Mosaic extended until March 2018.

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
2.20	Promote the existing Handyperson Service until April 2015 and review options for the future delivery of this service.	Ongoing	Aster Living	HCC to cease part funding from April 2015, need to consider future funding	Consider funding options beyond 2016 when the contract with Family Mosaic expires.	More older and disabled people know and have access to a Handyperson service	Securing funding for the HP service beyond June 2016 to allow service to continue.	Family Mosaic notified us on 17/6/15 that HP service can go ahead. Service in place from November 2016.

PRIORITY 3: Making the best use of existing housing

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
3.1	Work with Registered Providers to continue to regenerate existing unsuitable studio sheltered accommodation into 1 and 2 bedroom apartments	By March 2016	Sentinel	None	All schemes identified through Sentinel's regeneration review will be completed by March 2016	Older persons housing is suitable for the future requirements of an ageing population	Older persons housing is suitable for their requirements	2 schemes still to be completed. These are due January 2016.
3.2	Organise Open Days at specific sheltered/Extra Care schemes to promote the accommodations and support services provided for older people	April 2015 and then annually through the lifetime of the strategy	Strategy and Development Team working with various partners	Within existing	Affordable Housing for the Over 55's events to be held in February 2015 and April 2015	Increase awareness of available accommodation across the district and encourage downsizing	Over 55's are aware of the variety of accommodation available in hart.	2014/15 - One over 55's housing information event held in February 2015 As at the end of December 2015 - April 2015 - a 2 nd over 55's housing information event

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
								<p>July 2015 - digital inclusion event targeting people on the Housing Register</p> <p>October 2015 - Affordable home Ownership Event held jointly with Rushmoor Borough Council.</p> <p>Further events to be held in 2016.</p>
3.3	Work with housing providers to identify under-occupiers and encourage them to move to smaller homes	July 2015	Strategy and Development Team with partners	Within existing funding available	Set up a group including HVA, RP's and members of Hart Housing department.	Provision of housing that better meets the needs of older people and makes	Increase in under occupiers moving to more suitable accommodation therefore releasing family housing in the district.	Introduced a new downsizing incentive scheme in partnership with RPs. Housing

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
					Agree a scheme to assist under-occupiers to move.	family size accommodation available		Services have identified £5k budget within existing resources to help older people move to smaller homes.
3.4	Consult older persons about their downsizing requirements and research good practice to make best use of available housing stock through downsizing	July 2015	Strategy and Development Team	Within existing	Set up Under Occupiers working group Devise a hart based under occupation scheme to compliment current RP's schemes in the district	Local agencies work jointly to identify requirements and provide a comprehensive downsizing package to enable people to move if they wish to	Helps to meet their longer-term housing needs and enables housing providers to make best use of their housing stock	Under occupiers Group was set up to co-ordinate a hart based under occupation scheme. Under occupation Scheme now set up. There will be ongoing advertising of the scheme.

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
								Housing Management Forum will continue to look at best practice. Ongoing consultation with older persons at future events.
3.5	Work with Registered Providers to identify stock that would benefit from redesign and redevelopment	January 2016	Strategy and Development Team	RP led	Over 55's Regeneration programme	Housing stock is improved and better meets the needs of people in the district		Over 55's regeneration programme will be completed by January 2016.
3.6	Further research and review of options to inform the development of an improved approach to tackling empty homes	Ongoing	PSH Team/Housing Projects Officer/Landlord Liaison Officer	Within existing	Research completed and reviewed and strategy agreed to move forward Landlords incentives agreed	Increased options available for the Council and property owners to bring empty homes back into use	Clear strategy on how to improve approach to tackling empty homes Increased number of landlords working with the	Housing Projects Officer produced report on options. Working on Landlord Offer.

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
					<p>and promoted through website, council tax letter drop, local advertising, landlord forums</p> <p>Further review and development of clear strategy to potentially include reviewing council tax charges, PSL scheme</p>	for Hart residents	<p>council to let their properties to Housing services customers</p> <p>Agreed empty homes strategy and clear identification of resources required</p>	<p>Promotion material implemented which has resulted in increased numbers of landlords making contact with Council.</p> <p>Empty Homes reporting tool live on the Council's website (Dec 2016) and relevant literature revised to link the work of the PSH Team and Housing Options into a supportive offer for anyone</p>

