

South Norfolk's Local Housing Delivery Plan 2008 - 2011

March 2008

South Norfolk's Local Housing Delivery Plan

This document explains:

- how South Norfolk Council works with others on housing issues;
- the key housing challenges in South Norfolk;
- our key aims;
- actions we will be undertaking during the period 2008 – 2011 to meet those aims.

South Norfolk Council is part of the Greater Norwich Housing Partnership (GNHP). We work with Broadland District Council (BDC), Norwich City Council (NCC), a number of Housing Associations (including Saffron HT who own the former council housing stock), and a range of statutory and voluntary agencies, to address the housing challenges in our district.

We work as part of a sub regional partnership because:

- we have issues in common;
- housing markets work across districts;
- funding for housing is allocated on a sub regional basis;
- we have evidence that strong partnership working brings in additional funding and delivers real outcomes for residents of all 3 districts.

South Norfolk Council is also part of the Greater Norwich Development Partnership (GNDP) that is planning for the growth within our district and wider sub-region. Whilst we recognise the significant benefits of sub regional working our focus remains on South Norfolk.

All Councils have a statutory obligation to produce a “fit for purpose” Housing Strategy that lays out the way an authority will address its housing need. South Norfolk Council has produced its strategy in partnership with Broadland District Council (BDC) and Norwich City Council (NCC) - the GNHP Housing Strategy 2008 - 2011 (available on our website). This strategy has 6 strategic aims.

Each of the 3 authorities has produced a **Local Housing Delivery Plan (LHDP)**. This LHDP takes the 6 aims from the GNHP Housing strategy and specifies what the individual local authority will be do over the 3 year period of the strategy.

This is a summary of the priorities and issues identified in the GNHP Strategy and the actions within **South Norfolk Council's LHDP**. (A full version of the LHDP is available on request.) The full version gives further details of timescales, resources and lead officers.

We will monitor this plan on an annual basis and adjust it as necessary.

There is a glossary of terms at the end of the document.

Aim 1 - Moving towards a Balanced Housing Market

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
<p>We have an objective to ensure that there is a balance of housing – size, type, tenure and location – to meet the needs of our residents.</p> <p>We have just completed a Housing Market Assessment (HMA) that gives us intelligence about what is happening in all parts of the housing market across Greater Norwich (available on our website). There are a number of housing markets operating within our district – these cannot be seen in isolation.</p>	1A	We will implement agreed recommendations arising from the HMA. We will also keep the HMA up to date to ensure we have adequate intelligence about the housing market.
<p>Rapid growth is planned across the Greater Norwich area. This particularly affects the urban area of our district.</p> <p>There is a target of 2,240 new homes in South Norfolk between April 2007 and March 2011.</p>	1B	We will work closely with planning colleagues to take steps to enable this target to be met. We will seek to ensure 30% of all new dwellings are affordable.
<p>There is already a lack of affordable housing within South Norfolk. We carry out a Housing Needs Survey every 5 years that gives us independent information about housing need. The results will give us evidence:</p> <ul style="list-style-type: none"> • To influence planning and require developers to provide a minimum number of affordable houses on qualifying sites • To draw in additional resources from government (Housing Corporation) for affordable housing • To influence Housing Associations who are actively developing in the district. In 2010 we will put plans in place and identify resources to carry out the next Housing Needs Survey (more detail about our most recent Housing Needs Survey is available on our website). 	1C	In 2010 we will plan a further Housing Needs Survey.
	1D	We will continue to work with private landlords to increase the number and quality of private sector accommodation. (See action 4O.)

