

NOTICE OF MEETING

Meeting: HOUSING OVERVIEW AND SCRUTINY PANEL

Date and Time: WEDNESDAY, 17 JUNE 2020, AT 6.00 PM*

Place: SKYPE MEETING - ONLINE

Enquiries to: Email: karen.wardle@nfdc.gov.uk
023 8028 5588 - Ask for Karen Wardle

PUBLIC PARTICIPATION:

*Members of the public may speak in accordance with the Council's public participation scheme:

- (a) immediately before the meeting starts, on items within the Panel's terms of reference which are not on the public agenda; and/or
- (b) on individual items on the public agenda, when the Chairman calls that item. Speeches may not exceed three minutes.

Anyone wishing to speak should contact the name and number shown above no later than 12.00 noon on Friday 14 June 2020. This will allow the Council to provide public speakers with the necessary joining instructions for the Skype Meeting.

Bob Jackson
Chief Executive

Appletree Court, Lyndhurst, Hampshire. SO43 7PA
www.newforest.gov.uk

This Agenda is also available on audio tape, in Braille, large print and digital format

AGENDA

Apologies

1. MINUTES

To confirm the minutes of the meeting held on 15 January 2020 as a correct record.

2. DECLARATIONS OF INTEREST

To note any declarations of interest made by members in connection with an agenda item. The nature of the interest must also be specified.

Members are asked to discuss any possible interests with Democratic Services prior to the meeting.

3. PUBLIC PARTICIPATION

To note any issues raised during the public participation period.

4. PORTFOLIO HOLDER UPDATE

An opportunity for the Portfolio Holder to provide an update to the Panel on any issues.

5. UPDATE FROM HOUSING SERVICE MANAGERS

To receive an operational update relating to Covid-19 from each Service Manager in Housing Services.

6. ANNUAL PERFORMANCE AND PROVISIONAL BUDGET OUTTURN (TO FOLLOW)

To consider the annual performance of services under the review of this Panel and the provisional budget outturn figures.

7. DEVELOPMENT OF THE PERFORMANCE MANAGEMENT FRAMEWORK
(Pages 5 - 6)

To consider the principles and design of the performance management framework in support of the delivery of the Corporate Plan.

8. ASSET MANAGEMENT STRATEGY FOR HOUSING (LANDLORD SERVICES)
(Pages 7 - 24)

To consider the Asset Management Housing Strategy.

9. RURAL AND COMMUNITY HOUSING (INCLUDING COMMUNITY HOUSING FUND UPDATE) (Pages 25 - 38)

To receive a presentation on the work carried out in relation to rural and community housing.

10. GREENER HOUSING TASK AND FINISH GROUP TERMS OF REFERENCE

To consider the draft Terms of Reference for the Greener Housing Task and Finish Group.

11. HOUSING STRATEGY / HRA PROPERTY DEVELOPMENT AND ACQUISITION UPDATE

To receive an update on the progress of the Housing Strategy and HRA property development and acquisition.

12. HOMELESSNESS UPDATE

To receive an update on homelessness.

13. WORK PROGRAMME (Pages 39 - 40)

To consider the Panel's future work programme and make changes where necessary.

14. ANY OTHER ITEMS WHICH THE CHAIRMAN DECIDES ARE URGENT

NEW FOREST DISTRICT COUNCIL – VIRTUAL MEETINGS

Background

This meeting is being held virtually with all participants accessing via Skype for Business.

A live stream will be available on YouTube to allow the press and public to view meetings in real time and can also be found at the relevant meeting page on the Council's website.

Principles for all meetings

The Chairman will read out Ground Rules at the start of the meeting for the benefit of all participants. All normal procedures for meetings apply as far as practicable, as the new Government Regulations do not amend any of the Council's existing Standing Orders.

The Ground Rules for all virtual meetings will include, but are not limited to, the following:-

- All participants are reminded that virtual public meetings are being broadcast live on YouTube and will be available for repeated viewing. Please be mindful of your camera and microphone setup and the images and sounds that will be broadcast on public record.
- All participants are asked to mute their microphones when not speaking to reduce feedback and background noise. Please only unmute your microphone and speak when invited to do so by the Chairman.
- Councillors in attendance that have not indicated their wish to speak in advance of the meeting can make a request to speak during the meeting by typing "RTS" (Request to Speak) in the Skype chat facility. Requests will be managed by the Chairman with support from Democratic Services. The Skype chat facility should not be used for any other purpose.
- All participants should note that the chat facility can be viewed by all those in attendance.
- All participants are asked to refer to the report number and page number within the agenda and reports pack so that there is a clear understanding of what is being discussed at all times.

Voting

When voting is required on a particular item, each councillor on the committee will be called to vote in turn by name, expressing their vote verbally. The outcome will be announced to the meeting. A recorded vote will not be reflected in the minutes of the meeting unless this is requested in accordance with the Council's Standing Orders.

By casting their vote, councillors do so in the acknowledgement that they were present for the duration of the item in question.

Technology

If individuals experience technical issues, the meeting will continue providing that it is quorate and it is still practical to do so. The Chairman will adjourn the meeting if technical

issues cause the meeting to be inquorate, the live stream technology fails, or continuing is not practical.

Public Participation

Contact details to register to speak in accordance with the Council's Public Participation Procedures are on the front page of this agenda.

In order to speak at a virtual meeting, you must have the facility to join a Skype for Business Meeting. Joining instructions will be sent to registered speakers in advance of the meeting.

The Council will accept a written copy of a statement from registered speakers that do not wish to join a Skype Meeting, or are unable to. The statement will be read out at the meeting and should not exceed three minutes. Please use the contact details on the agenda front sheet for further information.

To:

Councillors

Councillors

Steve Davies (Chairman)
Ann Sevier (Vice-Chairman)
Anne Corbridge
Kate Crisell
Jack Davies

Andrew Gossage
Joshua Kidd
Ian Murray
Caroline Rackham
Christine Ward

HOUSING OVERVIEW AND SCRUTINY PANEL – 17 JUNE 2020

DEVELOPMENT OF THE PERFORMANCE MANAGEMENT FRAMEWORK

1. INTRODUCTION & PURPOSE

- 1.1 Effective performance management is a positive tool in the successful delivery of the corporate plan. It involves understanding the objectives of the organisation, monitoring performance against those objectives and enabling improvement where necessary.

The benefits include:

- Ensuring corporate objectives are prioritised and that resources are allocated effectively;
- Improving service outcomes for local people;
- Motivating and engaging staff by ensuring that individuals are aware of their own targets and goals and how these contribute to achieving the Council's vision;
- Ensuring that significant risks to the achievement of objectives are identified and managed; and
- Providing early warning and rectification of poor performance.

- 1.2 A proportionate performance management framework needs to be developed; monitoring and reporting on specific actions and achievement indicators. The framework will be designed to provide an overview, and allow for scrutiny, of performance against each Portfolio Holder's priorities, with Portfolio Holders providing regular updates to the relevant Overview and Scrutiny Panel. In turn, priorities and actions will filter through to service planning and performance monitoring, sitting alongside the council's financial plans to ensure the resources are available and appropriately directed to deliver the plan.

