

# **Housing Statement Refresh**

**July 2018**

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## **Newcastle City Council Housing Statement Refresh – June 2018**

### **1. Our ambition**

In Newcastle we are working to create a city that is a 'Great Place to Live'. By this we mean a city with desirable neighbourhoods that offer a range of affordable and quality homes that meet people's needs, along with a strong sense of local identity and attractive well-used and popular public spaces and facilities.

These neighbourhoods will be accessible and well connected, with the overall positive affect of enabling all our communities to enjoy a high quality of health and well-being in a home of their choice for as long as they choose.

### **2. Background**

Cabinet approved the Housing Statement (2017-2020) in January 2017). The Housing Statement is based around 4 strategic priorities:

- a. Make best use of the City's existing housing stock**
- b. Delivering new homes to create greater choice**
- c. Provide advice, support and information to vulnerable people**
- d. Sustainable Economy and Sustainable Communities**

Due to the progress made against actions, newly arising actions, and changing national housing policy and funding streams, the existing approved Housing Statement has been reviewed, resulting in new actions and commitments.

*Section 6* of this update provides detail on the progress made against each of the strategic priorities.

### **3. Links to other documents:**

The Housing Statement is the overarching document for housing in the City. It brings into one place our strategic housing aims and ambitions, the housing related challenges we face, and the actions we will take to meet those challenges.

Flowing from the Housing Statement are other documents that add more detail to their subject matter:

**Gateshead Newcastle Core Strategy and Urban Core Plan.** The adopted core strategy and urban plan sets a target in Newcastle of 19,000 gross new homes, or 1,000 new homes per annum (2010-2030). To ensure we deliver on the affordable housing requirement, [Policy CS11](#) of our adopted Core Strategy and Urban Core Plan (2010 – 2030) states a requirement for 15% affordable units on sites of 15 or more. Of the number of affordable houses our evidence base tells us that, 65% should be for rent and 35% for intermediate tenure (discount purchase) - with the size requirement for affordable housing being for smaller units

**Specialist Housing Delivery Plan** (approved November 2017). This document shows how we will work in partnership to deliver suitable housing options, either through new build or via suitable adaptations and/or information and advice targeted at the following groups:

- Older People
- People with a learning disability and /or Autism
- People with a mental health condition
- People with a physical disability

The Specialist Housing Delivery Plan can be found via the following web-link:

[www.newcastle.gov.uk/sites/default/files/wwwfileroot/housing/final\\_shdp\\_nov - 17.pdf](http://www.newcastle.gov.uk/sites/default/files/wwwfileroot/housing/final_shdp_nov_-_17.pdf)

**Your Homes Newcastle (YHN) Business Strategy/ Delivery Plan.** The Your Homes Newcastle (YHN) Delivery Plan 2017-2018 supports the Business Strategy 2016-2020 by turning it into actions for the year. It is developed jointly with YHN and the City Council to ensure that it is aligned with the priorities as set out in the NCC Corporate Plan. Together with the strategic targets, it provides assurance that YHN are delivering housing services in accordance with the Management Agreement they have in place with the city council.

YHN's new Business Strategy 2018 – 2022 was agreed by YHN Board in June 2018. It will be supported by the YHN Delivery Plan 2018-2019 which YHN and NCC will develop and agree jointly

Link to YHN strategies: [www.yhn.org.uk/who-we-are/publication-scheme/strategies/](http://www.yhn.org.uk/who-we-are/publication-scheme/strategies/)

**Private Sector Housing Plan** (approved July 2016, refreshed July 2018) aims to ensure that residents, whether owner occupiers or privately renting tenants, are living in homes which are decent and suitable for their needs. The plan runs until 2019 and is split into 4 themes:

- Supporting owner occupiers
- Supporting the private rented sector
- Tackling privately owned empty properties
- Better alignment of housing and health services

The Private Sector Housing Plan can be found at: [www.newcastle.gov.uk/housing/housing-policy-plans-and-performance/private-sector-housing-plan](http://www.newcastle.gov.uk/housing/housing-policy-plans-and-performance/private-sector-housing-plan)

**2018/19 HRA Capital Investment Programme Profile (presented to Cabinet April 2018).**

The HRA Capital Investment Programme continues to deliver large scale investment maintaining decency standards, providing environmental improvements, investing in existing stock through remodelling works and delivering new build properties across the city. The end of year position for 2017/18 was submitted to cabinet as part of the financial quarterly performance reported to Cabinet in March 2018. This will provide almost £47.8 million of investment in HRA assets (council housing) across the city.

While continuing to deliver the HRA Capital programme over the period 2016-21, it is scheduled that we produce a HRA 10-year Asset Plan with YHN. The plan will guide investment in current stock, investment in new stock, future use of land within the HRA and non-residential assets, to ensure that HRA assets continue to be viable assets that meet the housing needs of residents across the city.

## 4. Key Facts about Housing in Newcastle

### **Overview of housing in Newcastle:**

Newcastle is one of the Core Cities of England and is part of a wider housing market area which extends to include North Tyneside, Gateshead and parts of South Northumberland.