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
								interested in bringing their empty home back into use.
3.7	Inspect all licensable HMOs and remedy all Category 1 hazards	Ongoing	PSH Team	Within existing	Review target annually.	HMOs in the district are safe and free from Category 1 hazards	Ensuring all HMOs are up to standard and free from Cat 1 hazards	All licensable HMOs inspected and any Cat 1 hazards remedied.
3.8	Increase the number of shared houses and HMOs to meet the needs of single people	Ongoing	PSH Team	Within existing	Work with Landlord Liaison Officer to identify properties and landlords.	Single people under 35 are able to access accommodation in the district	Meeting the demand for PRS accommodation for single people.	New HMOs are being identified and inspected to ensure they meet standards. Meeting with RP to discuss a range of issues, including regarding the development of shared accommodation to meet need (meeting

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
								arranged for Jan 2016).
3.9	Support annual electric blanket testing programme	Ongoing	Trading Standards & HFRS	Within existing	Review in 2016, if HCC not running programme, publicise safety tips via website and Hart News.	Raise awareness of fire safety	For HCC to re-instate the programme and us continue to support it.	HCC notified us scheme not running in 2015. HCC fact sheet was included in Autumn Hart News giving residents advice on electric blanket safety.
3.10	Continue to build strong partnerships with Letting Agents and Landlords in the private rented sector	Ongoing	Landlord Liaison Officer	Within existing		Increased choice and housing options available and a supply of PRS to support end of duty housing options for homeless households	Increased choice and housing solutions available through the service	The introduction of a landlord's info pack will help with this. This year the Rent Deposit Officer targeted high street agents to encourage them to work directly with Hart.

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
								PRS element of the Housing Service restructured during autumn 2015. New Landlord Liaison Officer post recruitment undertaken December 2015.
3.11	Continue to respond to the recommendations of the most recent stock condition survey	Ongoing	PSH Team	Within existing	Review annually.	Primary hazards are reduced in the district and work to prevent and tackle the main causes of hazard are targeted	Reducing the number of falls in the home and assisting people with advice or funding for energy efficiency measures to reduce those exposed to excess cold.	Falls prevention advice being distributed to clients by HIA caseworkers. Seek to assist people suffering from excess cold e.g. referrals to HCC's Hitting The Cold Spots scheme.

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
								<p>Continue to monitor government funding initiatives and revised the HECA Action Plan in December.</p> <p>PSH team and HIA workers provide signposting to relevant services and energy savings initiatives that contribute to reducing fuel poverty.</p>
3.12	Target assistance to vulnerable households	Target assistance to	Ongoing	PSH Team	Within existing	Vulnerable people in non-decent homes	Ensuring vulnerable households receive the assistance they need, within	Our assistance policies are aimed at those most vulnerable

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
		vulnerable households				are assisted as a priority	budgetary constraints.	e.g. the elderly and disabled.
3.13	Prioritise cases where Category 1 hazards are identified	Ongoing	PSH Team	Within existing	Within existing	Those at the greatest risk are addressed quickly	All Cat1 hazards being remedied speedily.	Action taken to remedy any Cat 1 hazards.
3.14	Increase awareness of falls prevention in partnership with the voluntary sector	Ongoing	PSH Team	Within existing	All clients seen by HIA Caseworker will receive Falls Prevention information. Invite FP Co-Ordinators to any relevant events.	The number of falls in the home is reduced	Preventing unnecessary falls in the home and reduce hospital admissions.	Falls Prevention info being distributed by HIA Caseworkers to all clients. FP Co-Ordinators attended events e.g. Older Person's Events.
3.15	Provide Minor Works Grants to fund minor repairs	Ongoing	PSH Team & HIA	Within existing	Review MWG budget 6 monthly.	Recipients are able to continue to remain in their homes	All eligible clients to receive a MWG for repairs and home improvements.	In 2014/15 there were 7 MWG's completed In 15/16 there are 14 MWGs completed and

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
								5 currently ongoing.
3.16	Encourage greater take-up of loans to fund repairs and maintenance as an alternative to grants	Ongoing	PSH Team & HIA	Within existing	Review loan take up 6 monthly.	Increase in number of low cost loans offered so that those without sufficient capital or savings are able to carry out essential repairs, improvements or adaptations.	Year on year increase in uptake of loans.	Case study on loan published in autumn Hart News. Parity Trust attended Older Person's Events to promote loans.

