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EXECUTIVE SUMMARY

The purpose of Housing Strategies is to set out how housing authorities will deliver Housing Services to their residents. The priorities and objectives contained in this document have been developed following an analysis of housing need, sub regional, regional and national housing and planning trends and policies, and consultation with partners, businesses and residents. The decision to develop a joint East Surrey Housing Strategy rather than four individual strategies stems from the recognition that the four Councils, namely Epsom & Ewell, Mole Valley, Reigate & Banstead, and Tandridge, share many housing issues and already have a track record of delivering joint housing projects and policy documents.

There are many benefits to joint working. These include offering more choice to our customers and providing clarity and consistency to external organisations through the development of consistent standards and approaches. We can also express a stronger collective voice to national and regional consultation, improve delivery as a result of greater flexibility, and, where appropriate, pool resources.

Whilst we have many things in common as East Surrey authorities, we have taken care to ensure that the differences between us are not ignored. For example, Tandridge is the only authority that has retained its own social housing stock as the others have all completed transfers of their housing stock to housing associations. Mole Valley and Tandridge Councils also have particular concerns over the levels of affordable housing in the rural areas of their districts, which is not relevant in Reigate & Banstead or Epsom & Ewell. Each of the East Surrey authorities has developed a local housing picture and set of priorities, which can be found in Part Three of the Strategy.

The Strategy was developed following a range of consultation events held in late 2008 and early 2009. Groups that have been consulted included housing associations, developers, social care staff, carers groups, older persons groups, local councillors and resident organisations. Information on the Strategy and a standard template for comments was placed on each of the authority’s web-sites. Articles were also placed in local newspapers encouraging people to send in comments either electronically or via post.

East Surrey has agreed three priority policy areas:

- Creating Housing Opportunities
- Improving Housing Standards
- Improving Housing & Support for Vulnerable People.

We will work towards delivering these priorities across East Surrey, sharing or pooling resources as appropriate, reducing duplication and streamlining processes.
In addition, the Strategy is prepared in alignment with the key priorities and objectives of each authority’s Sustainable Communities Plan, Corporate Plan and Local Development Framework.

**An Overview of East Surrey**

East Surrey has a total population of approximately 360,900. This represents some 148,000 households. East Surrey is in some ways a victim of its own success as it is an attractive place to live for a number of reasons. The Government forecasts that the number of households is set to rise by 19.2% between 2004 and 2026.

The close proximity to London, strong transport links, low crime and good schooling are amongst the factors that have contributed to house prices rising by over 36% in the last five years to an average of £355,431 at September 2008. This is £84,860 higher than the South East average. As house prices have increased so has the affordability gap for many households. In the current climate, first time buyers must be able to borrow a significant loan in relation to their income and raise a deposit of around 20%.

**Creating Housing Opportunities**

Creating Housing Opportunities encompasses providing a supply of affordable housing, which has an important role in maintaining mixed and sustainable communities. There are a limited number of affordable rented homes available in East Surrey. The pool of housing stock is not being increased at a rapid rate. Approximately 1,000 new affordable homes will be built in East Surrey between 2008 and 2011. This must be seen in the context of an affordable housing shortfall of 2,410 per year. The East Surrey authorities will continue to work with housing associations to seek innovative ways to maximise opportunities for new affordable housing and to learn from the experiences of one another in this field.

Developing new affordable housing is only one way that we can improve the supply of decent affordable homes, as our largest housing resource is existing housing and we need to ensure that this is used as efficiently as possible. This includes the best use of empty homes and private sector leasing schemes.

The number of empty homes in East Surrey is relatively low, especially those that are derelict or in a state of poor repair. However, in the context of an area with an extreme shortage of affordable homes and mounting pressures placed on existing development sites, it is clear that any empty homes are a wasted resource that needs to be addressed. We will develop an East Surrey Empty Homes Policy to help reduce the number of vacant properties.

The authorities continue to concentrate on homelessness advice and prevention, so whilst the number of homelessness acceptances has fallen, the current recession means a likely increase in the number of applicants approaching Councils for housing advice, debt advice
and to make homelessness applications. In preparation, the Councils are providing additional funding, received from Government to Citizen’s Advice Bureaux. This will enable them to increase the capacity of their debt counselling service and focus on helping households reduce housing and consumer debt, which may in turn reduce incidences of eviction or repossession. This is in addition to the Government-led Mortgage Rescue Scheme, which aims to assist owner occupiers in financial difficulty avoid repossession.

Under this heading, the authorities commit to the provision of high quality and well managed sites for Gypsy and Traveller communities. The East Surrey Gypsy and Travellers Accommodation Assessment 2006-2016 demonstrated the need for sites that is being reflected in each authority’s Local Development Framework. The South East England Partnership Board will be undertaking further consultation in 2009 on the distribution of pitches across the South East.

The level of demand on the Council’s housing registers for larger family accommodation appears relatively small but the impact of over-crowding on the family is pressing, particularly as the supply and turnover of large family homes is very small. Addressing under occupation in three and four bedroom homes increases the flow of family-sized accommodation. The newly created Housing Options for Older People Service (HOOPS) will assist a number of older people through the process of downsizing their home. This will improve their quality of life and create movement in the housing market.

**Improving Housing Standards**

The local authorities in East Surrey are committed to improving conditions across all tenures, including privately rented and owner occupied homes. Whilst it is primarily the owner’s responsibility to maintain their own home, it is acknowledged that some homeowners, particularly the elderly and vulnerable, do not have access to resources to keep their homes in good repair.

The small numbers of homes requiring attention tend to be occupied by older and vulnerable residents. Often these residents have limited funds to pay for repairs or works to their homes. Each of the East Surrey authorities has a system of grants available to carry out essential works and, in some cases, homeowners can be assisted to release the equity that they have tied up in their property. The Home Improvement Agencies in East Surrey play a crucial part in helping the local authorities to carry out improvements, adaptations and repairs to the homes of older, disabled and other vulnerable people, to enable them to remain independent in their own homes.

All the authorities promote energy efficient measures, as poor energy efficiency does not only have the well publicised effects on the environment, but can also have a direct impact upon the health of the occupants and their quality of life. This is especially true of cold, inadequately heated and damp homes which may aggravate some medical conditions. The promotion of home insulation is considered to be the most effective measure for improving domestic energy efficiency. The East Surrey Private Sector Renewal Partnership has
programmes in place to supply grants for older and vulnerable householders to improve the energy efficiency of their own homes through measures such as loft and cavity wall insulation, as well as new boilers and heating systems.

The final aspect of this priority is the enforcement role by which the local authorities also have powers and duties to target properties in the worst conditions in the private sector. Particular emphasis is placed on conditions in Houses in Multiple Occupation (HMOs). A house is in multiple occupation when three or more unrelated people live in a property sharing basic amenities. HMOs often house some of the most vulnerable people. The Councils promote grants to owner occupiers and landlords to improve the conditions of sub-standard properties.

**Improving Housing & Support for Vulnerable People**

Housing support aims to help vulnerable people to live independently in the community and it plays a role in preventing homelessness. A wide range of groups are assisted through housing support schemes and projects. There are almost 4,000 households in East Surrey receiving housing related support through the Surrey Supporting People programme.

The number of older people living in East Surrey is increasing, particularly the numbers of very frail people. From 2004 to 2026 the number of people living in East Surrey that are over 80 years old is forecast to increase by 50%. This will place increased pressure on health, social services, housing and support services. The East Surrey authorities and Surrey County Council are working together to develop specialist services such as Extra Care housing and Telecare Services that help to meet these needs.

In common with many areas, the East Surrey authorities have experienced an increase in the number of people with challenging behaviour and complex needs such as mental health, drug and alcohol problems and a history of aggression or offending. Finding suitable accommodation and support can prove difficult; therefore, the authorities are committed to working with other agencies to develop additional services for these clients.

**Working Together**

The delivery of the East Surrey Housing Strategy relies on effective partnership working. The investment of time, energy and resources by all is crucial to the delivery of our priorities. In the current economic climate this may become more challenging but, by working together, we are likely to be in a better position to respond and assist our residents.
1. INTRODUCTION

1.1 What is the Housing Strategy?

C Councils are required to publish a Housing Strategy. The purpose of Housing Strategies is to set out how housing authorities will deliver housing services to their residents. The priorities and objectives contained in this document have been developed following an analysis of housing need, sub-regional, regional and national housing and planning trends and policies, and consultation with partners, businesses and residents.

This Strategy will provide a blueprint for the way the four East Surrey Councils – Epsom & Ewell Borough Council, Mole Valley District Council, Reigate & Banstead Borough Council and Tandridge District Council will deliver their housing service locally. This is a four year strategy which will be monitored and reviewed annually.

1.2 Why have a Joint East Surrey Strategy?

The decision to develop a joint East Surrey Housing Strategy rather than four individual strategies stems from the recognition that we share many housing issues. We share a common housing market and already have a track record of delivering joint housing projects and policy documents.

East Surrey has agreed three priority policy areas, ‘Creating Housing Opportunities’, ‘Improving Housing Standards’ and ‘Improving Housing & Support for Vulnerable People’. We will work towards delivering these priorities across East Surrey, sharing or pooling resources as appropriate, reducing duplication, streamlining processes.

There are many benefits to joint working. These include offering more choice to our customers, and providing clarity and consistency to external organisations through the development of consistent standards and approaches. We can also express a stronger collective voice to national and regional consultation, and improve delivery as a result of greater flexibility, and the ability to pool resources where appropriate.

A good example of joint working is the East Surrey Strategic Housing Market Assessment 2008. This document enabled the authorities to understand the nature and level of housing demand and need within East Surrey. The study is being used by the partner authorities to inform the development of strategic housing priorities and Local Development Plan (LDF) Policies.

Successful working at sub-regional level does not come without its own challenges. Care must be taken to ensure that while the similarities are celebrated, the different circumstances of the individual local authorities are not ignored. Whilst there are many commonalities within East Surrey there are also differences and the need for localised policies. For example, Tandridge is the only East Surrey that has retained its own social housing stock. The others have all completed transfers of their housing stock to Registered Social Landlords. Mole
Valley and Tandridge Councils also have particular concerns over the levels of affordable housing in the rural areas of their districts, which is not relevant in Reigate & Banstead and Epsom & Ewell.

In recognition of localised issues and priorities, each of the East Surrey authorities has developed a local housing picture and set of priorities. These can be found in Part Three of this document.

1.3 How did we develop this Strategy?

The development of this Strategy has been influenced by national, regional and local policy. Chapter 2 sets out the legislation and key policies that have shaped the delivery of housing services. In Chapter 3, we undertake a review of the housing needs in East Surrey drawing on a range of information sources such as Housing Needs Surveys, Housing Markets Assessment, and local data on homelessness, lettings and supply of new homes.

Consultation was an important element of the Strategy development process and has contributed greatly to the priorities in this document. In Chapters 4 to 7 we detail the priorities for action during the life of this strategy and the resources that will be required.

To decide on the priorities for the strategy the East Surrey authorities participated in local and sub-regional consultations with a wide range of partner organisations and residents by:

1. **Holding a stakeholder consultation event**

A wide range of organisations were represented at an event held at Denbies Wine Lodge in December 2008. Workshops were held on key areas in the housing strategy and the views of participants have been summarised as follows:

**Creating Housing Opportunities**

The four authorities were encouraged to expand the amount of cross authority provision such as a new homeless hostel or floating support services.

The consultees proposed a review of the East Surrey HomeChoice scheme and the associated allocations policies after a suitable period. It has been suggested that this includes a review of the cross-authority percentage and the reasonable preference category.

The option for shared ownership residents to ‘staircase down’ in cases of financial difficulty, thus reducing their equity in the property, was discussed. It has also been suggested that alternative tenure options and more innovative solutions should be explored as a matter of urgency in conjunction with housing associations (also known as Registered Social Landlords) and the Homes and Communities Agency.

Discussions were also held about the role of authorities in assisting older and vulnerable householders to downsize from larger unsuitable homes to smaller properties, including
sheltered and extra care. This could be achieved through financial moving incentives and providing a cross authority facilitation or ‘hand-holder’ service to manage moves.

The consensus is that, particularly in the current climate, the authorities must prioritise the provision of more affordable rented homes over intermediate tenures.

The housing and planning departments of local authorities should work closely with other landowners in both the public and private sectors to plan for future development sites, including finding ways to bring forward sites where necessary to sustain supply. The authorities and housing associations are encouraged to work closely with the Homes and Communities Agency to increase grant rates for new rented homes to ‘plug the funding gap’ left by the fall in the shared ownership market.

**Improving Housing Standards**

A great amount of collaboration is required from landlords in the private sector to promote high standards. This could be achieved through the creation of a Landlord Accreditation Scheme for East Surrey.

It was agreed amongst attendees that the promotion of high levels of home insulation would be the most effective measure for improving domestic energy efficiency. This could by far outweigh the benefits of alternative energy sources.

**Improving Housing & Support for Vulnerable People**

The preferred option for specialist housing to meet the long-term needs of the growing older population is the extra care model. A concerted effort is needed from the boroughs and districts in partnership with Surrey County Council to identify and bring forward suitable sites for development. The assessment of existing sheltered housing schemes and care homes to identify those that may be suitable for remodelling was also given high priority.

While there is a major push to promote and develop extra care housing schemes to meet the needs of elderly people, there should be some provision made within such schemes to accommodate other clients, such as those with learning disabilities.

The authorities should work closely with partners such as social care teams and support providers to ensure that vulnerable people are aware of and able to access the range of housing options that are available to all members of the community. This includes the promotion of home ownership options, ‘assisted bidding’ under the East Surrey HomeChoice scheme and a review of housing allocation policies.

Improved mapping information that could be used to match clients with existing services and plan new provision could prove vital in these times of limited financial resources.

**2. Presenting options to young people and tenants and Members at workshops sessions**
Officers from Mole Valley District Council met with the Mole Valley Youth Council in November 2008 to discuss the main objectives of the East Surrey Housing Strategy and ask for views on priorities and objectives. 25 young people attended the meeting.

Affordability was a major concern for the young people. Location and accessibility to work and services was an important priority. Housing aspirations varied from living in large houses to having a flat on the edge of London.

A presentation was made to the Tandridge Residents Forum on 18th November 2008. The priorities that were given the highest importance were increasing affordable housing and reducing empty properties.

In February a presentation was made to Raven Housing Trust Residents Federation meeting. Residents supported the priority themes identified.

Epsom and Ewell Borough Council conducted a Citizens Panel Surrey of 1,115 residents in February 2009. The priorities identified within the Joint East Surrey Housing Strategy were consulted on. There were a total of 897 responses. Within that sample 94% of respondents agreed that improving housing standards should be a priority, 93% with the issue of providing housing support for vulnerable and 83% were concerned with meeting housing demands.

On 17 March a presentation was given to the Mole Valley Housing Association Tenants’ Action Group and they concurred with the main themes of the strategy and highlighted addressing under occupation, addressing the needs of older people given the growing population and the need for new affordable family homes and affordable housing in rural areas. A similar presentation was given to the Association’s decision making board that reached a similar conclusion and specifically highlighted the priority of under occupation. Presentations on the Housing Strategy were also given to the four Mole Valley Forum Area Forum and views and comments were requested.

3. **Seeking the views of the Local Strategic Partnership**

Mole Valley’s Strategic Housing Manager met with the Mole Valley Local Strategic Partnership in November 2008 and asked their views on the draft strategic priorities. Generally they all agreed with the three main priorities. From the responses received, the LSP prioritised:

- Reducing empty homes
- Improving housing conditions
- Reducing homelessness
- Maintaining and encouraging independence

Respondents considered building new homes, reducing over crowding and promoting energy efficiency to be lower priorities.
4. **Undertaking web based consultation**

A web survey was made available and publicised in newspapers and Council magazines from December 2008 to March 2009.

There was strong support for both the principle of the strategy and the three main priorities. The respondents gave equal preference to reducing homelessness, making the best use of existing properties and building new affordable homes under the meeting housing demand priority. However, there was clearly greater support for reducing the number of empty properties under improving housing standards. Under housing support for vulnerable people, there was preference shown towards maintaining and encouraging independence and reviewing existing services.
2. SETTING THE SCENE

This section sets out the key national, regional and local policies that influence East Surrey housing priorities, shape patterns of supply, demand and economic growth. This Strategy has been developed within this policy framework. This section summaries the policies and legislation that have the most impact on East Surrey authorities.

The East Surrey Authorities also seek to influence the national and regional policy agendas through participation in sub regional and regional fora and by responding to national Government and regional consultation. These include the South East Regional Housing Forum, London Fringe Working Group, Surrey Chief Housing Officers Group, East Surrey Local Development Framework Group, Surrey Supporting People Joint Management Board, Surrey Enabling Officers and Housing Needs Officers Groups.

2.1 National Policy Background

The *Homelessness Act 2002* placed new duties on local authorities to carry out reviews and to publish strategies to tackle and prevent homelessness in their area.

The 2005 Government strategy for tackling homelessness *Sustainable Communities: settled homes; changing lives* setting out the aim to halve the number of households living in temporary accommodation by 2010.

The *Housing Act 2004* contains key legislation to protect the most vulnerable members of society while creating a fairer housing market across all tenures.

The 2006 Local Government White Paper *Strong and Prosperous Communities* recognised the importance of the strategic housing role of authorities as being: ‘At the heart of achieving the social, economic and environmental objectives that shape a community and create a sense of place’

The July 2007 Green Paper *Homes for the Future: More Affordable, More Sustainable* sets out the Government’s plans for more housing, setting a target of 240,000 new homes per year up to 2020.

The *Comprehensive Spending Review 2007* prioritised funding towards the delivery of new housing, yet, despite the overall increase to £10bn in 2010/11, funding allocations to other housing activities, such as Supporting People grant, have been limited.

The White Paper published in July 2008, *Communities in Control: real people, real power* sets out how the government plans to give citizens and communities more rights and more power through becoming more involved in decision making and service delivery. There is an expectation that local authorities will incorporate Housing Strategies within sustainable community strategies wherever possible.

The *Housing and Regeneration Act 2008* created the Homes and Communities Agency (HCA) and the Tenant Services Authority (TSA). The HCA joins up the delivery of housing
and regeneration, by bringing together the functions of English Partnerships, the investment functions of the Housing Corporation, the Academy for Sustainable Communities and key housing and regeneration programmes delivered by Communities and Local Government in respect of Decent Homes, the Private Finance Initiative, Housing Market Renewal and Growth Areas.

The TSA is the new regulator for affordable housing, dedicated to raising the standard of services by putting tenants first. The TSA takes over the Housing Corporation's responsibility for regulating housing associations, to be followed by Arms Length Management Organisations (ALMOs) and local authorities at a later date. Both organisations were created in December 2008.

A new Welfare Reform Bill is expected to focus on helping to get people back into work and address the problem of high levels of unemployment among social housing tenants and the need to retain tenants with mixed incomes.

In February 2008 the Government published Lifetime Homes, Lifetime Neighbourhoods: A National Strategy for Housing in an Ageing Society. This brings together priorities for housing and support for older people. It has a wide focus including extra care housing, implementing lifetime homes standards, making additional funding available for adaptations, heating improvements to existing homes, enhanced handyperson services and specialist housing advice.

The Valuing People Now: A New Three Year Strategy for People with Learning Disabilities strategy published in January 2009, sets out the Government’s vision for people with learning disabilities based on the principles of rights, independent living, control and inclusion. It focuses on improving the range of housing options available and places a responsibility on local authorities to promote access to housing support services and increase the number of people living independently in their own homes.

2.2 Other National Policies


The Code for Sustainable Homes sets sustainability standards that can be applied to all homes and supports the Government’s aim to cut carbon emissions, and Building a Greener Future: a policy statement (2007) establishes national targets for carbon emissions reductions in new homes leading to ‘zero carbon’ homes by 2016.

Living Working Countryside: The Taylor Review of Rural Economy and Affordable Housing was published in July 2008. This review examines how housing policies and the planning system could revitalise rural communities through increased opportunities for affordable housing and employment creation. It recommends a new ‘community led affordable housing’ initiative, a review and simplification of planning policies and methods to encourage landowners to release land for affordable housing.
2.3 Regional Policy, Plans and Strategies

The Regional Housing Strategy 2008-11 is produced by the Regional Housing Board and sets out the region’s priorities for funding allocation. The provision of new homes is the key priority. The objectives include ensuring 35% of all new homes are affordable and that new homes come in a range of sizes.

The Regional Housing Board is recommending, in line with the South East Plan, that 10,581 homes are to be built each year in the region with an increasing priority for affordable 3 bedroom homes. Priorities include the delivery of new affordable housing, improving housing quality, enhanced Gypsy and Traveller provision, and an expectation that all new and refurbished homes should meet a minimum of level 3 on the Code for Sustainable Homes. The strategy also targets funding at improving the quality of homes in the private sector, particularly heating improvements for vulnerable households.

The South East Plan 2006-2026 sets a target of 20,240 homes in East Surrey (of which 10,000 are to be built in Reigate & Banstead), delivering an average of 1,012 homes per annum.

2.4 Sub-regional Plans and Strategies

The Surrey Supporting People Strategy 2008-11 sets out the commitment for supporting vulnerable people across Surrey in need of housing support. The main aim of the Strategy is to ensure that the more vulnerable members of the community have opportunities to make positive choices and to positively contribute to the communities in which they live.

Surrey’s Interim Community Strategy 2008: Delivering the Vision for Surrey in 2020 describes how a wide range of organisations including local district and boroughs and Surrey County Council will work together to make Surrey a county of ‘distinctive, confident, caring, creative and safe communities, where individuals and organisations have taken responsibility for resolving the many challenges that the county faces’.

The Local Area Agreement (LAA) 2008-11 sets out the priorities for Surrey. The LAA is a ‘deal’ between central and local Government to deliver a balance of national priorities together with the priorities of local people. Surrey County Council leads on the development of the LAA, but all public services are involved, as well as voluntary organisations, businesses, and service users. Housing targets include an aim to deliver 3,489 new affordable homes in Surrey 2008-11 of which 1,426 are to be built in East Surrey, and supporting vulnerable people to achieve independent living.

