

Gateshead Housing Strategy

2019 - 2030



- Delivering the homes we need
- Ensuring our homes sustain health and wellbeing
- Supporting our residents to thrive

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Recent housing development; Established neighbourhood, Residents

Foreword



Housing is a key determinant of everyone's health and wellbeing; it is therefore vital that we continue to strive to improve people's lives by ensuring we have the right number, type and quality of homes in the Borough that meet the needs and aspirations of our current and future residents.

I am pleased, therefore, to introduce Gateshead's new Housing Strategy 2019-2030, which aims to:

- Deliver sustainable housing and economic growth
- Improve health and wellbeing
- Prevent and tackle the root causes of homelessness
- Tackle the social and financial exclusion of some of our poorest households
- Support educational attainment
- Contribute to a better environment for future generations; and
- Build respect and community cohesion within our neighbourhoods.

The Strategy directly supports the Council's five pledges within "Making Gateshead a place where everyone thrives". Our aim through this strategy is to ensure that people who live, or would like to live, in Gateshead can access, sustain, and remain in a home that meets their needs, and is safe, secure and affordable, in a thriving neighbourhood, at whatever stage of life they are.

I believe that through this strategy, and its supporting Action Plans, we are able to build upon the strengths of what has already been achieved, and set clear priorities about how we will meet the challenges of the future, so that Gateshead is a place where people thrive.

Photo

Signature

Councillor
Portfolio for Housing

Introduction



Purpose of the Strategy

The Strategy is an overarching document, that provides a framework for all our housing-related strategic functions and activity, incorporating all the statutory housing documents the Council has a duty to produce, including a homelessness and rough sleeping strategy¹. It includes a range of actions and interventions that will help deliver our key housing and “thrive” objectives, and ensure the Council meets its statutory housing related duties.

Taking the Strategy to 2030, means we can achieve continuity and include longer term planning. It also links to the period the Gateshead Local Plan; our spatial planning framework. A supporting Action Plan will be reviewed, updated, and where appropriate, revised, on an annual basis, and in accordance with Government guidance and legislation. During the Strategy period, where evidence demonstrated a need for a review of the Strategy, in part or whole, this will be done in a proportionate and timely way.

The Strategy is summarised in Appendix 1, and the steps that we intend to take to make the strategy happen are set out in further detail in delivery Action Plans.

Our priority objectives

More than ever, given the continued economic and financial challenges, and waves of new policy and legislation from Central Government, we need to ensure our objectives and priorities are clear, that we are focused on delivering services and interventions that will achieve them, and that we use our increasingly scarce resources proportionately and effectively. We will need to continue to strive and campaign for deliverable and sustainable solutions that are appropriate for Gateshead, and that work for local people.

This Strategy builds on, and continues to drive forward our housing objectives under the strategic themes set out in the 2013-18 Housing Strategy - **Supply, Standards** and **Support**. Under these three themes, our priority objectives and desired outcomes are set out, and we identify how the Council intends to deliver them, working together with residents, partners, investors, and stakeholders.

These themes are integrally linked and cross-cutting, and together these objectives will promote:

Sustainable Housing, Economic Growth and Communities, and Health and Wellbeing

Supply

- Ensure the supply of new housing, and use of existing stock, best meets current and future needs and aspirations, and creates thriving, mixed communities.
- To utilise land efficiently and sustainably
- Securing a range of homes that ensure all residents are able to access a home that meets their needs, and improves housing choice
- Sustaining our working age population
- Reducing the number of empty homes

Standards

- Improve the quality, condition and management of housing so that all residents benefit from safe, healthy and well-managed homes, and local environment
- To drive up the quality of new-build design, space standards, accessibility and adaptability

Support

- Help residents access and sustain a home which promotes their wellbeing
- To tackle homelessness and its root causes

¹ The requirement to publish a Homelessness Strategy under the provisions of the Homelessness Act 2002 (following publication of the Governments Aug 2018 Rough Sleeping Strategy, to be rebranded as “Homelessness and Rough Sleeping Strategies”; a Tenancy Strategy, required under the Localism Act 2011; and financial assistance policy, required under the Regulatory Reform (Housing Assistance) Order 2002.

Embedded within the Strategy are the following fundamental aspirations of the Council:

- i. The integration of health and housing in our strategic planning
- i. A move towards a wider prevention agenda that will tackle the root cause of vulnerability and inequity (preventing homelessness is a key element of this objective)
- ii. Sustainable economic and housing growth
- iii. Sustainable, mixed and thriving communities

The Strategy is linked directly to policy objectives set out in:

- Making Gateshead a place where everyone thrives – Tackling inequality
- Gateshead Local Plan, including “Planning for the Future, the Core Strategy and Urban Core Plan for Gateshead and Newcastle upon Tyne” (CSUCP), and the emerging document “Making Spaces for Growing Places”
- Substance Misuse Strategy 2017-22
- the NE Local Enterprise Partnership’s Strategic Economic Plan

It will also directly link with other emerging work including:

- Tackling Poverty
- Health & Wellbeing Strategy review

This Housing Strategy also reinforces Gateshead Council’s commitment to mitigate the impact that Welfare Reform continues to have on the wellbeing and health of our most vulnerable residents.

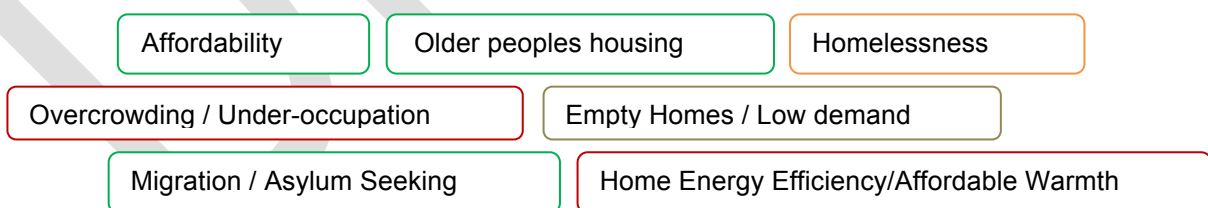
How has the Strategy been developed?

The Strategy has been developed through a multi-disciplinary approach, involving a wide range of Council Services that are key to delivering our housing functions and duties. Our Councillors have helped shape the Strategy, and consultation has been undertaken with partners and stakeholders in the housing field, to establish consensus on the priorities for intervention through the delivery period.

The Evidence

Evidence that underpins this Strategy has been drawn from a number of sources, including:

- A suite of Topic Papers, prepared to inform the Housing Strategy and delivery, action planning:



- Gateshead & Newcastle Strategic Housing Market Assessment 2017/18 (SHMA)
- Local Housing Assessment 2017/18
- Joint Strategic Needs Assessment (JSNA)
- Local Index of Need
- Dwelling level stock condition modelling 2018
- Social Care Demand Analysis:
 - *Learning Disabilities; Older people; Young people and children; Vulnerable adults*
- Council stock demand and sustainability analysis
- Gateshead Homelessness and Multiple and Complex Needs Health Needs Assessment (HHNA)
- Gateshead Director of Public Health Annual Report 2017

National and Regional Context

In 2017 the Government released its White Paper “Fixing our broken housing market”, which sets out how the Government intends “to boost housing supply and, over the long term, create a more efficient housing market whose outcomes more closely match the needs and aspirations of all households and which supports wider economic prosperity”, by



- planning for the right homes in the right place
- building home faster
- diversifying the housing market
- helping people now

In its Autumn Budget of 2017, the Government committed £15.3 billion new funding for house building over a five-year period (taking the total to over £44 billion). It reinforced commitment to new build; help to first-time buyers; bringing land forward for housing through changes to the Planning system; driving innovation and skills in the construction sector; bringing empty properties back into use; and homelessness prevention. It also recognises that local authorities and the private sector will need support to deliver.

Recent legislation and policy including, the Housing and Planning Act 2016, Neighbourhood Planning Act 2017, the Homelessness Reduction Act 2017, and the Rough Sleeping Strategy, has introduced significant changes and new responsibilities for the Council, that will impact directly on how we deliver our housing and thrive objectives.

The Government remains committed to continued reform of the welfare system, however, it has recognised that more support to Universal Credit claimants is required to protect the most vulnerable.

The August 2018 Green Paper “A new deal for social housing”, marks a fundamental shift in the Government’s approach to social housing, recognising its important role in ensuring the housing needs of the population are met.

Homes England (formerly the Homes and Communities Agency), is the Governments new, national housing, land and regeneration agency for England, launched in January 2018. It has responsibility for:

- increasing the number of new homes that are built in England, including affordable homes and homes for market, sale or rent
- improving existing affordable homes and bringing empty homes back into use as affordable housing
- increasing the supply of public land and speeding up the rate that it can be built on
- regulating social housing providers to make sure that they’re well managed and financially secure, so maintaining investor confidence in the affordable housing sector and protecting homes for tenants
- helping to stimulate local economic growth by using public land and investment, and attracting private sector investment in local areas

Homes England will continue to administer much of the Government’s funding commitment to housing, set out in the Autumn Budget in 2017, this includes all grant funding for Affordable housing; mainstream and specialist housing (approximately £9 billion nationally to 2020/21).

The North Eastern Local Enterprise Partnership (LEP) is a business-led vehicle committed to promoting and developing real economic growth in the North East.

The LEPs Strategic Economic Plan recognises the importance of strengthening housing delivery, to help ensure that our housing offer, and quality of place, supports and responds to economic and population growth and the growing diversity of our households. The Plan promotes innovation-rich development that can help facilitate new energy generation and digital applications.

The North East Home Loans Partnership – The Partnership presides over the NE Private Sector Housing Renewal Financial Assistance Policy (1st April 2015-31 March 2019), which sets out the approach adopted by partner North East Local Authorities to the provision of financial assistance for

private sector housing renewal work; it reflects the provisions of the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002, and the Local Government Act 2000.

