

2018-23 Local Housing Proposed Strategy Action Plan

	Theme 1: More Homes, More Choice					
Ref	Outcome	Ref	Action to Achieve	Well-Being of Future Generations Act	Target / Measure	Link to Council Plan
T1O1	More affordable housing units in key locations in the county borough	T1A1	Build & Buy Programmes 1 -5: Council-house building scheme, purchase from off shelf and developments, buy back of council homes and acquisition of land for new affordable housing	Well- Being - Long term	New council units being built, developed partnerships with developers for increased supply of units and increase use of Local Letting agent to purchase affordable market properties	PI1: Promoting good quality homes and regeneration E1: Encouraging People to live, work, learn, visit and invest here.; E2: Supporting businesses to locate and grow here
		T1A2	Facilitate RSL house building through joint enterprise in relation to access to land and grant solutions (SHG)	Well- Being - Long term	Increasing Trend	PI1: Promoting good quality homes and regeneration
		T1A3	Evaluation of council stock based on needs and affordability to inform investment decisions	Well- Being - Long term	Option appraisal on sites with identified failings including high turnover and high void loss	PI1: Promoting good quality homes and regeneration

		T1A4	Implement GIS modelling of demand to inform investment decisions	Well- Being - Long term	A system that can be universally used across sectors for planning, enforcement and strategic benefit within a housing context	PI1: Promoting good quality homes and regeneration
T1O2	Increased supply of housing solutions for individuals and families with complex needs (disability, older people, veterans)	T1A5	Build new or remodel to provide adapted / specialist lifetime homes	Well- Being – Prevention	Futureproof lifetime homes removing strain on waiting list and DFG applications	PI1: Promoting good quality homes and regeneration. Pe2 - Supporting people to live active, independent lives within their community
		T1A6	Review sheltered housing units to deliver appropriate and sustainable housing for older people	Well- Being – Prevention	Option appraisal on sites with identified failings including high turnover and high void loss	PI1: Promoting good quality homes and regeneration. Pe2 - Supporting people to live active, independent lives within their community
		T1A7	Implement "container homes" to increase temporary housing solutions to prevent homelessness	Well- Being – Prevention	Affordable solution of temp accommodation which will reduce pressure on homelessness duty and figures.	E3: Helping tackle poverty. Pe3 - Safeguarding those who are vulnerable.
		T1A8	Partnership working to support self-build and supported housing for veterans of the armed forces	Well- Being – Prevention	Planning approval of further veteran self build sites	PI1: Promoting good quality homes and regeneration. E3: Helping tackle poverty. Pe3 - Safeguarding those who are vulnerable.
T1O3	Increased supply of market housing in line with the LDP	T1A9	Early engagement with private developers over strategic locations to address LDP imbalance	Well- Being - Long term	Increased availability of compliant DQR stock for social and affordable use	PI1: Promoting good quality homes and regeneration

		T1A10	Positively influence the mix of market housing delivered privately to meet local needs	Well- Being - Long term	Increased availability of compliant DQR stock for social and affordable use	PI1: Promoting good quality homes and regeneration. E1: Encouraging People to live, work, learn, visit and invest here
T1O4	Increased range of tenures available for all incomes	T1A11	Redevelopment of the Council's Local Lettings Agency to provide affordable housing products: Intermediate Rent, Homebuy, Rent to Own, Shared Ownership	Well- Being - Long term	Reduced waiting lists and creating another route and easier access to affordable housing	PI1: Promoting good quality homes and regeneration
		T1A12	Develop financing options to enable the Local Lettings Agency to increase its own stock	Well- Being - Long term	Reduced waiting lists and creating another route and easier access to affordable housing	PI1: Promoting good quality homes and regeneration. E2: Supporting businesses to locate and grow here
T1O5	A reduction in the number of empty properties in the county borough	T1A13	Apply all available means to bring empty properties into use including advice, loans, enforcement and compulsory purchase orders	Well- Being - Long term	Improving Trend. Improvement of desirability of areas and increased number of available homes	PI1: Promoting good quality homes and regeneration; PI2: Pride in our environment; PI3: Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces; PI4: Well connected and sustainable communities.
		T1A14	Promote and incentivise Homes above Retail Premises developments to support town centre living	Well- Being - Long term	Improving Trend. Reduction in number of empty properties in the town centre and reduced waiting lists	PI1: Promoting good quality homes and regeneration. E1: Encouraging People to live, work, learn, visit and invest here
		T1A15	Reduce number of RLET void properties within housing stock	Well- Being - Long term	Reduced void loss and number of homes not being used	PI1: Promoting good quality homes and regeneration