The County Accommodation Strategy for Vulnerable Adults and Young People 2007-2012 (currently being updated 2009) aims to improve the quality of life of these groups and offer positive choices by increasing the housing, care and support options available to them in a non-institutionalised setting. It is a complex area of work and is built upon the delivery of a number of substantial sub-strategies and partnership work with district / boroughs, health agencies, benefit agencies and the voluntary sector.
The **Surrey Joint Strategic Needs Assessment 2008** seeks to identify and understand the current and future health and well-being needs of the population of Surrey over the next 10 years. The study is used to inform commissioning and investment priorities for Surrey County Council and Surrey PCT. There is an acknowledgement of the links between factors such as good quality housing, living alone and homelessness with poor physical and mental health.

### 2.5 Local Policy, Plans and Strategies

The East Surrey Housing Strategy is prepared in alignment with the key priorities and objectives of each authority’s Sustainable Communities Plan, Corporate Plan and Local Development Framework. Within each authority a number of other local plans, policies and strategies will contribute to localised housing priorities. Where appropriate these are identified by individual authorities in Part Three of this document.

Each of the East Surrey authorities has published a Community Plan (Sustainable Community Strategy). These set out local priorities for improving the social, economic and environmental well-being of the area and coordinate the activities of public, private, voluntary and community organisations to achieve an agreed set of priorities. Housing features as a priority in all East Surrey Community Plans.

At the time of writing, Tandridge and Epsom & Ewell Councils have adopted their **Local Development Framework Core Strategies**. Mole Valley Council anticipates adoption of their Core Strategy in 2009/10 and Reigate & Banstead in 2010/11. Core Strategies are overarching strategies focusing in broad strategic terms on what development will be delivered in the local area to 2026. They form part of a series of planning documents that will make up the Local Development Framework in each authority.

Core Strategies ‘join up’ town planning and land use matters with plans and strategies that deal with community issues such as health, housing, community safety, employment, community development, education, transport, the environment, and regeneration.

**Homelessness Strategies** have been published by each of the East Surrey authorities. All share the priorities of homelessness prevention, reducing the number of temporary accommodation units and increasing housing choice. The current economic recession is likely to impact on levels of homelessness across East Surrey. Housing Options Services are working closely with organisations like the Citizen’s Advice Bureaux to provide assistance to households struggling with housing and other debt problems.
3. UNDERSTANDING HOUSING ISSUES IN EAST SURREY

The strategy is based on an analysis of housing need drawn from a range sources. The key ones are:

- Housing Need Surveys
- East Surrey Strategic Housing Markets Assessment (ESSHMA) 2008 (partial update 2009)
- District and Borough Private Sector Stock Condition Surveys
- Local and sub-regional health, demographic and employment data
- Local housing data including homelessness, lettings, supported housing need, supply of new homes

3.1 An overview of East Surrey

East Surrey is situated to the south of London within the Metropolitan Greenbelt. We are bordered by the West Sussex authorities of Horsham, Crawley and Mid Sussex to the South, by Sevenoaks in Kent and Wealden in East Sussex to the East, to the West by Surrey authorities Elmbridge, Waverley and Guildford and finally by the London Boroughs of Bromley, Croydon and Sutton to the North.

East Surrey occupies an attractive position within the Surrey Hills Area of Outstanding Natural Beauty, has many Areas of Outstanding Natural Beauty, and Sites of Special Scientific Interest.

Our residents and businesses are well served by all forms of transport. East Surrey is within easy reach of Gatwick and Heathrow airports, has frequent rail connections to London, Croydon and the South Coast. There are also strong road links via the M23, M25, A23 and A24 to London and the rest of the country.

3.2 Population and Households

East Surrey is an expensive, yet popular place to live. The close proximity to London, good transport links and high quality of life indicators are all contributory factors. Government predictions show that the overall population in East Surrey will rise by 20% to 174,000 households from 2004 - 2026. Mole Valley is predicted to have the lowest percentage growth at 17.6% and Epsom and Ewell expected to experience the largest percentage increase at 21.4%.

The age group forecast to have the greatest growth is those aged over 80 years. There will be almost 50% more people in this age group in 2026 than in 2004. This will impact on a range of services such as healthcare, social care, and housing as well as wider planning issues such as transport infrastructure, community facilities, housing design and accessibility.
The black and minority ethnic population in East Surrey is small, constituting 2.6% of the population in Mole Valley rising to 8.7% in Epsom and Ewell. This is well below the national average of 14% and the regional average of approximately 9%.

![The East Surrey BME Population](image)

In recent years the needs of Gypsies and Travellers have become an increasing feature of regional and national policy and debate. Unfortunately this minority ethnic group was not recorded on the 2001 Census. In 2007 the East Surrey authorities completed a Gypsy & Traveller Accommodation Assessment. The outcome of this Assessment has informed the Early Partial Review of the South East Plan: Gypsies, Travellers and Travelling Showpeople. The purpose of the Review is to agree the overall provision and distribution of permanent and temporary stopping pitches for Gypsies, and Travelling Showpeople in the South East. In June 2009 the Regional Assembly will be consulting on the final preferred option for pitch distribution. At the time of writing, 30 Gypsy and Traveller pitches and 10 pitches for Travelling Showpeople are proposed in East Surrey. The Review is expected to be completed and Policy H7 Provision for Gypsies, Travellers and Travelling Showpeople adopted within the South East Plan at the end of 2010.

### 3.3 Housing Affordability

House prices have risen significantly across the UK in recent years. The average house price in England rose from £166,820 in 2003 to £232,054 in 2008. This marks a 28% increase.

The rise in house prices has impacted on affordability in East Surrey. During 2004 – 2009 house prices rose by an average of £290,479 at March 2009, which is £56,471 higher than the South East average. The rise in house prices has been particularly marked in Mole Valley, although house values have risen in all the East Surrey authorities up to 2008. The graph below shows their steady climb since 2003. Prices appear to have peaked mid 2008. At the time of writing opinion amongst economists and financial commentators does differ, with some experts forecasting that house prices may fall by up to 25% over the next few years (Chartered Institute of Housing, Conference March 2009).
House Prices in East Surrey

Source: HM Land Registry

Household income has not increased at the same rate as house values. The table below shows average gross annual income in East Surrey and lower income household earnings from 2006-2008. Average incomes are lowest in Tandridge and highest in Epsom & Ewell. Amongst lower income households very large increases in income levels were experienced in Epsom & Ewell 30.1% and Mole Valley 27.6%. In contrast Tandridge experienced a very low increase at just 0.5%.

### Gross Annual Income 2008

<table>
<thead>
<tr>
<th>Local Authority</th>
<th>Average Earnings 2008 (£)</th>
<th>% Change 2006-2008</th>
<th>Low Income Households (£)</th>
<th>% Change 2006-2008</th>
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<td>39,002</td>
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<td>22,160</td>
<td>+11.6</td>
</tr>
</tbody>
</table>

Source: Annual Survey of Hours and Earnings (2008)

As house prices have increased so has the affordability gap for many households. In general, households entering the housing market purchase the cheapest housing for sale, unless they have a very high household income and / or significant deposit. The table below is based on 95% mortgage availability and a 3.5% gross income lending ratio.

However, at the time of writing many first time buyers are being required to raise substantial deposits of up to 10% - 20% by lenders. An analysis of the income required to
buy even the lowest price homes for sale in East Surrey shows that households require above average incomes. The table below shows the income levels required to enter the local property market in East Surrey through the lowest quartile priced housing stock. Since the ESSHMA was first completed in 2007, the average income required to purchase the cheapest homes in East Surrey has declined. The most marked change is for one bedroom flats in Tandridge where the income required has dropped by £13,700.

**Minimum Income Required to Purchase in East Surrey 2007**

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1 Bed Flat</td>
<td>1 Bed Flat</td>
<td>2 Bed Flat</td>
<td>2 Bed Flat</td>
<td>2 Bed Terrace</td>
<td>2 Bed Terrace</td>
</tr>
<tr>
<td>Epsom &amp; Ewell</td>
<td>47,400</td>
<td>38,000</td>
<td>50,600</td>
<td>50,200</td>
<td>65,200</td>
<td>58,400</td>
</tr>
<tr>
<td>Mole Valley</td>
<td>43,500</td>
<td>35,300</td>
<td>60,100</td>
<td>52,900</td>
<td>69,200</td>
<td>61,100</td>
</tr>
<tr>
<td>Reigate &amp; Banstead</td>
<td>38,500</td>
<td>34,600</td>
<td>49,400</td>
<td>46,800</td>
<td>63,400</td>
<td>48,800</td>
</tr>
<tr>
<td>Tandridge</td>
<td>42,200</td>
<td>28,500</td>
<td>50,400</td>
<td>47,500</td>
<td>68,200</td>
<td>55,600</td>
</tr>
</tbody>
</table>

Source: East Surrey Strategic Housing Market Assessment updated Housing Market Report 2009

According to recent research by Savills Property Services, the proportion of households owning their own property has fallen from 70.9% in 2003 to 68.3% in 2008. One of the main reasons for this decline is an increase in private sector renting. Private renting has risen from around 10% of the market in 2001 to 13.9% in 2008. The private rented sector is increasingly becoming an intermediate tenure. It is often the only option for households that do not qualify for social rented accommodation but cannot afford owner occupation.

Although private renting is often less expensive than buying, it is still beyond the means of some households on moderate to low incomes. The table below shows the minimum income required to rent accommodation at the lower end of the market in East Surrey during April 2009. The affordability calculations are based on rent at 25% of gross household income. The gap between the average lowest income level of households and cost of the cheapest rental properties is clear when a comparison is made between Epsom & Ewell earnings of £25,017 and the £39,600 income level required to rent the cheapest 2 bed flat.
### Minimum Income Required to Rent in East Surrey April 2009

<table>
<thead>
<tr>
<th>Area</th>
<th>1 Bed Flat</th>
<th>2 Bed Flat</th>
<th>2 Bed Terrace</th>
</tr>
</thead>
<tbody>
<tr>
<td>Epsom &amp; Ewell</td>
<td>30,000</td>
<td>39,600</td>
<td>44,400</td>
</tr>
<tr>
<td>Mole Valley</td>
<td>26,400</td>
<td>36,000</td>
<td>38,200</td>
</tr>
<tr>
<td>Reigate &amp; Banstead</td>
<td>28,600</td>
<td>34,800</td>
<td>36,000</td>
</tr>
<tr>
<td>Tandridge</td>
<td>28,800</td>
<td>37,200</td>
<td>40,800</td>
</tr>
</tbody>
</table>

Source: East Surrey Strategic Housing Market Assessment updated Housing Market Report 2009

Households on modest or low incomes are effectively priced out of the home ownership market and private rented market, although it may be possible for households to qualify for Housing Benefit. The housing affordability gap experienced by many households places increasing pressure on the demand for affordable housing for both rent and affordable home ownership (e.g. shared ownership) provided by councils and housing associations.

Understanding the housing needs of the local population is essential for future planning of housing services and provision. The ESSHMA has provided authorities with a greater understanding of the level of housing demand and need within East Surrey. Unlike traditional Housing Needs Surveys, the ESSHMA takes a holistic approach to understanding the drivers of a housing market and how these impact on housing demand and need. It provides information on the supply and demand for owner occupation, private renting, affordable homeownership and social rented accommodation. The ESSHMA has influenced the development of both housing and planning policies in East Surrey.

The ESSHMA shows that East Surrey would need to deliver 2,410 new affordable homes per year to meet current levels of housing need. This figure is more than 50% higher than the current of supply of 1,507 new affordable homes. This assessment includes supply generated by both new build properties and re-lets or re-sales of existing homes. The table below shows the affordable housing shortfall across East Surrey. The local annual affordable housing ranges from 449 homes in Tandridge to 968 homes in Mole Valley.
Annual Shortfalls of Affordable Housing by Local Authority

<table>
<thead>
<tr>
<th></th>
<th>Affordable Need</th>
<th>Re-let Supply</th>
<th>Total Need</th>
<th>New Supply</th>
<th>Affordable Shortfall</th>
</tr>
</thead>
<tbody>
<tr>
<td>Epsom &amp; Ewell</td>
<td>559</td>
<td>89</td>
<td>470</td>
<td>-</td>
<td>470</td>
</tr>
<tr>
<td>Mole Valley</td>
<td>1,334</td>
<td>366</td>
<td>1,066</td>
<td>98</td>
<td>968</td>
</tr>
<tr>
<td>Reigate &amp; Banstead</td>
<td>970</td>
<td>447</td>
<td>703</td>
<td>180</td>
<td>523</td>
</tr>
<tr>
<td>Tandridge</td>
<td>720</td>
<td>271</td>
<td>505</td>
<td>56</td>
<td>449</td>
</tr>
<tr>
<td>East Surrey</td>
<td>3,583</td>
<td>1,173</td>
<td>2,744</td>
<td>334</td>
<td>2,410</td>
</tr>
</tbody>
</table>


Increasing numbers of households are joining East Surrey Housing Registers. There are 17,877 housing association and local authority owned homes in East Surrey and 8,515 households waiting on the housing registers on the 1st April 2009. Only 989 homes became available for letting in 2008/09.

Households on the Housing Register 1 April 2009

Source: CLG Housing Strategic Statistical Assessment 2008

The number of applicants seeking one bedroom accommodation exceeds the numbers of households seeking two, three or more bedroom homes. The large number of applicants in need of one bedroom accommodation reflects wider issues around affordability in East Surrey for single people and couples, as well as other demographic changes, leading to the creation of more single person households.

Although the level of demand for larger family accommodation appears relatively small, the need for many families is pressing, particularly as the supply of large family units, such as
four bedroom homes, is very small. Meeting the needs of households requiring four bedroom homes is according to the ESSHMA, the most difficult to achieve.

Addressing under occupation in three and four bedroom homes could increase the flow of family sized accommodation. The ESSHMA suggests that addressing under occupation of three and four bedroom homes should be a priority. National evidence has suggested that the majority of under-occupiers who would be willing, or are looking to move to a smaller home would welcome assistance to do so.

Since July 2008, all of the East Surrey local authorities have operated a Choice Based Lettings Scheme (CBL). CBL aims to make the lettings process more transparent and easier to understand and allows applicants to play a greater part in the process of selecting their home.

In summary, in CBL schemes all available affordable housing properties are advertised weekly and applicants on the housing register are encouraged to ‘bid’ or register an interest in properties that they wish to be considered for. At the end of each weekly period, preference will be given to households with the highest priority and those that have spent the longest time on the housing register.

In addition to their individual CBL schemes, the authorities also operate East Surrey HomeChoice, which commits each authority to offering 10% of available properties on a cross-authority basis.

3.4 Homelessness

Homelessness continues to be a problem in East Surrey. The East Surrey authorities take a proactive approach to preventing homeless and in recent years the average number of homeless acceptances has fallen dramatically. In 2004, a duty to provide accommodation was accepted to 303 households in East Surrey. By 2008, the number of acceptances had fallen to 41 households.

The number of households approaching the East Surrey authorities for advice and assistance is higher than ever, but a shift in focus by Housing Options teams from reactionary services to homelessness advice and prevention activities has had a profoundly positive effect.

The three main causes of homelessness from 2004-08 were parental eviction, violent relationship breakdown and termination of Assured Shorthold Tenancies (AST). This largely reflects national trends. In the last few years, the number of households seeking advice due to the termination of an AST has declined significantly. This decline has come about for a number of reasons, including closer working relationships with private sector landlords, mediation, and early intervention to prevent homelessness wherever possible.

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1 Report of the Evaluation of Pilot Housing Options Services for Older People by Sheffield Hallam University for Care & Repair England, 2005
Although the number of homeless households the Councils accepted a duty to assist declined significantly, there are new challenges. Finding suitable accommodation for homeless 16/17 year olds with complex and challenging needs is particular problematic in East Surrey. The main cause of homelessness for this group is relationship difficulties at home, leading to eviction by parents, family or friends. Whilst the ‘In Touch’ scheme and Redhill YMCA provide some accommodation to young people, the number of places for 16/17 year olds is limited. Some young people need more intensive support than is provided by these schemes.

Bed and Breakfast accommodation is rarely used by the East Surrey authorities to accommodate homeless households. All of the East Surrey authorities continue to use temporary accommodation in an emergency for households to whom a statutory duty has been accepted and have programmes in place to refurbish accommodation with shared facilities into self contained units.

Homelessness has a variety of causes and therefore tackling it requires joint working with a number of other agencies. Services must constantly change to adapt to current circumstances, such as the effects of the current housing market downturn on mortgage repossession cases. More recently, the Government has indicated a wish to see local authorities expand their services to help address the root causes of people's housing problems. More integrated advice services are encouraged, through an 'enhanced housing options’ approach offering both broader housing advice and better links to employment advice.

The East Surrey authorities have been successful in bidding for funding for two years to pilot such an enhanced advice service. The Government funding will provide the services of an additional housing adviser in each local authority who will be skilled in employment advice. These skills would be steadily transferred to the existing teams to ensure that, within a short period of time, every housing options interview covers employment issues.
The recession is anticipated to increase the number of applicants approaching Councils for housing advice. In preparation, the Councils will be providing additional funding, received from Government to Citizens’ Advice Bureaux. This will enable them to increase the capacity of their debt counselling service and focus on helping households to reduce housing and consumer debt, which may in turn reduce incidences of eviction and repossession. In addition, the East Surrey authorities are participating in the Government led Mortgage Rescue Scheme. This aims to assist owner occupiers in financial difficulty to avoid repossession and will also use the recent Government funding to authorities to help prevent repossession.

### 3.5 Supply of Affordable Homes

One of the major housing issues in East Surrey is the supply of homes that are genuinely affordable. As shown above, most of the homes for sale or rent through the private sector market are not within the reach of many people on average or below average incomes. Therefore, there is increasing pressure on councils and housing associations to plug the gap through the provision of affordable homes.

There is a limited number of Council and housing association rented homes available in East Surrey. The pool of housing stock is not being increased at a rapid rate and in 2007/08, a total of 400 new homes were provided by housing associations. Over the next three years approximately 900 are due to be built. These numbers can only make a small effect on the total affordable housing demand in East Surrey, which is calculated at 2,410 additional homes per year.

The Surrey Strategic Partnership Local Area Agreement contains targets for the provision of affordable housing across Surrey. The target for the three years commencing 2008/09 is 2,375. This is allocated as follows: 2008/09 - 750 homes (1,059 were delivered); 2009/10 - 800 and 2010/11 - 850. The four East Surrey Councils aim to complete about 35-45% of the Surrey-wide target this equated to 830-1070 affordable units. These targets refer to all forms of affordable housing including social rented and all forms of intermediate housing.

Most affordable homes are built with Government grant from the Homes and Communities Agency, but, in some cases, there may be additional subsidy from the local authority in the form of free or discounted land or grant. The graph below shows the government investment by the now defunct Housing Corporation and the Homes & Communities Agency (HCA) in East Surrey between 2004/05 and 2008/11. The allocations were made in two year programmes from 2004-2008 and a three year programme from 2008-11. The data shows the main start of year programme, it does not take into account slippage or any additional schemes during each cycle. The total investment in East Surrey during this seven year period is almost £70.5 million. This investment excludes Section 106 contributions, direct investment by housing associations and contributions in kind such as free or discounted land, so, in reality, investment in new housing is even higher.
When the HCA was created in 2008, it identified that it would develop a new way of working with local authorities called the ‘Single Conversation’. Its purpose is to provide a shared framework at the local level for the delivery of housing, infrastructure and regeneration and community objectives, which is owned by the partners. The HCA has identified groupings of local authorities based on existing partnerships such as the Gatwick Diamond Initiative, shared economic and social geography. Once these groupings are agreed, the HCA will switch from having meetings with individual authorities to group discussion at the sub-regional level. Single Conversations will be implemented during 2010/11.

As well as working with developers and housing associations to build new homes, local authorities also promote schemes that help people to purchase a property through shared equity arrangements. The schemes, New Build HomeBuy and HomeBuy, are funded with Government grant. Details of these schemes can be obtained from the government appointed HomeBuy Agent at www.catalysthomebuy.org.uk

3.6 Economic Recession

The picture on new housing delivery, particularly new affordable homes, is mixed. There is growing evidence of many private developers effectively stopping new development due to the downturn in the housing market. This impacts on the delivery of affordable housing units that were expected to be developed, via the planning system through the use of Section 106 agreements. However, there is also evidence that, on some larger sites, developers are bringing forward affordable housing development and delaying the build of market sale homes, using funding that is available to housing associations through the HCA.

There are also opportunities for housing associations to purchase unsold new build market properties directly from developers with Government grant from the HCA. Some concerns have been raised that some of these units may not meet the higher design and environmental standards that apply to most new-build affordable housing.
In the current financial market, there is evidence that housing associations will become increasingly reluctant to develop homes for shared ownership because they may not sell, due to the harsher restrictions on mortgage lending. Where this occurs, the effect can be to stop or delay mixed tenure affordable housing schemes that rely on cross-subsidy from the outright sale or shared ownership element for funding purposes, unless alternative tenures or sources of grant are available.

The consensus is that, particularly in the current climate, local authorities must prioritise the provision of more affordable rented homes over intermediate tenures. The East Surrey authorities and housing associations are committed to working closely with the HCA to lobby for increased grant rates for new rented homes to ‘plug the funding gap’ left by the fall in the shared ownership market.

Close working between housing and planning departments in local authorities will also be increasingly important in terms of helping landowners, in the public and private sectors, plan for future development sites. This includes finding ways to bring forward sites, where necessary, to sustain supply.

At the same time that local authorities are working to increase the supply of new affordable homes, some existing homes continue to be sold through the Right to Buy and Right to Acquire schemes. During 2008/09 7 homes were sold in East Surrey. This marks a significant decline on previous sales figures. Local authorities are only able to recycle around 25% of the proceeds received from these sales into replacement homes, as the remaining 75% goes to central Government.

### 3.7 Rural Affordable Homes

Affordable housing has proven to be of great importance in sustaining rural communities by assisting local people (who would otherwise be forced to move away due to high house prices) to remain in their villages. Local and national studies (e.g. Surrey Rural Housing Impact Study, The Taylor Review of Rural Economy and Affordable Housing) have shown that the presence of affordable housing in a village can be of great benefit to the local economy and to community facilities. The Surrey Rural Housing Enabler is funded by local authorities including Tandridge and Mole Valley, as well as local specialist housing associations to work with Parish Councils and other community organisations to assist the development of rural housing that meets the specific needs of local communities.

### 3.8 Housing Standards

There are 157,397 dwellings in East Surrey. The information supplied to the CLG via the annual Housing Investment Programme show that there are 137,313 homes in private ownership in East Surrey. The majority of homes are in a good condition. This reflects the general affluence of the area.