The Policy sets out a framework for the range of advice, practical support, and loan and grant assistance, that may be made available by the partner Local Authorities, together with the eligibility criteria and the conditions that will be applied. It brings together assistance which is made under alternative statutory powers such as the provision of mandatory Disabled Facilities Grants under the Housing Grants Construction and Regeneration Act 1996 (as amended).

Within the framework of the Policy, the support and financial assistance available within each Local Authority are will be dependent upon budgetary and other constraints.

The Policy was first adopted by Gateshead Council in 2010, and has remained an integral part of the Council's Housing Strategy since.

Local Context

Making Gateshead Thrive

This Strategy, and the interventions and activity it promotes, underpin the Council's five pledges aimed at making Gateshead a place where everyone thrives:

- Put people and families at the heart of everything we do
- Tackle inequality so people have a fair chance
- Support our communities to support themselves and each other
- Invest in our economy to provide sustainable opportunities for employment, innovation and growth across the Borough
- Work together and fight for a better future for Gateshead.

Local Plan

The Local Plan and its associated documents provide the spatial planning framework for Gateshead.

"Planning for the Future, the Core Strategy and Urban Core Plan for Gateshead and Newcastle upon Tyne" (CSUCP), was adopted by Gateshead Council and Newcastle City Council in March 2015. The CSUCP sets out strategic policies guiding land use in Gateshead, and demonstrates a sufficient quantity of sites capable of accommodating anticipated growth in housing and the economy up to 2030.

The housing objectives contained within the Local Plan are reflected within this Housing Strategy. Continued analysis of our housing requirements, and monitoring of how well our interventions are delivering against our objectives, will inform reviews of the Local Plan and Housing Strategy.

Health and Wellbeing Strategy

Housing is a basic human need and good quality homes are essential to ensuring that residents have the best physical and mental health possible. A warm, dry home, free from hazards and with sufficient space is a positive contributor to health and wellbeing. Conversely, poor housing and homelessness are key drivers of social exclusion, and contribute to lower life expectancy and preventable causes of death. Each year 233 people per 100,000 in Gateshead die from causes considered to be preventable, compared to the England average of 185 per 100,000.

Overall the Building Research Establishment has calculated that poor housing costs the NHS at least £600 million per year.

Nationally each year, 1 in 3 people over 65 and almost 1 in 2 people over 85 experiences one or more falls, many of which are preventable. A fall at home that leads to a hip fracture costs the state £28,665 on average. Short and long-term outlooks for patients are generally poor following a hip fracture, and are a major cause of people moving from their own home to long-term residential or nursing care.

Research shows that rough sleepers have a life expectancy of over 30 years less than other people. Preventing people from becoming homeless and removing the need for anyone to sleep rough are therefore key drivers within this strategy.

In addition to basic housing requirements, other factors that help to sustain well-being include affordability, security of tenure, a positive relationship with landlords and neighbours, modifications for those with specialist needs and the perception of the neighbourhood.

To make a real and long-lasting difference, we need to ensure that strategic planning (and funding) for health, social care, and housing is joined-up. Housing is therefore recognised as an important element of our Better Care Fund (BCF) planning process.

Economic Growth

Housing plays a major role in the local economy, and the economic performance and resilience of the Borough. Achieving the right mix and quality of homes, influences: job creation; the ability to retain our working age and economically active population; income generation for the Borough (including Council-Tax); and investment into the Borough and within local communities.

The Council has identified four, priority, strategic economic growth areas that are key to delivering the Borough's economic and housing growth objectives:

- Urban Core
 - Gateshead Quays
 - Baltic Quarter
 - Gateshead Town Centre
 - Exemplar Neighbourhood
- Team Valley
- Follingsby
- Metro Green

The priority growth areas offer multiple development and investment opportunities that will help transform Gateshead and deliver thriving communities and prosperity.

Attractive and sustainable neighbourhoods are important for good economic performance and job growth. For neighbourhoods to be attractive and sustainable they must offer a variety of good quality homes, a sustainable mix of tenures, and cater for a range of household size and type.

Poor and unpopular housing can act as a drag on neighbourhood sustainability, and consequently area regeneration has been, and remains, an important element of strategic planning in Gateshead, including the improvement, or demolition and replacement, of low-demand poor quality housing.

Quality, standard and choice of housing can also have a fundamental economic impact on households, and so their ability to thrive (including the life chances of children): affecting their ability to sustain good physical and mental health; attain skills and sustain employment; cause or prevent poverty; and support or prevent social mobility.

Wider economic benefits arise from construction-related activities, including all the associated professional and financial services. Research indicates that for every house built there are 4.5 person years of employment as a result of the direct, indirect and induced effects of the investment. Every £1 invested in construction output, be that new build or refurbishment, generates £2.84 in total economic activity.

Benefits also accrue from the investment and employment opportunities afforded by housing-related activity outside the construction industry. This includes activity associated with housing management (e.g. Arm's Length Management Organisations, Registered Providers, professional landlords, letting agents), buying and selling (estate agents, surveyors, conveyancers, financial advisors, retailers) and housing advice and support.

Longer-term, increasing the supply of new homes helps to control overall price levels; sales and rents – this enables more people to access their own home. Coupled with improvements in choice, this can improve labour market flexibility and place competitiveness; this is key to attracting or deterring both workers and businesses into an area.

Housing wealth and assets also play a powerful role in the economy via consumption, investment and the indirect effects on enterprise.

Housing Sectors and Tenure

This Strategy covers all housing tenures within Gateshead.

A mixed housing offer is essential to a sustainable and successful housing market and to support economic growth in Gateshead. It is key to ensuring choice and affordability for all. The Council's objective is to help ensure that all housing sectors and tenures make a positive contribution to meeting the housing needs of the Borough, creating mixed, thriving communities. It is particularly important that developers and housing providers recognise the needs of a growing ageing population and contribute towards the provision of a range of housing options and tenures for this sector.

Owner occupation

Market: The national aspiration for home ownership remains strong, and for many it offers stability, security and control, however, the Council recognises the need for home ownership to be sustainable, linked to sustainable lending.

Intermediate Market: Options including shared ownership, rent-to-buy, Starter Homes, discounted market sale (see Glossary), bring diversity to our market, meeting different needs and increasing people's choice of affordable housing. It is important however, that residents looking to enter this sector have clear and sound advice.

Private Rented Sector

A good quality, well managed, tenant focused private rented sector, including build to rent, increases choice, and offers flexibility and ease of mobility for tenants. The Council also recognises that poorly managed and maintained private rented properties are occupied by some of our most vulnerable residents.

Social Housing Sector

In Gateshead, social housing remains a vital element of our overall housing stock, and part of a balance housing market, sustainable neighbourhoods and thriving, mixed communities. It provides security, stability and affordability for tenants, and it will play a key role in meeting our future need for good quality, affordable housing for those unable to access market housing, and including the needs of our growing, older population. Social Housing includes the provision of accommodation offered at both Affordable rent, Social rent, and Shared Ownership (see Glossary).

It will be vital that this sector is also able to continue to make a significant contribution to meeting the diversity and complexity of housing needs of our most vulnerable population, through the provision of a range of specialist and supported accommodation that actively promotes independence and wellbeing.

The Council as housing provider

Existing and new housing stock

Gateshead Council has retained a significant social housing stock of approx. 19,300 homes, and is the single largest provider of social housing in the Borough, comprising 21% of all housing in Gateshead. In keeping with the diverse geography of the Borough, and demographics of our population, the Council's housing stock is similarly wide ranging, with a mix of general needs housing, including low rise houses, bungalows, flats and maisonnettes, mid-rise flats, and 25 multi story blocks, as well as a range of Sheltered Schemes, Extra Care, and specialist supported accommodation.

Approximately 20% of the Council's stock is of non-traditional construction, bringing with it particular challenges in terms of investment, energy efficiency and sustainability.

Management of the Council's homes, including repairs and planned investment, is delivered in partnership with the Council's arm's length management organisation, The Gateshead Housing Company (TGHC). In terms of tenancy management, TGHC provide an area-based model, focused on supporting new and sustaining existing tenancies. As well as dealing with core housing issues, the Company works with and supports tenants on a variety of other arising issues, including financial inclusion initiatives and advice relating to health and wellbeing, and opportunities around employment and education; specialist advice and intervention is drawn-in from other services and external organisations when required.

There continue to be significant pressures on the sustainability of the Council's housing stock, brought about by the imposed reduction in social rent (from CPI plus 1% to a reduction of 1% each year until April 2020), and the continued reduction in the stock through the Right to Buy. In addition to these financial concerns, demand for certain types of property has reduced in some areas. The Council is currently undertaking a review of the sustainability of all Council housing, which will inform the development of a new Asset Strategy and investment model.

In addition to being such an important provider of affordable homes, the Council has a key role to play in terms of facilitating and developing new housing of all tenures, and a mix of housing types. The Council is currently contributing to housing growth through direct development, including a mix of social rented housing, accommodation for specialist care and support, intermediate market and low-cost home ownership, delivered through the Council's Trading Company, and through the Gateshead Regeneration Partnership. Whilst still maintaining a mixed economy in terms of housebuilding, this innovative approach is delivering development, that will help meet the Borough's housing needs, including on sites that are not attractive to private housebuilders, and providing homes which the market is not able, or willing, to deliver.

Our tenants

Like many households within the Borough, Council tenants are experiencing growing pressures on household finances, and as 68% of Council tenants receive some support towards their rent through housing benefit, this makes many of them vulnerable to the specific impacts brought about through Welfare Reform, and the introduction of Universal Credit. The full impact continues to unfold; however, it is wide ranging, affecting some households' ability to sustain their tenancy, and on the Council as housing provider due to an increase in rent arrears.

