



PART A:	MATTERS DEALT WITH UNDER DELEGATED POWERS
REPORT TO:	POLICY AND RESOURCES COMMITTEE
DATE:	19 MARCH 2020
REPORT OF THE:	HOUSING SERVICES MANAGER KIM ROBERTSHAW
TITLE OF REPORT:	RYEDALE HOUSING STRATEGY REVIEW AND ACTION PLAN 2015-2021
WARDS AFFECTED:	ALL

EXECUTIVE SUMMARY

1.0 PURPOSE OF REPORT

- 1.1 To provide a progress update on the delivery of the Housing Strategy Action Plan updated for 20/21, at Appendix 1

2.0 RECOMMENDATION(S)

- 2.1 It is recommended that:

- (i) the progress update is noted and the revised Action Plan for 20/21 is agreed

3.0 REASON FOR RECOMMENDATION

- 3.1 The Action Plan, with its timetable for implementation, addresses the priority housing issues within Ryedale. It enables the Council to respond to the priorities within the agreed York, North Yorkshire and East Riding Housing Strategy. It provides an effective programme of specific proposals to be undertaken and allows for the monitoring of the effectiveness of the strategy in meeting housing needs. Progress has been made against the strategy which has been included in the progress review of the Action Plan.

4.0 SIGNIFICANT RISKS

- 4.1 The Action Plan identifies appropriate steps to address housing needs within Ryedale. There are no significant risks associated with the recommendations of this report.

5.0 POLICY CONTEXT AND CONSULTATION

- 5.1 The delivery of the Action Plan supports the Council's aims of meeting housing need in the District and creating the conditions to create economic success.

REPORT

6.0 REPORT DETAILS

- 6.1 The Action Plan is reviewed on a regular basis, the last review was 2018.
- 6.2 The purpose of the Action Plan is to provide a framework for meeting the housing and housing related needs of the District until 2021.
- 6.3 The 2015/21 Ryedale Housing Strategy Action Plan aligns with the focus of the York, North Yorkshire and East Riding Housing Strategy and the Local Enterprise Partnership, specifically around the stated aim to double house building and triple affordable housing delivery. This is the last year of the overarching strategy, this will be reviewed during the next 12 months.
- 6.4 Ryedale will also be reviewing its priorities and targets over the next 12 months in order to develop a five year strategy from 2021. Ryedale will look at the sub regional priorities and develop the alignment where appropriate.
- 6.5 The Council's Action Plan therefore currently aligns with the overarching strategy and provides the local context. The annual revised Local Action Plan for member approval is at Appendix 1.
- 6.6 Evidence supporting the proposals within the Ryedale Strategy Action Plan is presented against five main themes, these are the focus of the York, North Yorkshire and East Riding Housing Strategy and ensures the alignment across the areas.
- **Affordability and the supply of homes**
 - **Working within our geography**
 - **The housing needs of our community**
 - **Understanding and improving the quality of our housing stock**
 - **Addressing the needs of homeless households**
 - **Vulnerable households and those with support needs**
- 6.7 There are 9 priorities within the Sub Regional Strategy and the Ryedale Housing Action plan puts local proposals forward to meet these priorities.

Sub Regional Issue	Sub regional Priority and priorities for Ryedale
Affordability & Supply	1. Work with partners to increase the supply of good quality new housing across all tenures and locations (in line with Local Plans/site allocations).
Geography	2. Ensure that our housing stock reflects the needs of urban, rural and coastal communities
Demography	3. Ensure that our housing stock meets the diverse needs of our communities at all stages of their lives

Sub Regional Issue	Sub regional Priority and priorities for Ryedale
Quality	<p>4. Via policy guidance and negotiation, ensure new homes are of high design and environmental quality</p> <p>5. Continue to ensure that we make best use of our existing stock and that it is of a decent quality and meets the needs of our communities</p> <p>6. Ensure all homes have a positive impact on health and well being and are cheap to run</p>
Homelessness, Vulnerable Households & Specific Needs Groups	<p>7. Continue to reduce homelessness</p> <p>8. Ensure Housing is allocated fairly and on the basis of need</p> <p>9. Provide appropriate housing and support for those with specific housing needs</p>

6.8 Meeting our priorities for Ryedale

The Council continues to work well across the priorities since the last review in 2018, however progress needs to continue to be made in certain areas