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2 Housing Strategy Statistical Appendix 2008/09
Stock condition information held by the East Surrey local authorities suggests that there are 12,305 homes (7% of all dwellings) that do not meet national housing standards set out in the Housing Health and Safety Rating System. 99.3% of these are in the private sector. Problems range from a lack of modern central heating to more serious disrepair.

The small numbers of homes requiring attention tend to be occupied by older and vulnerable residents. Often these residents have limited access to funds to pay for repairs or works to their homes. Each of the Surrey Districts has a system of discretionary grants available (subject to individual assessment) to carry out essential works and in some cases homeowners can be assisted to release the equity that they have tied up in their property.

There are 18,552 public sector homes in East Surrey. These are all homes owned by local authorities, housing associations or other public sector bodies (e.g. NHS Trusts or Surrey County Council). These properties are also subject to strict standards covering condition and repairs. In particular, council and housing association homes are subject to the Decent Home Standard.

It is estimated that there are over 500 properties that are classed as Houses in Multiple Occupation (HMOs) in East Surrey. These provide a cheap and accessible form of housing for many people on low or moderate incomes. Properties which have at least 3 storeys with 5 or more people in two or more households must be licensed with the local authority. There are strict standards regarding the health and safety of the tenants that landlords must follow, which are enforced by the individual local authority private sector housing teams. In some cases, hefty fines can be placed on landlords that do not comply. Health and safety standards also apply to all other rented homes and local authorities provide advice to both landlords and tenants on how these should be met.

<table>
<thead>
<tr>
<th>Local Authority</th>
<th>Number of HMOs</th>
<th>Number of licensed HMOs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Epsom &amp; Ewell BC</td>
<td>299</td>
<td>125</td>
</tr>
<tr>
<td>Mole Valley DC</td>
<td>40</td>
<td>17</td>
</tr>
<tr>
<td>Reigate &amp; Banstead BC</td>
<td>130</td>
<td>30</td>
</tr>
<tr>
<td>Tandridge DC</td>
<td>95</td>
<td>4</td>
</tr>
</tbody>
</table>


Overcrowding is an issue for many areas, but within East Surrey overcrowding is a relatively small problem. The East Surrey Strategic Housing Market Assessment 2008 identifies that a high number of households under-occupy their homes, with the highest levels of under-occupation found in Epsom & Ewell and Tandridge, where more than 81% of households had at least one spare bedroom or more. In terms of the proportion of households over-occupying homes, Epsom & Ewell has the highest level at 3% of
households compared to 1.6% in Mole Valley. Where over-occupation or overcrowding occurs, it is more common in the rented sector than the owner-occupied sector.

### 3.9 Sustainable Homes

Most homes within East Surrey are generally in good condition. Whilst each authority continues to tackle instances of housing disrepair in the private sector through a combination of enforcement and proactive work with property owners, increasingly efforts are being concentrated on sustainability issues, such as improving energy efficiency.

To put the issue of sustainability into context, the Government estimates that 27% of all carbon dioxide emissions in the UK come from domestic buildings. The chart below shows that 73% of energy use in the home comes from heating and hot water alone.

![Domestic carbon emissions by end use](chart.png)

Source: Climate Change – The UK Programme 2006 (HM Government 2006)

Energy efficiency is essential to ensure reductions in the use of fossil fuels and to tackle problems associated with climate change. Poor energy efficiency can also have a direct impact upon the health of occupants and their quality of life. This is especially true of cold, inadequately heated and damp homes which may aggravate some medical conditions, including respiratory disorders and coronary disease. The average SAP rating, which measures the energy efficiency of homes, is 53.3 for private sector homes in East Surrey. This is a good rating, with below 35 rated as poor. This average hides the small but significant number of homes with poor ratings that need to be tackled.

The promotion of high levels of home insulation is considered to be the most effective measure for improving domestic energy efficiency. This could by far outweigh the benefits of alternative energy sources. The East Surrey authorities have in place programmes to
promote the use of grants for older and vulnerable householders to improve the energy efficiency of their own homes through measures such as loft and cavity wall insulation.

In addition to insulation measures, East Surrey Councils also promote the use of renewable domestic energy such as solar panels and biomass (wood-fuelled) heating. Advice on reputable installers and relevant grants is also available.

The Home Energy Conservation Act 1995 (HECA), introduced a national target to reduce CO2 emissions and improve domestic energy efficiency by 30% by the year 2010. HECA places the responsibility for achieving this target on local authorities.

The East Surrey local authorities require all new homes to provide at least 10% of their energy from a renewable source in line with Policy SE2 of the Surrey Structure Plan. The East Surrey authorities are committed to sustainable development and construction as featured in adopted and draft Core Strategy Development Plan Documents. All authorities endorse the sustainable construction features identified in the Code for Sustainable Homes and support the application of the BRE Environmental Assessment Model standard to reduce the consumption of natural resources and promote zero and low carbon development. There is also support for bringing about improvements to existing buildings.

All new publicly funded housing association homes are already being built to Code Level 3 of the Code for Sustainable Homes. This level requires a 25% saving in carbon emissions, when compared to standard building methods, to be achieved through energy efficiency measures and renewable energy. The Government plans to make this mandatory for all new homes from 2010.

### 3.10 Empty Homes

The number of empty homes in East Surrey is low. There were around 3,800 empty properties in East Surrey in 2008. While the numbers are not high, at almost 2.5% of the total housing stock, the return to use of empty properties presents a useful resource for increasing the numbers of available properties.

The East Surrey authorities recognise that solving the problems associated with empty homes is often a time-consuming and expensive process, which can place a substantial drain on local authority resources. Authorities may pursue the owners of empty private homes and offer grants for repairs where needed. In extreme circumstances, legal measures are available to force owners to carry out repairs and these powers can extend as far as Compulsory Purchase or Empty Dwelling Management Orders. These powers can allow the Council to 'step into the shoes of the owner' and exercise certain rights and responsibilities, including making the property suitable for occupation and the charging and receiving of rent. To date, none of the East Surrey authorities has used these extended powers.

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3 This data is drawn from the Government’s Housing Strategy Statistical Appendix (HSSA). Empty homes data provided by authorities to inform the HSSA is estimated.
3.11 Living independently

There are almost 4,000 households in East Surrey receiving housing related support through the Surrey Supporting People programme. Housing support aims to help vulnerable households live independently in the community and it plays a role in preventing homelessness.

A wide range of vulnerable groups are assisted through housing support schemes and projects. Support can be provided in purpose built accommodation such as sheltered housing or provided in someone’s current home. The Surrey Supporting People Team is responsible for funding and co-ordinating housing support services in partnership with the local councils. Approximately £6.4 million of Government grant is invested in support for East Surrey residents each year.

The Surrey Supporting People Strategy 2008-11 sets out five priority groups. These are people at risk of domestic violence; young people and care leavers; people with multiple and complex needs (often homeless or at risk of it, with mental health problems, alcohol or drug needs, a history of offending / challenging behaviour); frail elderly people; and people with a learning disability. Other priorities highlighted by the Supporting People Team include floating support for people with mental health problems, accommodation for offenders, targeted provision for particular client groups (for example, sensory impairment, physical disability, brain acquired injuries and people on the autism spectrum). Cutting across all the groups are the needs of homeless people.

In common with many parts of the country, the East Surrey authorities have experienced an increase in the number of people with complex needs, including mental health, drug and alcohol problems and a history offending or challenging behaviour requiring accommodation and support. This group has been highlighted by the Surrey Supporting People Strategy as a priority group for the development of specialist services. These individuals are often difficult to place in accommodation.

In East Surrey, the largest single group receiving Supporting People funding is older people with support needs. The majority of support services to this group are provided in sheltered housing schemes or in the form of community alarm services. The next largest groups of clients are people with mental health problems or learning disabilities. A large range of other clients are also assisted including victims of domestic violence, young people leaving care and offenders. As well as those receiving support through Supporting People services, there are also large numbers of people that are currently receiving care and support from social services or are being supported by family and friends.

The relatively large numbers of people with learning disabilities throughout the County is, in part, a legacy of previous hospital closure programmes. Some 1,200 people were resettled in Surrey. The East Surrey councils are active members of the East Surrey Valuing People Partnership Group. This group also includes carers, support providers and Surrey County Council’s social care teams. A growing element of the work of this group is to support the Surrey and Borders Partnership NHS Trust Social Care Change Programme. This project
East Surrey Housing Strategy 2009-13

aims to improve the provision of accommodation, care and support for people with a learning disability that are currently living in residential care accommodation provided by the Trust. Around 60 adults with learning disabilities are being supported to be discharged from long stay accommodation at Ethel Bailey Close in Epsom.

Ensuring people with learning disabilities have the same options and choices as everyone else about where they live is a key housing theme in the Government’s strategy for people with learning disabilities “Valuing People Now”. This includes supporting people to rent a home within the wider community or to own their own home through projects such as Home Ownership for people with Long-term Disabilities (HOLD). These schemes are operated by specialist housing associations for people with a variety of needs, such as physical and learning disabilities and mental health issues. At the time of writing, a HOLD scheme is being developed in East Surrey. Like conventional shared ownership schemes, the owner would buy a percentage share of a property using a mortgage or savings. Although in this type of scheme, funds held in trust or income support payments can also be included to support the purchase.

The number of older people living in East Surrey is increasing, particularly numbers of very frail people. From 2004 to 2026 the number of people living in East Surrey that are over 80 years old is forecast to increase by 50%. This will place increased pressure on health, social services, housing and support services. The East Surrey authorities and Surrey County Council have been working together to develop specialist extra care housing services that meet these needs.

Extra care housing is a concept of care and support that covers a range of models. The main purpose of Extra Care is to enable people to remain living independently for longer. Such schemes provide 24-hour flexible care and support based on individual need. Extra Care housing schemes can be rented, part-owned, part-rented or leasehold. Unlike residential care homes, residents have their own front door and have a fully self-contained home with full legal rights of occupancy.

The draft Surrey County Council Accommodation Strategy for Vulnerable Adults and Young People 2007-2012 aims to increase housing, care and support options for these two groups. It identifies the need to develop Extra Care housing as an alternative to residential care for Surrey’s increasing older population, assisting people to live in their own homes rather than in residential settings, the use of adaptations and Telecare technology to maintain independence. It also aims to increase the number of 16/17 years olds able to access accommodation. Local authorities will work closely with Surrey County Council to deliver the Accommodation Strategy.

Home Improvement Agencies assist vulnerable and older people to continue to live in their homes independently. Agencies can assist with finding reputable and reliable tradesmen for works to the home, signpost to other services (e.g. benefits advice), provide adaptations for the elderly and disabled, as well as provide a handyperson service for small jobs. Anchor currently provides a service across Mole Valley and Reigate and Banstead, whereas Tandridge District Council operates an in-house Care & Repair agency.
Disabled Facilities Grants are available from local authorities to make improvements and adaptations to the homes of households that include disabled members to improve their quality of life. These may include stairlifts, walk-in showers or larger scale improvements to create ground floor living and bathing facilities. Where it is not practical or cost effective to provide adaptations to an existing home, the grant can be used to contribute towards the cost of moving to a fully adapted or more suitable home.

3.12 Working Together

The East Surrey authorities have a strong history of working in partnership to develop and deliver supported housing services and schemes for use across East Surrey authorities. Some examples are highlighted below:

- **Home Choice and East Surrey Home Choice (ESHC)** was launched in 2008. The scheme introduced choice based lettings in each authority as well as a sub regional scheme. Through ESHC 10% of available homes in each East Surrey authority are advertised to all housing register applicants. The scheme aims to increase choice, geographical mobility and transparency and is complemented by the Joint Supported Housing Panel for applicants who may have additional support needs – see below.

- A range of services for people at risk of and victims of domestic violence are delivered by the East Surrey Councils in partnership with Surrey County Council, Surrey Police, the Primary Care Trust, Surrey Supporting People, Women’s Aid, and other statutory and voluntary agencies. Services include the 24 Hour Surrey Domestic Violence Abuse Helpline, Domestic Abuse Outreach Services, refuge services, Surrey (housing) Violence Mobility Scheme and Sanctuary schemes.

- Providing suitable accommodation and support for young people can prove challenging. The East Surrey authorities work with Hyde Housing Association’s supported housing service ‘In Touch’ to provide supported housing units to young people across East Surrey. It is a valuable service in helping young people begin living independently.

- The Joint Supported Housing Panel (JSHP) operates in Mole Valley, Reigate & Banstead and Tandridge. The Panel assesses the support needs of individual clients and looks to match supported accommodation or support packages with individual needs whilst bearing in mind the availability of such accommodation.

- The Leatherhead Night Hostel and a Women’s refuge are examples of a ‘bricks and mortar’ service used by all. The Night Hostel provides emergency access accommodation for up to eight men and four women. A Government Places for Change capital grant of £340,000 is paying for the conversion of the property into single rooms ensuring that it can be run to full capacity whilst providing private space for users. At the same time, the support service and physical accessibility to the property is being improved.
4. HOUSING PRIORITIES

The following section sets out the shared housing priorities for the four East Surrey authorities over the next four years. These have been informed by our own knowledge of local housing issues identified in Section 2, consultation and national and regional priorities, and the local picture as identified in Section 3.

East Surrey has agreed three priority policy areas:

- Creating Housing Opportunities
- Improving Housing Standards
- Improving Housing & Support for Vulnerable People

We will work towards delivering these priorities across East Surrey, sharing or pooling resources as appropriate, reducing duplication and streamlining processes.

PRIORITY ONE – CREATING HOUSING OPPORTUNITIES

Councils have a responsibility to provide advice, information and support to households threatened with or experiencing homelessness. The East Surrey authorities take a proactive approach and, wherever possible, prevent housing problems escalating into crisis situations.

Housing options services try to prevent homelessness, but in some cases it is unavoidable. Where we have a duty to accommodate, the use of Bed and Breakfast accommodation is avoided wherever possible. Given the current tough economic climate, an increase in the numbers of households seeking advice and assistance is anticipated and, potentially, an increase in the numbers of households to whom a housing duty is owed. Early intervention is vital.

Further development of housing advice services is the cornerstone of homelessness prevention work. Increasingly households seeking housing advice are experiencing multiple problems, such as personal debt. More time is being spent by staff on managing difficult and complex cases. There is a link between homelessness and employment, therefore, the East Surrey authorities are taking part in the Government’s Housing Options Trailblazers initiative. This initiative takes housing advice a step further by providing employment and training advice, and assistance with job hunting and applications. This approach aims to break the link between homelessness, unemployment and social exclusion.

The key issues related to housing need and homelessness in East Surrey are affordability, the availability of both social rented accommodation and affordable private rented accommodation, mounting personal debt and the need for support to live independently. As
part of the solution, East Surrey Councils need to make best use of the existing housing stock as well as increase the supply of affordable housing.

The East Surrey Councils continue to work with developing housing associations and private developers to build new affordable homes to meet housing need. New homes are an important source of affordable housing supply. Each of the East Surrey Councils has reviewed their affordable housing policy through the Local Development Framework. These Core Strategy policies (some are in draft at the time of writing) continue to seek a percentage of affordable homes on larger sites. Securing on-site provision of affordable homes through Section 106 agreements with developers, wherever possible, is a priority in East Surrey as land values are high.

Increasing housing choice contributes to the priority to create housing opportunities. The local HomeChoice schemes have introduced choice to housing register applicants as applicants can now apply for advertised social rented homes. East Surrey HomeChoice has expanded choice on a wider geographical level and offers the potential to increase choice further by advertising more homes to all East Surrey housing applicants, as well as possibly advertising other tenures.

Using the information identified in Section Two of this document and the outcome of consultation four action areas have been identified:

- Preventing Homelessness
- Extending Choice
- Building New Homes
- Making Best Use of Existing Housing

4.1. Preventing Homelessness

During the last few years the number of households seeking advice from the East Surrey Councils’ housing options teams has remained high, although the number of households the Councils accept as homeless has declined. An increasing number of cases have complex and multiple needs. These cases are time consuming and difficult to resolve and place increasing pressure on housing options teams as we need to manage these cases whilst continuing to prevent homelessness.

To achieve this priority we will:

- Provide Government ‘Recession Impact Funding’ to the Citizens Advice Bureaux so that they can increase the availability of debt crisis counselling and to County Court Desks to assist households attending repossession cases. We will develop an action
plan to measure if this funding reduces the number of households presenting as homeless due to repossession.

- Make best use of the Government’s Local Authority Repossessions Prevention fund to minimise the number of repossession cases that become homelessness applications. The fund will generally be used to help with the payment of mortgage arrears to prevent repossession and will be provided through grants and/or loans.

- Continue to work with specialist support agencies, Social Care Teams, Community Mental Health Teams, the Police, Probation and other agencies to identify additional housing and support options for people with complex needs.

- Set up the Trailblazers programme employing three specialist advisors across East Surrey to provide training and employment advice and investigate the possible extension of the Enhanced Housing Options pilot after the two-year funding ends.

- Continue to work on a sub regional basis with our East Surrey partners, housing associations and other agencies to develop joint and consistent approaches towards homelessness prevention. This includes encouraging housing associations to develop homelessness prevention policies and procedures.

- Make owner occupiers aware of the range of Government schemes available to provide assistance to homeowners to prevent repossession and homelessness.

- Agree and implement the draft Protocol on homeless 16/17 year olds in partnership with Surrey County Council.

- Continue to work towards meeting the Government’s 2010 target to reduce temporary accommodation provision and improve the quality of remaining accommodation.

4.2 Extending Choice

Extending housing choice is vital to helping the East Surrey authorities achieve their responsibility to meet housing need. In 2008, each authority launched a local choice based lettings scheme, and also joined together to create East Surrey Home Choice (ESHC). ESHC aims to increase widen choice by advertising a small number of homes in each district or borough to all housing register applicants in East Surrey. We cannot meet the housing needs of households through social rented housing, as need far outstrips supply. Therefore, we will also continue to promote other housing options such as private rented accommodation and affordable homeownership, where applicable.

To achieve this priority we will:

- Undertake a review of East Surrey Home Choice (ESHC) to assess the scheme’s contribution to improving geographical mobility and housing choice. The review
will consider the allocations policy and, if it is appropriate, increase the percentage of properties made available by East Surrey authorities to ESHC.

- Explore the option of advertising private rented homes and affordable homeownership properties through East Surrey HomeChoice.

- Continue to support Catalyst Housing Group, the HomeBuy Agent for Surrey, by promoting affordable homeownership schemes through the Council web sites and publications.

- Engage with private sector landlords to continue to develop processes for referring suitable housing register and housing advice applicants to appropriate private rented homes.
4.3 Building New Homes

Housing affordability is a problem for many households on moderate or low incomes. The development of new housing will help to tackle this problem and meet housing need. We need to work with housing associations and developers to ensure a mix of housing types, sizes and tenures are delivered in sustainable locations that meet identified need.

To achieve this priority we will:

- Explore the provision of a joint advice note for developers, covering both housing and planning requirements in relation to new affordable housing following the adoption of all four local authority Core Strategies.

- Continue to encourage housing associations developing in East Surrey to seek opportunities for new affordable housing and work with them to bid to the Homes and Communities Agency for grant to fund new schemes.

- Provide a balance of tenure, family sized homes, small quality homes to attract under occupiers with priority for rented homes, as identified through consultation. Continue to negotiate on-site provision of affordable housing by private developers as directed by planning policies and work with private developers to secure the delivery of housing in East Surrey, including affordable housing.

- Continue to work with Surrey County Council to deliver the LAA target on new affordable housing when it has been reactivated by the Housing, Infrastructure and Environment Board of the Surrey Strategic Partnership.

- Continue to work with housing associations to develop new wheelchair adapted homes to meet identified need.

- Identify sites for Gypsies and Travellers and Travelling Showpeople in Development Plan Documents. The South East England Regional Assembly is expected to complete the partial review of the South East Plan and adopt Policy H7 Provision for Gypsies, Travellers and Travelling Showpeople in 2010.

- Annually monitor the delivery of affordable homes and Gypsy and Traveller and Travelling Showpeople sites delivered through Core Strategies and take action as appropriate.

- Continue to update and develop our knowledge of the local housing market by updating the East Surrey Strategic Housing Market Assessment 2008.

- Continue to support and promote rural affordable housing provision through the Surrey Rural Housing Enabler.
4.4 Making Best Use of Existing Housing

Our largest housing resource is the existing housing stock and this means we need to ensure that it is used efficiently. Moving home is stressful and especially difficult as we get older. We need to develop services to help households no longer in need of family-sized accommodation to downsize into a more suitable home, therefore freeing up large homes for younger families.

To achieve this priority we will:

- Develop the Housing Options for Older People Service (HOOPS) which will assist a number of older people through the process of moving to a smaller or adapted home. This will improve their quality of life and create movement in the housing market.

- Continue to work with housing associations to develop and improve incentive and hand holding schemes to encourage households under occupying family-sized accommodation to downsize, and support extension schemes such as loft extensions to address overcrowding.

- Continue to work with housing providers to improve the time taken for vacated social rented homes to be made available for letting.
Case Study – Watercolour Housing Development, Redhill

Reigate & Banstead Borough Council

Context

With over 3,000 applicants on the housing register and high house prices, there is high demand for social rented housing and low cost home ownership options in Reigate & Banstead.

The adjacent Holmethorpe Industrial Estate in Merstham needed refurbishment including the creation of a relief road into the site. Reigate & Banstead Borough Council’s planning department negotiated with developers to develop part of the site for residential, rather than industrial use, while providing the new relief road and other community facilities.

The vision

To transform a Brownfield site, formerly a quarry, into the Watercolour Housing Development, an attractive new mixed-tenure development of over 500 homes.

The challenge

Planners at Reigate & Banstead negotiated a Section 106 agreement with the developers to benefit existing and new residents.

The economic downturn had an impact on the development, but the site is now nearing completion.

The results

A new mixed tenure development consisting of social rent, private, shared ownership and discounted market sale properties has been created.

There is a good mix of houses and flats on the site. The design means social housing cannot be distinguished from the private. Social housing units are spread throughout the development in small groups, rather than concentrated in one area.

We successfully negotiated 30% of the development would be affordable housing – higher than the usual requirement of 25%.

