

# **London Borough of Richmond upon Thames**

## **Housing Strategy 2008-2012**





## Albanian

Nese keni veshtersi per te kuptuar kete botim, ju lutemi ejani ne receptionin ne adresen e shenuar me poshte ku ne mund te organizojme perkthime nepermjet telefonit.

## Arabic

إذا كانت لديك صعوبة في فهم هذا المنشور، فنرجو زيارة الإستقبال في العنوان المعطى أدناه حيث بإمكاننا أن نرتب لخدمة ترجمة شفوية هاتفية.

## Bengali

এই প্রকাশনার অর্থ বুঝতে পারায় যদি আপনার কোন সমস্যা হয়, নিচে দেওয়া ঠিকানায় রিসেপশন-এ চলে আসুন যেখানে আমরা আপনাকে টেলিফোনে দোভাষীর সেবা প্রদানের ব্যবস্থা করতে পারবো।

## Farsi

اگر در فهمیدن این نشریه مشکلی دارید لطفا به میز پذیرش در آدرس قید شده در زیر مراجعه نمایید تا ترتیب ترجمه تلفنی برایتان فراهم آورده شود:

## Gujurati

જો તમને આ પુસ્તિકાની વિગતો સમજવામાં મુશ્કેલી પડતી હોય તો, કૃપયા નીચે જણાવેલ સ્થળના રિસેપ્શન પર આવો, જ્યાં અમે ટેલિફોન પર ગુજરાતીમાં ઇન્ટરપ્રિટીંગ સેવાની ગોઠવણ કરી આપીશું.

## Polish

Jeżeli masz trudności ze zrozumieniem tej publikacji, proszę pójść do recepcji (adres jest podany poniżej), gdzie możemy zorganizować tłumaczenie przez telefon.

## Punjabi

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਪਰਚੇ ਨੂੰ ਸਮਝਣ ਵਿਚ ਮੁਸ਼ਕਲ ਪੇਸ਼ ਆਉਂਦੀ ਹੈ ਤਾਂ ਹੇਠਾਂ ਦਿੱਤੇ ਗਏ ਪਤੇ ਉੱਪਰ ਰਿਸੈਪਸ਼ਨ 'ਤੇ ਆਓ ਜਿੱਥੇ ਅਸੀਂ ਟੈਲੀਫੋਨ ਤੇ ਗੱਲਬਾਤ ਕਰਨ ਲਈ ਇੰਟਰਪ੍ਰਿਟਰ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

## Urdu

اگر آپ کو اس اشاعت کو سمجھنے میں کوئی مشکل ہے تو، براہ کرم نیچے دیئے ہوئے ایڈریس کے استقبال پر جا کر ملیئے، جہاں ہم آپ کیلئے ٹیلیفون انٹرپرائیٹنگ سروس (ٹیلیفون پر ترجمانی کی سروس) کا انتظام کر سکتے ہیں۔

If you would like a copy of this document in Braille, large print, on audiotape, or in a community language, please contact us on 020 8831 6017.

London Borough of Richmond, Civic Centre, 44 York Street, Twickenham, TW1 3BZ

## **Councillor Forward**

As the Cabinet Member for Adult Services, Health and Housing I am delighted to present our new Housing Strategy, which runs from 2008 to 2012. The strategy sets out the key housing priorities for the borough now and in the future and our plans for achieving them.

The priorities are based on robust evidence, incorporating key national, regional and local policy agendas and have undergone considerable consultation with stakeholders.

Since the last Housing Strategy 2004-2008 we have achieved significant successes for residents. We have reduced levels of homelessness in the borough, meeting the Government's temporary accommodation targets two years in advance of the 2010 deadline; addressed poor housing conditions, especially for the most vulnerable; and provided more affordable homes.

However, we still face many ongoing issues as well as some newer challenges, such as the effects of the current economic downturn on the housing market and the need to adapt to climate change.

Richmond upon Thames is still the highest priced outer London borough for housing. Because of this, affordability is a real issue with many households not being able to rent or buy property at market levels. Like most other London boroughs housing need and homelessness are key concerns, but Richmond faces these issues with the fourth smallest social housing sector in London. We will respond to this while remaining realistic about prioritising resources and helping those in most need.

We are committed to delivering more affordable homes, including supported housing for vulnerable households, but many of the positive elements that make the borough such an attractive place to live such as parks, green spaces, conservation areas and listed buildings also limit the availability of potential sites.

Much of the housing stock in the private sector is old which brings associated issues around condition and energy efficiency. The borough also has a greater proportion of older residents compared to other London boroughs. As a result, a large number of older households lack central heating, especially in the private rented sector. Our strategy will help to develop greener and more energy efficient homes in the borough.

While Richmond upon Thames is generally affluent, there are five areas of relative deprivation where there are a number of less well off residents many of whom face higher levels of unemployment, lower skill levels and poorer physical and mental health. We need to ensure the Housing Strategy contributes to our corporate objectives of tackling inequalities and disadvantage.

The Housing Strategy 2008-2012 sets out these issues and challenges, our priorities, our resources, what action we and our partners will take and how, over the lifetime of the strategy, we will deliver better housing outcomes for borough residents.

Cllr Denise Carr  
Cabinet Member for Adult Services, Health and Housing

# Contents

Introduction to the Housing Strategy	1
Borough Profile	7
Housing in Richmond upon Thames	13
More Affordable Homes	19
Better Quality & Greener Homes	25
Preventing Homelessness	35
Supporting Independent Living	43
Understanding & Influencing the Housing Market	52
Promoting Housing Choice	62
Creating Thriving Communities	68
Resources	75
Action Plan	82
Bibliography	102

# Introduction to the Housing Strategy

## Background

The London Borough of Richmond upon Thames Housing Strategy sets out the borough's housing plans for the period 2008-2012. The strategy has been developed by reviewing national and regional policy as well as current thinking around best practice and improving performance. It also reflects the Council's and our partners' priorities outlined in the Corporate and Community Plans as well as the National Indicator Set and Local Area Agreement (LAA) targets. The Housing Strategy Evidence Base has also provided detailed local evidence on which the objectives and actions in this document have been based.

The Council's last Housing Strategy covered the period 2004-2007. Since this strategy was published there has been both continuity and change in the housing problems facing Richmond upon Thames. Whilst action taken so far on preventing homelessness and tackling poor house conditions has been successful they both still remain key issues facing the borough. Housing has also continued to become increasingly unaffordable.

However, there has also been increasing attention on newer issues such as greener homes and climate change, as well as a focus on five areas of relative disadvantage, where residents experience poorer life chances compared to those living in more affluent parts of the borough. The impact on the housing market of the credit crunch and current challenging housing market conditions are also new issues.

The policy context has also changed rapidly since the last strategy, such as the Government's new agenda on 'place-shaping', LAAs and the strategic housing role of local authorities. This strategy therefore responds to existing housing issues and emerging ones as well as addressing the continually changing policy context.

## Why good housing is important

Good housing is important for a number of reasons. At the most basic level it provides essentials of life such as water, heating and shelter. Poor housing can impact on the health of our residents, as recently outlined in our 'Joint Strategic Needs Assessment' (2008). National research has highlighted links between damp housing and respiratory illness and overcrowding with tuberculosis. Homeless households are also more likely to experience poor physical and/or mental health. Housing can also impact on the general well being and life chances of residents. Overcrowding may impact on children's ability to study at home whilst children living in temporary accommodation are more likely to have poor educational attainment.

Housing can also enable people to live independent lives; such as when built to Lifetime Homes and wheelchair accessible standards. This can allow an older person or disabled person to remain living in their own home independently. For people owning their own home housing can be a financial asset whilst private renting can offer renters flexibility and the ability to move quickly (such as when responding to job changes or at the beginning of a career) to another area. Affordable housing can allow people to gain access to home ownership opportunities or social rented housing, enabling them to stay within and contribute to the development of

communities. Provision of the right type of housing, in sufficient amounts, is therefore of importance to residents in the borough.

Good housing is also important with greener homes contributing to wider aims to tackle climate change and energy efficiency. Sensitive housing development also contributes to wider planning policy, such as maintaining green spaces, increasing play space for children and designing out crime.

In the recent Local Government White Paper (2006) the Government outlined the importance of housing, it being “at the heart of achieving the social, economic and environmental objectives that shape a community and create a sense of place” highlighting the role that housing can have in anchoring people, services and the economy to an area.

### **Why develop a housing strategy?**

A housing strategy is important in order to address the housing problems facing the borough and put forward plans for implementation by the Council and its key partners. It also allows key stakeholders and residents the opportunity to comment and contribute to our housing plans. The strategy document offers us a framework to take forward our plans in a methodical manner, each year reporting on what progress we have made via an annual review of the strategy action plan.

The strategy also ensures our plans take account of and incorporate local research and that we take into consideration the policy context and wider links to planning, health, social care, economic development and well-being issues.

This Housing Strategy incorporates our objectives and actions on homelessness and the full Homelessness Strategy forms Appendix A.

### **The strategy process**

The strategy was developed via a review of national, regional, sub-regional and local policy and guidance. Best practice, such as the current IDeA strategic housing initiative ‘Community Leadership and the Strategic Housing Role in Local Government’ (2007) and the Audit Commission’s ‘Key Lines of Enquiry’ was also reviewed. It was also informed by the National Indicator Set (2008) and best practice information on improving performance. The Community and Corporate Plans and LAA targets also influenced the strategy objectives. In addition to these reviews a Housing Strategy Evidence Base was developed, which provided detailed local information on which to base our priorities, objectives and actions. This can be found in Appendix C.

A Steering Group of stakeholders, including housing providers reviewed the evidence base, policy and best practice documents from which the key priorities are derived. The actions in the strategy were then prioritised during consultation with stakeholders.

### **The Housing Strategies Key Priorities**

The key priorities of the strategy are:

- More Affordable Homes
- Better Quality and Greener Homes
- Preventing Homelessness
- Supporting Independent Living
- Understanding and Influencing the Housing Market
- Promoting Housing Choice

- Creating Thriving Communities

### **Cross Cutting Themes Running Through the Housing Strategy**

Throughout the strategy process the Steering Group was asked to comment on any issues with regard to value for money, equalities and the impact of Self Directed Support (SDS) (this is where care and support budgets are individualised allowing the person to have greater choice and control over services). These three issues became cross cutting key themes which we have tried to address throughout the strategy.

#### **Equalities**

As part of the evidence base and key priorities we have tried to collect as much available housing data as possible as well as views and research on potential equalities issues within the strategy. The London Borough of Richmond's Ethnic Minority Action Group (EMAG) and a black, minority ethnic (BME) housing association, Inquilab, formed part of the Steering Group for the strategy, as did Hestia, a supported housing association dealing with vulnerable households with mental health issues.

As part of the consultation process we received detailed responses from Richmond's Lesbian Gay Bisexual and Transgender (LGBT) Forum as well as consulting with the Race Equality Partnership. Part of the strategy process includes carrying out an Equalities Impact Needs Assessment (EINA). This reviews the impact the strategy has on the key equalities strands. We have incorporated key actions from the EINA within the Housing Strategy.

**Key Implication** – whilst diversity issues will be addressed in all our strategy work we will work on at least one specific equalities

issue per year. In 2008/09 and 2009/10 these will be BME and LGBT housing issues.

#### **Value for Money**

In 2005 the Gershon Review required local authorities to achieve value for money efficiency savings over the period 2004/05 to 2007/08. More recently the Comprehensive Spending Review (2007) set further targets for value for money. The Audit Commission's key lines of enquiry also review whether value for money has been addressed within a local authority's strategic housing role. London Borough of Richmond's Corporate Plan 2008-11 also highlights the need to demonstrate to the community that the Council is delivering value for money and continuous improvement.

**Key Implication** – The strategy has targeted specific actions on value for money whilst it will also be considered for all initiatives.

#### **Self Directed Support (SDS)**

We have tried to ensure the strategy is 'future proofed' wherever possible. Consultation workshops for the 'Supporting Independent Living' priority within the strategy emphasised concerns that sheltered and supported housing providers have around the potential impact of SDS and this is likely to become increasingly important during the life span of the strategy.

**Key Implication** – The strategy will ensure we review the impact of SDS with regard to sheltered and supported housing.

#### **Housing Strategy Evidence Base & Homelessness Review**

The strategy is supported by, and should be read in conjunction with, the Housing Strategy Evidence Base which provides the

factual basis for the strategy and the drivers for many of the actions within this document. The Homelessness Review (2008) also provides evidence on homelessness within the borough.

### **The Strategy Structure**

There is a chapter on each priority including background to the topic, policy context, local evidence, objectives and actions. These seven priorities will run for the full length of the strategy from 2008-2012.

Under each priority there are a number of key objectives. These have been developed from the key implications that the evidence base, our statutory responsibilities, government policy and the Council's (and its stakeholders') priorities have highlighted. These implications are outlined in blue boxes. Objectives will also run the full length of the strategy from 2008-2012, but will be reviewed to ensure they remain relevant in early 2010.

Under each objective there are a number of actions that set out the specific work the Council, or its partners, will take to achieve the objective. Actions have been outlined in detail for the period 2008/09 and 2009/10. There will be an updated action plan for 2010/11 and 2011/12, produced at the end of February 2010.

We have also outlined key outcomes that the Council and its partners have already achieved in light grey boxes.

Other chapters provide context, and there is also a section on resources and an action plan.

### **Consultation and Resident Involvement**

We consulted widely during the development of the Housing Strategy, seeking the views and opinions of external and internal partner agencies, including Registered Social Landlords (RSLs), voluntary and community organisations and residents via the following methods:

- A series of workshops and presentations to key stakeholders.
- Emails to 200 organisations in the borough.
- Richmond Council website.
- Residents' version sent out to libraries, GP surgeries, Council offices, RSL Offices and Resident Associations.

All of the feedback received was collated, analysed and taken into account to inform the final version of the strategy. The workshops were particularly successful; each one based around one of the seven housing priorities providing an opportunity for key stakeholders to outline potential issues and gaps as well as helping to inform and prioritise our action plan. A report detailing the findings of the consultation will be produced and distributed to those who participated in the consultation. The report's appendix contains a list of stakeholders who took part in the consultation.

### **Regional and Sub-regional Policy**

Whilst the majority of national, regional and sub regional policy is discussed within the seven priority chapters, an overview of key issues is provided, contextualising the regional, sub regional and local position.

### **The Mayor's Housing Priorities/Greater London Authority (GLA)**

Earlier this year there was a change of administration at the GLA with Boris Johnson becoming Mayor of London. As such the previous Draft Housing Strategy (2007) was withdrawn and a new strategy is to be produced which will reflect the new Mayor's manifesto commitments and housing priorities. The Mayor has published several housing priorities which give a broad outline of his agenda around housing and planning issues. These include:

#### **Affordable Homes**

The Mayor's priorities on affordable homes include a target of 50,000 new affordable homes to be delivered by 2011. He will also scrap the requirement that 50% of all new housing developments in London are affordable, working with boroughs to negotiate agreed delivery targets instead. Other plans to increase affordable homes include encouraging boroughs to carry out an audit to identify 'hidden homes' where new homes could be built on existing built up areas e.g. garage sites.

#### **Intermediate Housing & Private Rented Sector**

The Mayor is likely to give greater emphasis to intermediate housing with his priorities highlighting the need to help Londoners onto the property ladder. This includes a 'First Steps' housing scheme for first time buyers where GLA and Transport for London (TfL) land will be used. In the private rented sector the Mayor outlines proposals to develop an online fair rents guide and investigate the potential for a tenancy deposit scheme.

#### **Empty Homes**

There is likely to be an increasing focus on empty homes with the Mayor carrying out an audit of empty properties and increasing

targets to reduce the number of empty homes to 1% by 2011, backed by a series of incentives. Action on empty homes will also look at public buildings and ending council tax rebates for empty second homes.

#### **Sustainability & the Environment**

The Mayor outlines sustainability and environmental priorities including protecting historic views, street trees and back gardens (from development), ensuring all new homes meet Level 3 of the Code for Sustainable Homes by 2010 and Level 6 by 2016.

#### **Planning for a Better London (2008)**

In June 2008 the Mayor outlined his proposals around planning issues in 'Planning for a Better London'. This suggests a more outcome focused and consensual approach to working with London boroughs, with planning policy focused on both inner and outer London. The Mayor states his ongoing support for much of the London Plan, but suggests there will be policy changes as well as changes in policy emphasis. The document includes plans to work with boroughs to increase housing supply, improve standards and quality, protect back gardens from development and encourage Lifetime Homes and housing for disabled and older people.

In November 2008 the Mayor published a Draft Housing Strategy for consultation with the GLA/Statutory Bodies. A further draft version for wider consultation will be available in spring 2009 with a final strategy document available in autumn 2009.

#### **The Mayor's Priorities & the London Borough of Richmond's Housing Strategy**

The London Borough of Richmond upon Thames Housing Strategy has been developed with these new priorities in mind, with many of

the Mayor's priorities on sustainability and conserving green spaces reflecting the borough's current position. There are some variances, however, where local evidence supports a slightly different viewpoint, as an example we have the 4<sup>th</sup> smallest social housing sector in London and need to develop more housing association homes to cater for local housing need. In general however the strategy does follow the Mayor's outlined priorities and we do not envisage having to alter our plans to take account of the Mayor's new strategy.

### **Sub Regional & Local Policy Context**

The South West London Housing Partnership (SWLHP) was formed in 2003 in response to the Government's new approach to the allocation of housing resources. It forms one of five London sub regions. Since 2003 the remit of the partnership has widened considerably with members regularly meeting on a number of housing and homelessness issues. The partnership is made up of the London Boroughs of Croydon, Kingston upon Thames, Lambeth, Merton, Richmond upon Thames, Sutton and Wandsworth. The **South West London's Housing Strategy** Priorities for 2008/09 are:

- Maximise the supply of affordable housing across the sub region overall (providing the right sort of homes in terms of size/mix and in the right location).
- Maximise best use of existing stock, including using the private rented sector to meet housing need and improving the conditions of existing stock to ensure that people are living in decent conditions and that homes have lower carbon emissions.
- Champion a reduction in carbon emissions.
- Increase housing options/choice for residents.

- Maintain a consumer focus ensuring fair access and equality.
- Raise standards in practice and services across the sub region.

The SWLHP has also produced a **South West London Investment Framework 2008-2011** which sets out the funding priorities for the partnership for affordable housing including sub regional and borough specific requirements in terms of tenure mix and bedroom size.

The Housing Strategy is also influenced by and linked to key local policy agendas and strategies. It links to the **Community Plan 2007-2017**, which outlines the borough's vision as one that is inclusive; puts protection of the environment at the core of its services and community life; delivers quality public services that truly reflect the needs of all its local people and addresses challenges by harnessing the capacity of all its partners in the public, private, voluntary and community sector.

The Housing Strategy links upwards to the Community Plan, but also links downwards to a number of detailed housing plans and strategies. In affect the Housing Strategy 2008-2012 acts as an overarching 'umbrella' to these other housing plans. To date these include the **Older People's Supported Accommodation Review (2008)**, **Homelessness Strategy 2008-2012**, **Young People's Housing Strategy 2008-2012** and the **Teenage Parents' Supported Housing Strategy 2008-2012**. The forthcoming **Local Area Agreement Delivery Plan** will outline the borough's plans to deliver the affordable homes targets outlined in the LAA.

# Borough Profile

This chapter provides information on the borough and summarises its key demographic and socio economic data. More detailed information is available in the Housing Strategy Evidence Base.

## Overview

Richmond upon Thames covers an area of 5,095 hectares (14,591 acres) in South West London and is the only borough spanning both sides of the Thames. The largest town centre is Richmond, which is designated a major centre in the London Plan. Twickenham is the next largest centre and both have good transport links into central London. Twickenham, Teddington, East Sheen and Whitton are all designated as 'district centres' in the London Plan with the latter three comprising the next largest centres. Other areas of the borough include Barnes, Kew, Ham and Hampton.

The borough is characterized by large areas of open space including the Thames landscape with 21.5 miles of river frontage. Other open spaces include Richmond Park, Bushy Park, Old Deer Park and the Royal Botanic Gardens in Kew. There are also 72 conservation areas and 1,100 listed buildings including many buildings of historic interest such as Hampton Court.

The borough has some of the highest house prices in Greater London with demand for housing far exceeding supply. Income levels are also high with an average income of £46,415 which is the second highest in Greater London. Richmond upon Thames also has the second highest number of households who earn over £100,000 and over £50,000 within Greater London and the second

lowest number of households with low income levels below £10,000 or £20,000 (DMAG 2005).

The borough does however have five areas of relative deprivation where there are concentrations of less well off residents facing higher levels of unemployment, worklessness, lower skill levels and poorer physical and mental health. It should be stressed these are areas of relative disadvantage in comparison to the relative affluence that characterises the borough. These areas are centred on social housing estates in Ham, Heathfield, Hampton Nursery Lands, Mortlake and Castlenau.

## Demographic Profile

### Population

Richmond upon Thames has a population of 179,500 (ONS 2007). The age profile of the borough is different to the national average, with a high proportion of people aged 30- 44. Other differences include a greater proportion aged 0-9 years, fewer people aged 10-24 and fewer people aged 60-84.

### Population Projections

Richmond's population in 2001 was 174,093, and is expected to increase by 7% to 185,621 by 2016 (GLA). The projected net increase is in young people (0-19), and those in middle age (40-64). There is a small projected net decrease in the over 65s (-142) and people in their 20s and 30s (-872).

The largest percentage increases, by age group, will be in persons aged 15-19 and 65-69, closely followed by the very old (90+). The greatest percentage decrease will be in persons aged 75-79; this may reflect the current out migration of the older middle aged.

### **Migration**

The Office of National Statistics (ONS) estimate that during 2005-2006 12,700 people moved into the borough whilst 12,500 moved out. There are near equal flows for all age groups.

There was a net decrease in the number of young people (aged 0-19), older middle aged (44–64) and older people (65+) residing in the borough. This would suggest a slight decrease in the number of families with children and older people living in the borough during 2005-2006.

There was a net increase in the number of residents moving into the borough during this time who are in their twenties and thirties with the greatest net increase being people aged 25-34.

### **Movement into and within the Borough**

A Local Housing Assessment was carried out in 2007, which surveyed over 2,000 households in the borough on a number of housing need and housing market issues. The report estimates that 25% of households in the borough have moved home during the last 2 years. The majority of these were moves from existing households rather than newly formed households. The largest group of people who had moved property in the last two years were households moving within the borough (41%), followed by households who had moved from within Greater London to the borough (39%). The remainder moved from the South East (9%), the rest of the UK (4%) and from abroad (9%) (Fordham 2007).

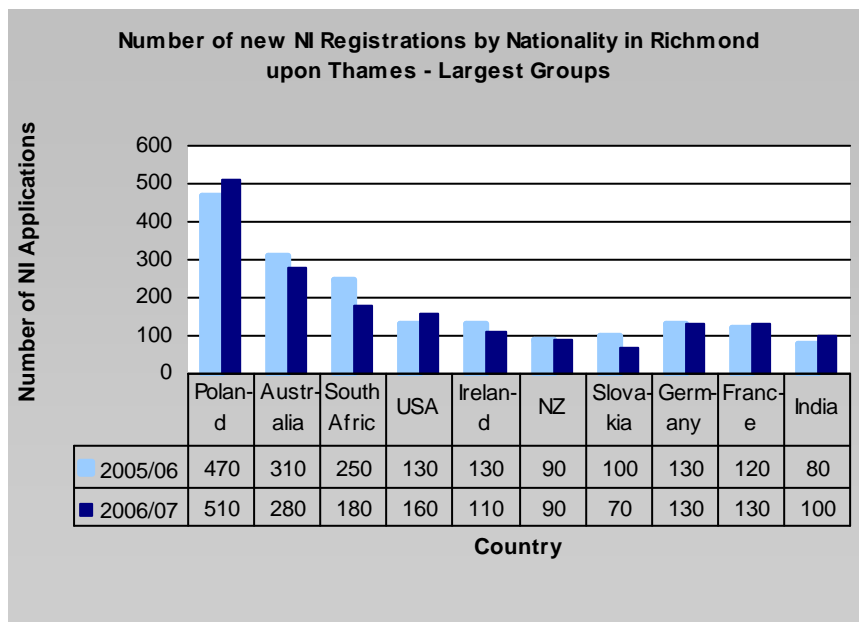
### **Tenure and Migration**

The report also highlighted the relative lack of cross tenure movement with the majority of moves being within the same tenure.

Nearly a third (31%) of private renting households did however move into owner occupation (Fordham 2007).

### **International Migration**

There is very little information available on international migration into the borough. One source of information is from the Department for Work and Pensions (DWP) who collect data on new National Insurance applications by nationality and local authority area. This is illustrated in the table below. It should be noted these statistics do not reflect all international migration into the borough e.g. asylum seekers or people joining existing family within the United Kingdom. It also does not reflect the number of households who may leave the borough.



Source: DWP 2005/06, 2006/07

In Richmond new migrant groups applying for work are dominated by Eastern and Western European nationals as well as Antipodeans, North Americans and Indian nationals. The largest groups are Polish, Australian, South African, United States citizens and French.

### Household Composition

Pensioner households comprise just over 20% of all households in the borough with single people (non pensioner) comprising nearly 21% of all households. The borough has more households comprised of couples (without children), at 18% of households, more than the Greater London average of 13.8%.

Richmond upon Thames has slightly more couples with children than the Greater London average, at just over 20% compared to the London average of nearly 18%. The borough has just over 4% of households comprised of lone parents, which is lower than both the London and to a lesser extent England average.

Whilst most wards broadly contain all household types there is some variation at ward level. The table below outlines wards with above average levels by household type.

Household type	Above borough average levels in these wards
Single non pensioner	- Mortlake & Barnes Common - Teddington - Twickenham Riverside - South Richmond
Couple without children	- South Richmond - South Twickenham - St Margarets & North Twickenham - Twickenham Riverside
Families with children	- East Sheen - Heathfield
Single Pensioners	- Ham, Petersham & Richmond Riverside - Hampton Wick - North Richmond - South Richmond
Pensioner Households	- Hampton - Heathfield - Whitton

Source: ONS Census 2001

### Ethnicity

The majority of residents, 79%, have a White British ethnic background. The borough has a higher proportion of non British White residents, (notably White Others) compared to England and to a lesser extent, London. A further 9% of households in Richmond have a non White ethnic background which is similar to England but below the London average.

Ethnic Group	Census 2001	2005 Estimates
White British	78.7	75.7
White Irish	2.8	2.6
White Other	9.5	10.6
Mixed Race Black Caribbean/White	0.4	0.5
Mixed Race Black African/White	0.3	0.3
Mixed Race Asian/White	0.9	1
Mixed Race Other	0.7	0.7
Indian	2.5	2.8
Pakistani	0.4	0.7
Bangladeshi	0.4	0.4
Asian Other	0.7	0.8
Black Caribbean	0.4	0.8
Black African	0.5	0.7
Black Other	0.1	0.2
Chinese	0.8	0.9
Other	1.3	1.3

Source: ONS Census 2001 & DMAG Estimates 2007

Recent estimates indicate that the White British and White Irish population is declining with an increase in certain ethnic groups

notably White Other, Indian, Pakistani, Black Caribbean and Black African.

## Socio-Economic Information

### Household Income

Richmond has an average household income of £46,415 which is the second highest in Greater London with only the City of London (on £51,544) having higher average income levels. The borough also has the second highest number of households who earn over £100,000 and over £50,000 within Greater London and the second lowest number of households with low income levels below £10,000 or £20,000 (DMAG 2005).

