



A place to call home

Tandridge Housing Strategy 2019 – 2023



Aspirational for our people, our place and ourselves

Tandridge Housing Strategy

Contents

Foreword by Cllr Martin Fisher, Leader of the Council.....	3
Foreword by Cllr Nick Childs, Chair of Housing Committee.....	4
Consultation: How to respond	5
Vision and Key Objectives.....	6
Infographic	7
District Profile	8
Strategic Objective 1:	
Building the homes we need.....	14
Strategic Objective 2:	
Improving the quality and the use of existing housing stock.....	38
Strategic Objective 3:	
Meeting the housing needs of vulnerable households.....	47
Appendix 1: Action Plan.....	62
Appendix 2: List of key policy and legislative influences	79
Appendix 3: Our performance under the last strategy	81



Cllr Martin Fisher, Council Leader

Everyone should have the chance to live in their own home and be part of a vibrant, strong community. As a Council we want to provide the right homes to help create those strong communities. To achieve that we need a mix of homes for people of all ages so our young people don't have to leave the district simply because they can't afford to stay. To this end I am pleased to introduce our new five year Housing Strategy which has been designed to complement and support the Council's Local Plan. Our Local Plan aims to deliver a significant number of homes, including affordable homes, along with the necessary supporting infrastructure, for the benefit of today's residents and for generations to come.



Everything the Local Plan seeks to achieve is complemented by the vision we're setting out in this Housing Strategy. This vision relies on three strategic objectives the Council will focus on over the next five years. These objectives will make the delivery of the high quality homes identified in our Local Plan a reality.

The Council has a vital role to play in boosting the supply of housing and focusing on making homes in our district more affordable. It's exciting that after more than 20 years the Council is building council houses again. We have already won awards for the quality of our newly built rural affordable housing and we are focussed on providing even more affordable homes through our own housing company. Some of these new homes will be available to rent and some to buy, because to make the most positive impact possible – and particularly to help the younger generations, we need to build the right homes, and the right mix of homes, in the right places, while prioritising some for local people. This Housing Strategy will support the Council's decision making on this.

Our plans are not just about delivering new homes. This Housing Strategy focuses on making the best use of homes already built in our district and sets out how we intend to tackle disrepair, energy efficiency and empty properties. We have an ageing population and this strategy recognises the role innovative technologies play in empowering people to make decisions about staying in their own homes for as long as they want to.

It's important we create as many opportunities as possible for people born locally to continue to live and work locally and to also attract new businesses to the district so we have a thriving economy. We need jobs which pay enough so people can get on the housing ladder if they want to. We want to achieve all of this while protecting as much of the green and open spaces that are so characteristic of our district as possible. This Housing Strategy, combined with our Local Plan, will create a strong evidence base from which to achieve these ambitions.

While we face significant challenges over the coming years, as a Council we have a single-minded determination to be aspirational for our people, our place and ourselves in order to ensure everyone has a place to call home.

A handwritten signature in black ink that reads "Martin Fisher". The signature is fluid and cursive, with a long horizontal stroke at the end.

Cllr Martin Fisher
Leader of the Council



Cllr Nick Childs, Housing Committee Chair

Everything starts with a home - accessing a good education getting and keeping a job, having positive social networks, and keeping well and recovering from illness. Sadly, owning a home is beyond the reach of many living in our district. To address this I am pleased to bring forward this Housing Strategy which sets out our vision and plans for delivering more housing for local people over the next five years.

Our housing vision is to work in partnership to improve the lives and wellbeing of our residents by delivering more quality homes, while maximising our ability to help those in urgent need. To deliver this vision, we have developed three strategic objectives.

Objective 1 is about making sure the right housing is built in the right place and is the type of housing people need.

With Objective 2, we want to make the best use of the housing which has already been built in the district, for example, helping people downsize if they need to and identifying empty properties and bringing them back into use wherever possible.

As a Council we will also reach out to private landlords and find ways to work with them, recognising them as important partners in delivering homes.

Objective 3 explains how we will help and support those who need it most. Those who are affected by homelessness and are out of work, victims of domestic abuse and people with a disability or mental health problem. These are just some of the groups who require supported housing. We need the right housing for our ageing population and we need to support people who are frail or infirm. By doing this we'll be supporting an already overstretched NHS. We also want to improve links and partnership working with our health colleagues so residents can get maximum benefit from the way we deliver services every time they make contact with us.

We recognise we can't overcome all the challenges we face in isolation. We are determined to work with our partners across all sectors, so we can deliver the homes people really need



Cllr Nick Childs
Chair of Housing Committee



Consultation

This Housing Strategy sets out the Council's vision and plans for housing for the next five years. It identifies the challenges we face as a Council in our enabling role, as a builder of new homes, as a landlord in the context of a growing and ageing population, changing government policies, a high cost housing market and a challenging economic climate.

This Strategy was subject to public consultation between 28th September 2018 and 26th October 2018. The feedback given during this consultation was used to inform the development of this Strategy and the document has been amended to reflect the comments received during consultation.

Full details of the consultation can be found in the Consultation Statement that accompanies this Strategy.



Strategy Vision

This 5 year strategy (2019-2023) sets out the following vision for housing in the district:

To improve the quality of residents' lives and wellbeing by delivering high quality homes of all types and tenure, including affordable housing and by maintaining conditions of homes in the district to the decent homes standard, while focussing our assistance on those in most urgent need.

To achieve this vision, three strategic housing objectives have been identified on which to focus the actions of the Council over the life of this strategy:

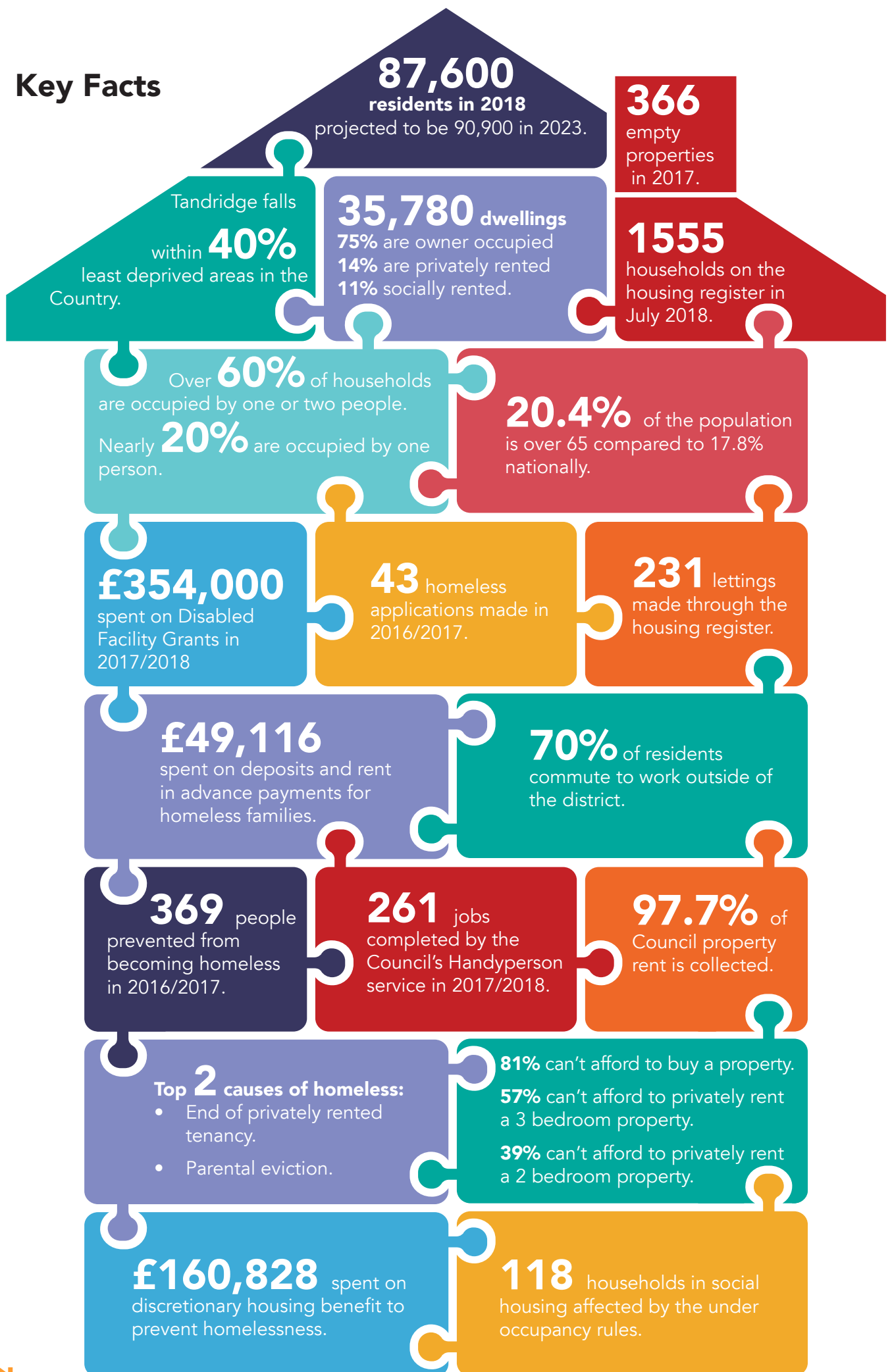
Objective 1 Building the homes we need.

Objective 2 Improving the quality and the use of existing housing stock.

Objective 3 Meeting the housing needs of vulnerable households.



Key Facts



Introduction

1. One of the most important considerations for Tandridge is its Green Belt. The district's landscape is extremely important with a distinctive character and natural beauty. The district contains two designated Areas of Outstanding Natural Beauty and numerous landscapes valued for their biodiversity which include Sites of Special Scientific Interest, Local Nature Reserves, other environmental designations as such as SNClS and pSNClS and Biodiversity Opportunity areas. The vision in the Council's Local Plan is an ambitious one that seeks to respond to demographic change by meeting development needs in a way that impacts least on our existing communities and makes the commitment that Tandridge will remain overwhelmingly a place with green and open spaces to support the health and wellbeing of the community.
 - 1.1 These natural characteristics of the district place tremendous pressure on the small amount of land that is available for housing development and the Council's most recent evaluation of brownfield sites established that their financial viability for the development of affordable housing is difficult.
 - 1.2 Most of the population currently live in the more built-up areas of Oxted (including Hurst Green and Limpsfield) and the wider Caterham area (including Caterham Valley, Caterham on the Hill, Whyteleafe and Warlingham). The rest of the population reside in a network of smaller towns and villages, much of their setting derived from the countryside that surrounds them.
 - 1.3 The English Indices of Deprivation 2015 compares data across several domains (income, employment, education skills and training, health, crime, barriers to housing and living environment) and gives a score, ranking areas across the whole country from the most deprived to the least deprived. Tandridge falls within the 40% least deprived areas in the country, confirming the district as being affluent. However, the predominately rural geography of the district presents particular challenges for some residents, for example: the limited availability of low paid, low skilled work in the district, the unemployment of young people, the high cost of housing and fuel poverty. Access to health services is another pressure; our rural areas have poor public transport links, while the poor broadband and mobile phone networks in rural areas make it harder to access online services such as health, banking, benefits (there is no Jobcentre Plus in the district) and shopping. These factors can make it difficult, even for those who are not materially disadvantaged, to connect with others thereby creating the risk of social isolation, particularly for older people. In the context of these challenges, the Indices of Deprivation identify two small pockets of relative deprivation in the wards of Godstone and also Burstow, Horne and Outwood, which are ranked as being in the 40% most deprived areas in the country¹.

¹ <http://dclgapps.communities.gov.uk/imd/idmap.html>



Population and trends

- 1.4 The current population of the district is 87,600 and is projected to be 90,900 by the end of this strategy in 2023. By the end of the Local Plan period in 2033, the district population is projected to be 96,200¹.
- 1.5 Tandridge currently has a higher than average number of residents aged 65 and this trend is set to continue over the next 20 years with this age group forecast to grow by over 50%.² By 2023 there is a projected 59% increase in the older population with those aged 85 and over growing by 136%.³ Ensuring that the Council adequately supports people to live independently and safely in a home of their choice for as long as they want to will be critical to support an already overstretched NHS and care system.
- 1.6 There are 31 schools (excluding independent schools) in Tandridge, comprising maintained, academy and free schools, with a total of 10,861 pupils as at January 2018⁴. There are four Sure Start Children's Centres in the district located at Tithepit Shaw, Warlingham, Wolfs Wood, Hurst Green, Caterham (with outreach at Weston Drive, Caterham) and at St Piers Lane, Lingfield, which give parents support and advice on child and family health, parenting, money, training and employment.
- 1.7 Rural areas of the community are also served by mobile Sure Start Children's Centres delivered by bus which offer the same services as a regular Children's Centre but on a smaller scale. The buses are well stocked with toys and equipment and have a consultation room on board so that private sessions can take place.

Employment

- 1.8 The resident population are highly skilled but over 70% commute to work outside of our district; around 3,500 commute to Reigate and Banstead Borough and 12,500 commute to the City and Greater London. There are notably low levels of residents who live and work in the district. Working patterns are changing with a greater number of people working from home and there is also the creation of small rural based business. However, our rural areas struggle with poor broadband connections and isolation, with little opportunity for businesses to relocate to more appropriate or larger premises within the district due to poor quality employment space.⁵

Under occupation

- 1.9 According to the 2011 Census, over 60% of the total households in Tandridge are occupied by one or two people only – nearly 20% are single person occupied dwellings. To encourage the best use of the Council's housing stock, the Council offers a Tenants Transfer Scheme payment to tenants who downsize from family accommodation into housing for those aged 40 and above.

There is limited data available about under occupation in Council property. The Council's actions to review and extend the information available on this aspect of property management will be set out under objective 2: Improving the quality and the use of existing housingstock.

1 www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationprojections/datasets/localauthoritiesinenglandtable2

2 7.7 local plan.

3 18.29 Local plan.

4 www.surreycc.gov.uk/data/assets/pdf_file/0007/169630/January-2018-NOR-Summary-By-District-.pdf

5 Economic Proposition document.



Housing stock breakdown

- 1.10 There are an estimated 35,780 dwellings in the district. 89% of these dwellings are in the private sector. Of this 89%, 75% are owner occupied and 14% are privately rented. The socially rented sector in the district is estimated to be 11%.
- 1.11 The Council owns 2,607 properties in 2016 (the remainder being register provider properties and other public sector bodies and charities) and when the sheltered housing stock was formally reviewed, sheltered housing comprised 25% of the Council's stock at that time. At 1 July 2018, 1,555 households are registered on the Council's waiting list for rehousing.
- 1.12 The Strategic Market Housing Assessment (SHMA) identifies that around a quarter (24%) of all homes in the district contain at least four bedrooms, surpassing levels recorded in Surrey, the South East or England. This disproportionate amount of larger homes restricts the opportunities for households to downsize to smaller properties as their needs change, impacting on the availability of larger homes for growing families.

Affordability of the private rented sector

- 1.13 Although the private rental sector is slightly larger than the social rented sector comprising 14% of the district's housing stock, rents are very expensive and can be up to an average of 39% higher than the maximum level of local housing allowance that can be claimed. The impact of policies such as the benefit cap are felt keenly in the district. For affected households, this further reduces the amount of housing benefit that can be claimed, making the gap between the housing benefit and rent that they have to fund out of other income or benefits even greater. This impacts on the money these households have available for other essentials such as food, heating and clothing. Table 1 below sets out the difference between the weekly private sector rents for different sized properties and local housing allowance (both mean values).

Table 1

Property size	Mean Weekly Rent (March 2018) ¹	Max Mean Weekly LHA ²
1 BR	£202	£166
2 BR	£251	£206
3 BR	£340	£250
4 BR	£526	£325

- 1.14 To help make the private rented sector more accessible to those on benefits or low incomes the Council offers financial support to qualifying households with deposit bonds (rather than cash deposits) and rent in advance payments through the Private Sector Access Scheme and Nextstep.
- 1.15 The Council also funds two in house Money Advice Officers to work with Tandridge residents who could become homeless as a result of debt and financial pressures.
- 1.16 This in house Money Advice Service can provide general mortgage advice if there are arrears, benefits advice, support to maximise income as well as basic debt advice, which includes setting up a realistic payment plan where people have got into debt. They can also refer to specialist debt advice where individuals need to take higher level action to resolve their personal debt, such as debt relief orders or bankruptcy. The purpose of the service is to help people maximise their income to pay their housing costs in order to try to make housing and daily living expenses more affordable thereby preventing homelessness.

¹ www.gov.uk/government/statistics/private-rental-market-summary-statistics-april-2017-to-march-2018

² <https://lha-direct.voa.gov.uk/SearchResults.aspx?LocalAuthorityId=384&LHACategory=999&Month=7&Year=2018&SearchPageParameters=true>



- 1.17 The SHMA evidences that families where the head of the household is a lone parent typically occupy a slightly smaller size of property relative to families comprising married or cohabiting adults with dependent children. This possibly reflects the affordability constraints generated by a single income household.¹
- 1.18 In addition, an evaluation of the incomes for the households registered on the Housing Register indicates that only 6% of households registered earn more than the £30,400 p.a. required to afford an affordable rent charged at 80% of market rent and that only 19% earn sufficient (£22,800 p.a.) to afford a 60% affordable rent. This indicates that the majority of the applicants on the Housing Register do not have sufficient income to be able to rent affordable rented properties. As a consequence they are wholly reliant on the heavily subsidised, traditional council stock², thereby placing additional pressure on the Council's Housing Register because there are insufficient truly affordable housing options in the district which enable them to meet their housing need for themselves.
- 1.19 The impact of the unaffordability of the private rented sector for many households means that those on low incomes or benefits find it very difficult to persuade landlords to rent to them. When they can identify a landlord who will rent to them, the main way to make privately rented housing affordable is to take a property that is too small for the household. This often means that families on low incomes and benefits live in overcrowded conditions for extended periods of time, even years, placing further pressure on the Council's Housing Register.
- 1.20 The Kings Fund, an independent charity working to improve health and care in England, has carried out a great deal of research which has long established that inadequate housing contributes towards many preventable diseases and injuries, for example: respiratory illnesses, cardiovascular problems and cancer. While this affects older people more acutely, it affects people of all ages living in poor quality housing in the private sector (both owner occupied and privately rented). In 2015/2016 (the most recent confirmed data), Tandridge experienced the third highest excess winter deaths in Surrey and while there are many factors contributing towards this figure, living in inadequate housing plays a part. Inadequate housing also has negative impacts on the educational attainment of children and young people at school. Poor housing is also generally linked with poverty and poverty is well documented as having a negative impact on life expectancy, as well as having a detrimental impact on mental health. However, there is two way interaction in the relationship between poverty and poor mental health and the link between the two is not straightforward. Poverty can create poor mental health but poor mental health can also create poverty. What is clear, is that poor housing conditions can exacerbate the impact of poverty and poor physical and mental health, making the relationship between these aspects complex and intertwined and ultimately affecting an individual's life chances.

Market and affordable housing

- 1.21 Market housing and privately rented housing is financially out of reach for a substantial proportion of households within our district. The Turley's report on Affordable Housing Products in Tandridge² suggests that an income of approximately £30,000 is required to rent a one bedroom flat in the district and £50,000 a 3-bedroom property. 30% and 50% of households in Tandridge cannot respectively afford to rent a one or three bedroom home.
- 1.22 Within our district many of our residents are also facing challenges in affording housing which is promoted as being "affordable". In 2011 Government guidance introduced an affordable rents policy to encourage housing associations to build new homes using private finance to fund their construction which was combined with lower levels of government subsidy. To cover the cost of the extra borrowing required to build these affordable units, housing associations were able to charge a rent of up to a maximum of 80% of market rent in the area, thereby providing new units with rents cheaper than at market levels but at a higher cost than traditional, heavily subsidised Council housing.
- 1.23 Housing Benefit, and in time Universal Credit, will assist some households to access affordable rented housing (set at the 80% of market rent levels). However, for some households on the Council's Housing Register who have the lowest incomes, a lower social rent (50%-60% of market rents) which is only available through the Council or a registered provider, will remain the only housing likely to be affordable to them.

¹ Addressing the Need of All Household Types, Technical Paper 2018

² Affordable Housing products in Tandridge August 2018



- 1.24 At the same time as introducing the affordable rent model, the Government also shifted emphasis from subsidising the development of affordable rental properties to the development of shared home ownership. The reduction in grant funding for rental homes and shift in emphasis to developing shared home ownership properties paralysed the development of rental homes until the most recent shift in government policy in recognising that Council housing has an important part to play in responding to the national housing crises. However, intermediate housing such as shared ownership, which requires income levels similar to that for market rent, whilst providing a route onto the housing ladder, will remain accessible to only a limited number of households in this district.
- 1.25 The definition of “Affordable Housing” is set out in the National Planning Policy Framework 2018 (NPPF) and is as follows:
- Affordable housing for rent is where the rent is set in accordance with the Government’s rent policy for Social or Affordable rent, or is at least 20% below market rents. It also includes Build to Rent properties which are known as Affordable Private Rent.
 - Starter Homes (as specified in s.2 and 3 Housing and Planning Act).
 - Discounted market sales housing, sold at a discount of at least 20% below local market value.
 - Other routes into home ownership such as shared ownership, equity loans, or other low cost homes for sale and rent to buy.
- 1.26 Inflation, increased construction costs and increased land prices has meant that developers have needed to consider very carefully the construction projects they develop. As many of the sites in this district that have been identified for housing are small, they are often more expensive to develop. Housing Associations cannot pay as much for land as private developers and when s106 and CIL payments are accounted for, brownfield and small sites are often less financially viable for a housing association to take forward. Until the Council purchased Bronzoak House in Caterham, virtually all land for affordable housing has come either from the development or redevelopment of the Council’s own land or through affordable provision secured through the application of the Council’s planning policies. Indeed the latter has been the mainstay of provision for many years, greatly assisting the Council in addressing our homelessness duties and in housing priority applicants on our Housing Register.
- 1.27 Meeting the district’s need for affordable housing will be a sizeable task. The Turley report calculates that there is a need for 456 homes per annum for the next 5 years and subsequently 284 homes per annum until 2033. This poses a significant challenge for the Council in balancing economic growth and social progress for residents while recognising the district’s environmental constraints and unique characteristics. In addition, this would be more than the annual housing target, which includes a proportion of affordable housing. Current delivery of affordable housing units does not deliver this amount, in 2015/2016, 12 units of affordable housing were completed, in 2016/2017, 56 and in 2017/2018, 111 units. However 2017/2018 has seen a reduction in planning applications coming forward that will deliver affordable housing and an increase in the level of shared ownership housing being provided on sites coming forward, rather than housing for rent. The former is a reflection on the fact that there are only a limited number of sites coming forward that exceed the 15 home threshold¹, coupled with an increasing number of sites considered financially unviable if required to provide affordable housing. Without a supply of affordable housing arising from larger sites the Council will find it more difficult to meet its housing obligations, notwithstanding our own programme.
- 1.28 The Council needs a steady stream of sites coming forward through the planning process that will supply in excess of 50 homes a year with a split between affordable rent and affordable home-ownership of 75% and 25% respectively. These will be sites delivering greater than 15 homes in our urban areas and 10 units in semi-rural².