PRIORITY 4: Creating sustainable homes and neighbourhoods

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
4.1	Review options to deliver a targeted programme of energy efficiency measures in local homes	April 2016	PSH team / potential partners to be identified	Unclear and may depend on new government approaches Potential requirement for funding from the Council to run a local energy efficiency grants/loans scheme, depending on	Identify new government approach and develop a local response to improve the energy efficiency of residential homes in Hart	No low cost energy efficiency measures are available to vulnerable and low income households in Hart	Older people and those on low incomes receive support including grant funding to make their homes more energy efficient and thereby alleviate fuel poverty	Working on a Council scheme to provide energy efficiency measures for residents. In discussions with British Gas regarding a targeted mail shot to low income/fuel poor households. Awaiting announcements from Central Government on

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
				availability of government funding				future of Green Deal & ECO. Local Government Settlement in December 2015 has meant that a locally funded scheme is no longer actively being pursued. HECA Action Plan has been updated (Dec 2015).
4.2	Continue to promote Green Deal Finance and monitor new government initiatives and work with neighbouring	Ongoing	PSH Team & HIA	Within existing	Review situation with Green Deal and ECO following change of Government.	Hart Residents in benefit from future government initiatives to improve energy efficiency in	Uptake of Green Deal finance by residents and provision of a successful scheme delivering energy efficiency	Information On Green Deal and ECO is available on HDC website. Residents referred to TEC

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
	districts to deliver local schemes that draw down future government funding					residential homes	measures to residents.	for details of latest energy efficiency assistance.
4.3	Ensure that HCA funded new builds meet HCA design and energy efficiency requirements	Ongoing - On a site by site basis	Hart DC, RPs and developers	Within existing	Requirements specified at planning and taken to Committee	New schemes add positive design value to the local environment and meet sustainability aims	New build affordable housing meets HCA standards and requirements	Requested at Planning Stages in Housing comments HCA standards no longer in use or being monitored by HCA
4.4	Contribute to the formation of local design policy	Ongoing	Hart DC planning Policy and Strategy and Development Team	Within existing	Work with planning policy officers to interpret and implement policy	To achieve a high standard of design for all housing including affordable housing	Local design policy agreed	Using new government Technical Standards relating to sizes of units for affordable housing

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
4.5	Work with partners to develop appropriate pepper potting of affordable housing on new development sites.	March 2020	Hart DC, Strategy and Development Team	Within existing	Specified at planning application and throughout planning decision process	To assist in developing sustainable and well-designed communities	Developments comprise of mixed tenure units with affordable housing distributed over the site as much as possible.	Achieved on sites for 2014/15 Ongoing on sites for 2015/16
4.6	Require new developments to integrate a mix of tenures	March 2020	Hart DC, Strategy and Development Team	Within existing	Monitor mix on every new scheme via development spreadsheet. Aim to ensure SHMA mix is agreed with developers/RP's and mix reflecting housing register	New developments become places people want to live	Local communities are enabled and empowered to take ownership of local issues	Mix, tenure and areas are recorded as and when units are completed on the development spreadsheet. This enables information to be collated relating to mix on all schemes.

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
								Ongoing action. 1% rent reduction imposed on social landlords has resulted in viability challenges to the affordable housing tenure mix.
4.7	Monitor housing provider services through new approved partners arrangement	Annually starting 2015 throughout the life of the strategy	Strategy and Development Team	Within existing	2 approved RP's interviewed every year	Ensure local residents receive a good quality housing management service from their provider	Improvement in services local residents receive from their housing providers.	One RP interviewed May 2015 One RP interviewed September 2015
4.8	Assist local communities and parishes in their	Ongoing	Strategy and Development Team with Rural Housing Enablers	Within existing	Provide information where possible when requested and	Local communities are enabled and	Information provided to parishes who request it.	Ongoing. - Continuing to build on existing

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
	efforts to meet local objectives				contribute to local discussions on housing need	empowered to take ownership of local issues		<p>relationships with Parishes and communities.</p> <p>Promoting neighbourhood plans if required and providing comments and advice regarding local affordable housing policy for Parishes drafting Neighbourhood Plans.</p> <p>Facilitating Housing Needs Surveys to be carried out by RHE's to</p>

No.	What we will do?	When will we do it by?	Who will deliver this?	Resources needed	Milestones	Target/ Outcome	What would success look like?	Comments / Status Updated December 2015
								identify local need
4.9	Monitor customer satisfaction with new build Registered Providers properties	After every new devt until March 2020	Strategy and Development Team	Within existing	Satisfaction surveys sent 6 months later the occupation of new affordable housing properties	New design standards reflect the aspirations of the local community	Comments and feedback will help to inform and improve design changes in the future	Questionnaires sent out, analysis complete on a site by site basis. Dates recorded to enable new questionnaires to be distributed regularly.