All wards in the borough have higher household incomes than the London average apart from Heathfield. The wards of East Sheen and St Margarets & North Twickenham are in the top 10 highest household income wards in London. These two as well as Kew, Twickenham Riverside, Barnes and South Richmond all have high numbers of households with incomes over £100,000. Heathfield, Hampton North, Ham, Petersham & Richmond Riverside and West Twickenham all have higher than average numbers of households in the borough on incomes under £10,000.

### Household Income by Tenure

Average income figures are outlined in the table below.

Tenure	Average Annual Household Income (£)
Owner occupied (with mortgage)	49,767
Owner occupied (no mortgage)	39,015
Housing association	9,423
Private rented	36,734
Average for study	39,481

Source: Fordham 2007

### Key Worker Income

Analysis of data on key workers highlights the fact that generally key workers have slightly lower than average household incomes compared to other workers.

Household Type	Average Annual Household Income (£)
KW Households – 1 person working	30,554
KW Households – 2 person working	33,513
Average for Study	39,481

Source: Fordham 2007

### Information from the Housing Register

Nearly 53% of applicants on the Housing Register receive welfare benefits (excluding child benefit), which needs to be taken into consideration when analysing income of new housing association tenants.

### The Economy in Richmond upon Thames

Analysis of the economy in Richmond upon Thames was carried out by Local Futures in their 'The State of the Borough Report' (2007). Key findings include that the borough has an above the UK average economy, but smaller than the Greater London average. The borough is also ranked number one in London and eighth nationally on the level of residents with high skills and qualifications – with over half of all working age residents with high skills and only 14.9% in skills poverty (below NVQ Level 2). This is considerably below the London average of 25.2% and the national average of 22.4%.

Richmond upon Thames also has a significant knowledge economy and unemployment well below the national rate, at under 1% in September 2007.

### Employment

The ONS provides estimates of workforce occupation group by Local Authority area. The largest groups in Richmond upon Thames are managers and senior officials (28.4%), professional occupations (19.7%) and associate professionals and technicians (19.4%) (ONS 2005). Levels of all three groups are above the Greater London average with the most significant difference being in the numbers of managers and senior officials.

The next largest groups are administrative and secretarial (11.1%), skilled trades (5.4%) and personal services (6.4%). Comparisons to Greater London show these groups make up slightly less of the borough's occupations than the Greater London average.

The last three occupation groups are sales and customer services (4.7%), process plant & machine operatives (2.1%) and elementary

occupations (2.5%). Comparisons with Greater London highlight lower levels of these groups in the borough especially people working in elementary occupations.

### **Jobs within the Borough**

Employee jobs within the borough are concentrated in the service industry with the largest groups working in finance, IT & other business activity (33%), public administration, education & health (22.8%) and distribution, hotels & restaurants (23.4%). Tourism related services account for 12.3% of employees in the borough (ONS, Annual Business Inquiry Employee Analysis 2006).

### **Travel to Work**

The majority of households in 2006 travelled to work via car (35%), train (20%) or tube (11%). The remainder cycled (8%), worked at home (10%), walked (8%) or took the bus (6%). (Fordham 2007).

### **Place of Work**

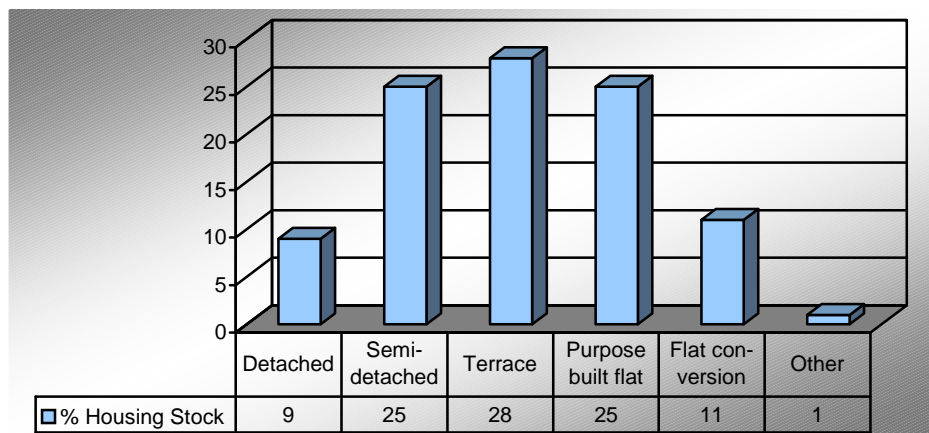
It is estimated that over half of all employees work elsewhere in London (52%), with the remainder working within the borough (24%), at home (10%), or elsewhere in the South East (11%). Of those working elsewhere in London the greatest number of households work in the boroughs of Westminster, the City of London, Kensington & Chelsea, Hounslow, and Hammersmith & Fulham (Fordham 2007).

# Housing in Richmond upon Thames

This chapter provides an overview of the housing market in Richmond upon Thames, focusing on the housing stock and tenure composition of the borough. A more comprehensive analysis can be found in the Housing Strategy Evidence Base.

## Housing Stock in the Borough

The housing stock of Richmond upon Thames is largely made up of terraced houses (28%), semi-detached houses (25%) and purpose built flats (25%).



Source: ONS Census 2001

There is wide variation at ward level in the type of housing stock with some wards exhibiting high levels of semi-detached, terraced or purpose built flats with some wards contrastingly having very low levels.

	Wards with low levels of housing type	Wards with high levels of housing type
Detached Houses	- Twickenham - Riverside - West Twickenham - North Richmond - Mortlake & Barnes Common	- Hampton - Hampton North - Hampton Wick - East Sheen
Semi Detached Houses	- Ham, Petersham & Richmond Riverside - Twickenham - Mortlake & Barnes Common	- Hampton - Whitton - Heathfield
Terraced Houses	- West Twickenham - South Twickenham - Mortlake & Barnes Common - North Richmond	- Twickenham - Riverside - South Richmond - Hampton Wick - Heathfield
Purpose Built Flats	- East Sheen - Whitton - Hampton - Fulwell & Hampton Hill	- Mortlake & Barnes Common - Hampton Wick - Twickenham Riverside - South Richmond - Teddington

Flat	- Heathfield	- Kew
Conversions	- Hampton North	- South Richmond
	- Whitton	- Twickenham
		- Riverside

Source: ONS Census 2001

## Tenure

### The Owner Occupied Sector

Owner occupation is the dominant tenure in the borough with at least 69% of households being owner occupiers. Levels of owner occupation are higher than the Greater London average and similar to levels found in England. At ward level there is some variation between levels of owner occupation, with highest levels found in western and central areas of the borough and lower levels generally found in eastern areas of the borough (apart from East Sheen).

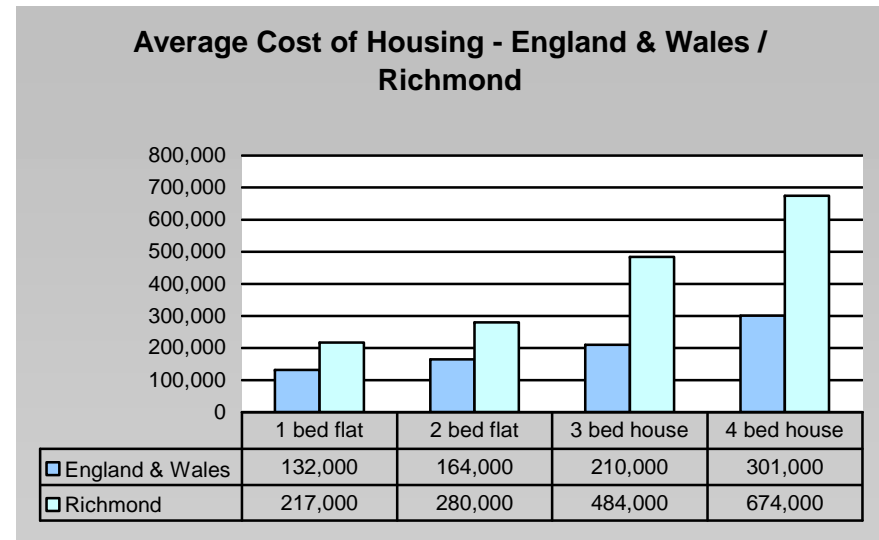
The highest levels of owner occupation can be found in the wards of Whitton, West Twickenham, St Margarets & North Twickenham, South Twickenham, East Sheen, Fulwell & Hampton Hill and Heathfield.

Below borough average levels of owner occupation can be found in the wards of South Richmond, Barnes, North Richmond, Mortlake and Barnes Common, Twickenham Riverside and, to a lesser extent, Kew.

### The Cost of Owner Occupation

The average cost of housing in the borough is significantly higher than that found in England and Wales with the greatest price differentials found in three bed and four bed houses. Comparing

the prices of four bedroom houses across Greater London, Richmond upon Thames is ranked the seventh most expensive borough in the capital (out of 33 boroughs) to buy in (Hometrack October 2007).



Source: Hometrack October 2007

Richmond upon Thames is also the highest priced outer London borough, with the remainder of higher ranking priced boroughs all being located in inner London. Again comparing four bedroom property prices Richmond has the most expensive prices in the sub-region.

### **One Bedroom Flat**

The average price of one bedroom flats ranges from £147,000 in Heathfield to £277,000 in South Richmond, with the average borough price being £213,000.

### **Two Bedroom Flat**

The average price of two bedroom flats ranges from £187,000 in Heathfield to £393,000 in Barnes, with the average borough price being £276,000.

### **Three Bedroom House**

The average price of three bedroom houses ranges from £295,000 in Hampton North to £739,000 in South Richmond, with the average borough price being £478,000.

### **Four Bedroom House**

The average price of a four bedroom house ranges from £356,000 in Heathfield to £1,158,000 in South Richmond, with an average borough price of £668,000.

Source: Hometrack October 2007

N.B. Some price differentials due to rounding up/down to the nearest £1,000

### **Cost of Owner Occupation by Ward**

All wards in the borough have high prices compared to England and Wales and to a lesser extent London. In Heathfield, the least expensive ward in which to purchase, average prices are still higher than that found in seven other London local authorities. The most expensive wards to buy in are South Richmond, Barnes, Mortlake & Barnes Common, Twickenham Riverside and Kew. Upper medium priced wards include East Sheen, Ham, Petersham & Richmond Riverside, North Richmond, Teddington and St Margarets & North Twickenham.

Lower medium priced wards include Hampton Wick, South Twickenham, Fulwell & Hampton Hill and Hampton. The least expensive wards to buy in include West Twickenham, Hampton North, Whitton and Heathfield.

### **Levels of Owner Occupation and Affordability**

The most affordable areas of the borough also have above average levels of owner occupation which may aid households wishing to move into owner occupation.

The most expensive areas however all have below borough average levels of owner occupation apart from East Sheen and St Margarets & North Twickenham. Although below average, owner occupation remains the dominant tenure.

### **Owner Occupied Households**

It is estimated that 42% of owner occupiers in the borough have no mortgage on their property. This reflects both the high number of pensioner households, and the relative affluence of many owner occupier households (Fordham 2007).

The largest group of households who own their own home are pensioners (43%), comprising single pensioners (26%) and pensioner couples (17%). There are significant numbers of non pensioner couples (32%) and single non pensioners (14%) who also own their property without a mortgage. This may reflect the affluence of this group. Other household types include families with children (10%) and single parents (1%).

It is estimated that 52% of owner occupiers own their property with a mortgage. The largest household group are non pensioner

couples (38%), couples with children (32%) and non pensioner singles (23%). Other households include pensioners (5%) and single parents (2%) (Fordham 2007).

## The Private Rented Sector

### Distribution of Private Rented Housing in the Borough

Private rented households make up nearly 17% of households in the borough which is similar to the Greater London average. There is a large private rented sector in many parts of the borough including Twickenham Riverside, South Richmond, Kew, St Margarets & North Twickenham and Barnes.

The wards with the lowest levels of private renting available are Hampton, West Twickenham, Whitton, Hampton North and Heathfield.

### Cost of Private Renting

The average monthly rental prices are shown in the table below. There are few properties available for the minimum rent levels found.

	Studio	1 bed flat	2 bed flat	3 bed house	4 bed house
Borough wide average	820	950	1,190	1,500	2,150
Borough wide minimum	595	600	760	850	1,100
Borough wide maximum	1,010	1,700	2,275	3,250	3,500

Source: London Borough of Richmond survey 2007

### The Cost of Private Renting by Area

The most expensive areas to rent based on average rent levels are Richmond, Barnes and Kew. These areas in terms of tenure have large private rented sectors.

Fairly expensive to mid price range areas to rent include Twickenham and Teddington, which in tenure terms has high to above average levels of private renting.

Based on average rent levels the most affordable areas to rent are Ham, Hampton and Whitton (with the exception of four bedroom homes in Ham). In tenure terms Ham has slightly lower than average levels of private renting whilst Hampton and Whitton have significantly lower than average levels of private renting.

### Private Rented Household Type

It is estimated that the majority of households are comprised of two or more adults (non pensioner) at 44%, one person adults (non pensioner) – 26%, 22% are households with children and 8% are pensioner households (Fordham 2007).

The following section briefly examines the type of households residing in the private rented sector. More detail is provided in the Housing Strategy Evidence Base.

### Private Rented Households - Young Professionals

A large proportion of the private rented sector in the borough is focused around young professionals. Twickenham Riverside, Teddington, Hampton Wick, South Richmond and Mortlake & Barnes Common are likely to have the highest levels of young professional renters.

### **Private Rented Households – Corporate Lets/Very Affluent**

There is evidence of a luxury/highly expensive private rental market in Richmond (especially around Richmond Riverside, Richmond Green and Richmond Hill) as well as in Barnes and Kew. There is also some evidence that points towards a high end market of corporate lets for staff of multi national organisations in Richmond, Barnes and to a lesser extent Kew. Evidence on tenure, ethnicity and socio economic outcomes all help to support this view.

### **Private Rented Sector - Low Income Households**

Some of the cheapest areas to rent privately in the borough have the lowest levels of private renting available. This could potentially be a cause for concern for low income renters who may lack choice in the market. Some landlords and rental agencies refuse to accept new tenants who are reliant on housing benefit.

There are very few studio flats, one bed flats and four bedroom houses available to rent in the lowest 10% rental price band. The situation improves for both two bedroom flats and three bedroom houses where a number of properties were found in the lowest 10% of rental prices.

Local authority work to improve housing conditions is mainly limited to the lower cost accommodation and the worst properties. These tend to be occupied by single pensioner or single parent households.

## **The Housing Association Sector**

The London Borough of Richmond upon Thames has the fourth smallest social rented sector in Greater London, amounting to nearly 12% of the borough's households renting their home from a

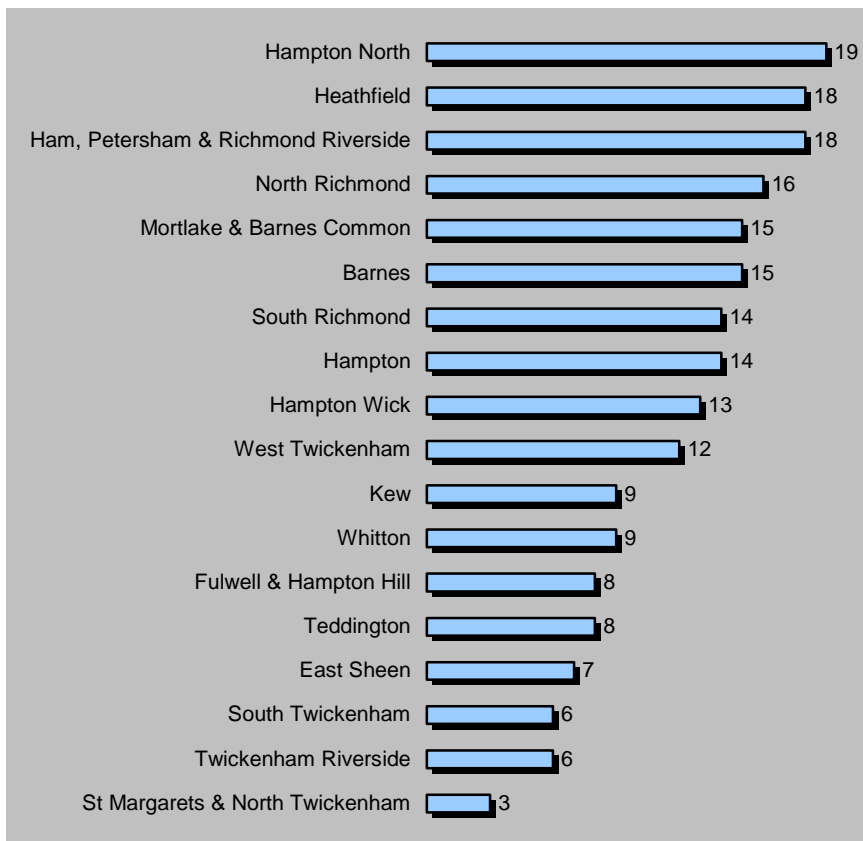
housing association. The borough went through a large scale voluntary transfer of its stock in 2000 with Richmond Housing Partnership (RHP) now forming the largest housing association in the borough.

### **Households**

Nearly 12% of the borough's households rent their home from a housing association (ONS Census 2001). In general terms at ward level (but with some exceptions) housing association households are fairly well distributed around the borough.

The table below shows the percentage of Housing Association households by ward. Those wards with higher than average levels tend to be expensive to rent or buy property in, highlighting the fact that housing association properties or estates are co-located near expensive owner occupied/private rented housing.

### Percentage of Housing Association Households by Ward



### Numbers of Housing Association Properties

The Regulatory Statistical Return (RSR) 2007 recorded 8,267 general need units owned by housing associations in Richmond upon Thames. There are three housing associations with more than 200 general needs units in the borough, these being RHP,

Richmond upon Thames Churches Housing Trust (RuTCHT) and London & Quadrant. RHP and RuTCHT between them own 84% of all general needs units in the borough.

There are a total of 387 housing association supported housing units in the borough with the largest providers being RuTCHT, ABB UK, London & Quadrant and Thames Valley Charitable HA.

There are 1,059 older people's housing units in the borough with the largest providers being RHP, RuTCHT, Central & Cecil and London & Quadrant.

There are 445 shared ownership units in the borough with the largest providers being RuTCHT and Thames Valley.

### Rent Levels

The average rent level for RHP properties in the borough in 2007 was £79.81 per week whilst for RuTCHT the average rent level was £85.67 per week.

# More Affordable Homes

## Background

The need for more homes, especially affordable homes has become increasingly important as more and more households are unable to afford to buy or rent at market prices. Lack of affordable homes can leave households facing overcrowding or homeless households spending longer living in temporary accommodation, both of which can impact negatively on people's life chances, especially households with children. Lack of affordable homes can also impact on communities, with only those with the highest incomes able to rent or buy. Key workers such as police officers or nurses may not be able to live in the area, or even neighbouring areas, that they work. This can eventually impact on the delivery of key public services. Young people can also face having to move to cheaper areas, breaking up family networks and potentially decreasing levels of informal care and support. The impacts of this are as yet unknown but may include increasing costs of care for the elderly or lack of informal childcare.

## National and Regional Policy Context

The **Sustainable Communities Plan (2003) / Sustainable Communities: Building for the Future** outlines the Government's plans to increase housing supply in London and the South East, increase investment in social housing and widen low cost home ownership opportunities.

The **Housing Green Paper 'Homes for the Future: More Affordable, More Sustainable' (2007)** recognises the need to

increase the number of new homes including affordable homes. Local authorities have a key role in enabling and influencing the delivery of more affordable housing, and to ensure they use housing and planning powers in a co-ordinated way to maximise the delivery of affordable homes.

The need for an integration of disciplines to improve neighbourhoods, with housing, planning and economic development professionals working together to deliver housing and neighbourhood outcomes is highlighted in the **Local Government White Paper 'Strong & Prosperous Communities' (2006)** and by the Improvement & Development Agency for Local Government (IDeA).

**Key Implication** – We need to ensure we continue to develop our strong working relationships between housing and planning services to deliver more affordable housing.

### **Mayor of London's Housing Priorities (2008)**

The Mayor's Housing Priorities include recognising the issue of affordability in the capital, outlining plans to deliver 50,000 new affordable homes in London over three years and promoting more intermediate housing, to allow households to get on the property ladder. The priorities also outline the necessity for needs assessments to inform the size and mix of borough developments and a more flexible approach regarding affordable housing targets, allowing boroughs to come to their own decisions around targets, with negotiations between the GLA and boroughs to agree on actual numbers of affordable homes delivered.

### **National Indicator Set (2008)**

This priority contributes to the following National Indicators.

NI	Definition	How Housing Strategy Contributes to Indicator
5	Overall/general satisfaction with local areas.	Developing more affordable homes for residents such as key worker opportunities to rent/buy.
138	Satisfaction of people over 65 with both home and neighbourhood.	Development of extra care housing scheme.
155	Number of affordable homes delivered.	Affordable housing development in the borough.
156	Number of households in temporary accommodation.	Increasing supply reduces numbers waiting for housing in temporary accommodation.

## Local Policy Context

### South West London Housing Partnership Investment Framework

The South West London Investment Framework highlights London Borough of Richmond upon Thames requirements with regard to bed-sizes on new social rented housing developments. It requires 5% are one bed, 40% two bed, 50% three bed and 5% four bed or more.

### Local Development Framework (LDF)

The LDF sets out that 50% of all new developments will be affordable housing, with a tenure mix of 40% social rent and 10% intermediate. The affordable housing mix should also reflect the need for larger family sized social rented units.

### London Borough of Richmond upon Thames Community Plan 2007-17

The London Borough of Richmond upon Thames Community Plan highlights the issues of affordability in the borough and the shortage of affordable homes. Key actions include:

- Increasing the level of affordable homes in new developments from 40% to 50%.
- Increasing the supply of affordable housing taking into account the needs of those on low income, key workers and BME communities.
- Ensuring social housing developments prioritises two and three bedroom sized properties.
- More supported housing; ensuring the need for extra care, mental health, young people leaving care and move-on accommodation are met.

### Local Area Agreement Indicator

The National Indicator 155, 'Number of Affordable Homes delivered' is a Local Area Agreement (LAA) target for Richmond upon Thames. The target is to develop 160 affordable homes in 2008/09, 119 affordable homes in 2009/10 and 119 homes in 2010/11.

### Local Area Agreement Delivery Plan

The LAA Delivery Plan outlines the borough's plans to deliver the affordable homes targets outlined in the LAA. It contains actions based around the following areas:

- Reviewing opportunities to identify land (both Council, Registered Social Landlords (RSLs) and the Local Strategic Partnership (LSP))
- Supporting RSLs to bring forward sites
- Actions around the use of capital resources
- Actions around liaison and partnership working with RSLs, Greater London Authority (GLA), Homes & Communities Agency (HCA) and other key partners
- Linkages to planning policy and the LDF in order to deliver more affordable homes.

## 4. Key Findings from the Evidence Base

### Shortfall of Affordable Housing

There is a shortfall in affordable housing in the borough. The need for new affordable housing was at higher levels than typical levels required in both inner and outer London. The study clearly justified the move to a 50% affordable target (Fordhams 2007).

In 2007/08 the borough allocated £3,645,000 of its own funds to build more affordable housing in the borough.

### Low Proportion of Social Rented Housing

Richmond has one of the smallest social housing sectors of any London borough – at just under 12%. This is the fourth smallest social rented sector in greater London.

**Key Implication** - The borough's priority will be to develop more affordable homes. We will prioritise the development of social rented housing over intermediate housing, in order to create mixed communities, and meet the borough's housing needs. The borough's LDF therefore has an 80/20 split in favour of social renting.

### The Supply of New Affordable Homes

The supply of social rented and intermediate homes is influenced by a number of factors, primarily land availability and land viability. Other issues include the timescales involved in development and building, grant funding timescales as well as when larger sites, such as Kew Riverside, become available. During 2004/05 110 social rented units were developed, in 2005/06 the figure was 60, whilst in 2006/07 31 units were developed. In 2007/08 98 social rented units were developed.

### The 2008/09 and 2009/10 Programme

For 2008/09 155 affordable homes are proposed to be developed of which 123 will be new build social rented and 32 will be new build intermediate housing.

For 2009/10 it is proposed that 120 affordable homes will be developed of which 102 will be new build social rented and 18 will be new build intermediate housing.

### Right to Buy and Right to Acquire

Since 2002 the social rented stock in the borough has been reduced by 265 properties due to Right to Buy (Regulatory & Statistical Returns (RSR) 2002/2007). However, Right to Buy is having a decreasing impact on the supply of social rented housing in the borough, with levels falling from 73 sales in 2003/04 to just 7 sales in 2006/07.

### Size of New Affordable Housing – Existing Stock Arguments

The existing stock profiles of the largest housing associations (HAs) in Richmond upon Thames for historic reasons are heavily weighted towards bed-sit and one bedroom properties. The two largest HAs have 34% bed-sit/one bedroom properties and 50.5% bed-sit/one bedroom properties respectively.

### Stock Profile of Richmond Housing Partnership (RHP)

Bed-sit	1 bed	2 bed	3 bed	4+ bed
245	1,834	2,031	1,744	155
4%	30%	34%	29%	3%

Source: RSR 2007

92% of RHP stock is in the London Borough of Richmond, the remainder is in other London boroughs.

### Stock Profile of Richmond upon Thames Churches Housing Trust (RuTCHT)

Bed-sit	1 Bed	2 Bed	3 Bed	4 Bed
203	776	635	232	67
10.5%	40%	33%	12%	3.5%

Source: RSR 2007

67% of RuTCHT (1288) is in the London Borough of Richmond, the remainder is in other London boroughs.

### Low Turnover of Larger Social Rent Properties

Turnover of larger three bed properties is low, at 2.8%, this compares to 6.8% for owner occupied properties and over 29% (Fordham 2007) for the private rented sector. Low turnover of three and four bedroom properties in the housing association sector limits the number of properties of this size becoming available to re-let.

### The Needs of Homeless Households & Transfer Applicants

Comparison of the number of new social housing lettings becoming available with the number of bedrooms required by homeless households (2006/07) demonstrates that there is a clear need for the development of more two bedroom sized units.

Historically there has been an under-supply of three bedroom social rented properties available in Richmond compared to homeless households' requirements for these homes. Three bedroom units are also required in order to facilitate transfers of existing overcrowded households.

**Key Implication** - The existing stock profile, low turnover of larger social housing dwellings and the needs of homeless households and transfer applicants all drive the need for larger affordable properties.

We should prioritise the development of family sized accommodation within our development programme, especially for social rented units.

## Key Issues for Affordable Development in Richmond

### Green Spaces & Conservation Areas

Public open space covers a third of the borough, which is high by London standards, and policies to protect the natural environment curtail development to existing brownfield sites. The borough has a large number of conservation areas and listed buildings. In these areas planning policies seek to retain the character of the area; this can prevent development at high residential densities in these parts of the borough.

### Small Sites & High Land Values

Richmond has many smaller sites that become available rather than large sites, and is also an area with high land values. This may make it more challenging to develop social rented homes given that they generate significantly lower revenue than intermediate housing. The need however is for family sized social rented homes.

### Issues Affecting Developing RSLs in the Borough

The Housing Corporation's (now the HCA) drive for efficiency savings through the robust financial appraisal of schemes, with a focus on 'Value for Money' and 'Additionality' is another challenge in developing in a borough which has high land values and small sites.