Our Objectives

What we have already achieved

- Over 3400 new homes built between 2010 and 2018
 - Over 770 new Affordable Homes
 - Over 73% of new homes built on brownfield land
- A new model of supported accommodation for young people commissioned 2018
- An adopted Local Plan
- Over 1,000 private sector homes improved as a result of Local Authority intervention since 2013
 - through the introduction of 5 Selective Licensing Schemes
 - through support, advice and enforcement action
- Over 600 empty homes brought back into use or demolished, as a result of advice, support, financial assistance, enforcement activity, and area renewal, over the last five years.
- Homelessness preventions increasing each year - 4,711 in 2017/18.
- 3,486 properties (Council and private) adapted to meet the needs of residents with disabilities, between 2013 and 2018, supporting households to remain in their own homes and live as independently as possible.
- Over 2,600 private homes have benefited from Falls Prevention work since 2012
- 8,800 households have accessed a Council home between 2013 and 2018.
- 56% of properties in Gateshead are with a SAP rating of 65+ (above EPC band D); on course for meeting our 2020 target of 60%.
- 33% reduction in carbon emissions from Gateshead's homes since 2005
- A new approach to tackling noise nuisance and anti-social behaviour that has led to customer satisfaction in the services provided by the Council, and reduced repeat demand for service.

What we need to focus on

Housing Supply - *Delivering the homes we need*

“To ensure the supply of new housing and use of existing stock best meets current and future needs and aspirations.”

This theme is about how our existing stock and the provision of new homes, meets the current and future housing needs and aspirations of people living in, and wanting to move to Gateshead. It's about having the right homes, in the right place, at a price or rent that is affordable and allows choice; through a balance of housing types and tenures.

We need to deliver sustainable housing growth in order to meet our future housing need. Increasing the supply of good quality homes will also support economic growth. We are looking for variety and quality in the local housing market, that will enable households to move as their circumstances and needs change. We want people to be able to move into the housing market, either renting, or purchasing their first home, we need to retain families and our working population, and enable older people to live in homes that best sustain their independence whilst meet their changing needs and aspirations, and keeping them safe.

The Council recognises the importance of all housing tenures; the aspiration for home ownership; the flexibility and choice that can be offered by well managed private rented homes; and the need for good quality, affordable social housing to ensure that the housing needs of those unable to afford market housing is met.

As well as meeting need, increasing the supply of good quality homes helps to control overall price levels (sales and rents) – giving choice, and enabling more people to afford a home they need. A diverse housing offer also improves labour market flexibility and economic competitiveness, and delivers direct economic benefits through jobs in the construction industry, and income from Council Tax.

It is important there is acknowledgement that, to achieve our strategic housing objectives, we continue to require public subsidy, together with longer-term, patient capital investment, to bring forward development where viability, market conditions and lower development values are barriers, and to help us achieve sustainable housing growth, including through the prioritisation of development on brownfield land.

We also need to make best use of our existing stock, bring empty properties back into use, and drive strategic area regeneration where there are indicators of low demand and poor housing market sustainability.

What's driving our intervention

- 11,000 gross new homes required between 2010 and 2030
 - Assessed need for 3,277 new affordable homes 2015-2030
- By 2030, the population of Gateshead aged 65 + will have grown by 10,646
 - 5,440 of which will be 75+
 - 372 of which (aged 65+) expected to require supported care accommodation
- Loss of working age population
- Affordability gaps
- 1,764 Overcrowded households (2015 - based upon the bedroom standard)
 - 933 households living in social rented homes
 - 260 households living in private rented homes
 - 571 households living in owner occupation
- At the end of March 2018 there were 7,429 applicants seeking rehousing in Gateshead on the Housing Register. 683 of these had a priority need (including 233 urgent needs).
 - 277 awards are for medical reasons
 - 209 priority awards are for overcrowding
 - 94 applicants are looking to downsize
 - 55 applicants have a property award either because of, or to prevent homelessness
- Demand for some specialist supported accommodation currently outweighs supply, evidenced by
 - waiting lists for extra care accommodation across the Borough
 - unmet demand, including hospital discharge blockages, and
 - too many people being placed in inappropriate accommodation and high cost residential or nursing care settings.

There are also voids within some existing supported accommodation which may be undesirable due to design, quality, layout, location, or affordability.
- Uncertainty of future revenue funding for social care and support, and specialist and supported accommodation
- Growing pressure on Adaptations/DFG budgets
- Low demand - Up to 6% of homes are empty in some Wards of the Borough
- Lower development value + high remediation costs

What we will do

HOUSING SUPPLY - Delivering the homes we need
Objectives
Securing the right mix of housing (tenure and type) in the right location, to meet population projections, support independent living of older, disabled and vulnerable residents, and deliver our targets for sustainable economic and housing growth
To make our neighbourhoods sustainable places of quality and choice

To utilise land efficiently and sustainably, including using brownfield sites and vacant properties.	
To ensure best use is made of our existing housing stock and assets	
Securing a range of affordable homes that ensure all residents can access a home that meets their needs, helping to reduce homelessness and dependency on Houses in Multiple Occupation	
Reducing the number of empty homes, and increasing the number of empty homes brought back into use.	
Increasing and sustaining our working age population	
What we want to achieve	How will we do this
<ul style="list-style-type: none"> 11,000 gross additional homes between 2010 and 2030. 	<ul style="list-style-type: none"> Accelerating the pace and diversity of housing development, by bringing forward Council owned land through the Land Development and Disposal Plan Driving and delivering our priority, strategic economic growth areas plans. Continuing to review the need for strategic, place-based regeneration – Which may involve the demolition and replacement of low demand poor quality housing. Continue to engage with the housing market to drive diversity and capacity Continuing to develop our capability to deliver in-house development By delivering homes through Gateshead Regeneration Partnership
<ul style="list-style-type: none"> 60% of new homes to be suitable and attractive to families (3 + bedrooms) 	<ul style="list-style-type: none"> Through application of our Local Plan policies and required obligations; to deliver: <ul style="list-style-type: none"> Affordable Homes NDSS By monitoring the number and concentration of houses in multiple occupation, and through the application of Local Plan policy that aims to prevent over concentration.
<ul style="list-style-type: none"> 72% of homes over the next 15 years on brownfield sites 	<ul style="list-style-type: none"> By endeavouring to identify, secure, and pool funding that will unlock unviable brownfield land for housing – Including bidding for Government funding By focusing service activity (engagement and enforcement) on bringing forward vacant and derelict land that has potential for housing development
<ul style="list-style-type: none"> Sufficient affordable home to meet assessed need: <ul style="list-style-type: none"> Reduction in overcrowding Fewer households living in accommodation that fails to meet their need due to medical or welfare grounds Fewer people living in temporary accommodation 	<ul style="list-style-type: none"> Through our planning policy requirement for 15% of new private homes on larger sites to be affordable. By ensuring the future sustainability of the Council's housing stock, through a review of the sustainability of all Council housing, and implementation of a revised Asset Strategy. By ensuring up-to-date stock condition surveys have been carried out on all Council homes by 2023. Revisiting Models for Capital investment through an Asset Strategy that sustains homes and neighbourhoods. Monitoring of management and repairs and maintenance services. By encouraging Registered Social Housing Providers to: <ul style="list-style-type: none"> retain a range of good quality, affordable homes in Gateshead, and take into consideration the Council's Strategic Tenancy Policy. Invest in the provision of new affordable homes within Gateshead Through the development of a protocol to support the acquisition of former Council homes or empty homes where acquisition will contribute to regeneration of communities or support the sustainability of neighbourhoods, and satisfies affordable housing need. Opportunities to introduce external grant to support the business case will be explored

	<ul style="list-style-type: none"> Continue to assess what affordable means to different groups, and how best we can address affordability gaps
<ul style="list-style-type: none"> Fewer empty properties – no more than 3% of the Borough's total stock, and no Ward area to have a void rate above 4.5% 	<ul style="list-style-type: none"> To resource service activity that will bring empty properties back into use, and keep under review the effectiveness and sufficiency of resources. Continue to monitor empty properties and target long term empties, and areas where concentrations of EPs are impacting negatively on neighbourhood sustainability, and economic performance. Impose Council Tax premiums on long term empty properties Carry out continuous monitoring and review of the make-up and sustainability of Council's own housing stock, to inform decisions about investment, ensure we make best use of it, and that it remains fit for the future. Together with the Gateshead Housing Company, review management practice and ensure our Allocation and Lettings Policy are fit for the future.
<ul style="list-style-type: none"> A range of supported and specialist housing (which contains assistive and health technology) that will give people more choice, and meet specific needs of our residents, and fewer people living in inappropriate accommodation 	<ul style="list-style-type: none"> Use demand analysis (SHMA; JSNA; Social Care demand analysis and service data) to allow us to plan and seek to commission, or directly develop, a range of specialist accommodation, and commission support where needed, either to people in their own home or in supported or specialist accommodation. Through the commissioning of sufficient and appropriate specialist and supported accommodation, or support to people in their own home, and reduce the reliance on residential and nursing care accommodation.
<ul style="list-style-type: none"> A range of aspirational and affordable mainstream homes that provide for our growing, older population, and households that include people with disabilities, that will allow them to live independently for longer, and cost effectively. 	<ul style="list-style-type: none"> As above and below Through the emerging local plan policies within Making Spaces for Growing Places; including a requirement that at least 25% of all new dwellings on developments of 15 or more to be built to accessible and adaptable standards. Continue to engage with the housing market to drive diversity and capacity
<ul style="list-style-type: none"> The release of more existing family homes onto the market, where under-occupation is no longer sustainable or in the interest of health and wellbeing of any household. 	<ul style="list-style-type: none"> As above By reviewing incentives/subsidy for those people that are deemed to be under occupying Council homes, and considering solutions that will deliver affordable and sustainable housing options for households.
<ul style="list-style-type: none"> Sustain Gateshead's working age population at a minimum of the 2018 baseline of 128,300 	<ul style="list-style-type: none"> As above Promoting Gateshead as an attractive location to work and live. Working with partners, including the NE LEP, to ensure we understand how best to develop and regenerate our housing stock to meet the aspirations of economic growth sectors.
<ul style="list-style-type: none"> No child living in a House in Multiple Occupation 	<ul style="list-style-type: none"> By seeking to gather evidence on the incidence of families with children living in HMO, and understanding the impact on health and well-being. By ensuring appropriate and sufficient alternative affordable, temporary, or specialist and supported accommodation is available within the Borough.

