

Appendix

Redbridge Housing Strategy 2017-22



Ambitious for Redbridge

| Housing Strategy | |
|----------------------------|---------------------|
| Lead Service Area: Housing | Date:29th June 2017 |
| Cabinet Portfolio: Housing | Stage: Draft |
| Author: Karen Shaw | Version:6 |

| | Page |
|--|-------|
| Introduction from the Cabinet Member, Councillor Farah Hussain | 3-4 |
| Executive Summary | 5-7 |
| Corporate Strategy | 8-9 |
| Setting the Scene | 10-11 |
| The policy context | 11-14 |
| Housing Market Data | 14-18 |
| Key Themes: | 19-49 |
| Increasing Housing Supply | 19-31 |
| Meeting Housing Need | 31-39 |
| Working with Landlords to Improve Private Sector Standards | 40-44 |
| Being an Excellent Landlord | 44-49 |
| Appendix 1: Evidence Base | 50-64 |

Introduction from the Cabinet Member for Housing, Councillor Farah Hussain

Since becoming the Cabinet Member for Housing in May 2016 I have been struck by the determination of council officers and members, voluntary sector organisations and the community to solve the housing crisis in Redbridge.

I have also been struck by the sheer scale of the crisis and how welfare changes, historic underinvestment in housing in the borough, and dramatic increases in the cost of housing mean that thousands of Redbridge residents are no longer able to afford to live here.

The Redbridge Housing Strategy 2017- 2022 is an ambitious plan to tackle the worst of the housing crisis. It aims to learn from past mistakes while embracing new ideas and working across sectors to raise the quality and quantity of homes in the borough.

Redbridge currently has one of the smallest social housing stocks in the whole of London. The Council has already begun an ambitious programme of council house building that will see 250 new council homes built before 2020. In addition to this we have seen more housing association investment in the borough with shared ownership and other affordable products being developed. We will continue to encourage private investment in Redbridge and will work to ensure that all developments include at least 30% affordable homes. We aim to see 1000 affordable homes built in Redbridge during the lifetime of this strategy.

In order to ensure that those who most need housing support are given it, we will undertake bi-annual reviews of the Housing Register, and we will review the Housing Allocations Scheme and introduce a new Tenancy Strategy to better reflect government policy. We will continue to work with voluntary sector partners in assisting rough sleepers in accessing support and moving on to secure accommodation. A wide-reaching change programme is already underway to develop new ways of procuring temporary accommodation and assisting families out of homelessness. We will strengthen our work on homelessness prevention and re-organise our homelessness services to better reflect the needs of our residents. By April 2018, no Redbridge families with children will be in bed and breakfast accommodation for longer than six weeks.

The Council has already introduced a private sector property licensing scheme to improve the standard of accommodation in the two wards with the most privately-rented homes; Clementswood and Valentines. We have also consulted on and applied to the Secretary of State for Communities and Local Government to extend the scheme to twelve other wards across the borough where we know the private rented sector is significant. The licensing scheme imposes conditions on landlords that they must abide by or risk facing criminal prosecution. However we know that

the majority of landlords in Redbridge do not only meet minimum requirements; they work hard to provide good-quality homes for their tenants and are respectful to their neighbours. We want to work more closely with these landlords to raise the standard of the sector across the borough and make the private-rented sector a housing tenure of choice for Redbridge residents.

As recent tragedies in other boroughs have highlighted, the importance of being an excellent landlord cannot be underestimated. The safety and wellbeing of all tenants and leaseholders in Redbridge housing stock is the highest priority. We will continue to invest in our existing stock to improve living standards, **and build on our residents'** engagement work by carrying out a tenant and leaseholder satisfaction survey in 2018. We will also work with residents to develop a pact on early engagement around potential regeneration schemes so they can have significant input into plans to ensure that the best possible outcomes for existing and potential tenants are achieved.

The strategy outlined above is ambitious in its scale and pace and represents a real shift in policy in Redbridge. The difficulty of tackling the London-wide housing crisis in Redbridge cannot be underestimated, however I am confident that this strategy, and the practical changes that will follow, will make a real difference to thousands of people who are affected by homelessness today.

Cabinet Member for Housing, Councillor Farah Hussain

Leader of the Council, Councillor Jas Athwal

Executive Summary

This Strategy outlines the range of housing pressures affecting the borough now and likely to be issues for the next five years. It identifies some of the potential solutions and opportunities that exist in Redbridge to move things forward in a positive way and create an improved Housing environment. The Strategy identifies four themes against which the actions to address the issues are set. These are outlined below.

Theme 1 Actions – Increasing Housing Supply

- **Deliver ‘genuinely affordable’ homes on council-owned sites**, including social rent and London Living Rent
- Make best use of council-owned land and assets to maximise the delivery of affordable housing
- Use the capacity study to identify a pipeline of development opportunities on HRA land to deliver at least a further 350 new affordable homes and funding options
- **Complete a capacity study on land owned by the Council’s General Fund** to identify additional development opportunities and delivery routes
- Set up a wholly-owned Council development company (DevCo) to contribute towards increasing the supply of homes in the borough
- Use the wholly-owned Council development company (DevCo) to deliver **additional ‘genuinely affordable’ homes alongside homes for market rent or sale** to create mixed, inclusive and sustainable communities
- Consider the options and viability of pursuing new delivery models for providing additional temporary accommodation and private sector supply at affordable levels to meet housing need
- Develop and build the relationship with registered providers to ensure their contribution to delivering new affordable housing supply and meeting housing need in Redbridge
- Increase the supply of directly-managed temporary accommodation by converting existing council-owned buildings to residential use, purchasing property on the open market and through modular housing solutions as meantime use on council-owned sites
- Ensure all households at risk of homelessness are referred for casework advice and support through Work Redbridge
- Expand affordable home ownership opportunities such as London Shared Ownership products in the borough
- Ensure new housing development prioritises key quality and design principles
- Hold a register of self-builders in line with the Council’s statutory requirement to inform the Local Plan
- Help to ensure that local job opportunities are maximised for local companies and local people

Theme 2 Actions – Meeting Housing Need

- Review the Housing Register bi-annually to ensure it is an up to date reflection of housing need and supports effective allocation
- Reviews the Housing Allocations Scheme and introduce a new policy in 2018
- Reduce the use of bed & breakfast accommodation and ensure that by April 2018 no families with dependent children or pregnant women are in bed & breakfast except in an emergency and for no more than six weeks
- Temporary placement policy to be approved by Cabinet
- Conduct a homelessness review in 2017/18 and develop a new Homelessness Strategy in 2018
- Re-organise the Housing Needs Service to strengthen existing prevention work and respond to the Homelessness Reduction Act 2017
- Consult on and introduce a new Tenancy Strategy
- Develop proposals for transforming extra care provision and sheltered housing for the elderly to meet the needs of this group of residents
- Conduct a review of services and develop an Older Persons Housing Strategy
- Bring the registration of and allocation of extra care housing need within the Housing Allocations Scheme
- Identify funding opportunities for increasing the supply of supported housing for vulnerable groups in the borough
- Ensure the needs of vulnerable groups, including those with learning disabilities, mental health issues, autism, older people and care leavers are considered in developing new housing supply
- Develop a Commissioning Strategy for accommodation for those with support needs
- Review and improve the service offer to young people - Conduct a review of joint service provision by Housing, Children's Services and Barnado's to young people and care leavers referencing the Positive Pathway Model
- Clarify the accommodation pathways for care leavers and the priority for social housing, supported accommodation and private rented accommodation and work with other services to ensure care leavers understand the pathways and make positive choices
- Develop a Rough Sleeping Plan to co-ordinate required activity on rough sleeping in the borough and reduce levels of rough sleeping over the next 5 years
- Maximise funding opportunities to enhance the service to rough sleepers and produce positive outcomes for individuals and the community including bids to the GLA Innovation Fund and the Challenging Migration Fund

Theme 3 Actions – Working with Landlords to improve the Private Rented Sector

- Implement an efficient property licensing scheme and take robust action against criminal landlords
- Incorporate new enforcement powers from the Housing & Planning Act into the Private Sector Housing Enforcement Policy
- Refresh the Private Sector Renewal Policy to ensure empty property grants continue to meet current strategic aims
- Review the process for awarding and delivering disabled facilities grants
- Build the relationship with private sector landlords who let homes locally and seek to identify ways in which the strategic relationship can influence and reduce the level of evictions and reduce homelessness

Theme 4 Actions – Being an Excellent Landlord

- Review the Housing Revenue Account Business Plan during 2017
- Achieve top quartile performance across all indicators by 2019/2010
- **Conduct a review of the Council's Housing assets and** ensure there is comprehensive information on existing levels of adaptation across the housing stock to inform future development needs and proposals
- Carry out a tenant and leaseholder satisfaction survey in 2018
- Identify innovative ways to increase resident involvement opportunities
- Develop a pact on early engagement with residents where regeneration proposals affect their estates or homes to ensure the best outcomes are achieved for existing communities and prospective tenants
- To expand the service offer at the Orchard Housing Office to other Redbridge residents.
- Ensure an effective tenant mobility service. Review the support to all groups, especially under occupying social housing tenants

Ambitious for Redbridge



»
Increase
FAIRNESS
and respond to
the aspirations of
our Borough

1

We want to make sure everyone has a fair chance to succeed.

- Target resources to reduce poverty and inequality
- Tackle the root causes of social problems early
- Equip people with high quality education and skills
- Ensure sustainable growth and local opportunities

»
EMPOWER
our communities
to help shape our
Borough and the
services
we deliver

2

We will make sure that there is a meaningful conversation about how we deliver services.

