



# Greater Norwich Housing Strategy Glossary



**2008 – 2011**  
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<b>Acceptable Behaviour Contract (ABC)</b>	Voluntary agreements made between people involved in anti-social behaviour and the local police, the housing department, the registered social landlord, or the perpetrator's school. They are flexible in terms of content and format. They do not carry legal weight, but can be used in evidence if an ASBO is later applied for, if the ABC is breached.
<b>Accommodation-based support</b>	Housing support provided to enable occupiers of designated accommodation to live independently in the community. Generally, accepting the support is a condition of the tenancy or licence.
<b>Arms Length Management Organisation (ALMO)</b>	An organisation set up by some local authorities to take over the day-to-day running of their properties and bring social housing up to a decent standard, separating the landlord role from their wider strategic function. None of the three authorities in Greater Norwich have ALMOs in place.
<b>Anti-social Behaviour Order (ASBO)</b>	A civil order made against a person, as a result of persistent anti-social behaviour. The order bans a person from engaging in a specified form of anti-social behaviour, and/or bans them from entering a specified area. Breach of an ASBO can result in criminal penalties.
<b>Capital expenditure</b>	Spending to acquire or improve physical assets. (i.e. not revenue expenditure.)
<b>Choice based lettings (CBL)</b>	An applicant-led allocation scheme under which social landlords advertise available properties and applicants bid for them. Applicants are allocated a 'band' depending on their level of need, and the bidding applicant with the highest band (emergency, gold, silver, bronze) who has been on the list the longest will be allocated the property. For further details, go to <a href="http://www.gnhomeoptions.org.uk">www.gnhomeoptions.org.uk</a>
<b>Commissioning Body</b>	The inter agency group which has responsibility for strategic oversight of the Supporting People programme in Norfolk.
<b>Community Strategy</b>	Each council has a Community Strategy, which sets out on behalf of the Local Strategic Partnership a vision for the district/county and how it is to be achieved.
<b>Crime and Disorder Reduction Partnerships (CDRP)</b>	Statutory partnerships between responsible authorities which work together to design and implement strategies to deal with crime and disorder, and drug use within their local areas. Key partners would be: the Local Authority; Norfolk Constabulary; Primary Care Trust; Norfolk Fire Authority; Norfolk Police Authority; and Norfolk County Council. The CDRP is required to work with the Probation Service and Education Authority, and also works closely with a range of other statutory, voluntary and private organisations.

<b>Delivering Affordable Housing Partnership (DAHP)</b>	The Delivering Affordable Housing Partnership, which comprises the local authorities, private developers and the housing associations.
<b>Decent Homes Standard</b>	A set of government criteria against which all housing is measured to ensure that everyone has a decent place to live. In order to be decent a home should be warm, weatherproof and have reasonably modern facilities.
<b>East of England</b>	A region of nearly 5½ million people, comprising Bedfordshire, Cambridgeshire, Essex, Hertfordshire, Norfolk and Suffolk.
<b>East of England Regional Assembly (EERA)</b>	The 'voluntary regional chamber' with 105 members which co-ordinates public sector work across the region.
<b>Empty Dwelling Management Order (EDMO)</b>	An order made by under the Housing Act 2004, to grant a local council powers to force the owner of an empty dwelling to bring it back into use. Under certain circumstances, the local authority can be given the power to take over management of the property in order to secure the occupation of it.
<b>Enabling</b>	This is the term given to the process that local authorities undertake to help co-ordinate and deliver affordable housing within a local district. Although local councils are not able to build directly, they work closely with Housing Associations, the Housing Corporation and private developers to enable affordable housing to be built.
<b>Equality Impact Assessment (EqIA)</b>	An assessment of the processes and procedures through which a policy or procedure has been taken, to ensure that it does not unreasonably adversely affect any particular person or group. An EqIA will also assess whether the actions or aims of the document will adversely affect any individual or group, and makes sure that all relevant people and organisations have been consulted properly on its contents. An EqIA will also assess whether the language and design of a document or procedure is discriminatory or inaccessible to certain groups or individuals. The six main equality groups are race, ethnicity, gender, sexual orientation, age and disability.
<b>Floating support</b>	Support which can follow a client as they move. Therefore it is provided continuously as long as it is needed. When no longer required by the recipient, it 'floats off' to someone else.
<b>Foyer</b>	A supported housing model for 16-25 year olds, which combines safe and secure accommodation with personal support, training in basic life skills for independent living, and assistance with job-seeking or finding educational opportunities.