- Expected outturn for 2019/20 is 102 affordable homes , this means we have met the annual target of 75 affordable homes for the second year running with 100 properties developed in 2018/19
- Market delivery has remained in line with the local plan requirements, with an average of 264 new homes delivered each year over the past 5 years, against a target of 200
- No progress has been made on developing Community led Housing despite partnering with the Community First Yorkshire (CFY) to undertake community engagement. The partnership arrangements runs until March 2021. Workshops have been developed across the district and CFY together with the Rural Housing Enabler will continue to market this opportunity through the work with parish councils
- Further work needs to be undertaken on bringing empty properties back into use to maximise as affordable housing. An additional staffing resource in 2020 will champion this priority in partnership with registered social landlords and the purchase and repair of empties and through private owners with Empty property loans and grants.
- The council will also look at the purchase of additional shared housing to improve access to affordable housing for younger members of the community
- In order to plan for the development of various initiatives a Housing Investment programme will be presented to members to look at increasing housing across all tenures
- During 2020/21 further progress needs to made on the 2 identified exception sites within the district with planning permission expected during 20/21

- We need to continue to champion rural housing through the Rural Housing Network, in 2019/20 23 of the 102 affordable homes have been delivered in rural settlements
- The department prepared for the extension to the mandatory licensing scheme for Houses in Multiple occupation, with an additional 9 licenses issued since the last review improving the standard of accommodation and securing around 3K additional income for the authority, however there are still around 10 licences outstanding, these are a priority for completion in early 20/21
- Continue to provide a wide range of affordable housing, in particular for older people through extra care provision, with 73 units already delivered in Pickering and Helmsley throughout 18/19 and 19/20
- White Rose Home Improvement Agency has continued to perform well with 92 Disabled facilities Grants delivered in 18/19 and 86 in the first 3 quarters of 19/20, with the full budget allocation spent or committed. The promotion of the wellbeing service and the handyperson's service needs to be prioritised for Ryedale in 20/21
- We will continue to work closely with all partners and across North Yorkshire to communicate our aspirations and needs around quality and size of affordable housing ensuring housing are part of the early discussions with developers and registered social landlords
- The marketing of the Council's private sector grants and loans program needs to be increased, although we are dealing with current enquiries there have been only 2 completions within 2019/20, this program assists in improving disrepair for owner occupiers with low incomes, the community needs to be aware of the services available and how to access them
- We have had excellent results in terms of partnership working and attracting funds around Energy Efficiency measures, as well as our continued grants program in partnership with other Local Authorities and Yorkshire Energy Solutions we have attracted over £260K funding from the Warm Home Fund and a further for £334K the next 2 years for the Warm and Well Single Point of Contact.
- We have recruited an additional staffing resource for the Ryecare service in order to develop a marketing plan and improve income generation for the service for 20/21
- We have experienced lots of changes in homelessness legislation which has meant the production of meaningful data has been very difficult, by the end of March 2020 we will be in a position to have 2 years of data in order to allow comparisons, trends and areas for development to be visible
- A new draft homelessness strategy has been completed in order to provide a framework for our priorities over the next 5 years, this will be in place by April 2020
- A review of the North Yorkshire Home Choice has taken place over the past 12 months to take into account changes to legislation, the partnership will change during 2020/21 with the withdrawal of the City of York council early 2021, we need to ensure this does not have an adverse effect on the Ryedale community

- Tara Park is now managed in house and we have increased the number of pitches occupied from 5 to 9 from September 19, there is still work to do and the site needs to be promoted across our partners
- NYCC are re commissioning support services across the area, district and boroughs need to work closely with them to mitigate the effects for Ryedale. In particular the review of the young people's pathway which is taking place during 2020/21
- During 19/20 a full review of the Council's safeguarding Policy and Procedures was completed, in addition an audit was completed and a full action plan to implement recommendations. The Council's will continue to promote and train its staff to ensure we are all aware of our combined corporate responsibilities.