- Place communities at the heart of decision making
- Help residents to be more resilient
- Embrace technology to change the way we communicate
- Improve internal communications to all Council employees

»
IMPROVE
quality of life and
civic pride amongst
our communities

3

We will ensure that Redbridge continues to be a place of choice to live.

- Create civic pride of a clean and safe borough for families
- Promote dignity and independence in our services
- Increase learning opportunities and access to work and training
- Maximise opportunities to build homes and regenerate town centres

»
TRANSFORM
our Council in tough
times to be dynamic
and responsive to
the challenges of
the future

4

We will find innovative solutions to provide the best services at the lowest cost.

- Internal redesign of services to do things better
- Partnership working with residents, third sector and businesses
- Use technology to improve delivery
- Change the culture of the Council to encourage employees to improve the way we work



www.redbridge.gov.uk/ambitiousforredbridge

Corporate Strategy 2014 -18

The Corporate Strategy provides the vision and priorities for Redbridge. They are the top of the golden thread that links the work of individual employees to the vision Ambitious for Redbridge.

This Housing Strategy aims to consider and work towards these priorities in all of its actions and they are the foundation of the priorities identified for this document. Within each of the actions in the Corporate Strategy a link to housing issues and the Housing Strategy is strongly evident.

| Corporate Priorities | How will the Housing Strategy contribute? |
|---|--|
| <p>Increase fairness and respond to aspiration</p> | <ul style="list-style-type: none"> • The development of this document and Homelessness Strategy are key actions under this theme. • There is a link between housing and actions related to employment and skills. In particular the importance of assisting those affected by welfare rules which impact on their housing costs and affordability, where helping individuals into employment is a core part of the solution for many local people. |
| <p>Empowering communities</p> | <ul style="list-style-type: none"> • Strengthening and enhancing our advice offer, especially to private sector tenants is a core element of this Strategy |
| <p>Improve quality of life and civic pride</p> | <ul style="list-style-type: none"> • Increasing the delivery of affordable housing supply to buy and rent for the range of different housing needs • There is also a strong link to priorities to the development of the Local Plan and the regeneration as a result of the development of Crossrail in the Borough |
| <p>Transform our Council</p> | <ul style="list-style-type: none"> • Housing plays a critical role in all actions in this strand especially the development of the new Customer Service offer and new face to face hub; with the move of the Housing Advice Centre services into this multi-service environment and new ways of working during 2017. |

2. Setting the Scene

The Housing Strategy has been developed to provide a clear statement of the **Council's aspirations for housing in the borough. The housing market in London is** characterised by a mis-match of demand and supply leading to a shortage of both rented and market housing for those on modest incomes. Redbridge is not immune to these market factors; over the past five years average house prices in the borough and average private sector rents have both risen .

The borough is growing rapidly with 296,800 people in 2015 the population has risen by 5.47 % since 2011 and is projected to rise to 340,479 over the next ten years. The age is younger too with 27.6% of the population under 19 compared to 24.7% across London and 23.7% nationally. This rise in population has seen an additional 15,400 households living in the borough.

Whilst the development of Crossrail will make living in Redbridge even more attractive, it is predicted to provide a further upward impetus to house prices and, as journey times into central London and beyond decrease, it will make living in Redbridge even more attractive.

On the supply side Redbridge has seen only relative modest increases in housing numbers in both public and private housing. Since 2011 there have been only 356 completions of affordable homes. Housing growth is therefore some of the lowest in London.

At the same time there has been a major switch of stock into private renting –by 2011 24% of the housing stock was private rented, showing a significant increase in the preceding ten years. This has had the effect of reducing the stock available for owner occupation. The increase in average rents across this tenure has made it increasingly unaffordable for those on modest or even average incomes.

Since the credit crunch in 2008 the squeeze on mortgages and the increase in the level of deposit required by mortgage lenders has made owner occupation much more difficult especially for first time buyers. Nationally the average age of first time buyers has risen, particularly in London. Those households unable to access this tenure often turn to private renting and this increase in demand has been one of the factors causing average rents to rise.

Competition for private rented homes has meant that lower waged households are frequently priced out altogether; an impact exacerbated by welfare reforms introduced since 2011. Landlords have become more reluctant to accept tenants claiming housing benefits and the poorest in society are now frequently unable to afford any form of housing in Redbridge.

This Housing Strategy will state the Council's aspirations on both the supply and demand side of the housing equation and set out a series of measures to deliver better outcomes for the citizens of the borough.

3. Policy Context

The supply of affordable homes, both to rent and to buy, is one of the most important issues for residents, and improving the supply and quality of homes is one of the top priorities for the Council. There are many pressures on the borough affecting the availability of housing, including population growth in London, the migration of communities from inner London to the outer London boroughs as central London becomes increasingly unaffordable, and the spiralling cost of market accommodation for private rent and for sale. Poor quality accommodation affects **people's health and well-being** and contributes to the environmental degradation of the borough. At the same time, the increasing level of insecurity for tenants, especially in the private rented sector, presents serious issues in terms of access to **services and continuity of children's education, which has a knock on effect for the Council** in terms of planning and resourcing those services.

Whilst we might like to be bolder in our Housing Strategy it does needs to reflect national policy drivers on housing

- The Government's growth agenda;
- The emphasis on home ownership and resultant reduction in available grant for delivering new rented supply;
- The impact of self-financing and the ability of Local Authorities to borrow in order to build;
- The reduction in overall grant settlements to local government;
- The impact of welfare changes on affordability (including the under occupation charge on council homes, the benefit cap, reduction in housing **benefit entitlement for under 35's and the removal from 18-21 year olds**, the 1% rent reduction on council homes and the freezing of local housing allowance (LHA));
- The impact of the Housing & Planning Act 2016 as these provisions are implemented
- Changes to the funding for temporary accommodation through LHA;
- The impact of the Homelessness Reduction Act and the new responsibilities it places on local authorities, which are welcomed but have resulting costs;
- The implications of the Housing White Paper – "Fixing our Broken Housing Market" **on future direction from Central Government;**

The Strategy also needs to fit with the London agenda set by the Mayor.

The current London Plan, adopted by the previous Mayor in 2014, seeks to:

- o Increase the number of new homes to meet the needs of the growing population

- Increase opportunities for home ownership
- Improve the private rented sector
- Ensure working Londoners have more priority for affordable homes for rent
- Support initiatives that address homelessness, overcrowding and rough sleeping

The new London Plan is currently being developed. A consultation draft is expected to be published in autumn 2017 and adopted by the end of 2019.

The current Mayor is also developing a new Housing Strategy which will be in place for March 2018. The emerging priorities for that document include increasing supply; improving affordability; inclusive and sustainable neighbourhoods; a fairer deal for tenants and leaseholders; and addressing homelessness, including rough sleeping.

The Mayor has committed through his **“Homes for Londoners”** document to make renting more affordable through the introduction of new rented products, the London Affordable Rent for people on low incomes, and the London Living Rent for people on average incomes to help them save for a deposit to buy their first home. Alongside that is a commitment to develop London Shared Ownership homes to **help Londoners who want to buy but can’t afford market rates.**

The Mayor aims to:-

- See half of all new homes in London being genuinely affordable.
- Work with partners to get more affordable homes built on empty public land.
- Use up to £50m to deliver move-on accommodation for people leaving hostels and refuges.

This will be achieved by making sure the right policies and funding are in place to support developers, investors, housing associations and councils; that land and planning powers are used to the maximum benefit to support public and private development, unlocking development sites and bringing forward surplus public land; considering new, modern methods of construction to increase supply and build a skilled workforce.

The Mayors New Affordable Homes Programme 2016-21 offers opportunities to fund new affordable supply. The Mayor has also issued guidance on Estate Regeneration which needs to be considered.

Locally the links between the Housing Strategy and other Council Policies and Strategies is vital. The new Borough Plan is under development and will set a clear direction of travel and adopt a new set of strategic drivers for the Borough as a whole, across all Services. This Housing Strategy will develop these and define a new basket of Housing delivery targets. Further key interdependencies are with:

- the new Redbridge Local Plan which seeks to ensure adequate levels of housing growth to meet the future objectively assessed housing need;

- the emerging Economic Growth Strategy 2017-27 which is likely to prioritise transforming our Town Centres; creating the right environment for enterprise; building new homes for all; ensuring everyone shares in prosperity; and delivering high quality space and places;
- the new Health and Wellbeing Strategy has a key theme around providing decent, affordable homes;
- and **the “Looked After Children Strategy” which has complimentary priorities** around the response to care leavers housing needs;

In developing this document we have spoken to stakeholders about what they think are the big issues are for housing in Redbridge. A broad range of consultation will take place on a number of other housing policy documents which will flow from the vision set within this strategy document including the Homelessness Review and Strategy, the Tenancy Strategy and the Housing Allocations Scheme. These documents will further develop the key priorities that will be shaped by the overall vision for Housing in the borough set out in this document.

The emerging issues include:

- A growing affordability gap for residents wanting to buy their own home or rent in the private sector in the borough, including for those in work and on medium incomes who are being priced out of the market
- A significant shortage of social housing supply both from the council stock and that of registered housing providers **(RP’s) operating in the borough**
- A continuing pressure in terms of numbers of homeless households, especially those losing their homes as a result of being evicted from the private rented sector
- Rising numbers on the housing register, dominated by those in housing need as a result of homelessness and those living in overcrowded conditions
- Delivery of new affordable housing supply not keeping pace with need or demand
- A shortage of housing choices for those not able to afford market levels, becoming more acute for certain groups including larger families affected by the benefit cap and young people affected by the single room rate benefit **restrictions on under 35’s**
- A need to provide clearer options for care leavers across the range of tenure choices
- The need to develop more housing choices to support adults with complex needs including those with learning disability, autism spectrum disorders and mental health needs
- Difficulty with securing temporary accommodation locally and at affordable levels, placing **pressure on families and on the Council’s budgets**
- Increases in rough sleeping around Ilford Town Centre, including significant numbers of those with no recourse to public funds or European nationals who are not exercising treaty rights
- Poor standard amongst some parts of the private rented sector

- The need to enhance the level of available housing advice in the borough focussed on preventing homelessness given the challenges in sourcing good quality temporary accommodation and permanent housing supply for households who need it
- Concerns that new burdens from the new Homelessness Reduction Act will not be adequately funded by central government placing further pressure on hard pressed Council resources and available affordable housing supply in the social and private sector
- Concerns that the implementation of some measures from the Housing & Planning Act 2016 will further constrain development of new homes and the ability of the Council to fund its building aspirations and explore other alternatives

The scale of the challenges that face us is considerable and in order to meet the challenges we need to be ambitious, persistent and to strive for the best outcomes for residents.

