

Report to Cabinet
14 January 2013
Report of Head of city development services
Subject Norwich housing strategy 2013 - 2018

Item

9

Purpose

To approve the council's draft housing strategy for public consultation

Recommendation

To approve the draft housing strategy for public consultation

Corporate and service priorities

The report helps to meet the corporate priority "Decent housing for all" and the service plan priority to publish a housing strategy.

Financial implications

All actions arising from the strategy will be met from existing and future budgets informed by service plans.

Ward/s: All wards

Cabinet member: Councillor McDonald – Housing

Contact officers

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01603 212871

Background documents

None

Report

Context and purpose

1. The Local Government Act 2003 requires the Council to publish a housing strategy which sets out the Council's vision and priorities for housing in Norwich. Specifically, it should:
 - a) assess and plan for the current and future housing needs of the population of Norwich, across all tenures
 - b) make the best use of existing housing stock to meet need
 - c) plan and enable new housing supply
 - d) plan and commission housing support services which link homes and housing support services
 - e) ensure effective housing and neighbourhood management through partnership
2. The purpose of this strategy is to provide a framework for achieving the outcomes and priorities for housing in Norwich and contribute towards delivery of the council's corporate plan.
3. The importance of the housing market for the city's economic wellbeing means that this strategy will contribute significantly to the council's corporate priority to make Norwich a prosperous city as well. It should be considered alongside the council's economic strategy as part of the council's focus on jobs and homes.
4. The strategy reflects the council's role in discharging a range of statutory duties such as those relating to homelessness, private sector housing and the safeguarding of vulnerable children and adults. It will also contribute to meeting the council's priorities across a range of other policy areas including planning, neighbourhoods and the environmental services.

Delivery

5. Actions to deliver the strategy will be contained in service plans and other council strategies, including those jointly produced with external partners (such as our plan to build new council homes, private sector housing policies and the Greater Norwich Homelessness Strategy).

Consultation

6. The consultation document is appended at Appendix 1. It has been informed by national and local policy and an analysis of local market conditions. Subject to endorsement by cabinet, the consultation will begin on 21 January and end on 12 April 2013. The consultation will be open for comment to all members of the public via an electronic survey on the council's website. Officers will also seek the views and comments of partner organisations at scheduled meetings during the course of the consultation.
7. Responses to the consultation will inform a revised, final strategy for consideration by cabinet in June 2013.

Integrated impact assessment



NORWICH
City Council

The IIA should assess **the impact of the recommendation** being made by the report

Detailed guidance to help with completing the assessment can be found [here](#). Delete this row after completion

Report author to complete

Committee:	Cabinet
Committee date:	16 January, 2013
Head of service:	Andy Watt
Report subject:	Housing Strategy 2013-2018
Date assessed:	11 December 2012
Description:	Report proposing a draft housing strategy for consultation

	Impact			
Economic (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Finance (value for money)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Other departments and services e.g. office facilities, customer contact	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The purpose of this strategy is to provide a framework for achieving the outcomes and priorities for housing in Norwich and contribute towards delivery of the council's corporate plan.
ICT services	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Economic development	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Improving economic prosperity and a healthy balanced housing market is one of the strategy's key outcomes. The importance of the housing market for the city's economic wellbeing means that the strategy will contribute significantly to the council's corporate priority to make Norwich a prosperous city.
Financial inclusion	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The strategy's outcomes and priorities will help to support financial inclusion, e.g. through provision of a high quality housing and debt advice and homelessness prevention activity.
Social (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Safeguarding children and adults	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The strategy reflects the council's role in discharging a range of statutory duties including those relating to homelessness and the safeguarding of vulnerable children and adults

	Impact			
<u>S17 crime and disorder act 1998</u>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A priority for the strategy is to promote community cohesion, and to tackle anti-social behaviour, domestic abuse and hate crime.
Human Rights Act 1998	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The strategy's outcomes aim to ensure that everyone has the 'right to respect for private and family life' and the 'right to peaceful enjoyment of your property'.
Health and well being	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is a wide body of evidence demonstrating the links between housing, health and wellbeing, including the valuable role of mixed, inclusive communities in creating social capital. One of the strategy's key outcomes is to tackle poor housing conditions and reduce health inequalities..
Equality and diversity (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Relations between groups (cohesion)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	A priority for the strategy is to promote community cohesion, and to tackle anti-social behaviour, domestic abuse and hate crime.
Eliminating discrimination & harassment	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Advancing equality of opportunity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The strategy's outcomes help to advance equality of opportunity by ensuring the supply and choice of good quality homes across all tenures, types and sizes at different prices in different parts of the city

	Impact			
Environmental (please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Transportation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Natural and built environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The strategy contains a priority to deliver the housing targets in the Joint Core Strategy (JCS) which also sets out guidance on building design and use of resources.
Waste minimisation & resource use	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Pollution	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Sustainable procurement	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Energy and climate change	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The strategy contains priorities to improve the energy efficiency of all homes in Norwich
(Please add an 'x' as appropriate)	Neutral	Positive	Negative	Comments
Risk management	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

Recommendations from impact assessment

Positive

The strategy sets out a framework for achieving the outcomes and priorities for housing in Norwich over the next five years. Overall the strategy will have a positive impact.

Negative

Neutral

Issues

Housing Strategy 2013-2018

Consultation document

DRAFT

1. Context and purpose

The Local Government Act 2003 requires the Council to publish a housing strategy which sets out the council's vision and priorities for housing in Norwich. Specifically, it should:

- assess and plan for the current and future housing needs of the population of Norwich, across all tenures
- make the best use of existing housing stock to meet need
- plan and enable new housing supply
- plan and commission housing support services which link homes and housing support services
- ensure effective housing and neighbourhood management through partnership

Within the council's current corporate plan (2012-15) there is a corporate priority of decent housing for all. This is the council's vision for housing in the city.