6.9 **Key Achievements since the last review in 2018**

Priorities

Working with partners to increase the supply of good quality housing across all tenures and locations

Ensure our housing stock reflects the needs of our communities

Via policy guidance and negotiation, ensure new homes are of high design and environmental quality

- 100 affordable homes developed 1 April 18 to 31 March19 across Ryedale against a target of 75
- 78 Affordable homes developed so far 1 April 2019 to February 2020
- Achieved a start on site with the large Broadacres scheme for 56 units under the Homes England (HE) Shared Ownership Affordable Homes Programme (SOAHP) at Rainbow Lane, Malton. (expected completion March 2020)
- Contracted with Community First Yorkshire (CFY) to provide community engagement relating to community led housing across Ryedale. During 2018-19, CFY has publicised community led housing across Ryedale and held events in and around the District. They've also been to several Parish Councils and other rural groups. Although there has been some interest, so far no rural communities have decided to form a group in order to move things forward.
- Continue as a member of North Yorkshire Authorities Property Partnership – One Public Estate (NYAPP OPE) – working to co-ordinate the use of public assets to enable the better delivery of public services, economic regeneration, housing and to deliver revenue savings and capital receipts. Monies have been provided to support the development of the new public services Hub in Malton and re-development of the Ryedale House site for housing.

Continue to make use of our housing stock and ensure it is of a decent quality to meet the needs of our communities

- Working with parish councils on two exception sites across Ryedale, one housing needs survey completed, a further one in spring 2020.
- During 2018/19- 4 enquires received regarding the following:

Empty property Loans/Grants, HMO Loans/Grants, Property Improvement Loans, 3 Property improvement loans completed.

During 19/20- There have been 1 Property Improvement Loan and 1 Landlord Improvement Loan, currently progressing 5 enquiries with owners

- There were 42 Service requests in respect of private sector housing and disrepair in 2018/19, this figure is 56 so far this financial year
- 18 Planning consultations undertaken throughout 18/19 in relation to caravan sites and change of usage to Houses in Multiple Occupation (HMO). Only 3 so far in 19/20
- 3 Caravan site licenses issued in 2018/19 and a further 5 so far in 19/20
- 9 Houses in Multiple occupation Licenses issued in 18/19 and 19/20

Ensure that our housing stock meets the diverse needs of our communities at all stages of their lives

- Partnership working with the North York Moors National Park Authority to deliver a 61 apartment extra care facility at Bransdale View, Helmsley. This incorporates 40 shared ownership and 21 rented properties
- During 2018/19 there were 92 Disabled Facilities Grants (DFGS) completed, 147 Well-being visits and 827 Handyperson referrals with a service provided, either a small repair or a minor adaptation. So far this year, 86 DFGs, 146 wellbeing visits and 557 handyperson's referrals.
- 4 Statutory Notices served in respect of improvement notices and prohibition orders to improve the condition of the private rented sector, this has increased significantly to 13 this year. Earlier action is being taken due to the introduction of Retaliatory eviction.
- Review of management arrangements for Tara Park traveller's site, resulting in the service being brought in house

Ensure all homes have a positive impact on health and wellbeing and are affordable to run

- Working in partnership with Citizens Advice Bureau on the Warm and Well project - part of a consortium bid with North Yorkshire from British Gas Action Trust, £334K to be utilised across North Yorkshire from practical measures, events and home visits.
- ECO Flex Statement of Intent issued in collaboration with Scarborough, Hambleton and Richmond. 20 residents have access this funding.
- Minimum Energy Efficiency Regulations training delivered to 18 landlords across Ryedale
- Warm Home Fund successful bid of £268,529K to help 20 owner/occupiers in Ryedale and 30 landlords across Ryedale, Scarborough and Hambleton to access gas connections and boilers, to date 24 properties have benefited from this funding.
- Fuel poverty research commissioned for North Yorkshire to supplement funding bids
- 9 Energy Efficiency grants issued in 18/19, 6 so far this year.
- Negotiated to extend the Richmondshire contract with Ryecare until March 2021. Handling all their lifeline, telecare, out of hour housing repairs and emergency calls, protecting income to the service
- During 19/20 worked in partnership with the White Rose home Improvement Agency, handyperson's service and upgraded batteries and pendants to 150 private Ryecare customers
- During 18/19 over 350 lifelines throughout the district have been replaced with newer models. A further 200 have been refurbished with new battery packs and pendants. A

major achievement in such a rural area. This ensures that Ryecare is ready for the change from analogue to digital in 2023.