There are around 124, 000 units of housing in the city, with approximately 4,000 (non-council) of these empty at any one time. Newcastle has a wide-ranging housing offer, and is home to:

- a large amount of social housing at 27%, compared with the English average of 17.7%.
- a significant amount of private rented accommodation at 19.1% compared with our near neighbours, and slightly more than the English average of 16.8%.
- a lower than average owner-occupied sector at 49.5% compared to the North-East average of 57.6% and the English average of just over 63%

In order to meet the needs of existing, future and prospective residents, both in the short, medium and long term, the city requires:

- a different social housing offer – to keep pace with changing economic and population needs;
- more homes that are accessible and attractive to older people and those with long term disabilities (all tenures);
- a range of tenures and products to attract and retain economically active households (private rented; market sale; shared ownership; affordable rent; social rent);
- a specialist housing with care offer as an alternative to institutional care;
- moving from a hostel to a Housing First approach to respond to residents experiencing homelessness and Severe and multiple disadvantage;
- integrated support and advice services to prevent homelessness.

### **Housing need:**

Accounting for homelessness, overcrowding and suppressed household formation, our recently completed Strategic Housing Market Assessment (SHMA) in 2017 shows a need for 1,102 new homes per annum (up to 2030). This requirement is made up of:

- 706 open market homes for sale
- 396 affordable homes, or 35% of all new homes delivered

Due to viability and land availability, our joint Core Strategy and Urban Core Plan with Gateshead (Local Plan) sets a target in Newcastle of 19,000 gross new homes (excluding purpose built student) (2010-2030), or 950 new homes per annum, of which 150 (15%) are affordable (up to 2030).

## Private sector rents in Newcastle

### Regional differences in rising rents

Cost of private rents by region, 2007-2017



Source: Hometrack analysis of Zoopla listings



The graph above shows how private rents in the North East are the lowest among all the other regions of England, with a slight decrease in rent levels over the ten years 2007 to 2017.

If we look at private (mean) average rents for Newcastle in 2017 against the North-East average, then this shows an average private sector rent in Newcastle of £677<sup>1</sup> against the North-East average of £529. This figure, however, for Newcastle is skewed by the diverse private sector offer in the city, including high-end quay side apartments and the student rental market. Private sector rent levels more in keeping with the North-East average can still be found in certain quarters of the city, allowing for an affordable housing offer in the private rented sector for those who need it.

### Older people:

Newcastle's population is ageing, and currently there is insufficient accommodation to meet this growth as well as the expected diverse range of need:

- Compared with 2015 figures, the older population (65+) in Newcastle is predicted to increase 34% by 2030, and will make up 47% of all population growth.
- The number of people aged 70+ is forecast to increase by 4,000 to 33,000, contributing to an increasing need for level access and supported housing.

<sup>1</sup> Source: VOA administrative database as at 30<sup>th</sup> September 2017

- It is estimated that, among people aged 65 or over in Newcastle, 3,127 have dementia, which corresponds to a diagnosis rate of approximately 54%, which is above the England average of 45%

The Council is committed to making Newcastle a great place to grow old and a city in which a healthy later life is enjoyed by everyone. We are clear that we no longer wish to support any further development of residential care for older people in the City. To respond to this we will increase the number of assisted living and independent living schemes that meet the requirements of older people in terms of design and location.

Our Specialist Housing Delivery Plan (2017-2021) sets a target (up to April 2021) for the construction of over 582 homes for older people, including level access units. All of these will be either wheelchair accessible to allow immediate use for a wheelchair user; or will have sufficient space and design standards to be wheelchair adaptable, should the need arise in the future.

### **Specialist needs:**

Profile of people living in Newcastle with special needs (Source: PANSI 2017):

- 4,655 Adults with a learning disability
- 33,740 Working age adults suffering mental ill-health
- 3,834 Working age adults with a serious physical disability
- 13,760 Working age adults with a moderate physical disability
- 42,800 Older people 65+

**(Note:** some people may overlap into more than one needs group. For this reason, an overall total cannot be given)

Supported and specialist housing is vital to some of our city's most vulnerable people. It helps many people to lead independent lives or turn their lives around. It is also an investment which brings savings to other parts of the public sector, such as health and social care and underpins a range of policy objectives.

### **Homelessness & rough sleeping**

[The National Audit Office report on Homelessness \(2017\)](#) shows nationally, homelessness costs the public sector more than £1bn a year, with £845m spent on temporary accommodation. Nationally, the number of households in temporary accommodation has risen by 60% since March 2011 to 77,240 households - with an overall reduction of -21% in spending on housing services and 59% fall in Supporting People funding since 2010.

[The Homelessness England Monitor 2018](#) shows that rough sleeping in England increased by 169% since 2010, and homelessness due to loss of a private rented tenancy by 400%.

Newcastle, like the national picture, has seen a rise in the number of people seeking advice to prevent homelessness – standing at 4,876 cases, up 17% on the previous year. The main causes of homelessness and potential homelessness are: loss of private rented accommodation, being asked to leave by family and friends, and relationship break down.

The September 2017 report by the National Audit Office (NAO) makes a direct link between welfare reform policies, such as the capping of Local Housing Allowance, the Bedroom Tax and Universal Credit, with an increase in potential and actual homelessness and people seeking advice<sup>2</sup>. Indeed, the implementation of welfare reforms in Newcastle from 2010-11 to 2022-23, shows there will be an estimated £129m of annual cuts to income arising from working age benefits by the end of 2022-23 ([Cabinet April 2018](#)), impacting negatively on people’s ability to afford living and housing costs, and seeking advice and financial assistance from the council and partner agencies.

## **Students**

Newcastle, along with other university cities nationally, has seen a rapid growth in the number of students in the last 17 years, leading to a subsequent increase in demand for shared accommodation. The two universities alone currently host around 47,000 full-time students. The increased number of full time students studying in Newcastle is consistent with the overall rise nationally<sup>3</sup>.