In order to respond to the context this Strategy articulates four themes from which the individual priorities that form the action plan for the delivery of a Housing Service over the next 5 years emerge. These will be explored in detail in this Strategy.

Theme 1 – Increasing housing supply

Theme 2 – Meeting housing need

Theme 3 – Working with landlords to improve private sector standards

Theme 4 – Being an excellent landlord

4. Housing Market Data

Redbridge is an outer north east London Borough, with a culturally rich, well-educated community of 288,300 (June 2013). The borough is a place people want to live, it has a mix of green and urban areas, areas of affluence and areas of deprivation where our residents are struggling to manage the rising cost of living. Balancing targeted service delivery and providing facilities for all the different communities is both a challenge and an opportunity to embrace diversity in the Borough.

The population has grown by nearly 50,000 people since 2001 and is predicted to continue to grow at a faster rate than the rest of London. Population projections suggest growth to 316,800 by 2018 and 401,600 by 2037.

Redbridge has a diverse population, with a wide variety of religions. The 2011 Census showed that Redbridge was the 4th most diverse community in England and Wales with the third highest proportion of under 16s in London. This diversity has been embraced locally. The 2014 Life in Redbridge Survey showed that 58% of respondents felt that Redbridge is a place where people from different backgrounds get on well together.

The 2011 census showed Redbridge as having a population of 278,970 people, with population growth of 17% in the previous 10 years, higher than the London, outer London and East London average. The working population is 65.5%, below the London average of 69.1%. The older population (65 plus) was 12%, higher than the London position at 11.1%. Redbridge has the joint second highest average household size in the country with 2.8 persons per household, compared to the London position at 2.5. Clementswood, Clayhall and Loxford had the highest household sizes per ward in the borough and Snaresbrook the lowest. The Councils Core Strategy quantifies the increase in the Borough's **average household size from 2.6 in 2001, to 2.8 in 2011**, making Redbridge then the 2nd largest household size in the UK, against the background of falling household sizes, generally.

The 2016 North East London Strategic Housing Market Assessment (SHMA) was commissioned to provide evidence of need and demand for housing and demand for housing over the period 2011-2033 and address the need for different types of housing. It observes that North East London boroughs face considerable strategic challenges in meeting the housing needs of the future population as they undergo **rapid change in population, and of course in Redbridge's case significant growth in population**

"becoming more affluent...However, these benefits are not affecting all people and all parts of the boroughs. Further there has been a fundamental tenure adjustment, the continuing challenge of new housing delivery, responding to the needs of those households affected by welfare reform and a changing population profile."

Some of the SHMA data for Redbridge was refreshed in 2017 to show the level of assessed need for housing and change in population growth. This shows a deficit of 34,300 homes in Redbridge in the period 2015-30, which includes a deficit of 12,500 affordable homes (36.4% of objectively assessed need). The report highlights a significant shortfall in 3 bedroom homes (60.1%) in terms of both market housing and affordable homes. A further analysis of affordability, based on household incomes shows 6,300 households are identified as unable to afford social housing rents (set at target rent level which is around 50% of market rents) without LHA, **3,100 are identified as unable to afford 'affordable rent' products (up to 80% of market)** but able to afford social housing target rents. 3,100 are identified as able to afford affordable rents and therefore may be able to meet their need through Shared Ownership products.

The SHMA states that between 2001-11 Redbridge experienced a 10.7% decrease in owner occupation levels but a 9.5% increase in the private rented sector.

The 2011 Census showed that 64% of households owned their homes, a decrease from 75% in 2001. The median house price in Redbridge in 2015 had risen to £345,000, £55,000 lower than for London but only £5,000 lower than the outer London average. Prices are also on average more expensive than some of our neighbouring boroughs, including Havering, Barking and Dagenham and Newham.

This is not affordable for many of our residents. Private renting has increased to 24% but Redbridge had the second lowest proportion of households in London living in social rented accommodation at 11%, less than a quarter, for example of East London neighbour Hackney.

The key data in terms of this strategy are:

Increasing housing supply:-

| | Total | Flats | | maisonettes | House | Bungalow |
|----------------------------------|-------|-------|-----|-------------|-------|----------|
| Council rented stock | 4,466 | 2,359 | 440 | 310 | 1,288 | 63 |
| Council studio/1 bed homes | 1,809 | | | | | |
| Council rented family size homes | 2,657 | | | | | |
| Council sheltered housing | 125 | | | | | |
| Council general needs stock | 4,341 | | | | | |
| | 3,317 | | | | | |

| Registered Provider stock | 1 beds | 2 beds | 3 beds | 4 bed |
|---------------------------|--------|--------|--------|-------|
| | 18% | 46% | 30% | 6% |

- The median average house price in 2015 was £345,000 which was higher than in Havering, Barking and Dagenham and Newham
- The median private rent in Redbridge at quarter 1 of 2016 was £1,150, lower than the London average of £1,300 but higher than in neighbours, Newham , Havering and Barking & Dagenham
- The local housing allowance rates for the Outer North East Broad Rental Market Area in 2017/18 are all below this median level apart from for 4 bed properties
- While Redbridge has some of the more affordable rents in London it also has the lowest proportion of new homes that are classified as 'affordable'.

NI 155: Number of affordable homes delivered (gross)

| | Target | Units delivered | RPs | | | | LBR | | | |
|---------|--------|-----------------|-----|----|----|-------|-----|----|-----|-------|
| | | | AR | SR | SO | Total | AR | SR | P&R | Total |
| 2014/15 | 93 | 28 | 7 | 0 | 13 | 20 | 0 | 0 | 8 | 8 |

| | | | | | | | | | | |
|---------|-----|-----|----|---|----|----|----|----|----|----|
| 2015/16 | 125 | 33 | 8 | 0 | 9 | 17 | 0 | 16 | 0 | 16 |
| 2016/17 | 200 | 129 | 44 | 0 | 47 | 91 | 18 | 4 | 16 | 38 |

(AR=affordable rent; SR=social rent; SO=shared ownership; P&R = purchase & repair)

Meeting Housing Need:-

- At the end of 2016/17 there were 8,335 households on the housing register; 72% needing family sized homes
- 45% of those on the housing register were overcrowded, including 276 overcrowded social housing tenants
- 2,467 households had preference as a result of homelessness, 83% of whom needed family sized accommodation
- 291 social homes were let in 2016/17, a drop of 14.4% on the previous year.
- 50 of the lets last year were new build homes, 23 delivered by the Council and 27 **delivered by RP's an increase of 44% of the previous year**
- Vacancies from the existing Council and RP stock were down 11% on the previous year
- Only 49% of vacancies were for family sized homes
- 51% of general needs properties (excluding sheltered housing) were let to households with a preference as homeless
- 51 sheltered homes were let, 9 of these went to homeless households
- The average wait for social housing for a household in temporary accommodation needing a 3 bed home was over 13 years
- 1,044 households applied as homeless in 2016/17 and we accepted a housing duty to 41.7%, amongst the lowest acceptance rates in London
- Homelessness acceptances are lower than the London average at 4 per 1,000 households, and significantly below the average rate in Outer
- 2,308 households were in temporary accommodation at the end of 2016/17 and 45% were in temporary accommodation outside Redbridge
- Redbridge had the 10th highest number of households living in temporary accommodation London (13.5 per 1,000 households).
- 392 households were placed in bed and breakfast accommodation at the end of 2016/17
- 55% of homeless acceptances are from households who have been become homeless as a result of eviction from the private rented sector
- 20% of those resident in the borough and in work were low paid, in 2014 this was an increasing trend
- 25% of employees in the borough (though not necessarily residents) were in low paid work. This was increasing, was also 8% higher than the national average and the 10th highest in London
- Rough sleeping has increased by 39% in the last year, with 60 rough sleepers counted on the snapshot single typical night in November 2016 making it the 3rd highest in London

Improving Conditions in the Private Rented Sector

- In 2011 there were 101,471 dwellings in Redbridge of which 2% were empty properties. Over 92% of empty properties were in the private sector. 549 properties were long term empty homes
- The size of the private rented sector in Redbridge at 24% is larger than the national average of 19%
- Levels of anti-social behaviour in wards with high levels of private rented homes are high
- Redbridge has the second highest landlord eviction rate in London at 25 per 1,000 households, compared to the London average of 15 per 1,000 households.
- Increases in bed in sheds have been identified in a large number of wards across the borough
- 57% of housing benefit claims come from private sector tenants
- 42% of tenants in the private sector were reliant on LHA to meet their rent commitments. Redbridge had the 9th highest level of private tenants claiming housing benefit, higher than the London and outer London average
- 31% of private rented tenants are not in work
63% of those living in the private sector are families with children

Being an excellent landlord

- The Council participate in a House Mark benchmarking club to compare **performance with other Councils and RP's**
- The cost of housing management was £397.12, in line with peers. Spend on resident involvement was low
- The total tenant arrears as a percentage of rent due (2.44%) and average re-let times (11.21 days) are both the highest performing in the group and improving
- The performance on resolving anti-social behaviour cases has improved at 91.54% but is not yet top quartile performance in the group
- Redbridge is the quickest at completing repairs; the average number of days taken to complete a repair has reduced from 5.50 to 4.70.
- The percentage of stock that has not yet had the works required to meet the decent homes standard has reduced from 4% to 3%
- Satisfaction with the overall service and quality of home remains in the top quartile. The 2016 STAR survey showed overall satisfaction at 81.7%
- The number of tenants who felt their rents was value for money was 86.3% and the number of leaseholders who agreed was 76.2%
- 79.5% of tenants were satisfied with the repairs and maintenance service on their homes

The above data demonstrates the case for the 4 priority themes in this Strategy.