- Undertook a Customer Satisfaction Survey. The results proved that 100% of those questioned think Ryecare provides an excellent service which is friendly and polite. 98% of customers want the call centre to stay local. Very positive comments praising the service and its staff. A further survey will be completed in July 2019.

Continue to reduce homelessness

Ensure housing is allocated fairly and on the basis of need

- There were 479 housing enquiries to the Housing Options team in 18/19. For the first 9 months of 19/20 this has been 275. Due to the introduction of the drop in services, many customers are being dealt with at first point of contact. Since 1 October 19 to 31 December 2019 we have dealt with 147 customers, it is imperative that these going forward are included within the statistics to ensure accurate records of service delivery.
- As at April 2019 there were 564 applicants waiting for social housing in Ryedale on North Yorkshire Home Choice this is a reduction from 618 as at April 2018, as at 4 Feb 2020 there are currently 598
- The Homelessness Reduction Act was implemented in April 2018 with new ways of working. All changes in placed and staff fully trained.
- Considerable training with internal staff and partners to provide understanding of the legislative changes
- Implemented new IT system for homelessness casework with customer portal available for self service
- In 2018/19 there were 193 households homelessness or at risk of homelessness, during this time 120 households were prevented from losing their accommodation or found alternative accommodation. In the first 6 months of 19/20, there were 64 households who were homeless or threatened with homelessness and during the same time 53 households were either prevented from losing their accommodation or found suitable alternative accommodation.
- 15 Households were accepted as homeless in 18/19 , so far in 19/20 this is 8
- The average stay in temporary accommodation, for those accepted with a full homeless duty was 20 weeks in 2018/19, with none of these being in bed and breakfast. In 2019/20, this has increased to 21 weeks, with only 2 days in Bed and Breakfast, used as an emergency (does not include any families)
- Old Railway Court has undergone a cycle of update and redecoration within the flats
- Developed a Local Lettings Policy with Impact Housing for 35 flats in the Malton area
- There were 113 young people supported the homeless prevention part of the Young Person's Pathway, with a 69% homeless prevention rate. In the first 3 quarters in 19/20 this is 87, with a 75% prevention success rate
- 29 new residents accommodated at Derwent Lodge throughout 18/19, so far this year we have had 17 new residents
- 28 residents moved on from Derwent Lodge during 18/19, this has been 16 in 2019/20
- Improved links with mental health services and providers locally through the Rough Sleeper Coordinator
- Received £66k funding to employ specialist officers to deal with rough sleepers and intensive housing support services, additional continuation funding has also been received for 20/21
- Presentation given at National NPSS conference by Officer in relation to the homelessness strategy
- Held a successful landlords forum which was well attended

- Relationship developed with local Credit Union and drop in established at RDC to assist customers with accessing budgeting accounts, affordable lending and savings

Provide appropriate housing and support for those with specific housing needs

- Successfully lobbied for a separate MACE (Multi Agency Child Exploitation) meeting in Ryedale to address local issues involving the exploitation of young people
- Developed new Community Safety delivery plan in line with County objectives
- Developed relationship with Community First Credit Union to provide financial services for local financially excluded individuals
- Hosted loan shark training for staff and multi-agency partners
- Developed new Safeguarding Policy and Procedure
- Hosted Hope for Justice modern slavery training for staff and multi-agency partners
- Hosted British Red Cross presentation
- Supported Safeguarding Week 2018 and 2019 through media, organising and hosting public awareness session in Malton and again in 2019
- All licensed taxi drivers trained in basic safeguarding awareness
- Hosted domestic violence awareness session in Oct 18 and again in 2019 for staff and partner agencies.
- Hosted Dementia Friends Training in both 2018 and 2019
- Hosted Gang master Labour abuse authority- Modern Slavery training in 2019
- Hosted drugs awareness training in Dec 18
- Provided Prevent (Counter terrorism) Training to 104 officers/members/partners throughout 18/19 and a further 77 so far in 2019/20

7.0 Current Work Priorities

7.1 *Housing Investment programme and development opportunities*

In the process of developing a five year Housing Investment Programme (HIP).

The HIP will look at development opportunities in the private market as well as delivery of affordable housing. We will explore the options to undertake direct delivery to pursue provision of housing, in order to improve the delivery of affordable housing and where possible deliver a commercial return. An internal working party has been set up and recommendations will be brought back to members for discussion.