Aim 2 - Building Sustainable and Thriving Communities

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
<p>The Regional Spatial Strategy has set specific targets for new homes and jobs for the sub region. (40,000 new homes are needed for the sub region during 2006 – 2026.) Most of these will be close to Norwich, therefore in a small part of South Norfolk only. However there could be a significant knock on effect on the whole district.</p> <p>We are working with BDC, NCC and Norfolk County Council to deliver these targets in a way that ensures we contribute to building communities that are sustainable and thriving - making sure there is a better quality of life for everyone now, as well as future generations. We have a role to play in place shaping. Under this aim we are particularly looking at social and economic sustainability – Section 4 deals further with environmental sustainability (more about the Local Development Framework is on our website).</p> <p>In South Norfolk there is a lack of affordable homes across the district. There are also specific issues arising from the lack of affordable housing in rural areas, directly affecting the balance and sustainability of those communities.</p>	2A	<p>South Norfolk Planning Service, in conjunction with BDC, NCC and Norfolk County Council, will produce a Joint Core Strategy that will be part of South Norfolk's new Local Development Framework (LDF). The key issues the joint Core Strategy will address include:</p> <ul style="list-style-type: none"> • Where the new homes go • How we ensure people can afford them • How the growth is managed and planned so that our neighbourhoods and communities are sustainable, prosperous, safe, healthy and greener. <p>We will produce joint Supplementary Planning Guidance (covering the integration of affordable housing with sites, thresholds, tenure, mix etc).</p> <p>The Housing Team will be involved in this work.</p> <p>We will ensure that the LDF will include affordable housing targets that we believe are sufficiently challenging. We will deliver a new Low Cost Housing Project (See 3A below).</p>
<p>We are committed to the housing needs of all sections of our community and reducing opportunities for conflict between different groups within our community.</p> <p>We have a small Black and Minority Ethnic community in the district. We have just carried out some research into their housing and support needs. (For more information about this research see our website.)</p>	2B	<p>We will consider the conclusions, draw up an action plan and work with others to deliver it.</p>

Aim 2 - Building Sustainable and Thriving Communities - Cont'd

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
<p>In South Norfolk we have a shortage of authorised Gypsy and Traveller sites. We have a responsibility to reduce tensions arising from the use of unauthorised sites and we want to give Gypsies and Travellers the opportunities to have living facilities and access to services on a par with the settled community. (For more about our approach to Gypsies and Travellers, see our website.)</p>	2C	<p>Our Gypsy and Traveller Needs Assessment identifies an immediate need for:</p> <ul style="list-style-type: none"> • 4 small permanent sites within South Norfolk, each for 6 – 8 families • 3 transit sites (each for up to 4 pitches). <p>We will:</p> <ul style="list-style-type: none"> • Identify suitable locations for sites that meet and respect the needs of both the Gypsy and Traveller and settled communities • Seek funding as appropriate • Involve a lead Housing Association where the pitches are to be rented (rather than owner occupied) • Ensure the sites are delivered • Ensure there are sound management arrangements in place.
<p>We have a shortage of accommodation and support for single people within the district. Many of our young people move to Norwich – some from choice, others from necessity. There is a similar issue in BDC.</p>	2D	<p>We will consider the feasibility of a rural housing project, which offers both housing and training.</p>
<p>We have evidence that Domestic Violence is a growing issue within our district. We need to have adequate housing and support provision for people at risk.</p>	2E	<p>We will work with Broadland DC and Norwich CC to:</p> <ul style="list-style-type: none"> • Assess current provision (provided by a range of partners) across the sub region • Put a plan in place to deliver further or improved provision.
<p>We know that well-designed, well-built, well-maintained and well-managed homes can contribute to communities where people want to live.</p>		<p>Section 3 refers to how we will encourage higher standards in new housing.</p>

Aim 2 - Building Sustainable and Thriving Communities - Cont'd

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
<p>Housing Associations who have stock in South Norfolk are key players in working with residents and other agencies to promote community cohesion. The Council's Strategic Housing team already has strong links with all the Housing Associations who are landlords within South Norfolk. We want them to contribute to improving community life.</p>	<p>2F 2G</p>	<p>South Norfolk Council is actively promoting Neighbourhood Forums. The police have established and are involved in the Safer Neighbourhood Area Panels (SNAPs) across South Norfolk. As the largest social landlord we will ensure that Saffron HT are represented and linked to these partnerships. The Strategic Housing team will also provide a link to other Housing Associations who may need to be involved in particular issues within neighbourhoods.</p> <p>If we are selecting preferred partners for new developments, we will take into account how Housing Associations manage their stock and contribute to the communities where they have properties.</p>
	<p>2H 2I 2J</p>	<p>Housing Associations across Greater Norwich will be looking at:</p> <ul style="list-style-type: none"> • The merits of using introductory tenancies • Possibilities of providing joint management and maintenance services • Opportunities for training and employment initiatives for local residents. <p>The Strategic Housing Team will proactively consider, assess and put forward our views on any proposed changes and rationalisation that could lead to improved services.</p>
<p>The Council is involved in a local Crime and Reduction Partnership.</p>	<p>2K</p>	<p>The Strategic Housing team will ensure that the Council representative is briefed on all relevant issue we are aware of and seeks our involvement in finding district wide and local solutions to problems, as appropriate.</p>