There are relatively few developing RSLs in the borough. One difficulty is the small existing asset base of some of these RSLs. They need major schemes to achieve the economies of scale that would allow them to set up appropriate management arrangements in this part of the sub region.

On sites that are below the affordable housing threshold (10 units), housing associations have to compete with private developers on equal terms. In these circumstances, associations are likely to have difficulty competing. As a result, they develop sites in the less expensive parts of Richmond or on sites that are more marginal in terms of their attractiveness to the private sector.

**Key Implication** – The development of affordable housing in Richmond upon Thames faces unique challenges due to the limited availability of large sites/reliance on small sites, protected green spaces, conservation areas and high land values – we will work to support and encourage RSLs to develop within the borough.

### The Impact of Regional Funding Priorities

There are also potential issues around whether the South West Sub Region will continue to attract sufficient resources within the context of an increasing funding focus on East London and the London part of the Thames Gateway.

**Key Implication** - Richmond has some of the highest land values in the capital and is a borough with a good quality of life, where people want to live and demand for housing far outstrips supply. We believe that limited land availability and consequent high land values support our LDF target of 50% affordable housing on all new developments.

## Equalities Issues

### BME Households

Ethnic minorities are over-represented on the housing register, which may reflect greater levels of housing need within these communities. Non white ethnic minority groups make up nearly

36% of those waiting on the housing register but only 9% of the borough's population. It should be noted, however, there are key differences between and within different ethnic groups.

Asian Other, Black African and Black Other ethnic groups are particularly over-represented on the housing register. Black Caribbean, Mixed Race Black African/White and Mixed Race Other are all over-represented on the housing register.

HA lettings to certain ethnic minority groups have increased over the last five years. White Other, Black Caribbean, Black African, Mixed Race Black Caribbean/White and Mixed Race Other have all seen significant increases. As an example, lettings to Black residents increased from 4.4% of lettings in 2002/03 to 8.4% of lettings in 2006/07.

**Key Implication**– Ethnic minority households are more likely to be over-represented as being in housing need. We will try to ensure that new affordable housing developments reflect the needs of ethnic minority households.

## **Key Objectives**

**1. To maximize the development of new affordable homes in the borough.**

**2. To promote more affordable family sized accommodation.**

**3. Reinforce and further develop existing strong links between housing and planning, to support affordable housing delivery.**

**4. Maximise opportunities to deliver affordable housing through partnership working with external stakeholders and maximise existing housing supply.**

# Better Quality & Greener Homes

## Background

Poor living conditions can greatly impact on the physical and mental health, and well-being of residents. Cold housing and damp and mould in the home are associated with coughs, wheezing and respiratory diseases. Poor housing can also impact on mental well-being. Housing quality also has a wider impact on communities; with good sustainable design having many positive benefits. For example, design can reduce fuel bills through improving the energy efficiency of homes or by providing energy on site. Developing new homes close to transport links, jobs and facilities can also cut commuting times and fuel use. Design can also help to reduce opportunities for crime and its perception. Good design can also have positive impacts on children and young people, such as providing play areas through good layout.

## National & Regional Policy Context

### Housing Quality & 'Decent Homes'

Since 2000 the Government has aimed to increase the number of social rented homes that meet the Decent Homes standard. Decent Homes are broadly defined as homes which are warm, weatherproof and have reasonably modern facilities. The Decent Homes programme set the target that all social rented housing be made decent and that 70% of vulnerable households in the private sector (owner occupied and private rented) reside in decent homes, all by 2010.

### Housing Health & Safety Rating System (HHSRS)

The Housing Act 2004 introduced the HHSRS to assess housing conditions instead of the previous measure of 'unfitness'. The HHSRS looks at whether premises have any defects that may give rise to a hazard, which in turn could cause harm to the occupiers or any visitors. The HHSRS assesses 29 hazards, the most serious hazards are classified as category 1 and less serious hazards are category 2. Whilst unfitness has been superseded by the HHSRS it is still a useful measure, because some smaller organisations are still using the old 'unfitness' standard in their monitoring.

### Housing and Neighbourhood Design

'Homes for the Future: more affordable, more sustainable' (2007) outlines the need for housing and neighbourhood design to reflect the needs of society; an ageing population, creating more family sized homes, ensuring adequate outdoor play spaces and that housing is accessible to wheelchair users. Good design increases positive perceptions of an area and contributes to reducing the risk of crime. These issues are also addressed in the Government's 'Planning Policy Statement 3: Housing' (PPS3). Homes also need to be more resilient to climate change and ensure that neighbourhoods incorporate good quality parks and green spaces.

### Building for Life

'Building for Life' is the national standard for well designed homes and neighbourhoods. The 'Building for Life' standard is made up of 20 criteria around functionality, sustainability and attractiveness. Access to open spaces and play space provision is an important element of the Building for Life standard. The Homes and Communities Agency (HCA) requires certain schemes to meet 10, whilst others 12, of the 20 criteria before providing funding.

### **Inclusive Design**

Disabled people in London are twice as likely to be living in unsuitable housing (GLA 2007). They may have difficulties accessing new housing because of in-accessibility and or the need for adaptations to the property. The concept of 'inclusive design', promotes the consideration of the access needs of disabled people in the initial design of the property e.g. Lifetime Homes. Lifetime Homes incorporate design features that make homes functional for everyone; older people, disabled people and families, their design also allows future adaptations to be made easily.

In 'Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society' (2008) the Government sets out that all affordable housing development will meet Lifetime Homes standards by 2011 and that all new private developments should aspire to meet this standard by 2013. The London Plan (2004) also seeks to ensure that all new homes in Greater London meet Lifetime Homes standards and that 10% are wheelchair accessible.

**Key Implication** – Our Local Development Framework (LDF) will ensure all new developments meet the 'Lifetime Homes Standard' and that 10% of housing developments are built to Wheelchair standards.

### **Designing Out Crime**

'Secured by Design' are a set of design principles developed by the police to encourage the building industry to adopt crime prevention measures. All local authorities must consider the crime and disorder implications of their activities and Secure by Design principles have been adopted as part of Richmond upon Thames' sustainable design checklist. The overall layout and the design of buildings should promote overlooking and self surveillance of open

spaces and should not result in high fencing and gated developments that are inward facing and housing which turns its back on the local street or area. These principles are supported by the Mayors Housing Manifesto and in PPS3. All local authorities must also consider the crime and disorder implications of their activities under section 17 of the Crime & Disorder Act 1998.

### **Play Space**

The need to make better provision for children's play space is recognised In the Department for Children, Schools and Families publication 'Fair Play: a consultation on the play strategy' (2008). This sets out plans for an extra 3,500 play areas over the next three years and introduces a national play space indicator from 2009.

**Key Implication** – we will ensure the issue of play space is considered in all affordable housing developments.

### **Greener Homes**

Both 'Building a Greener Future: policy statement' (2007) and 'Homes for the Future: more affordable, more sustainable' (2007) outline CLG policy objectives around reducing carbon emissions and increasing energy efficiency. The emission of greenhouse gasses, in particular CO<sub>2</sub>, is the main cause of climate change. In 2005 the United Kingdom emitted 550 million tonnes of CO<sub>2</sub>, a quarter of which came directly from heating, lighting and running appliances in our homes (CLG 2007).

The London Mayor's energy strategy 'Green Light to Clean Power' (2004) also stresses the need for energy efficiency, outlining an energy hierarchy use of - less energy, use of renewable energy and supply energy efficiently, to guide decisions around energy measures.

### **a) Energy Efficiency**

All housing is required to have an energy efficiency certificate when being sold, which provides home buyers with detailed information on their homes energy performance and recommendations to improve its energy efficiency. From October 2008 private landlords will also be required to provide energy efficiency certificates to all new tenants letting their properties.

### **b) New Build Regulations**

The Government has set the target that by 2016 all new developments are zero carbon. To achieve this intermediary targets have been set; by 2010 new housing developments will be expected to reduce their carbon emissions by 25% and by 2013 by 44%. Although new housing developments make up only 1% of the housing stock it is estimated that by 2050 raising these requirements on new build will ensure one third of the housing stock is carbon neutral.

### **Making Existing Homes Greener**

The GLA report 'Your Home in a Changing Climate: Retrofitting Existing Homes for Climate Change Impacts' (2008) highlights the need for existing homes to be adapted to ensure long term sustainability and to meet the challenges of climate change. The 'Green Homes Project' (2008) is a new one stop shop service, where people can access information on sustainability and energy efficiency. This will be delivered by the Energy Saving Trust and rolled out from 1<sup>st</sup> April 2008.

### **Sustainability**

The 'Code for Sustainable Homes' (2006) was introduced to improve the overall sustainability of new homes by setting a single national standard within which the home building industry can

design and construct homes to higher environmental standards. The Code uses a 1 to 6 star rating system to communicate the overall sustainability performance of a new home. It sets minimum standards for energy and water use at each level and, it incorporates Lifetime Homes, Building for Life and Secured by Design features.

London Borough of Richmond is currently funding two exemplar schemes with Paragon Housing Association to deliver the first Level 5 Homes in the borough.

In order to receive Social Housing Grant from the HCA to finance new affordable housing, developments have to meet Level 3 of the code. This is set to increase to Level 4 by 2010 and Level 6 by 2013.

### **HCA Bidding Guidance for 2008/11 Investment Programme & Housing Quality Indicators (HQIs)**

All of the priorities for good quality and sustainable design identified by Government are incorporated in the HCA Bidding Guidance for the 2008-2011 Investment Programme. Each new build home must meet or exceed the core standards set out in the HCA current 'Design and Quality Standards'. The Housing Quality Indicators (HQI) system is a measurement and assessment tool designed to allow potential or existing housing schemes to be evaluated on the basis of quality rather than simply cost. The HQI assess three main categories: location, design and external environment.

### **National Indicator Set (2008)**

The national indicators relevant to 'Better Quality & Greener Homes' are as below.

**National Indicators relevant to 'Better Quality & Greener Homes'**

NI	Definition	How Housing Strategy Contributes to Indicator
138	Satisfaction of People over 65 with both home and neighbourhood.	Disabled Facility Grants (DFGs) & Home Improvement Agency (HIA) work.
186	Per Capita Emissions in the local authority area.	New housing development and energy efficiency on existing homes.
187	Tackling Fuel Poverty – people receiving income based benefits.	Residential Services team lead such as via Cold Buster grants for vulnerable residents.
188	Adaptation to Climate Change.	Work of sustainability team in tackling climate change.
199	Children & Young People's satisfaction with parks and play areas.	Planning/housing development contribute with regard to incorporating play areas in design.

**Key Implication** – The Residential Services Team via their energy efficiency work are directly responsible for delivering against National Indicator 187 whilst the Sustainability Team are directly responsible for National Indicators 186 and 187.

**Local Policy Context**

**Community & Corporate Plans**

One of seven key priorities of the 'Community Plan 2007-2017' is to "be the greenest borough in London". Key actions include:

- improving the energy performance of existing buildings
- tackling climate change and
- ensuring new housing development is to a high environmental standard.

The 'Corporate Plan 2007-2010' has five priorities the first of which is "Environment and Sustainability". Key objectives include:

- cutting carbon emissions
- sustainability and
- promoting energy efficiency.

**Local Development Framework**

The 'Local Development Framework Core Strategy' is currently in development and has been submitted to the Secretary of State.

Key policy 'preferred options' relevant to this priority are:

- Core Policy 2: Reducing Carbon Emissions
- Core Policy 3: Adapting to the Effects of Climate Change
- Core Policy 7: Maintaining and Improving the Local Environment
- Core Policy 14: Housing Provision

### **Design Quality – Supplementary Planning Document & the Sustainability Construction Checklist**

There are several Planning documents which all promote 'Better Quality and Greener Homes'. The 'Design Quality: Supplementary Planning Document' (2006) highlights the importance of good quality design covering issues such as local character, the public realm, sustainability and inclusive design. The 'Sustainability Construction Checklist' is an 18 point checklist which requires developments to meet 'Ecohomes' standard or the BRE excellent rating. It also incorporates other factors such as recycling, cycle storage, use of public transport and 'Secured by Design' principles. All residential schemes are assessed against this checklist. The borough also has an established Councillor as 'design champion'.

### **Climate Change Strategy (2008)**

London Borough of Richmond upon Thames developed a Climate Change strategy in 2008. Its vision is to make Richmond upon Thames the greenest borough in London and includes a range of measures aimed at reducing greenhouse emissions and raising awareness of climate change. The strategy outlines how the Council has a key role to play in tackling climate change through reducing its own impact and taking a leadership role to enable residents to take action. It also discusses the business case for reducing greenhouse emissions, such as reduced fuel bills and quality of life arguments, such as better air quality. The strategy will be updated in 2009 to cover issues around adapting to climate change.

**Key Implication** - Sustainability and a greener Richmond are key priorities of the Council – we will continue to prioritise working towards sustainability and greener housing for both new build and existing homes.

The Council and its partners work together to promote sustainability through the 'Greener Richmond Partnership', a thematic sub-group of the Local Strategic Partnership (LSP).

## **Key Findings from the Housing Strategy Evidence Base**

### **House Conditions**

With a large owner occupied and private rented sector, poor house conditions are a key housing issue affecting the borough. The age of the housing stock and the number of older residents (some of whom are on Rent Act Protected Tenancies with low rents, so there is no incentive for landlords to improve properties) are all key issues. Properties that previously failed the 'unfitness standard' are scattered throughout the borough rather than concentrated in particular wards or areas.

**Key Implication** – With an ageing housing stock, large owner occupied and private rented sectors and a high number of older residents private sector house conditions are a key housing issue affecting the borough.

### **Housing Health & Safety Rating System**

In 2006, the BRE estimated that 23% (16,064) properties in the borough had category 1 hazards. They also reported that 26% (17,974) of properties failed in respect of thermal comfort, so it is assumed that a substantial number of the category 1 failures were due to 'excess cold'. For comparison in 2006 the sub regional percentage of homes failing the Decent Homes Standard due to 'thermal comfort' reasons was estimated at 28% (SW London Private Sector Housing Strategy 2006) whilst the UK average estimate is 26% (English House Condition Survey 2005).

**Key Implication** – The local authority is responsible for enforcing the HHSRS in the borough – we will continue to develop our expertise around private sector house conditions.

### Implementation of the HHSRS

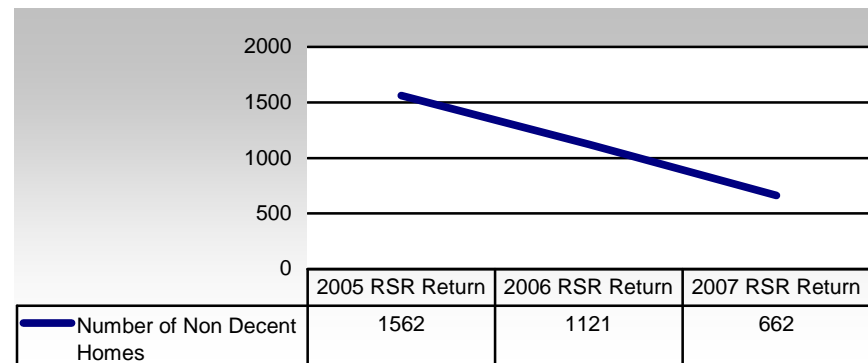
The HHSRS system has bedded down well in the borough with few statutory notices (as landlords are signing undertakings to attend to works) although many landlords are not aware of the detail of enforcement policy. Following on from the BRE findings there is no pattern as to where hazardous properties are in the borough. A number of properties have both category 1 and category 2 hazards.

**Key Implication** – We will continue to support landlords in the private sector to improve quality whilst targeting intervention in the worst circumstances of the private sector.

### Decent Homes in the Housing Association Sector

The number of housing association properties in the borough that do not meet the Decent Homes standard has declined for the last three years as shown in the table below.

### Non Decent Homes in the Housing Association Sector



Source: RSR 2005, 2006 & 2007 Return

The borough has lower than the English average number of non decent housing association properties. The two largest housing associations in the borough have significantly decreased the percentage of non decent housing association properties in the borough. Housing associations with medium or small stock portfolios in the borough are in general meeting the Decent Homes Standard.

**Key Implication** – Housing associations in the borough have delivered well on the decent homes agenda. We will continue to support their work in delivering decent homes.

### Decent Homes in the Private Sector

A survey carried out by the BRE on behalf of the borough in 2003 found 38% of properties did not reach the Decent Homes Standard. It should be noted however that since this date unfit properties have declined from an estimated 4,500 in 2003 to 3,543 in 2007. Since the introduction of the HHSRS category 1 system (as a replacement

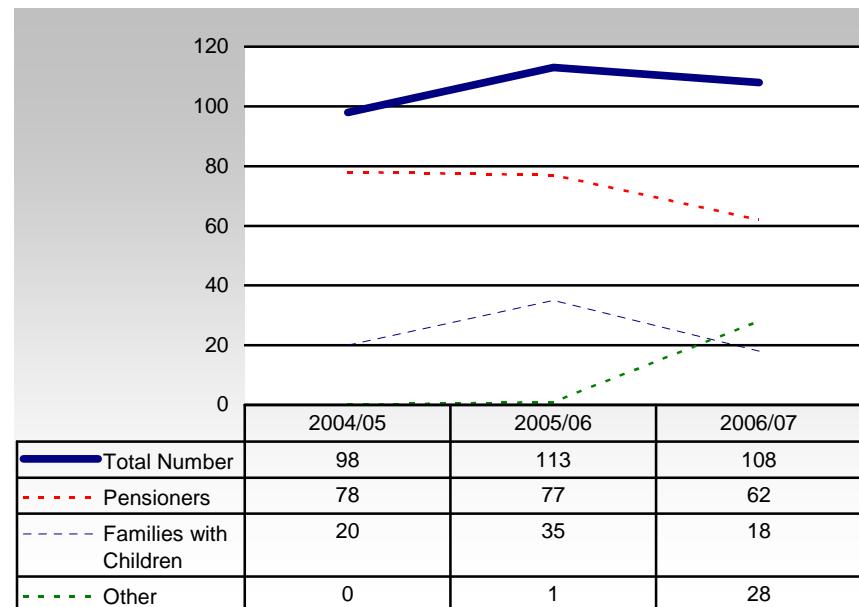
for 'unfitness') as part of the Decent Homes Standard there is likely to be an increase in the number of non decent homes in the private sector. This is because more homes have category 1 hazards than were unfit under the old standard. Therefore levels of non decent homes may actually increase under the new survey which will take place late in 2008.

As part of the work of the Residential Services Team and Home Improvement Agency (HIA) a number of non decent homes occupied by vulnerable households are made decent each year. Sometimes properties are only made partially decent, this occurs where a landlord or owner refuses additional work to the property.

The Residential services team helped 108 vulnerable households in 2006/07 to improve their homes to a decent condition.

It should be noted that the 2003 survey found no area 'pockets' or wards where non decent homes were concentrated, but were scattered around the borough.

### Homes Made Decent for Vulnerable Households in the Private Sector



Source: HSSA Returns 2005, 2006, 2007

### Energy Efficiency and SAP Ratings

SAP rating stands for 'Standard Assessment Procedure' rating. It is an index of the annual cost of heating a dwelling to achieve a standard heating regime. The index runs from 1 (highly inefficient) to 120 (highly efficient). It is dependent on both the heat loss from the dwelling and the performance of the heating system.

SAP ratings in the private sector have improved over the last five years from an average of 47 in 2003 to an average of 54 in 2007. It is estimated however that 9% of private sector dwellings have a

SAP rating of below 35 (HSSA 2007). SAP ratings have improved in both the social and private sectors.

SAP ratings are higher in the housing association sector compared to the private sector. Within the private sector SAP ratings within the borough are slightly higher than that found in most of the sub region.

### **Energy Efficiency and CO<sub>2</sub> Emissions**

There has been a 16.1% improvement in energy efficiency across all tenures between April 1996 and March 2007. In the year April 2006 to March 2007 there was an annual improvement in energy efficiency of 2.7%. There has also been a reduction in CO<sub>2</sub> emissions from dwellings between April 2006 and March 2007 of 9,306 tonnes.

**Key Implication** – We will continue to prioritise energy efficiency work to create greener and more sustainable homes.

### **Fuel Poverty**

Fuel Poverty is defined as when a household spends 10% or more of their income on household fuel to achieve a comfortable temperature. National reports highlight that those in the private rented sector have the highest levels of fuel poverty, at 9% compared to 6% for all tenures (The Poverty Site, 2004 statistic).

The 2006 BRE report estimated that households living in 4,489 or 6% of the borough's properties suffer from fuel poverty.

During 2006/08 the London Borough of Richmond upon Thames received £594,000 of funding through the CLG/Government Office for London regional pot for Coldbuster Energy Efficiency grants.

The borough provided an additional £180,000 in funding. The scheme was very successful and we approved 220 grants for central heating systems in the period, improving energy efficiency and reducing fuel poverty in vulnerable households. We also supported the Government's Warm Front scheme which meant that the total number of energy efficiency grants completed in 2006/08 was 519.

### **Lack of Central Heating**

Homes without central heating are more likely in need of modernisation, may not meet the Decent Homes Standard criteria on thermal comfort and there is also a greater likelihood of damp and condensation (The Poverty Site 2007). Nationally households living in the private rented sector are twice as likely to be living in a property with no central heating with one in four pensioner private renters residing in properties without central heating (Rhodes 2006).

In Richmond upon Thames the majority of households have central heating (92.5%) (ONS Census 2001). For pensioner households the figure is 13% (ONS Census 2001). The majority of these are single person households (75%) followed by pensioner couples (22%). Highest levels of pensioner households lacking central heating can be found in West Twickenham (20%), Kew (19%), Fulwell & Hampton Hill (17%), Mortlake & Barnes Common (17%) and St Margarets & North Twickenham (17%).

Pensioner households living in the private rented sector have significantly higher levels of households lacking central heating (40%). Whilst numbers are small (and caution needs to be used in interpreting data due to very small sample sizes) wards such as East Sheen, Kew, St Margarets & North Twickenham, Teddington and South Twickenham show significantly higher rates of pensioner

households living in private rented accommodation without central heating.

**Key Implication** – Vulnerable households in the private sector, such as some older people, are often living without central heating or in poor conditions. With limited resources we will continue to prioritise improving the quality of homes, focusing on the most vulnerable.

### **Energy Efficiency Work in the Five Areas of Relative Deprivation**

The Council has been carrying out a home visit scheme aimed at targeting energy efficiency investment into areas of need and households facing fuel poverty. The scheme provides 100% grants to certain households reliant on income based benefits to carry out energy efficiency work. In 2007 Whitton and Heathfield were targeted, in 2008 Hampton Hill and in 2009 the work will focus on Barnes.

## **Equalities Issues**

### **Disabled Households**

National research (Beresford & Rhodes 2008) highlights the fact that families with disabled children are more likely to live in a non decent home than families with a non disabled child. Local research indicates that in Richmond households with support needs (including frail elderly, physical disability, mental health problem, sensory disability or learning disability) were three times more likely to be living in unsuitable housing (14%) compared to households with no support needs (4.8%).

Disabled households also face issues of accessibility due to housing layout /design. Building to Lifetime Homes and Wheelchair Accessible standards are key elements in addressing access issues.

### **Black & Ethnic Minority Households**

National research (Harrison & Phillips 2003) identified higher levels of Pakistani and Bangladeshi, Other, Black and Indian households who resided in poor housing compared to White households. Local research has found that Black households were particularly likely to be living in unsuitable housing. It should be noted that 'unsuitable housing' is wider than poor housing conditions (including overcrowding and affordability issues both of which affect BME households). Asian, Mixed Race and Other ethnic groups all had higher rates of unsuitable housing than White households.

### **Migrant Workers**

There is little data available about migrant workers in the borough. National research shows that they predominantly live in the private rented sector, often in Housing in Multiple Occupation (HMO) and a lack of knowledge about rights and services are key concerns.

### **Older Households**

Pensioner households are more likely to be residing in poor quality housing (Leather & Rivell 2000) with national research highlighting that those living in the private rented sector are more likely to be living in non decent homes (English House Condition Survey 2006).

## **Key Objectives**

**1. Improve the quality of existing homes, especially amongst the most vulnerable.**

**2. Support landlords to improve quality.**

**3. Target intervention to tackle the worst circumstances in the private sector.**

**4. Improve energy efficiency and sustainability within existing homes.**

**5. Promote good quality sustainable design which is inclusive, helps lower crime and promotes greener homes.**

**6. Maintain strong partnership working on public and private sector housing issues.**

# Preventing Homelessness

## Background

Homelessness is the most acute aspect of housing shortage and affects many people. It compounds social exclusion and affects the life chances of families and individuals. Homeless people often find it difficult to access health services, education and training and can be disadvantaged in the labour market.

In Richmond over the four years 2003/04 to 2006/07, 2,004 households claimed to be homeless and 1,001 were accepted. It is positive to note that the numbers have been steadily falling since the introduction of the previous Homelessness Strategy in 2003. The main objectives and actions from the Homelessness Strategy 2008-2012 are contained within this chapter with the full strategy and action plan available in Appendix A. The Homelessness Review is available in Appendix D.

## National & Regional Policy Context

### **Sustainable Communities – Settled Homes, Changing Lives**

In 2005 the Government published a national strategy for tackling homelessness 'Sustainable Communities: Settled Homes, Changing Lives'. The strategy focuses on the following areas:

- Homelessness prevention
- Supporting vulnerable people
- Tackling the wider causes and symptoms of homelessness
- Helping more people to move away from rough sleeping

- Providing more settled homes.

The strategy also set out government plans for improved partnership working, provision of mediation, promotion of housing options and supporting sub regional work are highlighted as key areas of work in the bid to prevent homelessness and secure settled homes. The plans to continue reducing numbers in temporary accommodation are also outlined, following on from the target to halve numbers by 2010, as outlined in 'Sustainable Communities: Homes for All' (2005).

### **Rough Sleeping**

In 1998 the Government set a target that by 2002 the number of rough sleepers should be reduced by two thirds (from 1,850). This national target was met in 2001 and has been sustained with a level of just under 500 in 2007. The Government is still committed to sustaining this target and reducing levels of rough sleeping to as close to zero as possible.

### **Homelessness Act 2002**

The Homelessness Act 2002 required local authorities to carry out a review of homelessness in their locality and publish a strategy to tackle and prevent homelessness. This Act also amended priority needs categories ensuring Councils have a duty to house 16/17 year old homeless young people and 18-21 year old 'relevant' care leavers.

The borough was the second in Greater London to meet the Government target to reduce the numbers in temporary accommodation by 50%. Richmond upon Thames reached this target two years ahead of the Department of Communities & Local Government (CLG) timescale.

### **Housing Associations Tackling Homelessness**

The Housing Corporation strategy 'Tackling Homelessness' (2006) highlighted the key role that Registered Social Landlords (RSLs) should play in supporting Councils to address homelessness. The work of the Homelessness Action Team, set up by the Housing Corporation and CLG, has also contributed to these goals including the publication of a Homelessness Toolkit for RSLs and support to develop and improve their homelessness strategies.

**Key Implication – We will work with our housing association partners to reduce homelessness in the borough.**

### **Youth Homelessness**

On 14 November 2006 the Government announced a package of measures to tackle youth homelessness. These included:

- A commitment to end, by 2010, the use of bed and breakfast accommodation by local housing authorities in discharging their homelessness duty to secure suitable accommodation for 16 and 17 year olds.
- Improved access to homelessness mediation across the country (including family mediation for young people), so that there is a general expectation of such services.
- The creation of a new national supported lodgings development scheme providing accommodation, advice and mediation services for young people who can no longer stay in the family home.