<b>Home Improvement Agency</b>	A not for profit locally based organisation that assists vulnerable home owners or private sector tenants who are older, disabled or on low income to repair, improve or maintain their home.
<b>Home Options</b>	The Greater Norwich choice based lettings scheme.
<b>Houses in multiple occupation</b>	Properties that contain more than one or more households / individuals who are not related to each other, and are not living as if they were a family unit, for example, a group of students sharing a house would be in a house of multiple occupation.
<b>Housing Association</b>	Societies, bodies of trustees or companies established for the purpose of providing housing accommodation on a non-profit-making basis. They do not have to be registered with the Housing Corporation (see registered Social Landlord).
<b>Housing Corporation</b>	A Non Departmental body, sponsored by the Department for Communities and Local Government, its role is to regulate Registered Social Landlords in England, provide funding, undertake research into housing provision and needs, and provide guidance on housing matters and policy.
<b>Housing Market Assessment</b>	A project to develop an understanding of how housing markets operate, particularly in terms of need and demand.
<b>Housing Revenue Account</b>	Mainly income from rents of council housing and what that income is spent on.
<b>Intermediate tenure</b>	Housing available at a price between the rent of social housing and the market price. It can be for rent or through low cost ownership.
<b>Introductory tenancies</b>	Short term (usually 12 month) tenancy for new tenants of council homes, which allows the landlord to evict more easily in cases where the terms of the tenancy have been breached, for example through anti-social behaviour, violence, or not paying rent.
<b>Large Scale Voluntary Transfer (LSVT)</b>	The disposal of a council's housing stock to a Registered Social Landlord (Housing Association). The support of tenants is essential before LSVT can take place.
<b>Local Area Agreement (LAA)</b>	Formal agreements between central and local government which sets targets and priorities that meet local needs, while also contributing to national priorities.

<b>Local Development Framework (LDF)</b>	The documents which will succeed the Local Plan. The LDF will contain a portfolio of documents which will provide the council's policies for meeting the community's economic, environmental and social aims for the future where this affects the development and use of land.
<b>Local Housing Allowance (LHA)</b>	A new scheme, operating in Norwich and South Norfolk, under which the Rent Officer sets the maximum amount which tenants in privately rented accommodation with low incomes can claim.
<b>National Affordable Housing Programme (NAHP)</b>	The Housing Corporation's spending programme.
<b>Private sector housing</b>	Housing that is owned by an individual or company, for example a private landlord or owner-occupier.
<b>Public sector housing</b>	Housing that is owned by a public body, for example a local council or public authority.
<b>Regional Housing Advisory Group (RHAG)</b>	The advisory group of affordable housing providers and other stakeholders for the Eastern Region.
<b>Regional Spatial Strategy</b>	The Regional Spatial Strategy, known as the The East of England Plan or 'RSS', sets out the regional strategy for planning and development in the East of England to the year 2021. It covers economic development, housing, the environment, transport, waste management, culture, sport and recreation, mineral extraction and more. The Plan can be found on the EERA web-site: <a href="http://www.eera.gov.uk">www.eera.gov.uk</a>
<b>Registered Social Landlord (RSL)</b>	A provider of social housing registered with the Housing Corporation.
<b>Revenue expenditure</b>	Spending on existing assets, providing a service or running an organisation. (i.e. not capital expenditure)
<b>Rural Housing Commission</b>	A body set up by the Office of the Deputy Prime Minister and Defra in 2005, to identify ways of improving affordable housing provision in rural areas. It reported to government in May 2006, with a number of recommendations, and was wound up shortly afterwards.
<b>Social capital</b>	The capacity and value of relationships between people. It relates to the bonding of people: similarities of purpose and common causes; bridging between people: reducing differences and fostering respect; and linking people: facilitating access to decision making processes, and allowing participation by communities.
<b>Social rented housing</b>	Housing that is rented from a council or Housing Association (RSL).

<b>Stakeholder</b>	A person or an organisation with an interest (financial or not) in the activity of an organisation.
<b>Sub-region</b>	England is divided up into nine governmental Regions, one of which is the East of England, which contains the counties of Norfolk, Suffolk, Essex, Hertfordshire, Bedfordshire, Cambridgeshire and Peterborough. This region is then split again into housing sub-regions, which bring together groups of local authorities who work together to find solutions to common problems, and share some resources and skills for efficiency and practical reasons. The Greater Norwich Sub-region comprises of Broadland District Council, Norwich City Council, and South Norfolk Council.
<b>Super Output Areas (SOA)</b>	SOAs are a unit of geography used in the UK for statistical analysis, based on a minimum population number. They were created with the intention that they would not be subject to frequent boundary change. This makes SOAs more suitable than other geography units (such as wards) because they are less likely to change over time, and thus SOAs are more suitable to change over time analysis.
<b>Supporting People</b>	A government scheme, administered by councils, offering people the opportunity to improve their quality of life by enabling them to live more independent lives in the community.
<b>Virtual teams</b>	Groups of professionals from different organisations, working together as one team to achieve shared objectives.