

HOUSING STRATEGY INTERIM STATEMENT - 2011 - ACTION PLANS

		Actions	Responsibility	Target Date	Revised target date, if applicable	Outcomes	Overall Progress Complete? On track? Off track? Discontinued?	RAG	Comments
ACTION PLAN 1: increase Supply									
1 - ENABLE NEW HOUSING TO BE BUILT	1.1.1	Deliver the identified sites in the Local Investment Plan	Housing Development, Planning.	As identified in the LIP 2011-2016		Sites developed	On track	●	Delivery of affordable housing has been lower than expected. Most LIP sites have not completed. The main reasons for a drop in provision of new affordable homes are: - Recession and lack of private development giving rise to S106 provision - Almost all planning applications being for small sites which are below the threshold for S106 provision - Changes in government policy (e.. introduction of Affordable Rent, and cuts in capital funding to HAs) meaning that HAs temporarily suspended activity and then resumed at a lower delivery rate. However, significant progress has been made on several sites, including New Road and Lakeside Close. Other LIP sites which were temporarily stalled are due to start on site later this year, including Beech Lane, Meadowlands, and Willow Way. A project team has been formed and initial sketches drawn up for Guildford Park car park.
	1.1.2	Redevelop the White Hart Court site in Ripley.	Housing Development, Planning, A2Dominion Group	2012/13	December 2014	At least 40 new homes, 80% of which will be affordable. A range of property types/sizes.	On track	●	Planning approval granted and all conditions discharged. Project delayed but progressing. Demolition complete. Number of units increased to 45 total (37 affordable). Car park complete and being handed over to Parish Council. Affordable housing on track to be completed by December 2014.
	1.1.3	Obtain outline planning permission to replace the park homes at Lakeside Close with new homes and commence decommissioning the site. Consider most viable option for redevelopment. Redevelopment of site.	Housing Development, Planning.	2011/12	2015	30 social rented homes developed on the site.	On track	●	Planning approval granted. 35 homes granted permission. Detailed design complete. All tenants rehoused either temporarily or permanently. Mobile home removal underway. Start on site Jan 2014.
	1.1.4	Enable new affordable homes to be built on other key Council-owned sites, including New Road, Gomshall; Bright Hill car park and Guildford Park car park.	Housing Development, Planning.	By 2013/14		Affordable homes comprise at least 35% of new housing being delivered on each site.	On track	●	Planning approval granted for 27 homes at new Road, Gomshall. On site - demolition underway. Project team set up for Guildford Park Car Park. Decision still to be made on split of different uses on site. Likely to be multi-storey car park and housing. Potential for up to 60 affordable units. Various garage sites identified; plans drawn up for six sites, with public consultation in September. Deal agreed with Surrey CC regarding 12 units of affordable housing at Ladymead, subject to ground conditions. Permission granted for 3 units at Wyke Avenue, with expected start on site early 2014. Initial feasibility work on other sites progressing
	1.1.5	Ongoing input to the Core Strategy to ensure that Planning Policy supports the aims of the Housing Strategy, including changes to S106 affordable housing thresholds, to increase supply of affordable housing	Housing Development, Planning.	Ongoing		Increased supply of affordable housing	On track	●	Local Plan timetable has changed and any changes to thresholds will not be implemented until the plan has been agreed. We have stated our policy on Affordable Rent levels and are conducting further research into affordability in the borough to further strengthen the evidence for this approach. Local Plan consultation includes the inclusion of market housing on rural exception sites.
	1.1.6	Maximise opportunities for housing development on further sites	Housing Development, Planning, Economic Development.	Ongoing		Increased supply of affordable housing	On track	●	Council owned garage and infill sites being brought forward. Architects commissioned and public consultation planned. Further Council sites at Rye Close (with RECHG), Willow Way (RSMHA) being brought forward. Other housing association sites include Beech Lane, Normandy and Meadowlands, W. Clandon; Various S106 sites being negotiated with developers.
	1.1.7	Ensure supply meets needs on the housing register by negotiating as many family-sized homes as possible	Housing Development, Planning.	Ongoing		A proportion of family-sized homes achieved on each site	Complete	●	Family homes negotiated. Requirement for larger homes has changed - now more 2-bed houses required, due to welfare reform, benefit caps. Many of the private sites coming forward will provide a mixture of 2 and 3 bed houses, including some in Guildford town (although there is a large number of flats being proposed on town centre sites).