5. Key Themes:

Theme 1 – Increasing Housing Supply

Ambitious for Redbridge is our vision for the borough.

It highlights how we will shape and deliver services to meet **residents' needs in challenging times over the next four years.**

Redbridge Corporate Strategy 2014-2018: Moving Forward Together

The Council is committed to creating successful neighbourhoods by providing high quality homes that people want to live in and create places where people aspire to stay.

Building new homes that are genuinely affordable is a key priority for the Council.

Redbridge Local Plan 2015-2030 (submitted)

Introduction

As a result of an increasing population and the associated growth in the local economy, the current supply of housing is insufficient in either the market or affordable sectors, to meet local housing need. The availability of good quality housing is essential to creating a borough where people can and want to live and work and the Council is committed to increasing the supply of housing and is prioritising the delivery of genuinely affordable homes.

This section sets out the ways in which the Council will seek to achieve its ambition of increasing the supply of genuinely affordable homes, the number, type and size of this accommodation and opportunities to contribute towards other corporate

priorities relating to place making, sustainability, economic prosperity and successful communities.

Context

Priorities for London

The London Mayor, Sadiq Khan is committed to increasing homes for Londoners to rent or buy, including building more homes for social rent, introducing London Living Rent (based on a third of average local wage) and giving Londoners priority for new homes. To increase the supply of housing, the Mayor is investing in housing and encouraging an increase in the number of homes to be built in locations with good links with current and proposed transport infrastructure.

The Mayor's long term strategic aim is to make half of all new homes in London affordable by:

- Investing more in affordable housing
- Bringing forward more public land for affordable housing
- Increasing the amount of affordable housing is delivered through the planning system.

The Mayor is currently developing the new London Plan which will incorporate these aims. A consultation draft is due to be published in Autumn 2017.

In November 2016, the Mayor published the draft Affordable Housing and Viability Supplementary Guidance (SPG) for consultation to provide guidance to ensure that existing policy is as effective as possible.

The main aims of the SPG are to:

- Increase the amount of affordable housing delivered through the planning system
- Embed the requirement for affordable housing into land values
- Make the viability process more consistent and transparent

In September 2016, the Mayor set out more detail about the London Living Rent intermediate housing product, aimed at working households earning between £35,000 and £45,000. Rents will be based on a third of the average local gross household incomes. Tenancies are expected to be for five years with annual index-linked rent increases and it is likely that a proportion of allocation will be allocated on a London-wide basis.

Redbridge's Strategic Objectives

The Council has developed a series of strategic objectives for the Local Plan to achieve its vision and help deliver the priorities in the Corporate Strategy (2014-2018):

- Promoting and Managing Growth
- Promoting a Green Environment
- Promoting High Quality Design
- **Protecting and Enhancing Redbridge's Assets**

These objectives have clear links to the Housing Strategy

- Harness growth and help to achieve sustainable patterns of development by focussing new development in the borough's Investment and Growth Areas of Ilford, Barkingside, Crossrail Corridor, Gants Hill and South Woodford;
- Deliver up to 18,500 new homes across the borough through the creation of high quality developments in a phased programme to help meet existing and future housing needs;
- Ensure diversity in the type, size and tenure of housing, including affordable housing to meet local need, to deliver the annual housing target of 1,123 new homes;
- **Respect and enhance the character of the borough's established** neighbourhoods
- Promote high quality, safe and sustainably designed buildings, places and streets

Redbridge Local Plan

In March 2017, the Council submitted the Redbridge Local Plan 2015-2030 and supporting documents to Secretary of State for independent examination. Once adopted, **this will replace the Council's Core Strategy and Borough Wide Primary Policies**, adopted in 2008. The new Local Plan will shape the location and scale of development in the borough over the next fifteen years and also contain detailed planning policies to help deliver and manage development across the borough. In support of increasing the supply of housing in Redbridge, the Plan identified opportunities for regeneration schemes to maximise the benefits of Crossrail, **accelerate housing delivery as part of Ilford's Housing Zone, building energy efficient homes and boost the local economy.**

The preferred approach is to direct growth to the borough's Investment and Growth areas and town centres. The plan sets a target of ensuring on a minimum of 35% of affordable homes on development sites.

Policy LP2: Delivering Housing Growth

The Council will deliver a minimum target of 16,845 new dwellings in the period 2015 to 2030 by:

- Focusing and prioritising new homes in the borough's Investment and Growth Areas**
- Promoting and considering in a positive manner residential development that comes forward on designated Opportunity Sites
- Making effective and efficient use of land by promoting higher density

developments in highly accessible locations such as Growth and Investment Areas

- d) Resisting the loss of residential accommodation
- e) Supporting initiatives to bring empty properties back into use

The Outer North East London Housing Market Assessment (HMA) completed in 2016 has identified a significant need for larger homes in the borough. In order to provide for the needs for larger family housing and develop mixed, inclusive and sustainable communities the following dwelling mix will be sought based on the SHMA (Strategic Housing Market Assessment) findings:

| Tenure type | 1 bed | 2 bed | 3 bed | 4 bed |
|---------------------------------|-------|-------|-------|-------|
| Market | 20% | 30% | 40% | 10% |
| Social Rented/Affordable Rented | 10% | 40% | 40% | 10% |
| Intermediate | 20% | 40% | 30% | 10% |

Policy LP5 of the Local Plan states that the Council will seek all housing developments to provide a range of dwelling sizes and tenures particularly focusing on the provision of larger family sized homes (3+ beds).

Affordable Housing Targets

Policy LP3: Affordable Housing

The Council will seek to maximise the provision of affordable housing in the borough by setting a strategic affordable housing target of 35%. The Council will achieve this by:

- a) Delivering on average, a minimum of 336 additional affordable homes per year;
- b) Requiring affordable housing to be built on sites with a capacity to provide 10 homes or more;
- c) Providing a tenure mix of 60% social/affordable rent housing and 40% intermediate;
- d) Assessing the level of affordable housing on a site by site basis. Proposals will need to provide a viability assessment in order to justify the level of affordable provision on each site should proposals be below the 30% policy requirement. The Council will then employ a review mechanism and should viability have improved the Council will seek further on site provision up to a maximum of the deferred sum
- e) Delivering and supporting supply, such as local authority new build and estate regeneration
- f) The Council will support starter homes on non designated commercial and industrial sites which have been demonstrated to be under used or no longer viable for commercial or industrial purposes

g) Monitor the level of demand for self build or custom build in the borough and pan for this need accordingly

Action Maximise the delivery of affordable homes from all sources

Direct development programme

Under Housing Revenue Account (HRA) self-financing and greater local authority freedoms introduced in 2012, the Council has embarked on a significant Council affordable house building programme using sources of funding such as HRA capital reserves, Right to Buy (RTB) receipts, Greater London Authority (GLA) grant and HRA borrowing headroom. The Council sees direct development of its council housing land, on estates or garage sites as part of its approach to increasing the supply of affordable housing.

The current direct development programme is delivering affordable homes for rent let at 80% of open market rents. Future development will include a mix of homes for social rent and London Living Rent **to meet the aspiration for 'genuinely affordable'** homes, where grant conditions allow us to.

The programme comprises the development of infill sites on council-owned land, estate intensification and regeneration schemes and purchasing properties through a Purchase and Repair programme.

| Scheme | No of units | Completion date |
|--------------------------------------|-------------|-----------------|
| Phase 1 | | |
| 113-115 Manford Way, Hainault | 9 | 2015/16 |
| George Living Close, Hainault | 7 | 2015/16 |
| Purchase and Repair Scheme (2015/16) | 8 | 2015/16 |
| Phase 2 | | |
| Medway Close, Ilford | 18 | July 2016 |
| Northdown Gardens, Newbury Park | 1 | August 2016 |
| Purleigh Avenue, Woodford Bridge | 3 | November 2016 |
| Purchase and Repair Scheme (2016/17) | 16 | March 2017 |
| Phase 3 | | |
| Purchase and Repair Scheme (2017/18) | 14 | 2017/18 |

| | | |
|--|------|---------|
| Rayleigh Road, Woodford Green | 8 | 2018/19 |
| Stanway Close, Hainault | 6 | 2018/19 |
| Coppice Path, Hainault | 9 | 2018/19 |
| Yellowpine Way, Hainault | 6 | 2018/19 |
| Pershore Close, Gants Hill | 2 | 2018/19 |
| Wessex Close, Newbury Park | 6 | 2018/19 |
| Kielder Close, Hainault | 10 | 2018/19 |
| Old Mill Court, South Woodford | 26 | 2018/19 |
| Marlyon Road Estate Regeneration (replacement homes) | (44) | 2018/19 |
| Marlyon Road Estate Regeneration (additional homes) | 37 | 2018/19 |
| TOTAL | | |

The Council will complete 230 additional affordable homes between 2015 and 2020 to contribute to increasing the supply of affordable housing.