The positive impact students make to the local economy and the fabric of our city cannot be under-estimated. Our higher and further education institutions are major employers, both directly and through supply chains, with research activity adding further economic benefits.

An independent assessment (February 2017) of the contribution made just by Newcastle University to the city of Newcastle and the wider UK, shows that the Russell Group institution adds £1.1 billion to the economy<sup>4</sup>. When we factor in both Northumbria University and Newcastle College, this figure will undoubtedly be significantly higher.

This rise in the number of full time students coming to Newcastle to study led to a growth in private renting from 2001 onwards, especially in the areas of Jesmond (Sandyford), South Gosforth and Heaton. Indeed, Newcastle is ranked as number one in the UK of multi-person households (shared houses) containing full time students per head of population.

To keep pace with demand Newcastle witnessed a rapid expansion in the number of purpose built student bed spaces to cater for this sector:

• Total new purpose-built bed spaces 2004 to 2017	<b>12,621</b>
• Total potential of future purpose-built bed spaces as at April 2018 (under construction, under consideration, with planning consent, pre-application)	<b>8,789</b>

<sup>2</sup> Homelessness. National Audit Office. HC 308 Session 2017–2019 13: September 2017

<sup>3</sup> [www.universitiesuk.ac.uk/facts-and-stats/data-and-analysis/Documents/patterns-and-trends-2017.pdf](http://www.universitiesuk.ac.uk/facts-and-stats/data-and-analysis/Documents/patterns-and-trends-2017.pdf)

<sup>4</sup> [www.ncl.ac.uk/media/wwwnclacuk/pressoffice/files/pressreleaseslegacy/economic%20analysis%20by%20Regeneris%20and%20Urban%20Foresight.pdf](http://www.ncl.ac.uk/media/wwwnclacuk/pressoffice/files/pressreleaseslegacy/economic%20analysis%20by%20Regeneris%20and%20Urban%20Foresight.pdf)

## 5. The changing policy environment

Since January 2017 there have been a number of Acts and Parliamentary Bills introduced related to housing policy and funding:

### **Homelessness:**

- **The Homelessness Reduction Act.** From April 2018 the Act places duties on local authorities to intervene at earlier stages to prevent or relieve all homelessness in their areas. It also requires housing authorities to provide homelessness services to all those affected, not just those who have a 'priority need'. These include: an enhanced prevention duty that household threatened with homelessness can seek advice and help from the local authority – extending assistance from 28 days to 56 days, and a new duty for those who are already homeless (Newcastle has voluntarily opted to increase this duty to 100 days).

The extension in the duty to assist placed on local authorities aims to encourage housing authorities to act quickly and proactively, and should allow housing authorities more time to do prevention work.

[Newcastle's response to the Homelessness Reduction Act 2017](#) has been to build on our [Active Inclusion Newcastle partnership approach](#). This approach seeks to make it everyone's business to prevent homelessness at the earliest opportunity by the early identification and response to the risk of homelessness.

### **Domestic Abuse**

- **Secure Tenancies (Victims of Domestic Abuse) Act 2018.** This act received Royal Assent on the 10<sup>th</sup> of May. The Act will ensure that when provisions in the *Housing and Planning Act 2016* are brought into force (requiring local authorities in England to offer only fixed-term tenancies), this change will not apply to certain victims of domestic abuse. The Bill addresses a concern raised during the 2016 Act's progress through Parliament that victims of domestic abuse would be less likely to leave their homes if doing so would result in an offer of a tenancy with reduced security of tenure.

### **The private rented sector**

A number of Bills, and Orders have been introduced:

- Rent Repayment Orders
- Banning Orders
- Restriction on Letting Agent fees
- Changes to mandatory HMO licensing,
- Homes (Fitness for Human Habitation and Liability for Housing Standards) Bill.
- Longer residential tenancies
- Energy Act 2011
- Mandatory five yearly electrical checks.
- Mandatory' training for estate agents.

For more detail on these please refer to the updated Newcastle Private Sector Housing Plan

## Welfare reform

- **Support for Mortgage Interest (SMI) – (9<sup>th</sup> April).** People on certain benefits can get help towards the interest on their mortgage through Support for Mortgage Interest (SMI). From 6 April this has been replaced with an interest-bearing loan that is only repayable after the property is sold, if there is enough equity after the mortgage is paid off. The loan is optional and claimants who accept the loan will see no change in SMI payments.
- **Universal Credit work allowances.** The amount which families with children and disabled people can earn before their Universal Credit is gradually reduced (work allowances taper) has been increased from from 65% to 63%, meaning workers will lose 63p (2p less) for every pound they earn above their work allowance. The work allowance is set at £198 a month - or £409 a month if you don't receive help with housing costs - meaning it amounts to either £2,376 or £4,908 a year.
- **Housing costs and Universal Credit.** People in receipt of Housing Benefit will receive an extra 2 weeks' support with their rent when they move onto Universal Credit. In addition, new Universal Credit claimants will be able to claim Housing Benefit for support with their temporary accommodation costs. This will enable local councils to recoup more money they spend on temporary accommodation directly from DWP.