- 1.3 The purpose of this report is to invite Panel comments on the design of the framework, including content and reporting frequencies, to support a consistent and robust approach to performance management and improvement.

2. PROPOSALS FOR DISCUSSION

- 2.1 Overview and Scrutiny Panels have a key role in driving performance and consequently in designing the new framework; advising on what information they would like to see, how often and in what format. The views of each panel will be canvassed, at their March meetings, to inform the design and reporting frequency of the new framework.

- 2.2 It is proposed that reporting is in the form of portfolio dashboards, structured around the role of the panel, and updating on relevant actions and the strategic achievement indicators contained within the Corporate Plan 'Community Matters'. Further performance information, in support of specific service or project performance, could also be provided at the request of the panel. An example will be shown to panels at the meeting for their consideration.

2.3 Updates on performance will be provided by Portfolio Holders as a standing item at Panel, with Portfolio Holders being accountable for their Portfolio's performance in the delivery of the corporate plan. In turn Portfolio Holders will be supported by Executive Heads through the provision of accurate and timely data and updates.

2.4 Performance will continue to be reported annually to Cabinet.

3. FINANCIAL AND OTHER IMPLICATIONS

3.1 None arising directly from this report.

4. RECOMMENDATION

4.1 That the Housing Overview and Scrutiny Panel consider the principles and design of the performance management framework in support of the delivery of the Corporate Plan 'Community Matters' and continuous improvement across the organisation.

For Further Information Please Contact: **Background Papers:**

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HOUSING OVERVIEW AND SCRUTINY PANEL – 17 JUNE 2020

ASSET MANAGEMENT STRATEGY FOR HOUSING (LANDLORD SERVICES) – FOR INFORMATION

1. INTRODUCTION

- 1.1 This report was originally prepared for consultation with Members of the Housing Overview and Scrutiny Panel on the 18th March, however, due to the coronavirus lock-down this meeting was cancelled. Given the need to progress measures within the report, a portfolio-holder decision was taken on the 2nd April to approve the Asset Management Housing Strategy.
- 1.2 This information report therefore sets out the background to the decision and steps to the Council's approach to the management of its housing stock, through a new Housing Asset Management Strategy, attached as Appendix 1.

2. BACKGROUND

- 2.1 The Council owns and manages over 5,000 homes across all areas of the District, as well as providing a management service to 119 leasehold properties.
- 2.2 The Council is committed to providing an effective asset management service in order to comply with its statutory responsibilities, including but not limited to the Landlord and Tenant Act 1985 (as amended) and the Housing Act 2004 and to ensure high levels of resident satisfaction and to protect the value of its housing stock.
- 2.3 The Council continues to invest heavily in looking after its existing housing stock and has implemented a suite of new maintenance policies and raised standards to ensure tenants obtain the very best service from the Council.
- 2.4 The safety of the Council's tenants is of paramount importance and the Council has comprehensive regimes in place to ensure that all of its homes are legally and regulatorily compliant.

3. CURRENT POSITION

- 3.1 The overall condition of Council properties is good. The Council invests around £6 million per year on planned capital improvement work to tenants' homes, modernising kitchens and bathrooms and ensuring the external envelope of homes are well roofed, with energy efficient double-glazed windows and fire-resistant doors.
- 3.2 The Council offers tenants an in-house responsive repairs service which also ensures that properties that become vacant are prepared for re-letting as quickly as possible. An efficient and value for money maintenance service is one of the biggest drivers of customer satisfaction. All void properties are now re-let with freshly painted walls, which is an improvement on previous standards.
- 3.3 The largest share of Council housing properties (2,246 - 40%) were constructed in the post-war period between 1945 and 1964. 29% were constructed between 1965 -

1974, whilst 23% of the stock is relatively recent, being constructed from between 1975 to 2020. Just 8% of stock was constructed Pre-1945.

- 3.4 92% of Council properties are purpose-built houses, flats and bungalows of traditional construction. 407 properties (8%) are of non-traditional construction, including Airey, BISF, Reema and some timber frame houses built during the 1970s.
- 3.5 A thorough review of the Council's approach to asset management has been undertaken by the Housing Maintenance Section, which has resulted in a new Asset Management Housing Strategy (Landlord Services).

This Strategy sits alongside a suite of other recently adopted new policies as set out below: -

- Electrical Safety;
- Fire Safety;
- Gas Safety;
- Legionella;
- Lifts and Lifting Equipment;
- Maintenance and Repairs;
- Playgrounds and Play Equipment; and
- Void and Mutual Exchange.

4. ASSET MANAGEMENT HOUSING STRATEGY

- 4.1 The Asset Management Strategy explains how, through sound planning, the Council will put in place a range of flexible, dynamic approaches to maintaining, improving and developing its Council housing assets over the short, medium and longer term. It sets out the priorities for the physical care and improvement of the housing properties and surrounding environment. In this way, over the life of the Strategy and beyond, both the quality and quantity of Council owned homes can be increased throughout the District.
- 4.2 The Strategy clearly sets out our main goals over the four-year life of the Strategy, and beyond.

The new Strategy's salient points are as follows:

Four Main Aims: -

- a) To raise the standard of Council homes to make sure they are fit for purpose for modern living.
- b) To optimise the value and impact of the Council's repair, maintenance and capital investment expenditure.
- c) To improve the living conditions, health and well-being of tenants through environmental and estate-based works to properties, schemes and neighbourhoods.
- d) To maximise the use of the housing assets to help deliver the Council's Housing Strategy.

Four Strategic Priorities: -

- a) Achieving high standards in the maintenance and repair of Council stock.
- b) Achieving high levels of energy efficiency in Council homes.

- c) Delivering value for money across capital investment, responsive repairs and re-letting of empty properties.
- d) Delivering a modern customer model, empowering tenants to self-serve.

5. CONCLUSIONS

- 5.1 The new Asset Management Strategy sets out the framework for how the Council will make decisions on developing, repairing, maintaining, refurbishing or replacing its housing properties. It will ensure effective, efficient and economic approaches to securing the Council's vision of enhancing the quality of lives for all.

6. FINANCIAL IMPLICATIONS

- 6.1 An annual budget funded by the Housing Revenue Account (HRA) is required to implement and support this Strategy and this will be agreed as part of the Council's annual budget setting process.

7. CRIME AND DISORDER IMPLICATIONS

- 7.1 There are none arising from this report.

8. ENVIRONMENTAL IMPLICATIONS

- 8.1 There are none arising from this report.

9. RECOMMENDATIONS

- 9.1 That the Asset Management Housing Strategy (Appendix 1), be noted.

For further information contact:

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Background Papers:

Public documents

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Asset Management Housing Strategy

2020 - 2024



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Foreword

Providing safe, decent, energy efficient homes that meet the needs of modern living for Council housing tenants continues to be a key priority.