Aim 3 - Maximizing opportunities for delivering more affordable housing

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
<p>There is shortage of affordable housing within the district. Our housing needs survey published in June 2006 (see website) identifies the need for 120 additional affordable homes per annum within the district and 841 across the sub region. We need to contribute to meeting the sub-regional need as well as the district's need. The gap between average earnings and house prices is increasing.</p> <p>We have set sub regional targets for the delivery of affordable homes as well as local targets. We need to deliver district targets as our contribution to meeting the sub regional target.</p> <p>The Council no longer manages or delivers new affordable homes – this is all done via developers and Housing Associations. The council's role is to take a strategic overview of what is needed, support the delivery and monitor the work of all partners involved in the process.</p>		<p>Current targets for delivery of affordable homes in South Norfolk are as follows:</p> <ul style="list-style-type: none"> • 2007/08 - 185 • 2008/09 - 210 • 2009/10 - 190 <p>We will monitor delivery (by developers and Housing Associations), taking steps to remove any barriers to delivery and amend the figures annually as appropriate.</p>
<p>The main sources of new affordable housing are:</p> <ul style="list-style-type: none"> • Through funding from the Housing Corporation – the National Affordable Housing Programme (NAHP). The Housing Corporation allocates funding on a sub regional basis. We anticipate that £60 million will be available to RSLs working across the sub region in the current bidding period (2008 – 2011). The next NAHP will cover the period 2011 - 2014. 	3A	<p>We will actively work with Housing Associations to ensure they deliver schemes in South Norfolk which gain funding from the Housing Corporation.</p> <p>We will also monitor delivery across the sub region to ensure we maximise the chances of Housing Corporation funding in future years.</p> <p>We will work with BDC and NCC to:</p> <ul style="list-style-type: none"> • Assess the value for money of schemes • Have our investment priorities included in the Regional Strategy that will influence the next National Affordable Housing Programme (2011 – 2014).

Aim 3 - Maximizing opportunities for delivering more affordable housing - Cont'd

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
<p>• Through S106 agreements. This means that on all new housing developments on larger sites we can require 25% affordable housing through current planning policy.</p> <p>In South Norfolk there is a particular challenge in delivering schemes in rural areas because of cost and lack of availability of land. We know that this impacts on some families where people have to leave their communities and families to secure housing.</p>		<p>We will proactively work with Housing Associations to put together bids for the 2011 - 2014 NAHP.</p> <p>We will continue to ensure we achieve at least this percentage of affordable homes through robust negotiations on each new development.</p> <p>The Council has committed a budget of £2 million over 3 years to spend on low cost rented housing for local people. We will use this money to provide part funding for a number of rural schemes being put forward to the Housing Corporation. This budget will contribute to the delivery of between 100 and 140 homes which will be let to local people (i.e. people with a connection to the parish where the homes are located).</p> <p>The Council has a new Low Cost Housing Project (LCHP) to assist in meeting this target. We have appointed Saffron HT as our lead partner. We will work closely with parish councils and landowners to identify land and deliver the new homes. The properties will be let to people with a local connection to the parish.</p>
<p>When the council transferred its stock to Saffron HT we agreed they would deliver a number of new affordable homes without public subsidy.</p>		<p>We will monitor this.</p>
<p>We consider that it would be beneficial to take a more consistent approach across the sub region when negotiating with developers.</p>	3B	<p>We will work with BDC and NCC to identify good practice and contribute to drawing up a sub regional template.</p>
<p>There is a considerable amount of joint working between the strategy and enabling teams across the sub region. We want to be as efficient and as effective as possible.</p>	3C	<p>We will investigate the feasibility of a joint local authority Development and Enabling team.</p>