	1.1.8	Provide at least 70% of social housing as social rented tenure	Housing Development, Planning.	Ongoing		70% of social rented housing achieved.	Complete	●	Achieved. However Government policy has since changed to require Affordable Rent rather than social rent. As stated in the Planning obligations SPD we are seeking 60 per cent rented tenure and 40 per cent other tenures (e.g. shared ownership). The difference in viability between shared ownership and Affordable Rented has reduced, and the risk of shared ownership sales has increased. Some developers and housing associations are agreeing to provide 100 per cent rented tenure. However, the recent boost to the housing market caused by the Government's Help to Buy scheme has caused renewed interest from developers in shared ownership.
	1.1.9	Ensure new developments meet the needs of the ageing population and those with disabilities	Housing Development, Planning.	Ongoing		A proportion of new homes built to lifetime homes standard and a proportion of new homes to wheelchair adapted.	Complete	●	Wheelchair housing negotiated on several developments. Developers now used to allowing for a proportion of wheelchair accessible housing in planning applications. OT has been involved in discussions with architects to ensure correct specification. Council direct build homes designed with flexibility in mind, lift shafts; straight staircases whenever possible; downstairs bathrooms that can convert to shower rooms; moveable internal walls; Lifetime Homes standards.
2 - INCREASE PROVISION OF RURAL AFFORDABLE HOUSING	1.2.1	Work with Surrey Community Action to identify rural housing need, and engage with Parish Councils regarding suitable sites	Housing Development, Planning. Surrey Community Action	Ongoing		Rural housing needs identified	Complete	●	Several surveys undertaken. Potential sites identified. One site granted permission and due to start on site in winter 2013. Most parishes now covered - however some earlier surveys from before current programme now out of date, so need to redo. Continue with surveys.
	1.2.2	Target for rural housing agreed with Planning (100 units between 2008/09 and 2012/13)	Housing Development, Planning,	By 2013	2016	The amount of affordable housing in rural areas increased, helping to maintain the vitality of villages in the Borough	On track	●	Ongoing discussion as part of Local Plan preparation.
	1.2.3	Carry out rural housing needs surveys across the Borough, as agreed with the LSP, following schedule drawn up with Surrey Community Action	Housing Advice Services, Surrey Community Action, Parish Councils	2014/15		All parishes to have up to date figures on the need for affordable housing for local people	On track	●	As above, many surveys completed. Most surveys identified some need, except for St Martha which showed no one with local connection who required housing. Timetable drawn up to cover all parishes. Surveys ongoing. Some parishes unwilling to participate. Planning have released Green Belt and Countryside study. Officers to take a view on whether it is necessary to conduct surveys where there is no realistic chance of a suitable site coming forward.
3. REVIEW FUNDING SOURCES AND INVESTIGATE NEW WAYS OF PROVIDING AFFORDABLE HOMES	1.3.1	Investigate the possibility of providing housing via proposed new planning legislation relating to community housing projects (The Community Right to Build)	Housing Development Manager	Apr-11		Suitability of this option assessed. If appropriate, parish councils/community groups informed.	Complete	●	Option assessed and enquiries from parishes and developers have been dealt with. So far no sites have come forward via this method due to A) requirement to achieve over 50% of local support, which is unlikely to be forthcoming and B) lack of clarity from Government over what constitutes the 'local community' and what area this covers. Planning officers happy to consider any applications that come forward - various neighbourhood plans being prepared, which might lead to Community Right to Build applications.
	1.3.2	Assess alternative methods of funding and delivery	Housing Development Manager	Ongoing		Assessment completed	Complete	●	Methods of funding regularly assessed. Various options identified, however main barrier is sourcing land rather than finance or type of delivery vehicle. Potential for downsizer housing to be provided (although likely to be more effective for the private market, as there is already good quality affordable accommodation for over 55s). Inclusion of private rented housing in affordable schemes to provide cross subsidy and cater for the 'Homes 4 U' market to be considered. Local Authority Mortgage Scheme considered, however has been superseded by the government's Help to Buy scheme.