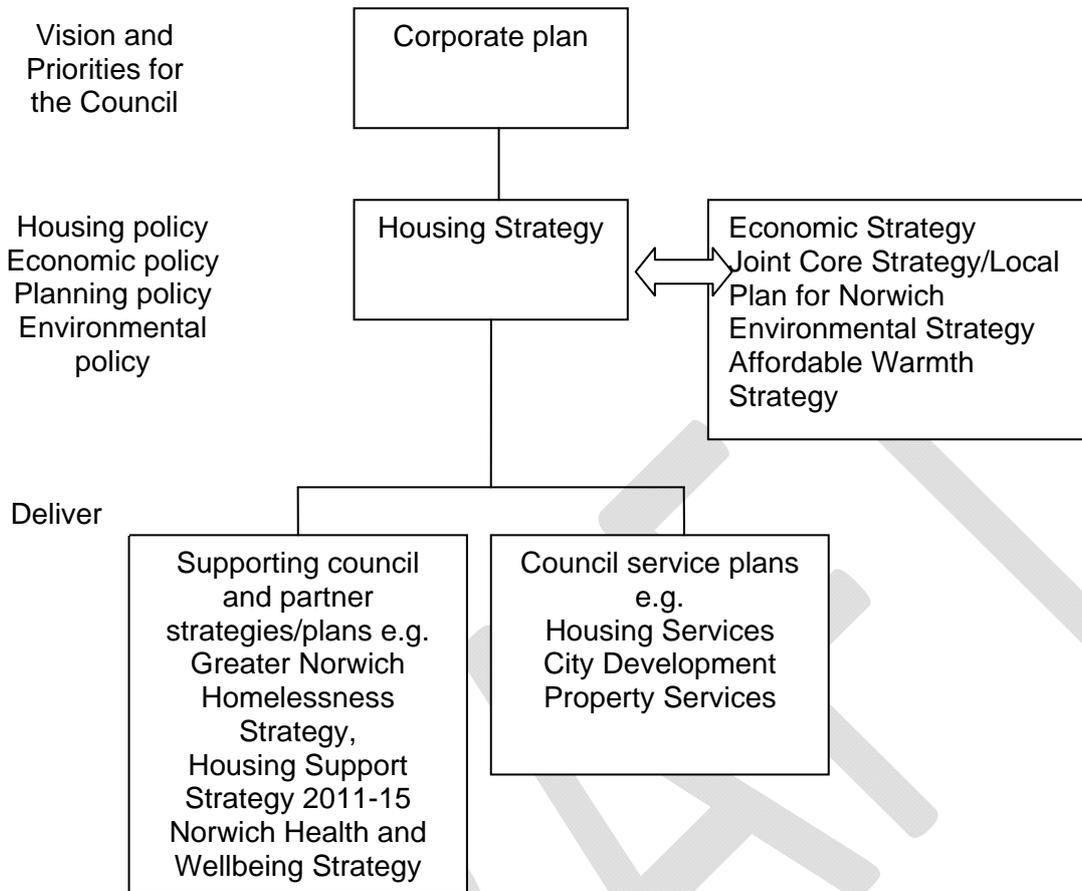
The purpose of this strategy is to provide a framework for achieving the outcomes and priorities for housing in Norwich and contribute towards delivery of the council's corporate plan.

The strategy covers the period 2013-2018. Actions to deliver it will be contained in service plans and other council strategies such as the Local Plan and Environment Strategy. Also, those jointly produced with external partners such as our plan to build new council homes, private sector housing policies and the Greater Norwich Homelessness Strategy.

The importance of the housing market for the city's economic wellbeing means that this strategy will contribute significantly to the council's corporate priority to make Norwich a prosperous city. It should be considered alongside the council's economic strategy as part of the council's focus on jobs and homes.

The strategy reflects the council's role in discharging a range of statutory duties such as those relating to homelessness, private sector housing and the safeguarding of vulnerable children and adults. As illustrated in the diagram below, it will also contribute to meeting the council's priorities across a range of other policy areas including planning, neighbourhoods and the environmental services.

Strategic framework for the housing strategy



Key national policy changes since the last strategy

Localism Act 2011 - aims to decentralise power to the lowest practicable level whether that is the local authority, parish or neighbourhood.

National housing strategy: *Laying the Foundations: a housing strategy for England* was published in November 2011. It sets out a series of changes to the housing system, some of which were already underway when the strategy was published. The strategy aims to increase housing supply (including bringing empty homes back into use), get the housing market moving and boost the economy. It supports choice and quality for tenants, provides support for vulnerable people, and improved environmental standards and design quality.

Funding of new affordable housing - grant available for affordable housing development has been halved in comparison with what was available prior to 2011 and a new revenue-based funding model introduced. Funding is now generally only available for housing that will be let at an Affordable Rent for which social housing providers are able to charge rents of up to 80% of the market rent compared to a more typical 50% under the old funding regime. The additional income generated must be used to deliver new affordable homes.

National Planning Policy Framework (NPPF) - was published in spring 2012 and sets out a presumption in favour of sustainable development. Neighbourhood Development Plans and Community Right to Build enable local people to have more involvement and control over development in their area.

Changes to the planning obligations system (section 106 agreements) mean that strategic infrastructure is now funded by a Community Infrastructure Levy (CIL) on developers. At present, affordable housing continues to be developed through section 106 planning agreements. Planning Policy for Travellers Sites came into force at the same time as the NPPF and requires the council to set pitch targets for Gypsies and Travellers and plot targets for travelling Showpeople to address the accommodation needs of Travellers.

Welfare Reform – the Welfare Reform Act (2012) aims to make work pay. It introduces Universal Credit, a single benefit for people of working age which will replace existing benefits such as Income Support from October 2013. In the meantime, between April and September 2013 all welfare benefits will be capped at the average household earned income. The cap will not reflect variations in income and rental costs across the country. Any money over and above the cap will be reduced from the housing costs element therefore some households may be at risk of falling into arrears because their housing award is insufficient to meet their rent. There have also been significant changes to housing benefit aimed at reducing the housing benefit budget.

Regulation of social housing – a new Regulatory Framework was introduced in April 2012 which sets out standards that housing providers must meet with intervention only taking place in cases of 'serious detriment' to tenants such as health and safety; loss of home, unlawful discrimination, loss of legal rights.

Health and social care reforms – the Health & Social Care Act abolishes Primary Care Trusts (PCTs) and transfers their commissioning responsibilities to Clinical Commissioning Groups (CCGs). The NHS Norwich CCG is made up of 23 GP practices serving Norwich and parts of Broadland. Local authorities (top tier) are required to establish Health & Wellbeing Boards to promote more joined-up commissioning of health and social care and public health services.

What do the changes mean for housing in Norwich?

- The shift towards local issues and local decision-making provides the council with increased opportunities to directly respond to local housing needs and aspirations such as once again building homes for rent. However, these are still challenging times for the economy so we need to continue to innovate and seek new ways of working to achieve our priorities.
- The council has new powers over how it manages its housing stock and responds to homelessness. Apart from some minor changes to our allocation scheme to make it more fair and transparent, the council has chosen not to make any changes to its existing policies at this stage.
- The reduction in housing grant has delayed the development of affordable housing on a number of important sites in Norwich. The change in the funding model means that up to 2015 most new affordable homes built by registered providers will be provided at an Affordable Rent rather than a social rent.
- Because the council can now retain the rental income from its housing stock we can increase our investment in existing council homes and build new ones which could be let at a social rent. This will help to counter the effects of the reduction in housing grant and introduction of the Affordable Rent model.
- Restrictions on the availability of mortgage credit have led to a significant national increase in the number of households which rent in the private sector and an associated rise in average rents due to a lack of supply.
- Reduced housing benefit for single people under the age of 35 in private rented housing people has affected 200 people in the city who have lost on average £40 per week. From April, 2013 further cuts will be applied to those people who are considered to be under-occupying their

homes in the social sector means that by 2013 nearly three thousand people will lose between £10 and £18 per week. Combined with the cap on the overall level of benefit payable, there is a risk that many households in Norwich are likely to find it difficult to pay their rent, may fall into arrears and need to move.

- The council will implement a new framework for tenant involvement in April 2013 to ensure compliance with the revised regulatory standards on tenant involvement and empowerment. The regulator expects social landlords to adopt a co-regulatory approach where the landlord, the regulator and tenants together set, monitor and ensure standards are met.
- The health and social care reforms have led to greater collaboration to improve health outcomes for people in Norwich. The council's status as a member of the Healthy City Network¹ means it is well placed to make the most of housing's role in promoting healthy lifestyles and the new opportunities for improved integration between housing, health and social care.