¹ As set out in policy CSP4 of the Core Strategy

² In Policy TLP12 Our Local Plan 2033



- 1.29 Affordable housing required by the Council's planning policies will be secured through section 106 agreements and nomination agreements.
- 1.30 Government has made changes to help Council's borrow money to build new homes, reflecting the change in government policy which recognises that new Council housing should form an essential part of the mix of new homes delivered. The government has agreed to lift the cap on borrowing money for Council's in areas with high affordability issues and agreed that Councils can link loans either with affordable housing grants or right to buy receipts to make the money go even further.
- 1.31 The government has also created the Shared Home Ownership and Affordable Homes Programme, a £2BN fund that Councils can bid to for money to fund building additional units of housing in high demand areas with issues of affordability. Government has also made available an additional £1BN Housing Revenue Account ceiling to provide even more money for Council's with high cost housing pressures to borrow between 2019 – 2022. The Council is currently reviewing the capacity of the Housing Revenue Account and will consider how to maximise opportunities to bid for this funding.
- 1.32 While the government has commissioned an independent review of build out rates to understand why there is a long delay between identifying land and giving permission to completing construction, this is unlikely to have a big impact on Tandridge as this review focusses on large sites with a minimum of 1000 homes. Apart from the proposed Garden Community the development of which is subject to consultation at the time of writing this strategy, the sites allocated for housing in our district are significantly smaller than this.
- 1.33 This strategy is being developed as the government publishes the long awaited Social Housing Green paper. The Council welcomes the conversation initiated by the consultation process in August 2018 alongside the publication of this green paper. The Council will analyse the contents of the green paper, consult with our partner authorities where appropriate and look to provide a response, either individually or on a Surrey wide basis.
- 1.34 The discussions around possible stigma of social housing tenants, the role of the regulator and proposed league tables of housing providers as set out in the green paper as set out in the green paper are complex, without a clear way forward for implementation and the Council is keen to participate in discussion with Government and other housing providers on these topics.
- 1.35 The green paper indicates a significant policy change by central government and has a wide scope across the existing stock of social housing homes and supply of new units. It is noted that central government still sees social housing as being a springboard into home ownership but in its current form, the green paper does not appear to adequately promote the delivery of new affordable homes.
- 1.36 Finally, the Council also welcomes the consultation running in tandem with the green paper which opens dialogue with regards to how right to buy receipts can be used.



Strategic Housing Objectives

2. To respond to the challenges identified for the district, three strategic housing objectives have been identified on which to focus the actions of the Council over the life of this strategy. These three strategic housing objectives support the overall vision for this strategy.

Objective 1

Building the homes we need

Introduction

- 2.1 The Council wants to promote and encourage sustainable communities, whilst meeting the need that is appropriate to the district. For the purposes of this strategy, when talking about sustainable communities, the Council means building housing of the right tenure and type, in the right place, close to amenities such as shops, healthcare and infrastructure, with good public transport links wherever possible. Nationally, the Government has identified that there is a housing crisis and their aim is to provide 300,000 homes per annum. This mandate follows through in the Government's recently published National Planning Policy Framework (NPPF) and the supporting Planning Practice Guidance (PPG), where it requires local authorities to:

"...determine the minimum number of homes needed, strategic policies should be informed by a local housing need assessment, conducted using the standard method in national planning guidance – unless exceptional circumstances justify an alternative approach which also reflects current and future demographic trends and market signals."

- 2.2 Tandridge district has a large amount of Green Belt and two Areas of Outstanding Natural Beauty, which have policy mechanisms in place to manage development and restricts the district's ability to meet the full number of homes needed.
- 2.3 The Council has prepared a Local Plan that sets out how many homes can be provided in the district through a strategy directing development to urban and semi-rural settlements and a Garden Community at South Godstone. The Local Plan also sets out the provision for affordable units based on a site's location and allocated sites in the Plan. In order to create sustainable communities, the NPPF and the Local Plan emphasise the need to ensure the right size, type and tenures of housing.

Size of properties

- 2.4 The Council's Strategic Housing Market Assessment (SHMA) 2015 and updated 2018 identifies that 35% of one person households occupy two bedroom properties, whilst 12% of this group occupy four or more bedrooms. The largest type of property occupied by couples without children tend to have three bedrooms and 40% of households with dependent children occupy four or more bedrooms. It is important to note that the demographic modelling carried out for the SHMA classed young people as being between the ages of 16 – 34. The Council considers that this is too broad a range and that further research is needed to more accurately identify the housing need of those aged 16 – 25 who historically, have found it more difficult to access good quality housing.

Table 2: Number of Bedrooms by Household Type in Tandridge 2011

	1 bed	2 beds	3 beds	4+beds
One person households	26%	35%	27%	12%
Couples without children	6%	24%	38%	31%
Households with dependent children	2%	20%	39%	40%
Families with other adults	1%	17%	45%	38%
Other households	5%	26%	35%	34%

Source: Census 2011



2.5 Using this data, the SHMA forecasts that the size of housing required in Tandridge is focused towards 3 bedrooms.

Table 3: Size of Housing required in Tandridge (up to 2033)

	1 bed	2 beds	3 beds	4+ beds
Proportion of households requiring...	10%	26%	35%	29%

Source: Turleys, MHCLG, Census 2011

2.6 The Housing Strategy would encourage this mix of housing to be provided on sites to ensure that the right product is available in the district. This is applicable to both market and affordable housing. We know there is a large amount of larger executive homes in the District and we continue to see these types of properties being proposed on planning applications. The Council would like to readdress the balance and provide smaller properties that are more affordable. This can only be done through addressing the balance and products available in the market.

2.7 To break this down further, the SHMA sets out the number of bedrooms that each type of property should provide, as can be seen in Table 4.

Table 4: Size of Accommodation Required 2013-2033

	All ages	% of need for type	% of total need
Detached			
3 or less bedrooms	1,323	39%	14%
4 bedrooms	1,277	38%	14%
5 or more bedrooms	767	23%	8%
Semi-detached			
2 or less bedrooms	569	22%	6%
3 bedrooms	1,548	59%	17%
4 or more bedrooms	502	19%	5%
Terraced			
2 or less bedrooms	520	40%	6%
3 or more bedrooms	784	60%	9%
Flat			
1 bedroom	706	38%	8%
2 or more bedrooms	1,156	62%	13%

Source: Turley 2015

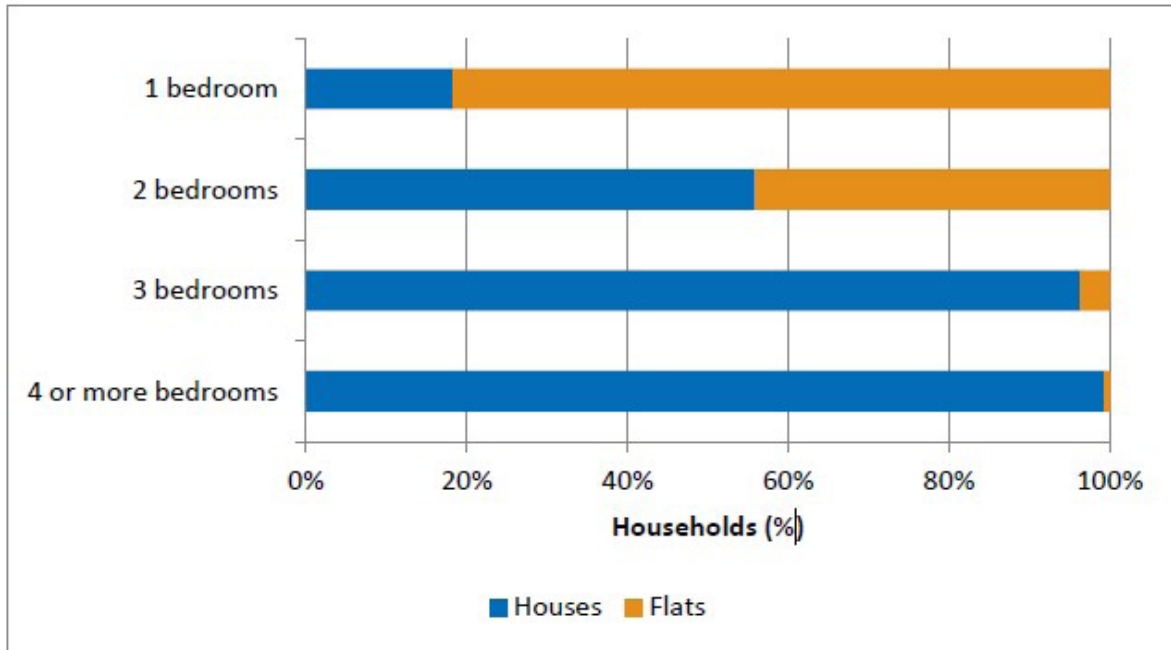


Type of Properties

2.8 Using the 2011 Census, the SHMA identifies the accommodation type by number of bedrooms and splits it into flats and houses.

Table 5: Accommodation type by number of bedrooms

Figure 2.2: Accommodation Type by Number of Bedrooms in Tandridge 2011



Source: Census 2011

2.9 In areas where it is appropriate to have this type of housing, the SHMA recommends that there needs to be a mix of houses and flats / apartments. The Council would expect to see a mix of around:

- 79% houses.
- 21% flats / apartments.



- 2.10 Policy HS1 provides guidance on sites of 10 units or more for the type and size of properties that should be provided.

Policy HS1: Market Housing mix

To create sustainable and mixed communities, a mix of market housing on sites of 10 or more should be provided, based on the following criteria:

- I. Between 30%-40% of the housing should be 3 bedrooms
- II. There should be no more than 30% 4+ bedrooms

Of this mix:

- I. Under 20% should be apartments

Where this differs from an adopted Neighbourhood Plan, the Neighbourhood Plan policies should be applied.

- 2.11 Individual sites over 10 units will be expected to deliver the type mix set out in Policy HS1. However, on smaller sites a revised mix may be negotiated having regard to the overall target and the site specifics. This may mean that some sites will be expected to deliver a single type in order to meet this district wide target.

2.12 Actions:

- Monitor the number of new homes by size (number of bedrooms) and type through the Authority's Monitoring Report.
- Take steps to identify in more detail the housing needs of young people aged 16 - 25.
- Use data to review effectiveness of guidance within this strategy on mix and type and take steps to amend as necessary.

Older people

- 2.13 Older people are classed as "people over or approaching retirement age, including the active, newly-retired through to the very frail elderly; and whose housing needs can encompass accessible, adaptable general needs housing through to the full range of retirement and specialised housing for those with support or care needs¹".
- 2.14 In the Tandridge district, around 74% of those aged 65 and older own their house outright, compared to England where it's around 67%. Older families also typically occupy larger properties, meaning that these properties may include spare rooms. This is confirmed through the Census 2011 that shows that 74% of all households in the district have at least one spare bedroom. Future changes in financial circumstances for households – linked to changes in inheritance tax or pensions, for example – could influence the extent to which these households could be encouraged to downsize for financial reasons.
- 2.15 The PPG advises that older people typically occupy a broad range of accommodation, including market housing and more specialist accommodation for older people. For market housing, those aged 65+ are most likely to desire the mix of properties set out in Table 5. This will include a large number of bungalows, which can assist with people who would like to downsize from their current larger property.

Table 5 Type of properties 65+ occupy

		Detached	Semi-detached	Terraced	Flat
65+	6,616	2,790	1,691	693	1,442

¹ NPPF 2018, page 69



- 2.16 Taken from the SHMA and looking specifically at types of specialist accommodation for older people, the following can be considered as broadly representative of these options, as drawn from the Age UK20 and NHS21 websites:

Sheltered housing – there are many different types of sheltered housing schemes, although as a minimum they should provide 24 hour emergency help through a Community Alarm (telecare) system and there may also be an on-site scheme manager. Importantly, schemes are generally comprised of self-contained flats or bungalows – typically with between 20 to 40 units – with communal areas often on site. In planning terms, this type of housing is usually categorised as C3 housing, and is not classified as communal establishments;

Extra care housing – this is sometimes referred to as very sheltered housing, or housing with care. This is considered as an intermediate form of accommodation between sheltered and care home housing, and may include converted properties and purpose-built accommodation, such as retirement villages, apartments and bungalows. They can also be large-scale villages with up to 300 properties. Importantly, accommodation is not limited only to older persons, but can accommodate people with disabilities regardless of age. Extra care housing is aimed at providing people with the opportunity to live independently in a home of their own, but with other services on hand if they need them. Accommodation is usually provided in the form of self-contained flats, but meals are provided and individual personal care may also be provided. This suggests that housing of this nature will largely be classified as C3 housing, and will not fall within the definition of communal establishments; and

Care homes – staffed 24 hours a day with meals provided, and often referred to as either residential homes or nursing homes, with the categorisation dependent on the level of nursing care provided. Within this category, it is important to note therefore that the nature of accommodation – and degree of independence – will vary considerably, with the most profound needs met through nursing care. This accommodation type may well be categorised as communal establishments, due to lower levels of self-containment and independence of households, and could therefore fall within the C2 definition. This will depend, however, upon the proportion of accommodation within any particular care home which has its own cooking facilities, as per the ONS definition.

- 2.17 The 2011 Census highlights the number of residents living in communal establishments (care homes) , broken down by age group. This shows that there were 1,761 residents living in communal establishments in the Tandridge district as of 2011, of which 719 – or 41% – are aged 65 and over. The following table summarises the type of communal establishments occupied by these residents, which shows that the majority are living in care homes. Table 6 sets this out in more detail:

Table 6: Communal Establishment Residents (65+) by Type 2011

	Total	%
All usual residents in communal establishments	719	-
Medical and care establishments - NHS	34	5%
Medical and care establishments - local authority	23	3%
Medical and care establishments - RSL/HA	2	0%
Medical and care establishments - care home with nursing	282	39%
Medical and care establishments - care home without nursing	371	52%
Medical and care establishments - other	5	1%
Other establishments or not stated	0	0%

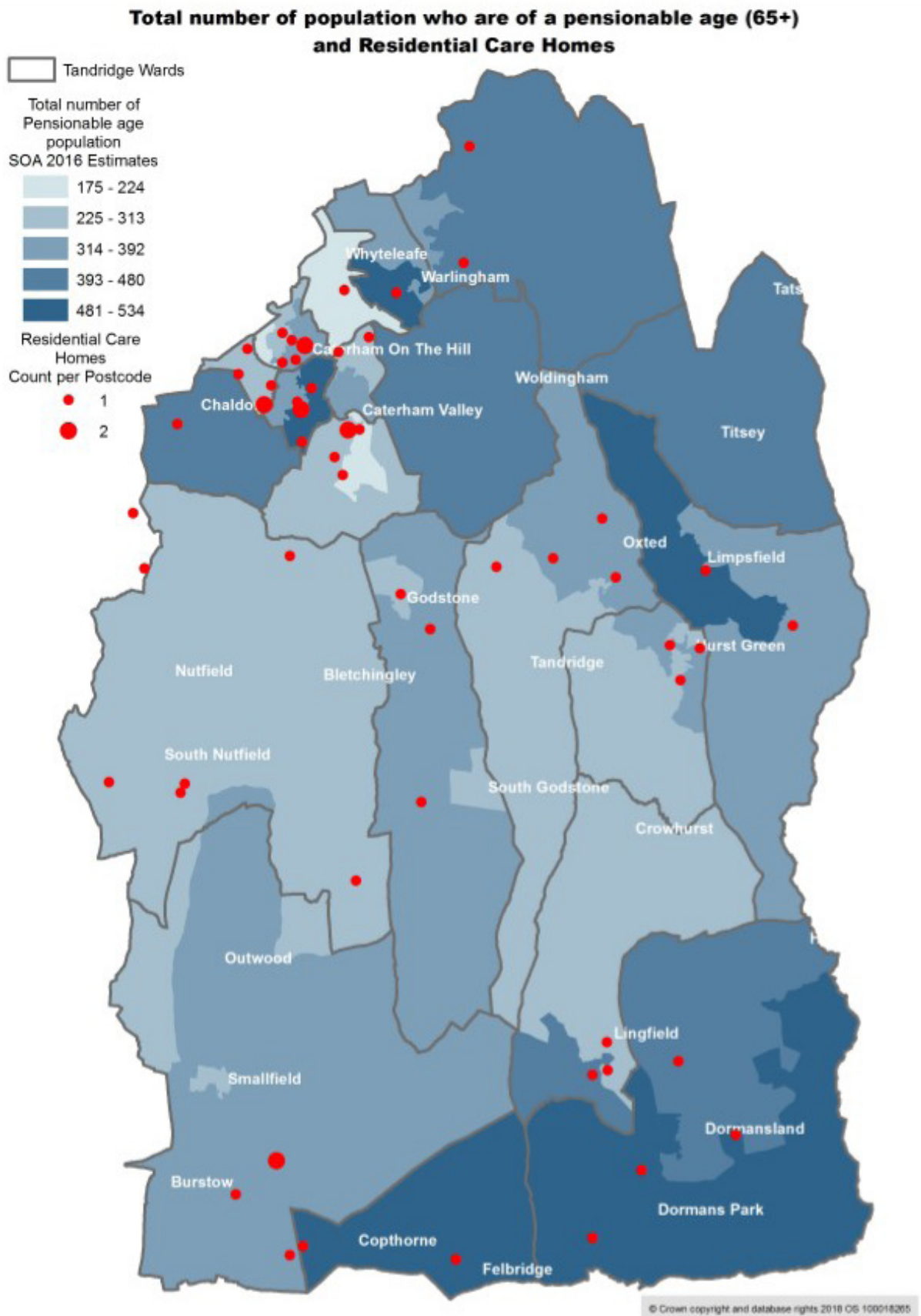
Source: Census 2011

- 2.18 The SHMA identifies that from 2013-2033, an additional 9,825 older residents aged 65 and over are projected to live in Tandridge. However, due to how households for 65 -74, 75-84 and 85+ are categorised, it is not easy to break them into households and therefore work out how many units are specifically required up to 2033. The SHMA provides an indication that 50 units are required annually to meet specialist housing need but this does not take into account constraints within the district, such as the Green Belt and the Areas of Outstanding Natural Beauty.



2.19 Map I: Total number of population who are 65 and over and residential care homes of care homes in the district. What is evident is that there is a concentration in Caterham but limited facilities in Oxted, Whyteleafe and Warlingham when compared against the higher total number of residents 65 and over.

Map I: Total number of population who are 65 and over and residential care homes



- 2.20 Through its planning function the Council has allocated some land for 25 extra care units within Warlingham. The Council's draft Local Plan also includes a guidance which provides support for new specialist housing.
- 2.21 Policy HS2 builds on the Local Plan Policy TLP14 and sets out the guidance in relation to specialist housing for older people.

Policy HS2: Specialist Housing for Older People

The loss of specialist housing may be acceptable where there is no longer an established need for this type of accommodation or adequate replacement accommodation can be provided.

The Council will support proposals for new specialist housing where it can be demonstrated that:

- I. There is an established local need for the form of specialist housing;
- II. The standard of housing and facilities are suitable having regard to:
 - c. The provision of appropriate amenity space, parking and servicing;
 - d. There is a good level of accessibility to public transport, shops, services, pharmacies, open space and community facilities appropriate to the needs of the intended occupiers;
 - e. The impact of the proposed development would not be detrimental to the amenity of the local area;
 - f. Appropriate drop kerbs and pedestrian crossing to promote access for wheelchair users and mobility scooters; and
 - g. Being in a well-lit and safe environment.
- III. The development is appropriate for the end user based on the level of independence they require.

- 2.22 In relation to the Council's own stock, sheltered housing represents 25% of the housing stock, considerably higher than in adjoining districts (Reigate and Banstead [Raven Housing Trust] – 5% and Guildford – 6%).
- 2.23 The Council undertook a full scale review of its existing sheltered housing stock in 2016. This review established that much of the sheltered housing stock was built over 30 years ago and that while the Council had undertaken building works and repairs to ensure that all properties met Decent Homes Standards, many properties did not reflect modern expectations in terms of accessibility and ease of use for those with mobility problems or other disabilities. Added to these issues around the age and physical design of the schemes, many Council owned sheltered schemes are located in parts of the district from which it is more difficult to access services; such as a GP surgery or shops due firstly to a lack of public transport and secondly, the distance of the sheltered housing from larger centres of population. Relative to other more modern sheltered housing schemes provided elsewhere, most in the district are also relatively small – from as few as one unit (legacy units still receiving a sheltered support service despite the scheme having been re-designated in past reviews) to a total of 37 units. The review identified that many Council owned sheltered properties were difficult to let due to their age and design and because of this, many properties had ended up being let to people who did not have support needs and who were only in their 50's.
- 2.24 While the Council has confirmed its commitment to continuing to meet the housing needs of older people, including those older people who are frailer, consideration needs to be given to the fact that Housing Related Support (HRS) is no longer available from Surrey County Council (SCC).



- 2.25 HRS was provided to pay for support, over and above what a landlord is ordinarily responsible for providing, to help people either move towards independent living or maintain their independence and covers help to resolve problems with their tenancy, maximise their income, access social networks to avoid isolation and to access health services. HRS does not include the provision of personal care.
- 2.26 HRS successfully prevented the need for more costly interventions – e.g. hospital admissions and registered care. Funding for support continues to be available from Surrey County Council for those who have eligible needs identified following an individual care assessment carried out by Social Services under The Care Act. The risk the Council or any provider of sheltered housing is exposed to is that the money granted to pay for additional support needs under the Care Act is paid directly to the recipient as a personal budget. This means they can spend this money on a provider of their choice, rather than a Council employed Warden or Scheme Coordinator, who is employed to manage and support tenants in Council owned sheltered housing schemes.
- 2.27 The strategic approach adopted by the Council for the provision of low cost sheltered housing for older people is that in order to fully meet the needs of older people, the focus should be on quality and not quantity of units and that investment should be made in schemes where older people in real need of the support available in sheltered housing can be housed, as this is more preferable than trying to mix age groups from 50+ with little, if any, support needs, with those aged 85+ with complex support needs.
- 2.28 In responding to this, the Council over the next two years is reducing its stock of sheltered housing by two thirds and focusing it in five key areas: Warlingham, Caterham Hill/Valley, Oxted/Hurst Green, Godstone/Bletchingley and Lingfield/Dormansland. This will reduce the number of sheltered schemes to 12, but we will continue to provide a Scheme Coordinator service. Individuals will continue to be able to access support through SCC Social Services subject to a needs assessment. In addition to the 12 sheltered schemes, some accommodation such as bungalows will be designated specifically for older people but receive no support service from the Council.
- 2.29 Over a period of 5 -10 years we will seek to improve sheltered housing in these five key areas of the district to provide a range of accommodation types and to this end, the Council is redeveloping 19 sheltered homes in Warlingham, with work ongoing to provide a new scheme in Caterham to replace some existing accommodation. The Council will look for other opportunities; including those provided by the Garden Community, to improve sheltered accommodation and continue to work with Surrey County Council to identify where there may be opportunities to provide specialist accommodation within the district.