4. REVIEW OPTIONS AND METHODS TO INCREASE THE DELIVERY OF AFFORDABLE HOUSING	1.4.1	Review all Council-owned land and assess the potential for disposal to housing associations for the provision of affordable housing	Strategic Property Review and SHLAA	2011/12		Review completed and sites included in the LIP	On track	●	Review completed. Second stage review ongoing, including asset management review of land and property holdings, and review of garden and grazing licences; both of which have provided potential sites for phase two or three of the garage and infill sites programme.
	1.4.2	Review Council-owned buildings, and assess the potential for redevelopment	Strategic Property Review. NHMS	2011/12		Review completed and sites included in the LIP	On track	●	Strategic property review ongoing, and has identified potential sites. Initial work done on Guildford Corporation Club which has established that noise and environmental issues can be overcome, and there is potential for 12 units.
	1.4.3	Consult with Housing Associations in the Borough about their use of land and buildings to consider if there are further development opportunities.	Housing Development Manager	2011/12		Review completed and sites included in the LIP	On track	●	Ongoing. Affinity Sutton identified an opportunity at Elgin Gardens which will provide 6 units of affordable housing (less than hoped, due to site constraints and local opposition).
	1.4.4	Consult with other public sector bodies about their use of land and buildings to consider if there are further development opportunities as part of the County wide Strategic Property review.	Economic Development/LSP	2010/11		Review completed and sites included in the LIP	Complete	●	Approaches made to all public sector bodies, in particular the County Council. GBC and SCC have agreed a deal on Fire Station site at Ladymead to provide affordable flats, subject to ground conditions. Eastern site at Ladymead also available but not likely to deliver in the short to medium term.

5. BRING EMPTY PROPERTIES BACK INTO USE	1.5.1	Adopt the Empty Homes Strategy (Appendix 3)	Community Care Services	Jan-11	ongoing	Aim to bring 10 long term empty properties back into use per year.	Complete		Empty Homes Strategy adopted. Number of empty properties reduced from 587 to 439 at 4 October 2012. Increased New Homes Bonus achieved. Now concentrating on the remaining, harder to deal with, empty properties. The HCA funding in place for partnership of five local authorities and two Registered Providers.
	6. MAKE BETTER USE OF EXISTING HOUSING								
	1.6.1	Work closely with landlords to enable effective access to private rented housing through the Homes4U scheme. Negotiate with landlords on rental levels to ensure that homes are provided at LHA rates.	Community Care and Housing Advice Services	Ongoing		Ongoing access to good quality private rented housing at LHA rates	Complete		Work with landlords continues. Becoming more difficult due to cuts in benefits and increased demand for properties, meaning some landlords are less willing to take on Homes4U referrals. As per homelessness strategy, need to consider an increased level of service to landlords, for example carrying out letting agent services at no charge to landlords.
	1.6.2	Hold regular forums with landlords and produce a web page to keep for local landlords updated	Housing Advice Services Community Care Services	From 2011	ongoing	At least annual forum event	Complete		Forums held annually. Additional landlord events are organised throughout the year which officers attend. Website restructured with less capacity to provide information for landlords but key information available.
	1.6.3	Ongoing liaison between the Housing Benefit section and landlords to maintain fast, efficient processing of claims.. Clear information and advice about changes to benefits provided	Revenues and Benefits Services, Housing Advice Services	Ongoing		Accurate and efficiency of claims processed. Timely information produced.	Complete		Liaison has been very successful. The two services are working closely together, in particular briefing claimants who will be affected by benefit changes.
	1.6.4	Work with the Social Care services and the Home Improvement Agency to enable people to downsize to more suitable accommodation, in particular in the <i>private sector</i> .	Housing Services, Community Care Services, Social Care Services	Ongoing		No. of householders given advice	On track		Care and Repair have provided substantial advice to 173 clients to give them options regarding staying put or moving.
	1.6.5	Review the housing allocations policy to help downsizing in the <i>public sector</i> . Encourage transfers to more suitably adapted dwellings to reduce the cost of adaptations to less suitable properties.	Housing Advice Services, Sub Regional CBL partners, Community Care Services	Ongoing		No of transfers	On track		Review about to take place - completion expected summer 2014. Guildford Homechoice used to encourage effective matching of adaptations to requirements - ongoing.