Against this background, the key housing challenges for the council are:

- Delivering housing and employment growth.
- Continuing to improve the quality of council homes.
- Reducing the number of privately owned homes in poor condition.
- Understanding the impact of the social housing reforms on housing need and responding with the right balance of housing tenure, types, size and affordability.
- Improving access to the private rented sector.
- Helping people to manage the effects of welfare reform.
- Reducing the number of people in fuel poverty.
- Supporting people to remain living independently.
- Tackling and preventing homelessness.
- Meeting specialist housing needs.

2. Development of the strategy

This strategy is based on current and ongoing research into the housing market in Norwich. This is summarised in Annex 1 which includes information on housing need and demand, a demographic and socio-economic profile of Norwich, housing market information etc. The evidence base to support the strategy will be further developed during the consultation period and published as a separate document alongside the final strategy in summer 2013. It is intended to up-date the evidence base on a regular basis as new data becomes available.

There is a need to update our current research into housing need and the condition of private sector housing in Norwich. This work has been delayed by the need to await the release of information from the 2011 national census. The research will be undertaken during 2013-14 and service plans will be updated to reflect any significant changes from the current information.

To help shape and inform the strategy at an early stage we invited a group of key stakeholders to an afternoon workshop on 19 September 2012. Their views and opinions are reflected in the outcomes set out in section four.

3. Key achievements from the last housing strategy (2008-2011)

¹ In July 2012, the council endorsed the 2008 Zagreb declaration, demonstrating its commitment to improving the health and well being of people living in Norwich and to our partners to embed the health agenda into policies made for the city's future. The council then applied for Norwich to become a member of the World Health Organisation UK Healthy City programme.

The life of the last strategy coincided with the economic downturn which produced a complex set of challenges for the council and its partners. Despite these, much has been achieved.

- In challenging market conditions, we have worked with our partners to deliver 1036 new affordable homes, 449 of which were built on council land
- All council rented homes have been improved to the Decent Homes standard.
- The average council housing now has a band C energy rating as the result of improvements to heating and insulation. This compares with band E in the private sector. Through our Care & Repair service, we have provided grants and loans to over 600 vulnerable owner-occupiers on low incomes to carry out improvements to their homes
- We have persuaded the owners of over 100 long-term empty homes to bring them back into use through the use of incentives and enforcement including the use of compulsory purchase.
- We have introduced choice-based lettings which has given housing applicants greater choice to be able to meet their housing needs.
- We have implemented a range of action plans with our partners in neighbouring councils and the voluntary sector to better tackle homelessness, rough sleeping and the management of hostels in Norwich.
- We have taken action to tackle anti-social behaviour, domestic abuse and hate crime by working in partnership with the Police and other partners through the Norfolk Operational Partnership Team.
- We have provided disabled adaptations to 342 private residents and adaptations to 1,525 council tenants enabling them to continue to live in their own homes.
- We have introduced the Families Unit Intervention Project which has provided whole family, intensive support to 171 families since June 2008.
- An innovative scheme has provided a range of job opportunities for the unemployed and those who have just left training and live in the Norwich area. To date, 15 people have been helped into employment, two of whom were long-term unemployed.
- We launched the LEAP scheme to provide learning, employment and accommodation for its clients.
- Our landlord service has achieved the equivalent of a two-star (good) rating following a comprehensive improvement project and we have greatly increased the involvement that council tenants have in the running of their homes including the establishment of the Norwich Tenants' CityWide Board, the tenant tick for publications and tenant inspectors.

4. Where do we want to be?

Outcome	Priority
1. We want to ensure an adequate supply of good quality homes across all tenures	a) To build a minimum of 250 new council homes, let at social rent by 2018.
	b) To provide at least 8 new pitches for Gypsies and Travellers on good quality, well-managed sites by 2016.
	c) To meet the housing targets in the Joint Core Strategy/Local Plan, ensuring a balanced mix of housing types, sizes and tenures across the city.
	d) To identify funding and investment opportunities for the development of new homes.
	e) To bring at least 100 empty homes back into use by 2018
	f) To explore options for increasing the size of the private rented sector.
	g) To ensure that new homes are well designed and promote independent living.
2. We want our residents to have the choice of good	a) To identify and remove barriers to residents who want to rent privately.

quality, well-managed, affordable accommodation of different types and sizes across the city.	b) To address the mismatch between housing need and supply of council social rented accommodation.
	c) To ensure the continued provision of a high quality housing advice and options service.
	d) To prevent and remedy harassment and illegal eviction of private-sector tenants.
	e) To promote community cohesion and continue to tackle anti-social behaviour, domestic abuse and hate crime.
	f) To ensure the operation of a fair and transparent allocation scheme.
	g) To continue to develop council tenant involvement and empowerment.
	h) To improve the council's housing stock through a programme of upgrades and maintenance including new kitchens, windows and doors.
3. We want all vulnerable residents and those with a specialist housing need to have access to suitable accommodation, care and support.	a) To promote independent living through the provision of disabled facilities grants, discretionary loans and adaptations of council homes.
	b) To collaborate with Supporting People, the NHS Norwich Clinical Commissioning Group and other partners to ensure an integrated approach towards providing housing care and support to vulnerable groups and people with specialist housing needs.
	c) To tackle and prevent homelessness and rough sleeping.
4. We want to improve economic prosperity in Norwich through a healthy and balanced housing market.	a) To review the council's options for intervening in the housing market to ensure a balance of housing types, sizes and tenures across the city to meet the economic needs of the city.
	b) To ensure that all new council-funded construction includes training and job opportunities for the workforce.
	c) Contribute to the delivery of City Deal
5. We want to tackle poor housing conditions and reduce health inequalities.	a) To ensure that the strong links between housing and health are reflected in the Norfolk Joint Strategic Needs Assessment and the evidence base supporting the Healthy City Programme.
	b) To contribute to delivery of the Healthy City Programme by working with partners to deliver joint projects and initiatives to improve health in the city.
	c) To substantially reduce the number of hazardous, poorly managed and sub-standard privately rented homes through enforcement.
	d) To improve the energy efficiency of all homes in Norwich.
	e) To carry out research to improve our understanding of the condition of the private sector stock.

5. How will we get there?

The council will achieve its outcomes and delivery of its priorities through a range of actions in its service plans which cover a number of functions across the council and reflect its role:

- As a landlord – the council is the major landlord in the city and will therefore continue to ensure the provision of secure, affordable and good quality housing for many of those most in need.
- As an estate manager – the council operates a neighbourhood model to promote community cohesion and create a sense of place for all residents of Norwich, not just its tenants. A strong feature is encouraging and empowering local people to be involved in their communities.
- As a service provider – the council provides a wide range of housing-related services. Therefore, the council is in a strong position to make a real difference to the quality of people's lives, making the most of opportunities to influence other policy areas, funding streams and the design and delivery of services.
- As a purchaser of goods and services – the council purchases a range of goods and services. Ensuring our approach to procurement continues to reflect housing's broader role can help to achieve wider policy objectives such as the creation of job and training opportunities and improved health and wellbeing.
- As a community leader – through providing leadership to the city and acting as an advocate and lobbyist. In this role, the council has become a member of the Healthy City network. The resulting Healthy City programme will focus upon key areas of activity that can improve health and wellbeing.