2.30 **Actions:**

- Over the next 5-10 years the Council will seek to improve sheltered housing in 5 key areas to provide a range of accommodation types.
- Continue to work with Surrey County Council and other stakeholder partners to establish specialist housing need and assist so far as it is able in its delivery.
- Monitor the provision of new specialist housing through the Authority's Monitoring Report.



Self-Build and Custom Housebuilding

- 2.31 The Self-Build and Custom Housebuilding Act 2015 (the 2015 Act) requires the Council, to keep a register of individuals and associations who are seeking to acquire serviced plots of land in the authority's area for their own self-build and custom housebuilding. Subsequent amendments to this legislation and the issue of regulations have imposed the additional requirement for a Council to provide serviced plots for self-builders but have also enabled local authorities to apply additional criteria including a local connection test and a financial solvency test.
- 2.32 The Council opened their self-build and custom housebuilding (from now on referred to as self-build) register on 22 March 2016. Subsequently, on the 21 November 2017, in response to legislative changes the Housing Committee¹ resolved that:
- A. the introduction of a local connection test and a financial solvency test as additional eligibility criteria for being entered on Part 1 of Tandridge District Council's Self-build and Custom Housebuilding Register be approved;
 - B. those applying for entry to the Register who do not meet the local connection test and/ or financial solvency test will continue to be added to Part 2 of the Register, subject to meeting the remaining applicable criteria be noted; and
 - C. authorises the Chief Housing Officer in conjunction with the Chief Planning Officer, to set and periodically review the fees for entry onto, and remaining on, the Self-Build and Custom Housebuilding Register.
- 2.33 Part 1 of the register relates to those meeting both the national and local eligibility criteria; and Part 2, for those who only meet the national criteria.
- 2.34 Policy HS3 sets out the criteria that must be met for Part 1.

Policy HS3: Self-Build

In order for a local connection to be established, it is proposed that the applicant must demonstrate that they:

- Currently live in the district of Tandridge and have done so for at least one year, or
- Have previously resided in the district for 3 out of the last 5 years, or
- Are Tandridge district key workers, or
- Have immediate family (i.e. mother, father, son, daughter) who have lived in the district for 5 or more years and who need to move to the district in order to receive support from, or give support to, the applicant, or
- Have been accepted as having another special reason why they need to live in Tandridge.

Applicants will have to demonstrate that they hold sufficient savings and/or funding that can be secured to purchase the land required for the build. This would be in the form of documentary evidence of savings and/or mortgage in principle and would be assessed against land price data from the Valuation Office Agency.

- 2.35 On 5 April 2018, letters were sent to people who had been entered onto the self-build register and who had, up until this point in time, only been considered against the national eligibility criteria. Since that date and as of 15 August 2018, 5 applications have been received which have been considered against the new criteria; as a consequence only 2 of these applicants have been put onto Part 1 of the register at the time of writing (August 2018).

¹ www.councillors.tandridge.gov.uk/CMIS5/



- 2.36 For applicants on Part 1 of the register, the Council has a responsibility to offer a serviced plot to them to develop their self-build home. The Council is currently reviewing its assets with a view to identifying small sites suitable for sale including for self-build. There is a requirement that the people who are entered onto Part 1 of the register are offered a serviced plot of land within 3 years from the end of the base period in which they are entered. Therefore those entered onto the register within the base period running between 31 October 2017 to 30 October 2018, should be offered a site by 30 October 2021.
- 2.37 The Council has also committed to the delivery of a Garden Community at South Godstone, which would be an ideal opportunity to provide for a range of tenures and types of properties, including self-build. As the Council prepares their Area Action Plan (a planning policy document for the Garden Community at South Godstone), it will need to consider policies that assist in meeting the self-build need demonstrated by the applicants on Part 1 of the register.
- 2.38 **Actions:**
- Continue to administer the self-build and custom-housebuilding register and monitor the headlines through the Authority's Monitoring report.
 - Identify suitable sites for self-build schemes as part of an ongoing review of our assets and offer serviced sites within the three year period.
 - Set out in the Area Action Plan policies for the Garden Community at South Godstone to provide serviced plots to meet the applicants need on Part 1 of the self-build register.

Community Led Housing

- 2.39 Community led housing can help address affordable housing for those in need, young people and older residents. It also provides reasonably priced homes for families and housing that meets the community wants and needs.
- 2.40 There are lots of different models of community-led housing, which include co-housing, self-help housing, cooperative and tenant controlled housing, community land trusts, and projects run by community organisations.
- 2.41 Parish Councils in the district could help to bring forward community housing, and this could be incorporated into their Neighbourhood Plans. Localities have some bite size guides on how to deliver community led housing available on their website - <https://mycommunity.org.uk/resources/get-your-clh-project-up-and-running/>

The Community Housing Fund

- 2.42 The Community Housing Fund (CHF) is a £60 million fund from the Department of Communities and Local Government that is designed to enable local community groups to deliver affordable housing units of mixed tenure on sites, which are likely to be of little interest to mainstream housebuilders. The overall fund will enable capital investment, technical support and revenue to be provided to make more schemes viable and aims to significantly increase community groups' ability to deliver housing.
- 2.43 The CHF allocation for Tandridge is £29,694. This funding is not designed to support the actual build costs of any projects, but is designed to provide support and technical expertise to enable communities to bring projects forward. Eight District and Borough Councils in Surrey where there are high levels of second home ownership and problems of housing affordability have received allocations. This funding is being used collectively by the eight local authorities to fund a Community Housing Enabler to support communities in bringing forward proposals for land in their area.
- 2.44 The Council is supportive of proposals that bring forward affordable housing in an area provided that the housing will meet local need and will be owned and managed in an appropriate manner.
- 2.45 **Actions:**

- Support local groups in the delivery of community-led housing.
- Continue to channel the Council's CHF allocation towards the support of a Community Housing Enabler and the support of community housing provision.



Getting on the Housing Ladder

Discounted Market sale¹

- 2.46 Given high local property values Discounted Market sale (DMS) would still be prohibitive to the majority of residents in housing need. Turley's report (Affordable Housing Products in Tandridge - research paper 2018), suggests that offering a 20% discount on a 3 bedroom house valued at £425,000 (lower quartile price) would require an income of £75,529. Only 22% of Tandridge households would be able to access these properties. Given that new properties coming forward are likely to be of greater value than the lower quartile, the percentage it would be accessible to would reduce further.
- 2.47 However the Council recognises that where developers are willing to offer a 50% discount on properties ranging between one and three bedrooms, especially when priced within the lower quartile figures, they may be affordable to a greater percentage of households in need. For example, a one bedroom flat priced at £220,000 and discounted to 50% through DMS would equate to a property value of £110,000. With annual costs of £7,331 this would allow those on an income of £24,436 or greater to apply, appealing to 77% of our households². Even a three bedroom property, priced at £425,000 would, through DMS, be discounted to £212,500, which would require an income of £47,206. 50% of households within Tandridge would be able to access such a property.
- 2.48 The Council considers that DMS is of limited value in meeting housing need unless the discounts offered are at a high level such as 50%. The Council may however be prepared to consider it as part of an affordable housing package on a site that would allow the remainder of the affordable housing to be for affordable/social rent and offered at between 50-60% of market rents.

Starter Homes³

- 2.49 The income required to purchase a starter home is not dissimilar to that required to purchase an 80% DMS property. However, unlike DMS which retains the discounted level in perpetuity, the Government envisages a "tapered" approach for starter homes, which will allow them to be sold at an increasing proportion of market value over an anticipated period of 15 years. Therefore, whilst being potentially affordable when first delivered and occupied this could change with subsequent occupation. In addition, the discount of only 20% (compared to a potential discount of 50% on DMS products) means that it is still unaffordable to many households in need.
- 2.50 An entry level starter home, based on discounting an entry level market property of £320,000 to £250,000, would require an annual income of £55,536 to sustain the mortgage. 61% of households within Tandridge district would be unable to afford this product.⁴
- 2.51 Therefore, while DMS and Starter Homes are similar products, Tandridge District Council would not support the delivery of Starter Homes as an affordable housing product, as it would only be available to a small number of households within the district and there is no ability to ensure the affordability of these units into the future.

¹ Discounted Market Sale (DMS) is the sale of properties on new build developments sold at a discount. Following Government published literature; the discounts applied are typically between 20-50% of the property's market value. Restrictions are placed on the property's Land Registry Title which would ensure that the property remains at that discounted rate into perpetuity for future purchasers.

² Affordable Housing products in Tandridge August 2018

³ Starter homes are defined under the Housing and Planning Act 2016 as new homes costing up to £250,000 outside London that are discounted by a minimum of 20% from market value and made available to eligible first-time buyers aged between 23 and 40 years. Eligibility criteria are proposed that means that only households earning less than £80,000 can purchase a starter home.

⁴ Affordable Housing products in Tandridge August 2018



Shared Ownership Sale¹

2.52 Shared Ownership is a tried and tested product within the district, with 220 homes already constructed and occupied; the majority of which are owned by Registered Providers. It is popular with potential home owners as it requires a smaller deposit than other home ownership products and a lower mortgage requirement which allows it to be accessed by households on lower incomes.

Table 7: Cost of Shared ownership Housing

	1 bed	2 beds	3 beds	4+ beds
Open market	£220,000	£275,000	£425,000	£650,000
25% shared ownership				
Share to purchase	£55,000	£68,750	£106,250	£162,500
Deposit	£5,500	£6,875	£10,625	£16,250
Mortgage cost	£3,472	£4,341	£6,708	£10,260
Annual rent	£4,538	£5,672	£8,766	£13,406
Service charge	£1,073	£1,073	£1,073	£1,073
Annual cost	£9,082	£11,085	£16,546	£24,738
Income Required	£30,275	£36,950	£55,154	£82,461
% Households able to afford	70%	63%	39%	20%

Tables 5.4 and 5.5 Turley's report on Affordable Housing products in Tandridge August 2018

2.53 The above table, shows that Shared Ownership, particularly one and two bedroom homes, can be accessed by a significant proportion of those in housing need, especially when a lower amount of equity is offered for purchase. For a two bedroom property with an assumed value of £275,000, a 50% equity purchase and a rental income based on 2.75% of the remaining equity share, an annual household income of £45,116 would be required. This product would be accessible to 50% of households living within our district.

2.54 The Council believes that shared ownership sale remains one of the most affordable access routes into home ownership for those on incomes not sufficient to otherwise enter the market. It believes that the percentage equity sale needs to be low in the region of 25-30% to make it accessible and that the rent should be based on a maximum of 2.75% of the unsold equity.

Rented Housing you can eventually buy

2.55 The Council is supportive of initiatives that will enable residents on low incomes to start renting their home with a view to eventually buying them. There are a number of current initiatives including rent plus and rent to buy. Brief details of the principle types are given below.

Rent to buy

2.56 Rent to buy (also known as Rent Plus) is a scheme which allows Registered Providers (and other providers) to apply for government loans to build new homes and let them at below market rent, for a minimum period of seven years. Within this period, the tenants have the opportunity to save for a deposit to buy the home at the end of the defined period. The tenant is given first refusal to purchase the property. If they choose to do so, then the monies go back to the Registered Provider to deliver further affordable housing. If they choose not to do so, the property becomes available to let again to another tenant who requires affordable housing and is seeking to buy.

2.57 The scheme is targeted at households with an income of less than £80,000, and who are unable to purchase a home without assistance.

¹ Shared ownership (often called part rent/part buy) enables people to buy a share of a new home (between 25% and 75% of its value), and pay rent on the remaining share (typically to an RP) to supplement the mortgage on the purchased share. Purchasers are able to buy bigger shares as and when they can afford to do so. The scheme is aimed at those who are unable to afford a mortgage on the 100% value of a property. Applicants must not exceed a household income ceiling of £80,000 per annum.



- 2.58 Given that the average household income required to access a two bedroom 80% market rent property is £30,816, occupants would require a greater level of income to be able to save for a deposit. However, we recognise that this is a good alternative route to allow our residents to access home ownership.
- 2.59 Should developers propose this type of product we would expect to see a lower than 80% share being proposed in order to make it accessible to a greater proportion of those in housing need. In addition, we would also only consider this type of product where it cross-subsidises the delivery of a lower than 80% affordable rent on other housing within the same development.

Rent Plus

- 2.60 'Rentplus' offers aspirational home owners an affordable opportunity to purchase their own home through a combination of affordable rents and a 10% gifted deposit. Funded by institutional investors or pension funds seeking ethical investment, Rentplus properties are let on 20-year full repairing leases to responsible housing associations who will manage the stock. The properties can then be allocated to people and families in housing need. This can include households on council housing lists who wish to become home owners, those registered with choice based lettings and Help to Buy agents, or persons in private rented accommodation with limited or no ability to save for a deposit. Rentplus homes generally comprise new build properties with strong energy efficiency performance, meaning occupiers can achieve savings on household bills.
- 2.61 Typically tenants have five-year renewable tenancy agreements, at an affordable rent set at 80% of market rent, including any service charge, with no maintenance responsibilities, giving them time to save for a deposit and build creditworthiness records that will support mortgage applications. After a tenancy period of five, ten, 15 or 20 years, the occupier will be invited to purchase their property. While there is no obligation to purchase, those who do choose to buy receive a gifted deposit of 10% of the property's market value. As there is no chain and they are already in situ, there are none of the delays, uncertainties or moving expenses of most house purchases.
- 2.62 All Rentplus homes are sold after 20 years. If they are not purchased by the occupier or the housing association, houses will be sold on the open market, with a percentage of net proceeds paid to the local authority for future affordable housing. Rentplus aims to replace properties as they are sold, to maintain the number of affordable homes for rent in any local authority area.

Other products designed to assist households get on the housing ladder

- 2.63 A range of other products and Government initiatives exist that could help first time buyers get onto the housing market.
- 2.64 Financial aids to purchase include the 'Help to Buy ISA', Lifetime ISA, and the Help to Buy Equity Loan. All have their place and have had varying degrees of take up in the district, some very limited. The Council nevertheless believes that they do have a place and may help some households gain access to housing. To this end the Council will seek to promote these and similar products to raise awareness of them.

2.65 Actions

- Undertake a greater promotion of Shared Ownership to ensure the buyers are fully aware of this product.
- Seek to promote financial aids to assist people to get onto the housing ladder.

Affordable housing: The split of tenure and mix

- 2.66 Affordable housing is defined as 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). The National Planning Policy Framework (NPPF) 2018 sets a number of other products relating to affordable housing.



- 2.67 The mix of tenure should reflect the current assessment of need, the most recent assessment of which is set out in the Strategic Housing Market Assessment June 2018. Assessments of housing need will be updated periodically to determine whether this need has changed.
- 2.68 It is evident from the research undertaken that rented dwellings are only affordable where they are heavily discounted below market rents and are at or below LHA levels and that rented dwellings will meet the greater majority of housing need within the district. To this end the Council expects the bulk of affordable housing provided on planning policy sites to be for social or affordable rent. It is expected that the remainder of affordable housing provided should be for shared ownership sale. However, other products will be considered where affordability is equal to shared ownership and demand can be proven by the developer.
- 2.69 The split of tenure is as follows:
- affordable or social rented housing where the rents do not exceed LHA levels – no less than 75%
 - low cost home ownership delivered as shared- ownership housing – up to 25%
 - The Council would accept all at 100% affordable or social rent.
- Note: The Council will consider a reduced proportion of affordable rented housing where all or part is delivered as social rented housing.
- 2.70 Policy HS4 sets the guidance on tenure split on planning policy sites.
- 2.71 Whilst Policy HS1 focuses on overall provision on sites larger than 10 homes, because affordable housing is more focused towards first time entry into the housing market for both rent and sale a different mix of homes is more appropriate for affordable provision. Policy HS4 details this revised mix.
- 2.72 Policy HS4A sets out the Council’s expectations regarding the breakdown of affordable housing provision.

Policy HS4: Affordable Housing –Tenure Split

Where a site triggers the requirement for affordable housing, the following split of tenure should be provided:

- Affordable or social rented housing – no less than 75%
- Low cost home ownership delivered as shared ownership housing – up to 25%
- The Council would accept all developments that offer 100% affordable or social rent.

Note:

- a. The Council will consider a reduced proportion of affordable rented housing where all or part is delivered as social rented housing;
- b. Social rents shall be calculated in accordance with Government policy and affordable rents shall be at a maximum equivalent to the local housing allowance for that area;
- c. Shared ownership housing initial equity sales shall be at an average of 30% for a scheme with a range between 25% and 40%;
- d. Shared ownership housing rents shall be based on a maximum of 2.75% of the unsold equity.



Policy HS4A

To satisfy the requirement for affordable housing defined in HS4, the following split of types and dwelling size should be provided:

1. Affordable Housing for Rent / Social rent

Dwelling mix:

- a. 10%-20% 1 bed 2 person dwellings
- b. 45%-55% 2 beds 4 person dwellings
- c. 25%-35% 3 beds 5 person dwellings

2. Intermediate Sale

Dwelling Mix:

- a. 20%-30% 1 bed 2 person dwellings
- b. 60%-70% 2 bed 4 person dwellings
- c. 10%-20% 3 bed 5 person dwellings

Note:

The provision of 4+ bedrooms for affordable houses will not be supported by the Council, unless there is a strong justification demonstrated for this need.

For 2 bedroom properties, a proportion should be designed so that it is possible to divide one of the bedrooms into 2 bedrooms.

Affordable housing providers

- 2.73 The Council's preference is for affordable housing to be provided and managed by Registered Providers (RPs) who are regulated by Homes England and have to meet standards in respect of governance, financial probity, tenant involvement and housing management.
- 2.74 The Council believes that proven good management of affordable housing and a commitment to working in our district are essential. We will look for these qualities in our choice of RP partners, and support them to develop new affordable housing in our district. We welcome the opportunity to work with RPs who already have stock in our district and would also consider working with new RPs who are financially sound, have a proven standing with Homes England, provide good housing management maintenance and tenant involvement services, and agree to work with our allocations policy.

2.75 **Actions:**

- Support Registered Providers in seeking funding from Homes England or other bodies to support the provision of affordable housing on sites in the district.
- Support Registered Providers in seeking to acquire land for either affordable or mixed residential development provided the sites are:
 - Allocated sites or are sites which accord with the Council's Local Plan and;
 - The element of affordable housing meets as a minimum the levels of affordable housing required in the Local Plan and/or this Strategy.



Affordable Rented Housing

- 2.76 The Turley's report on housing products¹ makes it clear that only highly discounted affordable rented housing is genuinely affordable to the majority of households requiring this sort of housing in our district.
- 2.77 Given that access to home ownership is inaccessible to many in our district, even to products which are considered low cost, social and affordable rented products are key to meeting the need for low cost housing. The more substantial the discount applied to rent levels, the more affordable the product is to a greater number of households in need. This particularly applies to those on the lowest incomes, typified by applicants in the higher priority bands on the Council's Housing Register. These households have the least chance of being able to access open market housing with or without housing benefit, making them more vulnerable to homelessness.
- 2.78 Two types of affordable rented housing products are considered to meet the greatest level of need with this district:
- Affordable Rent: rents discounted at or below LHA² levels so that tenants can access the maximum financial assistance through Universal Credit³ (originally housing benefit) without having to contribute to rental costs out of their other income.
 - Social Rent: this is a Government set formula based on January 1999 property values of a property, income levels in the area and the number of bedrooms. This is typically less than 50% of a market rent.
- 2.79 **Action:**
- Support Registered Providers in seeking funding from Homes England to provide accommodation with a lower rent than affordable rents wherever possible.

Section 106 agreements

- 2.80 Planning obligations related to affordable housing will be secured through a section 106 agreement or unilateral undertaking.
- The s106 agreement will contain requirements relating to:
- Continued availability of affordable dwellings in perpetuity;
 - Obligations in relation to the affordable dwellings;
 - Type, size and tenure of housing;
 - Requirement to recycle any receipts or Grant arising from the disposal of all or part of an affordable dwelling;
 - A nomination agreement;
 - The point at which a developer must have entered into an affordable housing agreement with a Registered Provider and the point at which the affordable housing must be delivered.

Nomination agreements

- 2.81 Providers of affordable housing will be required to enter into a nomination agreement with the Council. The nominations agreement will normally require:
- For rented housing:**
- Initial lets – 100% nominations
 - Relets – 75% nominations
 - All lettings not subject to nominations being given priority for local households

¹ Affordable Housing products in Tandridge August 2018

² LHA – Local Housing Allowance is the maximum housing benefit permissible having regard to a particular area and the size of a property.

³ Universal Credit is a monthly benefit payment for people who are on low income or are out of work. It's being rolled out in stages across the UK and is replacing other benefits. The Housing Element is the contributory element of Universal Credit that pays for housing costs.



For homeownership:

- Initial sales – 100% nominations
- Resales – 100% nominations
- Any sales not subject to nominations to be given priority for local households

- 2.82 Nominations will normally be made from the Council’s Housing Register, via the Home Choice system, or for homeownership, from the Help to Buy Agent’s List. In some cases the Council will agree a local lettings policy with the provider to meet particular needs or local circumstances. In all cases, allocations or prioritisation for affordable housing will be in accordance with the Council’s Housing Register and Allocations Policy.
- 2.83 The nomination obligations will be required to be passed to any future owners of the affordable dwellings, or be provided elsewhere.
- 2.84 The Council will expect providers of affordable housing for sale to work with the Council to promote a sales scheme in the district and ensure that local people are fully represented on the Home Buy Agent’s register.

2.85 Space standards

- 2.86 The Council expects affordable housing to meet the requirements of Homes England, including space standards. In terms of space standards the Council expects space standards to be based on high levels of occupancy to enable them to maximise their usefulness into the future. Occupancy levels and dwelling sizes are detailed below.