T106	Vacant land brought back into use to support delivery of housing	T1A16	Active marketing of land disposal for housing delivery and review all Council-owned land for use for housing (including garage sites)	Well- Being - Long term	Increased number of units available	PI3: Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces
T107	Improved access to housing for current and prospective tenants	T1A17	Develop a common allocations policy for use across sectors to increase choice with investment in technology to efficiently advertise housing vacancies and manage applications	Well- Being - Collaboration	Easier and more prominently defined access to housing with reduced number on waiting lists with a lower average rehousing waiting period.	E3: Helping tackle poverty PI1: Promoting good quality homes and regeneration
		T1A18	Use all available means to regulate and enforce high standards in the PRS to increase choice	Well- Being – Prevention	Reduced number of complaints within PRS/HMO sector due to effective enforcement	Pe1 - Supporting people to have positive aspirations, learn and achieve their potential.Pe4 - Working with our partners to make Wrexham a safe place where people feel included.PI2: Pride in our environment; PI3: Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces
T108	Increased investment in housing stock	T1A19	Deliver annual HRA Business Plan to direct effective use of Housing Revenue Account to support additional housing	Well- Being - Long term	Increased number of units available	PI1: Promoting good quality homes and regeneration

		T1A20	Effective and targeted use of external (WG) grant programmes as available to support additional housing	Well- Being - Collaboration	Increased number of units available	PI1: Promoting good quality homes and regeneration. E3: Helping tackle poverty
T1O9	Wrexham is a place that people want to live, work and invest in	T1A21	Develop and promote brand "Wrexham"	Well- Being - Long term	More awareness and demand, with reduced number on waiting lists with a lower average rehousing waiting period.	E1: Encouraging People to live, work, learn, visit and invest here; E2: Supporting businesses to locate and grow here;
		T1A22	Increase housing-led, regeneration activity and investment in the county borough	Well- Being - Long term	Improvement to communities and increasing desirability of an area	E3: Helping tackle poverty
		T1A23	Develop a training programme (including apprenticeships)	Well- Being - Long term	Reduced number of NEET and increase skilled workforce within a community	E1: Encouraging People to live, work, learn, visit and invest here
		T1A24	Utilise Community Benefits within house building contracts to deliver training and employability for people in the county borough. Upskill existing and new workforces to deliver more housing units	Well- Being - Long term	Reduced number of NEET and increase skilled workforce within a community and existing workforce.	E1: Encouraging People to live, work, learn, visit and invest here
		T1A25	Use the procurement process to maximise local supply chains	Well- Being - Long term	Increased economic activity within a community	E1: Encouraging People to live, work, learn, visit and invest here

Theme 2: Better Quality Homes & Communities						
Ref	Outcome	Ref	Action to Achieve	Well- Being Of Future Generations Act	Target / Measure	Link to Council Plan
T2O1	Achievement of Welsh Housing Quality Standard (WHQS) by 2020 for Council's housing stock	T2A1	Investment in housing stock to include roofing, renewal of heating systems, replacement of kitchen and bathrooms, environmental improvements, external works programme	Well- Being - Long term	2017/18 Compliance with WHQS:- Roofs and associated components - 74%, Kitchens - 100%, Bathrooms - 100%, Energy Rating - 85%, Central Heating Systems - 86%, Electrical Systems - 74%, External Works - 62%	PI1: Promoting good quality homes and regeneration; PI2: Pride in our environment; PI3: Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces
T2O2	Improved estate management and community areas	T2A2	Building on WHQS, delivering enhanced investment to council stock	Well- Being - Long term	Improved appearance of communities, customer satisfaction with services 80% target and sustainability of tenancies.	PI1: Promoting good quality homes and regeneration; PI2: Pride in our environment; PI3: Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces

