

# Broadland Housing Strategy 2012-2015



Carefully  
Planned



Well  
Housed

January 2012

# Contents

<b>Introduction</b>	<b>Past Issues and Achievements</b>	<b>Current Key Issues</b>	<b>The Way Forward</b>
	<i>Projects</i> →	→	→
	<i>Projects</i> →	→	→
<b>Page 4</b>	<b>Page 7</b>	<b>Page 10</b>	<b>Page 11</b>

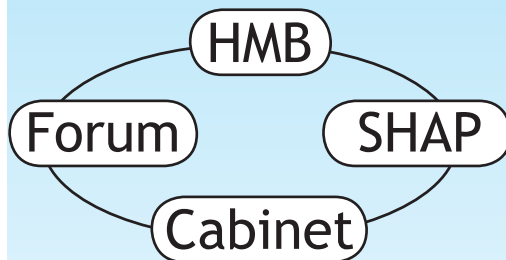


**Overarching  
Priorities**



Page 19

**Governance**



Page 21

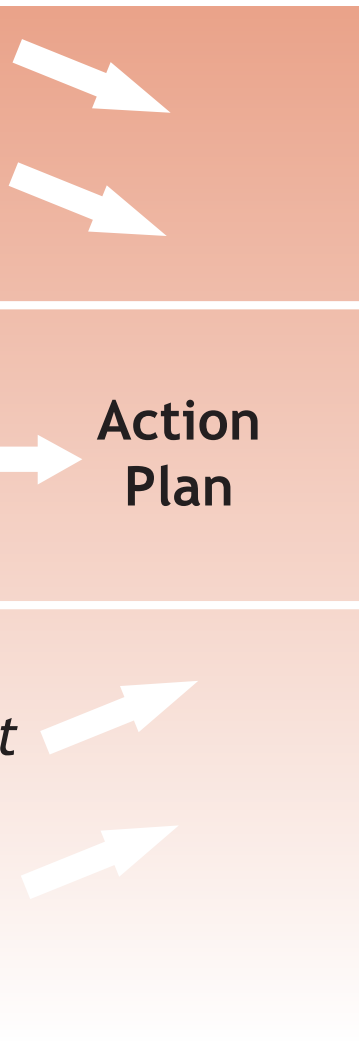
*Quarterly*

*Advice*

*Standards*

*Development*

*Quarterly*



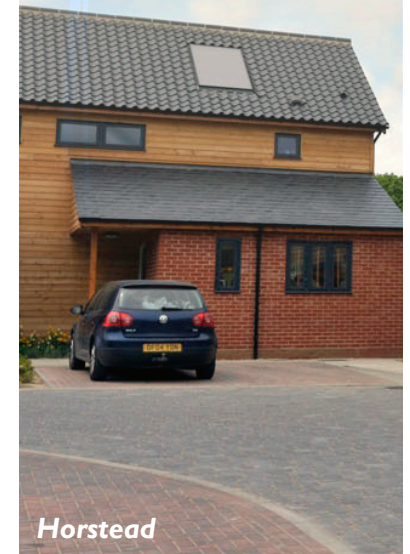
**Action  
Plan**

**Glossary  
of Terms**

Page 22

## INTRODUCTION

- 1.1. The Local Government Act 2003 sets a statutory framework requiring local authorities to produce a local housing strategy that is 'fit for purpose'. The Housing Green Paper, "Homes for the future: more affordable, more sustainable" (2007) states that in their strategic housing role, Councils should:
  - Assess and plan for the current and future housing needs of the local population across all tenures.
  - Make best use of the existing housing stock.
  - Plan and facilitate new supply.
  - Plan and commission housing support services which link homes and housing support services.
  - Work in partnership to secure effective housing and neighbourhood management on an ongoing basis.
- 1.2. The Broadland Housing Strategy has been prepared in accordance with this guidance. This Housing Strategy is an overarching document that reviews housing related issues in the Broadland area and sets out clear priorities for action. Although many of these actions will be for the Council to deliver, others will be for our partners. This highlights the importance of ensuring that the Housing Strategy is prepared in agreement with partners which at the moment is through the Local Strategic Partnership (LSP) and that there is a shared understanding of both the key issues and the actions required to deliver the Strategy. The Broadland Community Partnership Community Strategy provides a key context for the new strategy.
- 1.3. The Greater Norwich Housing Strategy covered the period 2008-2011. This was a sub-regional strategy that covered the three local authority areas of Broadland District, Norwich City and South Norfolk District. This Strategy provided each local authority and its partner organisations with a basis for delivering housing services. Work on a new sub-regional housing strategy began in 2010, however a decision was taken in early 2011 by GNHP Policy Group to cease work on this and return to three individual Housing Strategies. This new strategy carries forward much of the good practice that has been established, and also seeks to improve performance. Section 2.2 highlights progress in delivering our original objectives. Section 5 sets out the overarching priorities for the District.
- 1.4. This Housing Strategy, however, has been developed at a time of great change and uncertainty, following national and international economic crises, an uncertain and fluctuating housing market, and a new government. This impacts not only on the finances and other resources available to deliver the strategy for the next three years, but also on the organisations and partnerships we currently work with.