Internal Floor Space requirements for dwellings (m2)

1 bedroom flat/ bungalow/ 2 Persons	2 bedroom flat/ 4 Persons	2 bedroom house/ 4 Persons	3 bedroom house/ 5 Persons	4 bedroom house/ 6 Persons	4 bedroom house/ 7 person
50	70	79	93	106	115

Notes to accompany table

1. In dwellings that have three storeys additional floor space of 3m2 will be required for the additional landing and staircase required.
2. Floor areas shall be calculated in accordance with the following:-
 - Permitted:** Floor area measured between the inside face of the finished enclosing walls of each unit and measured over private staircases; partitions; internal walls; heating appliances; internal chimney breast projections; internal porches forming an integral part of the habitable space; internal storage space greater than 1.5m in height and conservatories forming an integral part of the habitable space.
 - Not Permitted:** Perimeter wall thickness and external projections; central lobby areas; passageways and other communal areas shared with other units; any space where the height to the ceiling is less than 1.5m (e.g. rooms with sloping ceilings; external dustbin enclosures); porches; covered ways etc., balconies (private, escape and access) and decks; voids and air wells, non-habitable basements; attics; thermal buffer zones or sheds; external storage space and dustbin areas; all space for purposes other than housing (e.g. garages, commercial premises etc.); conservatories not forming an integral part of the habitable space; bay windows or other feature, which, when included, would result in a unit size unrepresentative of the true unit size or where the window or feature does not reach floor level.

A single bedroom will have a floor area of at least 7.5m2 and be at least 2.15m wide. A double or twin bedroom shall have a floor area of at least 11.5m2 with a width of at least 2.75m



Developing our own land

Housing Revenue Account¹ land

- 2.87 The Council has recently reviewed its supply of sheltered housing resulting in a reduction in the number of sheltered homes designated for older people. This has led to one site in Hurst Green becoming available for conversion to family homes, another in Warlingham becoming available for redevelopment for family housing and an infill site for family housing in Caterham. Other sites may become available in time. Council owned garage sites are also being reviewed in part to determine the scope to provide affordable housing.
- 2.88 Small sites (one or two plots) identified through this asset review are considered too expensive to develop and could instead be sold (including sale as self-build sites), with the resulting capital receipt used to fund the new housing programme.
- 2.89 Medium to large sites identified as surplus to requirements will either be developed by the Council, providing there is sufficient capacity within the Housing Revenue Business Plan, or sold to the Council's Housing Company for a self-supporting mixed development including affordable housing.
- 2.90 The Housing Revenue Account (HRA) is a separate account from the Council's General Fund (which relates to the Council's other activities - Refuse collection, planning etc.) and relates solely to the management and maintenance of its housing stock and the provision of new housing on HRA land. The HRA has a cap on borrowing determined by the Government and a limited revenue stream to meeting the cost of serving new loans to meet the cost of new housing.

General Fund sites

- 2.91 The Council has considerable assets held by our General Fund, however much of it does not have potential for development. Where we do have land suitable for residential development we will bring forward those sites for development maximising, subject to financial viability, the amount of affordable housing on the site and seeking to maintain a mix of tenures to achieve a sustainable development.
- 2.92 The Council proposes setting up a Housing Company to develop out both Council and acquired sites for a mix of housing, including affordable housing.

The Council as a developer of housing

- 2.93 The Council started developing its own housing through the Housing Revenue Account (HRA) in 2016. We have an active programme which will supply over 120 homes by 2021 and recently purchased Bronzeoak House in Caterham to develop more affordable housing in support of that programme.
- 2.94 The development programme is funded through a mixture of Right to Buy Receipts, land sales, reserves and borrowing. The Council is committed to maximising the use of its HRA to fund a programme of new development. However the capacity of the HRA business plan to fund a development programme is finite and the Council will explore ways in which the programme can be extended; including the merits of becoming an investment partner with Homes England in order to apply for Social Housing Grant and the sale of surplus HRA assets. Site sales would include the potential to dispose of a site to the Council's Housing Company for development to provide affordable housing.

The Council's Housing Company

- 2.95 In a further commitment to the development of affordable housing the Council proposes to set up a Housing Company to develop affordable housing for rent and sale, part-funded by the development of market sale housing alongside it. The Housing Company will provide an additional path alongside developers, Registered Providers and the Council's own programme, to provide affordable housing.

¹ The Housing Revenue Account (HRA) is a separate account from the Council's General Fund (which relates to the Council's other activities - Refuse collection, planning etc.) and relates solely to the management and maintenance of its housing stock and the provision of new housing on HRA land. The HRA has a cap on borrowing determined by the Government and a limited revenue stream to meeting the cost of serving new loans to meet the cost of new housing.



Strategic acquisition of land

2.96 Where suitable sites become available and the Council has the financial resources it will seek to acquire land for either affordable housing or mixed developments, either directly or through its Housing Company.

2.97 **Actions:**

- Review the Council's assets to identify potential sites for development.
- Review ways in which the Council can maximise the scope of the HRA to deliver affordable housing for rent.
- Consider the sale of small sites where by virtue of their size they are uneconomic to develop with a view to supporting the HRA development programme and the provision of self-build sites.
- Investigate the merits of becoming an Investment partner with Homes England to enable us to access social housing grant.
- Set up a Housing company.
- Explore opportunities for private rented sector development.
- Pursue opportunities to purchase land to build in particular to provide affordable housing both through the HRA and the new housing company.

Privately rented housing

2.98 The Council recognises the value of having a vibrant private rented sector that is well managed and of good quality, notwithstanding it may not be accessible to many households within the district. The Council will support developments of privately rented homes provided they are well located in areas with good transport links and other facilities. The Council expects such developments to provide the requisite level of affordable housing and also expects to receive nomination rights to the affordable housing.

Policy HS5 – Private Rented Developments

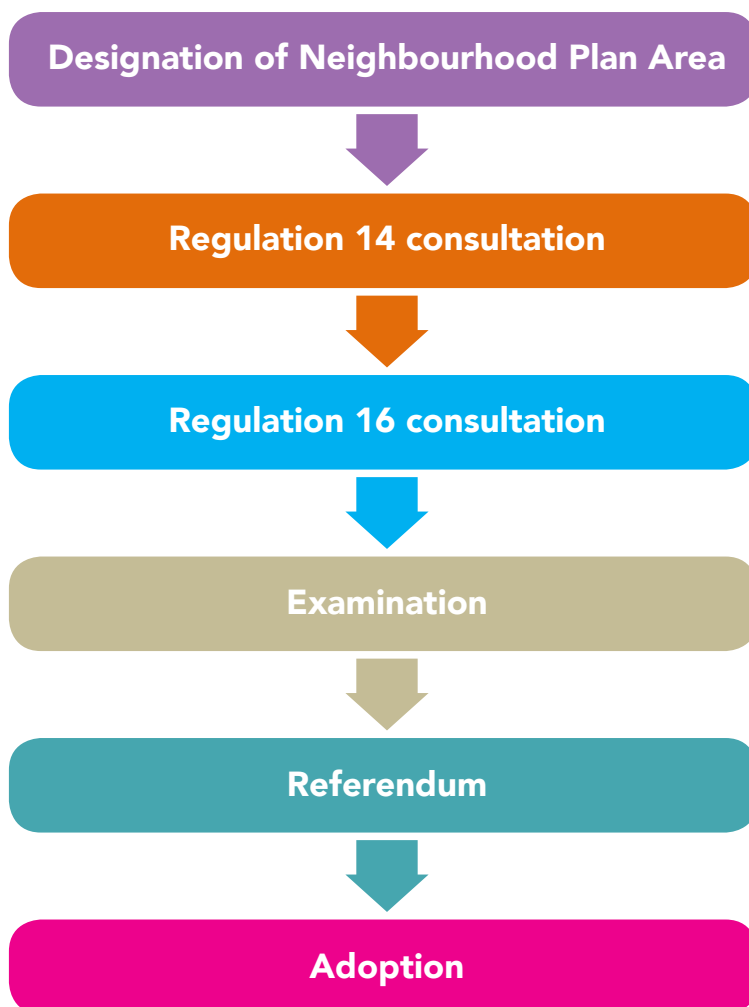
Where a private rented development triggers the requirement for affordable housing, the Council expects such developments to provide the requisite level of affordable housing and also expects to receive nomination rights in respect of that affordable housing as it would with any other affordable housing provision.



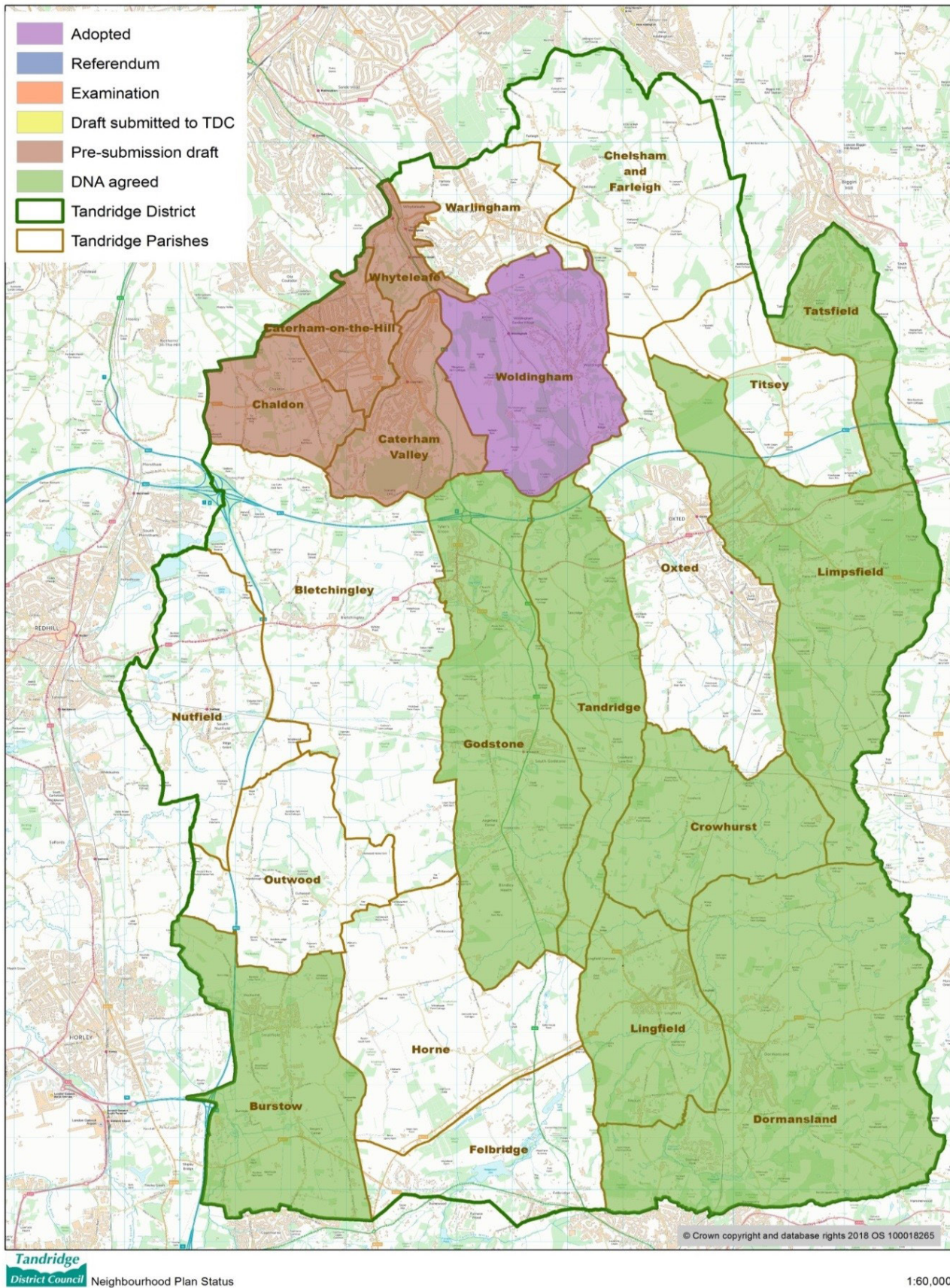
Neighbourhood plans

2.99 There are 10 Neighbourhood Plans being prepared in the district. The process Neighbourhood Plans have to follow is set out in Figure A below and Map II shows the current status of each Neighbourhood Plan in the district.

2.100 Figure A – Process of Neighbourhood Plan



2.101 Map II - Status of Neighbourhood Plan (August 2018)



N.B Please note Limpsfield Parish Council is due to submit their pre-submission draft for the Regulation 16 consultation in September 2018.



2.102 Neighbourhood Plans carry the same weight as a Local Plan when determining planning applications. The adopted Woldingham Neighbourhood Plan and emerging Neighbourhood Plans focus on character and design within the parish that should be retained and enhanced when new housing developments are being considered. There are also policies on housing mix, type and tenures, see example from Limpsfield Neighbourhood Plan (Regulation 16) below.

2.103 Figure B – Policy extract from Limpsfield Neighbourhood Plan on housing mix.

Policy LNP 3: Housing Type and Mix

Any new residential development, including infill development, will be expected to contribute to the delivery of an appropriate mix of dwelling types and sizes to meet the housing needs of all sectors of the community, including those with specialist requirements. The type and mix on an individual site should have regard to:

- I. The character of the surrounding area.***
- II. The accessibility of the location and availability of existing and proposed local services, facilities and infrastructure.***
- III. The evidence of housing need and demand from Housing Market Assessments and other relevant evidence sources.***

Development proposals will be expected to demonstrate how these matters have been addressed within the proposed dwelling mix. All new housing developments should provide a mix of house sizes. In developments of three dwellings at least one dwelling should have three bedrooms or less; in developments of four or more dwellings, at least 50% of the dwellings should have three bedrooms or less. In order to help maintain the supply of smaller dwellings, planning permissions for new housing will be subject to conditions requiring the prior consent of the local planning authority for extensions or alterations which provide additional accommodation at first floor level or above

2.104 Some Neighbourhood Plans will allocate housing sites, as well as provide rural exceptions sites or policies for rural exception sites. Many will have undertaken their own Housing Needs Survey to understand the amount of affordable housing required in the parish. Through the Strategic Housing Market Assessment (SHMA) 2018 Affordable Housing Needs¹, the Council has also undertaken an assessment of annual affordable housing need for each parish.

¹ www.tandridge.gov.uk/Portals/0/Documents/Planning%20and%20building/Planning%20strategies%20and%20policies/Local%20plan/Evidence%20base%20and%20technical%20studies/SHMA-2018-Affordable-Housing-Needs-Assessment.pdf



Table 8 Affordable housing need calculation by Parish – total affordable housing need (1/2)

Step	Bletchingley	Burstow	Caterham Valley	Caterham on the Hill	Chaldon	Chelsham and Farleigh	Crowhurst	Dormansland	Felbridge	Godstone	Horne
Stage 7 - Total affordable housing need (nett annual)											
7.1 Shortfall in affordable housing to meet current backlog	4	7	0	19	0	2	0	1	1	5	1
7.2 Newly arising future need	9	18	52	55	4	3	1	7	6	21	5
7.3 Net annual affordable housing need	13	25	52	74	4	5	2	8	6	25	6
%	3%	6%	13%	19%	1%	1%	0%	2%	2%	6%	1%

Table 9 Affordable housing need calculation by Parish – total affordable housing need (2/2)

Step	Limpsfield	Lingfield	Nutfield	Outwood	Oxted	Tandridge	Tatsfield	Titsey	Warlingham	Whyteleafe	Woldingham	Other
Stage 7 - Total affordable housing need (nett annual)												
7.1 Shortfall in affordable housing to meet current backlog	0	6	0	1	16	1	2	0	8	6	1	81
7.2 Newly arising future need	7	7	6	2	24	3	5	0	33	38	4	310
7.3 Net annual affordable housing need	7	13	7	3	40	3	7	0	40	45	5	391
%	2%	3%	2%	1%	10%	1%	2%	0%	10%	11%	1%	100%

2.105 The Parish Councils and the Neighbourhood Plan Steering Groups need support and guidance from the Council to prepare their Neighbourhood Plans up until Regulation 16, after which Tandridge District Council has to manage the remainder of the process up until adoption.

2.106 **Actions:**

- Continue to support the preparation of Neighbourhood Plans.
- Monitor the number of new homes and affordable homes in each parish through the Authority’s Monitoring Report.

Building the skilled workforce our economy needs

2.107 We recognise that apprenticeships provide a real opportunity to offer entry level jobs to those living within our district. Securing relevant qualifications and gaining invaluable onsite experience can be a real challenge for many young people leaving full time education. At present we expect our building contractors to take on apprentices to help deliver our Council House building programme. Tandridge District Council is committed to developing further policies to enable more businesses within our district to offer apprenticeships.

The Council also offers a range of housing management apprenticeships enabling people to gain valuable work experience whilst gaining a formal, sector recognised, technical qualification.

2.108 **Actions:**

- Support apprenticeships to help deliver housing.



Summary of Priorities for Strategic Objective 1:

Building the homes we need

- Monitor the number of new homes by size (number of bedrooms) through the Authority's Monitoring Report.
- Take steps to identify in more detail the housing needs of young people aged 16 - 25.
- Monitor the types of new homes through the Authority's Monitoring Report.
- Over the next 5-10 years the Council will seek to improve sheltered housing in 5 key areas to provide a range of accommodation types.
- Continue to work with Surrey County Council and other stakeholder partners to establish specialist housing need and assist so far as it is able in its delivery.
- Monitor the provision of new specialist housing through the Authority's Monitoring Report.
- Continue to administer the self-build and custom-housebuilding register and monitor the headlines through the Authority's Monitoring report.
- Identify suitable sites for self-build schemes as part of an ongoing review of our assets and offer serviced sites within the three year period.
- Set out in the Area Action Plan policies for the Garden Community at South Godstone to provide serviced plots to meet the applicants need on Part 1 of the self-build register.
- Support local groups in the delivery of community led housing.
- Continue to channel the Council's Custom Housebuilding Fund allocation towards the support of a Community Housing Enabler and the support of community housing provision.
- Monitor the provision of affordable housing through the Authority's Monitoring Report.
- Support registered providers in seeking funds from Homes England to provide accommodation with a lower rent than affordable rent levels wherever possible.
- Support Registered Providers to reduce rents below LHA levels and/or including social rented housing and will consider reflecting the additional cost through a reduction in the percentage of affordable units for rent required on a particular site.
- Undertake a greater promotion of Shared Ownership to ensure the buyers are fully aware of this product;
- Seek to promote financial aids and other products designed to assist first time buyers get onto the housing ladder.
- Support Registered Providers in seeking funding from Homes England or other bodies to support the provision of affordable housing on sites in the district.
- Support Registered Providers in seeking to acquire land for either affordable or mixed residential development provided the sites are:
 - Allocated sites or are sites which accord with the Council's Local Plan and;
 - The element of affordable housing meets as a minimum the levels of affordable housing required in the Local Plan and/or this Strategy.
- Review the Council's assets to identify potential sites for development.
- Review ways in which we can maximise the scope of the HRA to deliver affordable housing for rent.
- Consider the sale of small sites where by virtue of their size they are uneconomic to develop with a view to supporting the HRA development programme and the provision of self-build sites.
- Investigate the merits of becoming an Investment partner with Homes England to enable us to access social housing grant.
- Explore opportunities for private rented sector development.
- Pursue opportunities to purchase land to build in particular affordable housing both through the HRA and the new Housing Company.
- Continue to support the preparation of Neighbourhood Plans.
- Monitor the number of new homes and affordable homes in each parish.
- Work to make apprenticeships available in the housing sector.



Objective 2

Improving the quality and the use of existing housing stock.

Introduction

3. As the Local Plan identifies, the district cannot meet its identified housing need and therefore making the best use of the existing housing stock and working towards ensuring that homes in the private sector are of a decent standard is a critical element of this Housing Strategy. Taking steps to improve access to homes that are warm, water tight and in a reasonable state of repair has a huge impact on the health and wellbeing of the occupants. The Care Act 2014 gives housing a pivotal role in ensuring residents achieve good outcomes in terms of health and wellbeing.

Council housing

- 3.1 The requirement for social housing properties to comply with the housing standards set out in the Decent Homes Standard 2010 has ensured that most public sector rented housing is of a better standard than the private sector. High standards are maintained in social housing through a rolling programme of investment in comprehensive improvements and repairs. Customer satisfaction with the quality and speed of repairs is regularly monitored.

Review of private sector stock

- 3.2 While many private landlords provide housing of good quality there are some who do not and there is much scope for the Council to have a positive impact in terms of improving the quality and use of existing private rented sector stock.
- 3.3 The Council has a statutory duty to keep the condition of the stock in the private rented sector under review¹. Where housing conditions are found to require improvement, assistance can be provided under the terms of Article 3, Regulatory Reform (Housing Assistance) Order 2002. However, to do so a local authority is required to have adopted a Home Improvement Policy which sets out how the Council is able to assist with adapting or improving the living conditions for residents who live in private sector housing in the district.
- 3.4 The Council needs to review and extend the information that it holds on the condition of stock in the private sector in the district. Reviewing and developing the detail and accessibility of information available will enable the Council to identify themes for targeted action and will also enable the Council to use this data to justify bids for any limited external funding where opportunities arise. Reviewing and developing the information held will also enable better value for money evaluation to take place of the effectiveness of local initiatives such as the Help to Heat scheme, delivered on behalf of the Council by Actio₂n Surrey. For example, Help to Heat is an important initiative delivered by Actio₂n Surrey, which provides access to funding for qualifying vulnerable households whose health is affected through an inability to keep their home warm.
- 3.5 In order to obtain this wider and more detailed level of information about the condition of the private sector stock, the Council will explore the opportunities for officers out in the community to capture data about housing conditions and report back as an ongoing, continuous process. Any data capture about housing conditions must be linked with back office support and technical advice on resolving issues of disrepair and poor living conditions.
- 3.6 **Actions:**
 - Explore opportunities to utilise Council staff working in the community to undertake a rolling programme of basic property survey to report on property condition to obtain an accurate and updated picture of housing conditions in the district.
 - Explore opportunities to develop/improve the database recording facility and review the data capture processes relating to private sector housing activity.

¹ Part 1, Ch 1, S3, Housing Act 2004



All existing stock

- 3.7 To ensure that all affordable housing stock is not lost Policy HS6 requires that we do not lose existing stock unless it can be reprovided elsewhere.

Policy HS6 – Existing Affordable Housing stock

Applications for development that would result in the loss of affordable housing will only be granted permission where it can be shown that there is no longer an established need for the type of housing accommodation or adequate replacement accommodation will be provided on site or within the district.