The Council continues to invest significant financial resources in looking after our existing housing stock and we have recently implemented a suite of new maintenance policies and raised standards to ensure our tenants obtain the very best service from the Council.

The safety of our tenants is our number one priority and we have comprehensive regimes in place to ensure that all our homes are legally and regulatory compliant.

The Council offer tenants an in-house responsive repairs service which also ensures that properties that become vacant are prepared for re-letting as quickly as possible. An efficient and value for money maintenance service is one of the biggest drivers of customer satisfaction.

We now let all void properties with freshly painted walls, which I know will make a big difference to incoming tenants. This is a higher standard than before and is certainly not commonplace with other Housing Authorities or Registered Providers.

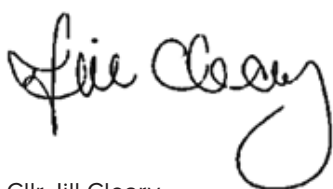
As well as traditional customer contact routes for tenants to request repairs, we are increasing our digital capability to allow tenants to self-serve, follow progress and feedback at a time convenient to them.

As well as undertaking reactive responsive repairs, the Council invests around £6million per year on planned capital improvement works to tenants' homes, modernising kitchens and bathrooms and ensuring homes are well roofed, with energy efficient double-glazed windows and fire-resistant doors.

All of this is carried out by a professional team who manage the works in a safe and efficient way ensuring value for money and customer satisfaction.

Asset Management Housing Priorities 2020 - 2024

- Achieving high standards in the maintenance and repair of our Council stock.
- Achieving high levels of energy efficiency in Council homes.
- Delivering value for money across capital investment, responsive repairs and re-letting of empty properties.
- Delivering a modern customer contact model, empowering tenants' to self-serve.



Cllr Jill Cleary
Portfolio Holder for
Housing Services



Introduction

The Council is the largest housing provider in the New Forest District. We have a strong housing vision and are committed to providing 600 new Council homes in the District by 2026.

We want to provide as many good quality, affordable council owned homes as possible, all located within neighbourhoods and within environments that help provide better life chances.

The cost of repairing and maintaining our Council homes is significant. Over the next four years our business plan provides for us to spend over £40million on responsive repairs, cyclical maintenance and capital improvement work.

This Asset Management Strategy explains how, through sound planning, we will design and put in place a range of flexible and dynamic approaches to maintaining, improving and developing our Council housing assets over the short, medium and longer term.

It sets out our priorities for the physical care and improvement of Council housing properties and surrounding environment. In this way, over the life of the strategy and beyond, both the quality and quantity of council owned homes can be increased throughout the District.

Our Asset Management Strategy's aims and ambitions link strongly with the Corporate Plan and our wider Housing Strategy Vision to promote sustainable communities by raising the standard of existing homes and their environment, resulting in suitable, affordable and decent Council housing.

Partnership working across existing housing services is central to this and will allow us to meet the vision and aspirations and maximise the outcomes and benefits to Council tenants.



The current Housing Stock Portfolio

The Council owns and manages over 5,000 homes across the District, as well as providing a management service to 119 private sector leasehold properties. Despite the loss of properties through right to buy sales and an increased number of housing association properties, we remain, by far, the largest provider of social housing in the District.

The largest share of council housing properties (2,246 - 40%) were constructed in the post-war period between 1945 and 1964. 29% were constructed between 1965 - 1974, whilst 23% of the stock is relatively recent, being constructed from between 1975 to 2020. Just 8% of stock was constructed Pre-1945.

92% of our properties are purpose-built houses, flats and bungalows of traditional construction. We also have some 407 properties (8%) of non-traditional construction, including Airey, BISF, Reema and some timber frame houses built during the 1970's.

All the Council's general needs flats are in blocks of low to medium rise (two to three storeys). Access arrangements to the individual flats includes; deck access, internal communal staircases and individual external staircases to flats converted from houses. The council has a number of 'age restricted' blocks of flats which were previously warden-controlled under a partnership with Hampshire County Council. Such schemes were decommissioned in 2012. These blocks are now general needs (age restricted) accommodation. The council also has three extra care schemes in low to medium rise blocks of flats.

The overall condition of our properties is good, and this is evidenced by our stock condition surveys. This reflects the considerable investment that has been made over many years to ensure that, not only do we continue to meet the Decent Homes standard, but also develop our own Decent Homes Plus standard to further drive up the quality of the homes we provide.

Nevertheless, a range of repair and investment challenges remain, including the need for improvements to the condition and quality of internal and external common areas as these were not a focus of previous Decent Homes programmes.

The demand for our properties is high.

Investment in our own Decent Homes Plus standard for our assets and the environment in which they sit will offer the type, quality and style of accommodation to meet the needs of modern living and expectations of people coming onto our housing register.



Stock profile

- 1,539 flats
- 189 bedsits
- 59 maisonettes
- 2,817 houses
- 876 bungalows
- Three Extra Care Schemes
- Seven hostels
- 1,800 garages



Key facts

5,238

Total number of homes owned and managed by the council

£40million

Total four-year investment in maintenance, repairs and capital investment

19,000+

Total number of repairs carried out each year

250 - 300

Total number of homes prepared for re-letting each year

47,000

Total number of Housing Landlord Services customer contacts each year

304

Total number of homes designated for older people each year

70

Average SAP rating for our homes

96%

Properties meeting the decent homes standard

55 years

Average age of our properties

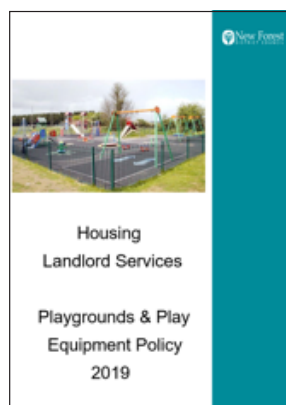
Achievements

This Housing Asset Management Strategy builds on a wide range of work, programmes and initiatives that we have carried out over recent years. Taken together, these activities have had a considerable impact on the quality of the homes we provide.

Our achievements include:

- Developing and using the Keystone Asset management database to become more efficient in delivering a range of internal improvements, including the installation of new kitchens and bathrooms across a large proportion of tenants' homes.
- Substantially improving the energy efficiency of a significant number of properties, including the replacement of all boilers over 15 years old with new 'A rated' boilers, installation of cavity wall and loft insulation and the installation of air source heat pumps and renewable energy sources such as solar PV Panels.
- Enhanced programme of fire safety improvement works, including fire risk assessments of every property and communal area in our flat block accommodation, fire compartmentation works and replacement flat entrance doors
- The implementation of a suite of new maintenance and compliance policies to raise standards to ensure that our tenants obtain the very best service from the Council.