Full details on youth homelessness can be found in the Young People's Housing Strategy in Appendix B.

**Key Implication – We will take action to prevent and reduce homelessness amongst young people and work towards ending the use of bed and breakfast accommodation for young people aged 16/17.**

### **Supporting People**

The provision of housing related support services for vulnerable and excluded people through the Supporting People programme is crucial in helping people to live independently and to reduce homelessness. The national Supporting People strategy 'Independence and Opportunity' (2007) places the service user at the centre of its activities, seeks to build on successful local voluntary and community partnerships, and looks to future delivery of the programme through LAAs.

### **Worklessness and Social Housing**

The Hills report, 'Ends and Means: The Future Roles of Social Housing in England' (2007), examined how housing needs can be met and highlighted the importance of integrating housing and employment advice to increase the options for tenants and contribute to a reduction in the need for temporary accommodation.

### National Indicator Set (2008)

The 'Preventing Homelessness' chapter contributes to the outcomes of the following National Indicators.

NI	Definition	How Housing Strategy Contributes to Indicator?
5	Overall / general satisfaction with local area.	Homelessness prevention, tenancy sustainment and addressing street homelessness.
50	Emotional health of children.	Reducing the numbers of households in temporary accommodation.
112	Under 18 conception rate.	Partnership working around the Teenage Parent's Housing Strategy.
117	16 to 18 year olds not in education, training or employment.	Work of Young People's Housing Strategy.
119	Self reported measure of people's overall health and well-being.	Reducing the numbers of households in temporary accommodation, preventing homelessness
142	Number of vulnerable people who are supported to maintain independent living.	Work of tenancy sustainment team, supporting people work e.g. around mental health and housing.
147	Care leavers in suitable accommodation.	Work of the Younger People's Housing Strategy.

149	Adults in contact with secondary mental health services in settled accommodation.	Work around supporting people and mental health.
156	Number of households in temporary accommodation.	Work of Housing Services in reducing numbers in temporary accommodation.

**Key Implication** – Housing Services are directly responsible for delivering on Indicator 156 – numbers of households in temporary accommodation.

## Local Policy Context

### Sub regional Priorities 2008/09

The current sub regional priorities of the South West London Housing Partnership include increasing housing options for residents and working to prevent homelessness.

### Community Plan 2007-2017 and Corporate Plan 2008-2011

The Community Plan's priority of "Tackling Disadvantage" outlines key housing and homelessness issues facing the borough and the shortage of affordable homes in the borough. The Corporate Plan 2008-2011 priority of "Promoting the health, housing and well-being of all residents" contains key actions around reducing numbers in temporary accommodation and ensuring service users are supported to maintain independent living.

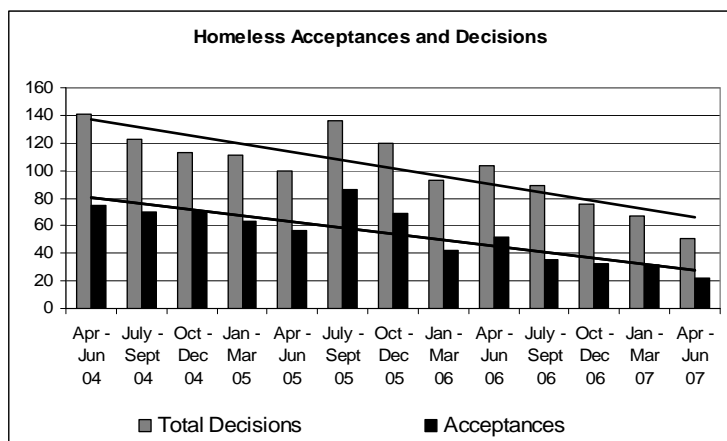
### Mental Health Rehabilitation & Accommodation Strategy

Between April 2004 and February 2007 there were 107 homeless applications from households with a mental health issue. Mental health problems are experienced by many single homeless people,

and the incidence is particularly high among people who are sleeping rough. The 'Mental Health Rehabilitation and Accommodation Strategy' (2008) will examine these issues and what action is needed to address them.

### Key Findings from the Homelessness Review

In the financial year ending March 2004, 772 households applied to the Council as homeless and 316 were deemed by the Council as being homeless, unintentionally homeless and in priority need (having children, pregnant or a vulnerability), which confers a duty on the Council to secure a settled home for them.



Source: P1E homelessness returns

In 2006/07 there had been a significant reduction with 335 households approaching the Council and 152 deemed eligible, unintentionally homeless and in priority need. The numbers approaching the Council who are homeless and those that are

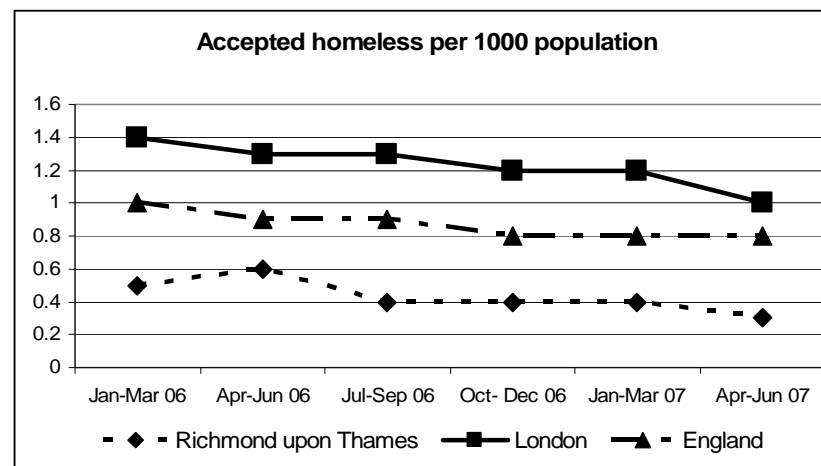
accepted has shown a steady reduction. A reduction in the numbers of accepted households has occurred in the Borough, London and in England overall. However the reduction in Richmond upon Thames has been greater.

### Accepted Homeless Households % Reduction 2003/04 to 2006/07 (inclusive)

England	London	Richmond upon Thames
-45.8	-48.8	-51.92

Source: P1E homelessness returns

Another measure of homelessness is to express the numbers accepted by 1,000 population. Not only has the borough been able to reduce its homelessness acceptances but the level of homelessness is also less acute.



Source: P1E homelessness returns

**Key Implication** – we will continue to prevent homelessness and actively work to reduce numbers in temporary accommodation.

### **Homelessness Prevention & Housing Options**

One of the key objectives of the Council's previous Homelessness Strategy was to bring about a reduction in homelessness through a range of actions including wider availability of housing advice.

During this period the Government urged local authorities to step up their homeless prevention activities and promote a housing options approach.

In Richmond the Advice and Assessment Team is the first point of contact for all people in housing need. A range of homelessness prevention initiatives are undertaken that include home visits in cases involving eviction from families and friends and the availability of specialist mediation services. A notable success has been to offer alternative housing options and in particular accommodation in the private rented sector. This includes working closely with SPEAR, a local housing charity, to assist people to secure the accommodation, including financial assistance. A specialist officer in the team deals with homeless young people.

### **Single Homelessness**

Since April 2004 non-statutory homeless households comprised 12.85% of all homeless decisions which averaged at 13 households per quarter. These households would be single people or couples with no children and having no defined vulnerability, and therefore not eligible for assistance beyond advice and signposting to suitable accommodation. Although non-statutory homeless numbers have fallen, it is still necessary to seek to prevent all groups experiencing homelessness. Also, not all homeless households will approach the Council directly and may seek their own solution or assistance

from a range of local services and charitable organisations. The Homelessness Review identified the need for more information about households not in priority need.

There are stakeholder concerns that services to single homeless persons can be improved. We will work with partners to review service delivery.

SPEAR receives funding from the Council to play a key role in monitoring and working with rough sleepers through its outreach and hostel services. The target is to maintain the number of rough sleepers at five or under.

**Key Implication** – We will work with our partners to prevent homelessness amongst single people and address rough sleeping.

### **Reasons for Homelessness**

Over the three year period 2004/05 - 2006/07 the following reasons for homelessness have been identified:

- Nearly 30% was due to parents no longer willing to accommodate.
- 16% due to termination of an assured shorthold tenancy.
- 14% due to a violent relationship breakdown with a partner.
- 10 % from eviction due to other relatives and friends asking to leave.

### **Household Composition**

Over this period, 44% of accepted households had dependent children and nearly 13% where a member of the household was pregnant with no dependent children. Thereafter 16/17 year olds comprised over 16%, followed by people with mental health problems (10.7%). Older people made up 4.5% of acceptances.

### **Homelessness & the Private Sector**

Rental costs and securing a deposit are barriers to homeless people accessing the private rented sector but in 2006/07 111 households in the borough were assisted via the Rent Deposit Schemes run by London Borough of Richmond upon Thames and SPEAR.

The introduction of the Local Housing Allowance (LHA) in April 2008, which includes payment of rent direct to the tenant, is likely to have an impact on use of the private rented sector and the Rent Deposit Scheme and therefore this change will need to be monitored.

### **Temporary Accommodation**

Richmond has made significant progress towards the Government's target to halve the number of households living in temporary accommodation by 2010. In December 2004 508 households were in temporary accommodation and by December 2007 the figure was 290, a 43% reduction.

Critical to the reduction of numbers housed temporarily is the continued availability of nominations to permanent homes. In 2006/07 homeless households were allocated 70% of all nominations to homes with two or more bedrooms. Such levels have been necessary to enable the Council to reduce the numbers in temporary accommodation.

The existing stock profile of the largest housing associations in the borough is heavily weighted towards bedsit and one-bedroom properties. In 2006/07 59% of re-lets available to the Council were

one-bed or bedsits and therefore the Council is better able to meet the needs of single person homeless households.

### **Youth Homelessness**

Against the target to ensure that by 2010 no 16/17 year olds should be placed in bed and breakfast accommodation by a local authority, except in an emergency, Richmond had 19 young people in such accommodation - 18 were 16/17 year olds and one was 18 years old (March 2008). Supported lodging schemes and crash pads are options that can be considered to reduce the number of young people in temporary accommodation.

In the period November 2004 to November 2007, 201 homelessness applications were made by 16/17 year olds, of which 98 were accepted as homeless. London Borough of Richmond upon Thames has a specialist officer in the Advice and Assessment team who works with homeless young people.

The Council has a mediation service in place which has dealt with 14 referrals over three years and six young people have been enabled to remain at home.

### **Homelessness and Support Services**

Provision of supported accommodation, and floating support, for vulnerable homeless households is essential to success in moving on to live independently and preventing future homelessness. The Supporting People grant is currently ring fenced to provide housing related support services, however, the grant will become de-ring fenced from April 2009 and it will be essential that any update to the Supporting People Strategy, or changes to funding priorities, still reflect homeless prevention priorities.

## Equalities Issues

### **Lesbian Gay Bisexual and Transgender (LGBT)**

Young LGBT people may be at higher risk of homelessness due to homophobia from within the family home and/or being thrown out of home when coming out (Gold 2005). This issue has been highlighted by Richmond's LGBT Forum as an issue.

Nationally there is also a lack of monitoring information and analysis of housing information around LGBT issues with a lack of awareness amongst some service providers. Monitoring by sexual orientation is therefore an important step in understanding housing need and homelessness issues amongst LGBT residents.

LGBT residents may also be homeless due to homophobic harassment and violence from family or neighbours (Gold 2005). LGBT residents may also face domestic violence issues from partner or family members.

### **Disability**

People with mental health problems or drug and alcohol misuse problems may be at greater risk of homelessness.

In 2006/07 the seven people who were accepted as homeless whose priority need was a physical disability comprised 4.6% of the total. This was down from 16 (6.3%) in 2005/06. The Local Housing Needs Assessment identified that of an estimated 8,228 households in Richmond with one or more members with identified support needs, 42.2% had a physical disability and comprised the largest group.

### **Black & Minority Ethnic (BME) Households**

Homelessness can disproportionately affect BME households. Whilst the BME population comprises just 9% of the resident population, BME applicants comprise just over 25% of homeless applicants.

During the period 2004/05 to 2006/07 BME households who made a homelessness application amounted to nearly three times the proportion of BME residents in the local population. The incidence of homelessness amongst households of a black ethnic origin were 12 times the proportion of the resident population.

In the population overall nearly 60% of the black ethnic groups live in RSL properties and just over 30% live in privately rented accommodation. That only 10% live in owner occupied housing compared with approximately 70% white and Asian groups may explain the greater likelihood of homelessness.

### **Gender**

Although Richmond has low numbers of reported cases of domestic violence compared to other London boroughs it is believed that there is significant under reporting and it still accounted for 14% of homelessness for the period 04/05 to 06/07.

## **Key Objectives**

**1. Prevent homelessness.**

**2. Promote greater housing opportunities in the private rented sector.**

**3. Provide good quality and suitable temporary accommodation.**

**4. Reduce homelessness amongst young people.**

**5. Ensure that support services are available to enable people where possible to live independently.**

**6. Secure access to permanent housing for homeless households.**

**7. Promote effective partnership working**

# Supporting Independent Living

## Background

The provision of support has a great impact on people's lives and the choices they can make about where they live. It can help an older person remain in their own home or maintain their independence within sheltered housing, it can help young people learn the life skills necessary to maintain a tenancy or provide accommodation choice (with support when required) for people with learning disabilities.

This chapter of the Housing Strategy examines supporting independence within a housing context as this is not a Social Care or Supporting People strategy. As such it is limited in its actions for certain client groups, which are covered in greater detail within other social care and Supporting People strategies.

Much of the specific detail around supporting young people and homeless households is available in the Homelessness Strategy, Young People's Housing Strategy and Teenage Parents' Supported Housing Strategy documents found in the appendices.

## National & Regional Policy Context

### Supporting People

The Supporting People programme was launched in 2003 to provide housing related support with the aim of allowing individuals to live independently in their accommodation. Support can be long term or short term and can be via supported accommodation or

through floating support, where support is provided wherever an individual resides.

A number of client groups may require support including

- older people
- people with learning disabilities
- people with physical or sensory impairments
- people with drug/alcohol issues
- people with HIV/AIDS
- people with mental health problems
- homeless families or homeless single people with support needs, rough sleepers
- refugees
- gypsies and travellers
- teenage parents, young people leaving care, young people at risk
- offenders and people at risk of offending.

The Government publication 'Independence and Opportunities' (2007) has the following four themes;

- keeping people at the heart of the programme
- enhancing partnerships in the third sector
- delivering within the new local government landscape and increasing efficiency.

### Supporting People Funding

There will be a de-ring fencing of Supporting People funding from April 2009, which will require better working between all agencies involved in supported living to ensure all client groups are represented in any local decisions around Supporting People budgets.

## **Older People**

Government policy around older people has, since 2000, pursued strategies which promote:

- Policies for older people to remain in their home
- Strong linkages between housing, social care and health
- Greater use of extra care housing
- Intensive support at home and support for carers.

'Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society' (2008) stresses the need for housing policies that cater for active ageing and independence with choice, whilst the housing market should cater for older people's needs and match their aspirations. Key messages include promoting and improving:

- housing advice and information services
- equity release schemes
- rapid repairs and adaptations services.

## **Safeguarding Adults**

In 2000 the DoH and the Home Office issued guidance on keeping adults safe called 'No Secrets'. This included guidance about keeping those living in care homes and supported housing safe from abuse and harm. The broader term 'safeguarding adults' is now used to describe this agenda and a consultation on the review of safeguarding adults is due to be completed in January 2009.

## **Young People**

The Homelessness Act 2002 amended priority need categories ensuring Council's have a duty to house 16/17 year old homeless people and 18-21 year old 'relevant' care leavers. Particular emphasis was paid to young people leaving care in this act

strengthening the previous Children's (Leaving Care) Act (2000), which had already imposed stronger duties on local authorities to assist care leavers until they reach the age of 21. 'Care Matters' (2007) further sets out how the Government intends to transform outcomes for children in care by ensuring young people leaving care have planned access to a range of options to provide them with future accommodation and support.

The Government's 'Every Child Matters' programme (2004) set out five key outcomes in the Every Child Matters Framework: these being "Be healthy", "Stay safe", "Enjoy and achieve", "Make a positive contribution" and "Achieve economic well-being". The programme sets out to achieve better integrated services to improve outcomes for children, young people and families. With regard to teenage parents the Social Exclusion Unit in 1999 outlined targets to halve the under 18 conception rate by 2010.

## **People with Learning Disabilities - Valuing People (2001)**

The White Paper 'Valuing People' sets out the Government's plans for making life for people with learning disabilities, their families and their carers better. Key issues include poor planning at the point of transition into adulthood, limited housing choice, limited choice or control over aspects of their own lives, insufficient support for carers and limited employment opportunities

Richmond upon Thames is a pilot authority in the 'Getting a Life' project which focuses on young people with learning disabilities in transition. The project aims to ensure young people with learning disabilities have the same opportunities as other young people and involves joint working and a holistic approach (including access to housing and further education) to deliver these outcomes.

### National Indicator Set (2008)

The 'Supporting Independent Living' chapter contributes to the following National Indicators.

NI	Definition	How Housing Strategy Contributes to Indicator
32	Repeat Incidents of domestic violence.	Work of refuge, Supporting People support and work addressing domestic violence.
46	Young offenders accessing suitable accommodation.	Joint work across services to ensure access to accommodation.
112	Under 18 conception rate.	Preventative work amongst young people in temporary accommodation.
117	16-18 year olds who are not in education, employment or training (NEET).	Joint work with Connexions and with young homeless in temporary accommodation.

138	Satisfaction of people over 65 with both home and neighbourhood.	Sheltered housing, extra care housing, work of Home Improvement Agency (HIA) and DFGs.
139	The extent to which older people receive the support they need to live independently at home.	Sheltered housing, development of extra care housing, DFGs and HIA work.
141	Number of vulnerable people achieving independent living.	Supporting People funding for client groups.
142	Number of vulnerable people who are supported to maintain independent living.	Sheltered, extra care, funding for Supporting People client groups.
143	Offenders under probation supervision living in settled and suitable accommodation at the end of their order or licence.	Work housing ex offenders in supported housing.
145	Adults with learning disabilities in settled accommodation.	Providing housing options and supported housing opportunities.
147	Care leavers in suitable accommodation.	Providing supported housing options to care leavers.

149	Adults in contact with secondary mental health services in settled accommodation.	Supporting People funding of mental health, work on the mental health accommodation review.
-----	---	---

## Local Policy Context

### **Community Plan 2007-2017 and Corporate Plan 2008-2011**

The Community Plan's Priority on "Tackling Disadvantage and Inequalities" highlights issues around supported housing, whilst the Corporate Plan outlines plans to work with providers to deliver affordable housing and supported housing arrangements as well as increase SDS under the priority "Promoting the Health, Housing and Well-being of All Residents".

### **Supporting People Strategy 2005-2010**

The Supporting People Strategy outlines the borough's vision "to deliver, in partnership with providers, users and commissioners, high quality and flexible accommodation services which promote independence and meet the needs of all our communities".

### **Community Safety Partnership Plan 2008-2011**

The Community Safety Partnership Plan 2008-2011 outlines its vision that "Richmond is the safest borough in the capital and that people feel that this is the safest borough". Priority outcomes from the Plan are relevant to several supported housing client groups such as ex offenders and people with drug and alcohol misuse problems.

### **Older People's Supported Accommodation Review (2008)**

The 'Older Peoples Supported Accommodation Review' was carried out in 2008. The review looked at supporting older people in their home, sheltered housing, the provision of extra care housing and the use of residential care. A three year action plan was developed to move forward key recommendations.

### **Protecting Vulnerable Adults**

New policy and procedures on how to recognise and respond to cases of abuse involving vulnerable adults will be issued by the Council in November 2008. They have been established by the Council, in partnership with the Primary Care Trust (PCT) and the Police, and will outline the importance of local organisations working together to improve the quality of services for vulnerable adults and their carers.

### **Mental Health Rehabilitation & Accommodation Strategy (2008)**

The Council and PCT are currently undertaking a Mental Health Rehabilitation and Accommodation Strategy examining rehabilitation and supported housing for people with mental health issues. Key objectives include ensuring choice and flexible recovery pathways, ensuring a range of housing and support options that support recovery and independence, supporting service users who are able to remain in their own home and identifying and taking action to reduce barriers to accessing accommodation.

**Key Implication** - We will work to deliver housing and housing related support outcomes from the Older People's and Mental Health accommodation reviews.

### **Young People's Housing Strategy & Teenage Parents' Housing Strategy (2008)**

The Young People's Housing Strategy and Teenage Parents' Housing Strategy are attached in Appendix B of this document.

Key actions include:

- Working towards a target that no 16/17 year olds are placed in bed and breakfast accommodation (except in emergency) by 2010;
- Improving access to mediation services;
- Establishing a supported lodgings scheme;
- Providing a wider range of housing options for younger people;
- Supporting care leavers to live independently;
- Reducing worklessness – addressing issues around young people not in employment or education;
- Working in partnership to meet the 2010 reduction in teenage conceptions target;
- Providing appropriate supported accommodation for teenage parents and ensuring appropriate referral mechanisms are in place to prevent social exclusion.

### **Housing & Support Plan for People with Learning Disabilities (2007-2010)**

This plan sets out proposals to improve the range of accommodation options for people with learning disabilities as well as increase information about housing options. It also outlines the need to improve information on the future housing needs and aspirations of people with learning disabilities.

Key housing actions include:

- improving information about housing

- changing the ratio of clients in residential care to supported housing from 70:30 to 50:50
- conversion of existing residential schemes to supported living arrangements
- further develop the potential for shared ownership opportunities and
- carry out a survey of housing needs and aspirations of all people with learning disabilities.

**Key Implication** - We will deliver actions outlined in the Young People's and Teenage Parents' Housing strategies and the Housing and Support Plan for People with Learning Disabilities.

### **Key Findings from the Evidence Base**

#### **Fordham's Local Housing Assessment (2007)**

This survey estimates that there are 8,228 households in the borough with support needs. Of this, 50% contain older people. The largest groups of households with support needs have a physical disability (42.2%), or mental health problem (33.5%), or are frail elderly (24.7%).

#### **Supporting People**

The largest groups gaining funding from the Supporting People budget are:

- people with mental health problems (25%)
- older people with support needs (22%)
- offenders and people at risk of offending (13%)
- people with learning disabilities (11%) and
- single homeless with support needs (10%).

Findings from the 'Building for all' (2007) paper (National Housing Federation and Housing Corporation) suggests that the South West London sub region needs an additional 727 supported housing units in 2007 and 819 by 2017. However, these figures must be supported locally by the client based needs assessments undertaken as part of independent accommodation reviews. The de-ring fencing of Supporting People funding from April 2009 will necessitate better working between all agencies involved in supported living.

**Key Implication** - We will continue to update our information on the needs of supported housing client groups to inform our housing development and policy decisions.

### **Needs Assessments**

During 2007 the borough undertook two supported accommodation reviews in relation to older people and customers with learning disabilities.

### **Self Directed Support (SDS)**

The introduction of SDS could have a significant impact on supported housing across all client groups and we may see an increased need for floating support and short term housing support services.

Consultation as part of the strategy process highlighted real concerns over the impact that SDS/individualised budgets will have on providers of sheltered and supported housing. Providers highlighted real concerns about the need to understand the benefits that accommodation based support can, in particular circumstances, have over floating support and the fact that certain client groups may have life long support needs. Registered Social Landlord (RSL) stakeholders outlined concerns that SDS could

mean organisations risk losing the economies of scale benefits and may no longer be able to provide fallback services and co-ordination for many clients. Concerns were raised that SDS could also make it harder for providers to monitor quality and consistency of services.

Consultation also stressed the importance that accommodation based support can have for older people's lives in sheltered accommodation as well as concerns over the de-ring fencing of Supporting People funding.

**Key Implication** – There is a need to further understand the impact SDS may have on supported and sheltered housing and their providers.

### **Supporting Homeless Households to Live Independently**

The resettlement team work to assist homeless households living in temporary accommodation who are provided with social housing to adjust to living independently. The largest groups helped by the team are young people (37%) and people with mental health problems (35%).

### **Key Findings from the Older People's Supported Accommodation Review - Supporting Older People to Remain in their Own Home**

- Older people in the borough are more likely to own their own home, and the borough has a good range of options available, which help to support people in their existing homes. These options include well regarded schemes such as the HIA and the Handyperson scheme which help people to maintain, improve and adapt the fabric of their home.

- The demographic profile of the borough means that there is scope for the expansion of both schemes but there are limitations on their resources.
- The numbers of people helped to live at home through the provision of home care is now below the national average, but the Council is still able to help people whose needs are moderate as well as substantial and critical. A large number of people are assisted through Careline schemes within the private sector, but there is scope for further development of telecare services as increasingly sophisticated technologies become available. The commitment to implementing SDS will increase the independence of older people and the control they have over their lives but will have implications for the housing market.

### **Key Findings from the Older People's Supported Accommodation Review - Sheltered Housing**

- The sheltered housing building boom in the 1960s, 70s and 80s with little built since, has led to a service model which is now outmoded and may not meet the needs and aspirations of older people now and in the future. Scheme management arrangements, therefore, need to be reviewed.
- The amount of sheltered housing in Richmond is lower than the national average but that does not necessarily mean there is under provision. The size and quality of sheltered housing units does not always accord with the lifestyles of older people in the 21<sup>st</sup> century with a large number of studio flats with shared facilities. This is, however, being addressed in a modernisation programme.

- Sheltered housing remains a popular option and in comparison with many areas there is not a large problem of void properties in the borough. The exception to this is in relation to studios with shared facilities, where there are some properties which have been empty for more than two years.
- Decommissioning or finding alternative uses for sheltered housing should only be considered where re-provision will yield a net housing gain. However, there is potential for the rehousing of people with learning disabilities (55+) who are currently, and perhaps inappropriately, in residential care.
- There is a surprisingly small amount of private sector sheltered housing for sale in the borough.
- The move away from residential care placements towards supporting people to remain independent in their own homes will lead to a greater demand for extra care housing for people with higher levels of care needs.

### **People with Learning Disabilities**

In November 2007 there were 52 applicants on the housing register who had a learning disability; this comprises nearly 1% of applicants. There are a wider number of adults known to social services, at 505 adults known with learning disabilities, 403 of whom were in receipt of services.

In 2007 there were 39 people with learning disabilities over 65 in residential care. In addition, there are 41 people aged between 55 and 65 in residential care, for some of whom mainstream sheltered housing may be more appropriate.

During 2008 the Council developed a 'key-ring' scheme providing accommodation and floating support to allow five people with learning disabilities to live independently.

There is a quota of 10 housing association units for young people with learning disabilities. The Housing Provision team see on average eight clients per year aged 19 and older in need of accommodation.

### **Domestic Abuse**

Support for those who experience domestic abuse can include accommodation based support such as a refuge for those fleeing domestic abuse or floating support. Supporting People provides services for women at risk of domestic violence, including hostel provision and floating support services. Although Richmond has low numbers of reported cases of domestic violence compared to other London boroughs it is believed that there is significant under reporting. Domestic abuse is also a major cause of homelessness, causing 14% of all homeless cases in the period 2004/05 to 2006/07.

### **Young People**

The number of young people aged 16/17 years old who are accepted as homeless has fallen from 40 in 2004/05 to 27 in 2006/07. This is in line with the overall fall in the number of acceptances of homeless households. However the percentage of young person households as a proportion of homelessness acceptances has in effect risen, with those aged 16-24 making up approximately 16.8% of all acceptances (Richmond upon Thames Homelessness Review 2008).