	1.6.6	Number missed out on action plan							There is no action 1.6.6. due to numbering error in strategy document.
	1.6.7	Ensure existing homes meet the needs of the ageing population and those with disabilities	Housing Development, NHMS, Community Care Services	Ongoing		No of adaptations completed. No of homes meeting decent homes and "Guildford Standard"	On track		In the private sector, 150 homes have been adapted to meet the needs of the occupiers.
	1.6.8	Promote the Homewapper mutual exchange scheme	Housing Advice Services, Housing Associations	Ongoing		Increased mobility through mutual exchanges	Complete		Homewapper event held in mid-2013, to introduce tenants who wish to exchange properties. Promotion of scheme continues.
	1.6.9	Review the Transfer Incentive Scheme	Housing Advice Services	2011/12	2013/14	Increased transfers	Complete		Further review taking place. New post of Transfer Officer created.
	1.6.10	Develop an overcrowding action plan	Housing Advice Services NHMS	2011/12		Less impact of overcrowding	Discontinued		Focus has changed on managing under-occupation in the social rented sector linked to welfare reforms. New Transfer Officer created will assist those needing to downsize or need larger accommodation.
	1.6.11	Reduce and discourage social housing fraud including unauthorised sub-letting.	NHMS	Ongoing.	2013/14	Reduced Social Housing Fraud	Off track		Preliminary work carried out. Project deferred until 2013/14 due to lack of staff capacity. Work to progress this now taking place.
	1.6.12	Consider use of Article 4 planning powers to control development of shared houses, and HMOs.	Planning, Community Care services	Ongoing		More suitable mix of housing tenure across the Borough.	Complete		Research carried out. A motion was tabled at Council on the 8 December 2011 to introduce Article 4 controls, however the motion was declined.
ACTION PLAN 2: Improving Existing Housing									
1. IMPROVE CONDITIONS AND REDUCE CATEGORY 1 HAZARDS AND NON-DECENCY	2.1.1	To deliver the Home Improvement policy to improve or repair dwellings in private ownership utilising the full range of tools including advice, grants, loans and handyperson service.	Community Care Services.	Annual target ongoing		To reduce level of non decency by at least 50 private sector homes per annum.	On track		47 homes made decent including park homes. But this excludes the homes made decent through enforcement action.
	2.1.2	Seek to extend Home Trust loan scheme beyond March 2011.	Community Care Services SHIP authorities.	From April 2011	March 2015	Scheme extended.	On track		The Home Trust loan scheme has been extended by another three years to march 2015. Runnymede have signed up to the partnership making them the sixth LA partner.











	2.1.3	Increase awareness of category 1 Hazards among most vulnerable groups, through website and communications with voluntary and statutory agencies.	Community Care Services.	2011/12		Awareness raising campaign carried out.	Complete	●	Extensive information was included on the web site but the slimmer web site has removed this content .Networking meetings with Landlords, letting agents and students. Electrical safety grant secured to deal with electrical faults. Close liaison with social care to promote . Fuel poverty seminars organised in conjunction with voluntary sector.
	2.1.4	Work jointly with the PCT and Adult Social Care to reduce risk of falls.	Community Care Services, PCT, Adult Social Care.	2011/12	ongoing	Reduced risk of falls.	On track	●	Home fast scheme adopted in conjunction with Virgin care. Telecare project implemented across County. Dementia strategy adopted
	2.1.5	Consider options to promote fire safety among vulnerable groups.	Community Care Services, Fire Service.	2011/12	ongoing	Additional fire safety measures installed in homes.	On track	●	Implemented telecare project to link smoke detectors to community alarms, winter warmth scheme rolled out to reduce risk of winter deaths, energy efficiency improvements carried out to cut fuel bills.
2. REDUCE CARBON EMISSIONS IN RESIDENTIAL PROPERTY AND PARK HOMES	2.1.6	Increase take-up of interest free loans for homeowners who wish to install renewable energy solutions.	Community Care Services, SHIP local authorities, Climate Energy	Annual target ending on 31/03/2012		To complete 10 Renewable energy installations each year	Complete	●	22 loans provided.
	2.2.1	Extend the Warmth 1000 scheme beyond March 2011.	Community Care Services, SHIP authorities	From April 2011		To complete installation of 150 energy efficiency measures each year	Complete	●	Warmth 1000 brought to a close having made 539 homes more energy efficient. Scheme replaced by Action Surrey as a county initiative. The changes to grant funding coupled with the shift to Green Deal has limited the number of measures completed in the last 12 months..