New Policies introduced in 2019/2020

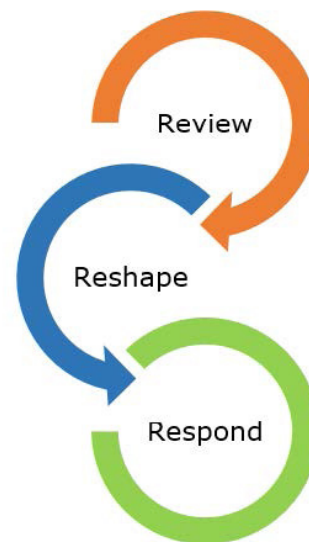


The Asset Management Challenge

As a social housing landlord, we face a range of challenges as we seek to invest wisely in our ageing properties.

It is important for us to:

- Collect, maintain and actively use good quality information and data to help shape and inform our decision making.
- Make the most efficient, effective and economic use of resources by having flexible and dynamic repair, maintenance and capital investment programmes in place to ensure we use money wisely and to best effect.
- Reshape and reconfigure the housing accommodation offer to make sure it responds to the changing pattern of housing needs and demands across all age groups.
- Examine the long-term economic value and sustainability of some properties before further significant investment is made.
- Explore the potential options for properties that, due to their age, condition or design are no longer suitable or fit for purpose.
- Secure the right balance between investing in the existing housing properties whilst also ensuring funding for the delivery of new council homes.
- Maximise the value of our expenditure on voids, striking the right balance between providing a good quality property and using resources to best effect.



Our asset management aims

To make sure we focus our activities we have devised four **aims** that clearly set out our main goals for what we want to achieve over the four-year life of the strategy, and beyond.

Our four aims are built on our desire to continue to improve the **quality** of the homes we provide, to deliver **value** and **impact** in all the work we do, to **improve life chances** for those living in our homes and to use the potential of the housing assets to help the council

Deliver the Housing Strategy

These aims will play a critical role in shaping and informing all our asset management strategy activities.

Aim 1

Raise the standard of the homes we provide to ensure they are fit for purpose for modern living.

Aim 2

Optimise the value and impact of our maintenance and repair spend and capital investment.

Aim 3

Improve the living conditions, health and well-being of tenants' through environmental and estate-based works to properties, schemes and neighbourhoods.

Aim 4

Maximise the use of housing assets to help deliver the Council's housing strategy.

To support us in achieving our asset management aims, we have developed four **Strategic Priorities**.

The purpose of the strategic priorities is to ensure we have a stated, more measurable set of tasks and targets. This will allow us to monitor and assess how well we are doing in meeting our goals for securing the range of improvements we are striving to secure.

Strategic priority 1

Achieving high standards in the maintenance and repair of our Council stock

Why is this a priority?

The quality of the home we live in impacts upon our health, well-being, education and employment - all of which can have lasting consequences for individuals and society.

In addition to our statutory obligations to meet the Government’s Decent Homes standard, New Forest District Council wishes to work with tenants to create a new “Decent Homes PLUS standard”. The Decent Homes PLUS standard will ensure that properties not only continue to meet statutory and/or regulatory minimum standards but offer a quality of accommodation which meets current and future residents’ needs and aspirations. It also provides for a minimum standard/quality of environment.



We will:

- Improve the quality of homes by meeting and exceeding the decent homes standard.
- Design our investment programmes to deliver cyclical, planned and improvement works at the timescales needed to ensure homes continue to meet the Decent Homes standard and the new Decent Homes PLUS standard.
- Maintain a budget for environmental improvements to external areas of properties, with works being identified in conjunction with tenants. Improvements will include works to upgrade the condition and appearance of common staircases and landings, fencing and boundaries, renewal of concrete/paved surfaces and off-street parking improvements etc.
- Keep under review the Decent Homes PLUS standard so it responds to the changing market in which we are operating. By updating and enhancing the PLUS standard we can make sure it remains up to date and continues to drive up the quality of all our homes to take account of new technologies, improved materials and changing lifestyles.

We will ensure health and safety compliance, as well as meeting the Decent Homes standard and our own Decent Homes PLUS standard.

We will ensure we have a budget and an active programme for external environmental works, with an emphasis on ‘face-lifting’ our properties.

Strategic priority 2

Achieving high levels of energy efficiency in Council homes

Why is this a priority?

Achieving high levels of energy efficiency in existing homes continues to be very important to tenants to help protect them against rising fuel prices and the risk of fuel poverty. Making our homes more sustainable also means they use less energy, and this contributes to reducing carbon dioxide emissions and global warming.

Existing homes

Our ambition is for all our tenants to have the opportunity to live in a well-insulated, energy efficient home that is affordable to heat.

We will:

- Incorporate upgrades and energy efficiency improvements where we can when carrying out repairs and delivering investment.
- Make use of new technologies to help tenants use less water, less electricity and less gas.
- Set and monitor targets for increasing the average and minimum levels of energy efficiency of our homes.
- Help residents to reduce their fuel and utility costs, signposting them to organisations who provide free support and advice.

Building new, environmentally sustainable homes

In delivering, or facilitating the development of new properties, we will work with our Housing partners to seek to exceed the minimum standards required. In this way, the new properties will be cost efficient to heat and run.



Strategic priority 3

Delivering value for money across capital investment, responsive repairs and re-letting of empty properties

Why is this a priority?

Managing our financial resources is extremely important. With a large housing stock to look after, ensuring value for money is key to everything we do.

Capital investment

We will develop a 30-year business plan identifying the funding required to achieve our Decent Homes PLUS Standard across our stock and then maintaining that standard over the full 30-year investment period.

The fundamental approach to achieving an improved housing asset is to deliver the investment in overlapping phases.

We will:

- Address any planned maintenance backlog of works;
- Undertake health and safety, and fire related priority works;
- Maintain empty properties at less than 1% of the stock;
- Undertake a long-term programme of planned maintenance on major elements as identified by the on-going stock condition survey work;

Responsive repairs

We will:

- Provide an effective responsive repairs service.
- Introduce a new system that will offer self-service for reporting repairs and confirmation of appointments with our tenants by SMS text messaging and send them a reminder before the appointment date.
- Implement mobile technology solutions, enabling Housing Maintenance staff to pro-actively report repairs when out on site, which will speed up the reporting and repair process.

Disability and Equalities Act 2010

- We will work with the Council's occupational therapist in assessing the needs of individuals who require adaptations to support them in being able to live independently in their own homes for as long as possible.

Re-letting of empty properties

We will work alongside the Council's Allocations team to ensure that properties are left in a good state of repair when vacated and where repairs are required, we will carry these out as soon as possible to enable empty properties to be re-let and minimise lost rental income. Where major works are required, we will agree a time frame with the lettings team.

Strategic priority 4

Deliver a modern customer model, empowering tenants' to self-serve

Why is this a priority?

The Council deals within the region of 47,000 Housing related customer contacts per year across the current range of contact platforms including telephony, email and web chat, with the highest demand on maintenance and repair activities at around 19,000.

The end-to-end journey and experience for tenants needs to be at the forefront of service delivery design for the future. A modern customer model that seeks to maximise digital opportunities and empower Council tenants to have greater control and influence on the maintenance and repairs undertaken is a key priority.