Housing Standards - *Ensuring our homes sustain health and wellbeing*

“To improve the quality, condition and management of housing so that all residents benefit from safe, healthy and well-managed homes.”

This theme covers quality, condition, energy efficiency, and management of homes, and relates to all tenures, and both existing and new properties.

Housing is both a key determinant of health and wellbeing, and a key influence on the sustainability of neighbourhoods and local and Borough wide housing markets.

Factors that impact on the quality and suitability of homes include:

- good property maintenance and management;
- energy efficiency of properties – low carbon (linked also to fuel poverty/ affordable warmth);
- a positive relationship with landlords and neighbours;
- noise and anti-social behaviour
- design, space standards and accessibility, that help meet aspirations and also the requirements of those with specific needs; and
- the location and infrastructure of the neighbourhood

Problems such as damp and mould growth, excess cold, disrepair and structural defects, can present serious hazards to health:

- Increased risk of cardiovascular and respiratory disease – Contributing to excess winter mortality
- Injury due to trips and falls
- Fire
- Exposure to lead or carbon-monoxide
- Mental health problems - anxiety and depression

The Housing Act 2004 requires all Local Authorities to keep under review the housing conditions in their area. The Act provides powers, and imposes duties, to take appropriate action, including:

- Enforcement of the Housing Health and Safety Rating System (HHSRS), where serious hazards are found to exist within any premises.
- Mandatory Licensing of Houses in Multiple Occupation (HMO)
- Selective Landlord Licensing

By continuing to drive-up housing standards in Gateshead, we will have a direct impact on health inequalities; improve healthy life expectancy; reduce social care costs; reduce hospital admissions linked, in particular, to falls in the home and excess cold; help reduce the incidence of crime and anti-social behaviour; reduce homelessness, and improve wider neighbourhood and housing market sustainability.

Not only do we need to improve much of our existing housing stock, we need to ensure that new housing in Gateshead is of good design, good space standards, and incorporates inclusive design solutions. This will help attract people to live and remain in Gateshead, and help improve the long-term health and wellbeing of our population.

What's driving our intervention

8.9 % of all dwellings in Gateshead are predicted to fail the Housing Health and Safety Rating System (HHSRS), containing at least one Category 1 Hazard (11% of private rented homes, and 10% of owner occupied homes) – Most prevalent hazards are falls (6%) and excess cold (1.9%) - based on 2018 Dwelling Level Stock Condition Model.

- *Falls account for over 50% of injury-related hospital admissions in over 65s*
 - *On average 1320 hospital admissions to the QE hospital for falls in Gateshead every year,*
- *More than 426 deaths from preventable causes in Gateshead every year*
 - *282 excess winter deaths between Aug 2013 and July 2016*
- *Over 25% (2017) of our private housing stock is pre1919 – inherently more difficult to maintain, adapt and make energy efficient.*
- *All Council housing stock requiring assessment of future investment options*
- *Over 400 complaints received about private sector property condition in 2017*

What we will do

HOUSING STANDARDS - Ensuring our homes sustain our health and wellbeing	
Objectives	
Maintaining and driving-up standards in all tenures, to ensure the housing offer in Gateshead is safe and healthy, well managed, energy efficient, marketable, desirable, fit for the future, and sustainable	
To drive up the quality of new-build design, space standards, accessibility and adaptability - Important to ensure our housing offer is attractive, sustains a diverse population, and improves health & well-being	
What we want to achieve	How will we do this
<ul style="list-style-type: none"> Reduced inequity in healthy life expectancy, health and well-being including: <ul style="list-style-type: none"> Lower excess winter mortality rate Fewer hospitalisations due to falls in the home 	<ul style="list-style-type: none"> Using evidence from our Dwelling Level Stock Condition Modelling, to ensure targeted service activity and proportionate intervention to improve standards - through engagement; regulation; enforcement). Monitor and analyse service data, and respond proportionately and effectively to evidence of poor property and tenancy management, and unscrupulous behaviour of PRS landlords, that may lead to a threat to health & wellbeing or homelessness – through engagement and enforcement activity. Through the application of Local Plan policy and Development Management practice, that delivers high quality housing and urban design, amenity and space standards, and accessibility/adaptability, in new housing development across the Borough. Analyse health data and housing standards data, to ensure we effectively target our service activity (proactive intervention; enforcement; financial assistance) to support our most vulnerable residents Continue to effectively resource falls prevention initiatives
<ul style="list-style-type: none"> No one living in accommodation that does not provide a safe and healthy environment – All properties free from both unnecessary and avoidable hazards 	<ul style="list-style-type: none"> As above Identify Category 1 HHSRS Hazards within Council homes, through stock condition surveys and property inspections and taking remedial action accordingly, and tackling general property disrepair through an evidenced based investment approach. By actively carrying out inspections of private rented properties to be let to tenants on Housing Benefit. Actively ensuring that landlords with properties in Selective Licensing Areas, who have shown they are unwilling or unable to reach required standards, are unable to secure a licence to let or manage those properties. Provide a responsive Council home repairs service, that provides best value and is customer focused.
<ul style="list-style-type: none"> Neighbourhood and housing market sustainability 	<ul style="list-style-type: none"> Continue to monitor the success of existing Selective Landlord Licensing Schemes, and keep under review indicators that evidence the need for further SLL. To continue to commit resources to mandate and convene private landlord and tenant meetings, in response to requests for support and complaints. To continue to work with the Police and other organisations to reduce anti-social behaviour Driving and delivering strategic, place-based regeneration – which, subject to viability and funding, may involve reinvestment in properties and estates, as well as the demolition and replacement of poor quality, unsustainable housing, across all tenures.
<ul style="list-style-type: none"> Improved energy efficiency of the housing stock, to help reduce fuel poverty and help meet climate change obligations and targets 	<ul style="list-style-type: none"> Explore further opportunities to introduce district energy schemes across the housing stock, including potential to expand the Gateshead Town Centre scheme.

<ul style="list-style-type: none"> ○ 60% of existing properties to have a SAP rating of 65 or greater by 2020, and all homes by 2030 	<ul style="list-style-type: none"> ● Continue to invest in energy improvement measures within the Council’s own housing stock, with a focus on non-traditional, hard to heat (and hard to treat) homes e.g. external, or internal wall insulation. ● Continue to explore opportunities for external funding to supplement investment and promote innovative solutions, across housing of all tenures, focusing on the most vulnerable residents. ● Continue to integrate and develop energy efficiency schemes within the Chopwell Masterplan Area
<ul style="list-style-type: none"> ● A sustainable Council housing stock and Housing Revenue Account, that delivers homes that are safe and healthy environments. 	<ul style="list-style-type: none"> ● Through a review of the sustainability of all Council housing, and implementation of a revised Asset Strategy ● By ensuring up-to-date stock condition surveys have been carried out on all Council homes by 2023 ● Revisiting Models for Capital investment through an Asset Strategy that sustains homes and neighbourhoods. ● Monitoring of management and repairs and maintenance services. ● A clear and robust Gateshead Standard for our Council owned homes, that is locally set and satisfies statutory requirements. ● Aligning investment decisions with development opportunities to support the Council’s plans for new housing growth

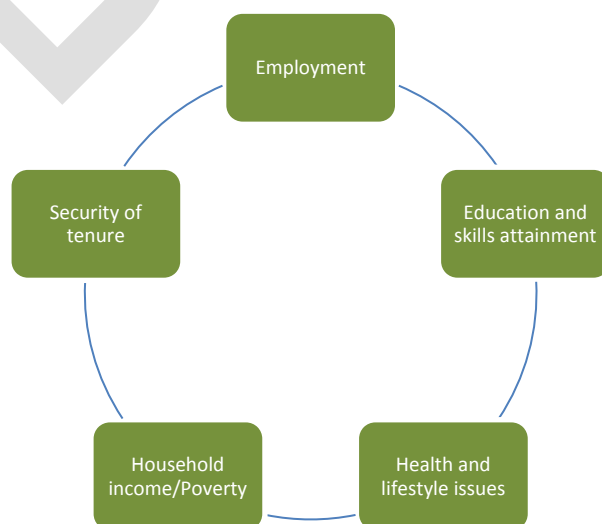
Housing Support - *Supporting our residents to thrive*

“To help residents access, and sustain, a home which promotes their wellbeing”

Housing Support covers a broad spectrum of help given to people (across all tenures), and, given the varied needs and vulnerabilities of our population, it is fundamental to ensuring that we achieve our strategic aim of “making Gateshead a place where everyone thrives”

We know that a significant proportion of our residents are vulnerable, or “just coping”, and this can affect their ability to secure or sustain a home that meets their needs, and is safe and healthy. It is these residents that require more help and support from the Council and others.

Factors influencing the ability of individuals and households to access and sustain a home suitable to their needs include:



Not having, or being able to sustain, a suitable, safe, and affordable home can impact directly upon physical and mental health and well-being, lead to social exclusion, have a negative impact on family and social relationships, and affect the educational attainment and long-term life chances of children. Individuals or households experiencing disadvantage, and the many causes of social exclusion, are more likely to find themselves in poor or overcrowded housing, homeless, or threatened by homelessness, and similarly vulnerable to unscrupulous behaviour and other harm.