		T2A3	Deliver Capital Investment Programme of £xm for 2018/19 for Council's housing stock	Well- Being - Long term	Improved appearance of communities, customer satisfaction services 80% target and sustainability of tenancies	Pl1: Promoting good quality homes and regeneration; Pl2: Pride in our environment; Pl3: Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces
		T2A4	Review housing management service to ensure it can support individuals to maintain their tenancies. Target funding to areas where investment is required	Well- Being - Long term	Reviewed staff services and IT platforms which provide service efficiencies, reduced arrears and waiting list times	E3: Helping tackle poverty
		T2A5	Use of DFG and adaptations to Council and privately owned properties	Well- Being - Vulnerable	Recorded numbers of stock fit for adapted use. Reduction in transfer waiting list for those requiring moves due to health.	Pl1: Promoting good quality homes and regeneration. Pe3 - Safeguarding those who are vulnerable. E3: Helping tackle poverty

		T2A6	Promote and encourage independent living and concept of lifetime homes	Well- Being - Vulnerable	Recorded numbers of stock built/adapted for lifetime homes. Reduction in transfer waiting list for those requiring moves due to health/	Pe2 - Supporting people to live active, independent lives within their community. PI1: Promoting good quality homes and regeneration
		T2A7	Reduce fuel poverty/bills and provide efficient homes for life	Well- Being – Prevention	Properties meeting WHQS and promotion/take up of ECO LA Flex Scheme	E3: Helping tackle poverty.
T2O3	Increased range of tenures available for all incomes	T2A8	Redevelopment of the Council's Local Lettings Agency to provide affordable housing products: Intermediate Rent, Homebuy, Rent to Own, Shared Ownership	Well- Being - Long term	Increased satisfaction in communities and reduction in waiting lists for social and intermediate properties.	E3: Helping tackle poverty.
T2O4	Reduced number of empty properties and increased PRS enforcement for improved communities	T2A9	Enforcement action to minimise the impact of poorly managed PRS properties including HMOs to involve planning and licencing (basic standard requirements) and use of Compulsory Purchase Orders. Promotion of grant funding and loans available to bring properties back into use.	Well- Being – Prevention	Increase in uptake of loans as per empty homes strategy. Target 2018 - 33 units.	PI1: Promoting good quality homes and regeneration; PI2: Pride in our environment; PI3: Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces

		T2A10	Review of procedures linked between planning and licensing. Developing efficiencies with enforcement specifically with HMO's/PRS	Well- Being – Prevention	Reduced number of complaints within PRS/HMO sector due to effective enforcement	PI1: Promoting good quality homes and regeneration; PI2: Pride in our environment; PI3: Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces
		T2A11	Raise the awareness and registration of PRS landlords to Rent Smart Wales	Well- Being – Prevention	Rent Smart Wales registrations	PI1: Promoting good quality homes and regeneration; PI2: Pride in our environment; PI3: Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces

	Theme 3: Better Services to Improve Peoples Lives					
Ref	Outcome	Ref	Action to Achieve	Well-Being of Future Generations Act	Target / Measure	Link to Council Plan
T3O1	Redefined housing services and housing options that proactively supports, vulnerabilities, complex needs and homeless prevention	T3A1	Support new technologies to help tenants and customers to make easier access to services	Well- Being - Integration	Increased digital inclusion and digital understanding with a view to increasing incorporating more digital services	PI1: Promoting good quality homes and regeneration. P
		T3A2	Redevelopment of the Council's Local Lettings Agency to provide affordable housing products: Intermediate Rent, Homebuy, Rent to Own, Shared Ownership	Well- Being - Long term	Increased satisfaction in communities and reduction in waiting lists for social and intermediate properties.	PI1: Promoting good quality homes and regeneration
		T3A3	Review housing management service to ensure it can support individuals to maintain their tenancies. Target funding to areas where investment is required	Well- Being – Prevention	Reviewed staff services and IT platforms which provide service efficiencies, reduced waiting list times	E3: Helping tackle poverty
		T3A4	Improved efficiencies within operational housing service model	Well- Being - Long term	Reduction in debt/arrears. Agreed proportionate targets responding to legislative changes, including Welfare Reform	E3: Helping tackle poverty