Home Adaptation and Improvement Policy

- 3.8 The Council's Home Adaptation Improvement Policy is central to guiding the Council's activity under this strategic objective. It is an important document because it ensures that activity carried out which relates to improving housing conditions in the private sector contributes towards the high level corporate aims of the Council as follows:

- Helping to improve the quality of resident's lives by enabling access to decent and affordable homes and;
- Supporting those who need it most.

- 3.9 The Home Adaptation and Improvement Policy sets out the Council's responsibility to give advice to occupiers in the private sector on the condition of their home and to also provide advice regarding energy efficiency measures that may be helpful. While it is the home owner's responsibility to maintain their own property, there are instances where this is difficult to do and where people qualify, applications can be made under this policy for financial assistance (a £5K, repayable Home Improvement Loan) to carry out urgent repair works to ensure their property is safe and weathertight.

- 3.10 The current Home Adaptation and Improvement Policy is due to be reviewed to take into account legislative and policy changes and good practice guidance to ensure that it continues to be fit for purpose. The revised policy will be published on the Council's website

3.11 **Action:**

- Review Home Adaptation and Improvement Policy to ensure continuous improvement and that the policy reflects current legislation, policy and good practice.

Widening of advice to private sector residents

- 3.12 The advice available to households in the private sector under the Council's Home Adaptation and Improvement Policy covers how to keep warmer, safer and more comfortable at home. The Council can also help residents by giving proactive advice on maintenance in general. One of the actions going forward under this strategy is to understand more fully how to maximise the opportunities for providing a wider range of advice to residents by identifying cross over points and making connections with health and well-being initiatives. The Council will, under this strategy, explore taking a holistic, person centred approach that is wider than just bricks and mortar advice. Support offered to residents can link existing advice on property condition and adaptations with advice and information regarding other services as appropriate such as falls prevention classes offered by Surrey County Council and the Dementia Navigator Service offered in partnership with the NHS and the Alzheimer's Society.



3.13 **Action:**

- Explore options for expanding advice given to identify cross over points and to make connections with health and other agencies to keep residents safer, warmer, healthier and more comfortable in their homes.



Empty homes

- 3.14 Central Government has a clear focus on empty homes demonstrated by its policy to allow increase council tax on empty properties and providing incentives to bring empty properties back into use through the New Homes Bonus.
- 3.15 As at September 2017 the Council recorded a 10% increase in the number of long term empty properties in the district since 2010, with a total of 366 properties having been empty for at least 6 months. Not all of these properties will be true empty properties. Some will be empty due to being sold and are simply awaiting the exchange of contracts, others will be empty while they wait for probate to be granted and some will now be occupied. Property in the district is extremely expensive and property can be sold for a significant amount of money so it would be unusual for an owner to keep a property empty without good cause. Where properties are genuinely empty, they are a wasted resource; they blight communities and cause a nuisance, attracting crime and anti-social behaviour, rats and other pests and tie up the resources of local authorities and the emergency services.
- 3.16 The Council has commissioned Capacity Grid and is working in partnership with Reigate and Banstead Borough Council to investigate how many of the districts empty homes have now become occupied over the past year.
- 3.17 As part of this work, later this year, the Council will be provided with a figure for those properties that remain empty after six months. The Council will be developing an Empty Homes Strategy and Action Plan to explore what targeted action is possible to bring back some of the true long term empty properties back into use which will benefit the whole community. One simple action would be to link information on what initiatives the Council has in place (once developed) with Register of Elector canvassing in the district to enable targeted promotion of the help available. Other options include linking the empty properties that have been brought back into use with other strategic aims such as preventing homelessness.
- 3.18 The Council has successfully obtained a Compulsory Purchase order for a long standing empty property and has been able to negotiate with the owner and agreed the less restrictive action of selling the property. The private sale is currently underway.
- 3.19 As part of the development of the Council's Empty Homes Strategy, once all the data is available and taking into account available resources, a target will be set for the number of empty homes to be brought back into use per annum.
- 3.20 **Actions:**
- Develop an Empty Homes Strategy and targeted action plan.

Energy efficiency

- 3.21 The Council wants to better understand the energy efficiency of the local housing stock and the data held could be significantly improved if we undertake a continuous survey of the housing stock. Improved data would enable better targeted action and promotion work to take place to improve the energy efficiency of the private sector stock. It would also support any external bids for any limited external funding which may occur.
- 3.22 Under this strategy the Council will explore how best to promote the work and help available to residents from Actio2n Surrey, which is an independent energy advice centre set up by the 11 District and Borough Councils in Surrey and the County Council. Actio2n Surrey provides independent and free advice on switching energy suppliers so residents can save money on fuel and they also provide information and support on retrofitting energy saving measures into resident's homes, providing access to funding to install these where people qualify.
- 3.23 The Council remains a member of the Surrey Energy and Sustainability Partnership, a collaborative group of all the District and Borough Councils in Surrey and the County Council that works to deliver the actions set out in the Surrey Climate Change Strategy 2009 - 2020. Although the Government ceased all the financial initiatives offered under the Green Deal in 2015, the Climate Change Strategy remains relevant and important.



3.24 **Action:**

- Promote the work and initiatives provided by Actio₂n Surrey to benefit residents.

Supporting good landlords

- 3.25 The Council has a raft of legislative enforcement powers that can be used to take action where housing conditions in the private sector do not reach the required standard or are dangerous. An enforcement policy has been created so that there is consistency and a fair, transparent and professional approach between officers and so that the public can know what to expect from the Council when enforcement action is necessary.
- 3.26 The Council raises housing standards by working both reactively, when problems are brought to our attention and proactively, for example, by licencing Houses in Multiple Occupation (HMO) to ensure that conditions in housing that is shared are safe and comply with legislative requirements and also that the landlord is fit to operate a HMO. Officers always try to engage property owners in constructive and helpful dialogue before resorting to statutory powers to resolve problems with the aim of resolving issues as quickly as possible. Under this strategy period, the current enforcement policy will be reviewed to ensure it complies with relevant legislation and best practice and once completed, will be published on the Council's website.
- 3.27 The Council recognises the vital role that private landlords play in helping to meet housing need in the district. The Council seeks to strengthen its commitment to supporting good landlords and protecting tenants from rogue landlords by making better and stronger connections with private landlord's fora and other groups which operate in the district.
- 3.28 Our aim is to make connections with landlord groups in order to start a dialogue with private landlords as a first step to working jointly with them and other partner agencies on topics of mutual interest. Working closely with the network of private landlords in the district in this way also enables effective consultation to take place so the Council can develop a deep understanding of the needs of private landlords, identify barriers to working together and seek to find solutions. For example, the opportunity of working with Surrey Fire and Rescue to promote the use of smoke and carbon monoxide detectors can be maximised if strong links are developed with official landlord groups.
- 3.29 Another way the Council would like to explore how best to support private landlords and help maintain good standards of accommodation is to consider introducing an accredited property scheme. Many different councils across the country operate such schemes, which are free and voluntary for landlords to participate in. What is offered under these schemes varies but can include:
- Encouraging private landlords to engage with the scheme by providing small grants (£2K) to remove category 1 hazards in their property in exchange for:
 - Undertaking a training session and signing up to a code of conduct to promote improved management standards that are fair and transparent;
 - Accepting a tenant from the Council who is in receipt of housing benefit;
 - Providing private landlords with a market advantage by enabling them to let their homes quickly without needing to pay for advertising;
 - Providing support to private landlords to negotiate the benefits system if needed;
 - Providing deposits and rent in advance payments to help people secure tenancies;
 - Access to mediation to help resolve issues should problems occur.



3.30 **Actions:**

- Review Enforcement Policy to ensure it reflects current legislation, policy and good practice and publish on the Council's website.
- Explore the introduction of an accredited property scheme.
- Explore ways to reach out to private landlord fora and groups to make even stronger connections with them.
- Explore viability of setting up a Council Letting Agency and/or professional rental management service for private sector rented properties.

Mobile home sites

- 3.31 The Council is responsible for licensing mobile home and caravan sites in the district. A number of sites only have one or two mobile homes but there are three main residential sites, which are protected sites. This means they do not close and residents can live there all year. The sites have up to 60 homes on each site.
- 3.32 All sites are subject to licencing conditions under the Mobile Homes Act 2013. While there are some excellent owners and managers of park homes, this legislation was introduced to protect residents of park homes from unfair management practices, such as overcharging for utilities and undue pressure to accept an unfair sale contract. The licencing conditions also protect residents from the spread of fire and ensure specified site facilities are provided.
- 3.33 The mobile homes are pre-fabricated one storey properties, some costing a significant amount of money to buy (£100K plus) but some are rented. A mobile home can appear to be an attractive option for many. There are age restrictions on the mobile homes parks in the district (55 plus) so they provide an option for those who are working age but have limited affordable housing options. Older people who may be downsizing value the tranquillity of a park lifestyle and the community feel of living on a park.
- 3.34 Living in a mobile home can have its problems. Pre-fabricated mobile homes have a certain lifespan and how long they last depends on many factors, which include how they have been installed and looked after. The designs of mobile homes vary in quality. There are many coming to the end of their useful lives that are poorly insulated, damp and in disrepair, which is no different to some traditionally built homes but the impact of poor housing is felt keenly on mobile home sites as those living there often do not have many, if any, alternative affordable housing options and tend to be the most vulnerable in society on the lowest incomes or benefits.
- 3.35 As utilities cannot be bought direct from suppliers and are brought via the site owner or operator it can be difficult to control the costs, although there is legislation in place now to protect residents. As these sites are usually rural in location, some have no mains gas supply and heating relies on LPG.
- 3.36 Getting access to aids and adaptations can be more complex. Help with small aids is usually not an issue as they are provided by hospital discharge teams but larger adaptations that would fall within the provisions of disabled facility grant legislation can be more difficult and not cost effective, depending on the condition and value of the mobile home, but where it is possible to also address some improvement works at the same time, this makes installing adaptations viable. In addition, problems can occur for those who have health conditions that require oxygen management, as these create a high fire risk and cause a health and safety risk for park owners who are responsible for fire. There can also be issues with getting ambulances on site as the roads are not always sufficient for heavyweight vehicles
- 3.37 **Actions:**

- Explore support that can be offered to mobile home sites of poor condition.



Houses in Multiple Occupation (HMOs)

- 3.38 There is a mandatory licensing scheme in place which governs HMOs and which serves to protect the safety of tenants; particularly around fire safety and the number of amenities available for occupants. There are penalties for landlords who do not comply with the mandatory licensing scheme and ensure their properties meet the required standard.
- 3.39 A HMO must be licenced in the following circumstances:
- The property comprises 3 or more storeys;
 - It is occupied by 5 or more people living in two or more single households; and
 - The occupiers share basic amenities such as washing and cooking facilities.
- 3.40 At present, there are only seven licensable HMOs in the district but there are other shared properties that are also considered to be HMOs that currently fall outside the remit of the mandatory licencing scheme. These smaller HMOs, over two storeys, do not need to be licenced by law however in some areas, councils have introduced a licencing scheme where it is considered that poor housing needs improving.
- 3.41 From 1st October 2018, the law is changing and the Government is extending the mandatory licensing scheme as follows:
- The “storey” element has been removed from the legislation, now a HMO exists where there are 5 or more occupiers living in two or more households;
 - Purpose built flats where there are up to two flats in the block and one, or both flats are occupied by 5 or more persons in 2 separate households. This will apply whether the block is above commercial premises or not;
 - Minimum room size standards.
- 3.42 Applications for qualifying properties need to be made before 1st October 2018. If a landlord fails to apply for a licence, they will not be able to serve a s.21 notice to quit to start the eviction process.
- 3.43 The new regulation is anticipated to have a significant impact on Tandridge as we suspect there are a number of small HMOs not previously identified that will fall under the remit of the new licencing scheme, particularly accommodation above commercial premises. We know that due to the affordability of housing in the district many households share accommodation and a comprehensive publicity campaign will be devised to raise awareness of this change for landlords. The Council also wants to develop an online application process for landlords to make applying for a licence easy and convenient. There will be a charge for a licence.
- 3.44 **Actions:**
- Promote changes to mandatory licencing scheme.
 - Develop an online application licence process for HMOs.



Handyperson service

- 3.45 The Council is very proud to offer residents over 60 or who are disabled access to a handyperson service to carry out minor works in their home to keep them in good order. It is reassuring for people accessing the scheme that the Handyperson is employed by the Council so they know that the standard and quality of work will be high and there are no concerns about rogue traders taking advantage of vulnerable people carrying out works that are not needed at unreasonable prices. There is a fixed rate charged per hour and residents have to provide their own materials. The type of work carried out includes installing grab rails, key safes, putting up shelving and small plumbing and electrical works.
- 3.46 In 2017/2018 261 people used the services of the Handyperson.



We are most grateful for this service and my Mother of 93 sends her thanks to the man who did this for us – Mrs C

Have found the service very useful for small jobs for which it is hard to get help – Mrs A

Very nice and polite person and did a very good job – Mrs B

A big thank you for the wonderful service – Mrs Ph

3.47 Action:

- Continue to offer a handyperson service

Tenancy Strategy

- 3.48 Section 150 of the Localism Act requires local authorities to publish a tenancy strategy and the Council last reviewed and updated its Tenancy Strategy in 2017. Registered Providers are also required to publish their own tenancy policy, which has regard to the Tenancy Strategy of the Council in the area in which they operate.
- 3.49 The Council's Tenancy Strategy reflects Strategic objective 2 in this Housing Strategy as one of its main focusses is to meet housing needs by making best use of new and existing stock.
- 3.50 The main principles of the strategy are as follows:
- Meeting housing needs by making best use of new and existing stock;
 - Achieving a balance between turnaround and tenancy stability;
 - Security for older and vulnerable households;
 - Reducing the administrative burden and ensuring simplicity, fairness and transparency;
 - Providing the necessary advice and options to tenants who may need to move on from a fixed period tenancy.
- 3.51 The Council expects all Registered Providers operating in the district to follow similar tenancy policies to the Council, or enter into a discussion with Council officers where variations exist.



- 3.52 All new Council tenants have to complete an initial 12 months 'Introductory Tenancy' satisfactorily before being granted a 5 year Flexible Tenancy after this, with a general presumption that, providing the tenancy has been conducted satisfactorily and there is no material change in circumstances, the tenancy will be renewed. The Council requires that all designated sheltered housing continue to be let on lifetime tenancies.
- 3.53 The Tenancy Strategy sets out the Council's view that social housing is a precious resource that should be protected and highlights that decisions to both convert socially rented housing into affordable housing and the disposal of socially rented housing in the district in order to fund new housing must be taken with great care and should always result in new affordable housing being delivered in the district.

Best use of Council stock

3.54 The Council is seeking to improve the quality of data it holds regarding its housing stock . In particular with reviewing and extending the data held on levels of occupation and also on property condition. The benefits of this is to better understand which tenants may benefit from advice and support with downsizing, along with the promotion of the Tenants Transfer Scheme to ensure the best possible use of our housing stock and also to understand which properties would benefit from comprehensive improvements such as new kitchens and bathrooms. The Tenants Transfer Scheme provides a financial payment to Council tenants downsizing to a smaller property to help with removal costs.

3.55 **Action:**

- To explore mechanism for improving data captured about the Council's own housing stock.

Allocations Policy

- 3.56 The chronic under supply of affordable housing makes it essential that the social housing in the district is allocated as efficiently as possible. Making best use of the housing stock that is owned by the Council and also partner Registered Providers is critical to meeting the diverse range of housing need in a way that promotes mobility for applicants, discouraging under occupation as much as possible and minimising the amount of time properties are empty, so that the allocation of properties begins the moment notice to quit is received from the existing tenant.
- 3.57 The Council operates a choice based lettings scheme which enables applicants to place a bid to register their interest on properties they are eligible to be considered for. With regards to sheltered housing only, where properties are hard to let, there is the opportunity for the property to be advertised regionally to ensure it goes to someone in housing need.
- 3.58 The Council uses local lettings plans to promote the development of sustainable communities by allocating all new supply properties on the basis of specific local lettings plans. This ensures that new build programmes meet the widest possible range of housing need and avoid the creation of concentrations of vulnerable households in specific communities.
- 3.59 A number of initiatives are offered to help ensure the best use of the housing stock. Smaller households are able to downsize and there is support and financial assistance offered to Council tenants through the Tenants Transfer Scheme to encourage people to downsize where they want to move.
- 3.60 Where Council tenants do not qualify for an allocation through the Council's allocation policy, they are able to move homes by finding another social housing tenant to swap homes with (called mutual exchange.)



Summary of Priorities for Strategic Objective 2:

Improving the quality and use of existing housing stock

- Explore opportunities to utilise Council staff working in the community to undertake a rolling programme of basic property surveys to report on property condition to obtain an accurate and updated picture of housing conditions in the district. This action will be undertaken as part of the Council's organisation transformation programme "Customer First".
- Explore opportunities to develop/improve the database recording facility and review the data capture processes relating to private sector housing activity.
- Review Home Adaptations and Improvement Policy to ensure reflects current legislation, policy and good practice.
- Explore options for expanding advice given to identify cross over points and to make connections with health and other agencies to keep residents safer, warmer, healthier and more comfortable in their homes.
- Develop an Empty Homes Strategy and Action Plan.
- As part of the development of the Council's Empty Homes Strategy, once all the data is available and taking into account available resources, a target will be set for the number of empty homes to be brought back into use per annum.
- Explore viability of setting up a Council Letting Agency and/or professional rental management service for private sector rented properties.
- Promote the work and initiatives provided by Actio₂n Surrey to benefit residents.
- Review Enforcement Policy to ensure it reflects current legislation, policy and good practice and publish the revised policy on the Council's website.
- Explore the introduction of an accredited property scheme.
- Explore ways to reach out to private landlord fora and groups to make even stronger connections with them.
- Promote changes to mandatory licencing scheme.
- Develop an online application licence process for HMOs.
- Continue to offer a handyperson service.
- To explore mechanism for improving data captured about the Council's own housing stock.
- Explore support that can be offered to mobile home sites of poor condition.



Objective 3

Meeting the housing needs of vulnerable households.

Introduction

4. Ensuring the Council takes all necessary steps to support people to find and maintain a home is essential to maintaining a resilient and sustainable local population, as this in turn facilitates the district's prosperity. Affordable, good quality housing is necessary to foster a sense of belonging to an area, improve health, to secure and keep employment and educational achievement. Preventing homelessness and helping people to maintain their independence and stay in their homes also creates sustainable communities.
- 4.1 This strategic objective will consider high level issues surrounding homelessness as a series of challenges and key points, along with the support available in the district that vulnerable and low income households need to maintain/own a home. It will also consider how the Council works in partnership with support agencies and specialist housing associations to prevent homelessness and meet the specific housing needs of individuals, which are sometimes complex. Although a low occurrence in the district rough sleeping will also be considered, along with the reasons for homelessness related activity in both a local and national context. The details of the short and medium term actions to address homelessness issues in the District will be set out in the Council's Homelessness Strategy which is due to be reviewed later in 2019.

Funding

- 4.2 There are many challenges facing the Council under this strategic objective but one of the main pressures is the insecurity of future funding for services. There have been changes to social housing rents which since 2015 have been subject to a 1% reduction each year until 2020 (after which they will increase again by CPI + 1% between 2021 - 2026). There have also been reductions in the availability of funding for accommodation based and floating support. The introduction of the Homelessness Reduction Act brought new burdens funding until 2020. However, as this is not grant funding, at the time of writing post 2020 there is currently no income stream on which to plan the additional service requirements generated as a result of new legislation to prevent homelessness. Further to this, in August 2018, the Treasury warned Government that unprotected budgets, such as local government could be at risk of further budget cuts of up to a further 5% in 2019's spending review. While in the October 2018 budget, the government took steps to end austerity for several areas of public service, this has not yet fully extended to local government and in particular, housing. For Council's who still retain a Housing Revenue Account (HRA) like Tandridge, the HRA cap on borrowing has been removed in an attempt to stimulate housebuilding. However, Surrey County Council has openly discussed the financial pressures they face, predominately as a result of increases in people in the district needing their support and at the time of writing, have launched five public consultations regarding five different areas in which they are potentially seeking to target services only to those in the greatest need. For Tandridge, any decision made to reduce the availability of help for those vulnerable households on the edge of urgent need will impact on the universal services the Council offers, increasing demand, without additional funding to meet this increase in need.
- 4.3 Like many Councils, Tandridge is also reliant upon limited opportunistic pots of money made available by Government to bid on, which support particular initiatives. While this is not a sustainable way to deliver services and makes it difficult to plan the services that local people need, the Council has been creative and innovative in how services are delivered, working in partnership wherever necessary to get the outcomes possible.
- 4.4 The Council will continue to explore opportunities to influence the development of wider issues such future funding which impact on the provision and accessibility of housing locally, through the Council's membership of the LGA and other local government groups to ensure that the very real pressures and concerns at a local level are considered as part of national policy development.



4.5 **Actions:**

- Review, update and adopt a Homelessness Strategy.
- Continue to explore opportunities to influence the development of national policy and funding to ensure local pressures are taken into account.
- The Council will work with partners to secure funding for the support element for new supported housing schemes to meet identified need.

Homelessness Reduction Act

- 4.6 The Homelessness Reduction Act 2018 (the new Act), the most significant piece of homelessness legislation since 1977, was enacted in April 2018. This legislation placed new duties on local authorities to intervene earlier in cases where there is a risk of homelessness and to take reasonable and documented steps to prevent households from becoming homeless by finding and securing alternative housing.
- 4.7 Before the introduction of the new Act, the Council had always worked very proactively at the earliest stage possible to prevent any household from becoming homeless in the district. The Council has always worked with all households who have received a notice to quit, the earliest stage in the eviction process, which simply indicates the landlord's intention that they may proceed to evict the tenant, and provided these households with advice, support and sometimes financial help to prevent homelessness. Where it is not possible to save someone's home, financial support could be provided to secure an alternative private rental.
- 4.8 The Council has also always provided a service to those it had no statutory duty to house under previous legislation, such as single people of working age, without any health issues or dependent children, by providing deposit bonds and rent in advance, as well making available to them tailored advice and ongoing support.
- 4.9 There are many reasons why the Council has always worked in this proactive way and gone beyond its statutory duties. One of which is a recognition that preventing homelessness saves money for the wider public purse. There is much evidence which demonstrates that those who experience homelessness come into contact with a wide range of public services more frequently and for longer periods of time, such as health services (including A&E), social services, the police, the criminal justice system and probation. Homelessness also has an impact on the economy and on businesses. If an area has high levels of street homeless this can generate high levels of associated activity such as begging and drinking and creates an increased risk of other crime, negatively impacting on the perception of town centre areas and putting businesses off investing.
- 4.10 The cost of homelessness also cannot just be measured in monetary terms. There is importantly a more intangible, human impact. Homelessness impacts on children's development and education. It impacts on the ability of adults to find and keep work, leading to social exclusion and creating health inequalities.
- 4.11 Where it is not possible to save someone's home, acting early provides as much time as possible to help try to find alternative housing. Finding alternative privately rented housing in Tandridge is extremely difficult. Tandridge District is a high cost housing area where private landlords are often reluctant to let to those claiming benefits. There is a huge difference between the maximum amounts of housing benefit that can be claimed and market rents, an acute lack of affordable housing generally and is extremely difficult to persuade private landlords to accept a tenant on benefits as private landlords dislike the payment of benefit in arrears and consider the benefit system cumbersome and bureaucratic. For some households who don't have sufficient incomes and who rely on benefits, no amount of personalisation in the support provided to prevent homelessness will increase their often limited housing options. Sometimes households need to consider moving outside the district to secure housing and avoid homelessness impacting on maintaining support networks, school, healthcare and employment.