A Corporate Website Project Board was set up in early January 2019 to review digital delivery across Council services and a dedicated Housing Customer Hub created in early February 2020.

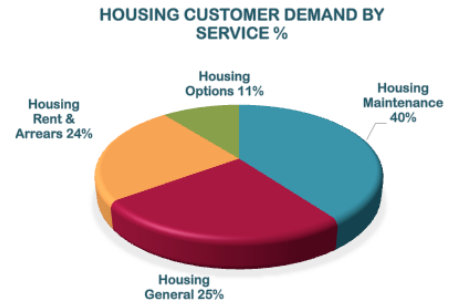
The priority for Housing is to develop a modern customer model, where tenants will be able to view information about their repairs in one location reducing telephone contact, and fewer information office visits.

Overall, we will empower tenants to have greater control and influence on the maintenance and repair activities undertaken to their property.

This will reduce customer contacts, reduce miss-diagnosed repairs, end to end repair processing and give the ability to self-serve routine repair requests and self-booking.

We will:

- Provide 24/7/365 customer access;
- Improve flexibility and control allowing tenants to self-book or amend an existing repair appointment;
- Provide interactive customer feedback;
- Improve customer experience;
- Design Housing web pages that are simple, easy to navigate and intuitive;
- Integrate Uniclass 'Repairs' portal giving our tenants the ability to log and track repairs digitally;
- Design self-help and policy guides and offer support surgeries to assist our tenants in the use of this new contact model.



New Forest District Council

Appletree Court, Beaulieu Road, Lyndhurst. Hampshire. SO43 7PN

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 [newforestdc](#)  [newforestgov](#)



HOUSING OVERVIEW AND SCRUTINY PANEL – 17 JUNE 2020

NEW FOREST COMMUNITY HOUSING FUND – FOR INFORMATION

1. PURPOSE

- 1.1 This report was originally prepared for consultation with Members of the Housing Overview and Scrutiny Panel on the 18th March, however, due to the coronavirus lock-down this meeting was cancelled. Given the need to progress measures within the report, a portfolio-holder decision was taken on the 2nd April to implement the proposed revisions to the Community Housing Fund, as set out in sections 4 and 5 of this report.

This information report therefore sets out the background to the decision and steps to:

- Review the current plans for spending the Community Housing Fund (CHF);
- To refresh the procedure and thresholds for awarding grants under the Council's CHF scheme, and
- To increase the scope of the scheme to enable both capital and revenue contributions.

2. BACKGROUND

- 2.1 During 2016/17 New Forest District Council received £976,387 from the Community Housing Fund for the purpose of enabling "*local community groups to deliver affordable housing units of mixed tenure on sites which are likely to be of little interest to mainstream housebuilders*". Incorporating the scope for both revenue and capital funding, the national Community Housing Fund set out "*to build collaboration, skills and supply chains at a local level to promote the sustainability of this approach to housebuilding*". See DCLG letter to Local Authorities (Appendix 1) and related guidance.
- 2.2 In May 2017 Cabinet approval (Appendix 2) was granted for spending NFDC's allocation in line with these aims but with a focus on disseminating best practice and offering support through a designated CHF enabling post, and through the creation of a revenue-based grant scheme.

3. CURRENT POSITION

- 3.1 To date £66,000 of the Council's Community-Led Housing (CLH) fund has been spent or committed on officer support and a grant allocation for a Commoners scheme in Rockbourne. Other early stage proposals have come forward within the District however interest in the scheme has been very slow. Promotional activities have been undertaken however it is recognised that more needs to be done to creatively encourage community-led housing schemes and the grants that are available.
- 3.2 It is therefore timely to undertake a review of the Council's CLH initiative and its rural housing enabling activities. Plans for a renewed approach during 2020 and beyond will take various factors into account:

- The current CLH grant scheme needs to be reviewed with an improved grant application process and revised thresholds.
- Discussions with Homes England¹ have led to suggestions that NFDCs grant scheme could be widened to permit small-scale capital allocations as well as revenue funding. Doing so would create a route for smaller schemes to secure capital that might otherwise fail to qualify for grant funding from Homes England.
- In April 2020 the longstanding HARA rural enabling partnership is to be superseded by the “Hampshire Homes Hub”. With a combined focus on community housing and rural enabling, the Hub’s new role creates a refreshed opportunity for leadership from the District Council, supported by a countywide resource.

4. PROPOSALS

4.1 Responding to the distinctive character, priorities and challenges within the New Forest District, the following proposals draw upon evidence of best practice and other local authority approaches in areas with similar CHF allocations.

4.2 Broad allocation of funding

It is proposed that the remaining CLH fund be allocated as follows:

Ongoing funding for the post of Housing Enabler (community led and rural affordable housing).	£200,000
Support publicity and promotion of community led housing and the community led housing fund	£10,000
Fund rural affordable and community led housing needs intelligence research & local housing needs surveys	£70,000
Provide a Grants programme (revenue and capital), including administration costs	£630,000
Total	<u>£910,000</u>

4.3 Housing Enabler (community-led and rural affordable housing)

This permanent full-time post will be funded from the Community-led Housing Fund. The focus of this post will be to:

- raise the profile and understanding of community led housing and rural affordable housing in the district,
- identify & secure suitable land for this form of housing,
- enhance and increase housing intelligence of this housing sector in the district,
- manage the council’s CHF grant programme

4.4 Publicity and promotion of community led housing, rural affordable and the CLH fund

There is still a lack of knowledge and understanding about this form of housing and the opportunities it can offer local communities. A sum is therefore to be set aside to

¹ Homes England have similar duties to promote Community-led Housing and have capital funding to invest in schemes involving Registered Providers

publicise and promote community led and rural affordable housing and the New Forest District Council's CHF grant programme.

4.5 Rural affordable and community led housing needs intelligence research

Understanding local housing need and the demand for community led forms of housing, including specific housing interest groups is critical to the development and delivery of this type of housing.

Part of the community led housing fund allocation will be used to commission affordable and community led housing intelligence, to identify, assess and analyse housing needs and demands at a sub district housing market level. This research will be carried out within the broader context of strategic housing delivery and the emerging local plan. This information will be used to better inform discussions with the national park, town and parish councils and housing interest groups e.g. commoners housing, inform investment and resource decisions and provide strategic housing advice.

Funding is also set aside to support town, parish and specific housing interest group housing needs surveys in the district, particularly where parish and town councils seek to take the lead.

4.6 A renewed Community-Led Housing Grant Scheme

The revised scheme will provide both revenue and capital grants to eligible community led housing groups.

The programme will support communities in developing their knowledge, capacity, project plan development, technical and feasibility consultancy and will provide revenue and capital grant funding to support community led housing through all stages of development and delivery of affordable housing. Limited levels of capital funding will also be available to facilitate small scale developments where public subsidy is not otherwise available or reasonably achievable from Homes England.

NFDC's community-led grant scheme will facilitate and support community led housing group and project development.

