

| No. | Key action | Monitoring notes and completion dates | Responsible service area |
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### Action Plan: Housing, Homelessness and Rough Sleeping Strategy 2018-23

| Priority one: Increase the supply and choice of good quality homes that local people can afford. |   |   |                                     |
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| Outcome 1.1 Produce a programme of council owned development sites to meet local housing need.   |   |   |                                     |
| 1.1a   | Identify council owned land and other sites, suitable for the development of new council homes.                         | Project: Complete by March 2019                 | Property and Regeneration           |
| 1.1b   | Identify council owned land and other sites, suitable for self build and custom build                                   | Project: Complete by March 2019                 | Property and Regeneration           |
| Outcome 1.2 Deliver new housing  |   |   |                                     |
| 1.2a   | Deliver housing using HRA funds   | To be confirmed at completion of action 1.1     | Property and Regeneration           |
| 1.2b   | Deliver housing using general fund and regeneration powers  | To be confirmed at completion of action 1.1     | Property and Regeneration           |
| 1.2c   | Identify enough suitable sites for custom and self build housing to meet our obligations                                | To be confirmed at completion of action 1.1     | Planning                            |
| 1.2d   | Support appropriate community led housing initiatives   | Ongoing - report to housing working group (HWG) | Property and Regeneration           |
| 1.2e   | Work with representative community organisations to encourage the development of rural affordable homes                 | Ongoing - report to HWG                         | Property and Regeneration           |
| 1.2f   | Work with housing providers and developers to identify barriers to housing delivery and develop a delivery action plan. | Ongoing - report to HWG                         | Planning, Property and Regeneration |

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**Outcome 1.3:** Ensure new housing development meets identified local needs

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| 1.3a | Monitor the profile (tenure and mix) of homes built and use this information to inform future policy, development and service delivery | Ongoing monitoring - Authority Monitoring Report due December                        | Planning, Property and Regeneration |
| 1.3b | Monitor the profile (mix) of Affordable homes and use this information to inform future policy   | Ongoing monitoring - Authority Monitoring Report due December                        | Property and Regeneration           |
| 1.3c | Conduct a review of current and older person housing needs to inform policy  | Project date TBC   | Property and Regeneration           |
| 1.3d | Consider how best to meet the identified needs of Gypsies and Travellers   | Project date TBC: 2019   | Planning                            |
| 1.3e | Improve monitoring of student accommodation data, analysis and use to strengthen policy  | Monitor following data: student registration numbers, HMO numbers, New/existing PBSA | Property and Regeneration           |

**Outcome 1.4:** Ensure the Lettings Fee ban is enforced

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| 1.4a | Introduce an effective monitoring system to support the lettings fee ban when it comes into force; | Lettings fee ban is expected in 2019. Monitoring timescale TBC | Private Sector Housing |
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**Priority two: Make efficient and effective use of existing housing in the district and improve housing quality to ensure it meets current and future housing needs**

**Outcome 2.1:** Homes in the private sector are of high quality

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| 2.1a  | Develop a programme of targeted interventions to improve private housing standards across the district using the Private Sector Stock Condition Survey as evidence. | Programme to be developed and implemented by 2019/20                   | Private Sector housing                         |
| 2.1b  | Work in partnership with the local landlords' forum and Homestamp to improve standards in the private rented sector   | Ongoing - attendance and contribution Quarterly update to HWG          | Private Sector Housing                         |
| 2.1c  | Implement the extension to the licensing scheme of HMOs   | October 2018   | Private Sector Housing                         |
| <b>Outcome 2.2: Social housing tenants benefit from quality, affordable housing</b>           |   |  |  |
| 2.2a  | Working with EKH pilot an Energy Switching Scheme for our EKH tenants. Monitor scheme and consider future options for the wider community.                          | Pilot Jan 2019 - 2020  | Commissioned services, East Kent Housing (EKH) |
| 2.2b  | Procure and implement work from fire risk assessment programme.   | Ongoing  | Commissioned services, EKH                     |
| <b>Outcome 2.3: The council encourages the efficient use of housing in the private sector</b> |   |  |  |
| 2.3a  | Work with Landlords to increase homes available through Canterbury Lettings for households through both Part 6 and Part 7 of the Housing ACT 1996 (as amended).     | Ongoing<br>Target 10 pa, to be reviewed by 2020                        | Community Services                             |
| 2.3b  | Proactively identify empty homes in the district and deliver a range of interventions, including where appropriate enforcement actions, to bring them back into use | Ongoing. Quarterly updates at HWG. Annual progress report to Committee | Private Sector Housing                         |