Aim 3 - Maximizing opportunities for delivering more affordable housing - Cont'd

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
<p>There is currently a sub-regional Delivering Affordable Housing Partnership (DAHP). This is a consortium of 3 Councils, 3 Housing Associations, one developer and a project manager producing a flow of sites for development. The arrangement reduces cost and speeds delivery.</p>	<p>3D 3G</p>	<p>We will review partners' assets in South Norfolk and target agreed areas to identify suitable privately owned sites. We will also contribute to a review of the DAHP partnership.</p>
<p>There is considerable need, but limited resources for affordable housing.</p>	<p>3E</p>	<p>We will investigate opportunities to work with a wider range of organisation to deliver affordable housing with minimal public subsidy (likely to be shared ownership, discounted market housing for sale, or intermediate rent rather than social rented housing).</p>
<p>Most of the new affordable housing planned for the district is for "general needs". We also want to deliver housing with support.</p> <p>Capital and revenue funding is already in place for a number of supported housing schemes across the sub region.</p>	<p>3H</p>	<p>We will take an active role in monitoring the delivery of the Housing with Care scheme that Saffron HT is building in South Norfolk, alongside Norfolk County Council Adult Services.</p> <p>We will also monitor delivery of the other schemes in the sub region to which South Norfolk residents will potentially have access:</p> <ul style="list-style-type: none"> • YMCA Phase 1 (Norwich) • YMCA Phase 2 (Norwich) • Domestic Violence refuge (Norwich) • Mental health resettlement scheme (Norwich).

Aim 3 - Maximizing opportunities for delivering more affordable housing - Cont'd

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
<p>There is a need for more supported housing schemes – a number have been prioritised within the sub region for funding in the NAHP 2008 - 2011.</p>	<p>3I</p>	<p>We will take a lead role in monitoring the delivery of an extension to an existing scheme for ex-offenders in South Norfolk.</p> <p>We will also monitor delivery of the other schemes in the sub region to which South Norfolk residents will potentially have access:</p> <ul style="list-style-type: none"> • A scheme for people with physical disabilities (Broadland) • Domestic Violence Refuge (Broadland) • Substance Misuse Scheme (Norwich) • More accommodation for offenders (South Norfolk) • A scheme for vulnerable women (Norwich). <p>We will continue to consider the needs and priorities for further supported housing schemes within the district and the sub region; see 5F below.</p>
<p>All new developments should comply with agreed design and quality standards.</p>	<p>3F</p>	<p>We will be agreeing standards and processes for ensuring these standards are met with the Council's Planning Service.</p>
<p>We want to increase sustainability standards and quality of design but recognise there may be capital cost implications.</p>	<p>3J</p>	<p>We will identify sites where increased sustainability standards and increased level of design can be achieved. We will specifically look at this as part of our Low Cost Housing Project.</p> <p>Where SNC is providing some gap funding to Housing Associations on rural housing schemes (see 3A above) we will seek higher standards.</p>

Aim 4 - Achieving decent, healthy, and environmentally sustainable homes across all tenures

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
<p>There is high demand for all housing within our district and across the sub region. 89% of the housing stock in South Norfolk is in private ownership – above the national average. We want to make best use of the stock. We recognise the link between decent housing, health, quality of life for individuals, and the impact on communities.</p>		<p>Our focus is on:</p> <ul style="list-style-type: none"> • Ensuring the stock in all tenures is in good repair with adequate heating and insulation • Where necessary, adapting properties to enable people to live in their own homes and maintain their independence • Ensuring the private rented stock is well maintained and well managed • Taking steps to bring empty properties back into use.
<p>The government has set a target that all social housing meets the Decent Homes Standard by 2010.</p>	4A	<p>The Council transferred its stock to Saffron HT in 2004. We will monitor Saffron HT's progress on meeting Decent Homes Targets. We will also monitor the progress of all other Housing Associations, but will do this in conjunction with BDC and NCC as part of a sub regional programme.</p>
<p>The government has also set a target for Decent Homes in the private sector (PSA 7).</p>	4C	<p>We have budgets set aside for grants and loans for owner-occupiers and landlords. We also have a budget for Disabled Facilities Grants. Our Housing Renewal policy ensures the money is allocated in the best way to assist the most vulnerable applicants. We will continue to seek other sources of funding.</p> <p>We have set an annual target of assisting 107 vulnerable households who are currently living in non-Decent homes to make their homes Decent.</p>
<p>We have a statutory duty to help people adapt their homes.</p> <p>Delivering adaptations to people's homes requires the involvement of other agencies.</p> <p>We deliver adaptations to people in private and social housing.</p> <p>We have a specific budget to use for Saffron HT tenants.</p>	4D	<p>We will review working practices with Occupational Therapists and take steps to streamline processes and ensure applicants for Disabled Facilities Grants receive a high quality service.</p> <p>We will continue to work with Saffron HT to improve local arrangements on delivery of Aids and Adaptations within their stock.</p>