Housing Support can help break this cycle of disadvantage and inequity, and is provided in many ways, and by a range of organisations, including the Council and the Gateshead Housing Company, registered housing providers, the voluntary and community sector, and the NHS.

National research (supported by findings of our own Homelessness and Multiple and Complex Needs Health Needs Assessment 2017 - HHNA) has demonstrated that investment in the right advice and support activity, provided at an early stage and in a timely way, not only helps address inequalities and make a difference to individuals and families lives and life-chances, but saves money in the long run, by:

- reducing social exclusion
- sustaining tenancies and preventing homelessness
- reducing the demand on more expensive crisis services such as A&E; specialist housing including residential and nursing care homes; and preventing time spent in prison
- reducing repeat demand for services
- increasing community cohesion

Support can be a one-off engagement, where information, advice or guidance is given that helps people to find a suitable solution to their housing issue, or it can be ongoing; short-term, tapering, or long-term.

It may cover support with everyday tasks including organising payment of bills or rent; managing debt; developing life skills; or support to modify behaviour such as hoarding, anti-social behaviour, or domestic violence, and it may be financial support.

The Council and our partners want to provide our residents with the right type of advice and support, that is proportionate, timely, and at its heart promotes independence and equality. Supporting vulnerable people to thrive, of all ages, and preventing households from becoming homeless or needing to access crisis services, are key drivers within this theme. We need to think innovatively about how we deliver quality housing support services with fewer resources, particularly for vulnerable and homeless residents

The Council supports the principles of “Housing First” – an approach to supporting homeless people, including those with high needs, to live in their own home. This approach requires a stable and independent home together with personalised (intensive where necessary) support.

As we implement the recommendations of our HHNA, and our Homelessness Reduction Act 2017 Implementation Plan, we will be in a better place to understand vulnerability and respond to individual’s multiple and complex needs, and so deliver effective and efficient support, and meets our wider prevention and thrive objectives.

What’s driving our support intervention

- *Gateshead is the 73rd most deprived area out of the 326 Local Authority areas in England.*
- *Vulnerable communities*
 - *491 adults with learning disabilities in receipt of long term support from social care services at the end of March 2018*
 - *2187 older people in receipt of long term support from social care services at the end of March 2018*
 - *392 children living in the care of Gateshead Council (looked after children and young people) March 2018*

- 428 children and young people living in Gateshead (aged 5 to 18) with autism. An estimated 1,227 adults aged between 18 and 64 are believed to have an autistic spectrum disorder, with a further 361 aged 65 and over.
- 129 children and young people (aged 5-15) with physical disabilities (2017)
- 49% of Gateshead residents said they had a long-standing health problem, disability or infirmity
- Approximately 490 Asylum seekers and refugees being supported within the Borough at Nov 2017
- Other vulnerabilities
 - 4,579 domestic violence or abuse related incidents in 2016/17
 - Over 1,900 people accessed Gateshead's treatment and recovery service for alcohol and drugs related conditions in 2015/16
- 40.5% of single income, concealed households in Gateshead earn below the income level required to rent a lower quartile 1 bed flat.
- 1,764 Overcrowded households (2015 SHMA estimates - based upon the bedroom standard)
 - 933 households living in social rented homes
 - 260 households living in private rented homes
 - 571 households living in owner occupation
- Approximately 60% of household who rent are receiving Housing Benefit.
- Around 36% of households predicted to be in Fuel Poverty
- Avoidable, premature, or inappropriate admissions to supported or care accommodation, and hospital
- Demand for home adaptations continues to grow – 569 homes adapted in 2017/18
- By March 2018 1,504 council tenants were in receipt of Universal Credit and affected by the built-in delay before receiving a first payment. 479 of these required the support of an Alternative Payment Arrangement. At the end of March 2018 Council tenants on Universal Credit owed an average £592 each in rent arrears; 4 x more than other tenants.
- Following the introduction of Universal Credit, at least 1,865 council tenants have had to manage with weekly reductions averaging £13.23 in their housing benefit entitlement because they are deemed to under-occupy their homes. Over 40% of these tenants were in rent arrears at March 2018.
- 655 households assessed as Homeless in critical or priority need in 2016/17
- Evidence from our HHNA
- Additional duties under the Homelessness Reduction Act 2017
- Unscrupulous behaviour of PRS landlords – unlawful evictions
- Increase in the termination of private rental tenancies as the main reason for households presenting as homeless/threatened with homelessness; from 16% to 39% (2015-2017)
- Benchmarking and review of best practice – e.g. Housing First principles

What we will do

HOUSING SUPPORT - Supporting our residents to thrive

Objectives

To ensure the most appropriate and effective range of housing related support is available, where it is needed, to help residents, access and sustain a home which promotes their independence and wellbeing through their life-course.

To tackle homelessness and its root causes	
What we want to achieve	How will we do this
<ul style="list-style-type: none"> Reduced inequity in health and wellbeing <ul style="list-style-type: none"> Improved healthy life expectancy 	<ul style="list-style-type: none"> Review how we understand, identify and address the needs of vulnerable people (through Public Service Review) Review the range of support activity carried out by the Council and others, and ensure it remains customer focused, targeted, cost effective, builds independence and supports our overarching prevention agenda. As below
<ul style="list-style-type: none"> An eradication of homelessness in Gateshead, and reduced demand for services from those threatened with homelessness. No one living in emergency accommodation such as shelters and hostels without a plan for rapid rehousing into affordable, secure and decent accommodation 	<ul style="list-style-type: none"> Through earlier intervention and prevention, as proposed in the Council's Homelessness Reduction Act 2017 Implementation Plan Implementing the recommendations of the HHNA By providing accommodation, together with personalised support, that satisfies "Housing First" principles
<ul style="list-style-type: none"> People are increasingly able to live independently, and sustain independence 	<ul style="list-style-type: none"> By developing and delivering new models for provision of support and supported accommodation that at their heart will have seamless pathways to independence, and help people to fulfil their potential; that include step-up and down opportunities, between lower and higher-level support and supported accommodation; and ensure effective outcome monitoring frameworks are in place <ul style="list-style-type: none"> By ensuring the principles of promoting and sustaining independence are embedded within all commissioned support services, supported accommodation, and residential care. Review the effectiveness of Tyne & Wear Homes, our Choice Based Lettings portal. By ensuring that our emerging Better Care Fund Spending Plan supports elderly and disabled residents to live independently and safely. Through the development of a new policy that will set out how we will ensure best outcomes from our awarding of Disabled Facilities Grants to private home owners and tenants, and funding of adaptations to Council tenants' homes. Through the most effective allocation of Disabled Facilities Grant and Adaptations funding; using assistive and health technology; and resourcing falls prevention activity. Continue to provide and develop integrated support and advice to Refugees and Asylum Seekers in Gateshead that helps their successful integration, self-sufficiency, and supports their health and well-being.
<ul style="list-style-type: none"> Reduced demand for services; reduced revenue costs to the Council and wider public purse 	As above and below
<ul style="list-style-type: none"> Reduced ASB and community tension 	<ul style="list-style-type: none"> As above and below By undertaking a review of service activity provided across the Council, and by partners, to ensure an effective and joined up approach.
<ul style="list-style-type: none"> Helping to reduce avoidable hospital admissions, and help deflect demand from specialist and supported housing. 	<ul style="list-style-type: none"> As above and below Through the commissioning of sufficient and appropriate supported accommodation, and support and care

<ul style="list-style-type: none"> • Fewer delayed hospital discharges - The process of discharging people from hospital back to their own home, or to appropriate temporary or settled supported accommodation, is timely and delivers the best outcome for people. 	<ul style="list-style-type: none"> • By ensuring people’s access to the most suitable accommodation and support is based on timely and sound assessment of need. • Through the commissioning of sufficient and appropriate supported accommodation, and support and care
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Working together

For us to successfully meet our strategic housing objectives, and our pledges for “making Gateshead a place where everyone thrives”, we need to continue to work collaboratively with our partners and other stakeholders, to ensure our interventions are effective and efficient, and deliver measurable and robust outcomes.

Key Stakeholders

Social & Private Tenants | Owner-Occupiers | Concealed Households | Homeless Households
 Housing Advice Services | Housing Care and Support Providers | The Gateshead Housing Company |
 Registered Providers | Specialist Housing Providers | Private Landlords | Landowners | Housebuilders |
 Investors | Contractors | Estate and Letting Agents | Financial Services | Homes England

Partnership working

Health & Wellbeing Board
 NHS
 Gateshead Care Partnership
 Local Enterprise Partnership
 Gateshead Regeneration Partnership
 NE Home Loan Partnership
 Community Safety Partnership

6. Delivery, Performance and Risk

Delivery

This Strategy has set out what the key housing challenges are, and the activity needed to deal with them. Action Plans will set out the priority activity the Council will undertake to meet our targets and deliver the desired outcomes.

Effective use of the Council's limited, human and financial resources will be critical to delivering the aims and objectives of this Strategy. A secondary objective of the Strategy is to ensure that priorities for housing are aligned with other strategic planning across the Council.

The Council will continue to use its resources to complement the resources available to individuals, the third sector, the private sector, and other public-sector bodies.

Performance

Actions and targets will be monitored on a periodic basis, and the whole Action Plan will be reviewed, on an annual basis, and updated, and where appropriate revised accordingly. Performance will be reported to the Council's Senior Management Groups, relevant Portfolio holders, and partnership boards. Where performance is falling below target then measures to mitigate will be considered.

To ensure partners, who are critical to delivery, are fully engaged in this strategy we will work together through a range of existing and new partnerships, aimed at building mutual understanding, supporting learning and innovation, that will help to shape service activity and interventions, and ensure best use of resources.

