

**URN:** 20-201  
**Subject:** Progress on the delivery of the Housing Strategy 2018-23  
**Report to** ELT – 19<sup>th</sup> May 2021  
Housing & Neighbourhoods Committee, 10<sup>th</sup> June 2021



**Report by:** Christine Spooner - Housing Strategy, Policy and Performance Officer

#### **SUBJECT MATTER/RECOMMENDATIONS**

This report provides an update on the progress against the delivery of the Housing Strategy approved in 2018.

#### **RECOMMENDATION:**

That Committee:

- 1. Note the progress to date and request a further report in 12 months.**

## **1. INTRODUCTION / BACKGROUND**

1.1 Housing & Neighbourhoods Committee approved the strategic aims of the Great Yarmouth Borough Council Housing Strategy in January 2018. The Strategy has four priorities:

- *New homes: ensuring there are enough good quality new homes*

New houses have a key role to play in both the regeneration and growth of the borough, meeting the needs of local people and improving quality of life. The strategy identifies the role of the Council to support housing delivery of all tenures to meet identified needs in a timely way.

- *Our homes: improving the quality and use of the Council's housing stock*

The Council owns and manages 5787 homes. 959 of these are sheltered dwellings. Priority areas are to ensure homes meet the Decent Homes Standard, completing work to identify viable options to regenerate the Middlegate estate and reviewing the approach to tenant engagement.

- *Decent homes: providing a good mix of decent homes across all tenures*

In 2018, 62% of homes were owner occupied, 20% private rented and 18% socially rented. Priority areas are addressing poor housing conditions and fuel

poverty in private sector homes. The high number of Houses in Multiple Occupation (HMOs) is another priority as well as reducing the number of long-term empty homes.

- *Healthy homes: meeting the needs of vulnerable households*

The Council has a responsibility to protect, advise and support some of the most vulnerable people in the local community and recognises that having a home plays a significant role in ensuring people can lead a healthy life. Priority areas include strengthening partnership working with statutory and voluntary agencies to ensure early intervention and effective use of resources and responding to the Homelessness Reduction Act 2017.

- 1.2 The Housing Strategy is supported by a Housing Strategy Action Plan which contains a number of strategic objectives designed to deliver against the four priorities of the Housing Strategy. Progress in the delivery of each of the four priorities is monitored through a series of measures.
- 1.3 A progress report was delivered to Housing & Neighbourhoods Committee in March 2019 based on performance against the measures at Q3 2018/19. The intention is to deliver annual updates; however, no update was given in 2020 because of Covid-19.

## **2. Progress**

- 2.1 The pandemic has, of course, presented unprecedented challenges over the last year. However, progress has continued to be made against the measures and the Housing Strategy priorities.
- 2.2 The progress report provided in March 2019 detailed performance on the Housing Strategy measures at quarter 3; this update provides information on progress at the end of quarter 4. Full information on the performance of these measures for 2018/19, 2019/20 and 2020/21 are shown at Appendix 1.

Some key measures of delivery against the Housing Strategy to date are shown in the table below:

	2018/19	2019/20	2020/21
<b>NEW HOMES</b>			
New homes built	202	327	368 <sup>1</sup>
Affordable homes built	24	17	55
Affordable homes built as percentage of all new homes	11.88%	5.20%	14.95%
Homes built by Council	0	0	2
Homes acquired by Council's use of Retained Right to Buy Receipts	7	18 <sup>2</sup>	13
Starts on site for new build housing units	315	442	133
<b>OUR HOMES</b>			
GYBC homes not meeting the Government's Decent Homes Standard	1403	1002	314
Percentage of GYBC housing stock not meeting the Government's Decent Homes Standard	24.26%	17.38%	5.43%
Days to complete minor voids	9.21	11.3	15.89
Percentage of Tenants satisfied with the repairs service they receive	97.73%	97.20%	92.40%
People in the allocations pool who have been assessed	420	769	533
STAR Survey, percentage of tenants satisfied with overall service provided by the Council	No survey	83%	No survey
<b>DECENT HOMES</b>			
Licensed Houses in Multiple Occupation	70	64	67

1 Provisional figure, to be confirmed end June

2 Includes two homes for use as Temporary Accommodation; includes one also included in total number of affordable new homes and affordable new homes provided under S106 figures.