	2.2.2	Consider Schemes to increase individual householder awareness of how they might improve the energy efficiency of their homes Carry out thermal imaging of properties and transfer information to GIs	Community Care Services Corporate Development Corporate Development	Ongoing. March/April 2011	 2014/15	Events/campaigns organised each year Data collected on thermal properties	On track	●	Events/campaigns organised. Thermal imaging still not carried out due to adverse weather conditions and restrictions on flights due to Olympics meaning plane has not been able to go up as planned. Scheduled for winter 2014 (imaging has to be carried out in cold weather).
	2.2.3	Greater publicity and marketing of assistance with energy saving measures provided by the Council.	Community Care Services.	2011	ongoing	Increased take up of services and advice	On track	●	Various publicity/marketing has taken place and is ongoing.
	2.2.4	Use planning policy to ensure homes are built to the Code for Sustainable Homes.	Housing Development, Planning.	Ongoing		Homes built to Sustainability code level 3 and above	On track	●	All homes are built to Code 3 or above. Aiming for Code 4 on our own developments. The Code for Sustainable Homes is likely to be withdrawn soon, and some of the requirements will be included in Building Regulations, whereas others will no longer be obligatory. It is likely that we will be restricted in what we can require as a minimum via Planning, however we will look into a suitable standard for our own developments and investigate ways to encourage developers to improve energy efficiency, whether on site or via off-site measures such as fitting solar panels onto existing housing.
		2.2.5	Use planning policy to ensure homes are built to the Code for Sustainable Homes.	Housing Development, Planning.	Ongoing		Homes built to Sustainability code level 3 and above	On track	●
3. IMPROVE QUALITY OF COUNCIL STOCK	2.3.1	Continue to work with tenants to meet the 'Guildford Standard', raising the standard of all Council-owned stock beyond the Government's Decent Homes Standard.	NMHS	Ongoing		Decent homes standard met for all Council homes. Revised standard and target agreed by 2014	On track	●	Investment and works are ongoing.
	2.3.2	Maintain investment in major repairs and improvements at least at 2010 levels.	NMHS	2011/12 Ongoing		Investment level maintained - . £6 Million	On track	●	2010 levels are being exceeded.
	2.3.3	Consider opportunities to increase investment in energy efficiency measures such as through the Government's "Green Deal".	NMHS	2011/12 Ongoing		Improved energy efficiency.	On track	●	Increased investment achieved, although not directly through the "Green Deal". Ongoing research into opportunities.
	2.3.4	Undertake an annual programme of environmental improvements on housing estates to increase tenant satisfaction with the built environment.	NMHS	2011/12 Ongoing		Improved quality and satisfaction on estates.	On track	●	Annual programme prepared each year and investment made.
	2.3.5	Review condition of Council's shared ownership housing and consider funding and delivery options to help owners maintain their homes and carry out major repairs.	NMHS, Housing Advice Services.	2011/12	2014/15	Options identified.	Off track	●	This work has not been progressed. Planned for 2014-15.

4. IMPROVE QUALITY OF HOUSING ASSOCIATION STOCK	2.4.1	Collate information on proposed investment in housing association stock over the coming years, and proposals for improving energy efficiency.	Housing Development, Community Care Services.	2011/12	?	Information and proposals collated and incorporated in future housing strategy action plan	On track	●	Stock condition survey indicated that there were no particular concerns about the condition of HA stock - therefore this target is regarded as lower priority. (The survey showed that the level of Category 1 hazards in housing association stock was well below the average, and lower than in owner-occupied housing in the borough). We have not done any further evaluation of the housing condition of RP properties. However the HCA's regulatory return figures for 2012-13 indicate that over 99 per cent of the housing association stock in the borough meets the Decent Homes Standard.
	2.4.2	Collate information on condition of housing association shared ownership properties and proposals to maintain the condition of these homes.	Housing Development, Community Care Services.	2011/12	?	Information and proposals collated and incorporated in future housing strategy action plan.	On track	●	As above.