- 1.5. An Action Plan will be produced and updated annually (or more frequently if necessary). We will also review the Strategy regularly, in the light of any governmental, policy or procedural changes. However, due to our evidence base we are confident of the aims.
- 1.6. This is not intended to be an all encompassing report on the housing service but will take account of new and revised legislation and key housing issues affecting Broadland. It will also discuss current and future objectives, actions and targets that impact on residents, stakeholders, partners and the housing service.

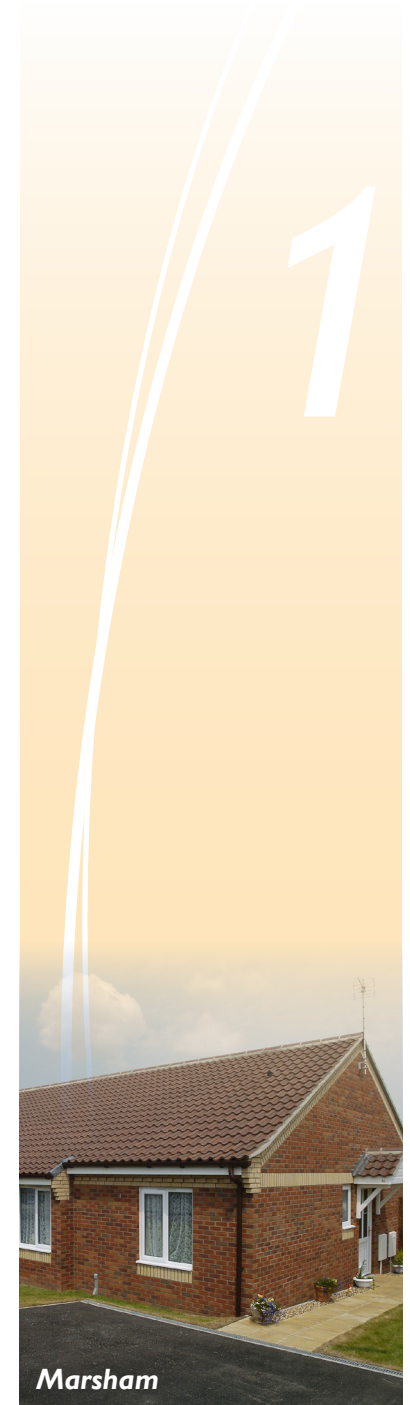
### ***Developing a Strong Evidence Base***

- 1.7. An extensive and up to date evidence base underpins this Strategy; this contains policies at a national, regional, sub-regional and local level and can be found on the council's website.
- 1.8. One of the main sub-regional and local evidence studies that influence this Strategy are the Stock Condition Survey commissioned from BRE in 2011. The Homelessness Strategy and Action Plan 2011-14 has been adopted along with the Rough Sleepers Strategy 2010-2013 and the Hostels Action Plan 2011 is being refreshed. A sub-regional Gypsy and Traveller Accommodation Assessment has been commissioned from Opinion Research Survey (ORS) as a separate project, but its findings will be incorporated into the main Housing Needs Survey. We will use the housing needs research as the basis for a Strategic Housing Market Assessment that meets all guidance requirements. This will provide a sound basis for planning policy in the Local Development Framework. In the meantime, the existing Housing Market Assessment was updated in 2011 and will inform this new Strategy.
- 1.9. Each of the strategies listed above has its own action plan that sets out the actions for the Council. The Council is committed to ensuring not only that the evidence base used to inform the new Housing Strategy is as extensive and robust as possible but that the information available is collected and refreshed on a regular basis.