Delivery of Disabled Facilities Grants and completion of works	145	111	43
<b>HEALTHY HOMES</b>			
Homelessness decisions	65	64	40
Homelessness prevention duties accepted	541	536	286
Homelessness relief duties accepted	413	393	416
Annual Rough Sleeper Estimate	10	21	18

2.3 Further commentary on the Housing Strategy priority areas is provided below:

- The number of new homes built per year has increased and there is a strong future position in relation to the '5-year supply'.
- Housing Delivery: 915 homes were delivered between 2017-2020, equating to 104% against housing need/requirement as set out in the Housing Delivery Test.
- Housing Supply: 2797 homes are expected to be completed over the next 5 years, equating to an oversupply of 655 against needs/requirement.
- House prices in the borough have risen by 7.5% over the past year, with detached properties seeing a 10.42% rise, semi-detached 6.93%, terraced 7.40% and flats 7.43%.<sup>3</sup> Nationally, average property prices have risen by 7.6% overall, though percentage increases across the different archetypes are significantly higher than in Great Yarmouth.<sup>4</sup>
- The number of GYBC properties not meeting the Government's Decent Homes standard has reduced over the past 3 years.
- During the Covid-19 pandemic there has been a reduction in the percentage of tenants satisfied with the repairs service they have received.
- Despite being impacted by Covid-19 the delivery of Disabled Facilities Grants and completion of works has continued, albeit at a reduced rate.
- The Council has continued to support hospital discharge through the District Direct and Be at Home services throughout the pandemic.
- The Homelessness Reduction Act 2017 has influenced the total number of homelessness decisions, preventions and relief since its implementation in 2018.
- Covid-19 has had a significant impact the past year, with a ban on Evictions and people tending to 'stay put'. The eviction ban ends on 1 June 2021.
- The Covid-19 pandemic and the Government's 'Everyone in' initiative has driven forward work in preventing single people arriving on, returning to or remaining on the street.

<sup>3</sup> <https://www.zoopla.co.uk/house-prices/great-yarmouth/>

<sup>4</sup> <https://www.zoopla.co.uk/house-prices/england/>

Note: More detailed information on the Council's performance as a landlord will be included in the Council Home Compliance and Performance Position Statement report which will be considered by Committee in July.

- 2.4 In reviewing the status of each action within the Housing Strategy Action Plan the following categories were used to assess whether actions are on track or slipping:

**Complete;** this includes the following:

- A2 - Timely publication of monitoring information, e.g. Annual Planning Monitoring Report; Annual 5 Year Housing Land Supply Statement; Brownfield Register. (These documents will however be subject to ongoing review).
- A3 - Continue research to clarify where there are opportunities for GYBC to accelerate housing delivery. To include joint work with other Norfolk authorities following on from the Norfolk Strategic Planning Framework
- F1 - Prepare supplementary planning documents, development briefs and/or planning briefs, etc., to build on the Town Centre Masterplan etc. to help promote the developability of Conge, Waterfront, etc, and extend the range of sites ready for development.
- L1 – HRA Business Plan - Needs to include consideration of the council's future role in affordable housing development through the HRA. (This will be kept under review).

**In progress;** this includes the following:

- B1 - Prioritise completion of Local Plan Part 2 to provide appropriate housing land allocations, and more positive development management policies, to help facilitate sufficient housing development of appropriate types and locations.
- D1 - Communications Plan to be developed to promote home ownership options in GY, at the same time as research into different options and their affordability.
- I2 - Complete the review of Council's commercial assets and property portfolio to develop a clear strategy for maximising the use of the council's land and assets to deliver new housing.
- K1 - Programme of capital works to the Council's housing stock agreed.
- M2 - Undertake review of repairs to ensure effective value for money is balanced with tenants taking greater responsibility for their homes.
- R1 - Improve the approach to how the council engages with its tenants (and leaseholders) to understand their needs and issues with a specific focus on introduction of new engagement mechanisms. Use tenant and leaseholder engagement to drive continuous improvement.
- X1 - Progress the actions set out in the Preventing Homelessness Strategy Action Plan ensuring that service is accessible with a range of housing options to meet an individual's housing and support needs.
- X2 - Strengthen partnership working opportunities with statutory and voluntary agencies to ensure early intervention and the effective use of resources now and in the future.

**Further action needed;** this relates to actions where progress has been unable to be made and includes those cases where circumstances outside the control of the Council has prevented work on an action starting.

- C1 - Reinvigorate the Developers Forum to improve our understanding of Developer's individual and collective perspectives whilst, conveying the message that GY is a supportive environment for good development by local, regional and national developers.
- L2 Use the Council's Company - Equinox Enterprises to actively intervene in the rental housing market.
- N1 - Monitoring Void Performance. Develop and maintain robust set of Pl's. Compare performance with other landlords via House Mark (cost and timescale).
- X3 - Build on the Housing First Model working with rough sleepers to ensure individuals rough sleeping or at risk of rough sleeping are able to get their life back on track.

Despite the challenges presented by Covid-19 work in delivering against the priorities there has been continued progress on the majority of actions, albeit in some instances at a slower pace

### **3 Key challenges for 21/22**

Key challenges for 21/22 are to recover the position in relation to elements of the Housing Strategy which have been particularly impacted by Covid-19 with a particular focus on:

- Increasing housing delivery of all tenures to meet housing need and demand
- Ensuring high quality homes of all tenures
- Reducing homelessness and Rough Sleeping.

### **4 Financial Implications**

There are none associated with the report. The financial implications of each action within the Housing Strategy Action Plan are assessed on a case by case basis by the responsible lead officer for each action. The financial implications will be managed through continued regular monitoring of the Housing Revenue Account, the Housing Capital Programme budget and the funds available through the use of Right to Buy Receipts.