More information on Newcastle's response can be found here:

[www.newcastle.gov.uk/benefits-and-council-tax/welfare-rights-and-money-advice/information-professionals-and-volunteers](http://www.newcastle.gov.uk/benefits-and-council-tax/welfare-rights-and-money-advice/information-professionals-and-volunteers)

## Specialist housing

In November 2017 the Government announced plans to change the way supported housing is funded from April 2019. The Government's policy and funding proposals contain the following, which are awaiting conclusion following consultation:

- **Sheltered and extra care housing** via a 'Sheltered Rent'. This proposes an overall cap on the amount that providers can charge in gross eligible rent (rent inclusive of eligible service charges) on each unit of sheltered or extra care provision
- **Short-term supported housing:** Funding for this provision will be removed from the welfare system entirely, with housing costs to be met wholly through a ring-fenced DCLG grant to local authorities
- **Long-term supported housing:** Local Housing Allowance rates will no longer be applied, 100% of housing costs (rent inclusive of eligible service charges) will continue to be funded as at present through the welfare system (subject to the application of the existing housing benefit/Universal Credit rules)

## **Affordable housing**

- The current definition of affordable housing is found in the National Planning Policy Framework (Annex 2: NPPF, 2012) and incorporates social rented housing, housing let at affordable rents and low-cost / discounted home ownership (in perpetuity) products.
- The Housing and Planning Act 2016 (s159) amends the definition of affordable housing in regard to planning obligations, and brings with it a new definition. The new definition removes reference to Social Rent and extends the definition of Affordable Rent to include privately managed Build to Rent units marketed at an affordable rent. It also includes Starter Homes, and Discounted Market Sales housing.
- National planning policy (National Planning Policy Framework) sets criteria that starter homes are to make up 10% of affordable housing delivery (unless this would exceed the level of affordable housing required in the area). These homes will be available at a minimum 20% discount on market value to first-time buyers under the age of 40, with a household income eligibility cap of £80,000 (£90,000 for London) on starter homes. This minimum 20% discount is not in perpetuity – with the home reverting to full sale price after 5 years of the original purchase (though this position is yet to be set out in regulation and changes may extend this to 7 years).

## **Social Housing**

- Following the Grenfell Fire, in June 2017, social housing has increasingly come under the spotlight nationally. In September 2017, the Government announced its intention to publish a Social Housing Green Paper, promising a ‘wide-ranging, top-to-bottom review of the issues facing the sector’. The publication date of the Green Paper is expected to be late July 2018.

Updates will be provided when the above bills, and subsequent legislation, are consulted upon or when they receive Royal Assent.

## 6. Delivering against our strategic priorities

The past year has been a busy one for housing practitioners. Some recent key achievements over 2017/ 2018 against the strategic priorities agreed in the Housing Statement 2017 are given below.

Our strategic approach and list of awards and successes saw Newcastle recognised as the '**Local Authority of the Year**' at the Northern Housing Awards in May 2018:

### a. Make best use of the City's existing housing stock

#### Bringing empty private sector homes back into use:

- Through a system of grants and loans and working with property owners, 528 empty private sector homes were brought back into use, including 22 with high capital costs;
- Our empty homes activity levered in investment from owner occupiers:
  - In 2017/18 – 58 properties assisted with £213k of funding leveraging in £0.8m of private investment
- In 2017/18 – 800 property owners were contacted and offered assistance to bring their empty properties back into use
- We were given national recognition via the BBC's Inside Out for the work carried out to bring long-term empty properties in Lesbury Street, Lemington back into use via a series of grants to assist with refurbishment.

#### Raising standards in the private rented sector / working with landlords:

- To raise standards in the private rented sector 169 landlords / agents and 856 private sector properties were accredited;
- 20 landlords / agents placed on the interventions list, with a further 18 given a formal warning to improve standards;
- Quarterly private landlord training sessions, with 20 to 30 landlords attending each one;
- Annual landlords event held at Kingston Park with 150 in attendance;
- Tailored landlords training and advice given to 151 landlords;
- New website developed and launched in December 2017 to give tenants (including students) information on their rights as private renters.

#### Energy efficiency measures undertaken:

- 292 measures of cavity wall and loft insulation through Warm Up North
- Installed 53 central heating systems in the Byker Selective Licensing area
- Via the DECC Central Heating Fund, the installation of 89 new central heating systems, including new connections, carried out;
- YHN completed 514 boiler replacements
- Smart Systems pilot funding secured to deliver smart heating controls to 55 pilot properties
- Raised awareness among private sector landlords to requirements under the Energy Act 2013 for the fitting of smoke and carbon monoxide detectors

- The Newcastle Energy Switch launched February 2018 to help residents find a better deal on the energy costs and supporting the reduction in fuel poor households;
- YHN have formed an innovative partnership with Q-Bot to insulate properties with suspended floors with minimal disruption. The under-floor insulation provided by Q-Bot's robots makes homes of this type more energy efficient, meaning warmer and more comfortable homes, with smaller energy bill and improved SAP ratings.

Review the demand and turnover of council housing:

- An annual review of social housing allocations has been undertaken. This showed that we continue to offer an equitable and quality social housing offer to those that need it.

## b. Delivering new homes to create greater choice

The Council and its partners, in both the public and private sectors are working together to increase housing quality, quantity and choice, in order to meet the needs and aspirations of the city's existing and future population, and to support economic growth. Our partners include Your Homes Newcastle, Registered Providers, Ministry of Housing, Communities and Local Government, Homes England, housing developers, land agents, Joint Venture partners and small to medium sized (SME) contractors and builders.