The Council's Housing Enabling Officer will be responsible for promoting the scheme, and for the day to day administration and co-ordination of the grant programme itself. The delivery of the programme and associated targets will be overseen by the Housing Initiatives Manager.

Publicity and promotion will be through the NFDC website, word of mouth through community and affordable housing networks, through events and through close liaison with town and parish councils within the District and the National park. A targeted rural and community-led housing strategy will be developed by the Housing and Development team and implemented by a new Housing Enabling Officer (to be appointed).

Levels of interest, applications for grant, and uptake of grant funding through this programme will be continuously monitored with updates provided to senior management as required.

4.6.1 Revenue assistance

Revenue grant funding will be available to help community-led housing proposals achieve three key project stages:

- 1) Initial group formation and training grant – up to £5,000
- 2) Project & group development grant – up to £10,000 (e.g. to establish a constitution, to create a legal entity, to prepare a business plan).
- 3) Site related technical, financial and project delivery grant – up to £35,000 (e.g. site and options appraisals, options appraisals, design, pre-planning, planning & pre-construction costs).

Whilst it will be possible to apply for stage 1 and 2 assistance separately or simultaneously, applications for stage 3 assistance will only be considered once a community group has been formally and legally constituted.

Under exceptional and justified circumstances stage 1, 2 and 3 thresholds may be varied (at the council's absolute discretion) however the total combined revenue funding will not exceed £50,000 per community-led body.

4.6.2 Capital grant funding

It is proposed that NFDC capital funding will be available as a contribution towards total scheme costs (acquisition, works and on-costs) at £40,000 per dwelling to a maximum of £120,000. On larger schemes, a maximum of £120,000 will be awarded where capital grant from Homes England is not available or reasonably achievable from Homes England, or where joint funding is necessary and is supported by Homes England.

Capital funding will only be allocated to approved bodies with legally recognised status including a formally adopted constitution.

Allocations of capital funding will be awarded through a detailed application process plus the submission of satisfactory evidence as specified by New Forest District Council.

Capital funding will be paid at Start on Site (50%) and Practical Completion (50%) unless exceptional circumstances have arisen that have been previously agreed with the council.

All dwellings must meet planning, building regulations and acceptable space standards.

All homes funded through the Community Housing Fund must be secured in perpetuity as affordable housing.

4.7 Who will be eligible?

Community led housing schemes come in many forms and are characterised by the leading role that communities play in addressing local housing need. Models of community led housing include but are not restricted to the following:

- Community Land Trusts (CLT's)
- Co-operative housing
- Cohousing
- Group or community self-build

- Empty property projects
- Town, Parish or special interest group led housing development opportunities and projects, where the community is taking an active role in developing housing to meet a specified need.

4.8 What community-led housing projects will be eligible for funding?

Whilst community housing projects can serve geographic or thematically-based groups (e.g. a defined locality or settlement, or a scheme to house 'Commoners'), funding will only be eligible for proposals that address the housing needs of those with a local connection to the New Forest District and/or the New Forest National Park.

Community led housing schemes take many different forms but are characterised by:

- The community having an integral role throughout the development process in key decisions, for example what, where, and for who.
- Communities play a long-term role in ownership, management or stewardship of the homes.
- Benefits to the community, or area are clearly identified, defined and legally protected in perpetuity.

5. **COMMUNITY HOUSING FUND GRANT APPLICATION PROCESS**

5.1 New Forest District Council website will set out revenue grant eligibility requirements (stages 1, 2 and 3) and capital grant funding eligibility.

5.2 If prior contact has not been made with an enquirer or community group, the Housing Enabling Officer will meet with the group and/or representatives to establish the status of the group, the stage of the project, and to establish eligibility for funding.

5.3 Revenue Grant Application Process

Applications for revenue grant will require the submission of a fully completed revenue grant application form, providing the associated evidence as necessary and setting out details of their group, project, what the funding is required for, legal status and bank details.

5.4 Capital Grant Application Process

Applications for capital grant will require the submission of a fully completed capital grant application form and all associated evidence as necessary, setting out details of their group, project, what the funding is required for, legal status and bank details, and how the affordable homes will be secured in perpetuity.

To qualify for capital grant all dwellings that form part of a community-led housing scheme must be framed within a viable and deliverable business plan.

5.5 Decision-making process and key conditions

Decisions for all Community Housing Fund applications up to £5,000 to be made by the Service Manager (Housing Strategy and Development). Decisions for all Community Housing Fund applications over £5,000 to be made by the Service Manager (Housing Strategy and Development) and the Executive Head of Governance and Housing.

All grants will be monitored and time-based, with any underspend being reimbursed to New Forest District Council.

All grant funding awards will be subject to project and financial monitoring. All projects receiving grant funding will be expected to participate in future NFDC community led housing reviews, promotion and publicity.

The availability of revenue and capital subsidy from the New Forest District Council Community Housing Fund is strictly limited and no plans exist to continue the programme once current funding is committed and spent.

6. CONCLUSIONS

- 6.1 The proposals contained within this report follow a number of similar reviews carried out across the housing service since the new Housing Strategy was adopted in December 2018. The introduction of capital funding for small schemes will be of great interest to community-led housing projects that are unable to secure Homes England grant, whilst dedicated budgets for promotion and research will lead to wider knowledge about the programme, and enable early local housing need research to be carried out, where this is necessary.
- 6.2 This council is firmly committed to helping rural and community housing-led initiatives get started across the New Forest. The revised approach contained within this report will help to increase the scope of the available funding, increase awareness. The processes will help to clarify access arrangements and council decision-making.

7. FINANCIAL IMPLICATIONS

- 7.1 Revenue and capital grant expenditure arising from the Community Housing Fund will be strictly limited to the level of funding that was originally received by the Council from DCLG (£976,387). Revenue funding for the post of Housing Enabler will be reviewed at such time that resources from the Community Housing Fund are spent – not expected to be less than 4 years, based upon £200,000 salary allocation.

8. CRIME & DISORDER AND ENVIRONMENTAL IMPLICATIONS

- 8.1 None arising.

9. RECOMMENDATIONS

- 9.1 That the proposed revisions to the New Forest Community Housing Fund as set out within sections 4 and 5 of this report, be noted.

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Background Papers:

Public documents.



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23 December 2016

Dear Chief Executive

Community Housing Fund

You may recall that, at Budget 2016, a £60 million fund was announced to support community-led housing developments in areas where the impact of second homes is particularly acute. As part of this commitment, I am pleased to inform you that your local authority has been allocated funding for 2016/17 financial year, as shown in the Annex below.

The fund will enable local community groups deliver affordable housing units of mixed tenure on sites which are likely to be of little interest to mainstream housebuilders and will thereby contribute to the overall national effort to boost housing supply. The fund will also help build collaboration, skills and supply chains at a local level to promote the sustainability of this approach to housebuilding. The fund will enable capital investment, technical support and revenue to be provided to make more schemes viable and significantly increase community groups' current delivery pipelines. The funding is allocated between local authorities proportionate to the number of holiday homes in the local area and taking account of the affordability of housing to local people.