### **5 Risk Implications**

The Housing Strategy is monitored on a regular basis to ensure that any risks are managed.

### **6 Conclusions**

Despite Covid-19 progress has been made in the implementation of the Housing Strategy across its four priorities of the Housing Strategy. Whilst the pandemic has had considerable negative impact on some actions and slowed progress in their delivery it has acted as a catalyst for new initiatives and approaches in reducing rough sleeping and tackling homelessness.

### **7 Background papers**

Housing Strategy 2018-2023

Appendix 1: Housing Strategy Measures 2018-21

## Appendix 2: Housing Strategy Action Plan Summary

Area for consideration	Comment
Monitoring Officer Consultation	Via ELT
Section 151 Officer Consultation	Via ELT
Existing Council Policies See background papers	Corporate Plan Housing Strategy
Financial Implications Within existing budgets	Covered in Report
Legal Implications (including human rights)	n/a
Risk Implications	Covered in Report
Equality Issues/EQIA assessment	Focus of Housing Strategy will improve equality as a result of actions to improve housing condition and supply.
Crime & Disorder	As above
Every Child Matters	As above

**Appendix 1**
**Housing Strategy Measures 2018-21**

MEASURE	Outturn Q4 2018/19	Outturn (to Q4 2019/20	Outturn (to Q4 2020/21
<b>New Homes</b>			
Total number of new homes built per year	202	327	368 *
Total number of affordable new homes built per year (a) in total (b) as a percentage of total housing built per year and (c) provided under Section 106 Agreements.	a) 24 b) 11.88% c) 17	a) 17 b) 5.20% c) 17	a) 55 b) 14.95 c) 47
Homes acquired by the Council's use of RTB receipts	7	18 **	13
Number of starts on site for new build housing units	315	442	133
Total number of new homes the council has built.	0	0	2
Number of S106 Agreements completed.	10	7	6
Number of planning permissions (units) with extant permissions (those not yet complete)	2984	2893	Data not yet available
<b>Our Homes</b>			
Number of properties not meeting the Government's 'decent homes' standard	1403	1002	314
Percentage of tenants who are satisfied with the repairs service they receive	97.73%	97.20%	92.40%
Percentage and number of responsive repairs which are completed 'right first time'	15189 of 16454 92.3%	13583 of 14636 92.81%	11472 of 12294 93.31%
Percentage of tenants satisfied with the quality of their new home.	86.82%	tbc	tbc
Average number of days to complete minor voids ready to re-let	9.21	11.3	15.89



**Appendix 1**
**Housing Strategy Measures 2018-21**

Number of people in the Allocations Pool	860 (440 unscored, 420 scored)	943 (174 unscored, 769 scored)	754 (221 unscored, 533 scored)
Average cost of day to day repairs.	£121.48	£126.93	Not yet available
Overall tenant's satisfaction – results of Annual Survey or equivalent.	No survey	83%	No survey
<b>Decent Homes</b>			
The number of empty homes brought back into use this year	525	495	Data not yet available
Number of licensed houses in multiple occupation in the borough	70	64	67
Number of Disabled Facilities grants approved	145	111	43
Average time taken to deliver a Disabled Facilities grant.	249 days	289 days	363
Number of enforcement prosecutions.	0	0	0
<b>Healthy Homes</b>			
Number of additional bed days attributed to delayed discharge from Hospital.	685	1174	904
Rough sleepers annual estimate	10	21	18
Total number of homelessness decisions (s193 duty)	65	64	40
Homelessness relief duties accepted	413	393	416
Homelessness prevention duties accepted	541	536	286
accommodation (see note 4)	85	146	102
The average length of stay in temporary accommodation	N/A	277.7	248
<b>Additional Measures</b>			
No of Allocations (GYBC & HA)	328 Q3 & Q4 only	515	616
No of repairs to GYBC stock	16,454	14,636	12,294

## Appendix 1

## Housing Strategy Measures 2018-21

No of planned kitchens replaced	295	315	337
No of planned bathrooms replaced	197	235	270
No of boilers replaced	208	459	414
No of rewires undertaken (full rewires)	38	72	34
Voids completed	337	337 (all) 178 (standards)	379 (all) 256 (standards)
Major voids completed	118	159	123
NHS bed days saved attributable to I'm Going Home alarms	308	188	61
NHS bed days saved attributable to Healthy Homes Service	377	127	155

### Notes:

Note 1: Original Data for 2017/18 showed 728 non Decent Homes, but figure is refreshed annually as each year, the age of components in the stock can trigger other dwellings becoming non decent.

Note 2: Since October 18 all HMOs with 5 plus persons must be licensed, whatever their size.

Note 3: This reflects the introduction of the Homelessness Reduction Act 2018 from April 2018.

Note 4: The number of placements into temporary accommodation reflects the number of households in temporary accommodation at the end of each quarter.

NB: Housing Strategy Measures data has been collected since end Q3 2018-19

\* Provisional figure