Aim 4 - Achieving decent, healthy, and environmentally sustainable homes across all tenures - Cont'd

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
<p>We provide an in-house Care and Repair Service (Home Improvement Agency). We also contract with BDC and North Norfolk DC to provide this service in their areas. The service is part funded by Supporting People (SP) who have identified a range of different practices across the county. We want to ensure we are delivering an excellent service.</p> <p>We have introduced a Handy Person scheme in South Norfolk.</p>	4E	<p>We will work with sub-regional partners and SP to review current arrangements and options for improving this service.</p> <p>We will review the introduction of the Handy Person scheme in South Norfolk and consider the case for expanding this service.</p>
<p>Our 2006 Stock Condition Survey indicates that poor thermal comfort is the primary reason for homes failing the Decent Homes Standard.</p>	4F	<p>We will use the stock condition survey to identify priority areas, set annual targets and seek to secure funding (Home Energy Conservation Act) and deliver targets. The current target for 2007/08 is to improve energy efficiency in 250 homes.</p> <p>We will identify a range of methods to raise public awareness.</p>
<p>We aim to minimise the impact on the environment of all new homes to be built in South Norfolk.</p>	4N	<p>On a sub-regional basis, we will promote new technologies and government guidance on making new residential buildings more energy efficient.</p> <p>We will contribute to relevant LDF policies.</p>
<p>We have a statutory obligation to ensure that certain houses in multiple occupation meet set standards and are licensed. We have a relatively small number of HMOs; nevertheless we want to ensure that we protect the occupants.</p>	4G	<p>We will identify these properties and take steps to ensure all qualifying HMOs are licensed.</p>
<p>South Norfolk Council adopted its current Grants and Loans Policy in Jan 2007. We will want to review it after 3 years (2010) to ensure it is still fit for purpose.</p>	4H	<p>We will review the policy in 2010 in conjunction with our sub regional partners.</p>

Aim 4 - Achieving decent, healthy, and environmentally sustainable homes across all tenures - Cont'd

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
<p>We estimate we have 1,366 empty homes in the district. We have a current target of bringing 53 back into use in 2007/08. There are a number of reasons why homes are left empty.</p> <p>In 2006 in partnership with BDC and NCC we secured £900k for an Empty Dwelling management Order (EDMO) project to help bring 120 homes back into use across the sub region over 3 years. 20 of these properties will be in South Norfolk.</p>	4L	<p>We will:</p> <ul style="list-style-type: none"> • Continue to set annual targets on empty homes • Review the EDMO project and other actions we are taking to bring empty homes back into use • Plan further actions to meet our targets.
<p>Standards in the private rented sector vary. We have worked with the Eastern Landlords Association to establish a Landlord Accreditation Scheme. As a number of private landlords work across districts, this has been a sub regional activity. We want to extend this scheme.</p>	4O	<p>We will work with BDC and NCC to increase the number of accredited landlords. We will identify key landlords in South Norfolk and agree a package of support and assistance. We will look at the option of accredited landlords using the new Choice Based Lettings system (Home Options) - see 5C below.</p>