- The *net number* of new homes delivered in 2017/18 was 950 (1,150 gross), with the Council directly contributing to almost two-thirds, of these (through land or grant);
- This included 226 homes at Newcastle Great Park and 79 in Scotswood (key strategic housing sites for the City);
- By the end of the year planning permissions had been granted for over 3,000 new homes in the urban and village growth areas and five sites were under construction
- Over the year 447 affordable homes were built, (far exceeding our Local Plan of 150 per annum), comprising:
  - 188 general needs affordable
  - 167 for older persons / accessible
  - 30 specialist affordable
  - 62 units from remodelling existing sheltered<sup>5</sup>
- In 2017 the Council was awarded a substantial grant allocation from Homes England following a challenging and competitive bidding process. Our 'Shared Ownership and Affordable Homes Programme 2016-21 (SOAHP) is the largest municipal allocation in the region, and will deliver 449 new affordable and specialist homes;
- We were successful in procuring a development and finance partner to our Annuity Leaseback Model (ALBM) over two phases:
  - Phase 1 will deliver 148 units of older persons accommodation, including assisted living and dementia care. Start on site is planned for late 2018, with occupancy from late 2019;
  - Phase 2 is for a total of 224 units, which will include a mix of Community Cluster and Enhanced Concierge Plus facilities for people with learning disabilities, as well as apartments and Tyneside flats for people over 55 – planned start on site is 2019
- Working with Homes England and our North of Tyne Devolution partners we were successful in securing provisional funding from the Government's Housing Infrastructure Fund (HIF) for 3 large development sites:
  - Science Central – 398 new homes
  - Outer West – Potential for 4,000 new homes
  - Ouseburn Mouth – 221 new homes

This funding will assist us in future years to maintain our pace of delivering the new homes needed, including specialist housing and the continuum of Extra Care. Overall our work with the North of Tyne and Homes England will support our housing growth ambitions to cater for the projected growth in Newcastle's economy, which is expected to grow by 14.5% in the next 10 years<sup>6</sup>, one of the highest rates in the North.

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<sup>5</sup> In total 259 specialist / supported homes were built during the 2017 / 18 financial year. The development of our specialist housing programme supports us to meet our **Care Act** duties. For older people, extra care housing represents a real alternative to residential care, supporting people to remain independent in their own communities for as long as possible.

<sup>6</sup> The UK Powerhouse report by law firm Irwin Mitchell and the Centre for Business & Economic Research predicted Newcastle's economy growing by 14.5% in the next decade, second only to Manchester among the major cities in the North.

### **c. Provide advice, support and information to vulnerable people**

#### Helping people to remain independent at home:

- As well as the 259 new specialist / supported housing built (as noted above) we continue to offer adaptations through our Home Improvement Agency, Care & Repair Newcastle (CARN) of up to £30,000 to help people to remain living independently in their home for as long as they are able, regardless of age. During the period April 2017 to March 2018, CARN carried out 475 home adaptations, with around 200 of these being major adaptations: stair-lifts, walk in showers and ceiling hoists;
- Our Home Improvement Agency, Care & Repair Newcastle (CARN), has now achieved a National HIA Quality Mark accreditation<sup>7</sup>;
- Funding was secured for Tyne & Wear Fire Service to incorporate falls prevention measures to home visits. During the year 1,500 visits were undertaken to offer advice.

#### Providing additional choice:

- We have received recognition by the Housing Learning and Information Network (LIN) for our partnership approach in delivering housing suitable for older people and those suffering dementia;
- YHN opened the flagship older person's development, Treetop Village in Walker. The development meets the lifetime homes concept and HAPPI values (Housing for ageing population – panel for innovation), and won CIH North East award for “outstanding development of the year” 2017;
- Cabinet approved a new Specialist Housing Delivery Plan in November 2017. This document sets out actions on housing for those with a specialist housing need, and complements the approved Housing Statement (2017- 2019) and the Private Sector Housing Delivery Plan.

#### Those who do require care and support services will have a positive experience and improved quality of life:

- 76% of respondents to the Adult Social Care User Survey in 2017/18 reported having control over their daily life (ASCOF 1B)
- 68% of respondents to the Adult Social Care User Survey in 2017/18 reported being satisfied with care and support services (ASCOF 3A)
- 44.8% of carer respondents to the Carers Survey in 2016/17/ reported they are satisfied with care and support services (ASCOF 3B)
- In 2017/18, 79.1% of adults with learning difficulties aged 18-64 live in settled accommodation (in their own home or with families) (ASCOF 1G)

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<sup>7</sup> Care & Repair Contact details: Telephone: [0191 211 5836](tel:01912115836); Website: [careandrepairnewcastle.co.uk](http://careandrepairnewcastle.co.uk); Email: [careandrepairnewcastle@newcastle.gov.uk](mailto:careandrepairnewcastle@newcastle.gov.uk); Cost: Free (subject to conditions)

Vulnerable people are safeguarded and are safe and secure:

- In April and May 2017, Ofsted completed an inspection of Children's services in Newcastle. The report praised good partnership working between statutory and voluntary sectors to support and safeguard young people that present as homeless and was very complimentary about the young people's services provided by YHN;
- Newcastle received national recognition for our response to combating Modern Day Slavery;
- Through YHN we assisted 66 refugee household during 2017/18, aligning to the Newcastle as a 'City of Sanctuary'.
- We have undertaken a review of the first twelve months of the newly purpose build Newcastle's Domestic Violence refuge (NIDAS). The review concluded that the unit has provided opportunities to reform and develop integrating services in a more connected approach with a greater emphasis on protecting individuals /families in a safe living modern space, whilst preparing to move on with their live.
- The Council regularly runs surveys to find out what people think about the social care and support they receive. The proportion of respondents to the Adult Social Care User Survey for 2017/18 showed:
  - 73% of respondents reported feeling safe and secure (ASCOF 4A)
  - 83% of respondents reported that services made them feel safe and secure (ASCOF 4B)