	2.4.3	Provide advice and information to Housing Associations, particularly smaller and non registered providers about options to improve standards including energy efficiency.	Housing Development, Community Care Services	2011/12	Ongoing	Increased awareness and improved energy efficiency.	On track	●	Three successful digital inclusion energy saving workshops Spring 2013. 7 more workshops planned 2013/14. The Council in partnership with Surrey Life Long Learning Partnership are offering free digital inclusion energy saving workshops to help residents reduce their energy bills while also acquiring IT skills. Pilot event feedback was very positive and confirms that there is a need for this type of course.
5. IMPLEMENT STUDENT ACCREDITATION SCHEME	2.5.1	Implement a pilot accreditation scheme with Surrey University. Evaluate scheme.	Community Care Services Surrey University	Oct-11		Scheme implemented	Discontinued	●	Discussions have been held with the Accommodation office at Surrey University. A pilot scheme led by Surrey University had been prepared in consultation with stakeholders. This has not been implemented and is no longer a priority for them since the demand for offsite student accommodation has reduced. They are generally satisfied with the standard of accommodation. Councillors have initiated a task and finish group to look at the private rented sector.
	2.5.2	Consider options to extend the scheme subject to the success of the pilot.	Community Care Services, Surrey University.	2012/13	31 March 2015	Scheme extended	Discontinued	●	The Home Trust loan scheme has been extended by another three years to March 2015. Runnymede have signed up to the partnership.
6. ENCOURAGE A VIBRANT PRIVATE RENTED SECTOR	2.6.1	Support landlords to provide well maintained homes, provide advice on respective obligations of landlord and tenants, housing standards and grants available.	Community Care Services, Housing Advice Services.	2011/12 Ongoing		Improved quality of private rented homes.	On track	●	Information provided on the web site. Direct advice given to potential landlords. Green deal and ECO initiatives promoted throughout the borough. Grants/Loans available to landlords. 140 HMOs licensed.
	2.6.2	Liaison with landlords and tenants through forums and regular communication routes. (See Action Plan 1- action 1.6.2)	Housing Advice Services Community Care Services	From 2011	Ongoing	At least annual forum event.	On track	●	Annual forum event held. Regular liaison in place with Southern Landlords Association.
	2.6.3	Homes in multiple occupation Councillors task and finish group	Community Care Services	N/A	2014	Implement recommendations of the group			New action.

ACTION PLAN 3: Social and Economic Well-Being

1. SUPPORT AND PROMOTE LOCAL INITIATIVES AND STRATEGIES TO ADDRESS SOCIAL AND FINANCIAL INCLUSION	3.1.1	Review access to Money Advice Services in conjunction with Guildford and Ash CAB. Consider options to increase access to services.	Housing Advice Services, Community Care Services, NHMS, Revenues and Benefits Service.	2011/12	31 March 2015	Review completed. Effective access to money advice services available.	Complete	●	Review completed. Effective access to money advice services available. In-house money adviser appointed. Additional funding provided to Ash and Guildford CABx for money advice. Hosted financial inclusion event in January 2013. Funding in place until March 2015.
	3.1.2	Establish links with new floating Housing Support Service provider and ensure effective referral and liaison arrangements.	Housing Advice Services	Apr-11	ongoing	New service operates effectively.	Complete	●	Achieved, and ongoing.
	3.1.3	Develop an action plan in conjunction with partners to address "worklessness", particularly in the social housing sector.	Housing Advice Services, Community Care Services, NHMS, Revenues and Benefits Service, Economic Development, HR.	2011/12	31 March 2015	Action plan agreed.	Complete	●	Funding of the Housing and Employment Local Partnership. Funding arrangement renegotiated and delivered by Surrey Lifelong Learning Partnership. Now known as ETHOS (Employment, Training, Housing, Opportunities and Support). Offers direct support to tenants and housing applicants for two days per week within the housing advice centre. Direct links with job clubs and agencies offering support.
	3.1.4	Provide timely advice and information about the housing benefit changes being introduced from April 2011. Consider providing targeted advice to those that are vulnerable or facing a greater impact than others.	Revenues and Benefits Service Housing Advice Services, Community Care Services, NHMS,	Feb-11	ongoing	Joint Action Plan on HB agreed.	On track	●	Corporate communications plan in place. Articles provided in About Guildford, Contact Point and Home Run. Welfare Reform group established to ensure effective management of change across the organisation.