### **Supporting Independence**

There are three Young People's Resettlement Team Officers who help support young people to maintain their tenancies. As at March 2008, they were supporting 53 young people, 4 of whom are pregnant.

There has been an increase in the number of young people referred to the Rent Deposit Scheme. Of the 53 households currently being supported 20 involve at least one applicant under 25.

### **Young People Leaving Care**

The borough has seen an increase in the numbers of young people receiving a leaving care service as a result of the Hillingdon judgement – with an increasing proportion of leaving care clients comprised of asylum seekers. Issues for care leavers are discussed in greater detail in the Young People's Housing Strategy.

### **Teenage Parents**

In the last two years there have been four to five homeless teenage parents, all of whom have been supported via floating support services. Numbers have fallen from 10 during 2004/05. Issues for teenage parents are discussed in greater detail in the Teenage Parents' Housing Strategy.

### **Ex Offenders**

There is a need to understand the supported housing needs of ex offenders.

**Key Implication - A review of the housing needs and supported accommodation of ex-offenders is required.**

### **Other Client Groups**

Supporting People funds work with other client groups including HIV/AIDS, women suffering domestic violence and gypsies and travellers.

## **Equalities Issues**

### **Older People / BME Older People**

Older people are increasingly likely to require support to maintain independent living as they get older. Fordham (2007) found that households with support needs were disproportionately made up of older people. The Older People's Supported Accommodation Review highlighted a need for more information about the housing needs of older people from BME backgrounds.

### **Disability**

This chapter is directly relevant to households with a disability and providing supported housing accommodation e.g. for people with learning disabilities. The Richmond Housing & Support Plan found that housing provision for people with learning disabilities should be shifted away from residential care towards supported housing. The Fordham's assessment also found that households with support needs are three times more likely to have problems maintaining their home.

### **Lesbian, Gay, Bisexual & Transgender (LGBT)**

National research has highlighted issues around the 'invisibility' of older LGBT people within housing and care services (Gold 2005). Issues such as isolation and even harassment from other service users have been highlighted by Richmond's LGBT Forum as an issue of concern.

Initial discussions with housing association partners have highlighted that although not wide-scale, there are issues within sheltered housing that need addressing; such as residents feeling able to disclose sexuality, generational attitudes towards sexual orientation, negative and bigoted remarks that can make LGBT elders feel isolated and remarks that offend or isolate because the older person has a son/daughter/grandchild who is openly LGBT.

Research has highlighted that like all young people LGBT people face issues of mental ill health. Isolation and homophobia may however intensify risks of mental ill health (Gold 2005).

### **Gender**

Research outlined by Women's Aid states that one in four women will suffer domestic violence during their lifetime and one in eight to one in ten women experience it annually. Domestic violence accounts for a quarter of all violent crime in the borough.

## **Key Objectives**

**1. Support older people to live independently.**

**2. Support young people to live independently.**

**3. Increasing housing opportunities for people with learning disabilities.**

**4. Understanding and addressing the needs of supported housing client groups.**

# Understanding & Influencing the Housing Market

## Background

This Housing Strategy strives to understand the local housing market, identify problems that exist in the housing market and take steps to address these problems. The evidence base points to the major issue of affordability, both in the owner occupied and private rented sector. Other key issues that impact on the borough include overcrowding, dealing with long term empty properties and management activity in the private rented sector. We also need to understand, and take account of, the potential impact of the economic downturn on the borough's housing market.

## National & Regional Policy Context

### Strategic Housing Role & Understanding and Influencing Housing Markets

The Local Government White Paper 'Strong and Prosperous Communities' (2006) places housing at the heart of a local authority's place shaping role. It also outlines the need for local authority Housing Strategies to act as levers for social and economic change; ensuring local housing markets meet local demands.

The Housing Green Paper 'Homes for the Future, more affordable, more sustainable' (2007) discusses in detail the local authority strategic housing role, the need to understand housing markets and

work in partnership with sub regional partners on understanding housing market issues. Key actions include the need to assess and plan for the housing needs of the population and tackle housing issues in the area.

The Chartered Institute of Housing (CIH) and Local Government Association (LGA) in 'Visionary Leadership in Housing: A new future for local housing strategy' (2005) also outline key elements that housing strategies must address with regard to housing markets. These include understanding and reviewing options to help balance the housing market.

Planning Policy Statement 3 (PPS3) sets out the Government's policy framework for planning with regard to objectives around housing. It outlines the need for a robust evidence base including housing need, demand and the development of a strategic housing market assessment. This is an assessment of need and demand for housing within a housing market area.

**Key Implication** – The local authority must understand the local housing market and work to address local housing problems as part of its strategic housing role.

### Affordability & Widening Opportunities for Home Ownership

The National Housing and Planning Advice Unit (NHPAU) published 'Affordability Matters' in 2007, which highlights the scale of house price increases over the last 10 years, leading to a rapid deterioration in affordability. In some areas this has meant that key workers, such as teachers and nurses, are unable to live where they work, affecting the delivery of key public services. First time buyers have also found it increasingly difficult to enter the housing market, whilst those wanting to move into a larger property to start a

family may be unable to afford the move. Almost half of people aged 18-34 believe they will have a lower standard of living than that of their parent's generation.

The Government outlined policies to widen home ownership in 'Sustainable Communities: Homes for All' (2005) including key worker and first time buyer initiatives, shared ownership opportunities, schemes for social housing tenants and opportunities to buy on the open market. The 'Housing Green Paper' (2007) continues the Government's emphasis on helping first time buyers, outlining plans to provide 25,000 low cost homes between 2007 and 2010, plans to review public sector land for housing development and promoting schemes to allow social housing tenants to buy a share of their home.

### **Overcrowding**

Overcrowding is an issue that can affect the physical and mental health, educational outcomes and life chances of families. In 'The Impact of Overcrowding on Health and Education: A review of the Evidence and Literature' from the ODPM (2004) the relationship between overcrowding and adult respiratory disease/tuberculosis as well as respiratory conditions in children are highlighted.

In 'Tackling Overcrowding: An Action Plan (2007) the Government highlights the need for local authorities to prioritise and address overcrowding issues. The CLG has now funded all London boroughs as 'Pathfinder' authorities to tackle overcrowding and regional funding is also available from the Greater London Authority (GLA) in the form of bids for extensions and de-conversions of existing properties.

**Key Implication** – As part of the CLG London Pilots on 'Tackling Overcrowding' and to address housing problems in the borough we will develop actions to tackle the issue of overcrowding, especially in the housing association sector.

### **Under Occupation**

Under occupation is not necessarily a housing market problem as many households wish to live in larger properties. It may however be an issue for older people with regard to maintaining their home. Under occupation may not reflect the most efficient use of housing stock, especially in the housing association sector, where there are large numbers of households in housing need waiting for accommodation. Existing national schemes such as Seaside and Country Homes and LAWN have all been used to help move under occupiers in the social rented sector. Within the borough the Sponsored Moves scheme helps move under occupiers wanting to downsize into a smaller property. Tackling under occupation in the social housing sector is seen as a key means to tackle overcrowding.

### **Long Term Empty Homes**

Whilst properties can be empty as a natural part of the housing market cycle, such as refurbishment or as part of a property sale, it can be a concern if properties lie empty for long time periods. The Comprehensive Performance Assessment (CPA) indicator specifically identifies properties in the private sector that are empty for six months or more, so this is a good timescale to differentiate between properties empty as part of the housing market cycle and long term empty properties. The majority of long term empty properties are in the private sector with CLG highlighting them as "a wasted resource which impacts on the supply of housing in an area".

The Empty Homes Agency works in partnership with central and local government to bring empty properties back into use. The Mayor of London has promised to increase funding for tackling empty properties by £60 million during 2008-2011.

### Managing Houses in Multiple Occupation in the Private Rented Sector

There are a number of definitions of what constitutes a House in Multiple Occupation (HMO) but they are generally characterised by having more than one household who share (or lack) a kitchen, bathroom or WC facilities. A classic example is a house made up of bedsits for single people. HMOs often exhibit some of the worst conditions in the private rented sector. Absentee or poor management can also impact on the lives of tenants. HMOs do however provide an important and affordable source of housing for many groups including students, migrant workers, the low paid and the young.

The Housing Act 2004 introduced mandatory licensing of certain HMOs (those with 3 storeys, 5 or more occupants and shared facilities) to ensure adequate management and conditions in the sector. This came into force on the 6<sup>th</sup> April 2006 with local authorities responsible for the licensing of HMOs within their area.

### National Indicator Set (2008)

Within the National Indicator set there are a number of indicators to which the Housing Strategy can contribute better outcomes, as listed below.

NI	Definition	How Housing Strategy Contributes to Indicator?
5	Overall/general satisfaction with local area.	By addressing affordability, empty properties, overcrowding and conditions in the private sector.
50	Emotional health of children.	Work on overcrowding can have positive effects on young people's health and life outcomes.
119	Self reported measure of people's overall health and wellbeing.	Overcrowding, dealing with housing conditions in HMO.

## Local Policy Context

### Community Plan 2007-2017 & Corporate Plan

The Community Plan 2007-2017 highlights the issue of affordability affecting Richmond upon Thames' residents under 'Priority 1: Tackling Disadvantage'. The plan highlights the fact that many residents on medium to low incomes are unable to afford to buy housing in the borough. The Plan also recognises the importance of sponsored moves to free up under occupied social housing. Within the Corporate Plan, Priority 5 is to promote the 'Health, Housing and Wellbeing of All Residents' and within this priority to

provide more affordable local housing and supported housing options.

### HMO Licensing Policy (2006) & Local Development Framework

The Council produced a HMO licensing policy in 2006 which outlines guidelines around licensing, management of HMOs, space standards and the availability of grants. The Council also recognises the importance of HMOs as a housing option in the Local Development Framework (LDF), stating it would generally oppose planning applications that would lead to the loss of HMOs.

**Key Implication** – We have a legal responsibility to licence and monitor HMOs in the borough. We will also promote good practice to landlords.

## Key Findings from the Housing Strategy Evidence Base

### Affordability

The average cost of housing in the borough is significantly higher than that found in England and Wales with the greatest price differentials found in three bed and four bed houses. Comparing the prices of four bedroom houses across Greater London, Richmond upon Thames is ranked the seventh most expensive borough in the capital (out of 33 boroughs) to buy in. (Hometrack 2007).

Research carried out by Steve Wilcox (Joseph Rowntree Foundation) for Hometrack (2007) examined the percentage of young households (25-39 year olds) who are unable to purchase at lower quartile prices for two and three bedroom properties. Even though Richmond upon Thames has the highest income levels in the sub region it also has the highest percentage of households unable to

buy at lower quartile prices. Affordability is a key issue for young households (25-39 year olds) with nearly 58% not being able to afford two or three bedroom homes.

Borough	% households aged 25-39 unable to purchase
Croydon	47.27
Kingston upon Thames	40.90
Lambeth	50.73
Merton	48.42
Richmond upon Thames	57.98
Sutton	43.60
Wandsworth	46.60

Source: Hometrack 2007

All wards in the borough have high prices compared to England and Wales and to a lesser extent London. In Heathfield, the least expensive ward in which to purchase, average prices are still higher than that found in seven other London local authorities.

The most affordable areas of the borough also have above average levels of owner occupation. A larger supply of owner occupied properties in these areas may aid households wishing to move into owner-occupation within the borough. The most expensive areas however all have below borough average levels of owner occupation, apart from East Sheen and St Margarets & North Twickenham. Although below average owner occupation remains the dominant tenure in these areas.

The Local Housing Assessment 2006 indicates Richmond upon Thames as having greater need of more affordable homes than averages found for either inner or outer London or the South East.

Over 30% of households in the borough were not able to afford to buy or rent at market prices. There are clear differences between tenures with 98.5% of housing association tenants and 80% of private rented tenants being unable to move into owner occupation at full market prices.

**Key Implication** – Problems of affordability, especially getting onto the housing ladder are key housing problems within Richmond upon Thames. This may particularly impact on young families with children. We will work to address problems of affordability by promoting intermediate housing opportunities to residents.

The study also highlighted that intermediate shared ownership opportunities are most likely to be affordable to existing private rented tenants, 35% of whom can afford low cost home ownership opportunities.

#### **Affordability in the Private Rented Sector**

Affordability is also a key issue in the private rented sector. A survey carried out in October 2007 found that the average monthly cost of renting in the borough ranged from:

- £820 for a studio flat,
- £950 for a one bedroom flat,
- £1,190 for a two bedroom flat,
- £1,500 for a three bedroom house,
- £2,150 for a four bedroom house.

The survey found very few minimum rent properties.

#### **Affordable Areas to Rent Privately within the Borough**

Based on average rent levels the most affordable areas to rent are Ham, Hampton and Whitton (with the exception of four bedroom

homes in Ham). Of concern, Ham has slightly lower than average levels of private renting whilst Hampton and Whitton have significantly lower than average levels of private renting. Some of the cheapest areas to rent privately in the borough therefore have some of the lowest levels of private renting available. This could potentially be a cause for concern for low income renters who may lack choice in the market. Some landlords and rental agencies also refuse to accept new tenants who are reliant on housing benefit.

There are very few studio flats, one bed flats and four bedroom houses available to rent in the lowest 10% rental price band. The situation improves for both two bedroom flats and three bedroom houses where a number of properties were found in the lowest 10% of rental prices.

#### **Local Housing Allowance**

The Local Housing Allowance (LHA) is the new regime for new housing benefit claimants in the private rented sector. It aims to simplify housing benefit and introduces a flat rate allowance based on size of household and the area where someone lives, introducing LHA Areas or Localities. Comparison of LHA levels with the survey of rent levels (October 2007) allows an estimation of the number of properties in the survey that are within LHA levels – and thus affordable to low income private renting households.

Under the LHA Kew and Richmond will largely be unaffordable. Low levels of affordability were found in Teddington and Twickenham. Ham and Barnes were both fairly affordable. Hampton and Whitton proved to be the most affordable areas for new private rented tenants reliant on the LHA. The housing strategy consultation also identified that landlords may 'walk away' from tenants in receipt of LHA as they felt that the change in

payment to the tenant rather than the landlord poses too great a risk.

**Key Implication** - Affordability in the private rented sector and the ability of low income households to gain private rented accommodation are key housing issues facing the borough. Our strategy will seek to understand and address these issues.

Examples of the issue of affordability are included below.

#### **Bus Drivers - Buying**

In Heathfield, the most affordable ward in the borough the average price of a one bedroom flat would cost 6.5 times the gross annual salary of a bus driver. In South Richmond the most expensive ward in the borough the average price of a one bedroom flat would cost over 12 times the gross annual salary of a bus driver.

The same bus driver looking for an average priced family house (three bedroom) in the most affordable ward for three bedroom houses, Hampton North, would have to find over 13 times his gross annual salary.

#### **Police Constable - Buying**

A police constable well established in his career (pay point 7) would pay over 5 times his annual gross income to afford an average priced one bedroom flat in Hampton. This rises to 6.5 times annual gross income in St Margarets & North Twickenham. In South Richmond this increases to 7.75 times gross annual income.

If the same police constable was looking for an average priced family house (three bedroom) in Hampton it would cost nearly 11 times his gross annual salary. For comparative purposes this would

rise to over 20.5 times his gross salary for a similar property in the ward of South Richmond.

#### **Nurse - Renting**

A nurse at the start of her career (pay point 5) would have to spend over 50% of her gross annual salary to rent an average one bedroom flat in Teddington. For comparative purposes the historic level of income spent for housing costs is 30% to 35%.

A nurse established at the top of her payscale (Band 5) would have to spend over 45% of her gross annual salary to rent an average two bedroom flat in Twickenham.

#### **Consultation & Focus Group Feedback on the Private Rented Market in Richmond**

Consultation feedback and focus group work from landlords and letting agents highlighted the fact that at present there were no shortages of prospective tenants, with many professional people wanting to rent rather than buy due to current market conditions. Twickenham and Teddington were also good commuting areas for young professionals and these households as well as professional sharers made up a significant portion of the private rented market in the borough.

#### **Overcrowding**

It is estimated that 2.4% of the borough's households are overcrowded whilst the Council's housing register records 'needing more room' as the number one reason applicants sight for re-housing at 1,020 applicants, (nearly 20% of all applicants). Fordham's survey estimates the highest numbers of overcrowded households are in two bed requiring three bed properties, in one

bed requiring two bed followed by three bed requiring four or more beds.

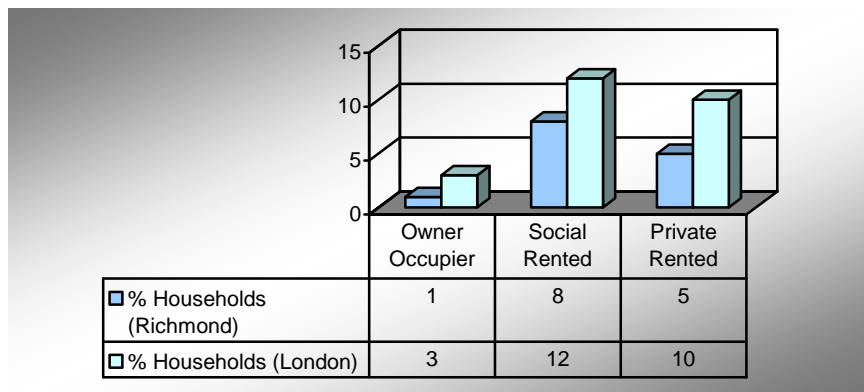
### Overcrowding & Households

Lone parent households have the highest rates of overcrowding (16%) followed by families consisting of two adults and one child (10%). Rates of overcrowding for lone parent households are slightly below the Greater London average (19%). Rates of overcrowding affecting two or more single people sharing (1%) are significantly lower than the Greater London average (13%).

### Tenure Differentials

The number of overcrowded households by tenure is estimated at social housing (785), private rented sector (628) and owner occupied sector (472). The highest percentage of overcrowded households can be found in the social rented sector (8%), and private rented sectors (5%) compared to owner occupiers.

### % Households Overcrowded by Tenure



Source: Fordham 2007

Richmond upon Thames has lower rates of overcrowding than the average for Greater London although differentials are lowest for social housing tenants. Whilst rates are similar to England the borough has higher rates of overcrowding affecting social housing tenants (8% compared to 5.5%).

**Key Implication** – Our strategy will prioritise tackling overcrowding in the housing association sector.

### Overcrowding & Ethnicity

The majority of overcrowded households in the borough are White, but Asian, Black and Other households have proportionally higher numbers of overcrowded households compared to their make up of the population. Of particular concern; 20% of Black households in the borough are overcrowded, as are 13% of Asian households. This compares to only 2% of White and Mixed Race households.

### Under Occupation

Under occupation levels are estimated at 34% of the borough's households which is slightly below levels found in the Survey of English Housing but higher than levels for Greater London. The largest groups of under occupied households consist of non pensioner couples, single pensioners, pensioner couples and couples with two or more children.

There are clear differentials between tenures in levels of under occupation. Owner occupiers have the highest percentage of households under occupying although this is similar to English averages. The percentage of private renters under occupying is 11%, significantly lower than the English average of 18%. The lowest level of under occupation can be found in the housing association sector. Levels of under occupation amongst housing

association tenants in the borough are lower than the English average, at 6%, compared to the English average of 9%. In 2004/05 the London average for social housing tenants under occupying was also higher at 9% (Survey of English Housing 2004/05).

Fordham 2007 estimates the majority of under occupiers in the housing association sector are pensioner households followed by single non pensioners and couples without children. However, evidence from the Sponsored Moves scheme highlights middle aged households whose children have grown up and are looking to downsize (some with one adult child still at home) are a viable group of under occupiers.

There is a limited number of under occupied households to work with in the housing association sector compared to other tenures. In positive terms as the majority of households are pensioners there may be greater housing options, such as Seaside and Country Homes, available.

Sponsored Moves in the borough have successfully targeted both pensioner households and middle aged households (some of whom have one child and move into two bedroom properties).

### **Long Term Empty Properties**

The majority of long term empty properties are in the private sector. The Council provides data to the Audit Commission on the number of private sector properties empty for six months or more. These are defined as 'long term empty properties'. This figure has risen from 519 in April 2005 to 584 in April 2006 and up to 645 in April 2007. The total number of privately owned properties in the borough has, however, also risen during this period.

The Council carries out a number of activities including grant funding to tackle the problem of long term empty properties. Because land values and capital returns on property in Richmond are high this may negatively impact on the increasing number of long term empty properties.

**Key Implication – We will continue to take action to bring long term empty properties (6 months or more) back into use.**

### **Houses in Multiple Occupation**

HMOs are scattered throughout the borough with the two main groups being housed mainly comprising professional house shares or low income households. There are also some HMOs housing students. Key issues include poor conditions although poor management can also be an issue and further impact on conditions. There have been 54 valid applications for HMO licences and 42 have been issued to date. There is another estimated 10 to 20 HMOs that will probably require a licence which will be targeted during 2008/09. This data covers HMOs that require licensing rather than the total number of HMOs in the borough.

### **Monitoring the 'Credit Crunch'**

The recent turbulence in both the financial and housing markets and the impact this has had on banks lending to each other, customers ability to gain mortgage and loan finance, house price falls and job losses has been termed the 'credit crunch'. The impact this has on the housing market in Richmond especially in terms of the potential impact that repossessions could have on homelessness, but also in terms of the housing market (price falls, longer time to sell, less buyers and sellers on the market, lower sale to offer price), all need to be monitored.

Current analysis of housing market data found:

- So far in 2008/09 there have not been many owner occupied households approaching the Council with mortgage possession orders. A 'watching brief' is required in order to determine whether the credit crunch makes this a future issue.
- An analysis of average prices for one bed flats, two bed flats and three bedroom houses in the borough show prices have risen between January 2007 and January 2008. Latest figures for July 2008 show a modest rise for one bed flats and three bed houses but a decline in average prices for two bedroom flats.
- The time taken to sell property has risen from an average of 3.7 weeks in June 2007 to an average of 8.9 weeks in June 2008. Properties taking longer to sell may reflect one impact of the credit crunch.
- Sales to asking prices have also declined from 99% to 93% in the borough, suggesting the credit crunch is impacting on sellers, with buyers able to negotiate lower prices. Richmond is similar to most other south west London boroughs in terms of a reduced sale to asking price. Of particular concern, during the last three months, sales to asking price have declined in the borough by another 3%, to 90%. Again this is reflected in neighbouring boroughs.
- There has been a fall in the percentage of new buyers and new sellers entering the market between May 2007 and May 2008, perhaps reflecting national reports that households

are less willing to sell in the current climate and there being a lower number of 1<sup>st</sup> time buyers gaining access to mortgage finance.

**Key Implication** – we will continue to monitor the impact of the credit crunch on the housing market in Richmond upon Thames.

## Key Equalities Issues

### Black and Minority Households

BME households are affected disproportionately by overcrowding and this is reflected on a London wide level. Richmond upon Thames Fordhams survey estimates that Black households had rates of overcrowding 10 times higher than White households.

### Religion/Belief

Although there is no data currently for the religion/belief of households in the borough national research, using data from the 2001 Census, does note that overcrowding can disproportionately affect Muslim households with nearly 4 times as many Muslim children living in overcrowded homes.

## Key Objectives

**1. Developing our strategic understanding of the housing market.**

**2. Tackling affordability issues in the private rented sector.**

**3. Enabling households to get on the property ladder & improving their position within the housing market.**

**4. Reducing the number of long term empty properties.**

**5. Monitor conditions and management in Houses in Multiple Occupation and promote good practice.**

**6. Reduce overcrowding and tackle under occupation in the housing association sector.**

# Promoting Housing Choice

## Background

Information about housing options can have positive impacts on people's lives, such as allowing key workers to get a foot on the property ladder or allowing an older person to gain information on opportunities to move. Providing housing options can also enable households to move within the private rented sector, where lack of a deposit or first months rent previously hampered their ability to do so. Giving opportunities and greater choice to housing association tenants on where they live may also provide positive benefits for both individuals and wider communities. For example, the Seaside and Country Homes Scheme, which allows older people to move to the seaside whilst freeing up a housing association tenancy within the borough.

## National & Regional Policy Context

### Choice Based Lettings (CBL)

Choice based lettings refer to schemes where social housing residents or those waiting for social housing are given greater choice over where they live in the allocation process. The Government outlines its policy approach around increasing choice for social housing tenants in 'Sustainable Communities, Homes for All' (2005) with key priorities being to offer greater flexibility and choice to those who rent. Key proposals included a target that by 2010 all local authorities and housing associations participated in choice based lettings.

In their consultation on 'Allocations of Accommodation: Choice Based Lettings' (2007) the CLG outline the potential benefits of choice including that tenants who are satisfied with their home are more likely to be better tenants and meet their tenancy obligations and stay in their homes longer, therefore promoting sustainable communities.

### Housing Options Approach

In 'Sustainable Communities: Homes for All, A Strategy for CBL' (2005) the Government outlined plans for local authorities to offer a housing options approach alongside CBL. Local Authorities would promote a number of housing options such as shared ownership, low cost home ownership and private renting as potential solutions to an applicants housing need.

One of the key elements of the housing options approach is enabling households in housing need to move within or into the private rented sector. Low income households may find it difficult to find landlords willing to accept housing benefit claimants, may not have a deposit, or find saving for the first months rent in advance difficult. Local authorities can therefore enable households to move via a number of means, such as finding landlords, providing loans, guarantees or actual funding.

There are several benefits to the private rented sector, it provides an immediate housing solution and it can offer households greater choice in location and type of property, such as being near schools, community links or existing family members. In terms of negatives, due to the nature of assured shorthold tenancies, households may lack security of tenure whilst over the long term private renting may limit the ability of tenants who are reliant on housing benefits to seek employment opportunities.

### **Enhanced Housing Options**

This refers to a holistic assessment of a customer's housing need, which provides information on housing options as well as seeking to address the causes of housing need, such as issues around worklessness, benefit advice, or possible skills and employment training requirements and is being piloted by 15 local authorities. The Government's proposals are outlined in 'Expanding Choice, Addressing Need' (2008) with key policy drivers including expanding housing options to all those in housing need (not just households threatened with homelessness) and better working between housing and support services such as advice and training organisations and job centres.

### **Housing Options for Older People**

As people become older they may require information and advice on housing and support issues; such as maintenance of the home, help with repairs or adaptations, information on benefits or equity release products, advice on support or care within the home, sheltered or extra care housing, or residential care.

### **Housing Options for People with Learning Disabilities**

The Department of Health (DoH) published 'Valuing People Now' in 2001 with the aim to make the lives of people with learning disabilities, their families and carers better. The White Paper promoted a person-centred approach with key recommendations including improving housing choice, greater choice around support options and increasing information about housing options.

### **Promoting Mobility for Social Housing Tenants**

In 'Sustainable Communities, Homes for All' (2005) the Government outlined its objective of developing sub-regional and regional mobility schemes for social housing tenants, recognising that

housing markets do not follow local authority boundaries. In their more recent consultation 'Allocation of Accommodation: Choice Based Letting' (2008) they further state that the government wants to see CBL schemes offer mobility across local authority areas as this further increases tenant's choices.

Key arguments for increasing the mobility of social housing tenants include offering the same opportunities to move as residents in the private sector, helping tenants to move for job purposes and addressing the mismatch between housing need and housing capacity.