Aim 5 - Providing choice and fair access to services

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
<p>We are committed to minimising the number of people who experience homelessness and to providing the best service to people whose homelessness we are unable to prevent. In 2006/07 we accepted a statutory duty for 164 households applications. We prevented a further 224 cases. We had 44 households in temporary accommodation at the end of March 2007.</p> <p>In 2007 we adopted a new sub regional Homelessness Strategy (available on our website). The key areas covered by the strategy are:</p> <ul style="list-style-type: none"> • Prevention and early intervention • Multi agency working • Addressing single homelessness • Making best use of the stock • Involving service users • Improving consistency with our sub regional partners • Implementing Choice Based Lettings (Home Options) • Mapping services. <p>There is a specific detailed action plan to ensure the strategy is delivered.</p>	5A	<p>With sub-regional partners, we will implement and monitor this detailed and comprehensive Action Plan. We will report back to the GNHP every 6 months.</p> <p>We will meet the target set by government to reduce the number of households in temporary accommodation to 31 by 31st December 2010.</p> <p>We will meet the target of not using Bed and Breakfast Accommodation by 2010 for 16/17 year olds except in exceptional circumstances (we already meet this target for families).</p>
<p>There are a limited number of hostel bed spaces within the district. A number of residents in South Norfolk who require hostel accommodation move to Norwich. The hostels in the sub region often get “silted up”. The hostel bed spaces in the sub region are not always available to those who need them most. There are not always consistent approaches to managing hostels and providing support. We adopted the Greater Norwich Hostel Strategy in 2007. The strategy aims to address these issues. There is a detailed and comprehensive action plan. NCC and SP are lead agencies.</p>	5B	<p>Although NCC are leading on this, we will remain an active member of the steering group which will deliver the Plan.</p>

Aim 5 - Providing choice and fair access to services - Cont'd

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
<p>In November 2007 our sub regional Choice Based Lettings scheme - Home Options - went live. This is a significant change to the way we allocate social housing – allowing a greater degree of choice for applicants and providing transparency. There has been considerable planning and joint working between the 14 partners involved in Home Options. As a sub regional scheme we have had the challenge of agreeing a scheme that works for all residents across the sub region.</p>	5C	<p>With sub regional partners we will undertake a thorough review of the CBL scheme in March 2009.</p> <p>We will specifically consider how the scheme is working in South Norfolk and ensure changes are implemented as appropriate.</p>
<p>A number of people require support to live independently. The county-wide Supporting people (SP) programme provides funding to people living in supported housing schemes (accommodation based support) or living in their own homes (floating support).</p> <p>Currently approx. 2,000 residents in South Norfolk receive SP accommodation based funded support (approximately £1.7 million per annum) and a further £1,185,000 is spent on floating support for approx. 530 people across the sub region.</p> <p>The SP programme supports people from 13 client groups. South Norfolk Council is a member of the Commissioning Body for the county-wide programme, responsible for determining how funding is allocated and how services are delivered. (More information about SP is available on our website.)</p> <p>The Audit Commission carried out an inspection of the Norfolk SP programme in 2007. It assessed it as providing a “good service with excellent prospects for improvement”.</p> <p>A new SP strategy is currently being drafted. For more information about our SP programme, please see our website.</p>	5D	<p>We will ensure we participate fully in the groups responsible for directing, monitoring and improving the programme (the Commission Body and the Core Strategy Group).</p> <p>We will ensure we participate fully in the groups responsible for directing, monitoring and improving the programme (the Commission Body and the Core Strategy Group).</p> <p>We will contribute to the formulation of the new strategy.</p>
<p>In 2007 SP let a new contract for providing floating support in the Greater Norwich area. The value of this contract is £1,185,000.</p>	5E	<p>We will be actively involved in the sub regional steering group who will monitor the contract and we will specifically consider how the scheme is working for residents of South Norfolk.</p>