The introduction by Government of the 1% rent reduction for 4 years for social housing tenants means previous assumptions on the availability of capital generated through future revenue streams for building new homes have had to be revised. However, the Council will deliver the committed schemes within its building programme. In addition to its own commitment, the Council will support other affordable housing providers to increase the supply of affordable rented and shared ownership homes by 500 by 2020.

| | |
|--------|---|
| Action | Deliver 'genuinely affordable' homes on council owned sites, including social rent and London Living Rent |
|--------|---|

Estate Regeneration

The Council's estate regeneration programme will improve the quality of housing for current tenants and leaseholders and increase the number of affordable homes.

Additional units will be delivered in a number of different ways, including:

- Converting houses containing bedsits back to family houses
- Adding additional floor levels to existing low rise blocks on low density estates
- Converting unused communal facilities into social housing units, such as community rooms

- Converting under-utilised spaces such as parking courts and garage areas into family housing
- Considering broader whole estate regeneration proposals, in consultation with residents, where the broader benefits in terms of estate improvement and delivery of new units are clearly evident

| | |
|--------|---|
| Action | Make best use of council owned land and assets to maximise the delivery of affordable housing |
|--------|---|

Estate Capacity Study

The Council has carried out a review of its housing portfolio to identify potential opportunities for additional affordable housing delivery. Such opportunities include intensification of existing sites by building additional homes on underutilised areas, through infilling or additional floors on existing buildings and comprehensive redevelopment of estates to maximise affordable housing delivery.

| | |
|--------|---|
| Action | Use the capacity study to identify a pipeline of development opportunities on HRA land to deliver at least a further 350 new affordable homes and funding options |
|--------|---|

| | |
|--------|---|
| Action | Complete a capacity study on land owned by the Council's General Fund to identify additional development opportunities and delivery routes |
|--------|---|

Establishing a development company (DevCo)

In April 2016, the Council approved the establishment of a wholly-owned development company to deliver a long term revenue stream and increase capital assets through the delivery of new homes, particularly homes for market rent.

The development company will **be subject to the Council's planning policy** requirements and will be expected to deliver schemes which include 30% affordable housing.

Three sites have been identified as potential delivery sites for the development company. These will provide housing opportunities that address a range of need, both acute need for social housing and the need for housing accommodation at **market levels. The level of rent to be charged for 'market' private rented homes on these sites will be set based on financial viability and market conditions.** Where this enables some units to be let at sub-market levels (perhaps linked to LHA rates), less than market but more than social rents, this will be considered in order to increase affordability and meet the housing need of that group of residents in the community whose incomes are falling behind what is needed in order to afford market levels.

| | |
|--------|---|
| Action | Set up a wholly owned Council development company (DevCo) to contribute towards increasing the supply of homes in the borough |
|--------|---|

| | |
|--------|--|
| Action | Use the wholly owned Council development company (DevCo) to deliver to create mixed, inclusive and sustainable communities |
|--------|--|

The extension of the DevCo or the set-up of an alternative vehicle to deliver other types of supply and meet greater levels of more acute need will be explored. Alongside this the development of new methods of delivering more local value for money, decent temporary accommodation, private sector homes for households at risk of homelessness or to discharge the homelessness duty and to meet other housing needs, is becoming an imperative. We must give consideration of the new delivery models that are beginning to emerge through partnerships or joint ventures involving registered providers, private landlords, investors, pension funds as it is evident existing approaches are neither adequate in terms of the supply they generate or the cost. These are beginning to be trailed in other areas and represent opportunities to bring in new funding for initiatives that might not otherwise be afforded.

| | |
|--------|---|
| Action | Consider the options and viability of pursuing new delivery models for providing additional temporary accommodation and private sector supply at affordable levels to meet housing need |
|--------|---|

Enabling development through Registered Providers (RP)

The Council works with eight developing RPs, also known as housing associations, who deliver new affordable homes on mixed tenure residential developments through s106 planning agreements and on windfall sites. Current programme is delivering 603 units between 2017-2020 (**398 units under construction**) **RP's are able** to bring additional investment to the borough through access to external grant funding and their Recycled Capital Grant Fund (RCGF). They provide opportunities for joint working and new models of delivery that contribute towards increasing supply.

Building the relationship with these partners and working with them to encourage and enable their contribution to increasing overall supply in the borough is vital. This includes encouraging the development of new investment models such as **“build to rent” which may support the borough to bridge the gap in the level of capital investment required to truly meet housing need in the longer term.**

| | |
|--------|---|
| Action | Develop and build the relationship with registered providers to ensure their contribution to delivering new affordable housing supply and meeting housing need in Redbridge |
|--------|---|

Provision of temporary accommodation

There are currently over 2,300 homeless households living in temporary accommodation of which over 40% is now living outside the borough as a result of lack of available supply locally. Temporary accommodation includes, B&B accommodation, hostels with shared facilities, expensive self-contained nightly lets or private sector leased housing. **All of this accommodation, apart from Redbridge's** hostels, is sourced from private landlords and letting agents. The Council also helps large numbers of households to find alternative accommodation in the private rented sector to prevent homelessness when they are at risk of eviction. Over recent years, the supply of private rented accommodation for these purposes has decreased. The Council finds it difficult to secure enough supply and households find rent levels too high and increasingly they can no longer afford accommodation if they need LHA to help pay their rent.

The Council currently provides directly managed hostel accommodation providing accommodation for 97 homeless households. Recent initiatives to increase the provision have included:

- Leased 210 family-sized homes from the a private provider on former Ministry of Defence land in Canterbury on a 30-year lease – giving homeless households the opportunity to move out of Redbridge to a good quality self-contained house with a garden
- Leased 76 self-contained flats, including studios, 1 and 2 bedroom flats, within a town centre conversion at Ley Street for three years – enabling homeless households to move from expensive B&B or nightly lets, many of which were outside the borough, to more affordable directly managed temporary accommodation
- Leased 72 self-contained studio flats on the site of the former Redbridge Foyer from East Thames Group for two years – making meantime use of a site that has been identified for a comprehensive regeneration scheme within Ilford Housing Zone.
- Appointed and retained a private sector local agent to search for suitable sites on the open market

The Council's preferred approach to temporary accommodation is to provide accommodation within Redbridge where household are close to employment, education and support networks. However, the extent of the supply deficit means that opportunities outside the borough that deliver value for money will continue to be explored. Initiatives that will continue to be used include

- Converting existing council-owned buildings to residential use
- Purchasing property on the open market – single dwellings, existing hostels/hotels, buildings with potential for conversion and sites for development
- Using modular building solutions to provide temporary accommodation on council-owned sites as a meantime use

- Continuing to lease accommodation through a joint procurement partnership with Waltham Forest, Enfield and Newham (WREN)

Medium term opportunities include:

- Former Newbridge School: Provision of 90 self-contained units, ¾ of which are family-sized flats, using a modular housing solution. A supplier has been appointed through a framework approach to minimise the procurement period. A planning application has been submitted and once this has been achieved, the scheme is due to complete by the end of 2017.
- 120 Chigwell Road: Opportunity to deliver 30 self-contained units by March 2018
- Loxford Hall: Conversion of existing council-owned building previously used as a clinic to provide six self-contained family-sized flats for temporary accommodation. A planning application has been submitted and once this has been achieved, the scheme is due to complete by July 2018.

Future pipeline schemes include:

- Purchase of newly-built flats from a private developer for temporary accommodation out of borough
- Purchase and upgrade of existing hotel in Redbridge to provide short-stay temporary accommodation
- Two significant out of borough leasing opportunities with an existing provider

| | |
|--------|--|
| Action | Increase the supply of directly managed temporary accommodation by converting existing council owned buildings to residential use, purchasing property on the open market and through modular housing solutions as meantime use on council owned sites |
|--------|--|

Across London the pressures experienced in Redbridge around temporary accommodation supply are replicated. It is a core part of the approach for Redbridge to be involved in Pan London, sub-regional (through the East London Housing Partnership for example) and other multi-borough arrangements, in joint procurement initiatives which might lead to increased supply and reduced costs. Options being explored include the development of joint procurement vehicles for leasing and purchase and cross borough modular schemes with the support of the GLA.

Housing Affordability

The private rented sector and owner occupation are becoming out of reach for many households in the borough. Households who in the past would have made their own accommodation arrangements are increasingly seeking support from the Council as the current market conditions make finding a decent home challenging for this group. The need for a range of housing options to be developed as part of our approach to supply, including things such as low cost homeownership and accommodation in the private sector at rents that can be afforded is clear. The contribution high quality advice on income maximisation and benefits as well as

housing choices is also clear. As part of this strand there is a need to promote and support this group with services around finding employment which will help them to improve their overall situations.

| | |
|--------|---|
| Action | Ensure all households at risk of homelessness are referred for casework advice and support through Work Redbridge |
|--------|---|

Affordable home ownership products

Analysis of the housing market locally and types of housing need shows a group of households in housing need who could afford to buy their own home if it was more affordable. This group of residents, currently in insecure housing or at risk of homelessness, may have sought their own housing solution in the past but are increasingly looking for support from the Council as a result the current cost of both private renting and buying. Many of these households are in work and could be supported by the low cost housing ownership products.

The current products – shared ownership (part buy (minimum 25%)/part rent;) rent to save (renting up to five years to save for a deposit) and help to buy (purchase of 80% through mortgage and a 5% deposit) are delivered through the **“First Steps”**

The promotion of affordable home ownership opportunities such as the mayors London Shared Ownership products will be a core consideration on development sites and with RP’s seeking to develop in the borough.