- 4.12 The new Act has ensured there are set standards in officer casework, bringing consistency in quality and approach through the requirement for every case to have a personal housing plan which sets out the required steps to be taken by the applicant and the Council to secure housing. A more detailed analysis of the Homelessness Reduction Act and its impact is set out in the Council's Homelessness Strategy.
- 4.13 One of the biggest impacts of the new Act is that councils have been given greater scope to discharge any housing duty owed by securing a private let. This is not new; under previous legislation this was possible but only under certain circumstances. Under the new Act, a carefully considered, affordable, good quality private rental can be considered suitable accommodation and once identified, ends the Council's homelessness responsibilities. This means that most people who approach the Council for homelessness assistance will be offered a private rental, rather than a Council property. The priority of reaching out to private landlords and finding ways to persuade them to rent to tenants on benefits that was identified under Strategic Objective 2 will be vital work to support our response to incidents of homelessness in future.
- 4.14 **Action:**
- Continue to monitor implementation of the Homelessness Reduction Act and any impacts.

Prevention of homelessness

- 4.15 The Council will work with partner agencies to understand and tackle the often complex reasons behind its causes. The Council will continue to place special emphasis on young people, particularly those leaving care and will continue to work with Social Services to identify those vulnerable young people particularly at risk of homeless as early as possible.
- 4.16 In 2017/2018 the Council spent £160,828 on discretionary housing payments to help people maintain their tenancy. A discretionary housing payment is a payment made at the Council's discretion towards housing costs for a tenant currently claiming housing benefit or the housing element of universal credit who faces short term financial hardship. The Council's Housing and Benefits officers work together to jointly make decisions to award payments to prevent homelessness on the cases that are in the most need.

Impact of welfare reform

- 4.17 The Council also makes referrals to an in house Money Advice Service. This service offers targeted help to Council tenants who face financial difficulties paying their rent and is also available to others who are at risk of losing their home in the private sector: both tenants and owner occupiers. Since the start of this service in 2014, 300 households have been referred to this service and capacity remains an issue going forward as the popularity of the scheme grows. Where specialist debt advice is required on, for example, bankruptcy or debt relief orders, the service refers to licenced debt advisors at Citizens Advice or Step Change.
- 4.18 Many people have had to find work to mitigate the impacts of reductions in their benefits as a result of welfare reform, for example, the benefit cap. The benefit cap has impacted on average size families in this area due to the high cost of housing, whereas in cheaper areas, it tends to impact on larger households with three or more children. In 2016, 115 households were affected by the benefits cap and through targeted work carried out by Housing and Benefits staff and the Money Advice Service, in 2018 there are 63 households affected.

Support with renting privately

- 4.19 The ways the Council works with people to exempt themselves from the cap is to make sure that, if they are entitled to claim any disability or carer benefits these are claimed and to also assist people into work of at least 16 hours a week. It can be very difficult for someone who has been out of the employment market for a while, or who has perhaps never been in employment to find work. So to support people, the Council works in partnership with the ETHOS Project, offered by Surrey Lifelong Partnership which provides support, coaching and advice to help people get into work. The Council also makes referrals to the East Surrey Pathway to Employment project provided by Raven Housing Association.



4.20 The financial burden of saving a deposit and rent in advance to access privately rented housing is very difficult for those on low incomes or benefits due to the high costs of housing. The Council provides families with support with deposits and rent in advance through the Private Sector Access Scheme (PSAS) scheme and single people can access this help from NextStep. Deposits and rent in advance payments are provided in the form of an interest free loan and repayment rates are set at a level that the individual can afford so that they can continue to pay reasonable daily living expenses as well as repaying the scheme so the money can be recycled to another applicant.

East Surrey Outreach Service and rough sleeping

4.21 The Council works with East Surrey Outreach Service to work with those who are sofa surfing or are rough sleeping. While numbers of people rough sleeping in the district have remained consistently low for several years, the Council strongly believes that no one should have to sleep rough on the streets. The Council welcomes the Government's recently launched homelessness strategy which provides £100 million of funding to address rough sleeping. However, the Council also recognises that this funding is largely to explore the development of a range of new pilot schemes and initiatives and as councils will need to submit bids to secure any of this funding, this funding is likely to go to areas with higher levels of rough sleeping than in the district. While the Council supports Government's actions and approaches to rough sleeping and homelessness, it believes that the provision of more affordable, good quality housing provides the best solution to these issues.

4.22 On our own estates, the Council works to prevent homelessness where there are neighbour disputes or disagreements by referring cases to East Surrey Mediation Service to try to reach agreement on issues such as noise, pets, children, verbal abuse, access and parking, hedges or antisocial behaviour. Finding alternative means of conflict resolution through mediation means that evicting perpetrators of nuisance is a last resort and people can remain in their homes, without any need to be rehoused.

4.23 The Council does not work in isolation to prevent homelessness and needs to work alongside many partners both in the voluntary and statutory sectors, in order to work effectively and achieve good results. These agencies have come together to contribute towards the development of the Council's Homelessness Strategy.

4.24 Actions:

- Continue working with Social Services to identify young people who are considered to be edge of care, in care and leaving care who are at risk of homelessness;
- Consider the main causes of homelessness and identify targeted action to aid the development of the Homelessness Strategy;
- Work in partnership with other activity across the Council to make links with private landlords to find ways of working with them, such as for example, through making available financial support with deposit and rent in advance payments for those on low incomes or benefits.
- Continue to offer a Money Advice Service.
- Continue to work in partnership to administer Discretionary Housing Payments.
- Continue to work with employment support.



Welfare reform

- 4.25 Benefits exist as a safety net for those on low incomes, who have health problems or a disability that prevents them from working, or who are perhaps caring for someone who is ill. Many people who claim benefits are vulnerable and this means that when there are problems with a benefit claim or people are affected by a change to their benefit entitlement, these problems can be enormously difficult and complicated to resolve. There have been many changes to welfare reform over recent years and ensuring that residents are up to date with these changes is very important because if claims are cancelled (correctly or not) or benefit payments made are to be repaid, this can cause serious hardship: people can lose their home, their health and wellbeing can be affected and essential expenses such as heating and food can't be paid for. Those who need to claim benefits are often the most financially excluded in society in terms of access to good quality money advice and to low cost financial credit so for those who are affected by benefit changes it is important to ensure that no one is digitally excluded and there is advice and support for those who need it.
- 4.26 The Council is undertaking a review of its Homelessness Strategy in 2019. Reviewing the impact of welfare reform will form an important part of the review of the Homelessness Strategy and will cover for example:
1. How we will improve the information we hold about residents to enable us to highlight who is affected and provide them with advice and support regarding welfare reform;
 2. Ensure residents are claiming all of the benefits they are entitled to;
 3. Improve the money management skills of residents;
 4. Help residents resolve any debt problems they may have;
 5. Enhance residents' access to the internet and promote digital inclusion, exploring how the Homelessness Strategy can form links with the Council's Digital Strategy and ensuring services are designed to promote digital inclusion;
 6. Enhance residents' access to good quality financial products, such as low cost credit, bank accounts and payment by direct debit;
 7. Help assist residents to move to properties that better suit their needs and are more affordable;
 8. Help residents pay their rent on time;
 9. Help residents improve their opportunities to seek employment and training by continuing to refer to Ethos, the employment project;
 10. Arrange continued publicity and advertising to promote changes to benefits to raise awareness;
 11. Ensure that the Council provides a good level of customer service to those who are both homeless and threatened with homelessness to ensure there are clear steps to access the most appropriate help.
 12. Explore the possibility of joint working with JobCentre Plus to offer an outreach service from the Council's offices.



Housing register

- 4.27 There is very high demand for affordable social housing in the district with 1,555 households registered on the Council's waiting list at 1 July 2018. The Council operates a choice based lettings scheme which means that applicants accepted onto the waiting list have the choice to bid or not for vacant homes that come up of the type and size of accommodation they have been accepted onto the list for. Placing a bid on a property means that an applicant has simply registered their interest in the home and has no monetary value.
- 4.28 Applicants are placed in priority bands A - E dependent on their housing situation with those in the most acute, urgent need in Band A. Those who have a housing need but do not have a local connection with Tandridge or whose income exceeds the financial thresholds set for the register are placed in Band D. Those with no housing need but who have a desire to move, are placed in Band E.

Table 10: Breakdown of the housing register by priority band and bedroom size as at 1 July 2018.

Number of bedrooms	Band A	Band B	Band C	Band D	Band E	Total
1 bed G/N*	14	10	280	171	94	569
1 bed 50+	13	10	58	29	109	219
1 beds	27	20	338	200	203	788
2 beds	1	121	174	145	90	531
3 beds	1	100	37	57	21	216
4 beds	0	10	1	7	2	20
Total	29	251	550	409	316	1555

*General Needs

- 4.29 This breakdown identifies the need for affordable housing across all property sizes. The Allocations Scheme that manages the priorities for the Housing Register was last reviewed in 2017 to ensure that the policy remained compliant with legislation, that income limits continued to be appropriate and reflected best practice.

HS7 – Local Connection Criteria for Affordable Housing

Applicants will be considered to have a local connection with the District of Tandridge where they:

- Currently live in the District of Tandridge and have done so for at least one year, or
- Have previously resided in the District for 3 out of the last 5 years, or
- Are Tandridge key workers*, or
- Have immediate family (i.e. mother, father, son, daughter) who have lived in the District for 5 or more years and who need to move to the District in order to receive support from, or give support to, the applicant, or
- Have been accepted as having another special reason why they need to live in Tandridge.

* The Council's current Key Worker Policy defines Tandridge key workers as those who:

- Provide essential public services such as health and personal care, education, police and emergency services, social services and other local authority staff; and/or
- Contribute to the infrastructure and economic viability of the area, such as transport providers, postal service workers, domiciliary support, refuse collectors, certain shop workers. This is not an exhaustive list but gives an example of how private sector services contribute to the overall well-being and sustainability of an area. For example providing housing opportunities for shop workers might keep a village shop open.



- 4.30 In 2017/2018 the Council carried out 169 lettings of its own properties and made 75 nominations to housing association properties, giving a total of 244 lettings in total which falls far short of meeting the demand for affordable socially rented housing. Although the highest number of applicants are registered for one bedroom accommodation, an analysis of average waiting times for those who were allocated housing during 2017/2018 shows that those seeking family homes are waiting longer. This is because there are more households requiring family housing who are in urgent housing need and the supply of family properties becoming available is unable to meet this need.
- 4.31 The high demand for affordable housing is evidenced more accurately by rehousing waiting times rather than numbers of households on the list. Following a review of the Councils Allocations Policy in 2016, a number of households categories changed for those eligible to go on the Housing Register.

Table 11: Average waiting time by bedroom size

Number of bedrooms	Band A-B Average wait in months
1 bed G/N	9
1 bed 50+	5
2 beds	34
3 beds	44
4 beds	90

Adaptations

- 4.32 The Council has a Home Adaptations and Improvement Policy which has recently been reviewed to ensure it continues to promote people's ability to be independent and ensures they are socially included through the provision of grants for adaptations. Under statute financial assistance up to £30,000 can be provided to pay for adaptations in someone's home, whether they rent or own their home through a disabled facility grant application. There is qualifying criteria, the grants are means tested (apart for grants for children) and an occupational therapist report is needed to recommend the adaptations that the disabled person needs. The grant is repayable, in certain circumstances, usually through a charge placed on the property when it is sold and this money is then recycled to provide more disabled facility grants.
- 4.33 Adaptions for disabled children make the difference between a parent being able to care for their child at home or not and manage family life. Adaptations for children up to £30,000 are not means tested. Adaptations for working age people are means tested and helps them remain independent and economically active, whilst for older people enable them to remain in their own home for as long as they want, delaying access to more expensive, acute services. An area the Council will explore is where links can be made with the local hospital discharge teams to identify those who need urgent help with adaptations at the earliest opportunity to try to make a positive contribution towards reducing bed blocking. This will link with the flexibilities granted to councils under the Regulatory Reform (Housing Assistance) Order 2002 to implement a simplified process to speed up adaptations in some circumstances.
- 4.34 The Council has also used these flexibilities to remove the means test for those who require a straight track stair lift, grab rails and/or key safes and now provides these free of charge. This helps to streamline the process of requesting this assistance and gets people the help they need more quickly, making life a little easier for some of our most vulnerable residents as quickly as possible.
- 4.35 Currently three Council's (Reigate and Banstead Borough Council and Mole Valley and Tandridge District Council's) commission, as part of an East Surrey partnership, a Home Improvement Agency service. The Home Improvement Agency acts as Agent coordinating adaption works by liaising with the Occupational Therapists, submitting Disabled Facility Grant applications, specifying the building works, getting quotes from reputable contractors, overseeing completion of works and ensuring that the quality of the work carried out is good. The Council has just awarded the tender as a group of East Surrey authorities to provide a joint service for the next 3 years.



Case Study

- 4.36 The Council installed by crane, a prefabricated, ready for occupation, wheel chair accessible room pod, into the garden of one of its Council properties. The pod was delivered ready for installation on the back of a lorry and was installed into the garden, adjoining the living in room of the property in 6 hours.
- 4.37 This adaption provided a large bedroom for a disabled child with sufficient room for specialist equipment such as a nursing bed and hoist, alleviating overcrowding in the property and enabling the family to stay in their community, close to their network of support and children's schools. The cost of the works also provided excellent value, with the total cost being £26,000.
- 4.38 It was a huge benefit that the installation was carried out quickly with the pod craned in on one day and other works finished off the next, while the children were at school. Coping with the significant disruption of building an extension would have been very difficult for the family and it avoided the family needing to move to another area.

The Pod being craned into place - instant (almost) housing.



4.39 Actions:

- Review the Council's Home Adaptation and Improvement Policy to ensure continuous improvement and compliance with legislation and good practice and publish adopted policy on the Council's website.
- Work with the new provider for the equipment and adaptations service to ensure the continuous improvement of the service, taking into account best practice, policy and legislation.
- Explore links with the local hospital and health organisations to make links to identify referrals as early as possible.

Floating support and supported housing

- 4.40 Supported housing has an important role to play in meeting housing need. For some, supported housing provides a stepping stone to independent living and for others, supported housing enables them to remain independent for as long as possible, providing a home that can meet their changing needs as they get older. Supported housing can also help people to access mainstream housing after a period of homelessness.
- 4.41 The range of clients that are supported through specialist accommodation and advice services include the following areas:
- Mental health;
 - Learning disability;
 - Physical or sensory disability;
 - Single homeless
 - Rough sleepers;
 - Substance misuse;
 - HIV/Aids;
 - Older people with support needs;
 - Frail elderly;
 - Dementia;
 - Young people;
 - Teenage parents;
 - Domestic abuse;
 - Offenders.

Older people

- 4.42 It has been established that the Tandridge District has an ageing population. 20.4% of the population is over 65 compared to 17.8% nationally and this trend is set to continue over the next 20 years with this age group forecast to grow by over 50%. There is an anticipated 59% increase in over 65s and a 136% increase in those aged 85+. As people age, increasingly incidents of ill health, disability or other vulnerability make it more difficult for people to live independently and safely, in their own home.
- 4.43 This data needs to be considered in the context of Surrey County Council's "Accommodation with Care and Support Strategy"¹ which sets out the overarching approach for the next 20 years for all accommodation based services commissioned by County for residents in Surrey and includes older people, people with learning disabilities, people with physical and sensory disabilities and people with mental illness.
- 4.44 The Accommodation with Care and Support strategy contains specific analysis of the support and care needs of our aging population and will be a key reference in informing our decisions on the delivery of supported housing in future
- 4.45 Accommodation for older people has been identified as a specific need in Tandridge. As Surrey County Council transitions away from traditional residential and nursing care provision in the coming years, the need for extra care housing in the district is critical as there are no affordable extra care units in the Tandridge District to either rent or buy, with all current provision being in the private sector which is not financially accessible to everyone. As this strategic shift from the provision of traditional residential and nursing homes takes place, it will need to be supported by the development of well designed, multi tenure, dementia friendly supported accommodation which maximises the use of integrated digital technology and adaptations and enables the flexible provision of support.
- 4.46 The Council is also undertaking the redevelopment of sheltered housing in the district to ensure it continue to be fit for purpose long into the future as set out between 2.23 - 2.29 above.

¹ www.surreycc.gov.uk/data/assets/pdf_file/0006/84768/Accommodation-with-Care-and-Support-Strategy-.pdf



4.47 **Actions:**

- Work with Surrey County Council to identify opportunities for extra care housing.
- Progress the review for Council owned sheltered housing set out between 2.23 and 2.29 above to provide better quality sheltered housing in specific locations.

Mental health and substance misuse

4.48 In partnership with Surrey and Borders Partnership NHS Foundation Trust, Clinical Commissioning Groups and Public Health, Surrey County Council has carried out a further analysis of accommodation with care and support needs for people with mental health and/or substance misuse needs¹.

4.49 This analysis recognises that having safe and appropriate accommodation is fundamental to individual wellbeing, supports recovery and can prevent crisis. This analysis also recognises that people's needs can fluctuate over time which is a challenge for service providers. It is anticipated that following the implementation of the recommendations in this accommodation strategy, fewer people will need access to specialist acute services but will be living in specialist services in the community or be living independently with the support of family, friends, primary care or the voluntary sector.

4.50 Surrey County Council's analysis shows that there is a need for a larger quantity and range of accommodation with care and support for those with mental health/ substance misuse issues in both the district and county wide. This includes all supported accommodation types, from more short term step down accommodation from hospital settings which enables an individual to continue their recovery journey. A need for supported living has been identified in East Surrey as well as a need for small developments of accessible, self-contained units with 24 hour support to meet the needs of people with complex and/or additional needs such as autism, substance misuse, long term health conditions, physical impairments and personality disorder.

4.51 **Actions:**

- Work with Surrey County Council to explore how the need can be supported (and housing need met) for additional mental health/ substance misuse supported housing in the district.

People with a learning disability

4.52 People with learning disabilities form a diverse group in terms of their physical and social support needs, as well as their family circumstances. Due to the diverse range of needs there is not one type of supported housing scheme that can appropriately meet all the needs of those with a learning disability and it is the Council's aim that those with a learning disability should be able to access mainstream housing as much as possible and be supported to make choices about where they live and with whom, in the setting that promotes the most independence for them.

4.53 There is also evidence that those with a learning disability are living longer due to advances in medical care and treatment and the availability of better support. However, along with this positive progress comes the health problems and disabilities associated with aging, for example, dementia.

4.54 The majority of supported housing tenancies for people with learning disabilities are long term tenancies but there are those who benefit from shorter term supported housing such as those who are leaving the family home for the first time or who are leaving residential care.

4.55 There is limited data available regarding the numbers of people living with a learning disability in the Tandridge area. However, the Health Profile published by Surrey County Council for East Surrey in 2017 estimates that learning disability prevalence in East Surrey is estimated at under 2.4% (3,545) of the population and is projected to increase by 4.9% to 3,718) over the next 5 years (by 2022)². The Council will work with Surrey County Council to identify the level of accommodation need in the Tandridge District and will also take steps to ensure that access to the Housing Register is promoted to those with a learning disability so that those who need access to supported housing can be identified.

¹ www.surreycc.gov.uk/data/assets/pdf_file/0019/157150/Accommodation-with-care-and-support-mental-health-statement.pdf

² <https://www.surreyi.gov.uk/health-profiles/east-surrey/#header-learning-disability>



4.56 **Actions:**

- To work with Surrey County Council to explore how those with a learning disability can be supported and their housing needs met.
- To promote the housing register for those with learning disabilities and to explore developing an easy to read application process.
- To promote the availability of funding for adaptations for those who have a physical disability or mobility issues and a learning disability.

Young people

4.57 For the purposes of this strategy young people are defined as being between 16 and 25 years old. It recognises that some young people have to leave their homes due to a variety of reasons, including relationship breakdown or the end of a care placement. The Councils aim is to enable young people to plan their housing future, obtain advice and access supported housing to give them the skills needed to live independently.

4.58 The Council currently works with Social Services to identify at an early stage vulnerable young people who are leaving care and who need their own accommodation. The Council works with Social Services to ensure qualifying young people are registered on the Housing Register so they can be nominated to a supported housing vacancy before a crises situation such as street homelessness occurs.

4.59 The Family Team at Social Services specialises in providing support to young people aged 16 and 17 who are at risk of homelessness but who are not already known to care services. This team work with the young person and their family and provide mediation to negotiate a return home for the young person, help them apply to the housing register and refer them to suitable supported housing if a return home is not possible.

4.60 There is currently no supported accommodation for young people in the Tandridge District and as a result, young people are referred into supported housing outside the area, such as for example, the YMCA in Redhill.

4.61 **Actions:**

- Continue to work with social services to identify young people at risk of homelessness.

Emergency and temporary accommodation for homeless households

4.62 The Council is committed to avoiding the use of emergency bed and breakfast housing for homeless households it has a duty to house wherever possible and works hard to avoid this by providing emergency accommodation at the Council's owned and managed hostel, move on temporary housing provided by Raven Housing Association and by discharging housing duty into the private rented sector.

4.63 The Council's hostel comprises of 15 rooms, both single and family rooms, with shared bathroom facilities and there is an onsite warden between 7am – 1pm, Monday to Friday. Additional support is provided by Health Visitors who regularly visit the hostel to ensure that pregnant women and young children are getting all the help they need. Support is also provided by Parashoot, a support service provided by Raven Housing Trust assisting with housing related support. Parashoot is not just available to those living in the Council's hostel but is available to any Tandridge resident who is at risk of losing their home and would benefit from housing related support.

4.64 In cases where the Council does not have a duty to provide emergency housing, the Council works with East Surrey Outreach Service (ESOS) to work with the homeless person and refer them to a supported hostel. Unfortunately, there are currently no supported hostels for homeless people within the district but where a referral out of district has been necessary individuals are able to retain their local connection with the housing register.