### **Mobility for Social Housing Tenants within London**

With housing investment increasingly focused in South East and East London there are likely to be increasing nomination rights to 'strategic sites' across London and the Growth Areas, such as the Thames Gateway. Under current sub-regional arrangements a number of social housing nominations are also made available to Richmond residents outside of the borough. Mobility is also useful within a local authority area or within a housing association's own stock to deal with particular issues, such as a move for overcrowded households or fleeing domestic violence or harassment.

### **Supporting Moves outside of London**

Seaside and Country Homes is a scheme operated by the CLG which allows older people over 60 living in social housing to move to rural or seaside areas in the United Kingdom. The LAWN scheme enables any social housing tenant to move to another part of the country outside of the South East, usually to areas where there is less demand for social housing.

**Key Implication** – We recognise the need to develop options to allow greater mobility for housing association tenants to move, such as within the borough.

We also want to maximise sub regional and pan London housing opportunities, offering more choice for households waiting on the housing register.

**National Indicators (2008)**

'Promoting Housing Choice' may influence and contribute to the following National Indicators.

NI	Definition	How Housing Strategy contributes to Indicator
2	% People who feel they belong to their neighbourhood.	Promoting mobility and choice in where tenants live may promote sustainable communities.
3	Overall/general satisfaction with local areas.	Offering choice and mobility over where housing association tenants can live, enabling work in private rented sector and low cost home ownership options.

138	Satisfaction of people over 65 with both home and neighbourhood.	Offering housing options to older people contributes to satisfaction.
-----	--	---

**Local Policy Context**

**Community Plan 2007-2017 & Corporate Plan 2007-2010**

The Community Plan highlights the issue of key worker affordability and the need to ensure this does not impact on local services.

**Older People's Supported Accommodation Review (2008)**

The Older People's Supported Accommodation Review highlighted the importance for older people to be able to access good information regarding their housing options.

**Housing & Support Plan for People with Learning Disabilities 2007-2010**

The London Borough of Richmond upon Thames Learning Disability Partnership has produced a Housing and Support Plan for people with learning disabilities. The plan sets out proposals to improve the range of accommodation options for people with learning disabilities with key recommendations including improving information about housing options as well as promoting shared ownership opportunities.

In 2006 the borough produced a Housing Options pack for People with Learning Disabilities to help increase information and promote housing choice.

## Key Findings from the Housing Strategy Evidence Base

### The Housing Register

The Council has a legal duty to maintain a Housing Register, which it does in partnership with local housing associations. The Housing Register is a useful source of information regarding the level of housing need in the borough as it reflects the number of residents waiting for affordable housing. The vast majority of these residents require social rented housing. Due to the large numbers waiting on the Housing Register, only a limited amount of re-lets of housing association properties and an even smaller amount of new affordable housing developed each year there is a clear mismatch between demand and supply. The Council also has legal obligations to re-house certain homeless households as well as provide housing for vulnerable groups. Therefore only those households in the most pressing housing need gain housing association properties each year.

**Key Implication** – We will deliver the Housing Register in conjunction with our housing association partners.

### Housing Options in the Private Rented Sector

The borough's housing options approach, and more specifically Rent Deposit Scheme, promotes mobility and access to the private rented sector. The Council offers a Rent Deposit Scheme which allows people access and mobility within the private rented sector by providing financial support and advice to secure a tenancy. It is designed to assist people, who are homeless or at risk of becoming homeless. The scheme can provide people with a home quickly and in areas where they wish to live. It provides rent deposit guarantees (up to the equivalent of four weeks rent), rent in

advance and can make other payments which secure accommodation. A similar scheme is operated by SPEAR who receive grant funding from the Council to fund two full time Rent Deposit Scheme posts. In 2006/07 80 households were helped to move or renew their tenancy. Information from both the SPEAR Rent Deposit Scheme and London Borough of Richmond's Homelessness Prevention Rent Deposit Scheme highlights that Twickenham and Hampton are the areas of the borough where households have most successfully gained a tenancy using the Rent Deposit Schemes. There is however a broad spread of tenancies across many parts of the borough.

**Key Implication** – We believe a housing options approach offers greater choice. Enabling access into and mobility within the private rented sector should be supported as the private rented sector can provide an immediate housing solution and offer a greater choice of location to applicants.

### Sponsored Moves

Sponsored Moves provides incentives for housing association tenants (who are under occupying their property) to move to smaller accommodation, both freeing up larger properties and providing opportunities for tenants wanting to downsize. In 2007/08 there were 22 Sponsored Moves, 6 of these were moves into 2 bedroom properties.

In March 2008 the borough held a 'Helping People Move' conference attended by CLG, sub regional and housing association partners. Potential benefits and issues around mobility were discussed, which led to recommendations for the development of a protocol to help facilitate in-borough moves within the housing association sector.

### **Intermediate Housing**

Intermediate housing refers to sub market housing which is above target rents but below open market levels. This includes various forms of shared ownership housing, key worker housing and sub market rent provision. Key workers are crucial public sector employees such as nurses and other NHS staff, teachers, police officers, prison and probation staff, and fire fighters.

### **Intermediate Housing Applicants in Richmond upon Thames**

Data on intermediate housing in the London Borough of Richmond upon Thames has been provided by Tower Homes; a housing association, which offers people the chance to buy or rent homes throughout London and the South of England. Tower Homes is the zone agent for the South West London sub region. Tower has provided the details of 758 applications for intermediate housing from residents of the London Borough of Richmond upon Thames, of which 155 (20%) have been rejected.

### **Ethnicity**

The majority (83%) of applicants for intermediate housing are White. The ethnic composition of applicants roughly reflects the ethnic make up of the borough. However there is a very slight over representation of Black, Chinese & Other, and Mixed Race groups.

### **Household Size**

The greatest number of applications came from individuals (43%), with far less from households with 2 or more adults (18%), and fewer still from those with children (14%).

### **Current Tenure**

The current tenure of applicants is mixed, however the majority fall into one of two groups; almost half are renting privately (375), and

34% (258) are living with friends or family. Renting privately is a key route into intermediate housing; with 15% more successful key worker applicants renting privately than those that were rejected.

### **Bed-size Required**

439 (60%) applicants required one bed properties roughly half this number (238) applied for two bed properties and less than 8% needed anything larger.

### **Occupation**

Of the 758 applications received by Tower Homes only 226, under a third came from key workers. In contrast across the sub-region 40% of applications came from Key Workers. Within the London Borough of Richmond upon Thames 55% (124) of applicants are teachers, the next largest number of applications came from nurses and other NHS staff (38), closely followed by police officers and civilian staff in police forces (36).

**Key Implication** – Intermediate housing is an important housing option for those who cannot afford to buy or rent at market levels. We will continue to promote intermediate housing options in the borough.

### **Location Preference & Income**

447 (60%) of applicants would prefer to stay in borough and/or move to the neighbouring Royal Borough of Kingston upon Thames. The average (mean) income of applicants for intermediate housing is £31,897.01, however more than half the applications came from households earning less than £30,000. 43% (328) of applicants earn between £20,000 and £29,000. Unsuccessful applicants have on average lower total household

incomes; the mean income of rejected applicants is £3,114.67 less than those who were successful.

### **Rejected Applicants**

Of the 155 unsuccessful applications the majority (68%) were rejected because the applicants earn too little. 7 applicants (5%) did not meet 'First Time Buyer' (FTB) criteria, and another 7 were disqualified as they earn too much.

## **Equalities issues**

### **Older People**

Older people require advice in order to maintain their home or access alternative accommodation. Recent government policy has outlined the need for older people to find out about the range of housing options open to them.

### **People with Learning Disabilities**

Easily accessible information and advice about housing options is crucial for people with learning disabilities to enable them to make more informed choices about their future and to be successful in achieving greater independence.

## **Key Objectives**

**1. Deliver the Housing Register in conjunction with our housing association partners.**

**2. Promote and enable housing options in the borough.**

**3. Promote intermediate housing to borough residents.**

**4. Enable greater mobility within the housing association sector.**

**5. Increase choice for Housing Register applicants.**

# Creating Thriving Communities

## Background

Places where people want to live and work are characterised by good quality housing and amenities, access to green spaces and good transport links. They are also areas free from anti social behaviour and crime where all residents have opportunities for participation, such as access to work. The Government's place shaping agenda puts a greater emphasis on local authorities as 'place-shapers', working with partners to develop communities where people want to live. Richmond upon Thames is a borough which scores extremely well in terms of this agenda with large green open spaces, low crime, high levels of amenities and affluent communities. However, there are also 5 small areas of the borough where households are relatively deprived in comparison.

## National & Regional Policy Context

### Sustainable Communities

The 'Sustainable Communities Plan' (2003) put forward the Government's policy objectives of creating 'sustainable communities', characterized as being prosperous, having good quality housing, safeguarded green and open space and being well designed with a strong sense of community. 'Cleaner, Safer, Greener Communities' (2006) developed these ideas further with policy aims to create cleaner, safer and greener communities, by improving the quality of planning, design, management and maintenance of public spaces.

### Housing Act 2004

Section 225 of the Housing Act 2004 requires local authorities to carry out assessments of the accommodation needs of gypsies and travellers in their area with a further commencement act requiring local authorities to set out how they intend to respond to any needs within their housing strategies.

### Strong & Prosperous Communities & the Place Shaping Agenda

The Local Government White Paper 'Strong & Prosperous Communities' (2006) outlines the place shaping agenda as creating prosperous and cohesive communities where people want to live and work and businesses want to invest. It also recognises that

*"...the strategic housing role is at the heart of achieving the social, economic and environmental objectives that shape a community and create a sense of place" (2006).*

### Housing Green Paper

'Homes for the Future' (2007) outlines the Government's plans for an additional 2 million homes by 2016 to meet the demand from the increasing number of households.

### Planning Policy Statement 3 (PPS3)

PPS3 sets out the national policy framework for delivering the Government's housing objectives. It includes aims to create high quality housing, to create a mix of housing to support a variety of households and to develop housing developments which offer a good range of community facilities and with good access to jobs, key services and infrastructure.

### **The Mayor's Priorities around Protecting Green Spaces**

The Mayor of London has outlined some of his housing and planning priorities which include discouraging development of residential back gardens, protecting historic views from developers, protecting open green spaces and enhancing the provision and protection of street trees.

### **Choosing Health**

The Department of Health has developed a set of priorities which include reducing the numbers of people who smoke, reducing obesity, increasing exercise, encouraging sensible drinking, improving sexual health and improving mental health.

### **Crime & Anti Social Behaviour**

In 'Cutting Crime; A New Partnership' (2008) the Home Office outlines key priorities including continued pressure on anti social behaviour, a renewed focus on younger people and a new approach to designing out crime. The Crime and Disorder Act 1998 gives local authorities and the Police a duty to work together to reduce crime in their areas, to carry out a strategic assessment or audit of crime in their authority and develop plans based on the audit and public consultation to tackle crime issues.

Anti social behaviour can impact on individuals and communities and is defined in the Housing Act 1996 as "conduct which is capable of causing nuisance or annoyance". For the purposes of Anti Social Behaviour Orders (ASBOs) it is further defined in the Crime and Disorder Act 1998 as "action in an anti social manner that causes, or is likely to cause harassment, alarm or distress". During the period 2004 -2008 the Government has developed a policy response on issues of anti social behaviour, firstly with the 'Together' campaign followed by the 'Respect Agenda'. The former

sought to improve the response to tackle anti social behaviour by putting the needs of the community first, whilst the Respect agenda broadened the depth of interventions to tackle anti social behaviour.

The Housing Corporation document 'Promoting Respect: Tackling Nuisance Behaviour' (2007) sets out plans to deal with anti social behaviour. Key actions include research to inform housing association management and encouraging RSLs to sign up to the Respect Standard for Housing Management.

### **Financial Exclusion**

Financial exclusion is characterised by lack of a bank account and a lack of everyday financial products such as home insurance. There may also be a reliance on alternative lending sources such as doorstep lenders and a lack of knowledge or ability about personal finance. Research by the Office for National Statistics shows 4% of all UK households have no bank account of any kind (Family Resource Survey 2004/05), whilst around 60% of households without a bank account rent accommodation from a local authority or housing association (Transact 2007).

Financially excluded households pay more for basic financial transactions, are charged higher energy bills and cannot access affordable credit, relying on sources with interest from 177% for home credit providers up to 1,000% from a loan shark. Financially excluded households are also more vulnerable to risks such as burglary.

### **Worklessness**

The Hills review of social housing 'Ends & Means: The Future of Social Housing in England' (2007) highlighted the fact that in spring 2006 more than half of those of working age in social housing were

without paid work. This is twice the national average. The review also found that those living in social housing with particular disadvantages had substantially lower employment rates than similarly disadvantaged individuals who resided in other tenures. Work also has intrinsic benefits, it provides income and increases an individual's skills and experience, it provides social benefits such as reducing isolation and widening social networks. It can also increase self esteem and confidence. Unemployment is also linked to poorer mental health outcomes.

**National Indicator Set (2008)**

'Creating Thriving Communities' may influence and contribute to the following National Indicators.

NI	Definition	How Housing Strategy Contributes to Indicator
1	% of people who believe people from different backgrounds get on well together in their local area.	Local Strategic Partnership (LSP) community development work with Richmond Housing Partnership (RHP) as lead partner, community safety work.
2	% People who feel they belong to their neighbourhood.	LSP community development work with RHP as lead partner, community safety work.

5	Overall / general satisfaction with local area.	Planning responsibilities around enabling new homes, improving health and economic opportunities, community safety work.
6	Participation in regular volunteering.	Development of volunteering strategy in 5 areas of relative deprivation.
21	Dealing with local concerns about anti social behaviour and crime by the local council and police.	Community Safety and Police are responsible for delivering against this indicator via work of Community Safety Partnership.
23	Perceptions that people in area treat one another with respect and dignity.	LSP community development work with RHP as lead partner, community safety work.
119	Self Reported measure of peoples overall health and wellbeing.	Work of health improvement team e.g. health walks, falls strategy.

138	Satisfaction of People over 65 with both home and neighbourhood.	Health work, anti social behaviour work, community development work.
154	Net additional Homes provided.	The Local Planning Authority has direct responsibility for delivering these indicators.
159	Supply of Ready to develop housing sites.	

## Local Policy Context

### Community and Corporate Plans

The borough's Community Plan 2007-2017 contains a number of priorities which all work towards creating thriving communities. These include 'tackling disadvantage and inequality', 'being the safest borough for all communities', 'creating a healthy and caring Richmond', 'creating a vibrant and prosperous Richmond' and 'improving access and participation'. The Corporate Plan 2007-2010 contains two priorities relevant to creating thriving communities including 'a safer community' and 'promote health, housing and wellbeing of all residents'.

**Key Implication** - The borough is committed to addressing disadvantage in the 5 areas of relative deprivation.

### Local Development Framework – Core Strategy 2008

Many of the Local Development Framework's (LDF) policies are about creating thriving communities. Examples include policies on sustainable travel, maintaining the local environment, supporting appropriate retail and town centre development and tackling relative disadvantage.

### Community Safety Partnership Plan 2008-2011

The Community Safety Partnership Plan 2008-2011 outlines its vision that "Richmond is the safest borough in the capital and that people feel that this is the safest borough". After reviewing evidence from the strategic assessment of crime in the area the strategy outlines the following priorities; property crime, assault, anti social behaviour, drugs and alcohol and counter terrorism.

### Local Strategic Partnership and the Community Development Steering Group

The Community Development Steering Group is a sub group of the LSP focused on the 5 areas of relative disadvantage in the borough. Its aims are to tackle disadvantage and to reduce inequality facing residents in these areas. The Community Development Steering Group will be developing its own community development strategy which will build upon RHP's own strategy.

### Richmond Housing Partnership's Community Development Strategy

RHP is already carrying out extensive community development work in the 5 areas of relative deprivation. They are also the lead agency in 3 of the 5 areas whilst in the other two areas voluntary sector groups lead, with a supporting role from RHP. Examples of work include English language classes, adult education for young parents, 'Slivers of Time' a pilot employment project, a sports based social inclusion programme called Urban Academy and a money advice project. RHP also has a Community Development Strategy (2008-2011) which outlines its strategic priorities around community development. Its priorities are:

- Empowering communities

- Facilitating economic inclusion
- Promoting social capital and cohesion.
- Enabling healthy communities.

### **London Borough of Richmond's Falls Prevention Strategy (2008)**

The borough, in conjunction with the Primary Care Trust, is developing a Falls Prevention Strategy. Key elements will include improving information on the falls service, delivering training to those who interact with older people such as GP surgeries and social services, developing pathways to services for those who do fall and improving links with highways, day care, voluntary services and housing providers.

## **Key Findings from the Evidence Base**

### **Housing Provision in the Borough**

The London Plan (updated) outlines an annual target of 270 homes to be built in the borough between 2007/08 and 2016/17. This target is likely to change when the London wide Housing Capacity Study is revised in 2008 or 2009.

Between April 2002 and March 2007 there were 2,219 homes (units of housing) developed in the borough. The percentage of completions on large sites was lower in 2006/07 than previous years.

**Key Implication** – We need to enable the delivery of 270 homes per year (all tenures) to meet the London Plan target.

### **Amenities & Green Space**

The borough has a high level of local amenities and has a high level of green open spaces compared to Greater London. The borough is characterized by areas of open land, places of historic interest such as the Thames Landscape and Richmond Park and has 72 conservation areas and 1,100 listed buildings. A good quality of life, amenities and open green spaces mean that the borough is a popular place to live where housing demand exceeds supply.

### **Indices of Multiple Deprivation & Inequality**

The borough has low levels of Multiple Deprivation ranked 301<sup>st</sup> out of 354 local areas (where 1 is the most deprived) on the Index of Multiple Deprivation (2004). Richmond upon Thames is also the least deprived borough in Greater London (London Futures 2007).

There are 5 areas of relative deprivation in the borough where there are concentrations of less well off residents facing higher levels of unemployment, worklessness, lower skill levels and poorer physical and mental health. All of these areas have above average levels of social housing with many areas having above average levels of older people living in the housing association sector. The Community Development Steering Group is carrying out work to tackle disadvantage in these areas. It should be stressed these are areas of relative deprivation in comparison to the relative affluence that characterizes the borough.

It is possible to analyse changes between the 2004 and 2007 indices of deprivation for the 5 areas of relative deprivation. There is an overall multiple indices of deprivation score which is comprised of a number of sub indices such as crime, access to housing and education. It is also possible to measure changes to sub indices in terms of the areas of relative deprivation:

- Ham saw a decline in the multiple indices score from 8,285 to 6,967, but improvements in the education indices.
- Hampton Nursery Lands' multiple indices also declined from 10,682 to 8,575 but saw improvements in barriers to housing and crime indices.
- Heathfield's declined from 9,438 to 8,112 but had improvements in the education, barriers to housing, crime and environment indicators.
- Castlenau's multiple indices score declined only slightly from 10,680 to 10,530 with improvements in the income, health, barriers to housing and environment indices.
- Mortlake's multiple indices score improved from 11,890 to 13,013 with improvements in health, education, barriers to housing, crime and the environment indices.

### **Crime & Anti Social Behaviour**

Crime levels in Richmond upon Thames are lower than that found in Greater London. Anti social behaviour is concentrated in Richmond and Twickenham town centres. In contrast there is a very small number of Super Output Areas which are in the top 10% of deprived areas on the Crime Indices of Deprivation. The recent Community Safety Partnership's Strategic Assessment (2007) highlights key evidence around crime in the borough. The top problems identified by residents include; people being drunk and rowdy in public places, teenagers hanging around on streets, vandalism/graffiti and deliberate damage to property/vehicles and rubbish and litter.

**Key Implication - Tackling anti social behaviour is a key priority of the Community Safety Plan.**

### **Health Outcomes**

Health outcomes are generally good in comparison to Greater London with low levels of incapacity benefit. The 2008 Health Profile of the borough contains comparative data regarding the health of Richmond's residents compared to English averages. Richmond has much higher levels of healthy eating, at 37.1% of residents compared to the England average, at 26.3%. The borough also has higher rates of adults who are physically active, at 16.6% compared to 11.6% for England. There is also a lower level of obese adults, at 14.3% compared to an England average of 23.6%. Rates of smoking are also lower at 19.3% of adults compared to an average of 24.1% for England. The borough also has lower figures for binge drinking, at 12.3% compared to 18% in England, and drug misuse, at 5.1% compared to an average of 9.9% for England (Association of Public Health Observatories: Health Profile 2008).

The Health Profile of the borough (2008) does however raise the issue of health inequalities by area, deprivation, gender and ethnicity. Examples include differential life expectancy between the least and most deprived areas of the borough whilst analysis of free school meals, which can be used as a potential indicator of deprivation (and thus potential worse health outcomes), highlights that 50% of black children in the borough claim free school meals compared to just under 10% of white children (Association of Public Health Observatories: Health Profile 2008).

**Key Implication - We will continue to promote positive health outcomes whilst also addressing health inequalities in the borough.**

### Housing Benefit Reliance

In 2006 10.4% of the borough's households claimed housing benefit, the lowest proportion in London. Housing association tenants are, however, heavily reliant on housing benefit with 61% wholly reliant and 17% partially reliant on housing benefit payments (CoRE 2005).

### % Richmond's Households Claiming Housing Benefit

	Nov 2003	Nov 2004	Nov 2005	Nov 2006
% Households	10%	10.3%	10.4%	10.4%

Source: HB 3.1 Housing Benefit Recipients by County, LA and Tenure, DWP

### Worklessness and Housing Association Tenants

Worklessness remains a key issue affecting social housing tenants in the borough. Continuous Recording data (CoRE) on households taking up new housing association tenancies in the borough during 2005 showed that only 15.4% were headed by a household member working full time, whilst 6.4% were headed by a household member that worked part time.

In November 2007 the borough, in conjunction with RHP, and Richmond upon Thames Churches Housing Trust hosted a conference on 'Improving Financial Opportunities'. Key outcomes included actions to improve working links between housing associations and housing benefit as well as improving work opportunities for tenants.

It should be noted that CoRE data acts as a snapshot of a tenant's household characteristics when they move into a property. Homeless households that have been residing in temporary accommodation face financial disincentives to work due to the high rental costs associated with temporary accommodation. Moving

into a housing association property with more affordable rents may well allow new tenants to move into work. CoRE data may not therefore reflect tenants who move into work once established in their tenancy.

**Key Implication** – We will work with our housing association partners to address issues of worklessness.

## Key Equalities Issues

### BME Households

Black and Black British households are more likely than other groups to be living in social rented housing. As there are above average levels of social housing in the 5 areas of relative disadvantage in the borough they will be disproportionately affected by any issues in these areas.

### Harassment & Hate Crime

The reasons given for seeking re-housing via the housing waiting list show that a small number of applicants need to move due to harassment/racial harassment. The Community Safety Partnership Plan also identifies under reporting of hate crime incidents as an issue in the borough.

## Key Objectives

1. Creating thriving communities.

2. Addressing anti social behaviour.

3. Promoting financial inclusion & tackling worklessness.

# Resources

This section briefly outlines our approach to maximising resources and the resources that are available to deliver the housing strategy. It also reviews key issues and risks that could potentially impact on resources throughout the duration of the strategy.

## Resources

The approach underpinning the strategy is:

- Achieve best value and make best use of the Council's own resources.
- Maximise capital and available resources to meet strategic objectives.
- Seeking and maximising as many alternative resources as possible and requiring partners, especially those from the Local Strategic Partnership (LSP), to do so as well optimising the most cost-effective options.

The following paragraphs outline potential resources that are available to deliver the strategy.

### National Affordable Housing Programme 2008-2011

The National Affordable Housing Programme (NAHP) is the Homes and Communities Agency's (HCA) programme of investment to deliver more affordable homes. In London affordable housing funding is administered by the Homes and Communities Agency but the Mayor has responsibility for the strategic allocation of funding.

Greater London has a budget of £3.2 billion allocated to it for the period 2008-2011.

The Homes and Communities Agency has moved to a process of 'Continuous Market Engagement' (CME) across the 2008–2011 programme. Initial funding allocations were made in April 2008 and others have been added in the months since.

### NAHP Initial Funding for London Borough of Richmond upon Thames as at 06.11.08

Type of Funding	£ Funding
Social rented	5,445,000
Intermediate	585,000
<b>Total</b>	<b>6,030,000</b>

Source: LBRUT Development 2008

Under the current programme bids can be submitted at future intervals through the CME process. At this stage therefore there are no allocations set against 2009/10 or 2010/11.

The major allocation is to the Rugby Football Union scheme in Rugby Road Twickenham through A2/Dominion Housing Association which will deliver 36 two and three bedroom social rented homes and 12 flats for shared ownership sale. Paragon Housing Association has secured smaller allocations for a 5 home mixed tenure scheme at Air Sea House, Third Cross Road in Twickenham and a 4 home refurbishment at 20 Seymour Road in Hampton Wick.

### **Regional Housing Pot Targeted Funding Stream 2008-2011**

Funding is available via the GLA Targeted Funding Stream. This comprises four programmes:

- Gypsy and Traveller Grant providing for new and refurbished sites to meet the needs of this community.
- Settled Homes Initiative, supporting the government's 2010 target to halve the number of households in temporary accommodation.
- The Innovation and Opportunity Fund to support innovative and environmental delivery solutions.
- Improving the condition and use of existing Property Fund, used to improve the use and condition of stock across all tenures.

We have currently made three bids with partners under the Targeted Funding Stream. This includes a bid under the Innovation and Opportunity Fund to develop a Level 5 'Code for Sustainable Homes' exemplar scheme with Paragon Housing Association and a bid on Extensions and De-conversions of 1 bed properties with Richmond Housing Partnership (RHP). The third bid is joint with the South West London Housing Partnership on improving the condition of private sector properties.

### **Housing Association's own Resources**

Housing Associations can use their own resources to develop more affordable homes, such as through borrowing against existing assets, using land and other assets as well as reinvesting their Recycled Capital Grant or Disposal Proceeds Fund. They also use government funding and their own resources to improve stock condition and meet Decent Homes targets. RHP is also developing a community fund. Housing associations also use their own funds

and resources to tackle issues such as worklessness, anti social behaviour, overcrowding and in supporting vulnerable clients.

### **London Borough of Richmond's Housing Development Programme**

Affordable homes is a target within the Local Area Agreement. The Council is committed to a continuing role in providing funding in support of Registered Social Landlord (RSL) development. From 2007–2009 the Council has approved an expenditure of £5,180,000 against known schemes. Over the remaining lifetime of this strategy (2009–2012) a balance of £11 million remains available to fund housing development although funding is still subject to annual budgetary approval.

The Council therefore has agreed to allocate resources equivalent to £2.5m annually to deliver a Housing Capital Development programme that focuses on the provision of affordable social rented housing and the running of a sponsored moves programme. There is likely to be a variation to the £2.5m amount allocated on an annual basis to the Housing Capital Development Programme due to the nature of housing development as schemes are often delayed for a variety of reasons leading to slippage in the programme and causing expenditure to fall into different financial years than originally programmed. The proposed allocation of resources is currently set at £4m in 2009/10, £4m in 2010/11, £3m in 2011/12 and £2.5m thereafter. This reflects the redistribution of previous slippage that has led to an accumulation of funding in 2009/10.

The focus of the programme will be to achieve family sized social rented homes (with larger units where possible) delivered on Council land and land owned by RHP through its 'Homes for

Richmond' programme. A total of 48 Council funded homes are currently in the development pipeline.

### **Council Land**

In 2008 the Council identified 6 small sites for affordable housing. These six sites should provide 10 homes containing 31 bedrooms for 62 people. Whilst these sites are currently in progression there is a real need to identify further land for affordable homes. This is discussed further in the risks and issues section.