		T3A5	Develop a range of housing to support the needs of a range of people	Well- Being - Vulnerable	Review housing and housing services for older people, people with disabilities and health needs	E3: Helping tackle poverty
		T3A6	Improve engagement with tenants and customers and encourage feedback on level of service	Well- Being - Long term	Seek to increase % feedback annually, seek to increase those who are satisfied or very satisfied with services annually	Pe2 - Supporting people to live active, independent lives within their community.PI4: Well connected and sustainable communities
		T3 A7	Enhance and further development of Domestic Abuse response procedures	Well- Being - Vulnerable	Established uniformed services and partnership responses that are pro active and reactive with Domestic Abuse victims	Pe3 - Safeguarding those who are vulnerable
		T3A8	Developed partnership working with other agencies and organisations for improved services	Well- Being - Collaboration	Number of collaborative projects taking place each year and any outputs from them as a measure of success	Pe2 - Supporting people to live active, independent lives within their community.PI4: Well connected and sustainable communities

T3O2	Using new technologies to provide health and housing solutions	T3A9	Review of extra care and sheltered housing services, where technology can provide enhancement to quality of life or access to services	Well- Being - Long term	Increased life-time home options available	Pe3 - Safeguarding those who are vulnerableE3: Helping tackle poverty
		T3A10	Reduce fuel poverty/bills and provide efficient homes for life	Well- Being – Prevention	Amount of money secured in grant aid / number of households assisted on an annual basis	E3: Helping tackle poverty
		T3A11	Work with developers to increase the supply of new build lifetime homes for families and individuals with complex health needs	Well- Being - Long term	Increased life-time home options available. Reduction in transfer waiting time. Reduction in DFG expenditure	PI1: Promoting good quality homes and regeneration Pe3 - Safeguarding those who are vulnerableE3: Helping tackle poverty
		T3A12	Developing existing housing application and register process. Switching to online application and management to reduce waiting time and improve admin function.	Well- Being - Long term	A joint application process and application form in place with partner RSLs	Pe4 - Working with our partners to make Wrexham a safe place where people feel included PI1: Promoting good quality homes and regeneration

T303	Implementation of Homelessness Strategy 2018	T3A13	Develop a preventative housing management system that responds to need and provides assistance to sustainability of tenancies and prevention of homelessness	Well- Being – Prevention	December 2018:- Regional Strategy and Council specific action plan in place	Pe3 - Safeguarding those who are vulnerable
		T3A14	Implementation of Renting Homes (Wales) Act	Well- Being - Long term	Introduction of new Secure Contracts to replace current Tenancy Agreement and changes to tenancy succession, providing increased security of tenure.	Pe2 - Supporting people to live active, independent lives within their community. E3: Helping tackle poverty
		T3A15	Provide additional pitches for Gypsies, Roma and Travellers as identified within the GTAA	Well- Being - Vulnerable	Following completion of needs assessment identify new site and additional pitches	Pe5 - Enabling access to leisure and cultural activities. PI3: Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces

		T3A16	Undertake Gypsy and Traveller Accommodation Assessment as required by Housing Act (Wales) 2014	Well- Being - Long Term	Publication of GTAA	Pe5 - Enabling access to leisure and cultural activities. PI3: Communities with sustainable, attractive settlements, neighbourhoods, buildings and spaces
		T3A17	Reduce fuel poverty/bills and provide efficient homes for life	Well- Being – Prevention	Amount of money secured in grant aid / number of households assisted on an annual basis	E3: Helping tackle poverty