7.2 *Redevelopment of the Railway Tavern*

The Railway Tavern, Norton has been purchased for refurbishment to provide 7 x 1 bedroom self-contained flats and 1 x studio flat. This will provide move on accommodation from Derwent Lodge, and will be grant funded through the Homes England Move on Fund.

A planning application was submitted January 2020, with a start on site anticipated around May 2020, with completion spring 2021.

7.3 *Housing Strategy 2021-2026*

During 20/21 we will looking at a new Housing Strategy for the district when the current 5 year plans ends in March 2021. We will be working across the authority with officers, members and partners to develop our housing priorities for the next 5 years. The emphasis needs to be around meeting the priorities for housing within the Council Plan;

- Quality homes people can afford
- More affordable homes, also utilising our assets
- High quality homes addressing fuel poverty issues

7.4 *Homelessness and Rough Sleeper Strategy 2020-2025*

A draft of the strategy will be brought to SMB in February with a report to Policy and Resources in March 2020 this will set out the Council's priorities in relation to the prevention of homelessness across the district.

7.7 *Private Rented Sector Housing (PRS)*

Energy Efficiency- Investigate and Implement an External Wall Insulation Project as well as funding for future projects to increase affordable warmth.

Licence a further 10 Houses in Multiple Occupation bringing in extra income for the authority.

Develop a marketing plan to raise awareness of the availability of private sector grants and Loans in the District.

7.9 *Ryecare*

Marketing and Business Plan to be reviewed , with emphasis on promoting the service to the local area, increasing income and adding value to the service provided to our local residents.

Customer satisfaction surveys to be undertaken in 2019 to improve the service tailored to customer's needs.

Need to work closely with clients Selby DC and Richmondshire DC in preparation from changes to digital phone lines

7.10 *Devolution for York and North Yorkshire- Housing*

Keep aligned with the development of the housing asks and that issues affecting Ryedale are represented,

Main themes are around;

- Energy efficiency of existing homes
- Energy efficiency of new homes
- Skills
- Additional powers, around increasing affordable housing provision

8.0 **IMPLICATIONS**

8.1 The following implications have been identified:

- a) Financial

There is currently provision within the revenue budgets to implement these proposed actions which are based upon internal and external funding sources, any changes to the revenue budget may have an effect on this. Some of the actions are dependent on an internal Homeless Prevention Grant and NYCC funding, the continuation of these could change at any time. The provision of capital funding/borrowing for projects would need to return to Members for authorisation. In addition if there are any financial implications for implementing the Action Plan that are beyond currently agreed budgets these will be brought back to Members for authorisation.

Most of the funding for specific projects is provided externally

19/20 -20/21

£84,300, provided through Central Government to provide revenue assistance for promoting Community led housing,

£19K, Homeless prevention budget

£66K MHCLG funding for Rough Sleepers initiative and to provide a Support lettings officer, additional £50K continuation funding to run the projects until March 2021

£70K NYCC funding for Young People's Pathway (review in 20/21, new services to be commissioned October 2021)

£40K MHCLG Flexible homelessness support grant

£21K MHCLG New Burdens Funding- 20/21

Better Care Funding for the provision of Disabled facilities grants, handyperson's and wellbeing services

Commuted Sums to provide part time Rural Housing Enabler

b) Legal

There are no legal implications for the Council in that the proposals within the Action Plan will be consistent with the Council's strategic responsibility for the provision of housing services.

c) Equality and Diversity

A full equalities impact assessment has been undertaken in respect of the York, North Yorkshire and East Riding Housing Strategy, which this Action Plan seeks to implement.

d) Climate Change

The energy efficiency work undertaken would provide a positive impact resulting from the successful bids and reduction in fuel poverty and so reduce Carbon Dioxide Emissions.

9.0 Next Steps

During 20/21 we will be developing a new Housing Strategy Action Plan, looking at our priorities for the next 5 years. This is will be undertaken corporately with consultation with key stakeholders, members and working collectively across North Yorkshire.

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Background Papers:

Appendix 1 Housing Strategy Action Plan Update March 2020

Background Papers are available for inspection at:
Housing Section, Ryedale House