Risk

The Council will develop a risk register and mitigation plan as part of the action planning process with our partners

Equality Impact Assessment

An EIA of this draft strategy has been carried out and is available on the Council's web site (*link to be inserted*)

APPENDIX 1 – Strategy Summary *ENSURE THIS MATCHES THE ABOVE TABLES*

Gateshead Housing Strategy 2019-30

Our approach to delivering these objectives, is summarised in the table below, and the steps that we intend to take to make this happen are set out in further detail in the Action Plan in Appendix x

HOUSING SUPPLY - <i>Delivering the homes we need</i>	
Objectives	
Securing the right mix of housing (tenure and type) in the right location, to meet population projections, support independent living of older, disabled and vulnerable residents, and deliver our targets for sustainable economic and housing growth	
To make our neighbourhoods sustainable places of quality and choice	
To utilise land efficiently and sustainably, including using brownfield sites and vacant properties.	
To ensure best use is made of our existing housing stock and assets	
Securing a range of affordable homes that ensure all residents can access a home that meets their needs, helping to reduce homelessness and dependency on Houses in Multiple Occupation	
Reducing the number of empty homes, and increasing the number of empty homes brought back into use.	
Increasing and sustaining our working age population	
What we want to achieve	How will we do this
<ul style="list-style-type: none"> 11,000 gross additional homes between 2010 and 2030. 	<ul style="list-style-type: none"> Accelerating the pace and diversity of housing development, by bringing forward Council owned land through the Land Development and Disposal Plan Driving and delivering our priority, strategic economic growth areas plans. Continuing to review the need for strategic, place-based regeneration – Which may involve the demolition and replacement of low demand poor quality housing. Continue to engage with the housing market to drive diversity and capacity Continuing to develop our capability to deliver in-house development By delivering homes through Gateshead Regeneration Partnership
<ul style="list-style-type: none"> 60% of new homes to be suitable and attractive to families (3 + bedrooms) 	<ul style="list-style-type: none"> Through application of our Local Plan policies and required obligations; to deliver: <ul style="list-style-type: none"> Affordable Homes NDSS By monitoring the number and concentration of houses in multiple occupation, and through the application of Local Plan policy that aims to prevent over concentration.
<ul style="list-style-type: none"> 72% of homes over the next 15 years on brownfield sites 	<ul style="list-style-type: none"> By endeavouring to identify, secure, and pool funding that will unlock unviable brownfield land for housing – Including bidding for Government funding By focusing service activity (engagement and enforcement) on bringing forward vacant and derelict land that has potential for housing development

<ul style="list-style-type: none"> ● Sufficient affordable home to meet assessed need: <ul style="list-style-type: none"> ○ Reduction in overcrowding ○ Fewer households living in accommodation that fails to meet their need due to medical or welfare grounds ○ Fewer people living in temporary accommodation 	<ul style="list-style-type: none"> ● Through our planning policy requirement for 15% of new private homes on larger sites to be affordable. ● By ensuring the future sustainability of the Council’s housing stock, through a review of the sustainability of all Council housing, and implementation of a revised Asset Strategy. ● By ensuring up-to-date stock condition surveys have been carried out on all Council homes by 2023. ● Revisiting Models for Capital investment through an Asset Strategy that sustains homes and neighbourhoods. ● Monitoring of management and repairs and maintenance services. ● By encouraging Registered Social Housing Providers to: <ul style="list-style-type: none"> ○ retain a range of good quality, affordable homes in Gateshead, and take into consideration the Council’s Strategic Tenancy Policy. ○ Invest in the provision of new affordable homes within Gateshead ● Through the development of a protocol to support the acquisition of former Council homes or empty homes where acquisition will contribute to regeneration of communities or support the sustainability of neighbourhoods, and satisfies affordable housing need. Opportunities to introduce external grant to support the business case will be explored ● Continue to assess what affordable means to different groups, and how best we can address affordability gaps
<ul style="list-style-type: none"> ● Fewer empty properties – no more than 3% of the Borough’s total stock, and no Ward area to have a void rate above 4.5% 	<ul style="list-style-type: none"> ● To resource service activity that will bring empty properties back into use, and keep under review the effectiveness and sufficiency of resources. Continue to monitor empty properties and target long term empties, and areas where concentrations of EPs are impacting negatively on neighbourhood sustainability, and economic performance. ● Impose Council Tax premiums on long term empty properties ● Carry out continuous monitoring and review of the make-up and sustainability of Council’s own housing stock, to inform decisions about investment, ensure we make best use of it, and that it remains fit for the future. ● Together with the Gateshead Housing Company, review management practice and ensure our Allocation and Lettings Policy are fit for the future.
<ul style="list-style-type: none"> ● A range of supported and specialist housing (which contains assistive and health technology) that will give people more choice, and meet specific needs of our residents, and fewer people living in inappropriate accommodation 	<ul style="list-style-type: none"> ● Use demand analysis (SHMA; JSNA; Social Care demand analysis and service data) to allow us to plan and seek to commission, or directly develop, a range of specialist accommodation, and commission support where needed, either to people in their own home or in supported or specialist accommodation. ● Through the commissioning of sufficient and appropriate specialist and supported accommodation, or support to people in their own home, and reduce the reliance on residential and nursing care accommodation.
<ul style="list-style-type: none"> ● A range of aspirational and affordable mainstream homes that provide for our growing, older population, and households that include people with disabilities, that will allow them to live independently for longer, and cost effectively. 	<ul style="list-style-type: none"> ● As above and below ● Through the emerging local plan policies within Making Spaces for Growing Places; including requirements 90% of all new dwellings on developments of 15 or more to be built to accessible and adaptable standards. ● Continue to engage with the housing market to drive diversity and capacity
<ul style="list-style-type: none"> ● The release of more existing family homes onto the market, where under-occupation is no longer sustainable or in the interest of health and wellbeing of any household. 	<ul style="list-style-type: none"> ● As above ● By reviewing incentives/subsidy for those people that are deemed to be under occupying Council homes, and considering solutions that will deliver affordable and sustainable housing options for households.
<ul style="list-style-type: none"> ● Sustain Gateshead’s working age population at a minimum of the 2018 baseline of 128,300 	<ul style="list-style-type: none"> ● As above ● Promoting Gateshead as an attractive location to work and live. ● Working with partners, including the NE LEP, to ensure we understand how best to develop and regenerate our housing stock to meet the aspirations of economic growth sectors.

<ul style="list-style-type: none"> No child living in a House in Multiple Occupation 	<ul style="list-style-type: none"> By seeking to gather evidence on the incidence of families with children living in HMO, and understanding the impact on health and well-being. By ensuring appropriate and sufficient alternative affordable, temporary, or specialist and supported accommodation is available within the Borough.
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HOUSING STANDARDS - *Ensuring our homes sustain our health and wellbeing*

Objectives

Maintaining and driving-up standards in all tenures, to ensure the housing offer in Gateshead is safe and healthy, well managed, energy efficient, marketable, desirable, fit for the future, and sustainable

To drive up the quality of new-build design, space standards, accessibility and adaptability - Important to ensure our housing offer is attractive, sustains a diverse population, and improves health & well-being

What we want to achieve	How will we do this
<ul style="list-style-type: none"> Reduced inequity in healthy life expectancy, health and well-being including: <ul style="list-style-type: none"> Lower excess winter mortality rate Fewer hospitalisations due to falls in the home 	<ul style="list-style-type: none"> Using evidence from our Dwelling Level Stock Condition Modelling, to ensure targeted service activity and proportionate intervention to improve standards - through engagement; regulation; enforcement). Monitor and analyse service data, and respond proportionately and effectively to evidence of poor property and tenancy management, and unscrupulous behaviour of PRS landlords, that may lead to a threat to health & wellbeing or homelessness – through engagement and enforcement activity. Through the application of Local Plan policy and Development Management practice, that delivers high quality housing and urban design, amenity and space standards, and accessibility/adaptability, in new housing development across the Borough. Analyse health data and housing standards data, to ensure we effectively target our service activity (proactive intervention; enforcement; financial assistance) to support our most vulnerable residents Continue to effectively resource falls prevention initiatives
<ul style="list-style-type: none"> No one living in accommodation that does not provide a safe and healthy environment – All properties free from both unnecessary and avoidable hazards 	<ul style="list-style-type: none"> As above Identify Category 1 HHSRS Hazards within Council homes, through stock condition surveys and property inspections and taking remedial action accordingly, and tackling general property disrepair through an evidenced based investment approach. By actively carrying out inspections of private rented properties to be let to tenants on Housing Benefit. Actively ensuring that landlords with properties in Selective Licensing Areas, who have shown they are unwilling or unable to reach required standards, are unable to secure a licence to let or manage those properties. Provide a responsive Council home repairs service, that provides best value and is customer focused.
<ul style="list-style-type: none"> Neighbourhood and housing market sustainability 	<ul style="list-style-type: none"> Continue to monitor the success of existing Selective Landlord Licensing Schemes, and keep under review indicators that evidence the need for further SLL. To continue to commit resources to mandate and convene private landlord and tenant meetings, in response to requests for support and complaints. To continue to work with the Police and other organisations to reduce anti-social behaviour