## Partnership Working

- I.10. The Council is committed to collaborating with a wide range of partners to meet identified housing priorities and to take advantage of shared expertise and experience. In particular, the Council actively participates in the Greater Norwich Housing Partnership (GNHP). This comprises Broadland District Council, South Norfolk Council, Norwich City Council, Registered Providers, and statutory and voluntary agencies. The most notable successes for the GNHP are:
- Adoption of the first Fit for Purpose sub-regional Housing Strategy in 2008.
  - Completion of a Strategic Housing Market Assessment.
  - Co-ordination of strategy documents on homelessness, hostels and rough sleepers.
- I.11. The Council is also part of the Greater Norwich Development Partnership (GNDP) made up of Broadland District Council, Norwich City Council, South Norfolk Council, Norfolk County Council, and the Broads Authority. This collaboration helped in developing the Local Investment Plan and Programme (LIPP) and the Joint Core Strategy (JCS) for Broadland, Norwich and South Norfolk. This demonstrates to Government and to the Homes and Communities Agency (HCA) that the Council is operating effectively and that difficult decisions about priorities can be agreed when looking at future issues.
- I.12. The Council is involved in operational partnerships with a number of other organisations. This role is further reflected in the Localism Act 2011, which requires local authorities to write a tenancy strategy. For example, in order to fulfil its enabling role in providing affordable housing, the Council works with different Registered Providers and works on identifying sites for affordable rural housing schemes, as well as parish councils and communities to raise awareness of affordable housing issues. As the Large Scale Voluntary Transfer Registered Provider for Broadland, Circle has identified, within the bidding process to the HCA, the delivery of 100 affordable homes in Broadland district as part of their development programme over the next four years. We will collaborate with Circle and other housing associations to deliver these houses in the most sustainable locations over the agreed period.
- I.13. As one of the four ambitions of the Broadland Business Plan; **'Carefully Planned and Well Housed'**, meetings take place with Broadland Community Partnership, which is Broadland's Local Strategic Partnership to discuss housing priorities.

1



Marsham

## PAST ISSUES & ACHIEVEMENTS

2.1. This section sets out the issues that were identified and have emerged since the 2008 Sub Regional Housing Strategy. It sets out the main issues that affect the district but also looks at the achievements since that strategy also.

2.2. The main issues since 2008 for Broadland were:

- Shortage in the housing stock, especially in 1 bed accommodation and larger family homes.
- A shortage of housing that is affordable for people wanting to rent and first time buyers.
- The Housing Needs Survey needs to be updated.
- Supply of good quality accommodation for Gypsy and Travellers.
- The lack of Supported Housing in the district.
- Need to improve and increase the women's domestic violence refuge provision in Broadland.
- Increasing number of older people in the district.
- Ease of access to affordable housing.
- The diversity of housing needs.
- A lack of housing for local needs to maintain social links.
- A lack of temporary accommodation available in the district.
- The quality and location of temporary accommodation.
- A lack of comprehensive information on the Housing Register.
- The backlog of housing need.
- Achieving Decent Homes standards.
- A complex Disabled Facilities Grant (DFG) system.
- Energy efficiency of housing stock must be improved.
- Bringing empty homes back into use.
- Need to be assured that the quality of housing in the private sector is improving.
- The Services to the most vulnerable and disadvantaged was fragmented and uncoordinated.
- Supply and availability of good quality private sector rented property.
- Support for people who require it in order to live independently.

2.3. Much has been achieved, but there are still many issues still to be addressed. As with many parts of the country, the provision of homes that people can afford still remains a top priority.

2.4. The Council has shown that we can deliver in complex situations. We have demonstrated that we are prepared to pursue a range of ideas and initiatives in order to meet our goals. Some of the achievements that Broadland has accomplished over the last three years since the 2008 Housing Strategy are as follows:

**Progress since 2008 Housing Strategy**

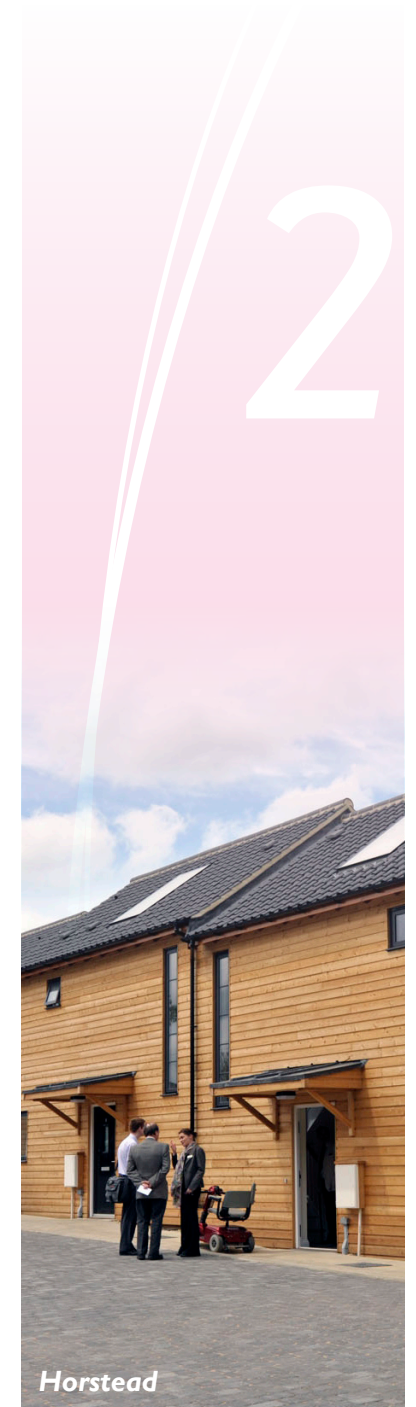
- Adopted the Joint Core Strategy in March 2011.
- Completed the Local Investment Plan and Programme.
- Horstead exception site was completed to Code for Sustainable Homes Level 4 (see Case Study below). 4 homes at Horsham will be complete to Code Level 5. 12 homes built to the highest zero carbon, Code Level 6, at Rackheath.
- Commissioned ORS to undertake the Gypsy and Traveller Accommodation Assessment.
- Domestic Violence Refuge and supported housing schemes for people with disabilities delivered.
- Homelessness Strategy adopted July 2011.
- Rough Sleeper Strategy adopted April 2011.
- Hostels Strategy Action Plan refreshed.
- Broadland meets the 2010 target of 70% Decent Homes Standard.
- The contract to improve the energy efficiency of existing private sector housing has been renewed until March 2012.
- The retro-fitting project to make existing properties more energy efficient with better insulation and new technology.
- Funding to expand supported lodgings provision.
- Commissioned with BRE Stock Condition Survey.
- We secured funding for and employed a countywide Disabled Facilities Grant (DFG) review officer for one year.
- The Home Improvement Agency services contract has been renewed until March 2012.