However, we cannot do it alone. Much of what needs to be achieved involves working collaboratively with our partners in the public, private and voluntary and community sectors.

Resources

This strategy has been developed against a background of significant reductions in public funding. The council has worked hard to minimise the impact of these cuts on services by identifying efficiencies and improving value for money. It is important, therefore, that we continue to maximise opportunities for housing to influence other policy areas and funding streams to achieve shared outcomes.

Following reform of council housing finance, the council is once again able to develop new council homes and fund other capital projects to increase housing supply and improve the condition of the housing stock. Other funding sources include:

- investment of up to £30 million over a five to ten year period arising from the HRA re-financing
- Receipts from Right to Buy sales
- Government grant for new affordable housing and Gypsy and Traveller sites, managed by the Homes and Communities agency.
- The New Homes Bonus
- Revenue funding from the council's general fund
- Occasional Government funding to deliver specific outcomes such as City Deal

Other resources we must consider include, for example, the levels of staffing (and skills) required. Also, the supply of land available in order to achieve our commitment to build new council homes.

6 How will we know?

The strategy's outcomes and priorities will be delivered through the council's internal service plans which are monitored through the council's performance management framework. Annex 2 illustrates how the final published document will capture the detail of how the service plans contribute to the delivery of the priorities.

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Overview of the Norwich housing market

1. Tenure

	Number of dwellings	%
Council ²	15,710	25
Other social housing ³	5,473	8
Private rented ⁴	10,000	16
Owner occupied	32,517	51
Total dwellings⁵	63,700	100

Owner-occupation accounts for 51 per cent of the housing market in Norwich compared to 63 per cent nationally. By contrast, the proportion of social housing (33 per cent) is significantly higher than the national level of 18 per cent. The private rented sector accounts for 16 per cent of the market compared to 19 per cent⁶ nationally.

2. Population

- The population of Norwich has increased by around 11,000 (9 per cent) from 121,550 in 2001 to 132,500 in 2011⁷. This is a greater increase than in Norfolk (7.7%) and for England which was over 7.2 per cent.
- The city has the lowest average household size (2.1) in the east of England which places increased pressure on the demand for smaller housing units.
- It also has the highest proportion of young people aged 20-29 (29 per cent) in England.
- Overall, 70 per cent of the population is aged below 50 (+1,300 increase in the 40-44 age range) compared to 63 per cent for the east of England and 65 per cent for England. There was sizeable increase in the 60-64 age range (+1,400).
- By contrast, there were fewer people of pensionable age living in Norwich in 2011 than in 2001, with a notable decrease in the numbers of people in Norwich in each of the 70-74, 75-79 and 80-84 age ranges. However, the numbers of people aged over 85 increased by around 500, approximately 20 per cent.

The high proportion of people of working age under 50 means the age profile in Norwich is distinctly different to the rest of Norfolk. Those aged 20-29 are more likely to rent privately because they are unable to access mortgage finance to purchase on the open market.⁸ However, if on a low income, people in this age group are also affected by the reduction in housing benefit for single people under

² Norwich City Council, HSSA 2011

³ RSR. Note: RSR 2010 + new builds 2010/11 - sales during year (March 2011 RSR)

⁴ 2006 Housing Needs Survey

⁵ Council Tax records, VOA

⁶ English Housing Survey, 2010-11, July 2012

⁷ Census 2011

⁸ English Housing Survey (Households) 2010-11, DCLG, 2012

35⁹. This means there is an increased likelihood they will seek social housing or live in shared accommodation in the private rented sector.

3. Ethnicity

The data from Census 2011 shows the Norwich population is becoming more diverse. In 2011 white British residents represent 84.7 per cent of the population in Norwich compared to 93.46 per cent in 2001. The second largest group was White Other representing 5.4 per cent of the population compared to 2.68 in 2001.¹⁰ The proportion of people in Norwich from black and minority ethnic groups has also increased significantly from 3.2 per cent in 2001 to 9.2 per cent in 2011.

Relevant Local Strategies & Plans

Equality Strategy 2012. The council's equality strategy was published in 2012 and sets out data demonstrating how the council shows due regard to the three general equality duties. The strategy also contains the council's equality objectives and action plan which will be renewed every four years.

4. Housing need, supply and demand

The 2011 up-date of the Strategic Housing Market Assessment shows that:

- The five year housing requirement is 6,021 (1,204 p.a.), a rise of 7 per cent compared to 5,612 (1,122 p.a.) in 2006.
- The annual affordable housing requirement is 662 homes (53%) compared to 623 in 2006, a rise of 6 per cent.
- The percentage of need that can be met through market housing is 45 per cent compared to a need for social housing of 53 per cent and intermediate of two per cent.
- In terms of property size, 52 per cent of the net social housing requirement is for one-bedroom properties and 38 per cent for two and three bedroom properties
- A total of 6,410 households were on the waiting list at 1 April, 2012, of which 4,133 (64.47 per cent) required 1-bedroom accommodation and 1,632 (25 per cent) required two-bedrooms¹¹

There is a requirement for 8 pitches to meet the accommodation needs of Gypsies and Travellers by 2016.¹²

The main driver behind housing need and demand is the changing number of households. In 2008 there were 62,000 households in Norwich, projected to rise to 74,000 by 2018. The Joint Core Strategy (JCS) for Broadland, Norwich and South Norfolk identifies a requirement to deliver 21,000 new dwellings between 2008 and 2026. In the city of Norwich itself, the JCS requires at least 8,600 dwellings, of which 5,600 are currently allocated or have planning permission. A new set of household projections will be issued within the next 12 months drawing on the Census 2011 data. These projections will inform the new housing needs study to be commissioned jointly with Broadland District Council and South Norfolk Council in 2013.

⁹ The age threshold for the shared accommodation rate increased from 25 to 35 in January 2012.

¹⁰ Census 2011 – White British: English/Welsh/Scottish/Northern Irish/British

¹¹ England Local Authority Statistics for Housing (ELASH), 2012

¹² Greater Norwich Gypsy and Traveller Accommodation Assessment, 2012

However, as illustrated by Table 1 below the annual number of housing completions between 2006-7 and 2011-12 consistently fell short of the 2006 five-year annual requirement of 1,122 (623 affordable). The shortfall in completions has in turn led to a rise in unmet housing need between 2006 and 2011, a trend which continues in line with under-supply.

Table 1¹³

Year	Total Supply	Affordable Supply
2006-07	954	293
2007-08	1040	283
2008-09	527	246
2009-10	399	120
2010-11	377	118
2011-12	280	171
Total	3,577	1,412

The effect of the under-supply of affordable homes has been exacerbated by the reduction in existing stock through the sale of council homes under the right to buy. Sales reached a peak of 400 per annum in 2002-03, falling to 150 in 2006-07 and 37 in 2011-12.

Between 2005-06 and 2011-12, section 106 agreements accounted for nearly a third of new affordable homes with the highest proportion achieved in 2007-08 (59 per cent). Since then, both the volume of affordable housing and that delivered via section 106 has declined significantly reflecting the downturn in the market and the economy more widely. Therefore, we need to explore new investment models and delivery mechanisms to maximise the limited public subsidy available and increase the supply of affordable housing.