4.65 **Actions:**

- Avoid the use of bed and breakfast housing as much as possible and only in cases of emergency.
- Continue to operate a hostel for homeless households.
- Continue to work alongside Parashoot floating support.
- Continue working alongside health visitors at the Councils hostel.
- Continue to work with East Surrey Outreach Service.

Domestic Abuse

4.66 In July 2018, Surrey Police reported 50 incidents of domestic abuse in Tandridge and a total of 190 incidents between April and July 2018. The Council will review in more detail its response to incidents of domestic abuse in the Homelessness Strategy that is to be reviewed later in 2018.

4.67 The Council supports the vision in Surrey County Council's Domestic Abuse Strategy which is: *"to ensure that all those affected by Domestic Abuse have the right information, services and support, at the earliest opportunity, to live free from domestic abuse and gain the personal confidence to build healthy relationships for themselves and their dependents."*

4.68 The Council works in partnership to share information on households affected by domestic abuse at the local Multi Agency Risk Assessment Committee (MARAC) to ensure victims of domestic abuse are protected and supported. The Council also works closely with East Surrey Domestic Abuse Service (ESDAS) to refer those affected for specialist support and advice and for referral to a refuge where necessary.

4.69 The Council also offers a Sanctuary Scheme to residents living in Council property and in the private sector which enables victims of domestic abuse to remain in their own homes by providing security improvements. Enabling victims to remain in their own homes minimises the disruption caused, particularly to children and significantly reduces the costs associated with providing alternative accommodation. Examples of the type of security improvements are the installation of spy holes in doors, improved door and window locks and security lighting. Housing Associations also offer this scheme to their tenants.

4.70 The Council recognises that no single agency has the responsibility for tackling domestic abuse and therefore has developed a close working partnership with ESDAS to focus on the safety of those most at risk and to raising awareness through publicity campaigns and training and also to continuing to ensure its staff receive appropriate training to recognise all types of domestic abuse, acknowledging that abuse is not just about physical violence but also about emotional, sexual and economic abuse and controlling behaviour and affects men, women and children.

4.71 The support available through ESDAS is wide ranging from advice on housing, access to legal advice, the needs of children, emotional support and help to plan to leave an abusive relationship when the person is ready to do so. ESDAS also offer a "Stepping Up" programme which is an intervention programme for anyone who acknowledges that their behaviour towards their partner or ex-partner has been abusive and want to work towards stopping it from happening again.

4.72 **Action:**

- Continue to participate in Multi Agency Risk Assessment Conference meetings.
- Continue to work with East Surrey Domestic Abuse Service.
- Continue to ensure staff receive appropriate training.
- Continue to offer a Sanctuary Service.



Tandridge community alarm service (Surrey Telecare)

4.73 This service uses an alarm to provide 24 hour, 365 day remote support to ill, vulnerable or elderly people living in the Tandridge District. The alarm can be linked in to other sensors such as an intruder alarm, smoke alarm and a fall detector to provide even more support. There is a charge for this service. This technology promotes independence and saves funding for other public services such as Adult Social Care as it reduces the costs of care packages provided to vulnerable people who live alone.

4.74 The department of health believes that 3 million people can benefit from the use of telehealth and telecare services The Conservative Government set out in their '3 Million Lives' initiative in 2011, the aim to give 3 million people access to assistive technologies to improve their health and wellbeing. NHS South of England, which covers Surrey, Kent and Sussex, signed a contract with the South East Health Technologies Alliance (SEHTA) to create closer collaboration between the NHS and the technology companies developing new healthcare technologies as they provide an even better service for patients and help the NHS save money, thereby acknowledging the important role that assistive technologies have in preventing hospital admissions and enabling people to live at home, with as much independence as possible for longer.

4.75 **Actions:**

- Continue to offer a telecare service.
- Continue to explore the use of new technologies to promote independence at home.

Health and wellbeing

4.76 The Council views Health and wellbeing as being a key development area in the new Housing Strategy.

4.77 The Council created the Tandridge Health and Wellbeing Board (HWBB) in 2013 to take forward Surrey's Health and Wellbeing Strategy at a local level. It has representation from a range of organisations including Adult and Children's Social Care, Public Health, East Surrey Clinical Commissioning Group (ESCCG), First Community Health, East Surrey Carers, Tandridge Trust Leisure (TTL) and Tandridge Voluntary Service Council and is chaired by the Council's lead Member for health. The purpose of the Board is to lead and co-ordinate work undertaken to improve the health of all Tandridge residents and to reduce health inequalities by ensuring services are delivered effectively and there is joined up commissioning. The Board aims to provide preventative services as it is recognised that targeted prevention reduces the need for more expensive, intensive services later on such as hospitalisation or residential care. The Board has a particular focus on:

- Improving mental health and wellbeing;
- Encourage people to be a healthy weight and;
- To reduce levels of excess drinking.

4.78 More recently the HWBB has extended funding to support a money advice service for Tandridge residents as people who have issues with debt often have higher incidents of mental health problems and obesity.

4.79 The Council recognises that good quality housing is a wider determinant of good health. A good quality home is essential to health and wellbeing at all stages of life. The link between housing and health is well established and through the HWBB the Council will continue to seek opportunities to work in partnership to improve individual health and wellbeing through the homes people occupy.

4.80 The Council also recognises that pets can contribute significantly to the wellbeing of tenants and will explore further the development and availability of pet friendly tenancy policies in all social housing.

4.81 **Actions:**

- Continue to participate in the H&WBB and work to achieve a more strategic and integrated approach to the commissioning of services.
- Continue to fund an in house Money Advice Service.
- Explore further the development and availability of pet friendly tenancy policies in all social housing.



Summary of Priorities for Strategic Objective 3:

Meeting the housing needs of vulnerable households.

- Review, update and adopt a Homelessness Strategy.
- Continue to explore opportunities to influence the development of national policy and funding to ensure local pressures are taken into account.
- Continue to monitor implementation of the Homelessness Reduction Act and any impact (this will be an action in the Council's Homelessness Strategy).
- The Council will work with partners to secure funding for the support element for new supported housing schemes to meet identified need.
- Continue working with Social Services to identify young people who are considered to be edge of care, in care and leaving care who are at risk of homelessness;
- Consider the main causes of homelessness and identify targeted action to aid the development of the Homelessness Strategy (this will be an action in the Council's Homelessness Strategy).
- Work in partnership with other activity across the Council to make links with private landlords to enable the provision of information and support and financial assistance in the form of deposit and rent in advance payments to enable more residents on low incomes or benefits to access good quality privately rented housing.
- Continue to offer a Money Advice Service.
- Continue to work in partnership to administer Discretionary Housing Payments.
- Continue to work with employment support (this will be an action in the Council's Homelessness Strategy).
- Continue to provide financial support with deposit and rent in advance payments.
- Review the Council's Home Adaptations and Improvement Policy and publish adopted policy on the Council's website.
- To work with the new provider for the equipment and adaptations service to ensure the continuous improvement of the service, taking into account best practice, policy and legislation.
- Explore links with the local hospital and health organisations to make links to catch referrals as early as possible.
- Work with Surrey County Council to identify opportunities for extra care housing.
- Progress the review for Council owned sheltered housing set out between 2.23 and 2.29 above.
- Work with Surrey County Council to explore how the need can be supported (and housing need met) for additional mental health/ substance misuse supported housing in the district.
- To work with Surrey County Council services to explore how those with a learning disability can be supported and their housing needs met.
- Promote the housing register for those with learning disabilities and to explore developing an easy to read application process.
- Continue to work with social services to identify young people at risk of homelessness (this will be an action in the Council's Homelessness Strategy).
- To promote the availability of funding for adaptations for those who have a physical disability or mobility issues and a learning disability.
- Avoid the use of bed and breakfast housing as much as possible and only used in cases of emergency (this will be an action in the Council's Homelessness Strategy).
- Continue to operate a hostel for homeless households (this will be an action in the Council's Homelessness Strategy).



- Continue to work alongside Parashoot floating support (this will be an action in the Council's Homelessness Strategy).
- Continue working alongside health visitors at the Council's hostel (this will be an action in the Council's Homelessness Strategy).
- Continue to work with East Surrey Outreach Service (this will be an action in the Council's Homelessness Strategy).
- Continue to participate in MARAC meetings (this will be an action in the Council's Homelessness Strategy).
- Continue to work with East Surrey Domestic Abuse Service (this will be an action in the Council's Homelessness Strategy).
- Continue to ensure staff receive appropriate training regarding domestic abuse (this will be an action in the Council's Homelessness Strategy).
- Continue to offer a Sanctuary service (this will be an action in the Council's Homelessness Strategy).
- Continue to offer a telecare service and to explore the use of new technologies to promote independence at home.
- Continue to participate in the H&WBB and work to achieve a more strategic and integrated approach to the commissioning of service (this will also be an action in the Council's Homelessness Strategy).
- Explore further the development and availability of pet friendly tenancy policies in all social housing.



Appendix 1: Action Plan



Objective 1

Building the homes we need

Aim:

Building homes of the right type and tenure, in the right place, with appropriate supporting infrastructure to promote and develop sustainable communities.

Action	Who	Reported to	When	Resources	Outcome	Targets
<p>Monitor the number of:</p> <ul style="list-style-type: none"> ■ new homes (para 2.12, page 17 and 2.106 page 35) ■ affordable homes; (para 2.106, page 36) ■ size of new homes (number of bedrooms) (para 2.12, page 17) ■ type of new homes (para 2.12, page 17) ■ specialist units; (para 2:30, page 21) <p>through the Authorities Monitoring Report</p>	<p>Head of Corporate Policy, Projects and Performance.</p> <p>Performance Specialist</p> <p>Case officer (regulatory services)</p>	<p>Planning Policy Committee</p> <p>Planning Policy Board</p> <p>Central Government</p>	Annually	Identified within current staff resources and included in individual appraisal targets	<p>Performance on delivery of new housing is monitored to establish whether the Council is meeting housing need.</p> <p>Legislative requirements are complied with.</p>	<ul style="list-style-type: none"> ■ Between 30%-40% of the housing should be 3 bedrooms; ■ There should be no more than 30% 4+ bedrooms. <p>Of this mix:</p> <ul style="list-style-type: none"> ■ Under 20% should be apartments
<p>Take steps to identify in more detail the housing needs of young people age 16 - 25 (para 2.12, page 17).</p>	<p>Specialist Services Manager</p> <p>Lead Specialist</p>	Housing Committee	Ongoing for the life of the strategy.	Identified within current resources and included in individual appraisal targets.	Steps are taken to meet the housing need of this specific group	
<p>Over the next 5-10 years we will seek to improve the Council's sheltered housing in 5 key areas to provide a range of accommodation types; (para 2.30, page 21)</p>	Lead Housing Development Specialist	<p>Housing Committee</p> <p>Housing Project Board</p>	Ongoing for the life of this strategy (minimum 5 years)	Resources to be identified within the HRA business plan.	To provide sheltered accommodation for older people that meets their needs.	n/a

Action	Who	Reported to	When	Resources	Outcome	Targets
Continue to work with Surrey County Council and other stakeholder partners to establish specialist housing need and assist so far as it is able in its delivery; (para 2.30, page 21)	Specialist Services Manager Lead Specialist	Housing Committee	Ongoing for the life of this Strategy	Identified within current staff resources and included in individual appraisal targets	New supported housing schemes are delivered to meet identified need.	n/a
Continue to administer the self-build and custom-housebuilding register and monitor the headlines to enable suitable sites for self-build schemes to be identified as part of an ongoing review of our assets and offer serviced sites (also to be included in the Area Action Plan for the Garden Community at South Godstone) (para 2.38, page 23)	Specialist Services Manager Lead Specialist Head of Strategic Asset Management Lead Housing Development Specialist	Housing Committee Housing Project Board	Completed by October 2021 After which, on a three yearly cycle each October.	Identified within current staff resources.	To comply with legislative requirements.	Qualifying individuals on the register by October 2018 are provided with a plot.
Continue to channel the Council's Custom Housebuilding Fund allocation towards the support of a Community Housing Enabler and support community housing provision in line with the Council's adopted CHF Policy. (para 2.45, page 23)	Specialist Services Managers Lead Specialist Resident Support	Housing Committee Housing Project Board	Bi-annually		Opportunities for affordable housing in the district are maximised.	Review to determine whether we continue to bid to government for resources to extend the two-year contract for the current Community Housing Enabler Role or absorb this role internally.

Action	Who	Reported to	When	Resources	Outcome	Targets
<p>Support Registered Providers to reduce rents below LHA levels (and/or including social rented housing) and consider reflecting the additional cost through a reduction in the percentage of affordable units for rent required on a site. In addition (and where applicable) seek funds from Homes England to support development. (para 2.75, page 28, para 2.79, page 29)</p>	<p>Specialist Services Manager Lead Specialist Lead Housing Development Specialist (for Council properties)</p>	<p>Housing Committee Housing Project Board</p>	<p>Ongoing</p>	<p>Resources for supporting Registered Provider's need to be identified (traditional enabling role)</p>	<p>Maximise the amount of affordable housing in the District and to provide a proportion of new housing at reduced rents.</p>	<p>n/a</p>
<p>Undertake a greater promotion of Shared Ownership and other home ownership products to ensure the buyers are fully aware of these products and their affordability. (para 2.65, page 26)</p>	<p>Specialist Services Manager Lead Specialist Head of Corporate Policy, Projects and Performance. Performance Specialist</p>	<p>Housing Committee</p>	<p>Annually</p>	<p>Within identified staff resources</p>	<p>To ensure that there is an appropriate mix of property type and tenures to meet identified housing need. People applying to the Housing Register who have sufficient income to consider shared home ownership are given appropriate advice.</p>	<p>Low cost home ownership delivered as shared ownership housing – 25%</p>

Action	Who	Reported to	When	Resources	Outcome	Targets
<p>Support Registered Providers in seeking to acquire land for either affordable or mixed residential development provided the sites are:</p> <p>Allocated sites or are sites which accord with the Council's Local Plan and;</p> <p>The element of affordable housing meets as a minimum the levels of affordable housing required in the Local Plan and/ or this Strategy. (para 2.75, page 28)</p>	<p>Specialist Services Manager</p> <p>Lead Specialists</p>	<p>Housing Committee</p>	<p>Annually</p>	<p>Within identified staff resources</p>	<p>To ensure that there is an appropriate mix of property type and tenures to meet identified housing need.</p>	<p>n/a</p>
<p>Continue to review our assets to identify potential sites for development in order to maximise the scope of the HRA to deliver affordable housing for rent. (para 2.97, page 32)</p>	<p>Lead House Development Specialist</p>	<p>Housing Committee</p> <p>Housing Project Board</p>	<p>Ongoing for the life of this strategy</p>	<p>Will require additional staffing resources</p>	<p>To make best use of our housing stock in delivering affordable housing for rent through HRA.</p> <p>To maximise income where possible.</p>	<p>n/a</p>
<p>Consider the sale of sale of small sites where by virtue of their size they are uneconomic to develop with a view to supporting the HRA development programme and the provision of self-build sites. (para 2.97, pg 32)</p>	<p>Lead Housing Development Specialist</p>	<p>Housing Committee</p> <p>Housing Project Board</p>	<p>Ongoing for the life of this strategy (minimum 5 years)</p>	<p>Will require additional staffing resources</p>	<p>To maximise income for the HRA to fund development and provide self-build sites</p>	<p>n/a</p>
<p>Investigate the merits of becoming an Investment partner with Homes England to enable us to access social housing grant. (para 2.97, page 32)</p>	<p>Lead Housing Development Specialist</p>	<p>Housing Committee</p> <p>Housing Project Board</p>	<p>Ongoing</p>	<p>Within existing resources</p>	<p>To maximise the number of homes produced through the Council housing building programme.</p>	<p>n/a</p>

Action	Who	Reported to	When	Resources	Outcome	Targets
Continue to support the preparation of Neighbourhood Plans and support local groups in the delivery of community led housing. (para 2.106, page 36)	Head of Strategy Strategy Specialist	Planning Policy Committee Planning Policy Board	Ongoing	No internal staff resources at present. External contractor currently fulfilling the role (November 2018)	To comply with legislative requirements.	n/a
For the Council owned Housing Company to explore opportunities for both private sector development and the purchase of land for the development of affordable housing through the Housing Company and the Housing Revenue Account (para 2.97, page 32).	Head of Strategic Assets Lead Housing Development Specialist	Housing Committee Housing Project Board	Ongoing for the life of the strategy	Resources identified	To deliver housing of different types and tenures, including affordable housing.	n/a
Work to make apprenticeships available in construction in the housing sector. (para 2.108, page 36).	Lead Development Specialist	Housing Committee	Annually	Within existing staff resources	Economic benefit to the District and giving young people the opportunity to develop the skills our economy needs.	n/a

Objective 2

Making the best use of existing housing

Aim:

To make the best use of the existing housing stock in the district by improving housing standards by tackling disrepair, working with private landlords, identifying empty properties and by providing disabled facility grants for adaptations.

Action	Who	Reported to	When	Resources	Outcome	Target
Explore potential to utilise Council staff working in the community to undertake a rolling programme of basic property surveys to report on property condition to obtain an accurate and updated picture of housing conditions in the district. (para 3.6, page 38).	Locality Services Manager Lead Community Surveyor	Housing Committee Housing Project Board	By end 2022	To be identified from within internal staffing resources If action goes forward budget may need to be identified for software.	A systematic programme of collating accurate information about properties across all tenures (social and privately rented housing, as well as owner occupation) in the district is introduced. It will require data to be accurately recorded on an appropriate database, that can be interrogated so that it can be identified where to target private sector enforcement action, different initiatives and funding. This information will inform future private sector housing strategy development and support the development of a Corporate Plan for the Council. Accurate information about the Council's Housing Stock is held informing the Council's business plan, enabling appropriate investment decisions regarding future investment in improvements/maintenance for this asset.	n/a
Explore opportunities to develop/improve the database recording facility and review the data capture processes relating to private sector. (para 3.6, page 38).	Specialist Services Manager Locality Services Manager Environmental Health Partnership Manager	Housing Committee Housing Project Board	By end 2022	If action goes forward budget may need to be identified for software	An accurate, efficient recording system is in place that complies with GDPR requirements.	n/a

Action	Who	Reported to	When	Resources	Outcome	Target
<p>Review the Council's Home Adaptation and Improvement Policy to ensure continuous improvement, taking into account current legislation, policy and good practice (para 3.11, page 39).</p>	<p>Director of People</p>	<p>Housing Committee</p>	<p>Published by January 2019.</p>	<p>Existing resources</p>	<p>Residents who do not have access to funds are able to maintain their homes, ensuring they are warm, watertight and safe.</p>	<p>Published by January 2019</p>
<p>Explore options for expanding advice given to identify cross over points and to make connections with health and other agencies to keep residents safer, warmer, healthier and more comfortable in their homes. (para 3.13, page 39).</p>	<p>Specialist Services Manager Lead Specialist Resident Support Health and Wellbeing Board Locality Services Manager</p>	<p>Housing Project Board</p>	<p>Ongoing</p>	<p>Internal resources already identified</p>	<p>New homes are built with appropriate healthcare infrastructure.</p> <p>The outcome of the Council's sheltered housing review will be implemented to provide a more focussed, targeted service for older people that promotes access to relevant health services and helps to delay access into more acute services such as residential care.</p> <p>Home visits regarding disrepair will include a wider remit to also consider in a more focussed way the wellbeing of the resident and will be expanded to include information on where to get help and support with health and wellbeing initiatives – for example, signposting to support with fuel poverty assistance, falls prevention classes, dementia navigation services, help to alleviate social isolation as well as considering the structural condition of the property and issues such as fire safety.</p> <p>The Council is able to successfully influence commissioning of new health services by the CCG through our role on the Health and Wellbeing Board to ensure they include housing advice and support which will be targeted at the most vulnerable people in the District.</p> <p>Through the contracted HIA, links are made with local hospitals and a hospital discharge protocol agreed to reduce bed blocking where adaptation are needed to ensure people can experience a safe and timely discharge from hospital.</p>	<p>n/a</p>

Action	Who	Reported to	When	Resources	Outcome	Target
Develop an Empty Homes Strategy and targeted action plan. (para 3.20, page 40)	Head of Strategy Strategy Specialist Lead Specialist Resident Support Locality Services Manager	Housing Committee Housing Project Board	Strategy in place by end 2021	Internal resources identified	The estimated target set in the Housing Strategy of 20 homes a year is tested to determine whether it is viable and achievable. Steps are in place to bring empty properties in the District back into use. The possibility of linking empty properties returned to use with other Council initiatives such as preventing homelessness is explored and the viability established.	n/a
Promote the work and initiatives provided by Action Surrey to benefit residents. (para 3.24, page 41)	All Service Managers	Housing Committee	A system of promoting information is in place by end 2021.	Internal resources identified	A target for referrals made to Action Surrey is set each year and a process for referral are made. Performance of Action Surrey is monitored to evaluate the outcomes of referrals to ensure the service they provide offers value for money and is effective. Action Surrey are promoted on the Council's website so people can self-refer for the help they offer, such as switching utility suppliers through "Switch to Save".	n/a
Review Housing Enforcement policy to ensure it reflects current legislation, policy and good practice and publish on the Council's website. (para 3.30, page 42)	Specialist Services Manager Lead Specialist Resident Support Head of Corporate Policy, Project and Performance Head of Strategy	Housing Committee Housing Project Board	By end 2021	Internal resources identified	A policy is in place which considers legislative changes and best practice and achieves the right balance between advice, assistance and enforcement to improve housing conditions in the District. The Policy will demonstrate the transparency of enforcement action taken by the Council with respect to private sector housing and caravan sites in the District and will sets out legal requirements, policies and principles the officers follow when enforcing legislation. Housing conditions in the district are improved. Where appropriate, enforcement action can contribute towards targets relating to bringing Empty Homes back into use.	n/a