The Section 106 agreement negotiated with the developers provides the following benefits:

- A new relief road for the industrial estate.
- Other highway improvements in and around the area.
- Enhanced public transport including a new bus route from Redhill town centre into the development.
- Enhanced cycle ways and footways.
- Community facilities.
- Financial contributions to education and health facilities.
• Obligations on the developer concerning open space, play area and nature conservation.

In addition, Watercolour has its own crèche, health and fitness centre, doctor’s surgery and local supermarket.

The adjacent industrial estate may also provide employment opportunities for new residents.

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5. PRIORITY TWO: IMPROVING HOUSING STANDARDS

Local authorities in East Surrey are committed to improving conditions across all tenures, including privately rented and owner occupied homes. Whilst it is primarily the owner’s responsibility to maintain their own home, it is acknowledged that some homeowners, particularly the elderly and vulnerable, do not have access to resources to keep their homes in good repair.

Poor quality housing has an impact on the health and safety of the occupants, which, in turn, impacts on other services provided throughout the area. By improving housing conditions, contributions are made to broader policies such as regeneration, social exclusion, opportunities and choice for people to remain in their own homes, environmental sustainability and safer communities.

The Home Improvement Agencies in East Surrey assist local authorities to administer and carry out improvements to properties in the private sector. Local authorities also have powers and duties to target properties in the worst conditions in the private rented sector.

With increasing costs of fuel, reducing fuel poverty remains a high priority, both locally and nationally. The common definition of a fuel-poor household is one which has to spend more than 10% of household income to achieve adequate heating. One way to reduce fuel poverty is to improve the thermal efficiency of a property.

Over the past four years we have been able, in partnership with utility companies, to offer grants to ensure that homes are insulated to the highest levels possible, although structurally some properties are hard to improve. If the works were not carried out, residents would suffer the consequences of fuel poverty, being unable to heat homes sufficiently and risking increased winter illnesses.

Local Authorities are under increasing pressure from the Government and other external agencies to adopt robust empty homes strategies that will result in a worthwhile reduction in the number of empty homes in their area.

Ensuring that empty homes become occupied can result in improved environmental and social conditions and a reduction in the level of crime, anti-social behaviour and blight often associated with empty, derelict properties and the surrounding neighbourhoods. It also contributes to increased Council Tax revenue, increased supply of private sector housing and minimises Greenfield development.

Using the information identified in Section 2 of this document and the outcome of consultation, four action areas have been identified:

- Promoting Healthy, Safe Housing
- Supporting Home Improvement Agencies
- Making More Energy Efficient Homes
- Reducing Empty Homes
5.1 Promoting Healthy, Safe Housing

The Government commissioned an independent Review of the Private Rented Sector from Julie Rugg and David Rhodes at the University of York (2008). It recommends that councils improve the Private Rented Sector for both landlords and tenants by increasing licensing to lettings agencies, improving the complaints process and landlord accreditation schemes. The Housing Act 2004 introduced extensive powers for local authorities to tackle private rented housing in the worst condition through the Housing Health and Safety Rating Scheme, mandatory and discretionary licensing regimes and management orders.

The key principle of the Housing Health and Safety Rating System (HHSRS) is that the dwelling, including the outbuildings and garden, should provide a safe and healthy environment for the occupants and any visitors. The system applies to all dwellings including houses, self-contained flats, non self-contained flats, and bedsits. It must be remembered that all dwellings contain hazards and it is not possible to remove all of these. The emphasis is to minimise the risk to health and safety as far as possible, either by removing the hazard altogether or minimising its effect, as appropriate.

Particular emphasis is placed on conditions in Houses in Multiple Occupation (HMOs), as this is the type of accommodation that the most vulnerable people live in. A house is in multiple occupation when three or more unrelated people live in a property sharing a basic amenity such as a toilet, bathroom or cooking facilities. HMOs that are three storeys or more and housing at least 5 people not living as a single household must be licensed.

The public Gypsy and Traveller sites in the East Surrey area are provided by Surrey County Council and managed on an agency arrangement on their behalf by Epsom and Ewell, Mole Valley and Tandridge. There are no public sites in Reigate and Banstead. The County has recently reviewed arrangements and, in the future, some sites in the area may be managed directly by the County. The agency agreement will be reviewed for those sites that continue to be managed by the local authorities. The other outcome of the review is that the County will increase investment in sites to ensure needed improvements are made.

Housing associations across the area are working towards the Government’s Decent Homes Standard and all are on track to meet the standard by 2010. This includes the stock transfer associations, which are Rosebery Housing Association (Epsom and Ewell), Mole Valley Housing Association (Mole Valley) and Raven Housing Trust (Reigate and Banstead). Each authority monitors progress through their agreed liaison and consultation arrangements.

To achieve this priority we will:

- Use the Housing Health and Safety Rating System (HHSRS) to identify and reduce hazards in the private sector for the benefit of landlords and tenants, using enforcement powers where appropriate.
- Work with developers and builders, by using the HHSRS to inform development plans to reduce avoidable hazards in property conversions.
- Increase the number of HMO landlords licensed and review existing schemes.
- Promote grants available to owner occupiers and landlords to improve the conditions of sub-standard properties.
- Maintain good working relationships between Councils and landlords by organising regular landlord information and good practice evenings with guest speakers.
- Consider the introduction of a landlord accreditation scheme to encourage greater partnership working with private landlords and ensure minimum standards.
- In partnership with the County, inspect and improve facilities on public Gypsy & Traveller sites to ensure standards are maintained.
- Continue to work with housing associations to meet the Government’s Decent Home Standard.

### 5.2 Supporting Home Improvement Agencies

A Home Improvement Agency (HIA) is a non-profit making organisation which assists older, disabled and other vulnerable people to have adaptations, repairs, improvements and security measures carried out to their properties to enable them to remain independent in their homes.

The HIAs in East Surrey help residents improve and repair their homes, and administer grants, including Disabled Facilities Grants (DFGs) on the Council’s behalf. They also run handyperson services aimed at helping residents live safely in their homes.

**To achieve this priority we will:**

- Continue to promote services provided by the HIAs.
- Further develop Handyperson services through additional funding from the Primary Care Trust and Surrey Supporting People.

### 5.3 Making More Energy Efficient Homes

Councils in East Surrey have a good track record of improving energy efficiency through the delivery of national and local schemes such as the Warmfront grant and schemes provided through the East Surrey Private Sector Renewal Partnership.

The East Surrey Private Sector Renewal Partnership has delivered a range of options to improve the thermal efficiency of properties in the area including installing new boilers, heating systems and cavity wall insulation. Extra funding has been received due to the scheme’s success.

A new national performance indicator has placed a responsibility on authorities to collect information on levels of fuel poverty among vulnerable households. Information gained through National Indicator 187 can be used to target resources at those most in need.

Another aspect of energy efficiency is water efficiency. A water efficiency scheme delivered in Reigate & Banstead in partnership a water company and housing association in 2008, showed that significant water savings can be made with households by retrofitting devices...
to existing homes. Joint work with water companies to distribute information to households on the range of measures available to households to reduce their water consumption can help improve efficiency.

**To achieve this priority we will:**

- Increase awareness of schemes to tackle fuel poverty by advertising the grants available for vulnerable homeowners and tenants.
- Provide information and advice to private landlords about home energy certificates and assistance available to improve their properties.
- Provide information and advice about improving water efficiency by distributing leaflets and information on the Council’s websites.
- Encourage developers of new affordable housing to achieve Level 3 or above of the Code for Sustainable Homes.
- Continue to act as a delivery vehicle with utility companies’ investment to target vulnerable households in fuel poverty.
- Reduce the percentage of households in the private sector scoring under 35 in the Standard Assessment Procedure (national energy efficiency rating system) ratings.
- Increase the numbers of vulnerable households in fuel poverty accessing grants.
- Promote the East Surrey Private Sector Renewal Partnership schemes.
- Bid for extra funding under the East Surrey Private Sector Renewal Partnership.
- Explore extending schemes provided under the East Surrey Private Sector Renewal Partnership to include loan products.

### 5.4 Reducing Empty Homes

An empty property can be very distressing for neighbours, as the property can easily fall into disrepair and become a magnet for anti-social behaviour and unauthorised occupation. Owners of empty property often live elsewhere and are unaware of the impact their empty property is having on the local community.

The number of empty homes in East Surrey is relatively low, especially those that are derelict or in a state of poor repair. However, in the context of an area with an extreme shortage of affordable homes and with mounting pressures placed on existing development sites, it is clear that any empty homes are a wasted resource that needs to be addressed.

**To achieve this priority we will:**

- Develop an East Surrey Empty Homes policy and procedure to help reduce the number of vacant properties in the district.
- Raise awareness of empty homes issues through effective promotion and publicity on Council websites and elsewhere.
- Extend and improve the Councils’ empty homes database.
• Encourage Council officers and members of the public to report empty homes.
• Promote options for bringing empty properties back into use.
• Promote the [www.reportemptyhomes.com](http://www.reportemptyhomes.com) website.
• Agree priority criteria for empty homes that will be considered for assistance or other action.
Case Study – Gypsy and Traveller Procedure Manual & Licence Agreement

Mole Valley District Council

Context

Mole Valley has 17 plots on four public Gypsy and Traveller sites. Funding has been secured for another three plots. A part time Gypsy and Traveller Manager is responsible for the management of the sites. There are also four private sites in the area.

There were no procedures for the sites to ensure the tenants were treated fairly and information about rights and responsibilities was not provided in a format that was easy to keep.

The vision

- Produce a procedure manual to strengthen and encourage transparency and demonstrate residents are being treated fairly.
- Ensure greater equality between Gypsies and Travellers and social tenants.
- Ensure continuity if the Gypsy and Traveller Manager is not available.
- Introduce a licence agreement to mirror Mole Valley Housing Association’s tenancy agreement to ensure rights of site residents are protected.
- Distribute a comprehensive booklet detailing site residents’ rights and responsibilities.
- Empower Gypsies and Travellers to challenge the Council where appropriate.

The challenge

- Continue to offer a high class service following transfer of the Council’s housing stock to Mole Valley Housing Association in October 2007.
- Ensure expert knowledge relating to repairs, contractor liaison etc. is maintained.
- Build opportunities and empower Gypsies and Travellers to challenge Council practice where appropriate using consultation and the complaint procedure.
- Build confidence in the Gypsy and Traveller community through consultation activities and direct outcomes.

The results

- Site residents have all signed up to the new licence agreement.
- Managing the sites is easier, as everyone knows their rights and responsibilities.
- When the Gypsy and Traveller Manager is away, other staff have all the information needed to carry on the service.
- Managing the budget for maintenance and repairs has become easier, as residents are more aware of their responsibilities and savings have been achieved.

Next steps

- The Gypsy and Traveller Manager will update the Procedure Manual to incorporate new
processes and take account of any new legislation.

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6. PRIORITY THREE: IMPROVING HOUSING & SUPPORT FOR VULNERABLE PEOPLE

Within East Surrey, there is a variety of different housing support services available to help people with support needs to live independently. The East Surrey authorities aim to respond to the needs of vulnerable people and promote choice and independence by working closely with the County Council’s Supporting People Team, Adults and Children’s Community Care Teams, housing providers and support agencies to identify gaps in services, develop new services and review existing schemes.

We recognise that purpose-built supported housing can meet the needs of some groups, but most often people in need of support prefer to be assisted to live independently in the community. Services such as Home Improvement Agencies, Handyperson schemes, Community Alarm and Telecare Services help many older and disabled people to remain in their own homes longer and remove or reduce the need for residential or nursing care. People with physical disabilities may be able to remain in their existing home with adaptations and / or support. For qualifying applicants, Disabled Facilities Grants are available in each of the four authorities and provide adaptations, such as stair lifts, flush-floor showers, ramps and grab rails.

Housing related support services are usually funded from either the Supporting People Programme or Surrey County Council Adult and Children Services. Both have limited resources and are under pressure to make savings. From 2010/11 the Supporting People grant will be replaced by money paid directly to the County Council as part of a single grant known as Area Based Grant. This will remove the current ring fence around Supporting People Grant which means that, in theory, the grant could be spent on any priority decided by the County Council.

6.1 Developing New Services

It is important to monitor the needs of different groups to ensure that appropriate services are in place to meet identified needs. East Surrey has a growing older population, which is the largest group currently receiving funding from Surrey Supporting People. As a result of improved support and care services, increasing numbers of people are remaining in their own homes much longer, and, and may increasingly bypass conventional sheltered housing to go into residential or nursing homes. The East Surrey authorities are committed to ensuring older people can choose to live independently longer and are supported effectively to maintain their quality of life. Extra Care housing can provide an alternative housing option to enable older people to live independently for longer. Flexible levels of care and support are available on site and, importantly, there is a social network and range of activities and other services on offer. In some circumstances, Extra Care housing may also be suitable for other clients, such as adults with a physical or learning disability. The continued development of Extra Care housing is a high priority in East Surrey.
Increasing choice is a key element of developing services for vulnerable people. Extra Care housing can offer a range of tenures to older people and people with a learning disability. Many households aspire to owning their own home. We need to widen the housing options choice available to people with long term disabilities to include opportunities to own a home.

In common with many areas, the East Surrey authorities have experienced an increase in the number of people with challenging behaviour and complex needs such as mental health, drug / alcohol problems and a history of aggression or offending. Finding suitable accommodation and support is difficult so we need to work with the Supporting People Team to develop additional services for this group.

Many support services are provided in East Surrey, however it can be difficult for those in need or their family, friends or carers to find out about them. Making information accessible will help people access the right services when they are needed.

**To achieve this priority we will:**

- Work in partnership with housing associations, support providers and Surrey County Council to identify suitable locations for the development of Extra Care housing.
- Develop and promote a Home Ownership for people with Long-term Disabilities (HOLD) scheme in East Surrey.
- Work with partner agencies and Surrey Supporting People to identify and deliver housing options for 16/17 year olds in East Surrey.
- Work with support providers and the Surrey Supporting People Team to develop additional services to support people with complex and multiple needs such as mental health, drug / alcohol and / or history of offending.
- Explore the creation of an ‘information hub’ to be used as a resource by the public and professionals on the range of advice, support and housing services available in East Surrey.

**6.2 Enhancing and Promoting Existing Services**

We are continually looking for ways to improve services for users and to meet changing needs or growing demand. Often rather than developing new services, it is more suitable to enhance or update existing services to meet changing needs.

The Surrey Supporting People Team undertakes reviews of support services funded with Supporting People Grant. The East Surrey authorities take part in reviews to ensure that existing services, including those services provided by the local authorities themselves, meet current needs and strategic priorities and make recommendations on the future of services.
The Councils are also involved in the wider review of services through involvement in the Supporting People Joint Management Board and Commissioning Body.

**To achieve this priority we will:**

- Continue to work closely with housing associations and Social Care Teams to increase the number of homes built and adapted for wheelchair users to meet identified needs.

- Support and promote the use of enhanced Care and Repair and handyperson services to help older people and people with disabilities to live independently.

- Continue to promote Telecare within East Surrey and extend the range of assistive technologies available.

- Review existing specialist housing schemes for older people, including possible refurbishment or redevelopment options and service modernisation where appropriate.

- Continue our commitment to reviewing and updating all other existing services through the Supporting People framework and identification of best practice.
Case Study – Community Alarm & Telecare Service

Tandridge District Council

Context

Tandridge has a growing older population, estimated to increase from 13.4% in 2006 to 16.5% by 2016. Just under a third of the 65+ age group are over 80 years old.

We have provided a community alarm service for 20 years and currently have almost 900 clients. The community alarm helps older, disabled or vulnerable people live independently at home. It offers reassurance to family and friends that help is available at any time.

The vision

- Encourage older and disabled people to maintain their independence within their own homes.
- Improve safety and security for older and vulnerable people.
- Through the development of the Telecare service, encourage greater use of alarms and specialist sensors e.g. telehealth and other preventative technology.

The challenge

- Raise the profile of Telecare and the benefits it can offer to clients with high levels of frailty or those with more complex needs.
- Build confidence in Telecare among professionals and the public.
- Train staff to install new advanced technology, such as medication dispensers and falls detectors.
- Increase links and partnership working with health and social care teams.

The results

We have almost 900 Community Alarms installed in residents’ homes, with 129 new customers in the last year. The results of a recent survey revealed:

- 99% would recommend the service to others.
- 90% think that the staff are polite and well presented.
- 98% find the equipment easy to use.
- 94% feel the service represents value for money.

A £69k grant will help develop the service to provide additional equipment to support clients in their own homes, including detectors, which can monitor people who have fallen, or are wandering and other assistive technology.

Another grant helped 260 clients leave hospital and safely remain in their own homes.
Next steps

• Bidding for additional funding to continue the Community Alarm Telecare Discharge Project.
• Seeking funding contributions from other organisations, such as the Primary Care Trust and the County Council.
• Increasing the overall level of referrals through higher awareness of scheme within the community.

For more information

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7. RESOURCES AND DELIVERY

Delivering this Strategy depends on the East Surrey authorities identifying the resources required to deliver its priorities.

7.1 Capital Funding

7.1.1 Social Housing Grant

Capital funding for new affordable housing includes grant from the Homes and Communities Agency, private borrowing by Registered Social Landlords, reserves and recycled capital grant from Registered Social Landlords and developer subsidy. In addition, the Councils can provide subsidy, either through contributing land at below market value or through funds received via the planning system for new affordable housing. As shown in section 3.5 developing Registered Social Landlords in East Surrey secured, with help from the Councils, £45,299,923 grant from the Housing Corporation to deliver new affordable homes during 2004-2008. A further £25,105,000 has been allocated by the Homes and Communities Agency for 2008-11.

In addition to Homes and Communities Agency funding, local authorities also contribute their own funding for new the development of new affordable homes. The table below shows the contributions made by each authority in 2008/09.

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<th>Authority</th>
<th>Epsom &amp; Ewell</th>
<th>Mole Valley</th>
<th>Reigate &amp; Banstead</th>
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7.1.2 Planning Contributions

Grant funds only part of the cost of development as the Councils also make funds available through commuted sums paid to the Councils by private developers in lieu of providing affordable homes on site as part of a development. The table below shows the amounts held by each of the East Surrey authorities in April 2009.

<table>
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<tr>
<th>Authority</th>
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<th>Mole Valley</th>
<th>Reigate &amp; Banstead</th>
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</tbody>
</table>

* Mole Valley had collected £1.1m since 2005, the entire budget was spent by March 2009
7.1.3 Private Sector Renewal Funding

The East Surrey Councils all provide financial assistance through Private Sector Renewals Grants. Each authority has a local policy of providing grant assistance to owner occupiers to enable them to undertake home repairs or adaptations. The table below shows expenditure on private sector renewal in each authority for 2008/09 and planned expenditure for 2009/10.

<table>
<thead>
<tr>
<th></th>
<th>Epsom &amp; Ewell</th>
<th>Mole Valley</th>
<th>Reigate &amp; Banstead</th>
<th>Tandridge</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008/09</td>
<td>£74,000</td>
<td>£50,500</td>
<td>£51,631</td>
<td>£44,000</td>
</tr>
<tr>
<td>2009/10</td>
<td>£102,000</td>
<td>£51,000</td>
<td>£100,000</td>
<td>£75,000</td>
</tr>
</tbody>
</table>

In addition to the above expenditure, the East Surrey authorities were awarded £197,000 in total for 2008/09 by the Government to provide private sector renewal and energy efficiency measures, such as condensing boilers and insulation. Following the success of the programme, a further £310,000 has been awarded to East Surrey authorities for 2009/10.

7.1.4 Disabled Facilities Grant

Councils receive Government funding for mandatory Disabled Facilities Grants. These means tested grants are used to fund adaptations to homes to enable people with disabilities to live independently. The table below shows expenditure by the East Surrey authorities.

<table>
<thead>
<tr>
<th></th>
<th>Epsom &amp; Ewell</th>
<th>Mole Valley</th>
<th>Reigate &amp; Banstead</th>
<th>Tandridge</th>
</tr>
</thead>
<tbody>
<tr>
<td>2008/09</td>
<td>£400,000</td>
<td>£537,000</td>
<td>£516,805</td>
<td>£243,000</td>
</tr>
<tr>
<td>2009/10</td>
<td>£400,000</td>
<td>£550,000</td>
<td>£650,000</td>
<td>£250,000</td>
</tr>
</tbody>
</table>

7.2 Revenue Funding

Each of the East Surrey Councils receives an annual Homelessness Grant from the Government. This funding is a vital resource used to fund homelessness prevention work; it has helped the Councils enhance their Housing Options Services. The table below shows the level of funding received by the East Surrey authorities in 2009/10.
The Government made Recession Impact Grant available in 2009/10. Each of the East Surrey councils received £5,500. This was used to fund additional specialist personal debt advice services by Citizen Advice Bureaux and to support County Court Desks to provide advice and assistance to households attending repossession hearings.

An additional homelessness Prevention Fund - Evictions and Repossessions, was announced by Government in 2009. In summary the Fund is intended to be used by Councils to provide small loans to households in danger of repossession by a mortgage lender, private landlord or social housing provider. It will complement the Mortgage Rescue Scheme. The amounts received the East Surrey Councils is set out below.

<table>
<thead>
<tr>
<th>Authority</th>
<th>Epsom &amp; Ewell</th>
<th>Mole Valley</th>
<th>Reigate &amp; Banstead</th>
<th>Tandridge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Homelessness Grant</td>
<td>£75,000</td>
<td>£34,000</td>
<td>£40,000</td>
<td>£31,000</td>
</tr>
<tr>
<td>Prevention Fund</td>
<td>£28,500</td>
<td>£28,500</td>
<td>£46,000</td>
<td>£28,500</td>
</tr>
</tbody>
</table>

The East Surrey authorities (plus Elmbridge BC) have also received £240,000 Communities and Local Government funding for the Trailblazers Pilot Programme. The five participating local authorities have contributed £50,000 towards the costs.