Our Adult Social Care Services will reduce and delay the need for people to require care and support services:

- Proportion of adults aged 65 and over who are still living at home after being discharged from hospital into intermediate care / reablement service/s (ASCOF 2B) – 80% (2017/18)
- Proportion of people completing reablement with no ongoing care needs / support at a lower level (ASCOF 2D) – 73.2% (2017/18 YE)
- Total number / rate of adults admitted on a permanent basis to residential / nursing care (broken down by age 18-64 and 65+) (ASCOF 2A):
  - 18-64 age group - 13 permanent admissions (6.6 per 100,00 pop)
  - 65+ age group – 346 permanent admissions (826.5 per 100,000 pop)

Improving access to decent housing and preventing homelessness:

- In 2017/18 there was a 10% fall in individuals rough sleeping, compared to 2016/17;
- During the year 4,876 cases of potential homelessness have been prevented – up 17% on the previous year. Main causes: loss of private rented accommodation, being asked to leave by family and friends, relationship break down, impact of changes to welfare;
- Newcastle City Council successfully led a collaborative bid (with Gateshead Council and Newcastle Gateshead Clinical Commissioning group) which secured up to £1.54m outcomes funding from MHCLG for a social impact bond to work with entrenched rough sleepers and those locked into a cycle of homelessness. The new service started working with clients in January 2018 to enhance a range of other homeless prevention services;

- To assist with access to suitable and decent housing 13 residents were awarded access to the Rent Deposit Scheme (RDS), with a further 575 given advice, including face-to-face advice.

#### Implementing Universal Credit (UC):

- YHN is a Trusted Partner landlord and this arrangement ensures we are at the forefront of UC developments;
- Our approach to Universal Credit (UC) roll-out saw YHN provide evidence on the impact of Universal Credit on our tenants and organisation at the Select Committee in September 2017 and the National Audit Office in February 2018;
- YHN were one of the first landlords to test and provide feedback on the UC landlord portal which has streamlined the rent verification and APA application process;
- The decision to co-locate YHN staff in local jobcentre offices to develop partnership working and support our customers has influenced other housing providers nationally who are now taking this approach as UC is rolled out in their area.

#### Researching needs of specific groups:

- Armed Forces Community Research to understand the size and the housing, health and support needs of the Armed Forces community in Newcastle. Initial research was carried out to profile the potential size of the armed forces community in the city. Based on gaps in knowledge, a research brief was produced for an Armed Forces Community Health and Housing Assessment, to be undertaken in mid-2018, with a report on findings late Autumn.
- LGBT Community Research to provide a better understanding of the LGBT community in Newcastle and use the research as a launchpad for considered future LGBT research and consultation. Initial research was carried out to provide an up-to-date assessment of the size of the LGBT community in the city. This initial research was included in the annual Stonewall submission. In addition work has begun on understanding the issues the LGBT community can face in relation to housing, and housing services.
- Review of the housing needs of people with a learning disability, and or autism: During 2017 the Fairer Housing Unit (FHU) undertook a Learning Disabilities, and or autism Housing Needs Assessment to be better understand the existing and future accommodation and support need for those with learning disabilities, and or autism in the city. Working with Wellbeing, Care and Learning the assessment has been completed. The FHU has created a cross directorate online resource of the assessment and supporting evidence which will be annually updated – early 2019.

#### Improving information:

- After consulting with the Elders' Council in late 2017 it was affirmed that a gap existed in how some older people without access to the internet access information about housing and related services. Following this we will launch the Housing Options for Older People (HOOP) in July 2018 – a service that allows IT and non-IT literate residents to access information about housing options open to them.

#### d. Sustainable Economy and Sustainable Communities

- 989 individuals supported into employment through Active Inclusion Newcastle;
- During 2017-18 the Newcastle Advice Compact supported 19,069 residents to access £30,000,543 in benefits they were entitled to.
- In 2016 we were awarded by DCLG Homelessness Prevention Trailblazer status. This is progressing well, especially regarding the building of multidisciplinary teams to prevent homelessness;
- Overall customer satisfaction with the service delivered by YHN was 83%, ensuring tenants our happy with their home and home environment;
- 3 tenant scrutiny exercise were carried out on Housing Revenue Account resourced services to meet the social housing regulatory standards set by Homes England, and to ensure constant service improvement. Services scrutinised were:
  - Management of low level neighbourhood nuisance
  - Customer enquiry centres and how performance information is used to improve the service
  - YHN's response and implementation of Universal Credit

Findings on the service areas scrutinised can be found at: [www.sift-newcastle.org/](http://www.sift-newcastle.org/) or by contacting Gwen Smith [gwen.smith@newcastle.gov.uk](mailto:gwen.smith@newcastle.gov.uk)

- Implemented selective licencing in neighbourhoods of high levels of problematic private renting:
  - 319 properties licenced in Greater High Cross
  - 449 properties licenced in Byker
- Secure by Design Principles incorporated into estate remodelling of Blakelaw 165 Estate and the New Mills Environmental Improvement Scheme;
- Safe Newcastle Review of partnership anti-social behaviour (ASB) policies and procedures (April 2018) found that overall, Newcastle is delivering ASB services admirably within the context of the resources available, and customer satisfaction, where measured, is high. Despite this, a review into partnership working was undertaken; with findings showing that tackling ASB in Newcastle suffers from a lack of engagement of key partners and an absence of overall strategic agreement codified in partnership-wide policies and procedures. To counter this, a number of recommendations were drawn up to be implemented over 2018/19.
- We continue to be part of the North-East Community Led Housing Network, looking to support locally based organisations to deliver housing and wider social benefits in their communities.
- We are maintaining the Newcastle Self and Custom Build Register, which contained 66 individual applicants and 4 groups at the end of 2017/18.