To genuinely meet need these products need to be developed as an addition to the **Council’s affordable housing commitment to meet housing need, with the minimum 30% target set in the Local Plan on development sites focussed on affordable rented products, but supplemented by an additional percentage of home ownership options on sites, such as the London Shared ownership Products being developed by the London Mayor.**

| | |
|--------|--|
| Action | Expand affordable home ownership opportunities such as London Shared Ownership products in the borough |
|--------|--|

High quality and design

The Council is committed to providing high quality well-designed energy efficient homes. The new affordable housing programme provides an excellent opportunity to develop outstanding examples of affordable housing design and contribute **towards delivering the Council’s commitment. Design principles have been set out** within the updated specification:

- Fit for purpose: homes that reflect modern lifestyles and meet the current needs of tenants
- Future-proof: homes that are robust and flexible, with the ability to adapt to the changing needs of existing and future tenants
- Community: homes that respect and enhance the character of the local area and create mixed communities where people want to live
- Sustainability: homes that meet high standards of sustainability to protect tenants from rising fuel costs and minimise environmental impact
- Choice: homes that provide a range of sizes and types to reflect local housing needs, including the needs of households on the Housing Register
- Secure: homes that provide safe places for tenants to live and discourage crime in the local community
- Good management: homes that enable the Council to better manage and maintain their stock

The Council will expect other affordable housing providers to develop new homes to the same design principles.

Design-led housing developments will deliver improved place making and good quality amenity space to create communities where people want to live. An example of this, already delivered through **the Council's direct delivery programme in 2016 was a scheme of properties built in 2016 to the "Passivhaus standard. This focusses on building homes with excellent thermal performance, exceptional airtightness and mechanical ventilation.**

Where new homes are developed on existing Council estates, estates are re-modelled or larger scale regeneration is considered there will be early and extensive consultation with residents (please see section below on resident involvement). The focus of that consultation will be ensuring that residents views are known and understood at an early stage and opportunities to improve existing residents homes and environment are maximised.

| | |
|--------|--|
| Action | Ensure new housing development prioritises key quality and design principles |
|--------|--|

Self-build and custom build homes

The Self Build and Custom Housing Act 2015 requires the Council to hold a register of individuals and associations of individuals who are seeking serviced plots of land to either self-build their own homes or use custom housing (e.g. housing solely or partly assembled in a factory). The Council maintains a list as required by law and will monitor interest in this form of housing.

| | |
|--------|--|
| Action | Hold a register of self builders in line with the Council's statutory requirement to inform the Local Plan |
|--------|--|

Employment opportunities associated with increased supply

The Council will maximise the use of local labour, use small and medium-sized builders, and use small and medium sized builders as well as bigger contractors. It will expect its contractors to employ local apprentices and crafts and tradespeople, utilise local supply chains contribute towards targets in the Economic Growth Strategy in order to bring lasting economic benefits from the increase in supply of housing. Partnership with Work Redbridge will ensure local jobseekers are at the forefront of recruitment for these roles.

| | |
|--------|--|
| Action | Help to ensure that local job opportunities are maximised for local companies and local people |
|--------|--|

Theme 2 – Meeting Housing Need

Introduction

The scale of housing need in the borough and the mis-match across all types of supply in the borough is clear. From the acute need associated with rough sleeping and statutory homelessness through the spectrum to key workers and other working households who now find their income will not support private sector rents or the costs of owner occupation, locally there are gaps in adequate levels of supply to meet all of those needs.

What is also evident is that meeting housing need purely through the delivery of new **social housing supply by the Council and RP partners at either target or “affordable rent” levels is not a viable proposition.** The scale of building that this would require is not feasible in terms of either available land or resources. The private rented sector, low cost home ownership and other housing opportunities, within and beyond Redbridge all have a place in meeting need and without a contribution from all sources there is little prospect of us fully facing up to the challenge.

The Housing Register

The Housing Register includes over 8,000 households in housing need who are waiting for available social housing supply to rent. The largest need groups on the register are overcrowded households and those who are homeless but there are also significant other groups including medical and welfare needs, under occupying social housing tenants, care leavers, sheltered housing need and council tenants needing to transfer. All households face significant periods of wait, often in excess of 10 years, depending on bed size need, before they can hope to move. With only 291 homes becoming available in 2016/17, and a worsening trend, this is unlikely to change without a very significant boost in new supply.

A review of the register in order to ensure all households circumstances reflect their application and the awarded priority is to be undertaken and reviewed bi-annually in order to facilitate the most appropriate allocation of homes. The Housing Allocations Scheme describes who has a priority for housing in the borough and how available homes are allocated. A review of this document, to ensure it reflects the most urgent priorities and needs and maximises opportunities for housing local households in housing need will be consulted on and a revised scheme introduced. Consultation will include the wider community and key stakeholder groups.

This will consider

- Those groups who continue to be able to register but have no assessed housing need (council tenants and sheltered)
- How overcrowding is considered and prioritised given it is the largest group on the register
- **How the Council’s rules on prioritising households who have lived in the borough operate and whether they should change**
- Whether we should incentivise work through the policy



| | |
|--------|---|
| Action | Reviews the Housing Allocations Scheme and introduce a new policy in 2018 |
|--------|---|

Homelessness

Homelessness and the need for temporary accommodation is increasing across London. The demand for private rented accommodation to meet housing need and prevent homelessness is also growing. The cost of securing this accommodation is spiralling and the affordability of accommodation for households living in it, especially in the context of welfare rules such as the benefit cap for those reliant on LHA, is reducing. Increasingly the Council needs to use shared accommodation, including bed and breakfast to discharge its homeless responsibilities. This is not desirable for families and in the longer term has a negative impact on health and wellbeing.

There can be negative health impacts of living in unsuitable temporary accommodation. This may lead to **increased use of health services especially GPs and a deterioration in reported health and wellbeing, parental mental health and child mental health problems and issues of isolation.** Where there is **overcrowding, poorly maintained shared facilities, lack of space to store/ prepare fresh food and to study and play this impacts will be evident.**

| | |
|--------|--|
| Action | Reduce the use of bed & breakfast accommodation and ensure that by April 2018 no families with dependent children or pregnant women are in bed & breakfast except in an emergency and for no more than six weeks |
|--------|--|

Placement in temporary accommodation is now increasingly outside of the borough boundaries for some households and more households are being offered private rented accommodation using Localism Act powers to bring the homeless duty to an end, rather than waiting for a long time in temporary accommodation for social housing to be available. A policy on the allocation of temporary accommodation has been developed to provide transparency about how priority for those options is decided.

| | |
|--------|--|
| Action | Temporary placement policy to be approved by Cabinet |
|--------|--|

In 2013 **the Council’s Homeless Strategy 2013-18** was produced. This provides the comprehensive and detailed response to homelessness in the borough in terms of both policy and use of resources. Since that policy was approved the scale of increasing homelessness in London and locally has grown significantly. The availability of decent temporary supply and options in the private sector to prevent homelessness has declined dramatically. As a result the policy needs to be refreshed. An evidence based review will be commenced in 2017 in order to prepare for consultation on a new Strategy in 2018.

| | |
|--------|--|
| Action | Conduct a homelessness review in 2017/18 and develop a new Homelessness Strategy in 2018 |
|--------|--|

The Homelessness Reduction Act

The Council currently places a high priority on offering early advice to prevent homelessness. In 2016/17 the Housing Service prevented homelessness for 1,857 households who approached for advice and assistance and in 2015/16 for 1,982. Without advice and intervention these households are likely to have been homeless and may have needed to be provided with accommodation.

The Homelessness Reduction Act became law in April 2017 and will be implemented in future by the Government. This places a statutory duty on the Council to provide advice to prevent homelessness. Its scope is broad and it aims to ensure that single people as well as families benefit from good quality advice and housing options support. The duties flowing from the new law are considerable and whilst the aims of the legislation are welcomed there is concern that the likely administrative costs will not be fully funded by Government and the availability of accommodation to provide decent housing options for this group will be limited and potentially unaffordable.

As illustrated above, **prevention is already a key part of the Council’s** approach because it is better for resident and for the Council, given the cost and availability of temporary accommodation and the limited supply of social housing in the borough. Extending and deepening the offer on prevention is something we must do, not just

to respond to the Act but in order to improve outcomes for people who find themselves homeless.

It is important that services deliver good quality advice, early intervention and a clear and outcome focussed customer journey for homeless households. A restructure of the service to prioritise these features but also with a clear focus on excellent customer service, problem solving and the best possible outcomes will proceed.

| | |
|--------|---|
| Action | Re organise the Housing Needs Service to strengthen existing prevention work and respond to the Homelessness Reduction Act 2017 |
|--------|---|

The Tenancy Strategy

The Government introduced new legislation in the Housing & Planning Act 2016 which signalled the end of Council tenancies being granted for life. In future tenancies will be granted for a fixed term. The legislation suggests that families will be granted tenancies that run to the 19th birthday of the youngest child. However for families not containing dependent children the length of tenancies and any exemptions are as yet unclear because the Government has not issued guidance. They had however indicated enactment of the provisions in autumn 2017, although this appears likely to be delayed as a result of the 2017 General Election. The changes will affect both prospective tenants and potentially, transferring council tenants. Consultation needs to take place and a policy developed that ensures compliance with the Housing & Planning Act 2016 and regulation, when it is introduced. More broadly the policy needs to ensure that, as far as the law allows, tenant mobility is not negatively affected, especially for priority groups such as under occupying social tenants for who by moving free up larger social homes for letting to overcrowded households.

The Tenancy Strategy will include the Council’s approach to the provision of homes for social rent and the London Living Rent product which the Mayor is introducing.

| | |
|--------|---|
| Action | Consult on and introduce a new Tenancy Strategy |
|--------|---|

Older people

The housing needs of older people in the borough are distinct and need separate consideration. The Council and its RP partners have more available sheltered accommodation in proportion to need than other types of housing but not all of it is the best fit for the needs of those who require it. We need a stock of sheltered accommodation that is fit for the future and the changing needs of older residents. A review of existing provision to evaluate how it matches need should be undertaken and a separate piece of work to consider the overall scope of the needs of older people undertaken.