We also need to address a mismatch need and supply in terms of the size of accommodation. For example, 52 per cent of the net social housing requirement is for one-bedroom accommodation, yet only 21 per cent of the existing council stock is one-bedroom. It is anticipated that the demographic changes combined with housing benefit changes will further increase demand for smaller units, in particular one-bedroom accommodation.

Relevant Local Strategies and Plans

Joint Core Strategy (JCS). The JCS for Broadland, Norwich and South Norfolk covers the period 2008 to 2026 and sets out the spatial policy to ensure that the future demand for jobs and homes is met in a sustainable way.

Local plan for Norwich. The current adopted local plan is the 2004 City of Norwich Replacement Local Plan. This will be superseded by the emerging Development Management Policies plan and Site Allocations plan, both of which are expected to be adopted in late 2013/early 2014.

Economic Strategy. There has been significant policy and economic change since the existing Economic Strategy for Greater Norwich was published. A revised document for Norwich is in preparation and will be subject to consultation in spring 2013.

¹³ AMR, 2011-12

Strategic Housing Market Assessment (SHMA). The SHMA draws on a range of information to provide an assessment of the local housing market, including local housing need. The full SHMA was published in 2006 and up-dated in 2009 and 2011.

Local Investment Plan and Programme (LIPP). The 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. It includes a strong evidence base for the proposed investments, an explanation of the process of developing the LIPP and a description of the main packages and projects and how they link back to the evidence base.

5. Socio-economic factors

- The median annual gross pay for full-time workers is £23,539 compared to £26,615 for England. Between 2010 and 2011, median resident earnings for full-time workers in Norwich declined by 5 per cent; at the regional level earnings increased by 2 per cent and at the national level earnings fell by 1 per cent. Average (mean) gross earnings are £27,556 p.a. compared to £33,661 for England. Lower quartile earnings for full time workers are £16,718 compared to £18,720 for England.¹⁴
- 17 per cent of the population are income deprived (IoD, 2010)
- The average net income of new Norwich City Council tenants during 2011 was £174.69 p/w (£756.99 per month).¹⁵ A small survey of housing register applicants during the first two weeks of August 2012 showed the majority (59 per cent) of applicants had a weekly income of under £200 per week (£10,400 p.a.)
- The majority of the single adults (82 per cent) had incomes under £200 per week and 84 per cent of single parents had incomes under £300 (84 per cent). In total, 66 per cent of households with dependants had incomes of under £400 per week.
- Norwich is ranked 70th most deprived of the 354 local authorities in England¹⁶, with 23 lower super output areas (LSOAs) in the most deprived quintile in England. Around 13,000 people in Norwich (9.4 per cent of the population) live in the most deprived 10 per cent of LSOAs and 32 per cent of children are affected by income deprivation.
- The low levels of household income are reflected in the high proportion of social and private sector tenants who receive housing benefit. More than 14,000 (66 per cent) of social housing tenants receive housing benefit and 31 per cent of private rented sector tenants¹⁷, compared to 63 per cent of social renters and 25 per cent of private renters nationally.¹⁸
- Job Seekers Allowance (JSA) unemployment in Norwich is 4.3 per cent compared to 3.0 per cent in the East of England region¹⁹. Yet, the average masks the variation between Norwich wards, as illustrated by the 5.1 per cent difference between Eaton (the lowest) and Mile Cross and Mancroft

¹⁴ Annual Survey of Hours and Earnings, 2011, Table 8.7a

¹⁵ CORE (Continuous Recording of Lettings & Sales), General Needs New Lettings, Summary Statistics, April 2011 - March 2012 Interim Final

¹⁶ Indices of Multiple Deprivation 2010

¹⁷ Table 3, Housing Benefit Recipients by Region and Local Authority by tenure and passport status, March 2012.

¹⁸ English Housing Survey, 2010-11, July 2012

¹⁹ Norwich Economic Barometer, July 2012

(the highest). Around 30 per cent of JSA claimants have been unemployed for longer than 12 months, compared to 26 per cent nationally.

- A total of 29 per cent of all JSA claimants are aged 18-24 (1,375), 5.1 per cent of the 18-24 age group. This means about one in 20 of 18-24 year olds is JSA unemployed, lower than the national figure of 7.5 per cent.
- In August 2012, around 10.4 per cent (337) of 16-18 year olds in Norwich were recorded as being Not in Education, Employment or Training (NEET) compared to 7.9 per cent in August 2011. At 10.4 per cent Norwich has the highest number and proportion of 16 to 18 year olds recorded as NEET in Norfolk and higher than the national proportion of 6.3 per cent.²⁰
- In 2011 48.05 per cent of Year 11 pupils aged 15/16 achieved five or more GCSEs grade A* to C including English and Maths. This is lower than the 55.35 per cent achieved by pupils across Norfolk. Overall, 63.27 per cent of pupils achieved 5 or more GCSEs grade A* to C or equivalent (71.17 per cent in Norfolk). The majority of Year 11 pupils entered full-time education (77 per cent), 4.98 per cent into full-time employment, 6.20 per cent into full time (non-employment) training and a slightly higher proportion not in education, employment or training (6.64 per cent).²¹

6. House prices, rents and affordability

- The average house price in Norfolk currently stands at £145,843 compared to £162,561 for England and Wales.²² Over the year, average house prices increased by 1.1 per cent across England and Wales and 1.7 per cent in Norfolk. Since August 2008, average house prices have fallen by five per cent in Norfolk and 2 per cent in England and Wales.
- In the third quarter of 2011, the ratio of lower quartile house price to lower quartile earnings was 6.57 compared to 6.53 for England. At the height of the market in 2007 it was 8.22 but there has been a downward trend since then reflecting the downturn in the market.

Table 2 shows that since 2009 there have been significant increases in rents for two and three bedroom properties. Two key drivers are likely to be the city's large student population and increased demand from the group of households which has been described as 'trapped renters'. This is because they state they would like to buy but cannot afford to and represent over half (55%) of the private rental market nationally.²³

Table 2

	2009 (£)	2011 (£)	2012 (£)	% Change since 2009
Studio	364.50	389.50	392.77	7.75
1-bed	557.35	496.73	486.25	-14.62
2-bed	582.44	638.37	648.60	11.35
3-bed	646.12	746.59	757.25	17.19
4+ bed	1,147.08	1004	1002	-14.47

Source: Sampling exercise using www.rightmove.co.uk (2009, Apr 2011 and July 2012)

²⁰ Norwich Economic Barometer, October 2012

²¹ Norfolk Insight

²² HM Land Registry's House Price Index for September (Crown copyright October 26 2012).

HM Land Registry House Price Index is the most accurate and independent house price index available for England and Wales.

²³ Rightmove, October 2011, cited in Rental Britain: A report into the UK rental market combining research from Savills and Rightmove, Spring 2012.