## 7. Measuring success for 2018-19

Over the 2018 / 2019 financial year we will work collaboratively to ensure a number of key actions are delivered:

### a. Make best use of the City's existing housing stock:

- Carry out research on council owned housing stock to provide a robust and credible assessment of the local housing market to be used as an evidence base to inform policy, investment strategies and development plans. Research will include primary and secondary research techniques;
- Bring at least 400 empty private sector homes back into use, including a number of properties requiring high capital costs;
- Continue to deliver financial assistance to private properties empty for more than 12 months;
- Continue to market support available to private sector landlords through targeted mailing, media campaigns and training and information events;
- Investigate the requirement for future selective licensing schemes in certain areas of the city;
- Implement the Changes to mandatory HMO licensing. Expanding licensing to cover large HMOs, (excluding purpose built flats). It is estimated that an additional 1,000 properties in Newcastle will require to be licensed under the new proposals;
- Identify and complete installation of smart heating controls to 55 pilot properties under the *Energy Path Pilot*, and begin monitoring
- Via the Warms Homes Fund install gas heating to 100 homes with electric or solid fuel heating;
- Via the Warm Homes Fund provide energy advice to at least 200 private households
- Undertake the Annual Review of social housing allocations and lettings to ensure an equitable and quality housing offer for those that need it;
- Post-Occupancy Monitoring and Evaluation (POME): To evaluate the performance of new homes, related to the living environment, that have been commissioned by the Fairer Housing Unit to understand whether the performance of the home meets the standard that was specified in procurement, and to provide information that can be used over the long term to understand 'procuring for performance'.

### b. Delivering new homes to create greater choice:

- Using our land, assets and grant funding regimes, we will work with a range of house builders, registered providers and Homes England to deliver 1,000 (net) new homes, including:
  - around 350 on key sites at Scotswood, Newcastle Great Park and the neighbourhood and village growth areas.
  - around 300 affordable homes, of which 200 will be as a direct result of council activity (land or grant),
  - 200 Specialist housing units suitable for older people and those requiring level access housing,
  - 4 specialist units catering for those with a learning disability / and or autism.

- The development of our specialist housing programme will help ensure people have access to the right housing options to enable them to safely remain within their own communities.
- We will continue to progress the two phases of the innovative Annuity Leaseback Model (ALBM) – 148 units of older persons accommodation in Phase 1, including assisted living and dementia care starting on site late 2018 for occupancy from late 2019, and 224 units in Phase 2, including a mix of Community Cluster and Enhanced Concierge Plus facilities for people with learning disabilities, as well as apartments and Tyneside flats for people over 55 – planned start on site is 2019
- We will comply with the new Housing Delivery Test, (the annual measurement of housing delivery performance in a plan-making authority area), as part of the government's revision to the National Planning Policy Framework;
- We will work with our North of Tyne Devolution partners (North Tyneside & Northumberland) and Homes England to review our pipeline of housing sites, calculating sites needing gap funding to ensure we maintain our pace of housing delivery;
- We will work with our North of Tyne Devolution partners (North Tyneside & Northumberland) and Homes England to launch the North of Tyne Housing and Land Board, a multi sector board drawn from a range of housing professionals, both private and public, to advise on housing delivery and innovation.

### **c. Provide advice, support and information to vulnerable people:**

- Launch the Housing Options for Older People (HOOP) service to give a range of support and advice for older people on housing options available, including those without access to the internet. This will be a telephone as well as web based service;
- Through the nationally accredited Care & Repair Newcastle (CARN) service, provide at least 300 Disabled Facility Grants (DFGs), including a number to cater for complex needs, to assist people to remain living independently in a home of their choice;
- Undertake a review of the Disability Service to ensure policies and standards reflect customer experience and promote a 'right first-time' approach to advice and support in relation to disabled housing across all tenures;
- The development of our specialist housing programme will help ensure that people have access to the right housing options to enable them to safely remain within their own communities.
  
- Have plans in place to implement the new funding arrangements for supported housing to come into place in April 2019, including:
  - Continue to work collaboratively across the Council, YHN, and with stakeholders to ensure we are prepared for the funding changes once they are announced, establishing governance structures,
  - Take part as a Ministry of Housing, Communities & Local Government (MHCLG) pilot area - if chosen,
  - Work with providers to ensure that they know what the new funding arrangements will mean for them, and ensure that tenants are appropriately informed and supported throughout.
  
- Continue to provide access to suitable decent housing via face-to-face advice to private sector tenants, access to the Rent Deposit Scheme for those that need it;