### 7.3 Delivery

The four East Surrey authorities have prepared robust and measurable local and overall action plans for the delivery of the priorities within this strategy. There is a responsibility to elected members, partner organisations and residents to report on progress and performance against these targets. Therefore, a performance and monitoring group comprising of relevant officers from each authority will meet at least annually for this purpose. The group will prepare a performance and monitoring report, which will be made available via each council’s website and other formats on request. A mid-term update summarising the position at April 2011 will also be produced. As well as performance monitoring information, this update will highlight any changes to the priorities and action plans due to performance and national or local policy issues.
Priorities for Action

So that the Council’s can deliver their joint priorities and individual objectives the East Surrey authorities will:

- Ensure that the right partnerships are in place to improve joint working and information sharing between organisations
- Ensure that the Councils and our partners have the right tools to deliver:
  - legal agreements, service level agreements and protocols between partners
  - funding for service improvements
  - innovation and training
  - policies and procedures
  - housing policies marched by the allocation of resources through each Council’s Corporate Plans and budget reviews
- Ensure the Councils have the capacity to achieve the priorities and objectives of this Housing Strategy

To deliver these priorities the Councils will:

- Continue to hold regular meetings with affordable housing providers regarding housing need, funding, design and quality standards and sustainable development
- Continue to bid for external funding for new initiatives
- Continue to monitor and review planning policies that assist the delivery of affordable housing
- Undertake a mid term review and update of the Housing Strategy in April 2011
- Continue to respond to national and regional policy consultation and lobby Government and key departments on issues that relate to East Surrey

7.4 Risks

Priority One – Creating Housing Opportunities

Delivery of the East Surrey Housing Strategy relies on effective partnership working. The investment of time, energy and resources by all is crucial to the delivery of our priorities. In the current economic climate this may become more challenging if organisations experience financial pressures.
The pace of housing development has slowed in East Surrey. Developers on large sites have slowed their build programmes in response to reduced sales. The impact on the delivery of affordable housing units is mixed. Some developers are bringing forward the development of affordable homes because housing associations have grant funding available to purchase completed homes however, on other sites the entire development has slowed.

Continued investment from Councils, the Homes and Communities Agency is needed to deliver our Housing Strategy priorities. There is much competition for funding, but to date the East Surrey Councils have been successful in securing funding.

However, recent reports and announcements have indicated a substantial reduction in available grant from the HCA after 2011. This could have a significant impact on affordable housing development. The East Surrey authorities must ensure that they work closely with housing providers to minimise the impact on delivery through innovative development and procurement strategies.

**Priority Two – Improving Housing Standards**

Low quality housing is linked with poor health outcomes, social isolation and poverty. Research shows that older residents are those most likely to be living in and suffering from the ill effects associated with poor housing, for example where thermal inefficiency leads to the increased risk of contracting winter illnesses. Between 2004 and 2026 the number of residents over 80 years old is forecast to increase by 50% in East Surrey. Continuing to improve housing standards for vulnerable residents could prove challenging in the face of an increasing number of very elderly residents.

The East Surrey Local Authorities have each demonstrated a strong track record in implementing the Housing Health and Safety Rating System and the licensing of Houses in Multiple Occupation. Continuing to inspect and enforce housing standards relies on retention of key staff with the right skills and abilities. The East Surrey Authorities also recognise the potential risk posed by the economic downturn in terms of private landlords’ willingness or ability to continue maintaining and improving their properties in line with statutory requirements.

Addressing the issue of empty homes in East Surrey is a priority for our residents and one which will not only contribute to improving housing standards but also to creating additional housing opportunities. Although there is much that the East Surrey Authorities can and have committed to doing to address this issue, a potential risk to delivering this priority is the lack of funding available to pursue bringing empty homes back into use.

To date the East Surrey Authorities have benefited from external grant funding for carrying out improvement work in the homes of vulnerable residents’, and funding to increase the capacity of local Home Improvement Agencies and Handyperson Services. The downward pressure on public sector spending means the availability of future grant funding is uncertain. Meeting the shared objective of improving housing standards across all tenures will therefore depend on the East Surrey Authorities working together on solutions for sharing limited resources and addressing the needs of the most acutely vulnerable residents.
Priority Three – Improving Housing & Support for Vulnerable People

The Supporting People Programme currently supports almost 4,000 residents in East Surrey. Close working with the Surrey Supporting People Team is a key way in which the East Surrey authorities will seek to deliver improved housing and support for vulnerable residents.

From 2010/11 the Supporting People grant will be replaced by money paid directly to the County Council as part of a single grant known as Area Based Grant. This will remove the current ring fence around Supporting People Grant which means that in theory the grant could be spent on any priority decided by the County Council. The East Surrey authorities will therefore work to highlight the positive outcomes that the programme has achieved for local residents to date.

At a national level the Supporting People programme is acknowledged to have contributed to widespread savings across other services, including reduced costs in homelessness, tenancy failure, crime, health and residential care the programme is under review.

Other changes in the way that support services are paid for include the rolling out of Self Directed Support continued promotion of Individual Budgets and the adoption of efficient contract commissioning processes by the SP team. Each of these changes are intended to improve the amount of control that individuals have over the care and support that they receive and the efficiency with which services are commissioned but each of which have the potential to have an impact on the market that support providers operate within. As yet we do not know if this effect will be adverse.

Extra Care housing has been highlighted as the preferred model for meeting the housing and supported needs of very vulnerable residents. With the downturn in the housing market and the restriction on borrowing available to housing associations - delivering the identified number of new extra care housing schemes in East Surrey will be more challenging if it is reliant on completion of newly built schemes.
8. EPSOM & EWELL BOROUGH COUNCIL

Epsom and Ewell is the smallest Borough in Surrey in terms of both population and size. At just 3,408 hectares (over 45 per cent of which is designated as greenbelt) and with a population of over 70,000 residents living in 30,000 households, Epsom and Ewell is one of the most densely populated boroughs in the County of Surrey. South East Plan targets identify the need to provide an additional 199 new homes annually to 2026.

The Borough is recognised for being a desirable place to live with an attractive local environment, thriving economy, low crime rates, excellent transport links and a comprehensive range of local shops and services. Demand for housing is therefore very high which is reflected in elevated local house prices. Despite the current adverse economic climate, the average house price in Epsom and Ewell during May 2009 was £284,420 - some £60,000 higher than the South East average.

As a predominantly affluent area, a significant proportion of Epsom and Ewell’s residents are employed in professional occupations and a large number commute out of the area to work in adjacent London. Average household incomes are high in the Borough at over £35,000 per annum a figure which continues to rise year on year.

In contrast, there are persistent pockets of relative deprivation in a number of wards in the Borough. The combination of high local house prices and the correspondingly high incomes needed to purchase or rent even the most affordable ‘entry level’ property (e.g. a one bedroom flat) results in a clearly identifiable local need for affordable housing.

This is also demonstrated by the increasing number of applications to the Housing Needs Register and a greater demand for advice about homelessness and housing options. As less than 10 per cent of the existing housing stock in Epsom and Ewell is owned either by a Council or by Housing Associations it is calculated that 470 additional affordable homes are needed in the Borough each year to meet the backlog of unmet affordable housing demand.

Most of the Boroughs’ existing housing stock is assessed as being in good condition. There is some evidence locally that where homes do not comply with the Housing Health and Safety Rating System (particularly regarding poor insulation levels) that elderly and vulnerable homeowners and tenants are amongst the groups most likely to be affected. Demographics indicate that the Borough has an increasing population of older residents. By 2025 the proportion of the population aged over 65 is projected to have increased by over 33 per cent from 2008 levels.

The Borough is also characterised by an increasing number of younger residents. During 2007 the number of children aged under-16, has for the first time, exceeded the number of residents aged over 65. Surrey also has the fourth largest gypsy and traveller population in the UK a significant proportion of which have settled in Epsom and Ewell. Each of these
demographic trends will influence future housing location, design, delivery and affordability.

**Priority One - Creating Housing Opportunities**

A dramatic decrease in homelessness applications and acceptances in Epsom and Ewell has been achieved in the past ten years. This has continued to be sustained through a greater understanding of the causes of homelessness locally, a proactive approach focussing on early intervention and partnership working and through the implementation of the ‘Homelessness Prevention Strategy 2008 – 2013’.

Securing housing in the private rented sector for households threatened with homelessness has been a key achievement for the Council. Through the ‘Accommodation Finding Project’ and the ‘Community Housing Project’ a range of services are provided both to prospective tenants and private landlords including: deposit bond guarantees and a tenancy matching, sustainment and advice service. Over 70 households a year are prevented from becoming homeless as a result.

The economic downturn poses a significant challenge to the Councils’ ability to sustain the reduction in homelessness already achieved. New initiatives are being implemented in response and include; appointing a new Housing Options Advisor; allocating additional funding to the CAB to provide extra debt advice and an enhanced Court Desk Service and development of a Mortgage Rescue Scheme.

Rosebay Housing Association (the largest Housing Association in the Borough) has also signed up to a joint ‘Homelessness Prevention Action Plan’ with the Council which includes working on a range of jointly identified key homelessness issues including addressing under occupation and making best use of existing housing stock.

Effective homelessness prevention depends on the ongoing need to deliver additional affordable homes. Epsom and Ewell’s adopted Core Strategy requires that a minimum of 950 new affordable homes are provided in the Borough between 2007 and 2022. Redevelopment of the five former long stay psychiatric hospitals in the West of the Borough is key to helping us meet these targets. During the final three phases at Horton Lane, St Ebbas and West Park over 750 new homes will be built across the three sites, 300 of which will be affordable.

The Local Development Framework requires that 20 per cent of all housing developments with 5 – 14 dwellings and 40 per cent of developments of 15 dwellings and above are affordable. Following the Gypsy and Traveller Accommodation Assessment, draft guidance also indicates the need for 7 additional pitches to the 30 public pitches already provided in the Borough across two sites. Through the Site Allocations Development Plan, sites with potential to be developed for affordable housing and additional pitches will be identified.

**To deliver this priority we will:**

• Work with Epsom and Ewell CAB’s to promote and make timely referrals to their ‘Debt Advice’ and ‘Court Desk Advice’ services

• Increase staff training and development which focuses on debt issues and dealing with rent and mortgage repossessions

• Work with Rosebery Housing Association to address under occupation

• Continue to develop the effective working relationships already built up with local private landlords, tailoring advice and support to their expressed needs

• Carry out a review of the Council’s Affordable Housing service

• Maximise the provision of high quality sustainable affordable housing of the most appropriate size, location and tenure

• Keep all published information on affordable housing requirements of developers under review and up to date

• Contribute to the development of the Site Allocations Development Plan Document

• Develop seven additional pitches in Epsom and Ewell for Gypsy & Traveller families

• Inform the process to identify land for additional Gypsy & Traveller pitches

• Review the Gypsy and Traveller site agency agreement with Surrey County Council

**Priority Two: Improving Housing Standards**

The vast majority of the housing stock in Epsom and Ewell is of a good standard. Advice, assistance and grant funding continues to be targeted towards households where improvements including disabled adaptations and energy efficiency measures are needed. With the introduction of the Housing Health and Safety Rating system the Council employed an Environmental Health Officer dedicated to identifying, inspecting and relegating hazards in the home.
In the past two years over 75 private sector homes with Category 1 and 11 hazards have been improved and a further 67 private sector homes have been brought up to the decent homes standard as a direct result of the Council’s intervention. The proactive programme of inspection and licensing of Houses in Multiple Occupation (HMO’s) also continues.

Epsom and Ewell Borough Council operate an in-house equivalent of a ‘Home Improvement Agency’ which has the responsibility for operating the Council’s Disabled Facilities Grants. A subsidised ‘Handyperson’ scheme was recently added to this service which already includes home visiting, specification and inspection of works and assistance with benefit entitlements and grant applications. A review of this service has resulted in a new fairer points assessment process and better partnership working with Housing Associations where tenants require adaptations.

Grants are available to boost insulation levels in resident’s homes and in particular, to make improvements to vulnerable householders’ homes both from Warm-Front and as the result of a successful bid for Private Sector Housing Renewal funding.

Although empty homes represent a small proportion of the total housing stock in the Borough, they are often in a poor state of repair and represent an opportunity to provide additional affordable housing. The Council will continue to develop cost effective initiatives to tackle empty homes. An example of which is the ‘Accommodation Finding Project’ which provides advice, assistance and encouragement to empty homeowners to help them bring their empty home back into the rental market for use by homeless or potentially homeless households.

Epsom and Ewell Borough Council has worked with the County to refurbish both of the public gypsy and traveller sites in the Borough. The Borough Council currently manages 16 public pitches in the Borough whilst the County manages a further 14. The most recent refurbishment included installing increased energy efficiency measures and creating better utility blocks. The works are now nearing completion and were funded through a grant from the Department for Communities and Local Government with top up funding provided by the County Council.

To deliver this priority we will:

- Implement the Private Sector Housing Strategy Action Plan
- Promote the Accommodation Finding Scheme and advice available through the Council and other agencies to empty home owners
- Implement the Energy Efficiency Strategy
- Monitor the new Disabled Facilities Grant points assessment process
- Widely promote the new Handyperson Service to residents and partners
• Work with Housing Associations to establish a register of disabled adapted homes in the Borough

• Continue proactive identification, inspection and improvement of HMO's and the identification of properties with Category 1 and 11 hazards

• Widely promote energy efficiency and home improvement grants through the Council’s website, Borough Insight, road-shows/ events and face to face

• Undertake a resident satisfaction questionnaire following completion of the Greenlands Gypsy Site refurbishment works

Priority Three: Improving Housing & Support for Vulnerable People

In common with the East Surrey sub region the largest group of people from within the wider population in Epsom and Ewell who have support needs are older people and in particular the very elderly. In just over fifteen years, the number of residents in Epsom and Ewell aged over 85 is projected to increase by over 44 per cent. This clearly has implications for housing, health and support resource availability in the Borough. Epsom and Ewell Borough Council currently supplies almost 700 Community Alarms to residents and continues to install an increasing range of Telecare equipment. The Borough Council provides accommodation and funding to voluntary sector organisations supporting older residents including Age Concern Epsom and Ewell and is working alongside Rosebery Housing Association in a review of its’ sheltered housing services. Expansion of the in-house ‘Home Improvement Agency’ now includes a subsidised Handyperson Service and working jointly with the new Housing Options for Older People Service (HOOPS) provided by Anchor.

The whole of Surrey, but particularly Epsom and Ewell has a high proportion of residents with mental health difficulties and with learning difficulties, partly as a legacy of the former long stay psychiatric hospitals in the County, five of which were concentrated in Epsom and Ewell. The Council continues to operate the ‘Special Needs Housing Register’, the ‘Community Housing project’ and to attend both Borough-based and East Surrey wide Valuing People and Extra Care forums.

Day to day support for households at risk of homelessness was an area that lacked capacity in Epsom and Ewell until the recent commissioning of the Mid Surrey Floating Support Service and the new floating support service for teenage parents provided by In Touch which are both expected to have a positive effect on the reduction and prevention of repeat homelessness in the Borough, as well as helping residents referred to the service to achieve significant improvements in their quality of life. Opportunities to develop appropriate
accommodation options for each of the identified vulnerable client groups in the Borough will continue to be pursued with our partners.

**To deliver this priority we will:**

- Work with Rosebery Housing Association and other Housing Associations with homes in the Borough to review their sheltered housing services

- Identify sites for Extra Care housing and work with partners to deliver new schemes

- Continue to promote and develop the Special Needs Housing and Support Register and the Community Housing Project

- Identify opportunities to provide specialist supported accommodation for vulnerable young people, particularly teenage parents
## Epsom and Ewell Borough Council Action Plan 2009-13

[To be read in conjunction with the East Surrey Action Plan]

<table>
<thead>
<tr>
<th>No.</th>
<th>Action</th>
<th>Deliverable</th>
<th>Completion Date</th>
<th>Lead Person / Agency</th>
<th>Partners</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td><strong>PRIORITY ONE – CREATING HOUSING OPPORTUNITIES</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>1</td>
<td>Preventing homelessness</td>
<td>Actions within the Homelessness Prevention Strategy Action Plan 2008-13</td>
<td>2013</td>
<td>Housing Operations Manager</td>
<td>Homelessness Prevention Forum</td>
<td>Existing resources as identified in the strategy</td>
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<tr>
<td></td>
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<td></td>
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<td></td>
<td>Statutory sector</td>
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<td></td>
<td>Voluntary Sector</td>
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<tr>
<td>2</td>
<td>Making best use of the affordable housing stock</td>
<td>HA tenants under occupying are made aware of new affordable housing developments&lt;br&gt;HA’s encouraged to adapt existing homes to alleviate overcrowding&lt;br&gt;Publicity of national ‘mutual exchange’ services for HA tenants&lt;br&gt;Investigate ‘home-share’ schemes&lt;br&gt;Increased number of HA tenants taking up HomeBuy products</td>
<td>2013</td>
<td>Housing Operations Manager &amp; Strategic Housing Manager</td>
<td>Housing Associations</td>
<td>Existing resources</td>
</tr>
<tr>
<td></td>
<td><strong>Making best use of the existing housing stock</strong></td>
<td><strong>Building new homes</strong></td>
<td><strong>Gypsies and Travellers</strong></td>
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<tr>
<td>3</td>
<td></td>
<td>Increase no. of potentially homeless households housed in private rented homes, Empty homes brought back into use through the Accommodation Finding Scheme</td>
<td>Increased no. of clients housed with private landlords through the ‘Community Housing Project’</td>
<td></td>
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<td></td>
<td></td>
<td>2013</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Housing Operations Manager &amp; Environmental Health Services Manager</td>
<td>Private landlords &amp; Estate Agents</td>
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<tr>
<td></td>
<td></td>
<td>Existing resources</td>
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<tr>
<td>4</td>
<td><strong>Building new homes</strong></td>
<td>Alternative ways of delivering AH implemented to increased delivery</td>
<td></td>
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<tr>
<td></td>
<td>Carry out a review of the Council’s Affordable Housing service and policies to identify alternative ways of continuing to provide affordable housing</td>
<td>Revised standard ‘Nomination Agreement’ maximises lettings</td>
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<td></td>
<td></td>
<td>2010</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Strategic Housing Manager</td>
<td>Housing Associations</td>
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<tr>
<td></td>
<td></td>
<td>Existing resources</td>
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<tr>
<td>5</td>
<td><strong>Building new homes</strong></td>
<td>Publish ‘Site Allocations and Development Management Development Plan Document’</td>
<td></td>
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<tr>
<td></td>
<td>Complete publication of all planning policy documents advising developers on affordable housing requirements</td>
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<td>2010</td>
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<tr>
<td></td>
<td></td>
<td>Planning Policy Manager</td>
<td>Strategic Housing Manager</td>
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<td></td>
<td>Existing resources</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>6</td>
<td><strong>Gypsies and Travellers</strong></td>
<td>6 pitches for gypsies and travellers and 1 additional pitch for travelling show people</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Develop seven additional</td>
<td>2013</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Strategic Housing Manager</td>
<td>Planning Department &amp; Surrey County</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>Existing resources/ subject to NAHP</td>
<td></td>
<td></td>
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<tr>
<td>Pitchs in Epsom and Ewell for Gypsy &amp; Traveller families</td>
<td>available for occupation</td>
<td>Council</td>
<td>availability</td>
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<td>----------------------------------------------------------</td>
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</tr>
<tr>
<td>Gypsies and Travellers</td>
<td>New agreement in place and implemented</td>
<td>2009</td>
<td>Housing Operations Manager</td>
<td>Surrey County Council</td>
<td>Existing resources</td>
<td></td>
</tr>
</tbody>
</table>

**Priority Two – Improving Housing Standards**

<table>
<thead>
<tr>
<th>Monitoring housing standards in Epsom and Ewell</th>
<th>Action Plan delivered</th>
<th>2013</th>
<th>Environmental Health Services Manager</th>
<th>Private Landlords Fire Service Grants Department</th>
<th>Existing resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reducing empty homes</td>
<td>Increased number of empty homes brought back into use through the AFS</td>
<td>2013</td>
<td>Strategic Housing Manager &amp; Housing Operations Manager</td>
<td>Communications department</td>
<td>Existing resources</td>
</tr>
<tr>
<td>Improve energy efficiency of homes</td>
<td>Action plan delivered</td>
<td>2013</td>
<td>Environmental Control Officer</td>
<td>WarmFront Energy Companies</td>
<td>Existing resources</td>
</tr>
</tbody>
</table>
| 11 | **Disabled Facilities Grants**  
Monitor the new Disabled Facilities Grant points assessment process | New process improves efficiency and speed of the DFG application process. Waiting times reduced. | 2012 | Grants & Licensing Team Leader | Occupational Therapists Adult Social Services | Existing resources |
|---|---|---|---|---|---|---|
| 12 | **Assisting residents with physical disabilities to access appropriate housing**  
Work with Housing Associations to establish a register of disabled adapted homes in the Borough | Database used to help facilitate home moves as an alternative to DFG’s | 2013 | Strategic Housing Manager | Housing Associations Grants & Licensing Team Leader | Existing resources |
| 13 | **Gypsies and Travellers**  
Undertake a resident satisfaction questionnaire following completion of the Greenlands Gypsy Site refurbishment works | Survey gives insight into future pitch design and provision | 2010 | Gypsy Liaison Officer | Site residents & Surrey Community Action Community Development Worker | Existing resources |

**PRIORITY THREE – IMPROVING HOUSING & SUPPORT FOR VULNERABLE PEOPLE**

| 13 | **Older People**  
Work with Rosebery Housing Association and other Housing Associations with homes in the Borough to review their sheltered housing services | Under utilised sheltered housing services re-modelled to meet existing clients needs or re-developed for other client groups in the Borough | 2012 | Strategic Housing Manager | Housing Associations Surrey Supporting People Team | Existing resources |
<table>
<thead>
<tr>
<th></th>
<th><strong>Older People</strong></th>
<th>Sites identified</th>
<th>2013</th>
<th>Strategic Housing Manager</th>
<th>Housing Associations &amp; Planning Department</th>
<th>Existing resources</th>
</tr>
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<tbody>
<tr>
<td>14</td>
<td>Identify sites for Extra Care housing and work with partners to deliver new schemes</td>
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<tr>
<td>15</td>
<td><strong>Support for residents with physical or mental health difficulties</strong></td>
<td>Panel meetings held monthly include wide range of specialist housing and support providers. CHP continues to successfully house clients with physical and/or mental health difficulties in private rented sector.</td>
<td>2011</td>
<td>Housing Operations Manager &amp; Community Housing Project Manager</td>
<td>Adult Social Services Housing and support providers</td>
<td>Existing resources</td>
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<td></td>
<td>Continue to promote and develop the Special Needs Housing and Support Register and the Community Housing Project (CHP)</td>
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<td>16</td>
<td><strong>Young People</strong></td>
<td>Supported housing scheme (new build or conversion of an existing building) developed in the Borough to provide supported housing to young people.</td>
<td>2012</td>
<td>Strategic Housing Manager</td>
<td>Housing Associations and Surrey Supporting People Team</td>
<td>Existing resources/subject to NAHP and SP Budgets</td>
</tr>
<tr>
<td></td>
<td>Identify opportunities to provide specialist supported accommodation for vulnerable young people, particularly teenage parents</td>
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</table>
9. MOLE VALLEY DISTRICT COUNCIL

Mole Valley covers an area of 100 square miles in the heart of Surrey and has over 80,000 residents and 36,339 households. 90% of its countryside is either designated Green Belt or is an Area of Outstanding Natural Beauty.