- The average formula rent for a two-bedroom property in Norwich is £317.13 per month compared to £648.60 in the private rented sector, a difference of £331.47.
- In terms of affordability, the average private sector rent for a two bedroom property represents 28 per cent of gross average earnings (£27,556) for full-time workers. On a three-bedroom property, the rent accounts for 33 per cent, well above the recommend proportion of 25% gross annual earnings.²⁴

If an 'affordable rent' were charged at 80 per cent of the market rent, the average rent for two and three-bedroom properties would be significantly above the formula rent charged for council and housing association social rented homes and exceed the Local Housing Allowance rate. The council's Tenancy Strategy recommends that Affordable Rent tenancies should not be offered at rents that exceed the Local Housing Allowance.

Relevant Local Strategies and Plans

Tenancy strategy. The council's Tenancy Strategy sets out the council's position regarding the use of Affordable Rent and fixed-term tenancies in the Norwich City Council area.

7. Homelessness

153 households were accepted by the council as homeless during 2011-2012 compared to 108 in the previous financial year, a rise of 41.6 per cent. Eviction from the family home, through relationship breakdown or parental eviction is the major cause of homelessness in the greater Norwich area. The council's approach is to prevent homelessness wherever possible. In 2011-12 614 households were prevented from becoming homeless, a rise of 77 from 614 in 2010-11 to 691 in 2011-12, the majority assisted to find alternative accommodation.²⁵ The emphasis on prevention of homelessness may to some extent be reflected in the lower number of possession orders made. For example, mortgage possession claims leading to orders have fallen from a high of 185 in 2008 to 90 in 2011, a trend reflected across Norfolk.²⁶ Similarly, landlord possession orders granted fell from 490 in 2008 to 450 in 2011, a continuing downward trend reflected in the latest quarterly figures which show that 105 orders were granted in Quarter 2 of 2012 compared to 110 in Quarter 2 of 2011. In terms of rough sleeping, six people were found sleeping rough at the time of the last sleeper count in November 2012. The council employs a specialist rough-sleeper co-ordinator to assist those at risk of becoming street homeless and ensure a co-ordinated approach between partners to reduce rough sleeping.

Relevant National and Local Strategies & Plans

Making every contact count published by the government in August 2012. It sets out the government's commitment to ensuring that early intervention ensures that people are helped to either remain in their home or find somewhere else to live.

Greater Norwich Homelessness Strategy published in 2011 places a strong emphasis on the prevention of homelessness. It is accompanied by the **Greater Norwich Rough Sleepers Strategy**.

8. Housing stock, fuel poverty and energy efficiency

²⁴ Strategic Housing Market Assessment Guidance (2007), DCLG, p.42

²⁵ Table 792, Outcome of homelessness prevention and relief by Local Authority, 2011-12, DCLG, <http://www.communities.gov.uk/documents/statistics/xls/2199728.xls>

²⁶ <http://www.justice.gov.uk/downloads/statistics/civiljustice/mortgage-landlord-2012-q1/local-authority-figures-2000-2012-qtr2.xls>

All council owned-stock now meets the Government's Decent Homes Standard – over 10,000 properties have been improved since the start of the programme in 2006. The council is now working towards achieving the Norwich Standard²⁷ in its stock by 2017. The current improvement programme will improve the thermal and energy efficiency value of the social housing stock through the installation of new heating systems, PVCu double glazed windows, new technologies such as Photo Voltaic panels and air source heat pumps and insulation.

However, a total of 8,700 private sector dwellings (20 per cent) fail the decent homes standard because of a lack of adequate heating and insulation. Of these, approximately, 3,400 are occupied by vulnerable people. In 2006 approximately 4,200 homes in Norwich were predicted to have Category 1 hazards, of which 67 per cent were due to excess cold²⁸. Since 2008-09 the council has taken action to remove Category 1 hazards from 151 homes.

Cold housing is thought to be the main reason for the extra 'winter deaths' that occur each year between December and March. A warm home is therefore essential but not everyone can afford it because they are 'fuel poor'. Fuel poverty is where the household needs to spend more than 10 per cent of its income on fuel primarily because of low income, but also other factors such as poor insulation and inefficient or expensive heating systems. In Norwich, more than 10,000 households (17%) experience fuel poverty compared to 18% in England. In terms of energy efficiency, the average SAP²⁹ rating in Norwich is 47, compared to 51 for England and 71 in the Council's own stock.

Relevant Local Strategies & Plans

Green Deal. The Green Deal was introduced in October 2012 and is the Government's new scheme under which up-front funding is available for energy efficiency works, the cost of which is recouped through the householder's (reduced) fuel bills.

Housing Asset Management Strategy, 2012-13 aims to ensure that council homes are what current and future tenants want, are of the right type, in the right location, affordable, energy efficient and environmentally responsible. A key objective is to achieve the 'Norwich Standard' by 2017.

Environment Strategy 2011-2014 - the council's environment strategy serves as an overarching environmental policy for the council, sitting at a corporate level to provide direction for service-led environmental improvements.

Affordable Warmth Strategy 2012-2015 - the council's Affordable Warmth Strategy provides a coordinated framework for council services, partners and contractors in their activities to reduce fuel poverty in Norwich. It aims to improve the energy efficiency of the housing stock, reduce the number of households in fuel poverty and research and invest in new technologies.

9. Housing-related support and Independent Living

The council is committed to providing choice and supporting independent living wherever possible. To achieve this, we work with our partners to provide a range of different types of accommodation and levels of support for vulnerable people and those with specialist housing needs. For example, through our Care & Repair Service we provide aids and make adaptations to enable older people in the private

²⁷ The Norwich Standard focuses on complete home upgrade. This means work required in a property is all completed at the same time. This includes replacing kitchens and bathrooms, fitting new doors, rewiring, roofing and repairing heating systems.

²⁸ Greater Norwich Sub-region, Evidence base for a Housing Market: A study of housing need and stock condition, Opinion Research Services, June 2006

²⁹ The Standard Assessment Procedures (SAP) is the methodology used by the Department for Energy & Climate Change (DECC) for assessing and comparing the energy and environmental performance of dwellings. Its purpose is to provide accurate and reliable assessments of dwelling energy performances that are needed to underpin energy and environmental policy initiatives. It is generally agreed that a rating of 65 will remove the threat of fuel poverty.

sector to remain living independently at home for as long as possible. We have provided 342 Disabled Facilities Grants (DFGs) since 2008-09. A similar service is provided to our own tenants for whom 1,525 aids and adaptations have been provided during the same period. As part of our home options scheme, adapted council properties are advertised with an accessibility rating which ensures that applicants with a need for an adapted property are prioritised when it is allocated. We also work in partnership to deliver generic floating support to help people who are at risk of losing their home. Where independent living cannot be achieved, support is provided in a residential setting such as in hostels for young people.

Much of the housing support provided is funded through the Supporting People Programme which provides a mix of capital and revenue funding for a wide range of support services. A study³⁰ for the department of Communities and Local Government showed that the net financial benefit from the Supporting People programme is £3.41 billion per annum for the client groups considered against an overall investment of £1.61 billion. Not providing this support would lead to increased costs in the areas of homelessness, tenancy failure, crime, health and residential care packages. The model was adapted for local use and rolled out to local authorities. When applied in Norfolk, the model showed that the £16.4 million annual spending on housing support services in Norfolk generated a benefit £24.77 million. The highest cash benefit was from services for single homeless people with support needs in temporary accommodation, where spending of £2.72 million countywide generated benefits of £4.41 million.