**Case Studies**

2.4.1

**Presentations of Homelessness and Prevention Work**

The mortgage rescue scheme has been a huge success for residents of Broadland. We have rescued 23 households since the scheme started. Broadland was placed joint first in the Eastern region for achieving the highest number of rescues in 2010/2011. The scheme enables us to avoid costly interventions under the homeless legislation and as a result of this we are making significant budget savings, also taking into account the wider social and economic benefits, keeping families in their own homes close to jobs, schools and their community.





#### 2.4.2

##### ***Empty Homes***

There have been some notable successes in returning empty properties into homes, the most recent being a property that was sold after HMO fire safety and disrepair notices were served. The property was bought by a private developer and improved with Greater Norwich Housing Partnership and Council grant funding to provide 5 single person dwellings leased by a private sector housing provider and allocated to tenants through the Council's Home Options Scheme.

#### 2.4.3

##### ***Horstead Exception Site***

In March 2010 eight new affordable homes, 4 x 2 bedroom houses, 2 x 2 bedroom bungalows and 2 x 3 bedroom houses, for rent were completed at All Saints Close, Horstead. The homes incorporate extra high levels of insulation, air source heat pumps and solar panels as well as making good use of natural daylight. Each house will produce at least 44% less CO<sup>2</sup> than a standard new British home. A Local Lettings Policy ensured priority was given to families with a local connection and this resulted in five families from within the parish of Horstead and three families from the surrounding villages securing a new home.

- 2.5 These are just a few of our achievements and many other initiatives have been completed that will improve the housing service in the district.

## CURRENT KEY ISSUES

- 3.1. We are working in an uncertain and fluctuating housing market that has impacted on finances and resources available to deliver housing objectives over the course of the Strategy and also on the organisations and partnerships we currently work with. These issues are at the forefront of current work and will inform the Strategy going forward.
- 3.2. The key current issues that impact on housing in Broadland District are as follows:

### ***Housing and Homelessness***

- The number of private rented homes available is dropping.
- There is an increase in the number of households needing advice and help from the Council.
- There is a need for additional Supported Lodgings within the district.
- As at April 2011 there were 3,436 households on the Housing Register, only 31 new affordable homes were built in 2010/11.
- There is no up to date list of adapted properties in the district.

### ***Private Sector Housing***

- There are 421 vacant dwellings in the district, reduced from 452 in 2010.
- Over 20% of houses occupied by vulnerable residents are non decent.
- Identification of improvements to the current DFG system - demand is high which may result in waiting lists.
- The Council has a reactive enforcement disrepair programme.

### ***Housing Policy and Delivery***

- Gypsy and Traveller Accommodation Assessment needs to be updated.
- There is a need to review the housing services provided by the Council so that they are more effective and efficient in their delivery.
- The Housing Needs Assessment needs updating.
- There is difficulty in delivering Affordable Housing in the district.
- There is a lack of available sites for rural development .
- The Council has £300,000 unallocated in its housing capital programme for 2011/12 and 2012/13, and a further £100,000 available in a rural affordable housing programme to 2014 that needs to be allocated.
- Proposed Housing Reforms introduced by Government will have implications for the delivery of new affordable homes.



Gt. Plumstead

## THE WAY FORWARD

- 4.1 We are keen to ensure that this Strategy is developed in response to identified local needs. This section sets out some of the day to day work undertaken by the housing services in Broadland, however, others are specific actions that will inform the Strategy's Action Plan over the next three years.
- 4.2 The general considerations for housing in the district over the next three years are as follows:

### 4.2.1

#### **Zero rough sleeping**

The Greater Norwich Rough Sleeper Strategy 2010-13 and action plan aims to reduce the number of people rough sleeping in Greater Norwich to as close to zero as possible. Broadland District Council will aim for zero rough sleeping in the district. The approach is prevention, early intervention and collaborative working to address the complex needs of long term rough sleepers. The council will deliver the aims of the strategy.