**Mole Valley is:**

- Situated in one of the UK’s most affluent counties. Average gross annual pay for Mole Valley in 2008 was 39,400, which is above the national average.
- Well served by all forms of transport. The area is within easy reach of both Heathrow and Gatwick airports, with frequent rail connections to London and excellent road links to London and the rest of the country.
- A high demand area. The total number of households in the area is expected to rise by 14.2% from 2006-2026.
- An expensive place to live. In December 2008 the average house price in Mole Valley was £330,000.
- Predominately private sector housing. Only 11.6% of the housing stock is owned by councils or housing associations.
- Getting Older. The age group that is forecast to have the greatest growth is those over 80 years old. There will be around 50% more people in this age group in 2026 than in 2006.

**Priority One - Creating Housing Opportunities**

**Preventing Homelessness**

The number of homelessness applications and acceptances has fallen consistently over the past ten years, mainly due to an emphasis on homelessness prevention achieved through our Homelessness Strategy 2008-13 and a comprehensive housing advice and options approach. This has meant that at any one time we have a very low number of households in temporary accommodation and we rarely use bed and breakfast accommodation. We are keenly aware of the effect the recession may have on this work and we are monitoring the situation and using the government’s homelessness grant to improve debt and court desk services. To continue this work we will:


**Making Best Use of the Affordable Housing Stock**

The levels of overcrowding in the affordable housing stock are relatively low compared to the national average. There are problems, however, where people have older children of the opposite sex sharing bedrooms and we intend to review our allocations policy to give these households more priority for the housing register. The level of under occupation is high. We hope that the Anchor Housing Options for Older People scheme will help some older people under occupying their homes to move and so free up their family homes for young
households with children. Once again we intend to review our allocations policy to ensure we are giving sufficient priority to under occupiers. To achieve this we will:

- review the Housing Allocations Policy to assess the levels of priority awarded to those who are living in overcrowded conditions and those under occupying their homes.

**Building New Homes**

The Local Development Framework (LDF) highlights the need to secure a minimum of 950 net affordable units within the District between 2006 and 2026. Our draft Core Strategy requires on sites of 1-9 units an off site contribution equivalent to 20%, developments between 10-14, 30% and 15 or more gross dwellings, 40% should be affordable. Once the Core Strategy has been adopted we will:

- publish a supplementary planning document on the development of affordable housing and the calculation for offsite contributions.

When new affordable homes are developed we work with our development partner housing associations to develop homes that are a mix of sizes, types and tenures. We will in particular be encouraging our partners to develop some high quality one bedroom homes to attract under occupiers to move and free up their family homes. To achieve this we will:

- in partnership with housing associations develop new small affordable homes that will attract under occupiers

**Rural Housing Development**

The Council makes a financial contribution towards the work of the Surrey Rural Housing Enabler. Their work includes undertaking community-led parish housing needs surveys, working with local communities, providing independent advice and support to all parties involved in the development process.

Needs surveys have recently been completed for Headley and Newdigate and at the time of writing a needs survey was underway for Brockham with others under discussion with the parish councils. To progress this work we will:

- encourage parish councils to work with the Surrey Rural Housing Enabler to commission housing needs surveys and identify suitable rural exception sites.

**Gypsies and Travellers**

Mole Valley currently has 17 public pitches for Gypsies and Travellers on four sites and another five pitches on four private sites. Planning permission has been granted for the development of one additional pitch at three of the four public sites. Draft proposals suggest the further provision of six or seven new pitches by 2016. Land will be identified in
2010 through the preparation of the Land Allocations Development Plan Document which forms part of the LDF.

The public sites are managed locally by the Council on behalf of Surrey County Council. The County has recently reviewed the management arrangements and the existing agency agreement with Mole Valley will be reviewed during 2009/10 to ensure clearer roles, responsibilities and improved performance by all parties involved. To continue this work we will:

- develop three additional public pitches for Gypsy and Traveller families;
- inform the process to identify land for additional pitches; and
- review the Gypsy and Traveller site agency agreement with Surrey County Council.

**Improving Housing Standards**

**Mole Valley Housing Association**

Mole Valley Housing Association bought the Council’s housing stock in 2007 and is committed to ensure their homes meet the Government’s Decent Homes Standard. In Middlemead, Bookham it has a number of homes that are of non-traditional construction. The fabric is concrete panels that make the houses cold and difficult to heat and insulate. Over the next ten years the Association intends, in consultation with the tenants and in partnership with the Council, to replace these homes and redevelop the area by making better use of the land. To assist the Association we will:

- identify how we can assist with the process of replacing these affordable homes.

**Mobile Home Sites**

Mole Valley has over 1,100 mobile homes on sites throughout the area. The Council is responsible for licensing and monitoring these sites. Our repair grants policy includes a Park Home Assistance Grant to help with common disrepair issues, such as a lack of insulation, rotting floors and damp. To continue this work we will:

- promote the Park Home Assistance Grant to owners of mobile homes on the Council’s website, in leaflets, in the local press and when staff are on inspection visits.

**Disabled Facilities Grants**

On behalf of the Council, Anchor Staying Put administers our Disabled Facilities Grants (DFG) and Roof Repair and Boiler Replacement schemes.
We wish to improve the speed and efficiency of the DFG process for the benefit of grant applicants. To do this we are looking to develop a joint a database of client records that will enable us to monitor progress. The database will be available to Anchor, the Council and Surrey County Council. To achieve this we will we will:

- set up a database to track clients, as they progress through the DFG application process.

**Making Homes Energy Efficient**

The Council offers Warmfront Grants and Warmfront Top up grants. To tackle fuel poverty a Boiler Replacement Scheme has been implemented to help vulnerable older people with failed boilers. When a boiler has failed Anchor Staying Put will immediately provide temporary heating and will then replace it and carry out other ancillary works needed. To continue this work we will:

- promote the Boiler Replacement Scheme for vulnerable older people on the Council’s website and in leaflets and in the local press.

**Improving Housing & Support for Vulnerable People**

**Older People**

The 2007 Housing Needs Survey forecast that there will be a significant growth in the over 65 age group over the next 20 years. There will be around 50% more people over 80 years old in Mole Valley in 2026 than in 2006. This will place increased pressure on housing and support services in the area.

In October 2008, the Council commissioned David Couttie Associates to undertake a review of the housing needs of older people within Mole Valley. The study will provide information on the housing situations of older people aged 60 and over and their aspirations for the future. The conclusion of the study will inform future housing and planning policies.

A review of Mole Valley Housing Association’s (MVHA) sheltered housing stock is being undertaken to tackle long-term void issues, address changes in the national agenda and the changing demands and aspirations of older people. The Council is working with MVHA and Surrey County Council to examine the use of current stock and the tackle the need for extra care sheltered housing. To continue this work we will:

- use the older persons’ housing needs study to develop a strategic plan to meet the housing needs of older people;

- work in partnership with MVHA and other housing associations to review the sheltered housing stock and it’s future use; and
identify sites for extra care sheltered housing schemes.

**Leatherhead Night Hostel and Pitstop**

Provision and support for homeless households in Mole Valley includes the Leatherhead Night Hostel and Pitstop.

Leatherhead Night Hostel currently provides emergency direct access accommodation for twelve people in three shared rooms. Approximately 34 referrals are received per month and the average stay is ten weeks. An extensive refurbishment is planned to provide nine ensuite single rooms and one double room. A Places for Change Programme (PCP) grant has been received from the Government to part fund the refurbishment, which should be completed by March 2011. The hostel will also transform the services it currently provides by providing a higher degree of support and training to residents to prepare them for independent living.

Pitstop a voluntary run day centre where unemployed, ex-offenders, homeless and socially isolated people over the age of 16, living in and around or passing through Mole Valley can receive shelter, food and support. We are have encouraged the Pitstop to improve it is management, governance and services by working with Homeless Link, which receives government funding to promote best practice. To continue our work with these organisations we will:

- redevelop the Leatherhead Night Hostel to provide improved accommodation and services; and

- continue to encourage the Pitstop to improve and adopt best practice for the benefit of its customers.
# Mole Valley District Council Action Plan 2009-13

[To be read in conjunction with the East Surrey Action Plan]

## Mole Valley actions

<table>
<thead>
<tr>
<th>No.</th>
<th>Action</th>
<th>Deliverable</th>
<th>Completion Date</th>
<th>Lead Person / Agency</th>
<th>Partners</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Preventing homelessness</td>
<td>Implement and monitor the Homelessness Strategy Action Plan 2008-13 Complete the actions in the Homelessness Strategy</td>
<td>2013</td>
<td>Housing Needs Manager</td>
<td>Voluntary Sector Statutory sector</td>
<td>Existing resources</td>
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<tr>
<td>2</td>
<td>Making best use of the affordable housing stock</td>
<td>Review the Housing Allocations Policy to assess the levels of priority awarded to those who are living in overcrowded conditions and those under occupying their homes. Review the housing allocations policy, consult, seek Council approval and implement</td>
<td>2010</td>
<td>Housing Needs Manager</td>
<td>Housing associations Housing association tenants Housing applicants Voluntary organisations</td>
<td>Existing resources</td>
</tr>
<tr>
<td>3</td>
<td>Building new homes</td>
<td>Publish a supplementary planning document on the development of affordable housing and the calculation for offsite contributions. Produce a draft supplementary planning document on affordable housing Consult Seek approval and implement</td>
<td>2009/10</td>
<td>Senior Planning Policy Officer Strategic Housing Manager</td>
<td>Housing associations Developers Land owners</td>
<td>Existing resources</td>
</tr>
<tr>
<td>4</td>
<td>Building new homes</td>
<td>In partnership with housing Develop new small affordable homes to attract</td>
<td>2013</td>
<td>Strategic Housing Manager</td>
<td>Housing associations</td>
<td>Existing resources</td>
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<td></td>
<td><strong>Rural housing development</strong></td>
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<td>5</td>
<td>Encourage parish councils to work with the Surrey Rural Housing Enabler to commission housing needs surveys and identify suitable rural exception sites.</td>
<td>Conduct at least one new housing needs survey per year For each survey completed conduct a site identification and evaluation process For viable rural exceptions sites identified work with housing association partners to deliver rural affordable housing schemes Deliver one affordable housing scheme every other year</td>
<td>2013</td>
<td>Strategic Housing Manager Senior Planning Policy Officer Surrey Rural Housing Enabler</td>
<td>Housing associations Parish councils Residents of rural villages and settlements Land owners Developers</td>
<td>Existing resources</td>
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<thead>
<tr>
<th></th>
<th><strong>Gypsies and Travellers</strong></th>
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<tr>
<td>6</td>
<td>Develop three additional public pitches for Gypsy and Traveller families</td>
<td>Three additional pitches developed and completed</td>
<td>2009/10</td>
<td>Planning Policy Manager</td>
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<tr>
<td>No.</td>
<td>Category</td>
<td>Description</td>
<td>Year</td>
<td>Responsible Officer(s)</td>
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<tr>
<td>7</td>
<td>Gypsies and Travellers</td>
<td>Inform the process to identify land for additional Gypsy and Traveller pitches</td>
<td>2010</td>
<td>Senior Planning Policy Officer, Strategic Housing Manager</td>
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<tr>
<td></td>
<td></td>
<td>Land identified for the Land Allocation Development Planning Document</td>
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<tr>
<td>8</td>
<td>Gypsies and Travellers</td>
<td>Review the Gypsy and Traveller site agency agreement with Surrey County Council</td>
<td>2009/10</td>
<td>Strategic Housing Manager, Gypsy and Traveller Officer</td>
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<td></td>
<td></td>
<td>New agency agreement in place and implemented</td>
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**PRIORITY TWO – IMPROVING HOUSING STANDARDS**

<table>
<thead>
<tr>
<th>No.</th>
<th>Category</th>
<th>Description</th>
<th>Year</th>
<th>Responsible Officer(s)</th>
<th>Authority</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Mole Valley Housing Association</td>
<td>Identify how the Council can assist the association to replace the non-traditionally built homes at Middlemead, Bookham</td>
<td>2013</td>
<td>Strategic Housing Manager</td>
<td>Mole Valley Housing Association</td>
<td>Existing resources</td>
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<tr>
<td></td>
<td></td>
<td>Through established joint working arrangements with the Association contribute, as appropriate, to the redevelopment of Middlemead, Bookham</td>
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<td>10</td>
<td>Mobile home sites</td>
<td>Promote the Park Home Assistance Grants to owners of mobile homes using the Council’s website, leaflets, local press and when staff are on inspection visits</td>
<td></td>
<td>Principal Environmental Health Officer - Residential</td>
<td></td>
<td>Existing resources</td>
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<td></td>
<td></td>
<td>Leaflet available Information on the website Information annually in the Council’s magazine Increased take up of scheme</td>
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<tr>
<td>11</td>
<td>Disabled Facilities Grants</td>
<td>Improved efficiency and reduced waiting times for</td>
<td>2011</td>
<td>Principal</td>
<td>Anchor Staying Put</td>
<td>Existing resources</td>
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<tr>
<td>PRIORITY THREE – IMPROVING HOUSING &amp; SUPPORT FOR VULNERABLE PEOPLE</td>
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<td><strong>12 Making homes energy efficient</strong></td>
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<td>Promote the Boiler Replacement Scheme and Warmfront top-up grant for vulnerable older people</td>
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<td>Set up a database to track clients as they progress through the Disabled Facilities Grant (DFG) scheme</td>
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<td>DFG applicants</td>
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<td>A monitoring system to be put in place to identify the efficiencies achieved</td>
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<td>Environmental Health Officer - Residential</td>
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<td>Monitor uptake annually</td>
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<td>Principal Environmental Health Officer - Residential</td>
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<td>Anchor Staying Put</td>
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<td>Existing resources</td>
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<td><strong>13 Older people</strong></td>
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<td>Use the older housing needs persons study to develop a strategic plan of action to meet the housing needs of older people</td>
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<td>Publish and implement a plan</td>
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<td>2010</td>
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<td>Strategic Housing Manager</td>
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<td>Voluntary sector Surrey Primary Care Trust Housing associations Surrey County Council</td>
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<td>Existing resources</td>
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<td><strong>14 Older people</strong></td>
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<td>Participate in Mole Valley Housing Association’s review of its sheltered housing stock and strategy for future use</td>
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<td>Participated, influenced and supported the review in accordance with the strategic housing plan for older people</td>
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<td>2010</td>
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<td>Strategic Housing Manager</td>
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<td>Mole Valley Housing Association Surrey Supporting People</td>
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<td><strong>15 Older people</strong></td>
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<tr>
<td>Identify sites for extra care housing schemes</td>
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<tr>
<td>Sites for extra care housing schemes identified</td>
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<td>2011</td>
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<td>Strategic Housing Manager</td>
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<td>Mole Valley Housing Association Surrey County</td>
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<td>Existing resources</td>
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</tbody>
</table>
|   | **Leatherhead Night Hostel**  
Redevelop the Leatherhead Night Hostel to provide improved accommodation and enhanced day and night time service | Night hostel redeveloped  
Enhanced day and night time service | March 2011 | Strategic Housing Manager | Leatherhead Night Hostel  
Raven Housing Trust  
Homeless Link  
Supporting People  
Homes and Communities Agency | Homes and Communities Agency Places for Change  
capital funding £340,000  
Leatherhead Night hostel £80,000  
Mole Valley District Council £80,000 |
|---|---|---|---|---|---|
| 17 | **Pitstop**  
Continue to encourage the Pitstop to improve and adopt best practice | Monitor that the Pitstop has implemented health and safety procedures, completed risk assessments and is governed in accordance with the Charity Commission’s rules | Annual review of progress | Strategic Housing Manager | Pitstop | Existing resources |
In common with the East Surrey authorities, the demand for affordable housing is high. The number of households applying to join the Council’s Housing Register is increasing each year and at the same time the number of households needing housing advice is rising. Whilst we continue to develop new affordable housing in partnership with housing associations and developers we cannot meet the rising levels of need.

As part of our homelessness prevention approach, we work closely with a range of support agencies, housing associations and public sector agencies. Our joint and proactive approach includes identifying and responding to households threatened with homelessness, providing support for tenancy sustainment, providing advice to applicants and landlords, mediating as well as identifying housing solutions appropriate to individual households.

Regeneration is a priority in Reigate and Banstead. There are four regeneration areas across the Borough Redhill Town Centre, Preston, Merstham and Horley Town Centre. These areas aim to bring about social, economic and environmental improvements. The delivery of new housing is key an important aspect of our plans. Redhill Town Centre is the focus of Growth Points Funding having been identified as a regional hub with Reigate and a growth area. The regeneration of Redhill will deliver a programme of improvements to enhance the regional role of Redhill as a centre for significant employment, retail, and leisure facilities, new housing and transport services.

Preston regeneration aims to bring about social and physical renewal in Preston neighbourhood including development of a new community hub, new homes and improvements to existing homes and the local environment. The focus for regeneration in Merstham is the development of a multi purpose community hub. This could bring together a range of services such as GP services, the library and local church as well as rooms for community activities.

Horley is the subject of large scale development which has created an opportunity for the regeneration of Horley Town Centre. The Horley Masterplan sets out our plan for building 2,600 homes in two neighbourhoods. As part of this significant development a package of community benefits will deliver a new leisure centre, Town Park, neighbourhood centres, new public transport services and improved library and youth facilities. These additional homes have also provided the opportunity to improve the vitality and viability of the town centre through improvements to retail, social and leisure facilities, the environment, and transport.
10.1 Priority One - Creating Housing Opportunities

The Council has made significant improvements to the Housing Options service over the last five years with a resultant reduction in homelessness. With a focus on homelessness prevention, advice and assistance, officers undertake detailed casework to help applicants identify their housing options. The Council rarely uses bed and breakfast accommodation. The use of private sector renting is an important tool for the Options Service, and the NextStep rent deposit scheme, funded in part by the Council, has assisted many households to privately rent. During the coming years the Team expects the economic recession to impact on an increasing number of households, early intervention, partnership working and effective casework will be key to continuing the success of the Housing Options team.

More and more households are now joining the Council’s housing register. Affordability remains a problem for many households on moderate or low incomes. Home Choice is proving popular with our customers but it does not increase the number of homes that are available to let.

Developing new affordable homes remains a priority for the Council. It works closely with developing housing associations and is delivering a number of new affordable homes, notably on the Watercolour and Park 25 development sites and Horley new neighbourhoods. New housing will be delivered in the regeneration areas, the Council will take a flexible approach to the delivery of affordable housing in this area to ensure it creates balanced sustainable communities.

To deliver this priority we will:

- Implement and monitor the Homelessness Strategy 2009-14
- Develop a family intervention service to reduce evictions caused by the breakdown of family relationships
- Introduce a rent deposit scheme for non-priority homeless households
- Work with Raven Housing Trust to explore the option of taking responsibility for their transfer waiting list
- Aim to deliver 150 new affordable housing units annually in a mix of tenures and sizes
- In the Council’s four regeneration areas the Council will take a flexible approach to the delivery of affordable housing taking account of socio-economic factors and the existing tenure and the mix of property types of the area
- Explore innovative solutions so that we can achieve tenure mixes on development sites taking account of the current economic climate
- Investigate opportunities to re-use or re-provision redundant affordable housing that no longer meets current housing need or standards
10.2 Priority Two - Improving Housing Standards

The Council uses the Housing Health and Safety Rating System to identify and tackle the most serious hazards in private sector housing. We also operate a grant system to assist qualifying homeowners to undertake repairs to their homes. Increasing thermal efficiency is one of the most effective ways of assisting private homeowners to improve their homes. The Council has assisted many home owners improve their heating systems with new boilers. We are keen to target our efforts as effectively as possible and are exploring ways to collect and maintain a property database about the condition and energy efficiency of borough homes.

To deliver this priority we will:

- Explore the potential for the compilation a database about the condition and energy efficiency of housing stock in the borough. This information will inform new initiatives on tackling disrepair and improving the energy efficiency and sustainability of the Borough’s housing stock

10.3 Improving Housing & Support for Vulnerable People

Supported housing and floating support services are a valuable resource and enable many vulnerable households to live independently. The Council works closely with the Surrey Supporting People Team to identify need and develop new services.

To deliver this priority we will:

- Seek to deliver affordable housing for a number of specific needs groups including people with autism, mental health problems and people with a learning disability
## Creating Housing Opportunities

<table>
<thead>
<tr>
<th>No.</th>
<th>Action</th>
<th>Performance Measure</th>
<th>Completion Date (s)</th>
<th>Lead Person / Agency</th>
<th>Partners</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Implement and monitor the Homelessness Strategy 2009-14</td>
<td>Implement the actions in the Homelessness Strategy</td>
<td>2014</td>
<td>Housing Needs Manager</td>
<td>Statutory agencies Voluntary organisations Housing associations Support agencies</td>
<td>Existing resources</td>
</tr>
</tbody>
</table>
| 2   | Identify good practice and develop initiatives such as a family mediation service, with the aim of preventing homelessness caused by family breakdown | • New initiatives developed  
• Reduction in homelessness caused by parent, other relative and friend eviction | 2009                | Housing Needs Manager         | Surrey Housing Needs Managers Group                                                       | Existing resources      |
| 3   | Introduce a rent deposit scheme for non-priority homeless households   | • 5 households assisted in year 1  
• 10 households assisted in year 2  
• 10 households assisted in year 3 | 2010                | Housing Needs Manager         | NextStep                                                                    | Existing Resources      |
| 4   | Work with Raven Housing Trust to explore taking responsibility for their transfer list | • Provision of a one stop housing options service by the Council                      | 2009/10             | Housing Needs Manager         | Raven Housing Trust                                                                      | Existing Resources      |
5. Aim to deliver 100 affordable housing units annually in a mix of tenures & sizes, through the planning process, on land currently owned by housing associations, new sites, redevelopment of existing homes

- 100 units delivered 2009/10
- 100 units delivered 10/11
- 100 units delivered 11/12
- 100 units delivered 12/13

Annually up to 2012/13

<table>
<thead>
<tr>
<th>Housing Development Manager</th>
<th>Preferred RSL Partners</th>
<th>Subject to Housing &amp; Communities Agency funding</th>
</tr>
</thead>
</table>

6. In the Council’s regeneration areas take a flexible approach to the delivery of affordable housing taking account of socio-economic factors and the existing property type and tenure mix of the area

Delivery of appropriate affordable housing in the Council’s four Regeneration Areas:
Preston
Merstham
Redhill Town Centre
Horley Town Centre

Ongoing

<table>
<thead>
<tr>
<th>Housing Development Manager / Regeneration Manager / Property Manager</th>
<th>Private Developers Raven Housing Trust Local stakeholders</th>
<th>Subject to Housing &amp; Communities Agency funding and s106 negotiation</th>
</tr>
</thead>
</table>

7. Explore opportunities to re-use or re-provision redundant affordable housing that no longer meets current housing need or standard

Improve & extend temporary accommodation at Massetts Road, Horley
Prepare proposals for the improvement or replacement of temporary accommodation at Colne House, Redhill.
Work with existing RSLs to improve or replace some sheltered housing.