In bringing this fund forward, the Department has worked closely with the National Community Land Trust Network and other members of the community-led housing sector. These organisations are well placed to offer advice on how the funds may be most effectively deployed (including, potentially, through registered providers of affordable housing) and are likely to get in touch with you to discuss the opportunities. The sector stakeholder groups have produced guidance to local authorities explaining what community-led housing is and how the grant funding may be used. This guidance is attached separately.

Payments of funding will be made in two tranches; the first being paid now. The second tranche will follow in early 2017 subject to your authority providing satisfactory evidence that the money is being spent in accordance with the objectives outlined in the Budget announcement. Similarly, from 2017/18 onwards, allocations will depend in part on how the 2016/17 allocation has been spent.

The Chancellor has asked that we review the outcomes achieved from the fund and the community-led housing delivery model at a later date. We would be grateful for your co-operation in helping us with that review.

Should you have any questions about this funding, please contact Nigel Kersey at: Nigel.Kersey@communities.gsi.gov.uk.



Isobel Stephen and Emma Lindsell
Director, Housing Supply Directorate

Enc

Community-led housing: What is it and what can it offer your local authority?

Guidance from the community-led housing sector

This guidance has been prepared by the community-led housing sector for officers and elected members. It:

- explains what community-led housing is;
- highlights the benefits how community-led housing can deliver on your strategic aspirations;
- highlights the availability of substantial government funding aimed at promoting the sector; and
- explains where further advice can be obtained on how to make the best use of this funding, secure the second tranche of funding, and realise the benefits of community-led housing in your area.

Community-led housing is about local people playing a leading and lasting role in solving local housing problems, creating genuinely affordable homes and strong communities in ways that are difficult to achieve through mainstream housing.

Benefits for local authorities

Community-led housing can bring significant benefits to local authorities. These include:

- mobilising public support for new homes and regeneration initiatives;
- reducing reliance on public services, for example addressing social care through building communities with mutual support for the elderly and vulnerable, and involving homeless people in the renovation of homes;
- providing a range of genuinely affordable housing in perpetuity, and homes for those priced out of ownership;
- diversifying the local housebuilding market, and unlocking small sites and landowners that are not attractive or available to established housebuilders;
- supporting the implementation of duties such providing permissioned plots for individuals and groups on the Self and Custom Build Registers; and
- promoting community cohesion and resilience that can help tackle issues like antisocial behaviour.

Community-led housing approaches can also bring benefits to participants, including:

- skills, training and jobs, which can be targeted e.g. at care leavers and unemployed young people;
- a rewarding collective experience, improving their sense of community and connection;
- high quality and imaginatively designed homes and neighbourhoods;
- giving community organisations control over assets and revenue; and
- mutual support within communities, especially for older people and vulnerable young people.

Bringing resources into your area through community-led housing

The newly announced Community Housing Fund provides £60 million per year of revenue and capital funding for the sector. This will be a game-changing fund with significant opportunities for local authorities.

Community-led builders can access mainstream funding, such as the £3 billion Home Building Fund and money from the HCA's and GLA's affordable housing programmes.

Community-led groups have also brought in significant revenue and capital resources not accessible to other housing providers, including commercial lending, social finance, charitable funds, crowdfunding, community bond issues and labour. These cover seed-corn funding for new providers, and pre-development and development finance for schemes, as well as funds for associated aims such as skills training and community development. They can build up new resources and resilience in your communities.

Criteria for genuine community-led schemes

An alliance of community-led housing organisations has endorsed the following definition to ensure that schemes are truly community-led:

- a requirement that the community must be integrally involved throughout the process in key decisions (what, where, for who). They don't necessarily have to initiate and manage the development process, or build the homes themselves, though some may do;
- a presumption in favour of community groups that are taking a long term formal role in ownership, management or stewardship of the homes; and
- a requirement that the benefits to the local area and/or specified community must be clearly defined and legally protected in perpetuity.

Approaches to community-led housing

Community-led housing has a significant history accompanied by a range of distinctive terminology and practices. Over time a number of established approaches have developed which all have specific characteristics, yet overlap to the extent that the distinctions between them are becoming increasingly academic.

Communities can and do choose to combine approaches to meet their needs and aspirations, drawing on the principles of each approach as a component to achieve one of their aims.

The main aims that different approaches provide for are:

- **Stronger neighbourhoods, shared spaces, mutual support:** Cohousing principles can be used to achieve this. Households each have a self-contained home but residents come together to manage their community and share some facilities. Cohousing is increasingly becoming an attractive option for older people to create resilient mutual support, in both new developments and retrofit to sheltered housing, which can reduce their reliance on public services including social care.
- **Permanent affordability and local control of assets:** Community Land Trust principles offer a mechanism to provide genuinely affordable housing in perpetuity, both for rent and ownership. Low cost ownership homes can be designed to remain affordable even if the gap between local incomes and house prices widens.
- **Building neighbourhoods:** Group self-build and collective custom build are great ways of supporting groups of households to work together to build or directly commission their own homes. The emphasis is always on supporting one another through the process which not only creates strong communities, but also develops skills and delivers high quality housing.
- **Greater local accountability and control over housing management:** Co-operative and tenant management principles empower residents to democratically control and manage their homes, often leading to improved efficiencies and financial savings as well as increased skills and confidence within the community. Many housing cooperatives own their properties collectively which also offers opportunities to invest in wider socially beneficial activities.
- **Tackling empty properties:** Self-help housing offers people the chance to bring empty properties back into use, sometimes for their own use. It can be particularly effective in providing work experience and training to people from vulnerable backgrounds in a safe and supportive environment, and help to revitalise homes, streets and neighbourhoods. It can form part of a strategy to tackle homelessness.

Routes to delivery

For the most part, the routes to delivery for community-led housing schemes are the same as in any other industry-standard housing scheme. The difference is that the community takes central role. Communities may work in partnership with a local housing association or developer, or can work on standalone projects. They can provide affordable housing through a section 106 agreement and/or a Rural Exception Site.

There are three main ways in which community-led groups become involved in the process:

- **Group-led:** New community-led groups form in response to local housing need, or to deliver their own homes. They sometimes emerge from existing networks such as Neighbourhood Forums and parish councils. They access technical expertise to support the development and realisation of their ideas.
- **Extension of community based activity:** Existing community-based organisations with local roots decide to provide housing in addition to their current activities, accessing technical expertise to help them understand this new area of work.
- **Developer-led partnership:** A Local Authority, landowner, housing association or local developer wants to provide housing that incorporates a community-led element. They access technical expertise to recruit 'founder members' from within the community and support them to take over ownership and/or management of the homes. In this scenario it is essential that all of the community-led criteria (see below) are met to ensure genuine community benefit and involvement.

Support available for local authorities

The community-led housing sector can provide a range of technical support services for all approaches and all routes to delivery. These are best provided by local or sub-regional organisations with a strong understanding of the local housing market, and relationships and partnerships with local authorities, housing associations and developers. The Community Housing Fund can be used to create or grow this kind of enabling infrastructure in your area.