Changes to Supporting People (SP) funding have been a catalyst for developing a more integrated approach to the commissioning of services with SP now part of the Integrated Community Health and Social Care Commissioning Team co-located within City Hall. In a climate of reduced public funding, the 2011-15 Housing Support Strategy seeks to achieve better integrated and more flexible and inclusive service delivery. Rather than continuing to target resources at named client groups, housing support provision falls under three broad headings:

- Low level preventative support
- Services for people who are marginalised
- Housing support for people with long term health/social care needs

The following figures show a breakdown of the numbers of Supported People funded units in Norwich which fall under the three broad headings above (the unit figures represent total service capacities, not a snapshot of individuals).

- Services for people who are marginalised (short-term based services) = 430 total units, or 42.1 per cent of Norfolk wide units
- Housing support for people with long term health/social care needs (long-term, accommodation based services) = 2,100 total units (28.9 per cent of Norfolk wide units). There is a particular need for housing with care and dementia beds.

Most Supporting People funded 'low level preventative support (floating support based)' services cross local authority boundaries, so a breakdown of these services for only Norwich cannot be accurately provided. However, the total unit capacity for these services which operate within the Norwich area (among other localities) is 1,689 units, or 40.5% of the total number of units across Norfolk.

Relevant Local Strategies and Plans

Housing Support Strategy 2011-15 published in 2010. The document sets out the vision, priorities, aims and strategic outcomes it intends to deliver through a housing support programme in Norfolk.

10. Economy

³⁰Research by Cap Gemini into the financial benefits of the Supporting People Programme, CLG 2009

The Government's national housing strategy, *Laying the Foundations*³¹, identifies housing as "crucial" for economic growth, social mobility and health and wellbeing.

Over the past decade housing construction, repairs and maintenance accounted for an average 3% of Gross Domestic Product (GDP). This clearly indicates that investing in housing and regeneration is a catalyst for generating economic activity and growth. Research³² by the Home Builders Federation shows that every new house built in the local area will directly create/support 1.66 construction jobs. Estimates suggest that each house constructed generates up to four extra jobs in the wider economy – in primary industries, manufacturing and services.

The Building Futures in Norwich scheme is an example of how the council, in partnership with the HCA, is making those important connections between homes and jobs. The innovative scheme provides a range of job opportunities for the unemployed and those who have just left training and live in the Norwich area. All contractors working on the City Council/HCA Partnership's housebuilding programme are contractually obliged to use "Building Norwich Futures" to ensure that that 10% of their workforce are new entrants to the labour market. To date 15 people have been helped into work, 2 of whom had been out of work for more than a year.

As well as housing helping to generate economic activity, the city's housing market and housing offer are key factors in attracting new business and investment to the city. It is vital that economic growth is matched by an adequate supply of homes in the right location and of the right type, size and tenure and at prices that are affordable.

National and Local Strategies & Plans

Economic Strategy - the economic strategy is currently under review. A revised document will be subject to consultation in early spring 2013.

11. Health and Wellbeing

Health inequalities

The Marmot Review 2010³³ sets out the evidence for a social gradient in health: the lower a person's social and economic status, the worse his or her health. Health inequalities arise from social inequalities – the conditions in which people are born, grow, live, work and age - and are a complex interaction of many factors such as housing, income, education, social isolation, disability.

The levels of deprivation in Norwich link to the wider social determinants of health and are associated with marked health inequalities in the city. On a range of 32 health and wellbeing profile indicators Norwich is significantly worse than England and the rest of Norfolk in relation to the following:

- Deprivation
- Proportion of children in poverty
- GCSE achievement
- Violent crime
- Long-term unemployment
- Physically active children and adults
- Teenage pregnancy (under 18)
- Hospital stays for self-harm

³¹ Laying the Foundations, DCLG, November 2011

³² Building the recovery: How tackling the housing crisis can rebuild local economies across the country December 2010

³³ Fair society, healthy lives, The Marmot Review, Strategic Review of Health Inequalities in England post-2010

- Drug misuse
- Early deaths from cancer

At its starkest, men living in the most deprived areas of Norwich will on average live 6.7 years less than men living in the least deprived areas. Across Norwich, the most significant clinical issues are cancers, circulatory system diseases, and respiratory system problems which contribute to three out of four deaths in Norwich³⁴.

Poor quality housing

The quality of housing has a significant impact on health and wellbeing together with the quality of the physical environment and neighbourhoods. The Building Research Establishment (BRE) has calculated that the effects of poor housing costs the NHS at least £600m per year³⁵. For example, poor quality housing is associated with an increased risk of cardiovascular diseases, respiratory diseases and depression and anxiety. In addition to the physical ill-health effects of fuel poverty, a study showed that people in fuel poverty were more than four times more likely to suffer anxiety or depression than people who could pay their fuel bills easily.³⁶

Environment and neighbourhoods

Neighbourhoods and the wider physical environment are just as important to an individual's health and wellbeing as the bricks and mortar. There is wide body of evidence that demonstrates living close to areas of green space can improve both physical and mental health. Opportunities for social contact, development of social networks and participation in the local community are also associated with positive health outcomes such as a reduced risk of depression and reduced morbidity and mortality.

Under the council's neighbourhood model, the four teams are focused on promoting social cohesion and creating a sense of place. They listen to residents and work with them and local businesses and partners to make changes and improvements to the local area. Teams also provide the initial response to incidents of anti-social behaviour. The financial inclusion team is geared toward helping people make the most efficient use of limited financial resources during the recession.

All of these activities help local people, in particular the more vulnerable, to feel more involved and in control of their lives which in turn helps them to be healthier and more resilient to external pressures.

Relevant Local Strategies & Plans

NHS Norwich Clinical Commissioning Group (CCG): Health and Well Being Strategy 2013-18. The council has worked closely with its partners in health to develop the local health and well being strategy which was formally endorsed by the council in November 2012. Drawing upon the Marmot Review 2010, the Norwich CCG strategy seeks to understand the health of the local population in terms of levels of deprivation, employment, training and GCSE achievement. The strategy sets out key priorities:

- to improve health and well being and
- to reduce health inequalities

The CCG strategy is embraced by the Norfolk Health and well being strategy which is being developed by the new (shadow) Norfolk Health & Wellbeing Board.

The “Healthy Norwich” programme includes a specific strand of activity that recognises that socio economic status affects health outcomes and seeks to reduce the numbers not in education, training or

³⁴ Health Profile 2012 (Norwich), DH, NHS

³⁵ Good housing leads to good health, BRE, CIEH, London 2010

³⁶ Health study of the Government's Warm Front programme cited in the NCC Affordable Warmth Strategy 2012-2015, p.

employment and promotes the living wage for those in employment. The programme also seeks to achieve an healthy urban environment, making health and well being a key consideration in urban planning and housing development and provision.

The **Joint Strategic Needs Assessment (JSNA)** provides a picture of the health and wellbeing needs of people across Norfolk, showing the range of inequalities affecting them. It provides information on services people already use and might need in the future, including a range of services aimed at improving health lifestyles so it is important to ensure it also includes relevant housing-related information. The countywide JSNA sets out localised data in district health profiles. The NHS Norwich CCG has utilised the Norwich health picture to develop its health and well being strategy to address local needs.