- Resilience Planning:
  - Work with Newcastle Universities to develop a protocol to support students in the event student accommodation becomes uninhabitable.
  - Review of the existing Housing in Emergency Concept of Operations document to ensure it remains relevant and up to date.
- Armed Forces Community Research to understand the size and the housing, health and support needs of the Armed Forces community in Newcastle. Health and Housing Assessment be undertaken in mid-2018, with a report on findings late Autumn;
- Review of the housing needs of people with a learning disability, and or autism: Maintain our understanding of the existing and future accommodation and support need for those with learning disabilities, and or autism in the city. Working with Wellbeing, Care and Learning update that online resource of the assessment and supporting evidence – early 2019.
- Prevention of homelessness:
  - Establish the Newcastle Homeless Commission;
  - In line with the requirements under the Homelessness Reduction Act increase the prevention of homelessness;
  - Maintain no use of B&B type accommodation for homeless individuals or families;
  - Additional access to 200 private rented tenancies to prepare for any uplift in homelessness prevention as part of the Homeless Reduction Act.
  - Continue to assist people to access the benefits they are entitled to.
- Those who do require care and support services will have a positive experience and improved quality of life. To facilitate this will continue to monitor all completed supported housing scheme through the Specialist Housing Programme Board to ensure quality assurance and lessons learnt, which will enable us to continuously deliver a quality supported housing programme.
- In the next 12 Months we will undertake reviews of new schemes located in:
  - Dinnington
  - Throckley
  - Walker
  - Scotswood and Benwell
  - Kenton
- Undertake a review of the allocations, lettings and marketing processes for extra care and specialist accommodation to provide an efficient, effective customer orientated service, taking into account the nature of the client groups, and ensure that the housing provider (or their managing agent) is fulfilling their obligations.

#### **d. Sustainable Economy and Sustainable Communities:**

- We will continue to work with the universities and college to:
  - understand the student housing need in the city,
  - plan for the forecasted full-time student growth, and
  - to bring about a balanced housing offer, including for students living and learning in Newcastle
- New legislation setting out national rogue landlords list and banning orders came into effect April 2018. Our current interventions list will be reviewed and new the procedures adopted;
- YHN to review their method of collecting customer satisfaction during 2018/19 to ensure it remains relevant, ensuring tenants our happy with their home and home environment;
- 85% of people on the YHN employability programme move onto education, employment or training;
- Undertake 3 tenant scrutiny exercises on Housing Revenue Account resourced services to ensure constant service improvement.
- Implement recommendation of the Multi-agency Safer Newcastle Review:
  - Strategy and governance - Produce an over-arching set of partnership-wide strategic principles for ASB, articulate these in a policy document and clarify and relaunch the partnership governance.
  - Policies and Procedures - Produce and agree a full suite of policies and procedures for the partnership.
  - Communications, Engagement and Training - Build on the progress made through this review, and foster better partnership relationships.
  - New ways of working - Investigate and develop new ways of working, alongside the development of selective licensing proposals.
- We will continue to be part of the North-East Community Led Housing Network, looking to support locally based organisations to deliver housing and social benefits in their communities.
- We will help to shape the Community Led Housing Strategy for the North East, and work with the proposed Hub to support the development of new and emerging groups
- We will continue to maintain the Newcastle Self and Custom Build Register, and respond to applications through our planning, housing, property and regeneration functions

**Overview of key housing achievements presented to full council, March 2018**

Newcastle City Council has much to be proud of in its housing policies and programmes in recent years. This is recognised by independent organisations such as the Resolution Foundation and Shelter.

The City Council further recognises recent successes including:

- 25,000 council homes managed by YHN with high rate satisfaction rate amongst tenants of the services offered;
- Plans in place to deliver 21,000 new homes by 2030 including affordable homes for sale and for rent;
- In 2017 (calendar year) approximately 1300 new homes were built across the city the highest number for three decades;
- Specialist housing for rent is a priority to house older people, those with learning disabilities and others who need specialist or assisted living homes which last year resulted in 500 homes being built;
- The high quality supported accommodation for women and children who have suffered domestic violence as well as for those who have become homeless;
- National recognition for our work on homelessness, and working in active partnership with Housing Associations, housebuilders and other providers of housing accommodation;
- Tackling the issue of empty homes that can blight neighbourhoods resulting in 400 empty properties being brought back into use;
- Providing tenants with advice about their rights, supporting effective landlords whilst tackling bad and rogue landlords through services;
- City Council recognises that there is a need for more affordable and quality housing across all sectors to meet people's needs, create communities and to support a thriving local economy.

7<sup>th</sup> March 2018

**Newcastle Lobbying of Government**

At the meeting of full council in March 2018 the City Council endorsed calls on government to:

1. Dropping the 'forced sales' policy to pay the government a levy (Housing and Planning Act 2016) and to avoid further reduction of our public housing stock
2. Rescinding the 'bedroom tax' (under-occupancy charge) which is causing financial pressures on tenants, forcing some to move and putting extreme pressure on the availability of one and two bed properties.
3. Giving private tenants new rights regarding security of tenure, rent increases and making homes fit for human habitation
4. Amending contracts to private housing providers for asylum seeker families so that no child should live in Housing of Multiple Occupation
5. Supporting applications to extend 'selective licencing' schemes according to assessment of needs in local areas to advise landlords, protect tenants and prevent the blighting of neighbourhoods
6. Abolishing the 'borrowing cap' so that councils can build more affordable homes
7. Allowing Councils to retain more of the receipts from council house sales to enable reinvestment into public housing
8. Facilitating 'social rents' rather than so called 'affordable rents' which for many are too high or require high housing benefit subsidy
9. Extending restrictions to the 'right to buy' to avoid erosion of the public housing stock, and
10. Reviewing the impact of welfare reform on people's ability to access and sustain a decent home and to prevent homelessness.

Council resolved to write to the Prime Minister, Chancellor of the Exchequer and Secretary of State for Housing, Communities and Local Government to seek a Government response to the issues set out in this motion.

<b><u>Glossary of Terms</u></b>	
CARN	Care and Repair Newcastle
DFG	Disabled Facilities Grant
HOOP	Housing Options for Older people
HRA	Housing Revenue Account
MHCLG	Ministry of Housing, Communities & Local Government
NITV	Newcastle Independent Tenants Voice
YHN	Your Homes Newcastle

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