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| 2.3c  | Investigate with local estate agents and partners the barriers locally, to older people wishing to downsize (link with action 1.4b)               | Project: date TBC                           | Property and Regeneration   |
| <b>Outcome 2.4: Social housing is used efficiently</b>  |   |   |   |
| 2.4a  | Pilot a scheme to assist and incentivise social tenants to downsize to more suitable homes.   | Project implemented by 2019/20              | Community Services, EKH   |
| 2.4b  | Explore additional measures to help facilitate mutual exchanges with a view to reducing under-occupation and overcrowding                         | Project date TBC                            | EKH   |
| 2.4c  | Hostels at 22-24 Old Dover Road Refurbishment project   | Complete by 2019/20                         | Community Services  |
| 2.4d  | Conduct a strategic review of our sheltered housing and consider options for alternative use, remodelling or regeneration.                        | Prepare draft delivery programme by 2019/20 | Community Services, Commissioned services, Property and Regeneration      |
| 2.4e  | Conduct a review of the council's hostel stock to ensure it is fit for purpose and identify appropriate options for improvement and refurbishment | Project date TBC 2020/21                    | EKH, Community Services, Commissioned services, Property and Regeneration |
| <b>Priority three: Support vulnerable people to access and maintain housing including preventing and ending homelessness.</b> |   |   |   |

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| <b>Outcome 3.1: Cases of homelessness are prevented at the earliest opportunity</b>               |   |  |   |
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| 3.1a  | Develop protocols, pathways and effective referral mechanisms with partners to assist them in implementing the new 'Duty to refer' to improve homelessness prevention solutions   | Initial project Oct '18 - May'19, then Ongoing with updates to HWG | Community Services                            |
| 3.1b  | Review online advice for: <ul style="list-style-type: none"> <li>● Private sector housing</li> <li>● Housing Solutions</li> <li>● Housing Need Register</li> </ul> to raise the profile of the advice services and ensure applicants are able to access information and self serve. | Ongoing - Report to HWG  | Community Services                            |
| 3.1c  | Deliver a targeted project to reach single people who are sofa surfing or staying with various family or friends, to prevent them becoming rough sleepers   | Ongoing project to 2020. Report due 2020                           | Community Services                            |
| 3.1d  | Explore ways to improve relationships with private sector landlords and agents to prevent tenancies ending and give greater access to privately rented properties for those on low income or in receipt of benefits   | Project: Start April 2019 for 12 months. Outcome report due 2020   | Community Services                            |
| 3.1e  | Raise awareness about housing options and the realities of youth homelessness, for young people attending activities at Lucerne and Spring Lane Neighbourhood Centres   | Programme due 2019/20  | Community Services                            |
| <b>Outcome 3.2: Vulnerable people are supported to access and maintain suitable accommodation</b> |   |  |   |
| 3.2a  | Periodically review requirements and need for Temporary accommodation and increase provision within existing council stock, through acquisitions and exploring leasing arrangements.  | Ongoing review. Quarterly updates at HWG                           | Community Services, Property and Regeneration |

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| 3.2b  | Deliver the council's commitment to resettling two Syrian families in the district per year  | 2 families per year (total of 10 families) by 2020 under the Government's Syrian Vulnerable Persons Resettlement Scheme | Community Services        |
| 3.2c  | Deliver support that enables people to make the transition into housing and help to sustain their housing by addressing support needs                | Ongoing programme   | Community Services        |
| <b>Outcome 3.3:</b> Ensure council policy and strategy are up to date and meet our priorities |  |   |                           |
| 3.3a  | Periodically review the Housing, Homelessness and Rough Sleeper Strategy and Action plan   | Annually or as needed   | Property and Regeneration |
| 3.3b  | Review our Tenancy Policy  | Project - 2019/20   | Community Services, EKH   |
| 3.3c  | Review our Allocations Policy  | Project - 2019/20   | Community Services        |
| 3.3d  | Develop a Temporary Accommodation Placement Policy   | Project date May 2020   | Community Services        |
| 3.3e  | Refresh the private sector housing policy to include Disabled Facilities Grants, housing licensing, private sector housing standards and empty homes | Project date May 2019   | Community Services        |
| <b>Outcome 3.4:</b> End Rough Sleeping  |  |   |                           |
| 3.4a  | Produce an annual strategic Rough Sleeper action plan to coordinate and target available resources to maximise impact                                | Annual action plan<br>From April 2019   | Community Services        |

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| 3.4b | Develop and deliver a proactive person centric rough sleeper project to facilitate access to services, accommodation and to prevent them returning to the streets | 2 year project to complete July 2020<br>Quarterly updates to HWG | Community Services       |