	3.1.5	Consider provision of information/outreach surgeries/drop-in events to deliver housing and financial advice.	Housing Advice Services, NHMS, Revenues and Benefits Service, CAB.	2011/12	ongoing	Surgeries/Events held.	On track	●	Pilot operating at A2 Dominion Supported housing . Need to expand when vacant post filled in the team
	3.1.6	Increase awareness of financial literacy in the community. Consider targeting specific groups e.g. young people, those on lower incomes, or those with a history of poor financial management.	Housing Advice Services, NHMS, Revenues and Benefits Service, CAB.	2011/12	ongoing	Programme to raise awareness agreed and introduced.	On track	●	Additional funding for money advice from April 2011 through Guildford and Ash CABx. Financial inclusion event held January 2013 in conjunction with LSP. Financial inclusion plan being progressed through New Health band Well being Board. Campaigns to raise awareness of loan sharks and cost of pay day lending.
	3.1.7	Contribute to Surrey County Council's Child Poverty strategy and work to implement the identified action plan.	Housing Advice Services, Community Care Services, NHMS, Revenues and Benefits Service, Leisure Services, Parks and County-side, Children's Service, LSP.	2011- 2015		Actions implemented.	On track	●	Care and Repair have provided substantial advice to 173 clients to give them options regarding staying put or moving. Support given to help people into employment education and training. Links with SLLP and Bike project for NEET young people. Family Support Programme established.
	3.1.8	Monitor the Government proposals for welfare reform and work jointly with other statutory and voluntary agencies to ensure these are communicated effectively and that advice is made available to those that will need it.	Housing Advice Services, NHMS, Revenues and Benefits Service	2011-2013	2013-2017	Advice provided to those in need	On track	●	As above - ongoing.
2. CONTRIBUTE TO THE ACTION PLANS FOR THE WESTBOROUGH AREA	3.2.1	Implement a local lettings plan in the Westborough area.	Housing Advice Service	2011/12		Plan implemented	Discontinued	●	Formal lettings plan considered too complex for whole ward as it provides a high proportion of relets so could affect our ability to assist those in housing need. Limited changes to criteria such as preference given to those in employment or no support requirements in certain localities. Review of allocations policy pending.
	3.2.2	Target Westborough to new initiatives in respect to 'worklessness', advice and outreach surgeries etc	Housing Advice Services, NHMS, LSP,	2011/12	Ongoing	Initiatives implemented, outcomes to be agreed.	On track	●	Guildford Bike Project was established in May 2012 to provide work, training and skills opportunities for unemployed young people in Westborough and Stoke. The project will be opening a new retail unit in Southway, Westborough in Autumn 2013 and this will create further opportunities for local residents. Working in partnership with Surrey Lifelong Learning Partnership, Oakleaf Enterprise and Guildford YMCA, we intend to launch a new social enterprise to deliver gardening and street cleansing services in late 2013. Again, the focus will be on access to work, training and skills for north Guildford residents who may have missed out.
3. MEET THE HOUSING NEEDS OF THE MOST VULNERABLE HOUSEHOLDS	3.3.1	Ensure that over the life of the strategy that 10% of new affordable housing meets the requirements of those with special needs (e.g. elderly, disabled, young people, with mental health needs or learning disabilities).	Housing Development, Planning.	2011/16		10% of new affordable housing meets the requirements of those with special needs.	On track	●	
	3.3.2	Advertise all vacant adapted properties through the Sub Regional Choice Based Lettings Scheme, to give those with disabilities on the housing register the opportunity to apply for suitably adapted properties in neighbouring boroughs. Extend this across all Surrey Authorities.	Housing Advice Services, Sub Regional CBL partners, other Surrey authorities	2011/12	ongoing	Increased access to disabled accommodation. Fewer properties requiring disabled equipment to be removed.	On track	●	Prior to any adapted property being advertised through the sub-regional partnership - HomeSelecta - consideration is given to those on the Guildford OT panel. Discussions have not held regarding this extending across all Surrey Authorities. It should be borne in mind we have very few properties which come under this category.
	3.3.3	Consider the implementation of a Register of Adapted Properties on a countywide basis.	Housing Advice Services, Community Care Services, other Surrey authorities	2012/13		Register introduced.	Discontinued	●	Insufficient support county-wide to progress.