### **Planning Gain - Private Sector Affordable Housing Contributions from Development Activity (S106)**

Under the planning system developers are required to contribute to local infrastructure and services as part of the terms of gaining planning approval. The agreement made is via a Section 106 agreement. Affordable housing is required on sites which are above the site size threshold in Policy HSG 6 of the adopted London Borough of Richmond upon Thames Unitary Development Plan (UDP), or where the provisions of Policy EMP 4 apply (to which no site size threshold applies). The site size threshold is:

- All sites capable of providing 10 or more units; or
- Of 0.3 hectares or more, irrespective of the number of units.

The Council has a strong presumption in favour of on-site provision of affordable housing, however in exceptional circumstances current planning policy allows for off-site provision through a linked sites approach or for a financial contribution. The ability of a site to provide for development at or above the threshold will be assessed by its ability to be developed satisfactorily in line with the policies of the UDP and other material considerations.

The Core Strategy Planning Policy for Affordable Housing (CP15) is proposing to lower the threshold so that all new build housing contributes to affordable housing, by expecting schemes of 9 units or less to make a financial contribution.

Affordable housing through any of these means would normally be secured through a legal agreement, known as a Section 106. This will detail the amount, type and tenure of the affordable housing and on certain sites may also detail the phasing of the development. Where a financial contribution is involved the formula is applied in such a way that a similar ratio of market: affordable units would be achieved as if they were provided on-site.

As at 31.3.2008 the balance in the Affordable Housing Fund was £1,659,576.

### **London Borough of Richmond's Sponsored Moves Scheme**

Offering households a financial incentive to move to a smaller property has proved to be a successful way of releasing family-sized affordable homes in the borough. A budget of £150,000 has been allocated for 2007/08 and 2008/09 to deliver this scheme, with approximately 20 moves per year.

### **Third Sector Expertise and Resources**

The London Borough of Richmond upon Thames is rich in voluntary sector expertise and resources. Organisations such as SPEAR contribute greatly to addressing rough sleeping and social exclusion issues as do many community and voluntary groups.

### **Homelessness Grant**

The Homelessness Grant is an annual ring fenced grant from the Homelessness Directorate received to assist the authority in

implementing the Boroughs Homelessness Strategy. The table below outlines the funding available.

### Homelessness Grant Funding 2006/07–2010/11

2006/07	2007/08	2008/09	2009/10	2010/11
£315,000	£365,000*	£400,000	£400,000**	£400,000**

\*The authority received an additional £50,000 during 2007/08 as an additional in year grant from the Department of Communities and Local Government (CLG) in response to meeting temporary accommodation target. The grant is to be used to further reduce the number of households in temporary accommodation.

\*\* CLG Proposed annual amount between 2009 and 2011

### Overcrowding Pathfinder Funding

All London boroughs are part of the CLG Overcrowding Pathfinders, as such they have been allocated £100,000 to spend on initiatives to tackle overcrowding in the borough.

### House Condition Grants & Funding

A number of grants and funding streams are available, the majority of which are private sector grants and means tested. The major grants available are:

**Disabled Facility Grants (DFGs)** are mandatory grants via funding from central government. They provide facilities and adaptations to a disabled person's home in order to meet their needs and develop independent living. In May 2007 the maximum mandatory DFG limit increased from £25k to £30k, and the funding from central Government also increased in recognition of the changes. In 2007/08 £1,052,000 was spent on Mandatory Disabled Facility Grants.

**Landlord Repairs and HMO grants** are linked to remedying major health and safety risks and upgrading or providing means of escape from fire in houses in multiple occupation. They are only available for landlords meeting good landlord principles and certain strategic housing criteria as set out in the policy document.

**Houseproud Assistance Grants** pay the valuation, legal and land registry fees for those clients who are applying for full assistance under the Houseproud scheme administered by the Home Improvement Trust. In this way it facilitates the use of the equity release loan scheme that is available for owner occupiers aged 60 or over or disabled clients.

**Landlord Energy Grants** are available for up to 50% of the cost of certain energy efficiency measures in privately rented accommodation provided the landlord funds their share of the costs. Interest free loans from Greater London Energy Efficiency Network (GLEEN) are available to assist them with this.

**Empty Property and Universal Coldbuster Grants** (for energy efficiency measures) are primarily funded from a single housing pot allocation of £4.5m awarded by the Government Office for London (GOL) to the South West London Housing Partnership. This pot also funds a financial advisor as well as Local Authorities' administration costs for Houseproud. Wandsworth administers the empty property grants, Croydon administers the energy grants, and Kingston administers the Houseproud scheme. The borough therefore approves the grants, pays for the works and is then reimbursed 100% by the appropriate authority. Currently bids have been made for 2009/2010 funding for these schemes under the Mayor of London's regional Housing Pot Targeted Funding Stream.

## Home Improvement Grants Summary of Expenditure 2008/09

Form of Assistance	Estimated Expenditure for 2008/09
Mandatory Disabled Facility Grants (private sector)	723,000
Mandatory Disabled Facility Grants (RHP)	300,000
Discretionary Disabled Facility Grants (children)	100,000
Empty Property Grants	30,000
Houses in Multiple Occupation (HMO)	57,000
Renovation Loans (owner occupiers)	69,000
Renovation Grants (landlords)	204,000
Home Repair Assistance Grants to top up Universal Coldbuster grants	100,000
Houseproud (fees to help loans)	12,000
PLEASE (landlord energy efficiency grants)	16,000
SW London Empty Property Grants	185,000
SW London Energy Efficiency Grants	421,000
<b>Total</b>	<b>2,217,000</b>

\*Subject to Cabinet Approval

### Supporting People Grant

Supporting People grant is provided from central Government for housing related support which can be either accommodation based or floating support. The Council will receive a Supporting People grant of £2.85m per year for the 3 year period 2008/09–2010/11.

The table below highlights the percentage of Supporting People spend by client group. The de-ring fencing of the Supporting People grant in 2009 could impact on funding priorities. This is discussed later in the chapter.

### % Supporting People (SP) Spend by Client Group 2007/08

Client Group	% of SP Spend 2007/08
Offenders or people at risk of offending	13.16%
Older people with support needs	20.53%
People with a physical or sensory disability	0.00%
People with HIV / AIDS	0.32%
People with learning disabilities	13.34%
People with mental health problems	23.84%
Rough sleepers	3.09%
Single homeless with support needs	9.39%
Teenage parents	1.23%
Traveller	0.52%
Women at risk of domestic violence	9.54%
Young people at risk	3.65%
Young people leaving care	1.46%

Source: SP Financial Data 2008

### Other Capital Grants

The borough and its partners have successfully bid for a number of capital grants, outlined below. These schemes are project managed by Adult Social Care.

### **Hostel Capital Improvement Programme (HCIP) Grant**

The borough and SPEAR successfully bid for a HCIP/Activating Places of Change grant worth £922,248 for renovation of the SPEAR hostel as well as developing meaningful activity/independent living skills of hostel residents. Funding is from the CLG.

### **Department of Health (DH) Extra Care Housing Grant**

Working with RHP the borough successfully bid for DoH funding for an extra care scheme at Dean Road. The grant is worth £3,350,000.

## **Issues & Potential Risks around Resources**

This section provides a summary of key risks and issues that are likely to emerge around resources.

### **NAHP Funding Priorities within London and the Sub Region**

The GLA makes strategic decisions regarding the location of affordable housing funding within London. The amount of funding South West London receives compared to other sub regions, such as the East and South East (which have large strategic sites such as the Thames Gateway), is one issue that could impact on future resources. Of the current initial NAHP allocations (2008) the East has received 33.3% of the social rented programme and the South East 23.4%. In comparison the South West received 14.7%.

Within the sub region Croydon and Lambeth (who both have access to large sites, have higher density schemes and regeneration initiatives) received a disproportionate amount of the initial 2008 South West programme funding, with Croydon receiving 35% of total initial NAHP sub regional allocations and Lambeth receiving

36%. Future allocations may change as other South West boroughs, such as Wandsworth, have large sites which may emerge in the future. In comparison Richmond received 6% of initial NAHP allocations for the sub region and faces the problem that the borough lacks larger sites that attract high levels of strategic funding.

The Mayor also decides strategic priorities around funding the type of housing, in the future this may impact on the amount of funding prioritised for social rent compared to intermediate homes.

### **Land Shortage & Maximising on site provision of Affordable Homes**

The borough faces a real shortage of sites to develop affordable housing and there is a need to identify additional potential Council sites available for affordable housing. There is also a need to maximise the provision of affordable homes. We need to review how holders of public land utilise their assets to maximise the supply of affordable housing.

### **Engagement with Our Local Strategic Partners to Deliver Local Area Agreement (LAA) Targets**

In order to meet our LAA affordable housing targets there is a real need to engage with partners, especially those on the LSP in order to identify potential land and resources that could be used for affordable homes.

### **Impact of the Credit Crunch on Affordable Housing Development & Importance of Borough's Own Development Programme**

The credit crunch may mean Councils face a downturn in the amount of affordable housing that is funded by private developers

as development activity declines due to market conditions and impacts on new supply. Like many boroughs Richmond upon Thames is reliant on planning obligations from private developers to deliver affordable homes. This highlights the importance of the Council's own development programme in delivering affordable homes.

### **Credit Crunch Risks to Reducing the Numbers in Temporary Accommodation & Access to Private Rented Homes**

Potential risks to reducing the numbers in temporary accommodation include concerns (due to the impact of the credit crunch on development activity) around maintaining the supply of new affordable homes. A further risk is the impact future mortgage re-possession have on levels of homelessness within the borough. There have been 3 households who have approached the Council regarding mortgage repossessions during the last financial year 2007/08.

The lack of mortgage finance and concerns over declining house prices could impact on the supply of private rented accommodation available to the Council for Rent Deposit Schemes, as more households decide to rent rather than buy.

### **De-Ringfencing of Supporting People Budgets**

Stakeholders have raised concerns over the impact of the de-ring fencing of Supporting People budgets which will take place in 2009 and how this will impact on sheltered and supported housing providers. Concerns were also raised over the need for client groups (such as funding for vulnerable homeless households) to be championed when decisions were made about funding priorities.

### **Self Directed Support & the Impact of Individualised Budgets**

As previously discussed in the 'Supporting Independent Living Chapter', concerns over the impact that SDS will have on providers of sheltered and supported housing have been raised. It will be essential to monitor and understand the potential impact that SDS has on providers in the borough.

### **Responding to Funding Opportunities**

It is vital the borough responds to national, regional and sub regional funding opportunities that become available during the course of the strategy. National and regional policy may dictate the type and availability of funding that is available.

## Action Plan

This action plan provides an overview of how we will deliver the tasks set out within each of the seven Housing Strategy priority chapters. It details the action, the Assistant Director (AD) ultimately responsible for delivery, the Officer responsible for the work, timescale and resources involved.

Whilst the strategy covers the period 2008-2012 actions within this plan cover the period 2008-09, 2009-10 with a small number outlined for 2010-11. We will be developing a new action plan for the period 2010-2012 which will be produced in early 2010.

If you are interested in the actions we are taking for various areas of the strategy, a themed action plan is available on each housing priority on the London Borough of Richmond upon Thames website ([www.richmond.gov.uk](http://www.richmond.gov.uk)).

### Monitoring the Strategy

We will monitor the progress of the action plan via six monthly reviews and produce an annual report for each year of the strategy. As the strategy is being delivered by a number of organisations it is essential that adequate monitoring is in place to ensure outcomes are delivered.

### Housing Strategy Steering Group

The Housing Strategy Steering Group will be key to monitoring the strategy, meeting biannually to monitor progress, comment on outcomes and review the annual report. They will also meet to discuss new policy issues and in 2009 meet to develop the new 2010-2012 Housing Strategy action plan.

### Annual Report on Progress

The report will then be progressed to the Divisional Management Team (DMT) as well as to the Health and Wellbeing Partnership. The report will also be available to key stakeholders and partners.

<b>Key Priority 1. More Affordable Homes</b>						
<b>Action</b>	<b>Timescale</b>	<b>Lead AD</b>	<b>Lead Officer</b>	<b>Organisation</b>	<b>Resources</b>	
1	Meet the Local Area Agreement Target of 398 affordable homes between 2008/2011 by completing actions outlined in the LAA delivery plan.	2008/09 & 2009/10 & 2010/11	AD Commissioning Corporate Policy & Strategy	Policy & Planning Manager Housing & Well-being	LBRuT (Strategy & Policy)	NAHP, Regional Housing Pot, Capital Programme, Planning gain, Council & LSP partners
2	Promote the issues around affordable housing in the borough to the Local Strategic Partnership (LSP) highlighting constraints such as a lack of available sites and look to work with and influence partners (such as the police or PCT) with potential access to land.	2009/10 & ongoing	AD Commissioning Corporate Policy & Strategy	Policy & Planning Manager Housing & Well-being & Partnership Manager	LBRuT (Strategy & Policy)	Existing
3	Work closely with the Estates and Valuations department and Legal Services to identify suitable Local Authority land for affordable housing schemes which can be supported by LA finance.	2008/09 & ongoing	AD Commissioning Corporate Policy & Strategy	Policy & Planning Manager Housing & Well-being	LBRuT (Strategy & Policy)	Existing
4	On a case by case basis carry out research using Hometrack to identify affordability issues and inform development opportunities.	2008/09 & ongoing	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
5	Carry out an update of the Housing Register, Homelessness and Temporary Accommodation data to inform the South West London Investment Framework.	2009/10 & ongoing	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing

6	Ensure all new affordable housing development complies with the South West London Housing Partnership Investment Framework.	2008/09 & ongoing	AD Commissioning Corporate Policy & Strategy	Principal Development Officer	LBRuT (Strategy & Policy)	Existing
7	Develop a protocol to clarify the relationship between the Housing and Planning departments (including Development Control) in relation to affordable housing schemes.	2008/09	AD Commissioning Corporate Policy & Strategy	Principal Development Officer	LBRuT (Strategy & Policy)	Existing
8	Work with Planning to gather evidence on land value & affordability issues, provide evidence to support Planning at Planning Inspectorate appeals, coordinate joint research projects and share policy information.	2008/09 & ongoing	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
9	Work with sub-regional partners to ensure maximum take up of sub-regional and pan London strategic sites.	2008/09 & ongoing	AD Commissioning Corporate Policy & Strategy	Principal Development Officer	LBRuT (Strategy & Policy)	Existing
10	Monitor sub-regional allocations to ensure Richmond is receiving its correct proportion of sub-regional nominations as an importer/exporter borough.	2008/09 & ongoing	AD Commissioning Corporate Policy & Strategy, AD Community Service Operations	Principal Development Officer & Team Leader Housing Provision	LBRuT (Strategy & Policy, Housing Operations)	Existing
11	Monitor re-lets of HA properties to ensure maximum supply of properties.	2009/10 & ongoing	AD Community Service Operations	Team Leader Housing Provision	LBRuR(Housing Operations)	Existing
12	Encourage and support our development partners to negotiate transfers of stock to Inquilab HA.	Ongoing	AD Commissioning Corporate Policy & Strategy	Principal Development Officer	LBRuT (Strategy & Policy)	Existing

<b>Key Priority 2. Better Quality and Greener Homes</b>						
<b>Action</b>	<b>Timescale</b>	<b>Lead AD</b>	<b>Lead Officer</b>	<b>Organisation</b>	<b>Resources</b>	
13	Increase the number of homes that are adapted to meet the needs of disabled or vulnerable people by 120 Disabled Facilities Grants (DFGs) per year for 2008/09 & 2009/10.	2008/09 & 2009/10	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	DFGs & other private sector grants
14	Ensure 130 private sector homes are made decent or partially decent as a result of Local Authority activity.	2008/09	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	DFGs & other private sector grants
15	Ensure the average time to complete DFGs is 29 weeks (from initial enquiry to actual approval).	2008/09	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
16	Deal with 50 Category 1 and 2 Hazards under the Housing Health and Safety Rating System (HHSRS).	2008/09	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
17	Work with BME community groups to highlight the work of the Home Improvement Agency (HIA).	2009/10	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
18	Ensure HIA clients are supported throughout the process of home improvement and signposted to relevant advice and housing options services.	2008/09 & ongoing	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
19	Bid for funding for decent homes in the private sector under the 2008-2011 GLA Regional Housing Pot Targeted Funding Stream.	2008/09	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Regional Housing Pot
20	Carry out benchmarking activity to demonstrate value for money in the delivery of DFGs.	2010/11	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing

21	Continue to support the London Landlord Accreditation Scheme.	2008/09 & ongoing	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
22	Offer Landlord Accreditation Training 2 times per year (12 landlords each) ensuring the prioritisation of landlords of vulnerable tenants.	2008/09	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
23	Promote and resource the Landlords Forum including producing 2 newsletters.	2008/09	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
24	Ensure 100% of Richmond Housing Partnership's (RHP) and Richmond Churches Housing Trust's (RuTCHT) stock meets the Decent Homes Standard.	2009/10	Chief Executive RHP, Managing Director, Richmond Churches.		RHP, RuTCHT	RHP & RuTCHT resources
25	As part of quarterly liaison meetings with HAs ensure agenda item of decent homes – focusing on the small number of RSLs with relatively high percentages of non decent homes.	2009/10 & ongoing	AD Commissioning Corporate Policy & Strategy	Principal Development Officer	LBRuT (Strategy & Policy)	Existing
26	Carry out HHSRS inspections in response to tenant complaints.	2008/09 & ongoing	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
27	Revise and publish Enforcement Policy.	2008/09	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
28	Publish detailed guidelines for landlords regarding hazards and the HHSRS.	2009/10	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
29	Carry out BRE Survey of private sector stock conditions.	2008/09	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing

30	Ensure all new Environmental Health Officers are trained and certified as competent, including advanced training, to carry out HHSRS assessments.	2008/09 & ongoing	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
31	Continue to develop an assessment panel to ensure a standardised approach to the HHSRS and Houses in Multiple Occupation (HMO) licensing.	2008/09	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
32	Hold 20 energy efficiency training sessions a year, 10 with organisations working with the fuel poor and 10 with groups working with the fuel rich.	2008/09 & ongoing	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
33	Carry out 250 energy efficiency (Cold Busters and Warm Front) grants per year for 2008/09 & 2009/10.	2008/09 & 2009/10	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
34	Provide 3,000 advice packs to households suffering fuel poverty (from HECA sample).	2008/09	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
35	Fund a home visitor focusing on private sector properties in Mortlake and East Sheen to carry out energy checks, check heating systems, and advise on grant availability, fuel poverty and insulation.	2009/10	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
36	Develop a comprehensive home energy database using completed home energy surveys and home energy reports.	2008/09	AD Property Parks & Sustainability (Environment)	Sustainability Manager	LBRuT (Sustainability)	Existing
37	Carry out analysis using GIS to inform our strategic knowledge around home energy and the borough.	2009/10	AD Property Parks & Sustainability (Environment)	Sustainability Manager	LBRuT (Sustainability)	Existing
38	Promote the Green Home Concierge Service to 1,000 home owners in the borough.	2008/09	AD Property Parks & Sustainability (Environment)	Sustainability Manager	LBRuT (Sustainability)	Existing

39	Work with Warmzone to offer 1,000 private sector residents discounted loft and cavity wall insulation (free to residents aged 70+ or on certain benefits).	2008/09	AD Property Parks & Sustainability (Environment)	Sustainability Manager	LBRuT (Sustainability)	Existing
40	Work with retailers, installers, energy utilities and the GLA to make available and promote discounted energy efficiency and micro generation schemes to householders.	2008/09	AD Property Parks & Sustainability (Environment)	Sustainability Manager	LBRuT (Sustainability)	Existing
41	Ensure all affordable housing developments follow the Sustainable Construction Checklist, Secure by Design principles, Lifetime Homes standard and consider the need for children's play space and deliver 10% of all new dwellings built to wheelchair standard.	2009/10	AD Commissioning Corporate Policy & Strategy, AD Development & Street Scene	Principal Development Officer & Environmental Policy & Plans Coordinator & Urban Design and Conservation Manager	LBRuT (Strategy & Policy, Planning Policy & Design)	Existing
42	Promote sustainable house extensions and renewable energy to private sector housing through new planning and guidance.	2008/09	AD Property Parks & Sustainability (Environment)	Head of Development and Enforcement	LBRuT (Planning)	Existing
43	Explore using the Housing Capital Programme to fund schemes that a) meet higher levels of the Code for Sustainable Homes and b) deliver additional affordable homes.	2009/10 & ongoing	AD Commissioning Corporate Policy & Strategy	Policy & Planning Manager Housing & Well-being	LBRuT (Strategy & Policy)	Housing Capital Programme
44	Maintain strong partnership working with other boroughs in the sub-region on sub regional issues.	2008/09 & ongoing	AD Community Service Operations	Private Sector Housing Manager, Policy & Planning Manager Housing & Well-being & Research & Policy Manager (Housing)	LBRuT (Housing Operations & Strategy & Policy)	Existing

45	Continue to work with House Proud and CEN.	2008/09 & ongoing	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
----	--	-------------------	---------------------------------	--------------------------------	----------------------------	----------

<b>Key Priority 3. Preventing Homelessness</b>						
<b>Action</b>	<b>Timescale</b>	<b>Lead AD</b>	<b>Lead Officer</b>	<b>Organisation</b>	<b>Resources</b>	
46	Continue to monitor reasons for homelessness via P1Es to inform prevention activities.	2008/09	AD Community Service Operations	Team Manager Advice & Assessment	LBRuT (Housing Operations)	Existing
47	Report annually to Homelessness Forum on progress and homelessness prevention activity.	2009/10 & ongoing	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations)	Existing
48	Reduce levels of rough sleeping. Achieve, in the first instance, a target of fewer than 5 quarterly.	2009/10 & ongoing	SPEAR	Ed Tytherleigh	SPEAR	Existing
49	Carry out 'pathways mapping' research to help understand local reasons for the over-representation of BME households as homeless.	2008/09	AD Commissioning Corporate Policy & Strategy	Research & Policy Manager (Housing)	LBRuT (Strategy & Policy)	Existing
50	Report on job coach/social inclusion worker initiative.	2009/10	SPEAR	Ed Tytherleigh	SPEAR	Existing
51	Domestic abuse – develop working arrangements with Multi Agency Risk Assessment Conference Panel (MARAC).	2009/10	AD Commissioning Corporate Policy & Strategy	Domestic Abuse Coordinator	LBRuT (Strategy & Policy)	Existing
52	Awareness session for LBRuT front line staff regarding single homelessness support from SPEAR.	2009/10	SPEAR	Ed Tytherleigh	SPEAR	Existing
53	Develop a BME Housing Strategy.	2008/09 & ongoing	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing

54	Deliver training to front line staff on domestic violence and housing issues.	2010/11	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations)	Existing
55	Identify best practice around working with vulnerable households in the private rented sector.	2009/10	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations)	Existing
56	Expand provision for priority and non-priority households assisted under the Rent Deposit Scheme to assist a minimum of 200.	2008/09	AD Community Service Operations	Head of Housing Operations & Ed Tytherleigh	LBRuT (Housing Operations), SPEAR	Homelessness Grant
57	Monitor and report on the number of households where support has prevented homelessness and enabled people to remain in accommodation 12 months after service ended.	Ongoing	AD Community Service Operations	Principal Resettlement Officer	LBRuT (Housing Operations)	Existing
58	Carry out research on affordability, availability and mobility issues within the private rented sector for low income households	2009/10	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
59	Continue to reduce numbers in temporary accommodation, taking account of government target.	Ongoing (quarterly monitoring)	AD Community Service Operations	Team Manager Advice & Assessment	LBRuT (Housing Operations)	Existing
60	Complete work on time and to budget at the SPEAR hostel under the Hostels Capital Improvement Programme.	2009/10	SPEAR	Ed Tytherleigh	SPEAR	CLG Grant
61	Carry out a review and update information provided to those in temporary accommodation (informed by service users' views).	2009/10	AD Community Service Operations	Temporary Accommodation Team Leader	LBRuT (Housing Operations)	Existing

62	Reduce the use of B&B accommodation for young people and ensure it is only used in case of emergency.	2009/10	AD Community Service Operations, AD Commissioning Corporate Policy & Strategy	Head of Housing Operations & Housing Initiatives Officer	LBRuT (Housing Operations, Strategy & Policy)	Existing
63	Develop a supported lodgings scheme/crash pad for 16-17 year old young homeless clients, possibly with a joint provider.	2010/11	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations)	Existing
64	Ensure that any update to the Supporting People Strategy/Action Plan and any changes to Supporting People (SP) funding priorities still reflect homelessness prevention priorities.	2010/11	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations)	Existing
65	Continue to review homelessness services in terms of referrals, acceptances and refusals, to identify service gaps, with needs analysis to inform future service requirements.	2008/09 & ongoing	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations)	Existing
66	Achieve a 'good' result in NI 143 'Proportion of offenders under probation supervision in settled and suitable accommodation at the end of their order or license'.	2008/09 & ongoing	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations)	Existing
67	Produce an annual report to monitor nominations to homeless households and those residing in temporary accommodation with a view to reducing the numbers living in temporary accommodation.	2008/09 & ongoing	AD Community Service Operations	Team Leader Housing Provision	LBRuT (Housing Operations)	Existing
68	Through the housing assessment panel ensure vulnerable homeless households are moved into appropriate supported housing.	2008/09 & ongoing	AD Community Service Operations	Team Leader Housing Provision	LBRuT (Housing Operations)	Existing

69	Ensure that the Council receives access to all available nominations including Supported Housing nominations.	2008/09 & ongoing	AD Community Service Operations	Team Leader Housing Provision	LBRuT (Housing Operations)	Existing
70	Establish working protocol between Housing Services and initial response team (Children and Families).	2008/09	AD Community Service Operations	Team Manager Advice & Assessment	LBRuT (Housing Operations)	Existing
71	Contribute to sub-regional homelessness group - agree actions including sharing of best practice.	2008/09 & ongoing	AD Community Service Operations	Team Manager Advice & Assessment	LBRuT (Housing Operations)	Existing
72	Review the terms of reference and membership of the Homelessness Forum.	2008/09	AD Commissioning Corporate Policy & Strategy	Housing Initiatives Officer	LBRuT (Strategy & Policy)	Existing

<b>Key Priority 4. Supporting Independent Living</b>						
<b>Action</b>	<b>Timescale</b>	<b>Lead AD</b>	<b>Lead Officer</b>	<b>Organisation</b>	<b>Resources</b>	
73	Review staffing and funding of the HIA with a view to expansion of the service.	2010/11	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
74	Develop a protocol for the management and support of the planned purpose built extra care scheme.	2009/10	AD Commissioning Care Services	Head of Service Development	LBRuT (Service Development)	Existing
75	Contribute to the development and delivery of the Mental Health Supported Accommodation Review, Older People's Supported Accommodation Review and Learning Disability Action Plan.	2008/09 & ongoing	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing) & Principal Development Officer	LBRuT (Strategy & Policy)	Existing
76	Carry out presentation/awareness session for Age Concern on housing options.	2009/10	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations)	Existing