Aim 5 - Providing choice and fair access to services - Cont'd

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
<p>There are limited resources available for new supported housing schemes. New schemes are reliant on securing capital funding from the Housing Corporation (see 3I), which is allocated on a sub regional basis and revenue funding from SP (a county-wide programme).</p>	5F	<p>We will work with BDC and NCC (and relevant providers) to:</p> <ul style="list-style-type: none"> • Plan for new schemes • Agree schemes for the 2011/14 NAHP bidding round. <p>We will ensure that South Norfolk interests are reflected in the final sub-regional proposals and revenue is used in the best possible way.</p>
<p>Within the SP programme, there are strategies and action plans for each of the client groups referred to above. Each District Council leads on 1 or 2 client groups – developing a strategy and action plan and monitoring the implementation strategies. When the Audit Commission inspected the SP programme it highlighted this approach as positive practice.</p>	<p>5H</p> <p>5I</p> <p>5J</p> <p>5G</p>	<p>We will lead on the reviews of strategies for which SNC is the designated lead:</p> <ul style="list-style-type: none"> • Mental health • Gypsies and Travellers. <p>We will contribute to reviews and new strategies led by other councils, ensuring the interests of South Norfolk residents are met.</p> <p>We will also contribute to the monitoring of existing client group action plans.</p>
<p>We want to raise our service standards and be consistent where possible with BDC and NCC because we may have customers in common.</p>	5K	<p>We will:</p> <ul style="list-style-type: none"> • Agree what would be useful and meaningful to monitor on a sub regional basis • Agree with BDC and NCC what service standards are appropriate to set sub regionally.
<p>We want to make sure that our policies do not perpetuate or create inequalities.</p>	5L	<p>We will ensure that services are fair and equitable.</p> <p>We will carry out Equality Impact Assessments on all new policies and schemes.</p>

Aim 5 - Providing choice and fair access to services - Cont'd

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
	5M	We will assess our services and draw up plans to meet any gaps. We will work with the GNHP to create and implement a Compact committing partners to a positive programme of action. We will meet our legal requirements under the Commission for Racial Equality Statutory Code of Practice on Racial Equality in Housing.
There are housing challenges specific to rural areas. We have the opportunity to learn from others.	5N	We will consider all reports and recommendations from the Rural Housing Commission and take action as appropriate.

Aim 6 - Delivering outcomes through effective partnership working

Issues in South Norfolk	Action number in our LHDP	What South Norfolk Council is going to do between 2008 and 2011
We value the GNHP. We want to improve it. There was an independent evaluation completed in January 2007, which gave guidance on how it could be improved.	6A 6B 6C	<p>We will:</p> <ul style="list-style-type: none"> • Ensure all Action Points in this Local Delivery Plan are 'owned' by a named officer • Monitor progress quarterly • Agree funding for a Partnership Coordinator. SNC will be part of appointment and management arrangements • Implement a number of the recommendations from the GNHP evaluation.
We want to ensure district and sub regional interests are taken into account at a regional and national level and use sub regional partnership to lever in additional funds.	6D 6F	<p>We will:</p> <ul style="list-style-type: none"> • Agree a sub regional representative at the Regional Housing Advisory Group • Respond as a sub region to opportunities for funding • Respond as a sub region to Government and the Housing Corporation.
We want to strengthen the GNHP so it can deliver more than South Norfolk would working alone.	6E 6G 6I	<p>We will:</p> <ul style="list-style-type: none"> • Look at opportunities for pooling resources and joint training • Plan for the next Housing Strategy and Action Plan.
As Saffron HT is the largest HA in South Norfolk, we want to particularly draw on their resources and expertise to deliver objectives in common.	6K	<p>We will:</p> <ul style="list-style-type: none"> • Monitor delivery of the promises in the transfer agreement • Ensure they are involved in Neighbourhood work (see 2F and 2G) • Identify other opportunities for joint working.
We want to be businesslike and efficient.	6L	We will look at our costs and performance and take steps to improve.

Glossary

B&B	Bed and Breakfast
BDC	Broadland District Council
EDMO	Empty Dwelling Management Order
GNDP	Greater Norwich Development Partnership
GNHP	Greater Norwich Housing Partnership
HIA	Home Improvement Agency
HMA	Housing Market Assessment
LDF	Local Development Framework
LSVT	Large Scale Voluntary Transfer
NAHP	National Affordable Housing Programme
NCC	Norwich City Council
RSL	Registered Social Landlord
SNAP	Safer Neighbourhood Action Panel
SNC	South Norfolk Council
SP	Supporting People