	<ul style="list-style-type: none"> Driving and delivering strategic, place-based regeneration – which, subject to viability and funding, may involve reinvestment in properties and estates, as well as the demolition and replacement of poor quality, unsustainable housing, across all tenures.
<ul style="list-style-type: none"> Improved energy efficiency of the housing stock, to help reduce fuel poverty and help meet climate change obligations and targets <ul style="list-style-type: none"> 60% of existing properties to have a SAP rating of 65 or greater by 2020, and all homes by 2030 	<ul style="list-style-type: none"> Explore further opportunities to introduce district energy schemes across the housing stock, including potential to expand the Gateshead Town Centre scheme. Continue to invest in energy improvement measures within the Council’s own housing stock, with a focus on non-traditional, hard to heat (and hard to treat) homes e.g. external, or internal wall insulation. Continue to explore opportunities for external funding to supplement investment and promote innovative solutions, across housing of all tenures, focusing on the most vulnerable residents. Continue to integrate and develop energy efficiency schemes within the Chopwell Masterplan Area
<ul style="list-style-type: none"> A sustainable Council housing stock and Housing Revenue Account, that delivers homes that are safe and healthy environments. 	<ul style="list-style-type: none"> Through a review of the sustainability of all Council housing, and implementation of a revised Asset Strategy By ensuring up-to-date stock condition surveys have been carried out on all Council homes by 2023 Revisiting Models for Capital investment through an Asset Strategy that sustains homes and neighbourhoods. Monitoring of management and repairs and maintenance services. A clear and robust Gateshead Standard for our Council owned homes, that is locally set and satisfies statutory requirements. Aligning investment decisions with development opportunities to support the Council’s plans for new housing growth

HOUSING SUPPORT - Supporting our residents to thrive	
Objectives	
To ensure the most appropriate and effective range of housing related support is available, where it is needed, to help residents, access and sustain a home which promotes their independence and wellbeing through their life-course.	
To tackle homelessness and its root causes	
What we want to achieve	How will we do this
<ul style="list-style-type: none"> Reduced inequity in health and wellbeing <ul style="list-style-type: none"> Improved healthy life expectancy 	<ul style="list-style-type: none"> Review how we understand, identify and address the needs of vulnerable people (through Public Service Review) Review the range of support activity carried out by the Council and others, and ensure it remains customer focused, targeted, cost effective, builds independence and supports our overarching prevention agenda. As below
<ul style="list-style-type: none"> An eradication of homelessness in Gateshead, and reduced demand for services from those threatened with homelessness. No one living in emergency accommodation such as shelters and hostels without a plan for rapid rehousing into affordable, secure and decent accommodation 	<ul style="list-style-type: none"> Through earlier intervention and prevention, as proposed in the Council’s Homelessness Reduction Act 2017 Implementation Plan Implementing the recommendations of the HHNA By providing accommodation, together with personalised support, that satisfies “Housing First” principles

<ul style="list-style-type: none"> • People are increasingly able to live independently, and sustain independence 	<ul style="list-style-type: none"> • By developing and delivering new models for provision of support and supported accommodation that at their heart will have seamless pathways to independence, and help people to fulfil their potential; that include step-up and down opportunities, between lower and higher-level support and supported accommodation; and ensure effective outcome monitoring frameworks are in place • By ensuring the principles of promoting and sustaining independence are embedded within all commissioned support services, supported accommodation, and residential care. • Review the effectiveness of Tyne & Wear Homes, our Choice Based Lettings portal. • By ensuring that our emerging Better Care Fund Spending Plan supports elderly and disabled residents to live independently and safely. • Through the development of a new policy that will set out how we will ensure best outcomes from our awarding of Disabled Facilities Grants to private home owners and tenants, and funding of adaptations to Council tenants' homes. • Through the most effective allocation of Disabled Facilities Grant and Adaptations funding; using assistive and health technology; and resourcing falls prevention activity. • Continue to provide and develop integrated support and advice to Refugees and Asylum Seekers in Gateshead that helps their successful integration, self-sufficiency, and supports their health and well-being.
<ul style="list-style-type: none"> • Reduced demand for services; reduced revenue costs to the Council and wider public purse 	<p>As above and below</p>
<ul style="list-style-type: none"> • Reduced ASB and community tension 	<ul style="list-style-type: none"> • As above and below • By undertaking a review of service activity provided across the Council, and by partners, to ensure an effective and joined up approach.
<ul style="list-style-type: none"> • Helping to reduce avoidable hospital admissions, and help deflect demand from specialist and supported housing. 	<ul style="list-style-type: none"> • As above and below • Through the commissioning of sufficient and appropriate supported accommodation, and support and care
<ul style="list-style-type: none"> • Fewer delayed hospital discharges - The process of discharging people from hospital back to their own home, or to appropriate temporary or settled supported accommodation, is timely and delivers the best outcome for people. 	<ul style="list-style-type: none"> • By ensuring people's access to the most suitable accommodation and support is based on timely and sound assessment of need. • Through the commissioning of sufficient and appropriate supported accommodation, and support and care

Appendix 2

Resources

The resources currently available or proposed to deliver our objectives are set out below:

Housing Supply Resources

Partnerships	Staffing
<p>The Council has worked in partnership with Newcastle City Council to develop the adopted joint Core Strategy and Urban Core Plan (our Local Plan).</p> <p>The Council has embarked on an innovative approach to delivery through the Gateshead Regeneration Partnership – A partnership between the Council, Galliford Try and Home Group. Its purpose is to utilise the resources of the public and private sector to deliver new build housing on Council owned land, and in priority regeneration areas.</p> <p>Registered social housing providers (RPs) continue to be a vital part of our housing market, and key to help in the Council deliver housing supply objectives. We will continue to welcome the expertise and resources provided by this sector, and continue to develop joint initiatives, to help meet our housing needs of our most vulnerable residents.</p> <p>The Council will work with the Local Enterprise Partnership (LEP) to deliver our housing and economic growth objectives</p>	<p>A number of services across the Council have a role in the supply of housing. This includes:</p> <ul style="list-style-type: none"> ▪ Spatial Planning – developing the overarching spatial framework and policies for land use; including housing delivery ▪ Land Development Group – developing and delivering the Council’s Land Development and Disposal Plan ▪ Corporate Asset Strategy Team – Identifying Council land and buildings that may be used for residential purposes ▪ Housing Growth Team – coordinating housing strategy and supply measures across the Council ▪ Capital Projects Team – delivering housing and regeneration projects ▪ Development Management – assessing the suitability of planning enquiries and application ▪ Property Services – managing and disposing of Council owned land and dwellings ▪ TGHC – managing the stock of Council owned housing dwellings ▪ Private Sector Housing – Tackling private empty properties and bringing empty homes back into use
Funding	Other Resources
<p>The Council’s 2018/19 to 2022/23 capital programme comprises over £40.8m of planned investment in relation to housing supply projects, including site preparation; GRP and in-house development; estate regeneration projects, including land assembly.</p> <p>The Council has created a Housing Investment Fund, pooling Council’s available resources, to increase the supply of homes in Gateshead.</p> <p>The Council will continue to work with partners to maximise the amount of public sector resources that are invested in Gateshead. This would largely be through the new Ministry for Housing, Communities and Local Government, and the Homes England. But could include funding from the Regional Growth Fund, National Lottery and European Regional Development Fund.</p>	<p>Council owned land and buildings – the Council will plan strategically to bring forward land and buildings for housing through the Land Development and Disposal Plan.</p>

Housing Standards Resources

Partnerships	Staffing
<p>The Council will work in partnership with the NHS, through the Health and Wellbeing Board, to help ensure that we are able to continue to deliver improvements to the health of people in Gateshead, through our housing activity and interventions.</p> <p>In relation to Housing Standards we have one main strategic partnership:</p> <ul style="list-style-type: none"> ▪ Tyne & Wear Heads of Service Group (which is supported by a housing policy officers group and a private sector housing group) – to look at cross authority partnership working and benchmarking. <p>Gateshead Council, in partnership with other North East local authorities and NEPO, are in early stages of exploring the potential for creating an ESCO (Energy Supply Company).</p> <p>There are also several forums which the Council continues to engage with, including:</p> <ul style="list-style-type: none"> ▪ Gateshead Private Landlords Association – working with private landlords on the management of private rented homes and tenancies. ▪ The Energy Savings Trust and Warm up North – tackling fuel poverty and delivering energy efficiency measures across the Borough <p>It is our intention to continue to engage with these existing groups and to ensure we have a clear understanding of how best we can work together towards shared objectives</p> <p>.</p>	<p>Council Owned Homes and Neighbourhoods The Council commits revenue funding each year to deliver services that help manage, maintain and improve Council owned homes and neighbourhoods. This includes the Council Housing Services, and our Housing Management Services delivered by The Gateshead Housing Company</p> <p>Other Public-Sector Homes The Council engages with Registered Social Housing Providers through a range of partnership initiatives which require the support of Council Officers. This includes officers from:</p> <ul style="list-style-type: none"> ▪ Strategic Housing – investment planning and stock renewal ▪ TGHC – management of Council homes, including lettings ▪ Community Safety – anti social behaviour and crime <p>Private Sector Homes The Council employs 18 full time members of staff within its Private Sector Housing Team to deal with regulation and enforcement of property condition and management across our private sector stock.</p> <p>Energy Efficiency The Energy Services Team will oversee the Council's role regarding energy efficiency measures across all tenures as well as delivering key projects such as the Town Centre District Heating scheme</p>
Funding	Other Resources
<p>The Council's 2018/19 to 2022/23 capital programme and HRA comprises over £90.1m of planned investment in Council owned homes and Neighbourhoods, including energy efficiency projects.</p> <p>Other Social Housing The Council does not have any specific funding to support Registered Providers to improve their housing stock, however indirectly they will continue to benefit from improvements as a result of the Council's capital investment in projects such as the Falls Prevention Scheme; DFGs; and energy efficiency initiatives delivered by the private sector.</p> <p>Private Sector Homes The Council continues to work with partners including Homes England; NE Regional Private Sector Housing Renewal Partnership; the NHS; Department of Energy and Climate Change, to invest in private sector homes.</p>	<p>20,177 Council owned homes (19,424 TGHC managed)</p>