Action	Who	Reported to	When	Resources	Outcome	Target
Explore the introduction of an accredited property scheme. (para 3.30, page 42).	Director of People Specialist Services Manager Lead Specialist Resident Support	Housing Committee Housing Project Board	By end 2023	Resources to be identified	Private landlords are seen by the Council as an important business partner with a critical role in helping to meet housing need. More affordable good quality homes are identified for those who are homeless or potentially homelessness. Housing conditions in the private rental sector are improved.	n/a
Explore ways to reach out to private landlord fora and groups to make even stronger connections with them. This could include the Council setting up a lettings agency. (para 3.30, page 42).	Specialist Services Manager Lead Specialist Resident Support	Housing Committee Housing Project Board	By end 2023	Resources to be identified	Private landlords are seen by the Council as an important business partner with a critical role in helping to meet housing need. More affordable good quality homes are identified for those who are homeless or potentially homelessness. Housing conditions in the private rental sector are improved.	n/a
Promote changes to the mandatory licencing scheme for HMOs and develop an on-line process for HMO licencing. (para 3.44, page 43).	Communications Environmental Health Partnership Manager Lead specialist IT	Housing Committee Housing Project Board	2019/20	Internal staff resources identified	Landlords whose properties are affected by this change in legislation are made aware of the new requirements. The living conditions of HMO's in the District are made safer. The income necessary to contribute towards the costs of the administration of this new statutory licencing scheme is generated. Customers who require a license for their HMO have an easy to use, accessible system to apply for a license.	
Continuation of a Handyperson service. (para 3.47, page 44).	Operations Manager Lead Specialist	Housing Committee	Ongoing	Internal resources identified Better Care Fund	Help is available for vulnerable people with small works to enable them to maintain their homes and independence.	n/a

Action	Who	Reported to	When	Resources	Outcome	Target
To explore and develop a process to improve and record data captured about the Council's own housing stock. (para 3.55, page 45).	Lead Community Surveyor Locality Services Manager	Housing Committee Project Board	2023	Resources to be identified	Systems are in place to routinely carry out tenancy audits to maximise the capability of existing software to ensure up to date accurate information is held on Council systems regarding occupancy, when property improvements such as bathroom, kitchens and windows were completed and also tenant improvements.	n/a
Explore the support that can be given to mobile home sites that have poor conditions. (Para 3.37, page 42).	Environmental Health Partnership Manager Lead Specialists	Housing Committee Housing Project Board	2023	Resources to be identified	Regular checks are made to ensure that site owners are complying with licence conditions. The advice and support that the Council can give residents living on mobile homes sites (covering benefits, housing advice and adaptations) is promoted and residents signposted accordingly.	n/a

Objective 3

Meeting the housing needs of vulnerable households

Aim:

To consider high level issues surrounding homelessness as a series of challenges and key points, along with the support available in the district that vulnerable

Action	Who	Reported to	When	Resources	Outcome	Target
Review, update, adopt a new homelessness strategy and deliver the accompanying action plan. (para 4.5, page 48).	Strategic Director of People Head of Strategy Lead Specialist Resident Support	Housing Committee Housing Project board	Implementation date July 2019 Performance reported quarterly	Internal staff resources identified	Council fulfils all statutory duties towards homelessness people. Homelessness prevention services are effective at point of contact. The homelessness and housing advice service is managed proactively in a way which enhances the reputation of the Council, with early anticipation of trends, problems and consumer demands with steps taken to mitigate identified risks.	To be agreed with Housing Committee as part of the Homelessness Strategy development.
Continue to explore opportunities to influence the development of national policy and funding to ensure local pressures are taken into account (para 4.5, page 48).	Leader of the Council Chair of Housing Committee Corporate Management Team	Housing Committee	Ongoing for the life of the strategy	Internal staff resources identified	Consultations are responded to which set out the position of Tandridge Council and evidences good practice in our area. Media tracking takes place for the service, positive media coverage is obtained, and media campaigns conducted. Ongoing membership and participation in strategic boards is in place and there is collaborative working. Ongoing membership of organisations such as LGiU.	n/a

Action	Who	Reported to	When	Resources	Outcome	Target
The Council will work with partners to secure funding for the support element for new supported housing schemes to meet identified need (para 4.5, page 48).	Lead Housing Development Specialist	Housing Project Board Housing Committee	Ongoing for the life of the strategy	Supported Housing Schemes are delivered to meet the needs of vulnerable people.		
Continue to monitor implementation of the Homelessness Reduction Act and any impacts (para 4.14, page 49).	Housing Committee Strategic Director of People Lead Specialist Resident Support	Housing Committee Ministry of Housing Communities and Local Government	Ongoing for the life of the strategy	Internal staff resources identified	The homelessness and housing advice service is managed proactively in a way which enhances the reputation of the Council, with early anticipation of trends, problems and consumer demands with steps taken to mitigate identified risks.	n/a
Continue working with Social Services to identify young people who are considered to be edge of care, in care and leaving care who are at risk of homelessness (para 4.24, page 50).	Lead Specialist Resident Support Specialist Resident Support	Quarterly team meetings	Ongoing for the life of the strategy	Internal staff resources identified	Vulnerable young people with housing difficulties are identified at the earliest stage and their potential homelessness prevented.	n/a

Action	Who	Reported to	When	Resources	Outcome	Target
<p>Work in partnership with other activity across the Council to make links with private landlords to enable the provision of information and support to enable more residents to access good quality privately rented housing (para 4.24, page 50).</p>	<p>Specialist Services Manager</p> <p>Lead Specialist Resident Support</p> <p>Locality Services Manager</p>	<p>Housing Project Board</p>	<p>Ongoing for the life of the strategy</p>	<p>Internal staff resources identified</p>	<p>Housing conditions in the private sector are improved meaning that the poorest households in the district do not live in the worst housing.</p> <p>More landlords are willing to accept a deposit and rent in advance payment from the Council's PSAS scheme.</p> <p>More landlords are willing to accept a tenant on housing benefits.</p> <p>Homelessness is prevented for vulnerable households and they can access good quality accommodation.</p>	<p>n/a</p>
<p>Continue to offer support through:</p> <ul style="list-style-type: none"> - working in partnership to administer Discretionary Housing Payments; - continuing to offer money advice; - continuing to offer employment support; - continuing to offer deposit bond and rent in advance payments to qualifying households (para 4.24, page 50). 	<p>Specialist Services Manager</p> <p>Lead Specialist Resident Support</p> <p>Specialists Resident Support</p>	<p>Budget monitoring</p> <p>Housing Committee</p>	<p>Ongoing for the life of the strategy</p>	<p>Internal staff resources</p>	<p>Process is in place to identify individual households most in need and incidents of homelessness are prevented.</p>	<p>DHP budget is fully spent each year.</p> <p>Money lent to customers under the scheme is repaid so that it can be recycled to help more households.</p> <p>The barriers that exist which prevent private landlords from working with the scheme are understood enabling the scheme to be developed to attract more landlords to work with the Council.</p>

Action	Who	Reported to	When	Resources	Outcome	Target
<p>Work with the Home Improvement Agency to promote and provide disabled adaptations to qualifying households and to explore links with the local hospital and health organisations to make links to catch referrals as early as possible (para 4.39, page 54).</p>	<p>Specialist Services Manager Lead Specialist Specialists</p>	<p>Housing Committee</p>	<p>Ongoing for the life of the current contract.</p>	<p>Internal staff resources Home Improvement Agency</p>	<p>Disabled children, young people and adults can live in their own homes as independently as possible, for as long as possible.</p> <p>The Council plays a key role in reducing admissions into hospital, providing a safe and more effective discharge from hospital, in reducing demand for social care and in delaying or reducing demand for residential care.</p> <p>The DFG budget is fully allocated each financial year.</p> <p>The quality of work undertaken by contractors is excellent.</p> <p>Customer satisfaction with the service is high or very high. The service is promoted effectively.</p>	<p>n/a</p>
<p>Work with the new provider for the equipment and adaptations service to ensure the continuous improvement of the service, taking into account best practice, policy and legislation (para 4.39, page 54).</p>	<p>Director of People Lead Specialist</p>	<p>Housing Committee</p>	<p>Ongoing for the life of the contract</p>	<p>Internal resources identified Home Improvement Agency</p>	<p>Vulnerable people are able to remain living at home for as long as they want to.</p> <p>The DFG budget is fully allocated each financial year.</p> <p>The quality of work undertaken by contractors is excellent.</p> <p>Customer satisfaction with the service is high or very high.</p>	<p>n/a</p>

Action	Who	Reported to	When	Resources	Outcome	Target
<p>Work with Surrey County Council to identify the potential opportunities for:</p> <ul style="list-style-type: none"> - extra care housing (para 4.47, page 56); - mental health supported housing (para 4.51, page 56); - substance misuse supported housing (para 4.51, page 56). 	<p>Strategic Director of People</p> <p>Lead Housing Development Specialist</p>	<p>Housing Committee</p> <p>Housing Project Board</p>	<p>Ongoing</p>	<p>Internal staff resources</p>	<p>Affordable Extra Care housing is provided in the District.</p>	<p>n/a</p>
<p>Progress the review of Council owned sheltered housing. (Para 4.47, page 56).</p>	<p>Strategic Director of People</p> <p>Lead Housing Development Specialist</p> <p>Lead Specialist Resident Support</p>	<p>Housing Committee</p> <p>Housing Project Board</p>	<p>2028 (beyond the life of this strategy)</p>	<p>Capital funding identified</p> <p>Internal staffing resources identified.</p>	<p>The Council's 10 year improvement plan for the refurbishment and re-designation of sheltered housing is progressed over the life of this strategy in five key locations:</p> <ul style="list-style-type: none"> ■ Warlingham; ■ Caterham Hill/Valley; ■ Oxted/Hurst Green; ■ Godstone/Bletchingley and; ■ Lingfield/Dormansland <p>Affordable sheltered housing of the highest quality is provided which meets the targeted needs of older people to enable them to live independently for as long as they want to reduce hospital admissions and to reduce or delay access to residential care.</p>	<p>n/a</p>

Action	Who	Reported to	When	Resources	Outcome	Target
Continue to offer a telecare service and explore the use of new technologies to promote independence at home (4.75, page 59).	Director of People		Ongoing for the life of the strategy.		Vulnerable residents are protected and supported in their own homes and are able to remain living independently for as long as possible.	
To work with the Tandridge Health & Wellbeing Board to ensure an integrated approach to support resident's health and wellbeing (4.81, page 59).	Director of People	Ongoing for the life of the strategy			Maximum benefit is obtained from partnership working to achieve the Council's aims for shared client groups.	
Explore the development and availability of pet friendly policies in Council Housing (para 4.81, page 59).	Lead Specialist Resident Support		By 2023		The wellbeing of vulnerable tenants who would benefit from owning a pet is promoted.	
Promote the housing register for those with learning disabilities and to explore developing an easy to read application process. (para 4.56, page 57).	Lead Specialist Resident Support Specialists Communications	Specialist Services Manager	2023	Internal Staff Resources	People with some types of visual impairments, learning disabilities, dexterity or literacy difficulties (such as dyslexia) are able to access information on housing and can apply for housing in a format that is more accessible to them.	n/a

Appendix 2: Policy and Legislative Context

Homelessness Reduction Act 2018. The Homelessness Reduction Act 2018, the most significant piece of homelessness legislation since 1977, was enacted in April 2018 and this legislation placed new duties on local authorities to intervene earlier in cases where there is a risk of homelessness and to take reasonable and documented steps to help those who become homeless to find and secure alternative housing.

The Care Act 2014. The Care Act 2014 implemented the most significant reforms in the provision of care and support in 60 years. This legislation gave housing a critical role in supporting people's wellbeing by helping to prevent the need for people to access more expensive acute services by providing housing solutions which enable them to live safely and well at home for as long as possible.

Welfare Reform Act 2012 and Welfare Reform and Work Act 2016. These two important acts introduced Universal Credit and also a wide range of welfare benefit reforms including the benefit cap, the freezing of certain welfare benefits until 2020, changes to tax credits and introduced loans for mortgage interest payments. This legislation also introduced an enforced reduction in social housing rents by 1% each year until 2020. All these changes impacted heavily on the affordability of housing for low income households.

Housing and Planning Act 2016. This legislation introduced changes to penalties for non-compliance with mandatory House in Multi Occupation (HMO) licencing which include: the power to impose civil penalties up to a maximum of £30,000, Banning Orders for the worst offenders and the introduction of a database of rogue landlords/lettings agents.

Local Plan. The Council published its final version of the Local Plan in December 2018. Four consultations have already taken place on the draft Local Plan before submitting the Plan for approval from the Secretary of State. The Local Plan has taken over three years to complete so far and sets a strong policy direction and context for this Housing Strategy.

Neighbourhood Plans. Under the Localism legislation communities were given the opportunity to produce Neighbourhood Plans, which support the Council's Local Plan and contain policies to help shape and deliver new development in their areas. When the Neighbourhood Plan is adopted by the Council it becomes a statutory document and is used to inform decision making on planning matters in the area. The evidence base for Neighbourhood Plans usually comprises a housing needs survey to evidence the level and type of housing need at neighbourhood or ward level.

Strategic Housing Market Assessment (SHMA) 2018. The Council has commissioned a Strategic Housing Market Assessment, completed in 2018, which is a suite of 5 technical papers which provide an up to date evidence base which helps the Council to understand how the housing market functions in the district and underpins the development of housing, planning, economic development and regeneration policies and strategies. The evidence based established in the SHMA informed the development of the Council's Local Plan, this Housing Strategy and housing targets.

Affordable Housing Needs Assessment June 2018. This technical paper (which forms part of the SHMA) commissioned by Tandridge Council updates and supplements an earlier technical paper commissioned in 2015 to assess the need for affordable housing in need in the district. It researches and identifies issues and obstacles to the affordability of housing in the district and sets out financial entry points into the housing market, giving the Council a strong evidence base to set its future strategic direction.

2017 Health and Care Profiles (Surrey County Council) valid Sept 2017 – Sept 2018. These profiles for Surrey provide an extensive set of information that describes the health and care needs of the population in each CCG area. They describe variation both within CCG areas and between CCGs in Surrey and England, providing a picture of where need is greatest and where resources may need to be focused. Where data is available, they also provide information on trends over time.



Joint Strategic Needs Assessment (Surrey County Council), Planning, Housing and Related Support Chapter. The Joint Strategic Needs Assessment (JSNA) is an assessment of the current and future health and social care needs of the local community and is constantly under review and updated. The JSNA informs the Joint Health and Wellbeing Strategy (JHWS) which is a strategy for meeting the needs identified in the JSNA.

Preventing Homelessness Strategy and Action Plan 2013 – 2018 (Tandridge District Council).

This strategy sets out the Council's commitment and the steps that are being taken to prevent homelessness in the District. This strategy is being updated in 2018 to reflect the changes introduced by the Homelessness Reduction Act 2018, the most significant piece of homelessness legislation since the introduction of the Housing (Homeless Persons) Act 1977.

Surrey Climate Change Strategy 2209 - 2020 and Help to Heat Initiative April 2017 – Sept 2018. Tandridge Council works with all 11 authorities in Surrey to create and deliver the Surrey Climate Change Strategy which covers responding to the impacts of climate change and reducing emissions from the domestic, commercial and transport sectors. While the strategy remains relevant and important, the requirements on Councils have changed since it was agreed.

Under the Help to Heat initiative Tandridge works to identify qualifying households to access energy efficiency funding under the Government Energy Company Obligation (ECO): Help to Heat scheme which is open to those residents who own their own home or rent from a private landlord. The scheme is aimed at those finding it hard to keep warm due to low income and high fuel costs and who are particularly vulnerable to living in a cold home due to a long term illness made worse by the cold.

Homes (Fitness for Human Habitation and Liability for Housing Standards) Bill. There have been longstanding concerns about property standards in the private rented sector and since the Grenfell Tower fire, there has been more focussed attention on housing standards in socially rented housing too. This draft legislation currently being debated in Parliament seeks to extend provisions in the Landlord and Tenant Act 1985 to cover almost all landlords and to modernise the fitness for habitation test. Where a landlord fails to let and maintain a property that is fit for human habitation, the Bill would give tenants a right to take action in the courts. Although this legislation seeks enactment in England and Wales, if passed the Act will only affect tenancies in England as Wales has similar legislation already in force.

White paper published 2017: Fixing the Broken Housing Market. "Fixing the Broken Housing Market" was previously the number one task on the Ministry of Housing's Annual Single Departmental Plan but this has now been changed to "Deliver the Homes the Country Needs". Despite this, Government still has ambitions to bring in the reforms set out in the Fixing the Broken Housing Market white paper. Therefore, this strategy will continue to reflect the broad principles of this white paper.

Social Housing Green Paper. Published August 2018. This paper aims to rebalance the relationship between landlords and residents, tackle stigma and ensure social housing can act as a stable base and support social mobility. A 12 week consultation runs alongside this green paper publication.

Rough Sleeper Strategy. The Government was elected on the manifesto commitment to "halve rough sleeping over the course of the parliament and eliminate it altogether by 2027" and this strategy sets out the Government's plans for achieving this. It sets out 100M of funding to address rough sleeping through prevention, intervention and recovery.



Appendix 3: Our Performance

Key information which shows how the Council performed over the past 5 years before and after the publication of the Council's Housing Strategy position statement in 2017.

Meeting Housing Need

Number of new affordable housing completions achieved over the life of the last strategy by the Council and its partners (2014-2018):

■ **482**

Withdrawal of housing related support funding made sheltered housing more difficult to let increasing average re-let time from that in 2014 for Council properties by:

■ **55%**

Increase in reducing homelessness in the District

Total number of households whose homelessness was prevented:

2013/2014	2014/2015	2015/2016	2016/2017
285	300	296	350

Total number of households accepted as being homeless each year:

2013/2014	2014/2015	2015/2016	2016/2017
17	21	31	24

Numbers of rough sleepers identified in the annual rough sleepers count in November each year between 2014 – 2017 has remained static for each year at:

■ **2 people**

To improve housing standards

Amount spent on installing disabled adaptations into people's homes since 2014:

■ **£750,000**

Number of Disabled Facility Grants completed since 2014:

■ **153**

Number of handy person referrals made 2016/2017:

■ **291**

Provide housing and support to vulnerable people.

Due to the unavailability of housing relating support, Tandridge District Council members agreed to top up the funding for the service from Council reserves for the next two financial years to enable the service to be reconfigured, following which a smaller service will be put in place to support more vulnerable tenants.

The joint telecare service shared with Mole Valley District Council was reviewed and found to be working well.



Promoting health and wellbeing across the district

The Wellbeing Prescription Service had its contract extended for a further 3 years. It is now one of the largest signposting services in the country and its team of 14 Wellbeing Advisors will see over 4,000 people a year.

The Wellbeing Prescription Plus service also commenced, which works with high cost, high needs patients in their own homes.

Tandridge District Council was recognised for its work supporting the health and wellbeing of its residents and was nominated for the national LGC Awards 2018 in the Health and Social Care category.



Health and Wellbeing Team at Tandridge District Council.

Minimise arrears and evictions due to the impacts of Welfare Reform.

Since the start of the Money Advice service in 2014, the team have worked with over 300 households across Tandridge, helping them develop household budgeting skills, get in control of their debts, and where possible create savings for ongoing resilience.

A key area is providing support for Tandridge District's households who are impacted by the roll-out of Universal Credit (UC), the Benefit Cap, the Under-occupancy Charge and reviewing the outcomes of their caseload and preparing a an overview of impact of Welfare Reforms including UC on rent collection and arrears on tenants.

Recognition of the Tandridge District Council's Money Advice service continues to grow with increasing numbers of 'walk-ins' – individuals who visit the Council and refer themselves for advice.

Glossary

Acronym	Word	Definition
	Affordable Housing	The Department for Communities and Local Government defines Affordable Homes as 'social rented, affordable rented and intermediate housing, provided to specified eligible households whose needs are not met by the market.'
CCG	Clinical Commissioning Group	Clinical Commissioning Groups are clinically led membership groups of GP practices that plan, commission and performance-manage a range of local health services for their population. CCGs were formed after the Health and Social Care Act 2012 was passed, devolving a range of commissioning responsibilities to CCGs from primary care trusts (PCTs).
	Community Facilities	Facilities or services for the community, including community/village halls or buildings, cultural facilities, places of worship and pubs.
CIL	Community Infrastructure Levy	A levy allowing local authorities to raise funds towards infrastructure from owners or developers of land undertaking new building projects in their area.
	Consultation	An opportunity for the public and stakeholders to make comments on any policies and content within the Housing Strategy, or what should be included in the Housing Strategy. All comments will then be taken into account when preparing the final Housing Strategy.
	Consultation Portal	The Council's consultation portal is called Objective and enables individuals to register for notifications and updates and submit comments online.
	Local Plan	One document within the Local Development Plan. The Local Plan is a planning policy document prepared by the Local Planning Authority that guides development for 20 years. The Local Plan is subject to consultation and independent examination before the Local Planning Authority can adopt the document.
HA	Housing Association	A non-profit organization that rents social housing to people on low incomes or with particular needs.
NPPF	National Planning Policy Framework	A document that sets out the Government's planning policies for England and how these are expected to be applied. The Framework was published in March 2012.



Acronym	Word	Definition
	Neighbourhood Plans	A plan prepared by a Parish Council or Neighbourhood Forum for a particular neighbourhood area (made under the Planning and Compulsory Purchase Act 2004).
PDL	Previously - Developed Land	<p>Land which is or was occupied by a permanent structure, including the curtilage of the developed land (although it should be assumed that the whole of the curtilage should be developed) and any associated fixed surface infrastructure. This excludes:</p> <ul style="list-style-type: none"> ■ land that is or has been occupied by agricultural or forestry buildings; ■ land that has been developed for minerals extraction or waste disposal by landfill purposes where provision for restoration has been made through development control procedures; ■ land in built-up areas such as private residential gardens, parks, recreation grounds and allotments; and ■ land that was previously-developed but where the remains of the permanent structure or fixed surface structure have blended into the landscape in the process of time. <p>There is no presumption that land that is previously developed is necessarily suitable for housing development or that the whole of the curtilage should be developed.</p>
RSL	Registered Social Landlord	A provider of social housing that is registered with the Regulator of Social Housing.
SCI	Statement of Community Involvement	The SCI sets out standards to be achieved by the local planning authority in relation to involving the community in the preparation, alteration and continuing review of the Development Plan and in developing the SCI control decisions. In respect of documents prepared under the Development Plan the local planning authority is required to produce a statement showing how it complies with the SCI.
SHMA	Strategic Housing Market Assessment	An assessment to define housing need, in terms of types of tenure, size and need, for the requirements in the future.
SWOT	SWOT Analysis	An assessment to evaluate the strengths, weaknesses, opportunities and threats of a given project.



Acronym	Word	Definition
SCC	Surrey County Council	The County Council administrative area within which Tandridge District falls. Surrey County Council (SCC) is the local highway authority for the area and is responsible for a number of other services, including education and social services.
	Viability	An individual development is said to be viable if, after taking account of all costs, it provides a competitive return to the developer and generates a land value sufficient to persuade the land owner to sell the land for the development proposed.
	Registered Provider	General name for not-for-profit housing providers approved and regulated by Government through the Homes & Communities Agency.



Tandridge District Council

Council Offices, 8 Station Road East, Oxted, Surrey RH8 0BT

customerservices@tandridge.gov.uk

www.tandridge.gov.uk

Tel: 01883 722000