<table>
<thead>
<tr>
<th>Housing Development Manager</th>
<th>Raven Housing Trust and other RSLs in the Borough</th>
<th>Subject to Housing &amp; Communities Agency funding and s106 negotiation</th>
</tr>
</thead>
</table>
### IMPROVING HOUSING STANDARDS

<table>
<thead>
<tr>
<th>No.</th>
<th>Action</th>
<th>Performance Measure</th>
<th>Completion Date</th>
<th>Lead Person / Agency</th>
<th>Partners</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>Explore the potential of compiling a database about the condition and energy efficiency of housing stock in the Borough to inform initiatives on tackling disrepair, improving energy efficiency and stock sustainability</td>
<td>Database compiled and in use</td>
<td>2012/13</td>
<td>Head of Housing</td>
<td>British Research Establishment</td>
<td>Existing resources</td>
</tr>
</tbody>
</table>

### IMPROVING HOUSING & SUPPORT FOR VULNERABLE PEOPLE

<table>
<thead>
<tr>
<th>No.</th>
<th>Action</th>
<th>Performance Measure</th>
<th>Completion Date</th>
<th>Lead Person / Agency</th>
<th>Partners</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Seek to deliver affordable housing for a number of specific groups including people with autism, mental health problems and a learning disability</td>
<td>Two schemes delivered</td>
<td>2012/13</td>
<td>Housing Development Manager</td>
<td>Surrey County Council Surrey Supporting People team RSLs</td>
<td>Subject to Housing &amp; Communities Agency funding and s106 negotiation. Appropriate revenue funding</td>
</tr>
</tbody>
</table>
There are 34,264 dwellings in the district, which covers an area of approximately 24,819 hectares. 88% of these homes are in private ownership. The district is largely rural in character, with the mostly urban areas of Caterham, Warlingham, Whyteleafe and Oxted all situated in the north of the district. 94% of Tandridge is designated Green Belt, which although constrains the location of development, also prevents unsustainable expansion of the urban areas.

Tandridge has good rail connections to London and strong road links via the M25, M23 and A22. Tandridge is one of the least deprived districts in England, being ranked at 323 out of 354. However, there are some small pockets of relative deprivation. People in Tandridge are generally in good health and the district has the fourth lowest crime rate in Surrey. These factors contribute to an average house price in October to December 2008 of £334,817. This is 26% higher than the South East average.

**Priority One - Creating Housing Opportunities**

The numbers of homelessness applications and acceptances has fallen dramatically over the last 10 years. From 1998-2003, an average of 150 households formally applied as homeless to the Council each year, with, on average, a duty to provide accommodation being accepted to 89 households per year. By 2008, the numbers of applications and acceptances had fallen to 47 and 17 respectively.

The main reason for this change is believed to be the focus on homelessness prevention activities and advice prior to applicants becoming statutorily homelessness, which is one of the main aims of our Homelessness Strategy. Procedures have been put in place with partner agencies to ensure that appropriate early intervention measures are available to allow households to remain in their existing homes where possible and be made aware of all available housing options.

The Council has increasingly had to access the private rented sector in order to prevent homelessness and reduce the use of temporary accommodation. The Council’s Private Sector Access Scheme has proved to be a success for both tenants and landlords. A dedicated Private Sector Access Officer has been appointed to be primarily responsible for increased marketing of the scheme, streamlining housing benefit processes and routine liaison with landlords.

The affordable housing requirements contained within the Tandridge Core Strategy that was adopted in October 2008 include that up to 34% of dwellings on eligible sites will be affordable. The Council is eager to see the development of additional two and three bedroom properties, as there is a surplus of high density one bedroom properties, which
although meeting current market need, may not be sustainable in the longer term. The majority of new housing developments are located in the more urban areas to the north of the district, particularly such as Caterham and Whyteleafe. However, due to the largely rural character of the district, the Council is committed to working with Parish Councils and the Surrey Rural Housing Enabler to identify small scale social housing development opportunities in rural villages.

SEERA’s Partial Review of the Regional Spatial Strategy for the South-East: Provision for Gypsies & Travellers & Travelling Showpeople identified a need for 7 additional pitches to provide suitable accommodation for gypsy and traveller households and 1 for Travelling Showpeople, therefore the Council is examining the ways that this can best be met.

**To deliver this priority we will:**

- Reduce the number of people in temporary accommodation to 30 by 31st March 2010
- Reduce homelessness applications
- Keep use of bed & breakfast accommodation to an absolute minimum
- Maximise the provision of newly-built affordable homes that meet local housing needs in order to meet the Surrey LAA target of 3,493 new homes in E Surrey from 2008-11 (323 in Tandridge)
- Increase the number of new and existing homes that meet the requirements of disabled residents
- Continue working with the Surrey Rural Housing Enabler and local communities to develop affordable housing on small scale sites on land adjoining or closely related to defined rural settlements through the rural exception scheme
- Work with planning colleagues to identify the means by which the Council can meet its additional quota of pitches for Gypsies and Travellers.

**Priority Two: Improving Housing Standards**

Tandridge District Council is the only one of the East Surrey authorities that still owns and manages its housing stock. Therefore, the local delivery of the East Surrey Housing Strategy is closely linked to the Housing Revenue Account (HRA) Business Plan, Asset Management Plan and Capital Strategy.

The Council has a £2.5 million annual investment programme to maintain and improve its housing stock. Priorities for investment include:

- essential works to ensure that homes that currently fail the Government’s Decent Homes Standards are completed and an ongoing programme of maintenance to prevent homes from failing in future
other essential maintenance, such as footpaths, garages and drainage, together with work required to meet health and safety and legislative requirements (e.g. asbestos removal, digital television aerials);

other improvement works including converting harder-to-let bedsits into self-contained units; kitchen and bathroom modernisation; adapting homes to meet the need of disabled residents; community safety and energy efficiency.

The Council provides an in-house Home Improvement Agency and Handyperson service to assist older or disabled owner-occupiers maintain and improve their properties. It also supports the Housing Options for Older People service. This service provides help and advice to older people that are currently living in unsuitable accommodation to move home. Both owner occupiers and social housing tenants can access this service and referrals are made through the Care and Repair Team.

The Private Sector Housing Team enforces standards in private rented homes and can advise owners on home improvement and energy grants.

**To deliver this priority we will:**

- Reduce under occupation through moving incentives and support.
- Reduce the proportion of non-decent homes Council homes to 1% by 31<sup>st</sup> March 2010
- Improve health and safety in the home through appropriate advice and use of legislation.
- Improve domestic energy efficiency through the promotion of grants for insulation and other methods and the promotion of sustainable energy

**Priority Three: Improving Housing & Support for Vulnerable People**

Housing for vulnerable people is a key priority for Tandridge District Council. The Council provides in-house sheltered housing and Care & Repair services. In 2009, the Council are embarking on a strategic review of the sheltered housing service. The results of this review will shape the future of the service for the next to 10 to 15 years, including the type, location and scale of the service. The Council also provides an in-house Community Alarm service which also offers a range of Telecare peripherals aimed at maintaining independence in the home.

The Council is also working with Surrey County Council and others to improve accommodation and independent living services for a wide variety of client groups. An example is the new development of eight flats for people with learning and physical disabilities which is under construction at Robinsfield in Caterham. This scheme is being developed in partnership with Hyde Housing Group and Surrey County Council.
It is also particularly keen to work with Social Care colleagues to develop extra care accommodation in the District.

**To deliver this priority we will:**

- Undertake a strategic review of the Council’s sheltered housing service by December 2009

- Develop new supported housing services to meet emerging needs such as Extra Care housing primarily for older persons and improved provision for 16/17 year olds

- Maintain and encourage independent living through accessible and targeted housing support services (1,170 people in receipt of Supporting People funded services on 1st April 2008)

- Promote the Care & Repair Scheme to ensure that it delivers its contracted targets and continues to provide good value for money.
### CREATING HOUSING OPPORTUNITIES

<table>
<thead>
<tr>
<th>No</th>
<th>Action</th>
<th>Performance Measure</th>
<th>Completion Date</th>
<th>Lead Person/Agency</th>
<th>Partners</th>
<th>Resources</th>
<th>Strategic Fit</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Maximise the provision of newly-built affordable homes that meet local housing needs in order to meet the Surrey LAA target of 3,493 new homes in E Surrey from 2008-11</td>
<td>Completion of 323 new affordable homes in Tandridge from 2008-2011. Deliver on future targets.</td>
<td>March 2011 (&amp; ongoing)</td>
<td>Enabling Officer</td>
<td>RSLs, HCA, Planning dept, SCC</td>
<td>NAHP</td>
<td>Surrey LAA, SE Plan, LDF</td>
</tr>
<tr>
<td>2</td>
<td>Increase the number of new and existing homes that meet the requirements of disabled residents</td>
<td>10% of affordable homes to wheelchair standard. 25 adaptations (DFGs) per year completed through Care &amp; Repair</td>
<td>Ongoing</td>
<td>Enabling Officer, Care &amp; Repair Officer, Private Sector Housing Manager</td>
<td>RSLs, HCA, NAHP</td>
<td>NAHP</td>
<td>Surrey LAA, NAHP, Surrey SP Strategy</td>
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<tr>
<td></td>
<td>Agency</td>
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<tr>
<td>3</td>
<td>Continue working with the Surrey Rural Housing Enabler and local communities to develop affordable housing on small scale sites on land adjoining or closely related to defined rural settlements through the rural exception scheme.</td>
<td>Commission at least one local housing needs survey per year. At least one Planning permission sought per year. In-year bids submitted to HC where appropriate. Ongoing</td>
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<tr>
<td></td>
<td>Enabling Officer Senior Housing Strategy Officer</td>
<td>RSLs, HCA, Parish Councils, Rural Housing Enabler</td>
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<tr>
<td></td>
<td>NAHP £4,000 per year funding for RHE</td>
<td>NAHP, Taylor Review</td>
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<tr>
<td>4</td>
<td>Identify the means by which the Council can meet its quota of pitches for Gypsies and Travellers.</td>
<td>Explore the potential to develop new sites on private land in order to meet the identified pitch requirement in the South East Plan. Review management arrangements for current sites. Ongoing</td>
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<tr>
<td></td>
<td>Deputy Director Community Services (Housing)</td>
<td>Planning Department Surrey County Council</td>
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<tr>
<td></td>
<td>Not known</td>
<td>Tandridge District Core Strategy</td>
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</table>
## Improving Housing Standards

<table>
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<tr>
<th>Action</th>
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<th>Partners</th>
<th>Resources</th>
<th>Strategic Fit</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Reduce under occupation through moving incentives and support.</td>
<td>Ongoing</td>
<td>Strategy &amp; Enabling Manager</td>
<td>Care and Repair Project Officer</td>
<td>SP</td>
<td>SP Strategy</td>
</tr>
<tr>
<td></td>
<td>Three household moves facilitated through the TDC assisted purchase scheme per year.</td>
<td></td>
<td></td>
<td>Housing Estates Manager</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Eight households referred to the HOOPS scheme per year</td>
<td></td>
<td>Anchor</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>6</td>
<td>Reduce the proportion of non-decent homes Council homes to 1% by 31st March 2010</td>
<td>March 2010</td>
<td>Housing Technical Manager</td>
<td>Housing Revenue Account</td>
<td>HRA Business Plan</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Achieve and maintain 1% non decent homes target</td>
<td></td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Improve health and safety in the home through appropriate advice and use of legislation.</td>
<td>Ongoing</td>
<td>Private Sector Housing Manager</td>
<td>Landlords</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td>Reduce hazards in 10 homes through private sector housing team intervention</td>
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</tr>
<tr>
<td>Action</td>
<td>Performance Measure</td>
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<td>Resources</td>
<td>Strategic Fit</td>
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</tr>
<tr>
<td>8</td>
<td>Improve domestic energy efficiency through the promotion of grants for insulation and other methods and the promotion of sustainable energy</td>
<td>8 grants per year</td>
<td>Ongoing</td>
<td>Private Sector Housing Manager</td>
<td>Energy Companies, WarmFront</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>Undertake a strategic review of the Council’s sheltered housing service</td>
<td>Completed strategic review involving consultation with all current and future tenants, other providers and stakeholders. Planned actions for updating the service over 10-15 year period.</td>
<td>by December 2009</td>
<td>Older Persons’ Services Manager</td>
<td>Senior Housing Strategy officer, Supporting People, Social Care</td>
<td>Not known</td>
</tr>
<tr>
<td>10</td>
<td>Promote the Care &amp; Repair and Community Alarm Schemes to ensure that they deliver</td>
<td>Continue to monitor performance</td>
<td>Ongoing</td>
<td>Strategy &amp; Enabling</td>
<td>Supporting People</td>
<td>Supporting People</td>
</tr>
<tr>
<td>Contracted targets and continue to provide good value for money.</td>
<td>against targets including 700 handyperson per year, a net increase of 50 additional alarm clients per year and completing at latest two check visits per alarm client per year</td>
<td>Manager</td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

East Surrey Housing Strategy 2009-13
## Action Plan

### East Surrey Housing Strategy 2009-13

### Priority One – Creating Housing Opportunities

<table>
<thead>
<tr>
<th>No.</th>
<th>Action</th>
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<th>Lead Person / Agency</th>
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<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Provide additional funding for CABx and County Court Desks to reduce homelessness caused by repossession &amp; debt crisis. Funding to be targeted at those households seeking advice from East Surrey Housing Options Teams.</td>
<td>Decrease in homelessness caused by repossession and debt crisis - monitored monthly for CLG</td>
<td>2009/10</td>
<td>Housing Needs Managers</td>
<td>CAB</td>
<td>£22,000 2009/10</td>
</tr>
<tr>
<td>2</td>
<td>Develop initiatives to use the Homelessness Prevention Funding to prevent homelessness</td>
<td>Homelessness prevented</td>
<td>Ongoing</td>
<td>Housing Needs Managers</td>
<td></td>
<td>£131,500</td>
</tr>
<tr>
<td>3</td>
<td>Work with partners to identify additional housing and support options for people with complex needs</td>
<td>Reduction in the number of households with complex needs presenting as homeless</td>
<td>2013</td>
<td>Housing Needs Managers</td>
<td>Joint Supported Housing Panel, support agencies, Community Mental Health Teams, Police, Probation</td>
<td>Supporting People Funding subject to availability.</td>
</tr>
<tr>
<td>4</td>
<td>Set up the Trailblazers</td>
<td>a) Number of housing</td>
<td>a) Yr 1 – 50, Yr 2</td>
<td>Housing Needs Connexions, and</td>
<td>Year 1 - £120,000</td>
<td></td>
</tr>
<tr>
<td>Programme</td>
<td>Options clients referred to Employment Training Advisor</td>
<td>- 125, Yr 3 – 75 b) Yr1 – 40, Yr2 – 100, Yr 3 – 60 c) Yr 1 – 20, Yr2 – 35, Yr3 – 25 d) Yr1 – 10, Yr2 – 15, Yr3 – 12 e) Yr1 – 10, Yr2 – 20, Yr3 - 15</td>
<td>Managers (this project includes Elmbridge BC)</td>
<td>Jobcentre Plus</td>
<td>CLG and £25,000 Council funding (£5k per Council)</td>
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</tr>
<tr>
<td>options clients referred to Employment Training Advisor</td>
<td>b) Number of ‘better off at work’ calculations completed c) Number of clients going into employment d) Number of clients going into training e) Number of clients going into voluntary employment</td>
<td>- 125, Yr 3 – 75 b) Yr1 – 40, Yr2 – 100, Yr 3 – 60 c) Yr 1 – 20, Yr2 – 35, Yr3 – 25 d) Yr1 – 10, Yr2 – 15, Yr3 – 12 e) Yr1 – 10, Yr2 – 20, Yr3 - 15</td>
<td>Managers (this project includes Elmbridge BC)</td>
<td>Jobcentre Plus</td>
<td>CLG and £25,000 Council funding (£5k per Council)</td>
<td></td>
</tr>
<tr>
<td>Work on a sub-regional basis to develop joint and consistent approaches towards homelessness prevention and encourage housing associations to produce homelessness prevention policies.</td>
<td>All larger housing associations to evidence homelessness prevention policies and procedures. Good practice shared and adopted by all East Surrey authorities.</td>
<td>2013</td>
<td>Housing Needs Managers</td>
<td>All large housing associations with large stock holdings in East Surrey, support providers.</td>
<td>Existing resources</td>
<td></td>
</tr>
<tr>
<td>Make owner occupiers aware of the various Government schemes aimed at providing assistance to homeowners at risk of repossession</td>
<td>Information on range of options available to owner occupiers produced on leaflets, Council web pages, magazines and housing options interviews.</td>
<td>2009/2010</td>
<td>Housing Needs Managers</td>
<td>Existing resources</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Agree and implement the draft Surrey wide Protocol on homelessness 16/17 year olds.</td>
<td>16/17 year olds accepted as homeless placed in appropriate accommodation with support from the right</td>
<td>Aim to adopt 2009/10 Implement 2010/11</td>
<td>Housing Needs Managers</td>
<td>Surrey County Council (SCC)</td>
<td>Existing resources</td>
<td></td>
</tr>
</tbody>
</table>
Continue to work towards meeting the Government’s 2010 target to reduce temporary accommodation provision and improve the quality of remaining stock.

<table>
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<tbody>
<tr>
<td>9</td>
<td>Review East Surrey HomeChoice (ESHC) including its impact on geographical mobility, choice, allocations policies and the percentage of properties advertised by each partner.</td>
<td>Decision taken on extending the percentage of homes advertised for ESHC</td>
<td>2009/10</td>
<td>Housing Needs Managers</td>
<td>Housing associations</td>
<td>Existing resources</td>
</tr>
<tr>
<td>10</td>
<td>Explore advertising private rented homes and affordable homeownership properties on Home Choice.</td>
<td>Option of advertising private sector and affordable homeownership homes explored taking account of legal advice, and consultation. Decision taken on whether to extend advertising.</td>
<td>2009/10</td>
<td>Housing Needs Managers</td>
<td>Housing associations, Private landlords</td>
<td>Existing resources</td>
</tr>
<tr>
<td>11</td>
<td>Support the Surrey HomeBuy Zone Agent to promote affordable homeownership schemes in East Surrey.</td>
<td>Effective advertising of schemes and opportunities undertaken via Council websites.</td>
<td>ongoing</td>
<td>Housing Enabling &amp; Development Officers</td>
<td>Housing associations</td>
<td>Existing resources</td>
</tr>
<tr>
<td>12</td>
<td>Engage with private sector</td>
<td>System created to help</td>
<td>2013</td>
<td>Housing Needs</td>
<td>Private sector</td>
<td>Existing</td>
</tr>
</tbody>
</table>

EXTENDING CHOICE

<table>
<thead>
<tr>
<th>No.</th>
<th>Action</th>
<th>Performance Measure</th>
<th>Completion Date(s)</th>
<th>Lead Person / Agency</th>
<th>Partners</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Review East Surrey HomeChoice (ESHC) including its impact on geographical mobility, choice, allocations policies and the percentage of properties advertised by each partner.</td>
<td>Decision taken on extending the percentage of homes advertised for ESHC</td>
<td>2009/10</td>
<td>Housing Needs Managers</td>
<td>Housing associations</td>
<td>Existing resources</td>
</tr>
<tr>
<td>10</td>
<td>Explore advertising private rented homes and affordable homeownership properties on Home Choice.</td>
<td>Option of advertising private sector and affordable homeownership homes explored taking account of legal advice, and consultation. Decision taken on whether to extend advertising.</td>
<td>2009/10</td>
<td>Housing Needs Managers</td>
<td>Housing associations, Private landlords</td>
<td>Existing resources</td>
</tr>
<tr>
<td>11</td>
<td>Support the Surrey HomeBuy Zone Agent to promote affordable homeownership schemes in East Surrey.</td>
<td>Effective advertising of schemes and opportunities undertaken via Council websites.</td>
<td>ongoing</td>
<td>Housing Enabling &amp; Development Officers</td>
<td>Housing associations</td>
<td>Existing resources</td>
</tr>
<tr>
<td>12</td>
<td>Engage with private sector</td>
<td>System created to help</td>
<td>2013</td>
<td>Housing Needs</td>
<td>Private sector</td>
<td>Existing</td>
</tr>
</tbody>
</table>
landlords to develop a process for referring suitable housing register and housing options applicants to appropriate private rented homes. match private sector rented homes with suitable households waiting on Housing Registers or referred through Housing Options advice work.

<table>
<thead>
<tr>
<th>BUILDING NEW HOMES</th>
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<tbody>
<tr>
<td>No.</td>
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**MAKING BEST USE OF EXISTING HOUSING**

<table>
<thead>
<tr>
<th>No.</th>
<th>Action</th>
<th>Performance Measure</th>
<th>Completion Date</th>
<th>Lead Person / Agency</th>
<th>Partners</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>22</td>
<td>Develop a HOOPs service in East Surrey providing advice, help and practical support to older people wishing to downsize their home.</td>
<td>HOOPS advisors employed and assisting older people to move home.</td>
<td>2010/11</td>
<td>Housing Needs Managers</td>
<td>Voluntary sector, Home Improvement Agencies</td>
<td>Supporting People 2-year funding 2009-11</td>
</tr>
<tr>
<td>23</td>
<td>Continue to work with housing associations to develop/improve incentive schemes to encourage under occupying households to</td>
<td>Investigate the development of transfer incentive and hand holding schemes in place with all large social housing</td>
<td>2013</td>
<td>Housing Needs Managers</td>
<td>Housing associations</td>
<td>Existing resources</td>
</tr>
</tbody>
</table>
downsize and support extension schemes such as loft conversions to address over-occupation landlords. Support home extension schemes.