As a first step, the sector can provide you with advice and enabling services to help you make the best use of the Community Housing Fund and be in a strong position to secure the second tranche of funding. The package of specialist advice includes:

- an introductory session to understand community-led housing, how it might meet your authority's priorities, and how it can dovetail with other duties such as the Right to Build and Neighbourhood Planning;
- mapping existing community-led housing activities in your area and in neighbouring authorities, including groups, technical advisers and enabling organisations, and options for growing the sector locally and in partnership with neighbouring authorities;
- advice on internal policies, procedures and structures to best enable community-led housing and avoid unnecessary and expensive delays, such as asset disposals/leases, the planning system, local sales and lettings policies, and the use of self and custom build registers;
- nurturing a local enabling and support vehicle so that your use of the funding creates a legacy of delivery capacity within your authority and in the local community; and
- signposting further specialist support for each of these areas.

You will be signposted to appropriate online resources (existing or emerging) as part of the support on offer.

What happens next?

If you would like to arrange for an introductory session with a community-led housing adviser please send a brief email to communityledhousing@bshf.org and we will put you in contact with an appropriate specialist.

Further information about community-led housing support services, wider support organisations, and signposting to sample case studies can be found at:

<https://www.bshf.org/our-programmes/community-led-housing>

CABINET – 3 MAY 2017

PORTFOLIO: HOUSING AND
COMMUNITIES**COMMUNITY HOUSING FUND****1. INTRODUCTION**

- 1.1 The purpose of this report is to approve spending of the Community Housing Fund of £976,387 which was allocated to New Forest District Council from the Department of Communities and Local Government (DCLG).

2. BACKGROUND

- 2.1 The Community Housing Fund (CHF) provides £60 million nationally per year of revenue and capital.
- 2.2 The purpose of the CHF is to enable and facilitate community led housing opportunities and the criteria of community led housing are:
- That the community must be integrally involved in key decisions throughout the process;
 - Community groups play a long term role in ownership, management or stewardship of the homes;
 - Benefits to the local area and/or specified community must be clearly defined and legally protected in perpetuity.
- 2.3 The first year of funding is to build capacity within local groups, such as improving technical skills, setting up support hubs to offer advice, business planning and providing staff to help review local housing needs. In the following years the funding will be used to deliver housing on the ground for local people and be awarded to schemes via direct grants from HCA (Homes and Communities Agency).
- 2.4 In the first year this is awarded to local authorities based on the percentage of second homes in the area. New Forest District Council has been awarded £976,387 of which £488,194 has already been received and the 2nd tranche has been allocated following the completion of a proforma to the DCLG on 10 March 2017 outlining an action plan for spend.

3. PROPOSALS

- 3.1 This Council has secured the second tranche of money available from the DCLG on the basis that it would use the funds as follows:
- Fund a full time (two year temporary) post to:
 - Promote and develop the CHF and initiatives to parish councils, parishes that have started in the neighbourhood plan process and other communities with an interest in community led housing
 - Develop information packages, resources, guidance and training
 - Assess viability, advise on legalities and good governance
 - Upskill communities to take projects forward
 - Assist community groups to bid for the £60million funding available in years two to five to take forward their particular projects to

implementation, ongoing support can be provided to assist this process

- Develop models of community led housing (Community Land Trust (CLT), co-operative housing, co-housing, self-build)
 - Develop the self-build register, research methods of delivery including de-risking sites and making serviced plots available
 - Administer the process of allocating funding
- Provide grants/and or loans for set-up costs, events, consultation, surveys, fees and initial site finding preparation costs
 - Provide seed corn funding for community led housing initiatives and projects – to provide a legacy for ongoing projects to bid for future CHF.
 - Consider the application process, assessment and funding tiers.

3.2 The Government funding has been paid to Housing Authorities, and not to National Park Authorities. In this district some of the projects that may come forward may be within the National Park. In such circumstances close working with the National Park Authority will be important. The National Park Authority will be encourage to identify a lead officer with whom this Council can liaise to ensure that schemes are feasible from their perspective before the District Council allocate resources to them.

4. ENVIRONMENTAL IMPLICATIONS

4.1 New housing will have environmental implications especially on small rural communities. Liaison with planning officers in both the District and the National Park will be required to understand these implications.

5. FINANCIAL IMPLICATIONS

5.1 Costs will be contained within funding received from DCLG, other than management time for the Housing Development and Strategy Officer and Service Manager.

6. CRIME AND DISORDER IMPLICATIONS

6.1 None known.

7. CONSULTATIONS

7.1 Discussions and meetings have been held with neighbouring Hampshire authorities on any partnership working opportunities.

7.2 A community housing enabler has been consulted through the Hampshire authority meeting to discuss the allocation of funds to best meet the needs of community led housing initiatives.

8. CONSIDERATIONS

8.1 The proposed spending plan could make a valuable contribution towards facilitating and enabling local communities to meet local housing needs.

9. CONCLUSIONS

9.1 New Forest District Council's role, using the year one money, is to spread knowledge and information to the community and to make grants available to help get projects started. If we do this well, many communities could build the capacity to pursue suitable schemes using the money available to them in year's two to five.

10. PORTFOLIO HOLDER'S COMMENTS

10.1 The additional funding from Government, which will assist the Council in helping a wider range of local people to address their housing needs in the district, is welcomed and I support the approach recommended by officers.

11. RECOMMENDATIONS

11.1 That the proposals outlined in Section 3 be implemented.

For Further Information Please Contact:

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Background Papers:

None

HOUSING OVERVIEW & SCRUTINY PANEL WORK PROGRAMME 2020/2021

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
16 September 2020			
Private Sector Housing Strategy	To consider the proposed draft Private Sector Housing Strategy	Report to Panel	Richard Knott
Housing Development Plan	To consider the draft Housing Development Plan to support the Housing Strategy	Report to Panel	Tim Davis
Housing Strategy / HRA Property development and acquisition update	To receive an update on the progress of the Housing Strategy and HRA property development and acquisition	Update to Panel	Tim Davis
Homelessness Update	To receive an update on homelessness	Update to Panel	Richard Knott
20 January 2021			
Housing Strategy / HRA Property development and acquisition update	To receive an update on the progress of the Housing Strategy and HRA property development and acquisition	Update to Panel	Tim Davis
Homelessness Update	To receive an update on homelessness	Update to Panel	Richard Knott
Housing Revenue Account Budget and the Housing Public Sector Capital Expenditure Programme for 2021/22	To consider the HRA budget and the housing public sector capital expenditure programme for 2021/22.	Report to Panel	Kevin Green
17 March 2021			

ITEM	OBJECTIVE	METHOD	LEAD OFFICER
Housing Strategy / HRA Property development and acquisition update	To receive an update on the progress of the Housing Strategy and HRA property development and acquisition	Update to Panel	Tim Davis
Homelessness Update	To receive an update on homelessness	Update to Panel	Richard Knott