77	Research lesbian, gay, bisexual and transgender (LGBT) issues around older people and sheltered housing, raise awareness of issues with RSL partners and develop an action plan with them to address these issues.	2010/11	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
78	Work with Youth Offending Team (YOT) to ensure all young people are provided with suitable accommodation and support.	2008/09 & ongoing	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations)	Existing
79	Review alternative provision of self contained supported units for young people leaving care, particularly those with high support needs.	2010/11	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
80	Carry out research to understand the housing needs of children and young people with physical disabilities.	2010/11	AD Community Service Operations, AD Commissioning Corporate Policy & Strategy	Private Sector Housing Manager & Policy & Research Manager (Housing)	LBRuT (Housing Operations, Strategy & Policy)	Existing
81	Ensure monitoring and adequate training and awareness for housing staff and providers around BME and LGBT issues (facing young people who are homeless).	2009/10	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations)	Existing
82	Carry out research around LGBT youth homelessness.	2009/10	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
83	Increase the range of housing options in the borough for people with learning disabilities (PLD) by delivering supported living projects at Ferry Rd and Seymour Rd.	2009/10	AD Commissioning Care Services	PLD Development Manager	LBRuT (Service Development)	Existing

84	Increase supported housing options in the borough providing greater housing choice and delivering value for money by decreasing the number of out of borough residential placements.	2008/09 & ongoing	AD Commissioning Care Services	PLD Development Manager	LBRuT (Service Development)	Existing
85	Ensure that as part of the annual review process, information is captured on the housing options and housing aspirations of PLD service users.	2009/10	AD Commissioning Care Services	PLD Development Manager	LBRuT (Service Development)	Existing
86	Carry out research on the housing options and aspirations of PLD clients using annual review data.	2010/11	AD Commissioning Corporate Policy & Strategy & AD Commissioning Care Services	Policy & Research Manager (Housing) & PLD Development Manager	LBRuT (Strategy & Policy)	Existing
87	Consider the use of a small number of sheltered flats (3-5) to re-house older people with learning disabilities.	2009/10	AD Commissioning Care Services & RHP	PLD Development Manager	LBRuT (Service Development)	Existing
88	Ensure the needs of people with learning disabilities are addressed as part of the development of any Choice Based Lettings (CBL) scheme.	2010/11	AD Community Service Operations	Team Leader Housing Provision	LBRuT (Housing Operations)	Existing
89	Carry out a review of the supported housing needs of ex-offenders.	2009/10	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
90	Review the impact of SDS on sheltered and supported housing organisations.	2009/10	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
91	Research the housing needs of those experiencing domestic violence	2009/10	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing

<b>Key Priority 5. Understanding and Influencing the Housing Market</b>						
<b>Action</b>		<b>Timescale</b>	<b>Lead AD</b>	<b>Lead Officer</b>	<b>Organisation</b>	<b>Resources</b>
92	Review potential options regarding commissioning a strategic housing market assessment with our sub-regional partners.	2008/09	AD Commissioning Corporate Policy & Strategy, AD Development & Street Scene	Policy & Research Manager (Housing) & Environmental Policy & Plans Coordinator	LBRuT (Strategy & Policy, Planning Policy & Design)	Sub-regional funds
93	Write a report on the impact of the Credit Crunch on the housing market in Richmond, particularly with regard to homelessness and housing market data.	2008/09	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
94	Continue to monitor the impact of the Credit Crunch on the housing market in Richmond with 6 monthly analysis & reports.	2009/10	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
95	Work with and encourage private landlords to take on Housing Benefit/Local Housing Allowance (LHA) claimants by providing information and promotional work.	2008/09	AD Community Service Operations	Team Manager Advice & Assessment	LBRuT (Housing Operations)	Existing
96	Work with HA partners to promote intermediate housing including rental schemes in the borough.	2009/10	AD Commissioning Corporate Policy & Strategy	Principal Development Officer	LBRuT (Strategy & Policy)	Existing
97	Review the income thresholds for households accessing shared ownership.	2009/10	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
98	Carry out benchmarking regarding best/emerging practice on intermediate housing and home deposit schemes that promote saving.	2010/11 & ongoing	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing

99	Review our Intermediate Housing Priorities Cascade to ensure those who live and work in the borough benefit from intermediate housing opportunities.	2009/10	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
100	Carry out annual monitoring of the number of long term empty properties in the private sector.	2008/09	AD Commissioning Corporate Policy & Strategy	Housing Initiatives Officer	LBRuT (Strategy & Policy)	Existing
101	Via casework, promotion of grant, enforcement activity and rental opportunities, bring back into use 90 empty properties during 2008/09 and 2009/10.	2008/09 & 2009/10	AD Commissioning Corporate Policy & Strategy	Housing Initiatives Officer	LBRuT (Strategy & Policy)	Existing
102	Develop an empty properties action plan for the borough.	2008/09	AD Commissioning Corporate Policy & Strategy	Housing Initiatives Officer	LBRuT (Strategy & Policy)	Existing
103	Inspect all licensed HMO.	2009/10	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
104	Inspect all unlicensed HMO suspected of requiring a licence.	Ongoing	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
105	Offer advice and assistance to landlords and tenants through advertisements, press articles and training.	Ongoing	AD Community Service Operations	Private Sector Housing Manager	LBRuT (Housing Operations)	Existing
106	Support HA in bidding for funding from the Regional Housing Pot on extensions and de-conversions.	2008/09 & ongoing	AD Commissioning Corporate Policy & Strategy	Policy & Planning Manager Housing & Well-being	LBRuT (Strategy & Policy)	Regional Housing Pot
107	Develop an Overcrowding Action Plan.	2009/10	AD Community Service Operations	Head of Housing Operations & Policy & Research Manager (Housing)	LBRuT (Housing Operations & Strategy & Policy)	Existing

108	Review Sponsored Moves scheme for Value for Money against sub regional & HA schemes and to research what attracts tenants to the scheme.	2009/10	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
109	RSLs to work with Advice and Assessment Team in identifying under-occupied properties and discussing potential for Sponsored Moves.	2008/09 & ongoing	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations), RHP, RuTCHT	Existing, RHP & RuTCHT resources
110	Ensure collection and inputting for housing data is carried out in regard of Sexual Orientation & Religion/Belief.	2008/09 & ongoing	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations)	Existing

<b>Key Priority 6. Promoting Housing Choice</b>						
<b>Action</b>	<b>Timescale</b>	<b>Lead AD</b>	<b>Lead Officer</b>	<b>Organisation</b>	<b>Resources</b>	
111	Target of 97% of applicants who join the Housing Register are processed within 7 working days.	2008/09	AD Community Service Operations	Team Leader Housing Provision	LBRuT (Housing Operations)	Existing
112	Target of 90% of nominations made to HAs within 2 days of receiving nomination.	2008/09	AD Community Service Operations	Team Leader Housing Provision	LBRuT (Housing Operations)	Existing
113	Set up quarterly meetings focusing on allocations with RHP.	2008/09 & ongoing	AD Community Service Operations	Team Leader Housing Provision	LBRuT (Housing Operations)	Existing
114	Meet with significant stock holders such as RuTCHT and Thames Valley regarding allocations once a year.	2008/09 & ongoing	AD Community Service Operations	Team Leader Housing Provision	LBRuT (Housing Operations)	Existing
115	Via the South West Sub-regional Allocations Managers Meeting – monitor the take up & quality of sub-regional nominations.	2008/09 & ongoing	AD Community Service Operations	Team Leader Housing Provision	LBRuT (Housing Operations)	Existing

116	Provide funding for a minimum of 200 rent deposits for private sector tenancies annually.	2008/09 & ongoing	AD Community Service Operations	Team Manager Advice & Assessment & SPEAR	LBRuT (Housing Operations), SPEAR	Existing
117	Attract more landlords onto Rent Deposit schemes via advertising and promotional activity.	2008/09	AD Community Service Operations	Team Manager Advice & Assessment	LBRuT (Housing Operations)	Existing
118	Promote housing options for older people via an Older Persons' Housing Options Fair, including Seaside and Country Homes and Girlings.	2009/10	AD Commissioning Corporate Policy & Strategy	Housing Initiatives Officer	LBRuT (Strategy & Policy)	Existing
119	Promote shared ownership opportunities for people with learning disabilities.	2008/09 & ongoing	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
120	Work with HAs to promote wheelchair accessible shared ownership units in the borough.	2008/09 & ongoing	AD Commissioning Corporate Policy & Strategy	Principal Development Officer	LBRuT (Strategy & Policy)	Existing
121	Promote information for residents on the Housing Opportunities for People with Long-term Disabilities scheme.	2009/10	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
122	Continue to monitor intermediate housing completions/sales information to ensure that those gaining access comply with borough priorities.	2008/09 & ongoing	AD Commissioning Corporate Policy & Strategy	Principal Development Officer	LBRuT (Strategy & Policy)	Existing
123	Promote any GLA intermediate opportunities to borough residents, such as the proposed 'First Steps' scheme.	2008/09 & ongoing	AD Commissioning Corporate Policy & Strategy	Principal Development Officer	LBRuT (Strategy & Policy)	Existing & regional funding opportunities
124	Develop a scheme and devise a protocol for in-borough reciprocal arrangements between HAs.	2008/09	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations)	Existing

125	Increase opportunities for mobility within the sub-region by facilitating the Sub-regional Nominations Agreement.	2008/09 & ongoing	AD Community Service Operations	Team Leader Housing Provision	LBRuT (Housing Operations)	Existing
126	Ensure take up of nomination opportunities to any sub-regional, regional or growth area strategic housing sites.	2009/10	AD Community Service Operations	Team Leader Housing Provision	LBRuT (Housing Operations)	Existing
127	Carry out a minimum of 20 Sponsored Moves during 2008/09 and 2009/10.	2008/09 & 2009/10	AD Community Service Operations	Team Leader Housing Provision	LBRuT (Housing Operations)	Existing
128	Promote the Seaside and Country Homes and LAWN scheme to HA residents.	2009/10	AD Community Service Operations	Team Leader Housing Provision	LBRuT (Housing Operations)	Existing
129	Consult with housing register applicants to determine whether CBL is likely to address their housing aspirations.	2008/09	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations)	Existing
130	Consult with key stakeholders involved in delivery of Choice Based Lettings (CBL).	2008/09	AD Community Service Operations	Head of Housing Operations	LBRuT (Housing Operations)	Existing

<b>Key Priority 7. Creating Thriving Communities</b>						
<b>Action</b>	<b>Timescale</b>	<b>Lead AD</b>	<b>Lead Officer</b>	<b>Organisation</b>	<b>Resources</b>	
131	Target of enabling 270 new homes to be developed across all tenures.	2008/09 & 2009/10	AD Development & Street Scene	Head of Policy & Design	LBRuT (Planning Policy & Design)	Existing
132	Work with planning and partners to ensure the borough responds to any housing needs of the Irish Traveller Community located at the Hampton site.	2009/10	AD Development & Street Scene, AD Commissioning Corporate Policy & Strategy	Head of Policy & Design & Policy & Research Manager (Housing)	LBRuT(Planning Policy & Design, Strategy & Policy)	Existing
133	Produce a strategy to address Community Plan priorities around 'tackling disadvantage'.	2009/10	AD Commissioning Corporate Policy & Strategy	Head of Strategy & Policy	LBRuT(Strategy & Policy)	Existing

134	Carry out Place Survey in the 5 areas of relative disadvantage.	2008/09	AD Commissioning Corporate Policy & Strategy	Head of Community Engagement & Inclusion Team	LBRuT (Community Engagement & Inclusion Team)	Existing
135	Carry out research on health needs in the 5 areas of relative deprivation.	2009/10	AD Commissioning Corporate Policy & Strategy	Health Improvement Manager	LBRuT (Community Engagement & Inclusion)	Existing
136	Expand the health walk programme to an area of relative deprivation.	2008/09	AD Commissioning Corporate Policy & Strategy	Health Improvement Manager	LBRuT (Community Engagement & Inclusion)	Existing
137	Target of 30 families to participate in Childhood Obesity programme.	2008/09	AD Commissioning Corporate Policy & Strategy	Health Improvement Manager	LBRuT (Community Engagement & Inclusion)	Existing
138	Develop a care pathway providing specialist support for HA tenants who experience falls.	2009/10	AD Commissioning Corporate Policy & Strategy	Health Improvement Manager	LBRuT (Community Engagement & Inclusion)	Existing
139	Carry out pathways research on potential disproportionate relationship between a) overcrowding and b) homelessness and the 5 areas of relative deprivation to inform other housing initiatives.	2010/11	AD Commissioning Corporate Policy & Strategy	Policy & Research Manager (Housing)	LBRuT (Strategy & Policy)	Existing
140	Work with RSLs to review the impact of local letting plans on communities.	2010/11	AD Commissioning Corporate Policy & Strategy, AD Community Service Operations	Policy & Research Manager (Housing) & Team Leader Housing Provision	LBRuT (Strategy & Policy, Housing Operations)	Existing

141	Promote awareness of the impact of hate crime on sustaining tenancies and community cohesion to RSLs, including attendance at the HA Forum.	2010/11	AD Commissioning Corporate Policy & Strategy	Hate Crime Co-ordinator	LBRuT (Strategy & Policy)	Existing
142	Chair the Anti Social Behaviour Panel in tackling individual cases of anti social behaviour and expand its remit to include more information sharing.	2008/09 & ongoing	AD Community Service Operations	AD Community Service Operations	LBRuT (Housing Operations)	Existing
143	Tackle low level anti social behaviour via – joint task working – the Safe Streets Co-ordinating Group.	Ongoing	AD Commissioning Corporate Policy & Strategy	Community Planning Manager	LBRuT (Strategy & Policy)	Existing
144	RHP to build on experience of ‘Slivers of Time’ scheme to increase work opportunities for residents.	2009/10	Chief Executive RHP	RHP Community Development Manager	RHP	RHP resource
145	RHP, in partnership with, RACC to develop apprenticeship and employment opportunities through social enterprise projects.	2009/10	Chief Executive RHP	RHP Community Development Manager	RHP	RHP resource
146	Develop a volunteering strategy and action plan linked to increasing employment related skills in the 5 areas of relative deprivation.	2008/09	Chief Executive RHP	RHP Community Development Manager	RHP	RHP resource
147	Work with all developing RSLs and Notting Hill Trust through the Construction Training Initiative to reduce worklessness.	2008/09 & ongoing	AD Commissioning Corporate Policy & Strategy	Principal Development Officer	Notting Hill HA, Developing RSLs in the borough	

# Bibliography

APCO, “**Secured by Design Principles**”, (2004), Association of Chief Police Officers publication.

Audit Commission, “**Key Lines of Enquiry – Strategic Approach to Housing**”, (2006), Audit Commission publication available at <http://www.audit-commission.gov.uk/housing/housingkloe/kloe2.asp?CategoryID=english^1628>.

Beresford, B and Rhodes, D, “**Housing and Disabled Children**”, (2008), Joseph Rowntree Foundation publication.

BMG, “**Residents Survey Panel Report 2 – Demand & Aspirations**”, (2006), Housing Corporation, available at [http://www.housingcorp.gov.uk/upload/doc/Survey\\_2\\_report.doc](http://www.housingcorp.gov.uk/upload/doc/Survey_2_report.doc).

CABE, “**Delivering Great Places to Live: Building for Life**”, (2005), Commission for Architecture and the Built Environment.

Cave, Martin, “**Every Tenant Matters: A Review of Social Housing Regulation**”, (2007), Communities and Local Government publication.

CIH & LGA, “**Visionary Leadership in Housing: A new future for local housing strategy**”, (2005), Chartered Institute of Housing and Local Government Association.

CLG, “**P1E Homelessness Returns**”, (2004 – 2007), London Borough of Richmond upon Thames returns.

CLG, “**Local Government White Paper: Strong and Prosperous Communities**”, (2006), Communities and Local Government publication.

CLG, “**Housing Health & Safety Rating System – Guidance for Landlords & Property Related Professionals**”, (2006), Department of Communities & Local Government.

CLG, “**Planning Policy Statement 3: Housing**”, (2006), Department of Communities & Local Government.

CLG, “**Code for Sustainable Homes: A Step-Change in Sustainable Homes Building Practice**”, (2006), Department of Communities and Local Government.

CLG, “**Guidance Note on Empty Dwelling Management Orders**”, (2006), Department of Communities and Local Government.

CLG, “**Strong & Prosperous Communities: The Local Government White Paper**” (2006), Department of Communities & Local Government.

CLG, “**Independence and Opportunity**”, (2007), CLG publication.

CLG, “**Building a Greener Future: Policy Statement**” (2007), Communities and Local Government publication.

CLG, “**Housing Green Paper – Homes for the Future: More Affordable, More Sustainable**”, (2007), Communities and Local Government publication.

CLG, “**Tackling Overcrowding: An Action Plan**”, (2007), Communities and Local Government publication.

CLG, “**Allocation of Accommodation Consultation: Choice Based Lettings**” (2007) Department of Communities and Local Government.

CLG, “**Indices of Deprivation**”, (2007), Department of Communities and Local Government.

CLG, “**Expanding Choice, Addressing Need: addressing housing need through the enhanced housing options approach**”, (2008), Department of Communities and Local Government.

CLG, “**Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society**”, (2008), Communities and Local Government publication.

CLG, “**English House Conditions Survey 2006 – Headline Report**”, (2008), Communities and Local Government publication.

CLG, “**Creating Strong and Prosperous Communities – Statutory Guidance**”, (2008), Communities and Local Government publication.

CoRE, “**Core New Lettings Summary Statistics, April 2002-March 2003**”, (2003), St Andrews University.

CoRE, “**Core New Lettings Summary Statistics, April 2003-March 2004**”, (2004), St Andrews University.

CoRE, “**Core New Lettings Summary Statistics, April 2004-March 2005**”, (2005), St Andrews University.

CoRE, “**Core New Lettings Summary Statistics, April 2005-March 2006**”, (2006), St Andrews University.

CoRE, “**Core New Lettings Summary Statistics, April 2006-March 2007**”, (2007), St Andrews University.

DCLG, “**A Decent Home: Definitions & Guidance for Implementation – update**” (2006), DCLG publication.

DCSF, “**Fair Play: A Consultation on the Play Strategy**”, (2008), Department for Children Schools and Families.

DfES, “**White Paper – Care Matters, Time for Change**”, (2007), Department for Education and Skills publication.

DoH, “**No Secrets; Guidance on Developing and Implementing Multi Agency Policies and Procedures to Protect Vulnerable Adults from Abuse**”, (2000), Department of Health publication.

DoH, “**Valuing People**”, (2001), DoH publication.

DOH, “**Choosing Health: Making Healthy Choices Easier**”, (2004), Department of Health.

DoH, “**White Paper – Our Health, Our Care, Our Say: A New Direction for Community Services**”, (2006), Department of Health publication.

DWP, “**Family Resources Survey 2004/05**”, (2004), Department of Work & Pensions.

DWP “**Table HB31 Housing Benefit Recipients by County, Local Authority & Tenure**” (2006) Department of Work and Pensions.

DWP, “**National Insurance Number Allocations to Adult Overseas Nationals entering the UK**” (taken from DWP Tabulation Tool), (2007. DWP website [http://www.dwp.gov.uk/asd/tabtool.asp#ni\\_alloc](http://www.dwp.gov.uk/asd/tabtool.asp#ni_alloc)).

DWP, “**Social Housing and Worklessness: Qualitative Research Findings**” (2008), Department for Work and Pensions.

EST, “**Green Homes Project**”, (2008), Energy Savings Trust, available at [http://www.energysavingtrust.org.uk/help\\_and\\_support/green\\_homes\\_service](http://www.energysavingtrust.org.uk/help_and_support/green_homes_service).

Fordham Research “**2006 Local Housing Assessment**”, (2007), London Borough of Richmond upon Thames available at [http://www.richmond.gov.uk/home/environment/planning/planning\\_guidance\\_and\\_policies/local\\_development\\_framework/local\\_development\\_framework\\_research/local\\_housing\\_assessment.htm](http://www.richmond.gov.uk/home/environment/planning/planning_guidance_and_policies/local_development_framework/local_development_framework_research/local_housing_assessment.htm).

GLA, “**The London Plan: Spatial Development Strategy for Greater London**”, (2004), Greater London Authority.

GLA, “**The Mayors’ Draft Housing Strategy**”, (2007), Greater London Authority.

GLA, “**Your Home in Changing Climate: Retrofitting Existing Homes for Climate Change Impacts**”, (2008), Greater London Authority.

GLA, “**Providing for Children & Young People’s Play and Informal Recreation: Supplementary Planning Guidance**”, (2008), Greater London Authority.

Gold, D, “**Sexual Exclusion – issues and best practice in lesbian, gay and bisexual housing and homelessness**”, (2005), Stonewall publication.

Harrison, M and Phillips, D, “**Housing and Black and Minority Communities, Review of the Evidence Base**”, (2003), ODPM publication.

Hills, John, “**Ends and Means, The Future Role of Social Housing in England**”, (2007), CASE publication.

HM Treasury, “**Promoting Financial Inclusion**”, (2004), HMSO.

HM Treasury, “**Financial Inclusion: The Way Forward**”, (2004), HMSO.

HM Treasury, “**Comprehensive Spending Review CSR07**”, (2007) available at [http://www.hm-treasury.gov.uk/pbr\\_csr07\\_repindex.htm](http://www.hm-treasury.gov.uk/pbr_csr07_repindex.htm).

Home Office, “**Cutting Crime: A New Partnership 2008 - 2011**”, (2008), Home Office.

Hometrack, “**House Price Data**”, (2007), available at [www.hometrack.co.uk](http://www.hometrack.co.uk).

Housing Corporation, “**RUT Regulatory Statistical Return 2002**”, (2002), London Borough of Richmond Upon Thames statistics available at <http://www.rsrsurvey.co.uk/>.

Housing Corporation “**RUT Regulatory Statistical Return 2003**”, (2003), London Borough of Richmond Upon Thames statistics available at <http://www.rsrsurvey.co.uk/>.

Housing Corporation “**RUT Regulatory Statistical Return 2004**”, (2004), London Borough of Richmond Upon Thames statistics available at <http://www.rsrsurvey.co.uk/>.

Housing Corporation “**RUT Regulatory Statistical Return 2005**”, (2005), London Borough of Richmond Upon Thames statistics available at <http://www.rsrsurvey.co.uk/>.

Housing Corporation “**RUT Regulatory Statistical Return 2006**”, (2006), London Borough of Richmond Upon Thames statistics available at <http://www.rsrsurvey.co.uk/>.

Housing Corporation, “**Tackling Homelessness**”, (2006), Housing Corporation publication.

Housing Corporation “**RUT Regulatory Statistical Return 2007**”, (2007), London Borough of Richmond Upon Thames statistics available at <http://www.rsrsurvey.co.uk/>.

Housing Corporation, “**Promoting Respect: Tackling Nuisance Behaviour**”, (2007), Housing Corporation.

Housing Corporation, “**National Affordable Housing Programme 2008 – 2011**”, (2007), Housing Corporation.

IDeA, “**Community Leadership and the Strategic Housing Role in Local Government**”, (2007), available at <http://www.idea.gov.uk/idk/aio/6514426>.

Johnson, Boris “**Building a Better London: Housing Manifesto**” (2008), Boris Johnson publication.

LBRUT, “**Supporting People Strategy 2005 – 2010**”, (2005), London Borough of Richmond upon Thames publication.

LBRUT, “**Design Quality: Supplementary Planning Document**”, (2006), London Borough of Richmond Upon Thames publication.

LBRUT, “**Private Sector Rent Survey**”, (2007), London Borough of Richmond upon Thames publication.

LBRUT, “**Older Peoples Supported Accommodation Review**”, (2007), London Borough of Richmond upon Thames publication.

LBRUT, “**Community Plan 2007 – 2017**”, (2007), London Borough of Richmond upon Thames publication.

LBRUT, “**Corporate Plan 2008 – 2011**”, (2008), London Borough of Richmond upon Thames.

LBRUT, “**Housing and Support Plan for People with Learning Disabilities 2007 – 2010**”, (2007), London Borough of Richmond upon Thames publication.

LBRUT, “**Climate Change Strategy**”, (2008), London Borough of Richmond Upon Thames.

LBRUT, “**Community Safety Partnership Plan 2008-2011**”, (2008), London Borough of Richmond upon Thames publication.

LBRUT, “**Joint Strategic Needs Assessment**”, (2008), London Borough of Richmond upon Thames publication.

LBRUT “**Mental Health Rehabilitation and Accommodation Review**” (2008 forthcoming), London Borough of Richmond upon Thames publication with Primary Care Trust.

Leather, P and Rivell, K, “**House Conditions in 2000**”, (2000), Joseph Rowntree Foundation.

Local Futures, “**The State of the Borough Report**”, (2007), Local Futures Report publication for London Borough of Richmond upon Thames.

London Housing “**Overcrowding in London**” (2004), London Councils publication.

NHPAU, “**Affordability Matters**”, (2007), The National Housing and Planning Advice Unit.

NHF, “**Building for All: Identifying the Need for Supported Housing in London**”, (2007), National Housing Federation publication.

ODPM, “**Quality and Choice in Housing for Older People**”, (2001), ODPM publication.

ODPM, “**Preparing Older People’s Strategies**”, (2003), ODPM publication.

ODPM, “**Sustainable Communities Plan**”, (2003), ODPM publication.

ODPM, “**Empty Properties: Unlocking the Potential a case for action**”, (2003), Office of the Deputy Prime Minister.

ODPM, “**Sustainable Communities in London: Building for the Future**”, (2003), Office of the Deputy Prime Minister publication.

ODPM, “**The Impact of Overcrowding on Health and Education: A review of the Evidence and Literature**”, (2004), Office of the Deputy Prime Minister publication.

ODPM, “**Survey of English Housing 2004/05**”, (2005), Office of Deputy Prime Minister.

ODPM, “**English House Stock Condition Survey 2005**” (2005), Office of the Deputy Prime Minister.

ODPM, “**Sustainable Communities, Homes for All**”, (2005), Office of the Deputy Prime Minister publication.

ODPM, “**Sustainable Communities, Settled Homes, Changing Lives**”, (2005), Office of the Deputy Prime Minister publication.

ODPM, “**Sustainable Communities: Homes for All, A Strategy for Choice Based Lettings**” (2005), Office of the Deputy Prime Minister.

ONS, Census 2001 statistics, (2001) available at [www.ons.gov.uk](http://www.ons.gov.uk).

OPSI, “**Housing Act 1996**”, available at, [http://www.opsi.gov.uk/Acts/acts1996/ukpga\\_19960052\\_en\\_1](http://www.opsi.gov.uk/Acts/acts1996/ukpga_19960052_en_1)

OPSI, “**Crime & Disorder Act 1998**”, (1998), available at [http://www.opsi.gov.uk/acts/acts1998/ukpga\\_19980037\\_en\\_1](http://www.opsi.gov.uk/acts/acts1998/ukpga_19980037_en_1)

OPSI, “**Housing Act 2004**”, (2004), available at [http://www.opsi.gov.uk/acts/acts2004/ukpga\\_20040034\\_en\\_1](http://www.opsi.gov.uk/acts/acts2004/ukpga_20040034_en_1)

Rhodes, D, “**The Modern Private Rented Sector**”, (2006), Chartered Institute of Housing.

RHP, “**Community Development Strategy 2008 - 2011**”, (2008), Richmond Housing Partnership publication.

SWLHP, “**South West London Private Sector Housing Strategy 2006**” (2006), South West London Housing Partnership.

SWLHP, “**South West London Housing Strategy**” (2008), South West London Housing Partnership publication.

SWLHP, “**South West London Investment Framework 2008 – 2011**”, (2008), South West London Housing Partnership publication.

Wilcox, Steve, “**Can’t Buy Can Rent**”, (2007), Hometrack publication