Housing Support Resources

Partnerships	Staffing
<p>The Tyne and Wear Homes partnership will:</p> <ul style="list-style-type: none"> ▪ Enable social housing to be advertised, and let, in a clear and transparent manner ▪ Help residents to access the right information and advice to find a home that meets their needs <p>With private sector providers, through the commissioning and funding of support services and supported accommodation</p> <p>The Gateshead Older People’s Assembly</p> <p>The NHS Clinical Commissioning Group</p> <p>The NE Regional Private Sector Housing Renewal Partnership:</p> <ul style="list-style-type: none"> ▪ Oversees the NE Financial Assistance Policy, and Housing Renewal Loan Scheme 	<p>The Council provides housing advice and support through:</p> <ul style="list-style-type: none"> ▪ The Gateshead Housing Company – covering Housing Options, Homelessness prevention, Tenancy Support, Debt Advice; Syrian Refugee Project. ▪ The Private Sector Housing Team (within Development, Transportation and Public Protection) – covering support and guidance to homeowners, tenants and landlords. <p>These services also provide strong links into other functions within the Council including:</p> <ul style="list-style-type: none"> ▪ Care Wellbeing & Learning <ul style="list-style-type: none"> ▪ Adult Social Care ▪ Children’s Services ▪ Commissioning ▪ Housing Benefit ▪ Economic Development - Employment Support ▪ Public Health
Funding	Other Resources
<p>Housing advice and support is funded through:</p> <ul style="list-style-type: none"> ▪ Rental income from our housing stock (HRA), ▪ Grant funding from the Ministry for Housing Communities and Local Government (HCLG) ▪ Mainstream Council resources. <p>Supported accommodation and home adaptation:</p> <ul style="list-style-type: none"> ▪ Better Care Fund 	<p>Services are delivered principally from the Civic Centre, but with increased use of web-based approaches</p> <p>The Council and partners will also continue to provide outreach and regulatory services in various hubs across the Borough and where appropriate home visits.</p> <p>The Council from April 2013 has been responsible for crisis support, and has developed a Local Discretionary Payments Scheme to help people who lack necessities such as food and fuel, and to assist people adjust to the impact of Welfare Reform (including “bedroom tax”).</p>

Appendix 3

Glossary of Terms

Affordable Housing: housing for sale or rent, for those whose needs are not met by the market (including housing that provides a subsidised route to home ownership and/or is for essential local workers); and which complies with one or more of the following definitions:

a) **Affordable housing for rent:** meets all of the following conditions: (a) the rent is set in accordance with the Government's rent policy for Social Rent or Affordable Rent, or is at least 20% below local market rents (including service charges where applicable); (b) the landlord is a registered provider, except where it is included as part of a Build to Rent scheme (in which case the landlord need not be a registered provider); and (c) it includes provisions to remain at an affordable price for future eligible households, or for the subsidy to be recycled for alternative affordable housing provision. For Build to Rent schemes affordable housing for rent is expected to be the normal form of affordable housing provision (and, in this context, is known as Affordable Private Rent).

b) **Starter homes:** is as specified in Sections 2 and 3 of the Housing and Planning Act 2016 and any secondary legislation made under these sections. The definition of a starter home should reflect the meaning set out in statute and any such secondary legislation at the time of plan-preparation or decision-making. Where secondary legislation has the effect of limiting a household's eligibility to purchase a starter home to those with a particular maximum level of household income, those restrictions should be used.

c) **Discounted market sales housing:** is that sold at a discount of at least 20% below local market value. Eligibility is determined with regard to local incomes and local house prices. Provisions should be in place to ensure housing remains at a discount for future eligible households.

d) **Other affordable routes to home ownership:** is housing provided for sale that provides a route to ownership for those who could not achieve home ownership through the market. It includes shared ownership, relevant equity loans, other low-cost homes for sale (at a price equivalent to at least 20% below local market value) and rent to buy (which includes a period of intermediate rent). Where public grant funding is provided, there should be provisions for the homes to remain at an affordable price for future eligible households, or for any receipts to be recycled for alternative affordable housing provision, or refunded to Government or the relevant authority specified in the funding agreement.

Affordable Homes Programme: The government funded Affordable Homes Programme supports the delivery of new affordable homes through a mixture of new investment and greater flexibility for social housing providers to make the best use of existing and future assets.

Affordable Rent

Defined as up to 80% of the local market rent in the private sector in the local area

Arm's Length Management Organisation (ALMO): An organisation specifically set up by a local authority to manage and improve all or part of its housing stock. In Gateshead the ALMO is The Gateshead Housing Company (TGHC).

Anti-Social Behaviour (ASB): ASB is any aggressive, intimidating or destructive activity that damages or destroys another person's quality of life.

Black and Minority Ethnic (BME): Term for describing anyone who would not categorise his or her ethnicity as White British.

Category 1 Hazard: Serious hazards with a high score as assessed by the Housing Health and Safety Rating System (HHSRS) e.g. excess cold, falls of the level, falls on the stairs. Local Authorities are required to take action where a Category 1 Hazard has been identified.

Choice Based Lettings: Scheme for the allocation of social housing designed to offer more choice and (CBL) involvement for customers in selecting a new home. Social rented housing is advertised allowing customers to 'bid' (register an interest) in those homes.

Disabled Facilities Grant: Government funding to local housing authorities to provide and improve adaptation services to disabled people enabling them to continue to stay in their own homes.

Energy Company Obligation (ECO): ECO will take over from the existing obligations the Carbon Emissions Reduction Target (CERT) and the Community Energy Saving Programme (CESP). These existing obligations are due to end in December 2012 and the ECO will take over in addressing energy efficiency in the domestic sector.

Empty Homes: There is no single definition used, but generally the Government is concerned that problematic empty properties (those that are not subject to a transactional process) are brought back to occupation.

Green Deal: The Green Deal is a new government initiative to help home owners employ more green technologies in their properties. The idea is to install new green technology in your property with no upfront costs. You will pay back the costs through your energy bill over a period of time.

House in Multiple Occupation (HMO): Property in which more than one household shares basic amenities, such as kitchens and bathrooms (e.g. bedsits). Regulations exist to control the repair standards and provision of amenities in these properties.

Housing Health and Safety Rating System (HHSRS): The HHSRS, enables the evaluation of the potential risks to health and safety of occupants or visitors, from any deficiencies identified in dwellings. The HHSRS provides Local Authorities with a means of assessing whether dwellings provide adequate protection from potential hazards that may impact on health and safety, so enabling appropriate action (including enforcement) to be taken. The System allows assessment of the 29 main, potential housing related hazards.

Housing Revenue Account (HRA): Local authorities are required to maintain a separate account, the HRA, defined by Section 74 and Schedule 4 of the Local Government and Housing Act 1989. This account sets out the expenditure and income arising from council housing provision

Intermediate Housing: Housing at prices and rents above those of social rent, but below market price or rents, and which meet the criteria set out above. These can include shared equity products (e.g. HomeBuy), other low-cost homes for sale and intermediate rent.

Joint Strategic Needs Assessment (JSNA): The process that identifies current and future health and wellbeing needs considering existing services, and informs future service planning taking into account evidence of effectiveness.

Local Enterprise Partnership (LEP): A partnership between local authorities and businesses formed in 2011 to help determine local economic priorities and lead economic growth and job creation within its local area.

Local Plan: The Local Plan sets out the vision and objectives that will underpin all the Council's development plan documents, and sets out the spatial strategy for meeting known and anticipated development requirements to 2030, including the number of dwellings required.

Market Housing: Private housing for rent or sale, where the price is set in the open market.

Registered Providers: Also known as Housing Associations or Registered Social Landlords (RSLs). They (RP) are not for profit organisations that provide social housing and are regulated through Homes and Communities Agency (HCA).

Social Rent: Rent for which guideline target rents are determined through the national rent regime. This formula rent takes account of values of properties (including a "bedroom weighting"), and local earnings relative to national earnings.

Specialist and supported accommodation: “Means any housing scheme where accommodation is provided alongside care, support or supervision to help people live as independently as possible in the community. This includes all tenures and also covers emergency, short term and long-term arrangements.”

Standard Assessment Procedure (SAP): Is the methodology used to assess and compare the energy and environmental performance of dwellings.

Strategic Housing Land Availability Assessment (SHLAA): Local planning authorities are required to prepare a SHLAA to establish realistic assumptions about the availability, suitability and viability of land to meet the identified need for housing within the ‘Local Plan’ period.

Strategic Housing Market Assessment (SHMA): The SHMA is an important piece of work that reviews the overall picture of housing in an area. It assists local authorities and their partners in developing their understanding of how the housing market works and assists with strategic decision making.

Sustainable Communities: Sustainable communities are communities planned, built, or modified to promote sustainable living. They tend to focus on environmental sustainability (including development and agriculture) and economic sustainability. Sustainable communities can focus on sustainable urban infrastructure and/or sustainable municipal infrastructure.

Sustainable Community Strategy (Vision 2030): The Sustainable Community Strategy sets out the targets to be achieved through effective partnership working between public and private sector organisations, voluntary and community sector groups, local businesses and the residents of the borough.

Tenancy Strategy: A local housing authority must prepare and publish a strategy setting out the matters to which the registered providers of social housing for its district are to have regard in formulating policies relating to: (a) the kinds of tenancies they grant, (b) the circumstances in which they will grant a tenancy of a particular kind, (c) where they grant tenancies for a term certain, the lengths of the terms, and, (d) the circumstances in which they will grant a further tenancy on the coming to an end of an existing tenancy.

Tenure: The nature of the structure by which people own or rent their home. Categories are usually broken down as follows: Owner Occupied, Private Rented, Affordable/Social Rented.

Welfare Reform Act (2012): This Act introduces a wide range of reforms that will deliver the commitment made in the Coalition Agreement and the Queen’s Speech to make the benefits and tax credits systems fairer and simpler by: creating the right incentives to get more people into work by ensuring work always pays, protecting the most vulnerable in our society, and, delivering fairness to those claiming benefit and to the taxpayer.