24 Continue to work with housing providers to improve the time taken for vacated social rented homes to be made available for letting

<table>
<thead>
<tr>
<th>No.</th>
<th>Action</th>
<th>Performance Measure</th>
<th>Completion Date</th>
<th>Lead Person / Agency</th>
<th>Partners</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>25</td>
<td>Use the Housing Health and Safety Rating System (HHSRS) to identify and reduce hazards in the private sector for the benefit of landlords and tenants and use enforcement powers when appropriate</td>
<td>Number of inspections per authority Number of notices served Number of notices complied with</td>
<td>Annual improvement</td>
<td>Private Sector Housing Managers</td>
<td>Private Sector Housing Managers</td>
<td>Existing resources</td>
</tr>
<tr>
<td>26</td>
<td>Work with developers and builders, using the HHSRS to inform development plans to reduce avoidable hazards in property conversions</td>
<td>Number of a planning applications commented on</td>
<td>Annual improvement</td>
<td>Private Sector Housing Managers Development Control Officers</td>
<td></td>
<td>Existing resources</td>
</tr>
<tr>
<td>No.</td>
<td>Objective</td>
<td>Details</td>
<td>Timeframe</td>
<td>Responsible Officer(s)</td>
<td>Resources</td>
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<tr>
<td>27</td>
<td>Increase the number of HMO landlords licensed and review existing schemes</td>
<td>Number of HMOs licensed per authority increased from the 2008/09 HSSA base rate</td>
<td>Annual improvement</td>
<td>Private Sector Housing Managers</td>
<td>Existing resources</td>
<td></td>
</tr>
<tr>
<td>28</td>
<td>Promote grants available to owner occupiers and landlords to improve the conditions of sub-standard properties</td>
<td>Each authority has a leaflet Information on the Councils’ websites Information annually in the Council’s magazines</td>
<td>Annual improvement</td>
<td>Private Sector Housing Officers</td>
<td>Existing resources</td>
<td></td>
</tr>
<tr>
<td>29</td>
<td>Maintain good working relationships between the Council and landlords by organising annual landlords information and good practice evenings with guest speakers</td>
<td>The authorities to have held a joint landlord forum once a year</td>
<td>Annual improvement</td>
<td>Private Sector Housing Officers</td>
<td>Private landlords</td>
<td></td>
</tr>
<tr>
<td>30</td>
<td>Consider the introduction of a landlord accreditation scheme to encourage greater partnership working with private landlords and ensure minimum standards</td>
<td>Investigations completed into the viability of an East Surrey accreditation scheme</td>
<td>2011</td>
<td>Private Sector Housing Officers</td>
<td>Private landlords</td>
<td></td>
</tr>
<tr>
<td>31</td>
<td>Inspect and improve facilities on public Gypsy &amp; Traveller sites to ensure standards are maintained in partnership with County</td>
<td>Public sites inspected regularly and improvements made from a 2008/09 condition base rate</td>
<td>Annual improvement</td>
<td>Gypsy and Traveller Officers</td>
<td>Surrey County Council</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Continue to work with housing associations to meet the progress of East Surrey</td>
<td>Annually monitor the progress of East Surrey</td>
<td>2010</td>
<td>Housing Enabling and Housing associations</td>
<td>Existing resources</td>
<td></td>
</tr>
<tr>
<td>No.</td>
<td>Action</td>
<td>Performance Measure</td>
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<tr>
<td>32</td>
<td>Continue to promote services provided by the home improvement agents</td>
<td>Each authority has a leaflet Information on the Council’s websites</td>
<td>Annual improvement</td>
<td>Private Sector Housing Managers</td>
<td>Anchor Housing Trust</td>
<td>Existing resources</td>
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<td></td>
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<td>Information annually in the Councils’ magazines</td>
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<tr>
<td>33</td>
<td>Further develop the Handyman service through additional funding from the Primary Care Trust and Surrey Supporting People</td>
<td>Number of jobs completed by the Handymen</td>
<td>Annual improvement</td>
<td>Privates Sector Housing Managers</td>
<td>Anchor Housing Trust Supporting People Team Surrey Primary Care Trust</td>
<td>Surrey Primary Care Trust Supporting People Government funding</td>
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**MAKING HOMES MORE ENERGY EFFICIENT**

<table>
<thead>
<tr>
<th>No.</th>
<th>Action</th>
<th>Performance Measure</th>
<th>Completion Date</th>
<th>Lead Person / Agency</th>
<th>Partners</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>34</td>
<td>Increase awareness of schemes to tackle fuel poverty including Warmfront by advertising the grants available for vulnerable homeowners and tenants</td>
<td>Each authority has a leaflet Information on the Council’s websites</td>
<td>Annual improvement</td>
<td>Private Sector Housing Managers</td>
<td>Warmfront</td>
<td>Existing resources</td>
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<tr>
<td></td>
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<td>Information annually in the Council’s magazines</td>
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<tr>
<td>35</td>
<td>Provide information and advice</td>
<td>Information sent to known</td>
<td>Leaflets sent</td>
<td>Private Sector Housing Managers</td>
<td>Private sector</td>
<td>Existing resources</td>
</tr>
<tr>
<td>Target</td>
<td>Action</td>
<td>Timeframe</td>
<td>Resources</td>
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<tr>
<td>to private landlords about home energy certificates and assistance available to improve their properties</td>
<td>landlords Information given at landlords forum</td>
<td>once per year</td>
<td>Housing Manager</td>
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<td></td>
<td></td>
<td></td>
<td>landlords</td>
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<td>resources</td>
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</tbody>
</table>

36 Provide information and advice about improving water efficiency by distributing leaflets and information on the Council’s websites | Each authority has a leaflet Information on the Councils’ websites Information annually in the Council’s magazines | Annual improvement | Sustainability Managers |
| | | | Water companies |
| | | | Existing resources |

37 Encourage developers of new affordable housing to achieve Level 3 or above of the Code for Sustainable Homes | Information included in Core Strategy and Affordable Housing Supplementary Planning Document Developers and housing associations aware | Information included in key documents by 2011 Promote to housing associations and developers once per year | Housing Strategy and Enabling Managers Planning Policy Managers |
| | | | Housing associations Private developers |
| | | | Existing resources |

38 Reduce the percentage of households in the private sector scoring under 35 in the Standard Assessment Procedure (national energy efficiency rating system) ratings | Reduce by 10% per year for the strategy period | Annual improvement | Private Sector Housing Managers |
| | | | Existing resources |

Increase the numbers of vulnerable households in fuel poverty | Number of Council and Warmfront grants completed per year | Annual improvement | Private Sector Housing Managers Warmfront |
| | | | Existing resources |

East Surrey Housing Strategy 2009-13
<table>
<thead>
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<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>39</td>
<td>Promote the East Surrey Private Sector Renewal Partnership schemes</td>
<td>Each authority has a leaflet Information on the Council’s websites Information annually in the Council’s magazines</td>
<td>Annual improvement</td>
<td>Private Sector Housing Managers</td>
<td>Government Office of the South East</td>
<td>Government Office of the South East</td>
</tr>
<tr>
<td>40</td>
<td>Bid for extra funding under the East Surrey Private Sector Renewal Partnership</td>
<td>Make an successful bid</td>
<td>2010</td>
<td>Private Sector Housing Managers</td>
<td>Government Office of the South East</td>
<td>Government Office of the South East</td>
</tr>
<tr>
<td>41</td>
<td>Explore extending schemes provided under the East Surrey Private Sector Renewal Partnership to include loan products</td>
<td>Investigate loan scheme</td>
<td>2010</td>
<td>Private Sector Housing Managers</td>
<td></td>
<td>Existing resources</td>
</tr>
</tbody>
</table>

**REDUCING EMPTY HOMES**

<table>
<thead>
<tr>
<th>No.</th>
<th>Action</th>
<th>Performance Measure</th>
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<th>Lead Person / Agency</th>
<th>Partners</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>42</td>
<td>Develop an East Surrey Empty Homes policy and procedure to help reduce the number of vacant properties in the district</td>
<td>Produce and implement an empty homes policy</td>
<td>2010</td>
<td>Housing Strategy and Development Managers</td>
<td></td>
<td>Existing resources</td>
</tr>
<tr>
<td>43</td>
<td>Raise awareness of empty homes issues through effective</td>
<td>Each authority has a leaflet that has been sent to all</td>
<td>2010</td>
<td>Housing Strategy and</td>
<td>Development Control Managers</td>
<td>Existing resources</td>
</tr>
<tr>
<td>Action</td>
<td>Impact and Details</td>
<td>Lead by</td>
<td>Resources</td>
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</tr>
<tr>
<td><strong>Promotion and Publicity</strong></td>
<td>Known empty home owners&lt;br&gt;Information on the Councils’ websites&lt;br&gt;Information annually in the Council’s magazines</td>
<td>Development Managers</td>
<td>Councils’ Solicitors&lt;br&gt;Private Sector&lt;br&gt;Housing Manager&lt;br&gt;Council Tax Manager</td>
<td></td>
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</tr>
<tr>
<td><strong>Extend and improve the Councils’ empty homes databases</strong></td>
<td>Data base in place of known empty homes and their owners</td>
<td>2011 Housing Strategy and Development Managers</td>
<td>Development Control Managers&lt;br&gt;Councils’ Solicitors&lt;br&gt;Private Sector&lt;br&gt;Housing Manager&lt;br&gt;Council Tax Manager</td>
<td></td>
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</tr>
<tr>
<td><strong>Encourage Council officers to identify empty homes</strong></td>
<td>Once per year publicise to all Council staff through e-mail or intranet</td>
<td>Annual improvement Housing Strategy and Development Managers</td>
<td>Existing resources</td>
<td></td>
<td></td>
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</tr>
<tr>
<td><strong>Promote options for bringing empty properties back into use</strong></td>
<td>Each authority has a leaflet that has been sent to all known empty home owners&lt;br&gt;Information on the Councils’ websites&lt;br&gt;Information annually in the Council’s magazines</td>
<td>2010 Housing Strategy and Development Managers</td>
<td>Existing resources</td>
<td></td>
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</tr>
<tr>
<td><strong>Promote the</strong> <a href="http://www.reportemptyhomes.com">www.reportemptyhomes.com</a></td>
<td>Each authority has a leaflet that has been sent to all</td>
<td>Annual improvement Housing Strategy and</td>
<td>Existing resources</td>
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East Surrey Housing Strategy 2009-13
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<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>48</td>
<td>Agree priority criteria for empty homes that will be considered for assistance or other action</td>
<td>Criteria developed and implemented including Empty Dwelling Management Orders and Compulsory Purchase Orders</td>
<td>2010</td>
<td>Housing Strategy and Development Managers</td>
<td>Development Control Managers Councils’ Solicitors Private Sector Housing Manager Council Tax Manager</td>
<td>Existing resources</td>
</tr>
<tr>
<td>49</td>
<td>Work in partnership with housing associations, support providers and Surrey County Council to identify suitable locations for the development of Extra Care housing</td>
<td>Progress made on at least three development of Extra Care housing on identified sites subject to planning and funding restrictions</td>
<td>2013</td>
<td>Enabling Officers/Managers</td>
<td>Supporting People RSLs HCA</td>
<td>Supporting People HCA funding</td>
</tr>
<tr>
<td>#</td>
<td>Description</td>
<td>Details</td>
<td>Year</td>
<td>Role</td>
<td>Funding Source</td>
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</tr>
<tr>
<td>50</td>
<td>Develop and promote a Home Ownership for people with Long-term Disabilities (HOLD) scheme in East Surrey</td>
<td>Make successful bid for funding to HCA for East Surrey scheme. 5 homes purchased per year</td>
<td>2011</td>
<td>Enabling Officers/Managers</td>
<td>Advance Housing Association HCA Surrey Adult Services</td>
<td>HCA funding</td>
</tr>
<tr>
<td>51</td>
<td>Work with partner agencies and Surrey Supporting People to identify and deliver housing options for 16/17 year olds in East Surrey</td>
<td>Deliver improved services for 16/17 year olds including the potential scheme in Epsom &amp; Ewell and floating support</td>
<td>ongoing</td>
<td>Housing Strategy and Development Managers</td>
<td>Supporting People RSLs HCA</td>
<td>Supporting People HCA funding</td>
</tr>
<tr>
<td>52</td>
<td>Work with support providers and the Surrey Supporting People Team to develop additional services to support people with complex and multiple needs such as mental health, drug / alcohol and / or history of offending</td>
<td>Develop additional services for this client group</td>
<td>ongoing</td>
<td>Housing Strategy and Development Managers</td>
<td>Supporting People RSLs HCA</td>
<td>Supporting People HCA funding</td>
</tr>
<tr>
<td></td>
<td>Explore the creation of an ‘information hub’ to be used as a resource by the public and professionals on the range of advice, support and housing services available in</td>
<td>Explore this resource with local sector agencies</td>
<td>2013</td>
<td>Housing Strategy and Development Managers</td>
<td>Supporting People Voluntary Sector Agencies</td>
<td></td>
</tr>
<tr>
<td>No.</td>
<td>Action</td>
<td>Performance Measure</td>
<td>Completion Date</td>
<td>Lead Person / Agency</td>
<td>Partners</td>
<td>Resources</td>
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<tr>
<td>53</td>
<td>Continue to work closely with housing associations and Social Care Teams to increase the number of homes adapted for wheelchair users to meet identified needs</td>
<td>Explore protocol to improve identification of clients and their needs to streamline process</td>
<td>ongoing</td>
<td>Housing Strategy and Development Managers</td>
<td>RSLs Care Managers</td>
<td>Existing resources</td>
</tr>
<tr>
<td>54</td>
<td>Support and promote the use of enhanced care and repair and handyperson services to help older people and people with disabilities to live independently</td>
<td>Extend the provision of Handyperson services</td>
<td>ongoing</td>
<td>Care and Repair Managers</td>
<td>Supporting People Occupational Therapists</td>
<td>Supporting People funding</td>
</tr>
<tr>
<td>55</td>
<td>Continue to promote assistive technology within East Surrey and extend the range of technologies available</td>
<td>Explore and implement new methods of using assistive technologies within the home</td>
<td>ongoing</td>
<td>Community Support Managers</td>
<td>Care Managers</td>
<td>To be agreed</td>
</tr>
<tr>
<td>56</td>
<td>Review existing specialist housing for older people, including possible refurbishment or redevelopment options and</td>
<td>Complete service reviews and implement action plans</td>
<td>2013</td>
<td>Older Persons service Managers</td>
<td>Housing Strategy and Development Managers Supporting People</td>
<td>To be agreed</td>
</tr>
<tr>
<td>No.</td>
<td>Service Modernisation where appropriate.</td>
<td>Action</td>
<td>Year</td>
<td>Responsible Bodies</td>
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</tr>
<tr>
<td>57</td>
<td>Continue our commitment to reviewing and updating all other existing services through the Supporting People framework and identification of best practice</td>
<td>Complete service reviews and implement action plans</td>
<td>2013</td>
<td>Older Persons Housing Providers</td>
<td></td>
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</tr>
</tbody>
</table>

East Surrey Housing Strategy 2009-13
12. EQUALITY IMPACT ASSESSMENT

Initial Screening

1. Name of Policy, Strategy, Function or Project being assessed

Existing/New or Proposed/Changing or updated – please specify:

East Surrey Housing Strategy 2009-13 (Epsom & Ewell, Mole Valley, Reigate & Banstead and Tandridge Councils).

2. Officers responsible for carrying out the assessment

Jayne Godden Miller, Head of Strategy & Enabling, Tandridge District Council

3. What is the main purpose and objectives of the Policy, Strategy, Function or Project being assessed?

Following on from a number of joint projects and studies, a joint developer’s consultation & IDEA seminar, officers decided to write a sub-regional strategy to provide a collective voice as many of the issues were the same and across a similar market.

The three main priorities of the Strategy are:

- creating housing opportunities,
- improving housing standards,
- improving housing and support for vulnerable people.

The Strategy links with a number of national, regional and corporate plans and strategies.

National policies include: 2006 Strong & Prosperous Communities to show the role of housing in an inclusive community; 2008 Lifetime Homes, Lifetime Neighbourhoods: A national strategy for Housing in an Ageing Society; 2009 Valuing People Now: A new three Strategy for People with Learning Disabilities; and the Taylor Review of the Rural Economy.

Reference is made to the Regional Housing Strategy 2008-11, which includes delivery of new affordable housing, improving quality of housing, enhanced Gypsy & Traveller provision and improved sustainability standards for all new and refurbished homes.

Relevant sub-regional plans include Surrey Supporting People Strategy 2008-11 and Surrey’s Interim Community Strategy 2008.
4. What do you think are the main issues relating to diversity within the Policy, Strategy, Function or Project?

Ensuring that the three main priorities of the Strategy allow for the needs of diversity groups to be sufficiently considered and reflected within both the body of the Strategy and the action plans.

Ensuring that information and learning points on the housing requirements from joint studies, such as the Gypsy & Traveller Accommodation Assessment, Extra Care for older people, Supporting People reviews, are incorporated into the Strategy and is given adequate attention alongside such major issues alongside affordability.

Ensuring that in the consultation process there was accessibility to all diversity groups so that they could contribute and make their views known.

5. Who will you need to consult with, both internally and externally, and how will you do it?

Consultation event was held in December 2008 – groups invited included supported housing associations, Social Care colleagues, and a number of interest groups including specialist housing and support organisations; East Surrey Valuing People Group; The Alzheimer’s Society; Age Concern; East Surrey Domestic Abuse Services; Surrey Community Action; and Tandridge and Reigate & Banstead Voluntary Service Councils.

Information on the Strategy and a standard template for comments was place on each of the authorities’ web-sites. Mole Valley’s included a video.

Information was sent separately to local and County Councillors.

Articles were placed in local newspapers and their Council magazines encouraging people to send in comments either electronically or via post.

Profile raised via an agenda item at the East Surrey Valuing People Group.

Mole Valley sought comments from its Local Youth Council, Mole Valley Housing Association tenants’ group and decision-making board.

Presentations were done to Tenants Groups in both Tandridge and Reigate & Banstead.
6. Please complete the following table considering where your proposal could have a positive or negative impact on any of the following equality groups:

<table>
<thead>
<tr>
<th>Equality Target Group</th>
<th>(a) Positive impact</th>
<th>(b) Negative impact</th>
<th>Reason / Comments or Gaps in knowledge</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grounds of race, ethnicity, colour or nationality e.g.</strong> People of different ethnic backgrounds including Gypsies, Travellers and refugees / asylum seekers, non-British European.</td>
<td>High</td>
<td>Low</td>
<td>X</td>
</tr>
<tr>
<td><strong>Grounds of gender or marital status:</strong> Women and men, civil partnerships, transgender or transsexual people</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td><strong>Grounds of sexual orientation:</strong> Lesbian, gay, bisexual</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td><strong>Grounds of religion or belief:</strong> Religious / faith or other groups with a recognised belief system.</td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td><strong>Grounds of disability</strong> Physical, Sensory, Mental or Learning impairment.</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Grounds of age</td>
<td>X</td>
<td>All grounds under any discriminatory legislation?</td>
<td>X</td>
</tr>
<tr>
<td>--------------------------------------------------------------------------------</td>
<td>---</td>
<td>--------------------------------------------------</td>
<td>---</td>
</tr>
<tr>
<td>Older people, children and young people.</td>
<td></td>
<td>Older people – reference to Lifetime Homes, Lifetime Neighbourhoods. It has been informed by Surrey’s Supporting People Strategy and builds on joint work on extra care. Also incorporates private sector work through Home Improvement Agencies &amp; on energy efficiency projects. The increase in housing includes family homes – larger home highlighted in some authorities. Reinforces peripatetic support schemes for homeless families.</td>
<td></td>
</tr>
<tr>
<td>All grounds under any discriminatory legislation?</td>
<td></td>
<td>The general benefits described above.</td>
<td></td>
</tr>
</tbody>
</table>

7. What actions could be taken to minimise a low negative impact?

The Strategy has been designed to be as inclusive as possible and also proportionate in line with diversity groups in East Surrey. The only area above that has been identified as possibly having a low negative impact is on faith or belief grounds, but this is simply erring on the side of caution as it is difficult to judge, due to the paucity of information in this area; but it would be fair to say that this is not an area considered within the Strategy.

Experience to date does not indicate that this is a particular area of concern and most contact with faith groups has been with Churches Together organisations, with particular reference to homelessness.
8. Is there any research or experience you could use to support your assessment?

Research:

Housing Needs Studies – these were carried out individually in each authority by the same consultant, which ensured consistency in approach. This was updated by a joint East Surrey Strategic Housing Markets Assessment (ESSHMA) which covered all 4 authorities in 2008 and partially updated in 2009 and once again the same consultant was used.

District & Borough Private Sector Stock Condition Surveys

Gypsy & Traveller Accommodation Assessment

Local housing data on homelessness, lettings, supported housing need, supply of new homes.

There are a number of multi-agency and cross-authority groups that discuss a wide range of issues and share experience and working practice. These include the Surrey Supporting People Joint Management Board, Housing Enabling Officers, Housing Needs Managers & Older Persons’ groups, Housing Study Group (private sector housing), Joint Supported Housing Panels and East Surrey Valuing People group.

9. What resource implications are linked to this Policy, Strategy, Function or Project?

Strategy officers from the four authorities have pooled their time and resources to work together. Existing mediums have been used for consultation, e.g. websites, local press and existing representative groups. Sharing the cost of the large consultation event in December and the update of the ESSHMA proved better value for money than doing it individually as before.

It is hoped that the approach taken in this Strategy will strengthen sub-regional bids for funding & projects by demonstrating a willingness to work together and shared common issues and objectives.

If there is a high negative impact you must undertake a full EIA.

Even if the impact is of low significance you may still wish to undertake a full impact assessment to enable a more thorough evaluation.

Signature(s):

Date completed

3rd June 2009