	3.3.4	Manage demand for disabled adaptations by: - Reviewing DFG processes. - Assessing alternative funding opportunities for DFGs. - Introducing a demand management system for applications.	Community Care Services Surrey County Council	Mar-12		Project completed and implemented	Complete	●	County review of DFGs has been implemented but has not yet completed review. Handyperson service is being used to do minor works <£1000 as a simpler alternative to a DFG. Demand management system is in place for prioritising applications. Average waiting times for assessments is approx 4 weeks. 74 DFGs completed in 2012/13 and 76 DFGs completed in 2011/12

	3.3.5	Implement the proposals in the Later Life Strategy for a Hub and Spoke model of sheltered and extra care housing provision.	Community Care Services,	Apr-11		Remodelled service.	Complete		Achieved.
	3.3.6	Improve access to information about services to help vulnerable people to live more independently. E.g. Care and repair, Disabled Facilities Grants etc.	Community Care Services,	2011/12 ongoing		Better information available.	Complete		Overall budget increased for capital works across public and private sectors. Leaflet produced to increase take up of adaptations. Bathing and Housing OT service retained. Over 400 assessments carried out in the last two years. Care and Repair has assisted 1500 clients each year.
	3.3.7	Implement the actions in the county-wide Joint Accommodation Strategy	Surrey Housing Authorities, County Council Adult Social Care, PCT, Probation, Housing Advice Services, Community Care Services	From April 2011	Ongoing	Actions implemented.	On track		Ongoing. Accommodation strategy is managed through the Surrey Supporting People Joint Management Board.
	3.3.8	Explore opportunities to meet the need for Gypsy and Traveller sites identified in the GTAA. Include identified sites in the Local Investment Plan.	Planning Services	To be agreed	2016	Opportunities explored. Monitoring planning permissions. Sites included in Local Investment Plan.	On track		Planning permission granted for Ash Bridge. Funding awarded by HCA. SCC have agreed to administer funding and GBC will provide pitches. New GTAA being completed. Additional sites to be identified as part of there Local Plan
4. IMPROVE KNOWLEDGE OF HOW HOUSING IS LINKED TO THE ECONOMY	3.4.1	Collate information about how housing impacts on the on the local economy, through continuing analysis of employee movements and employer requirements in the Borough.	Economic Development	From 2011	ongoing	Monitoring systems in place and information collated annually.	On track		Economic Strategy refreshed in 2013 and identified importance of housing and infrastructure. Case study of Dennis's in the strategy illustrated the importance of housing for the local economy. Formal monitoring not being carried out.
	3.4.2	Consider future requirements for key worker housing subject to employment trends in the Borough.	Housing Development, Economic Development	2011 ongoing		Monitoring systems in place and information collated annually.	Discontinued		Being kept under review, however need for specific key working housing not identified. If funding opportunities present, this will be considered. Business Forum has been consulted. Existing shared ownership provision promoted to businesses locally.
	3.4.3	Consider the needs of local workers as part of any rural housing development taking account of funding conditions.	Housing Development, Economic Development Planning	From 2011		Local workers housed in new affordable homes in villages.	On track		Is part of local lettings plans. Most recent local connection scheme in East Horsley included Must be considered in relation to local lettings plan for New Road, Gomshall.
	3.4.4	Monitor the impact of migration and population change by cross referencing records, e.g. quarterly data on National Insurance Numbers.	Housing Advice Services, Economic Development.	From 2011		Monitoring systems in place and information collated annually.	On track		See homelessness strategy/NINO registrations.
5. USE PLANNING POLICY TO DELIVER AFFORDABLE HOUSING IN RURAL AREAS	3.5.1	See action plan 1 Action points: 1.2.1-1.2.3							See action plan 1 Action points: 1.2.1-1.2.3
6. PREVENT HOMELESSNESS AND ROUGH SLEEPING	3.6.1	Implement the recommendations of the Homelessness Prevention Strategy action plan 2010-12.	Housing Advice Services.	Mar-12		Actions implemented.	Complete		Actions implemented, and new Homelessness Prevention strategy agreed by Executive.
	3.6.2	Review the Homelessness Prevention Strategy and develop a new action plan from April 2012.	Housing Advice Services.	Mar-12		New plan produced and homelessness minimised.	Complete		New Homelessness Prevention strategy and action plan agreed by Executive July 2013.