With 90% of older people living in mainstream homes, with 6% in age-specific housing (sheltered, retirement, extra care) and 4% in care homes. (Care & Repair England) we do need to have a housing strategy for older people.

| | |
|--------|--|
| Action | Develop proposals for transforming extra care provision and sheltered housing for the elderly to meet the needs of this group of residents |
|--------|--|

| | |
|--------|---|
| Action | Conduct a review of services and develop and Older Persons Housing Strategy |
|--------|---|

| | |
|--------|---|
| Action | Bring the registration of and allocation of extra care housing need within the Housing Allocations Scheme |
|--------|---|

Housing, Health and Vulnerable Groups

Housing, social care and health can work together to prevent and reduce hospital admissions, length of stay, delayed discharge, readmission rates and ultimately improve outcomes, and reducing health inequalities in accessing services through integration.

The Care Act 2014 places a legal requirement on local authorities to carry out their care and support responsibilities with the aim of joining-up services and activities with those provided by the NHS and other health-related services.

Housing plays a critical role in enabling people to live independently and in helping carers to support others more effectively. Poor or inappropriate housing can put the health and wellbeing of people at risk, whereas a suitable home can reduce the needs for care and support and contribute to preventing or delaying the development of such needs. Housing services should be used to help promote an **individual’s wellbeing, in which people in need of care and support and carers can build a full and active life.** Suitability of living accommodation is one of the matters local authorities must take into account as part of their duty to promote an **individual’s wellbeing.**

Local authorities have a general duty to promote an individual’s wellbeing when carrying out their care and support functions. The Care Act is clear that one specific component of wellbeing is the suitability of living accommodation. A local authority **should consider suitable living accommodation in looking at a person’s needs and desired outcomes.**

Housing has a **vital role to play in other areas relating to a person’s wellbeing.** For example access to a safe settled home underpins personal dignity. A safe suitable

home can contribute to physical and mental wellbeing and can provide control over day to day life and protection from abuse and neglect. A home or suitable living accommodation can enable participation in work or education, social interactions and family relationships.

In relation to housing, a local authority can make an important contribution to an individual's wellbeing, for example by providing and signposting information that allows people to address care and support needs through specific housing related support services, or through joint planning and commissioning that enables local authorities to provide (or arrange for the provision of) housing and care services or housing adaptations to meet the needs of the local population.

In many cases, the best way to promote someone's wellbeing will be through preventative measures that allow people to live as independently as possible for as long as possible.

A local authority must provide or arrange for the provision of services that contribute towards preventing, reducing or delaying the needs for care and support. Housing and housing related support can be a way to prevent needs for care and support, or to delay deterioration over time. Getting housing right and helping people to choose the right housing options for them can help to prevent falls, prevent hospital admissions and readmissions, reduce the need for care and support, improve wellbeing, and help maintain independence at home.

Housing and housing services can play a significant part in prevention, for example, from a design/physical perspective, accessibility, having adequate heating and lighting, identifying and removing hazards or by identifying a person who needs to be on the housing register. In addition, housing related support, for example, services that help people develop their capacity to live in the community, live independently in accommodation, or sustain their capacity to do so, such as help with welfare benefits, developing budgeting skills, help with developing social networks or taking up education, training and employment opportunities can prevent, reduce or delay the needs for care and support. Community equipment, along with telecare, aids and adaptations can support reablement, promote independence contributing to preventing the needs for care and support.

Housing-related support staff and scheme managers can contribute to prevention, for example by being alert to early signs of ill health, for example, dementia, and signposting or supporting individuals to access community resources which may prevent, reduce or delay the need for care and support or a move into residential care.

The links between living in cold and damp homes and poor health and wellbeing are well-evidenced. There are opportunities to prevent the escalation of health, care and support needs through the delivery or facilitation of affordable warmth measures to help achieve health and wellbeing outcomes.

Supported Housing

There is a small stock of supported housing in the borough to meet the needs of those not able to live fully independently. Many people, once they have received targeted support are able to move on to general needs housing without support. This provision helps to provide for needs beyond a roof and ensure a more sustainable housing situation for individuals who may lose their home without help for the longer term. The infrastructure and support costs for providing this accommodation can be considerable and in light of proposed welfare changes bringing this provision into universal credit, the viability of running schemes such as this is **being questioned by providers such as RP's**. In this context retaining existing supply is challenging and developing new supply is very difficult. It is however evident that increasing this type of provision is important for a number of vulnerable groups who might otherwise end up in residential care or in general needs accommodation without support where they may not cope. Investing in this type of provision to avoid these scenarios is a priority for the authority but a viable method of funding this provision needs to be identified and pursued.

When it comes to specialised, purpose built accommodation, there is a strong case for investment. According to a recent report by Frontier Economics, housing a frail older person in a specialised unit can save around £3k in health and social care costs per year. The savings are considerably higher for those living with a sensory impairment (£6k), a mental health condition (£12.5k) or a learning disability (£15.5k) when compared with the accommodation they would otherwise have had.

There is a growing tension between landlords and care providers in Redbridge with respect to Supported Living and this has an impact on tenancies. Work needs to be undertaken to understand these issues and resolve them collaboratively.

| | |
|--------|--|
| Action | Identify funding opportunities for increasing the supply of supported housing for vulnerable groups in the borough |
|--------|--|

Some vulnerable groups can thrive in general needs housing but require their needs to be considered in the development of those homes. Considering the needs of these groups in overall development planning – both in terms of the volume of required supply and the specifications for supply is crucial if the homes are going to be suitable and sustainable for them.

| | |
|--------|--|
| Action | Ensure the needs of vulnerable groups, including those with learning disabilities, mental health issues, autism, older people and care leavers are considered in developing new housing supply |
|--------|--|

Given the scale and complexity of potential need and the specialist solutions that may be required the Housing service will work with the People Directorate to develop commissioning strategies that consider current and projected populations figures, trends in respect of need within that population and the strategy for best

meeting that need. As part of that work joint information on demand and supply for housing and specific types of housing will be compared in order to map the projected need, for example, for supported living, sheltered accommodation, extra care and options for care leavers over the next ten years. This will then help to identify the solutions to meeting that need within the Commissioning strategy.

| | |
|--------|---|
| Action | Develop a Commissioning Strategy for accommodation for those with support needs |
|--------|---|

Young People

Young people have a considerable challenge in affording accommodation independently of their families with rules restricting their ability to claim benefits at all or meaning they can only obtain shared housing if they need to claim LHA. There is not however adequate levels of social housing available to offer a social home to every young person or even every young person leaving care. Developing an improved suite of housing choices for this group is important to more effectively respond to their needs and reviewing the existing pathways for this group, with an additional focus on those leaving care, is a priority.

| | |
|--------|--|
| Action | Review and improve the service offer to young people Conduct a review of joint and care leavers referencing the Positive Pathway Model |
|--------|--|

| | |
|--------|---|
| Action | Clarify the accommodation pathways for care leavers and the priority for social housing, supported accommodation and private rented accommodation and work with other services to ensure care leavers understand the pathways and make positive choices |
|--------|---|

Rough Sleepers

Rough sleeping has a range of complex, multiple health impacts, These may have that may have contributed to a person becoming a rough sleeper or become more complex due to rough sleeping and are a barrier to recovery from rough sleeping. These include mental health issues, a high prevalence of smoking, alcohol misuse and substance misuse and a range of physical health conditions including communicable conditions such as TB, skin infestations, infections, pneumonia and other upper respiratory infections; poor oral health; foot trauma and higher premature mortality.

Rough sleeping in the borough has been experiencing a sharp upward trend as the impacts of welfare changes and migration levels have been felt. Many rough sleepers have complex needs that housing alone cannot resolve. The shortage of available supported accommodation and the challenges for this group in securing private rented homes is tangible. Rough sleeping partnerships are strong in the borough but the available options are not adequate for the scale of the current

difficulty. Rough sleeping also has a broader impact on the local community, residents and businesses. Developing a multi-agency approach that recognises the need to support rough sleepers, offers solutions that provide an alternative, but recognising the need to carry out enforcement activity for the benefit of the broader community in circumstances where other options have been exhausted is the vision.

However given the scale of existing issues with rough sleeping, especially in and around Ilford, and the clash that can arise with other aspects of street activity in the borough such as begging and street drinking, it is proposed to develop a focussed multi-agency plan on rough sleeping to co-ordinate to the considerable activity that is already taking place to address the issue.

| | |
|--------|---|
| Action | Develop a Rough Sleeping Plan to co ordinate required activity on rough sleeping in the borough and reduce levels of rough sleeping over the next 5 years |
|--------|---|

| | |
|--------|--|
| Action | Maximise funding opportunities to enhance the service to rough sleepers and produce positive outcomes for individuals and the community including bids to the GLA Innovation Fund and the Challenging Migration Fund |
|--------|--|

Partnership working with Registered Providers

Registered Providers in Redbridge provide more than a third of the available affordable homes to let. The Council works with local housing associations to ensure they deliver high quality housing management services in an open and consistent way.

The Council meets regularly with the providers who own, manage and develop affordable homes in the borough. It holds overarching RP Forum meetings and RP Housing Management Forum meetings three times a year and individual quarterly review meetings with developing RPs. The purpose of the Forum meetings are to share good practice and the approach to current housing issues, benchmark with other providers and discuss and challenge performance against agreed standards.

Some RP’s are best practice exemplars of working with residents – for example those who need support or are struggling in the face of welfare changes to pay their rent. We want to ensure all providers working in the borough follow the example of the best and excellence is shared across the management of all social stock in Redbridge. This will help them to contribute to our overarching priorities to prevent homelessness and meet housing need.