### 4.2.2

#### **Reduce expenditure on temporary accommodation**

While the need to use temporary accommodation has lessened in the last few years, there is still a need in the district for self contained flats and more choice. Our mortgage rescue service has worked very effectively and a further £200 million is available for the next 2 years under the Governments Mortgage Rescue Scheme. The GNHP has produced a new sub-regional Homelessness Strategy 2011-14 and action plan, which will continue to emphasise the importance of preventing homelessness before it occurs. The Council will help to deliver the aims of the strategy, through the action plan.

### 4.2.3

#### **Reduce repeat housing advice/homelessness presentations**

The number of homeless presentations and acceptances in Broadland had remained at a fairly constant level over the last two years with, on average, 205 presentations and 136 acceptances each year. However, over the last three years the number of presentations and acceptances has begun to rise, reflecting the current economic circumstances. Signposting and initiatives exist within the Council. There is scope for extending the signposting and advice services to promote this information on a wider scale.

Throughout 2010/2011 the Homeless and Prevention team have successfully dealt with 1,177 households seeking advice and assistance. 394 of these households went on to have their homelessness directly prevented through our private sector rent deposit scheme and other direct forms of intervention. The team now has a permanent debt advice officer whose excellent work underpins and supports the work carried by the rest of the team.

#### 4.2.4

##### ***Improve customer survey work***

Customer satisfaction is always a priority for the Council. Instead of impersonal call centres, the emphasis is on face-to-face meetings, direct telephone contact and online communication that understands the customers' requirements. In addition to survey work, each department of the Council strives to engage with customers, the purpose being to be responsive and helpful to the public's needs.

#### 4.2.5

##### ***Compete in the Housing Excellence Awards (CIH)***

Using current practice, initiatives and the feed back from customer survey work, we will aim to compete in the awards to highlight the successful work that we do for our residents.

#### 4.2.6

##### ***Implement the service review and compare delivery against the purpose of the service***

To be completed after the review of Housing and Homelessness Service.

#### 4.2.7

##### ***Ensure fair choice and access to appropriate tenancies***

We will ensure that all people have an opportunity to obtain accommodation suitable for their needs, and provide them with the skills and opportunity to live as independently as possible in the community.

Consideration is going into ways to help people better access private rented housing. Broadland currently has an agreement with leasing specialist Housing Action. The desired effect is greater choice and better homes to rent in the private sector.



#### 4.2.8

##### ***Improve the quality of housing across all tenures***

All properties should meet Government guidance for the Decent Homes Standard, which means being warm, weatherproof, having reasonably modern facilities, and no serious hazards. There were a total of 116 houses improved in 2009/10, the majority of which were pensioner households. The Council undertakes repairs for the most vulnerable residents or offers financial assistance subject to certain criteria. The Council will focus resources towards improving the condition of private rented housing through its Empty Homes Policy refresh 2011 by continuing ongoing dialogue with landlords and the availability of financial assistance.

#### 4.2.9

##### ***Improve the quality of neighbourhoods by bringing empty properties back into effective use***

This is a wasted resource when demand for all types of housing is high. Bringing such properties back into use can:

- help improve social and environmental conditions;
- reduce crime, anti-social behaviour and the damage often associated with empty and derelict properties; and
- help to meet housing need.

Making better use of existing stock and ensuring fair and equal access to existing housing are critical in developing more balanced and sustainable communities. More information on how the Council will tackle this issue can be found in the Empty Homes Policy Refresh 2011.

#### 4.2.10

##### ***Reduce the negative impact of poor housing on health***

Improving the quality of the housing (through enforcement and encouragement), reducing overcrowding and providing aids and adaptations to enable people to remain living independently in their own home for longer, can increase life expectancy and contribute to wider health and wellbeing outcomes. We have appointed a DFG county review officer until April 2012 to look at the DFG process to help improve health impacts in the home.

## 4.2.11

***Ensure improved performance in relation to assessment and processing adaptations***

With the limited financial resources and increasing numbers of people needing adapted properties; we are faced with the challenge of having to prioritise applicants for adaptations. Should this scenario arise, we will have to create waiting lists for people whose requirements are less urgent.

For people needing financial assistance, several organisations are involved in providing funding, specifying and installing and or fitting adaptations. The Council provides an adaptations service for people with disabilities to enable them to live independently in their own homes. On average the Council delivers 135 disabled adaptations each year as part of the Disabled Facilities Grant (DFG) scheme.

Care & Repair, a Home Improvement Agency for residents living in Broadland and surrounding areas helps people over the age of 60 and those with disabilities or long term ill health who want to remain independent and continue to live in their own home.