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Annex 2

Proposed Delivery Plan

It is proposed that the outcomes and priorities will be delivered through internal service plans and other council and partnership strategies. As illustrated below, the final published document will set out the actions to achieve the priorities, the service area responsible and the timescale for delivery. Progress will be monitored through the council's performance management framework.

Outcome 1: We want to ensure an adequate supply of good quality homes across all tenures			
Priority	Actions in 2013-14 service plans to support the priorities	Service Area Responsibility	Timescale
a) To build a minimum of 250 new council homes, let at social rent by 2018.			
b) To provide at least 8 new pitches for Gypsies and Travellers on good quality, well-managed sites by 2016.			
c) To meet the housing targets in the Joint Core Strategy/Local Plan, ensuring a balanced mix of housing types, sizes and tenures across the city.			
d) To identify funding and investment opportunities for the development of new homes.			
e) To bring at least 100 empty homes back into use by 2018			
f) To explore options for increasing the size of the private rented sector.			
g) To ensure that new homes are well designed and promote independent living.			

Outcome 2: We want our residents to have the choice of good quality, well-managed, affordable accommodation of different types and sizes across the city.			
Priority	Actions in 2013-14 service plans to support the priorities	Service Area Responsible	Timescale
a) To identify and remove barriers to residents who want to rent privately.			
b) To address mismatch between housing need and supply of council social rented accommodation.			

Outcome 2: We want our residents to have the choice of good quality, well-managed, affordable accommodation of different types and sizes across the city.

Priority	Actions in 2013-14 service plans to support the priorities	Service Area Responsible	Timescale
c) To ensure the continued provision of a high quality housing advice and options service.			
d) To prevent and remedy harassment and illegal eviction of private-sector tenants.			
e) To promote community cohesion and continue to tackle anti-social behaviour, domestic abuse and hate crime.			
f) To ensure the operation of a fair and transparent allocation scheme.			
g) To continue to develop council tenant involvement and empowerment.			
h) To improve the council's housing stock through a programme of upgrades and maintenance including new kitchens, windows and doors.			

Outcome 3: We want all vulnerable residents with a specialist housing need to have access to suitable accommodation, care and support.

Priority	Actions in 2013-14 service plans to support the priorities	Service Area Responsible	Timescale
a) To promote independent living through the provision of disabled facilities grants, discretionary loans and adaptations of council homes.			
b) To collaborate with Supporting People and the NHS Norwich Clinical Commissioning Group to ensure an integrated approach towards providing housing care and support to vulnerable groups and people with specialist housing needs			
c) To tackle and prevent homelessness and rough sleeping.			

Outcome 4: We want to improve economic prosperity in Norwich through a healthy and balanced housing market.

Priority	Actions in 2013-14 service plans to support the priorities	Service Area Responsible	Timescale
a) To review the council's options for intervening in the housing market to ensure a balance of housing types, sizes and tenures across the city to meet the economic needs of the city.			
b) To ensure that all new council-funded construction includes training and job opportunities for the workforce.			
c) Contribute to the delivery of the City Deal			

Outcome 5: We want to tackle poor housing and reduce health inequalities

Priority	Actions in 2013-14 service plans to support the priorities	Service Area Responsible	Timescale
a) To ensure that the strong links between housing and health are reflected in the Norfolk Joint Strategic Needs Assessment and the evidence base supporting the Healthy City Programme.			
b) To contribute to delivery of the Healthy City Programme by working with partners to deliver joint projects and initiatives to improve health in the city.			
c) To substantially reduce the number of hazardous, poorly managed and sub-standard privately rented homes through enforcement.			
d) To improve the energy efficiency of all homes in Norwich.			
e) To carry out research to improve our understanding of the condition of the private sector stock.			

APPENDIX 2

Housing Strategy 2013-2018

Consultation questions

1. Do you agree with the strategy's outcomes?
 1. We want to ensure an adequate supply of good quality homes across all tenures
 2. We want our residents to have the choice of good quality, well-managed, affordable accommodation of different types and sizes across the city.
 3. We want all vulnerable residents and those with a specialist housing need to have access to suitable accommodation, care and support.
 4. We want to improve economic prosperity in Norwich through a healthy and balanced housing market.
 5. We want to tackle poor housing conditions and reduce health inequalities.

Please suggest alternative outcomes.

2. Do you agree the strategy identifies the right priorities to achieve the outcomes?

Outcome 1

- a) To build a minimum of 250 new council homes, let at social rent by 2018.
- b) To provide at least 8 new pitches for Gypsies and Travellers on good quality, well-managed sites by 2016.
- c) To meet the housing targets in the Joint Core Strategy/Local Plan, ensuring a balanced mix of housing types, sizes and tenures across the city.
- d) To identify funding and investment opportunities for the development of new homes.
- e) To bring at least 100 empty homes back into use by 2018
- f) To explore options for increasing the size of the private rented sector.
- g) To ensure that new homes are well designed and promote independent living.

Please suggest alternative priorities.

Outcome 2

- a) To identify and remove barriers to residents who want to rent privately.
- b) To address the mismatch between housing need and supply of council social rented accommodation.
- c) To ensure the continued provision of a high quality housing advice and options service.

- d) To prevent and remedy harassment and illegal eviction of private-sector tenants.
- e) To promote community cohesion and continue to tackle anti-social behaviour, domestic abuse and hate crime.
- f) To ensure the operation of a fair and transparent allocation scheme.
- g) To continue to develop council tenant involvement and empowerment.
- h) To improve the council's housing stock through a programme of upgrades and maintenance including new kitchens, windows and doors.

Please suggest alternative priorities.

Outcome 3

- a) To promote independent living through the provision of disabled facilities grants, discretionary loans and adaptations of council homes.
- b) To collaborate with Supporting People, the NHS Norwich Clinical Commissioning Group and other partners to ensure an integrated approach towards providing housing care and support to vulnerable groups and people with specialist housing needs.
- c) To tackle and prevent homelessness and rough sleeping.

Please suggest alternative priorities.

Outcome 4

- a) To review the council's options for intervening in the housing market to ensure a balance of housing types, sizes and tenures across the city to meet the economic needs of the city.
- b) To ensure that all new council-funded construction includes training and job opportunities for the workforce.
- c) Contribute to the delivery of City Deal

Please suggest alternative priorities.

Outcome 5

- a. To ensure that the strong links between housing and health are reflected in the Norfolk Joint Strategic Needs Assessment and the evidence base supporting the Healthy City Programme.
- b. To contribute to delivery of the Healthy City Programme by working with partners to deliver joint projects and initiatives to improve health in the city.
- c. To substantially reduce the number of hazardous, poorly managed and sub-standard privately rented homes through enforcement.
- d. To improve the energy efficiency of all homes in Norwich.
- e. To carry out research to improve our understanding of the condition of the private sector stock.

Please suggest alternative priorities.

3. A summary of housing market information is contained in Annex 1 to the draft housing strategy and will be further developed during the consultation period. Does it provide the right type of data to inform the strategy?

If not, why not?

What additional information should it contain?

4. Do you have any additional comments you would like to make on the draft housing strategy?