## 4.2.12

***Tackle fuel poverty in particular for vulnerable groups***

There is a strong correlation between fuel poverty, low incomes and health. Rising energy costs are likely to exacerbate this situation. The Council promotes the Government's Carbon Emission Reduction Target scheme (CERT) which assists a wide range of residents who require improvements in the energy efficiency of their homes.

## 4.2.13

***Contribute to the creation of safer and sustainable communities***

Reducing the negative impact that poor housing has on crime and anti-social behaviour can improve residents' safety and lead to an increase in the sustainability of the community. This can be achieved by ensuring the right amount of housing with appropriate levels of support for people affected by such issues and through measures to improve safety e.g. PACT (Partners Against Crime Taskforce).



Lingwood

#### 4.2.14

##### ***Increasing the supply and availability of good quality private sector rented property***

The private rented sector plays an important role in meeting housing needs, in particular for single people, young couples and mobile households. It offers flexibility for people needing to move quickly and offers short-term housing solutions to people in temporary employment.

Poor quality housing is often found in the private rented sector and in older housing. The Council remains committed to addressing the housing problems in the area relating to a weak housing market and poor quality and range of housing. Information on the supply and availability of private sector rented properties in the District can be found in the Greater Norwich Housing Market Assessment Update 2011.

Councils and housing associations will continue to lease private sector properties, making them available for people in priority need of housing, who would otherwise struggle to obtain a home in the private sector, thereby bridging the gap between the social and private sectors.

#### 4.2.15

##### ***Undertake regular analysis of housing market data***

The Council is committed to monitoring relevant housing market information to develop a stronger understanding of how changes impact on different sectors of the market and to ensure that the objectives of delivering more balanced and sustainable communities are met. A common evidence base influences both the Housing Strategy and the Local Development Framework (LDF). Information can be found in the Greater Norwich Housing Market Assessment Update 2011. The ratio of house prices to average earnings is a well-documented problem, and getting first-time buyers on to the property ladder is widely acknowledged as part of the solution. Whilst being a nationwide issue that is beyond the Council's means to solve, opportunities will be sought to make a positive contribution.

#### 4.2.16

##### ***Take a leading role in maintaining and improving rural sustainability***

Broadland District Council in collaboration with housing associations work with parish councils to deliver housing for local need. As well as meeting housing need, this significantly contributes to the social sustainability of villages by enabling local residents to remain in the area where they have a local connection and social ties and networks.

## 4.2.17

***Deliver the affordable homes set out in the Joint Core Strategy (JCS) and Local Investment Plan and Programme (LIPP)***

The JCS plans for substantial growth in housing in Broadland amounting to a minimum range of 10,000 -14,000 in the period 2008-2031 of which 33% of all new housing on schemes of more than 16 houses (or on sites in excess of 0.5ha) to be affordable, 30% on schemes of 10-15 dwellings and 20% on schemes of 5-9 dwellings. The Council is committed to delivering the JCS target, but recognises that this may be difficult in the current economic climate.

The Council will collaborate with housing associations to deliver the affordable housing set out in the LIPP. The LIPP 2011-14 identifies 48 homes on rural exception sites in the district. The Council anticipate 154 affordable homes to be provided through Section 106 and windfall sites in the same period.

## 4.2.18

***Maximise the number of affordable homes delivered through the planning system***

Numbers of homes to be delivered over the next few years are set by the Joint Core Strategy. New planning policies and a more flexible approach should assist in making the construction of more housing possible.

The development of 'exception sites' for new affordable housing are being promoted in order to maximise the value of the work completed so far on identifying affordable housing need. The Council has signed-up to the National Housing Federation's 'Save Our Villages' Campaign. Opportunities will also be sought to work with communities on housing development through the neighbourhood planning process.

Planning policy as set out in the Joint Core Strategy will ensure affordable housing within all new housing developments. It is likely that a proportion of the homes built for sale will become part of the private rented sector. Within the affordable sector there will be a range of tenures: social rent, affordable rent/intermediate rent and low cost ownership.





#### 4.2.19

##### ***The most efficient use of public subsidy to maximise the number of affordable homes delivered***

Although the role of planning policy is likely to increase in the future with regard to delivering more affordable housing, other opportunities exist. The Council is keen to continue working with the Homes and Communities Agency, as well as housing associations, to make the best use of funding available. £1.8bn is available nationally for the 2011-15 Affordable Homes Programme. Further bids will be submitted by housing associations to create a firm programme over the four year period and beyond. The Government has also introduced the new Affordable Rent Tenure which will be up to 80% of market rents.

Given the local priority attached to delivering affordable housing, it is vital that suitable sites are brought forward through the LDF and the determination of planning applications to meet agreed targets and to demonstrate both a commitment and capacity to deliver. Our aim is to secure as much housing as we can with the minimum public subsidy.

#### 4.2.20

##### ***Investigate innovative tenure and rent options***

We will work with partners to permit all types of appropriate options permitted by legislation and we will investigate other options that can be applied in the district.

#### 4.2.21

##### ***Priorities for new affordable housing***

Priority for new affordable housing will be given to those in clear housing need (e.g. those on the housing register waiting list) and to address gaps in provision. In particular, it will be important to meet the needs of younger people and the increasing elderly population. This is vital if more balanced communities are to be created. Without a positive focus on meeting the housing needs of these vulnerable groups, the increasing requirements will become harder to deliver in a sustainable manner.

Although there is a strong focus on meeting the needs of vulnerable people, the Council is also keen to encourage housing that allows people to access the housing market. This can have positive effects on improving the local economy and providing a wider range of housing choices.

#### 4.2.22

##### ***Increase opportunities for socially excluded residents to access the labour market or further education***

A network of financial inclusion signposting and initiatives exist within the council. A priority for extending this work is to ensure universal access to assistance, irrespective of circumstances. There is scope for extending the signposting and advice services to promote this information on a wider scale, for example on Home Options website.

The Council currently has a service level agreement (SLA) with the Citizens' Advice Bureau for the provision of social welfare advice and advocacy services. This covers the provision of free, confidential and impartial advice to enable residents to deal with a wide range of issues, including benefits, housing, money advice, and employment. Priority is given to people disadvantaged through social and economic exclusion, poverty, rural isolation, vulnerability or other special needs.

#### 4.2.23

##### ***Increase access to suitable and sustainable accommodation and deliver high quality services to all vulnerable groups***

The Housing Strategy has a clear responsibility to address the housing and related needs of vulnerable people. With limited resources, this involves difficult decisions about prioritising the needs of different groups. These groups and priorities relate to evidence collected in preparing this Strategy and identified priorities in the Broadland Sustainable Community Plan.

However lack of revenue funding means that support provision may put the delivery of new schemes at risk. Nevertheless, we will continue to work towards the delivery of schemes for all vulnerable groups and we will continue to work with Norfolk Supporting People to improve the cost effectiveness of housing support services.

#### 4.2.24

##### ***Ensure equal housing opportunities for all residents***

Housing equalities data is monitored through the COntinuous REcording of lettings (CORE) and tenant satisfaction surveys. A key Housing Strategy objective is to ensure that regular equalities monitoring data is published on the Council's website.



# 5

## OVERARCHING PRIORITIES

- 5.1 The Housing Strategy has been developed in the context of:
- Current National, Sub-Regional and Local Agendas, Strategies, Plans and Guidance.
  - Recent Research and Information on Housing Issues.
  - Consultation and Views of Partners, Stakeholders and Residents.
- 5.2 In order to ***'continually strive to improve the quality of life for all in Broadland'***, as set out in the Broadland Business Plan 2010-15, we will endeavour in the course of this Strategy to:

**Enable every household in Broadland to have available to them, a home that is affordable, of good quality, suited to their needs in a good environment and in so far as possible at a tenure of their choice.**

- 5.3 We will achieve this through the following four aims:

- 1 Understanding people's housing problem(s) and helping them to solve them.
- 2 Raising the quality and sustainability of existing homes, services and neighbourhoods.
- 3 Creating a more balanced mix and quality of housing that is affordable.
- 4 Creating sustainable and thriving communities and environments.

# 5

# 6

## GOVERNANCE

- 6.1 We have adopted an Action Plan to deliver the Strategy, which will be reviewed annually. We will ensure effective monitoring of the Action Plan, including the outcomes for the residents of Broadland, and ensure we identify and address any potential failures in meeting targets.
- 6.2 The monitoring will be carried out through a number of groups and forums who meet on a 6-weekly to annual basis. The progress and monitoring of the Housing Strategy, and related strategies will be regularly published on the Council website. More information on the monitoring of the Housing Strategy is outlined in Appendix A.

**Note:** An Equality Impact Assessment has been carried out on the Housing Strategy. This is issued as a separate document, which is available upon request. Any actions required under this assessment will be incorporated into the Housing Strategy Action Plan.



**APPENDIX A - GOVERNANCE PROCESS**



Appendix

## GLOSSARY OF TREMS

### **Action Plan**

This is a sequence of steps that must be taken, or activities that must be performed well, for a strategy to succeed. An action plan has three main parts to it; 1) Specific Task to be carried out, 2) who it will be done by and why, and 3) when the task will be done. It also sets out the resources for achieving the tasks i.e. what specific funds are available for specific activities.

### **Affordable Rent**

Defined in the Planning Policy Statement 3 as 'rented housing provided by registered providers of social housing, that has the same characteristics as social rented housing except that it is outside the national rent regime, but is subject to other rent controls that require it to be offered to eligible households at a rent up to 80% of local market rents.' The 80% cap will be inclusive of any service charges and will be calculated through an independent valuation based on a method recognised by Royal Institute of Chartered Surveyors. The Homes and Communities Agency have advised registered providers that they should only consider less than 80% where there is a clear business case for doing so such as where local housing allowance levels are lower than affordable rent or where a tenant is being decanted from a property and moving back to the site once redeveloped. The Affordable Rent tenure is only available to registered providers who commit to reinvest extra revenues in new supply.

### **Exception Site**

These are sites in small villages which have not been allocated for development in the Local Development Framework (see LDF below), but which might be suitable for small schemes of affordable housing for local people. The granting of planning permission usually depends on:

- The site being close to the development boundary of the village.
- General local support for the proposal.
- Evidence of local need.
- Appropriate scale of development (i.e. small and tailored to needs).

### **Disabled Facilities Grant (DFG)**

A local council grant that helps towards the cost of adapting homes to enable a resident to continue to live there. A grant is paid when the council considers that changes are necessary to meet the tenants needs, and that the work is reasonable and practical.

### **Financial Inclusion**

The delivery of financial services at affordable costs to sections of disadvantaged and low income segments of society. The term "financial inclusion" is a result of findings about financial exclusion and its direct correlation to poverty.

**Greater Norwich Development Partnership (GNDP)**

The body through which Broadland District Council, Norwich City Council, South Norfolk Council, Norfolk County Council, and the Broads Authority are working together to manage the delivery of growth to meet the area's needs.

**Greater Norwich Housing Partnership (GNHP)**

Made up of Broadland District Council, Norwich City Council and South Norfolk District Council. It was set up to support the development of sufficient good quality and affordable housing within the Greater Norwich sub-region.

**Greater Norwich Housing Strategy**

In 2008 the GNHP produced a Housing Strategy and action plan for Greater Norwich (Broadland, Norwich and South Norfolk districts). This came to a natural end in 2011.

**Joint Core Strategy (JCS)**

Broadland, Norwich and South Norfolk Council are working with Norfolk County Council to make sure that the area's growth is well managed. This is the overarching document that sets out the highly strategic priorities for the district including strategic policies which help to steer and shape development in the area. The JCS is a key document in the Local Development Framework (LDF). The Framework is a group of documents that will guide how development takes place over the next 20 years.

**Local Development Framework (LDF)**

A non-statutory term used to describe a folder of documents, which includes all the local planning authority's local development documents.

**Local Investment Plan and Programme (LIPP)**

Sets out the key packages and projects identified as necessary for the sustainable delivery of high levels of housing and job growth in Broadland, Norwich and South Norfolk. The LIPP focuses on delivery of the major housing locations and the strategic employment sites in the Norwich Policy Area, but also identifies strategic infrastructure need elsewhere.

**Local Strategic Partnership (LSP)**

The LSP is the umbrella partnership, pulling together geographically based and themed partnerships, e.g. District Local Strategic Partnerships, Norfolk Children and Young People Partnership and Norfolk Healthy & Well Being Partnership. Their role is to develop and deliver the Norfolk Ambition, the County's sustainable community strategy.

*Continued...*

**Market Housing**

A property where the freehold or leasehold is bought outright, including people buying with assistance of a mortgage.

**Mortgage Rescue**

The Mortgage Rescue scheme is a Government scheme, which is run by local housing authorities to help residents in financial trouble during the recession. Mortgage Rescue is one of a range of measures designed to help those in mortgage arrears and/or in debt.

**New Homes Bonus (NHB)**

Councils will receive a new homes bonus (NHB) per property for the first six years following completion. Payments will be based on match funding the council tax paid on each property, dependent on which banding the new build falls within. An additional £350 will also be awarded, when a property is classed as affordable housing. It is worth noting though that any properties that are classed as empty homes at the time of calculation will be deducted from the total of new dwellings.

**Registered Provider of Affordable Housing (RPs)**

Formerly known as Registered Social Landlords these are independent housing organisations registered with the Homes & Communities Agency under the Housing Act 1996. Most are housing associations, but there are also trusts, co-operatives and private companies.

**Section 106 Agreement**

Section 106 (S106) of the Town and Country Planning Act 1990 allows a local planning authority (LPA) to enter into a legally-binding agreement or planning obligation with a landowner in association with the granting of planning permission. The obligation is termed a Section 106 Agreement. These agreements are a way of delivering or addressing matters that are necessary to make a development acceptable in planning terms. They are increasingly used to support the provision of services and infrastructure, such as highways, recreational facilities, education, health and affordable housing.

**Social Rent**

Defined in Planning Policy Statement 3 as 'rented housing owned and managed by local authorities and registered social landlords, for which guideline target rents are determined through the national rent regime.' They are typically around 50-60% of market rents.





## Broadland Housing Strategy

Strategy, Community  
& Housing  
Broadland District Council  
Thorpe Lodge  
Norwich NR7 0DU  
[www.broadland.gov.uk](http://www.broadland.gov.uk)

**Carefully Planned & Well Housed**