Theme 3 – Working with Landlords to Improve Private Sector Standards

Introduction

The private rented sector in Redbridge has grown significantly during the last decade and now accounts for 24% of the housing stock. Given the small social sector in Redbridge it has to play a key part in addressing housing need in the borough.

The link between housing conditions and the life chances and health of the occupiers **is well established. Good quality housing adds years to people's lives and improves children's educational outcomes.** The private rented sector has the greatest number of health and safety hazards, including issues such as overcrowding, unsafe or poor quality housing. It is however increasingly a home for some of our most vulnerable residents. Improving conditions within this sector can therefore contribute significantly to reducing inequalities and improving outcomes for residents of the borough.

Operating in the private rented sector are a diverse group of landlords, mostly offering professionally managed, good quality homes. However there are criminal landlords operating in the borough who charge rent whilst offering dangerous and **overcrowded accommodation, some of which puts their tenant's lives at risk.**

Some private rented sector tenants have limited housing choices and are forced to remain in housing in poor condition. This may have a detrimental effect on the physical and mental health and wellbeing of tenants. It can also blight local areas, encouraging anti-social behaviour and poor environmental conditions. Overcrowded homes increase infectious disease and are linked with poor mental health. Unsafe housing is associated with increased falls, leading to otherwise avoidable hospital admissions. The financial impact of this on the broader public sector is considerable. **Energy efficiency and the impact of living in cold conditions are also important**

We are committed to ensuring that every privately rented home in the borough provides a decent standard of accommodation and want to work with tenants and landlords to ensure this is the case.

Housing Conditions

An analysis of 1,000 service requests received by the Housing Standards team shows that often vulnerable adults and children were found to be living in overcrowded and dangerous conditions.

The Table below shows that privately rented properties contain the greatest number of category 1 hazards assessed under the Housing Health & Safety Rating Scheme (HHSRS) when compared to other tenures.

| Tenure | Fall hazards | Excess cold | Disrepair | All category 1 hazards |
|----------------|--------------|-------------|-----------|------------------------|
| Owner occupied | 10% | 3% | 5% | 14% |
| Private rented | 8% | 5% | 7% | 16% |
| Social Rented | 5% | 4% | 7% | 12% |

It is estimated that there are 23,000 privately rented properties in the borough which means that approximately 5,000 properties have at least one category 1 hazard.

Statutory powers exist for the Council to take action where properties are let in a poor or unsafe condition or where there is harassment or unlawful eviction of tenants. Redbridge has been very successful in taking action against non-compliant and criminal landlords. We work with external agencies in recognition that if a landlord is committing housing offences they may be engaged in other criminal behaviour. Multi-agency operations have exposed people trafficking and slavery in the borough as well as significant tax avoidance.

The Housing & Planning Act gives the Council additional powers to tackle criminal landlords. These include civil penalties of up to £30,000 and Banning Orders. We will make full use of these powers to drive improvement in the sector.

| | |
|--------|---|
| Action | Incorporate new enforcement powers from the Housing & Planning Act into the Private Sector Housing Enforcement Policy |
|--------|---|

The Private Sector Housing Enforcement Policy sets out how we regulate this sector and how we will use these new powers.

Property Licensing

The Housing Act 2004 provides for three types of licensing to regulate privately rented properties.

- Mandatory Licensing of Houses in Multiple Occupation (HMO) This scheme licenses all premises of three or more stories with 5 or more tenants from two or more household sharing facilities. This scheme has been in force since 2006
- Additional Licensing of HMOs. **This scheme applies to all other HMO's that are not included in the mandatory scheme.** The Council has approved a whole borough Additional Licensing scheme

- Selective Licensing This applies to all privately rented properties that are not a HMO. The Council has approved a Selective Licensing Scheme in 2 wards, Valentines and Clementswood. Council has also agreed to apply to the Secretary of State to extend selective licensing to a further 12 wards in the borough.

Property Licensing gives the Council the opportunity to regulate this sector so that residents are offered good quality accommodation which is professionally managed. Licensing also gives us an opportunity to work with the majority of good landlords who may be able to offer homes to households in housing need, including those being directly assisted by the Council with temporary accommodation. Properties that are part of the temporary accommodation Private Sector Leasing scheme (PSL) are exempt from licensing and the subsequent fee.

| | |
|--------|--|
| Action | Implement an efficient property licensing scheme and take robust action against criminal landlords |
|--------|--|

Empty homes

Homes that are left empty for long periods of time can blight a local environment by attracting anti-social behaviour. In addition to the environmental impact of empty properties these also represent a loss of a much needed homes for Redbridge residents.

Bringing empty homes back into use requires a range of solutions to address the variety of reasons properties are left empty.

The Private Sector Housing Renewals Policy sets out how grant funding can be used to help empty property owners bring them back into use. This policy is currently under review which includes an evaluation of the effectiveness of the current policy in achieving its strategic aims.

The Private Sector Housing Enforcement Policy sets out how statutory powers can be used where property owners fail to engage with us informally.

| | |
|--------|---|
| Action | Refresh the Private Sector Renewal Policy to ensure empty property grants continue to meet current strategic aims |
|--------|---|

Disabled Adaptations and Grants

The Private Sector Renewals Policy also sets out how grants are administered to adapt disabling environments so that people living with disabilities can remain living independently in their own home. These grants of up to £30,000 and are means tested for adults but not for children and are available across all tenures.

A complete review of the service is currently under way to increase the take up of these grants and make the application process more efficient. The review will take place in consultation with Health and Social Care to ensure any redesigned service meets the needs of the clients and provides value for money.

Action

Review the process for awarding and delivering disabled facilities grants

Partnership with Landlords

Landlords are a vital part of the supply of housing in the borough and the Council recognises their absolute importance in meeting housing need. Most landlords are **not “rogue” landlords who act unlawfully but they are a diverse group which includes** the spectrum of professional **landlords with large property portfolio’s** through to amateur landlords letting one home where letting is not their business. This of course leads to a range of management approaches and effectiveness and different levels of understanding of rights and responsibilities.

The Council wants to work closely with landlords. Given that eviction from the private rented sector is now the biggest single reason for homelessness in the borough we want to understand how the Council can work with landlords to reduce the rate of evictions. The impact of homelessness on **people’s lives is evident. We** believe landlords social conscience means they would want to explore ways of keeping good tenants for as long as they can. Whilst the difference between market rates and LHA is a barrier that needs to be bridged we believe there are other things we could do together that would result in sustained tenancies and less homelessness. An innovative project with the Design Council has been undertaken to improve the effectiveness **of the Council’s relationship with landlords through** some customer insight work and specific engagement with the sector. This will look not just at how problems can be jointly solved on an individual tenancy basis to prevent homelessness but at how the **Council’s strategic role can influence the** broader behaviour of landlords and support tenancy sustainment more generally.

In its role ensuring good housing conditions the council engages with landlords and managing agents on an informal basis and sees this as an invaluable way of raising standards and promoting good quality private sector accommodation. It can also give the council the opportunity to persuade landlords to enter into a leasing agreement with us to provide temporary accommodation or to offer their accommodation to a range of others in housing need looking to that sector for accommodation.

We know that one factor is the growing disparity between market and LHA rents. To address this challenge we know we will need to think creatively about how we work together. Building trust with landlords will be key to developing a relationship that is productive and mutually beneficial. Working with other services with the council will

be needed to ensure that we can capture the needs of this business sector across the Council.

During the Licensing consultation landlords told us that they want to engage with us informally more regularly. We will therefore hold regular meetings with landlords and managing agents so that we can exchange ideas related to how we can improve the management of this sector.

| | |
|--------|--|
| Action | Build the relationship with private sector landlords who let homes locally and seek to identify ways in which the strategic relationship can influence and reduce the level of evictions and reduce homelessness |
|--------|--|

Theme 4 – Being an Excellent Landlord

Introduction

The Council considers itself to be an excellent landlord, one that complies with statutory and regulatory requirements as well as achieving excellence in terms of performance and service provision.

The housing stock is predominantly made up of low rise low density blocks and estates with a small number of low-rise tower blocks. The majority of the stock is of traditional construction, a proportion of which was transferred from the GLC in the Hainault area, and is in good condition achieving the **Government’s decent homes** standard. The stock is not considered to be hard to manage or hard to let and there are low refusal rates and low levels of transfer requests.

The average rent is £109.47 and tenants have a 50 week rent year with two rent free weeks. The rent compares well with our peers and likewise leaseholders generally pay low levels of service charges compared to other boroughs.

The Housing Revenue Account Business Plan sets out the financial position of the Housing Revenue Account over the next 30 years. Reductions in available funds, the 1% rent levy and the absence of a government grant fund to replace the now concluded decent homes funding mean the council and the HRA have significant financial challenges in maintaining and sustaining the stock. **The Council’s capital** programme for investment means that the new build programme is not funded after **2019/2020 and this will hamper the council’s ability to meet housing need past this date.**

Investment in the Housing Stock

Our investment programme aims to maintain the stock at the decent home standard, improve sustainability and make the most of the assets and their delivery potential.

The Housing Asset Management Strategy 2017 – 2022 sets out how Redbridge will continue to achieve this and develop new approaches to maximise the use of the current stock as a contribution to the overall Housing Strategy. The core works streams referenced in the 5 year Asset Management strategy are:-

- To invest in the existing stock through a structured delivery programme in order to maintain the decent homes standard
- To carry out a stock condition survey and investment options appraisal
- To improve energy efficiency and reduce fuel poverty
- To improve resident engagement and community investment
- To procure a new more efficient maintenance service that offers better value
- To ensure all statutory and compliance standard are consistently met.

It is intended that this approach will deliver the necessary short and medium term investment with longer term estate renewal potential being explored and delivered through Theme One.

The Council is in the process of reviewing the Housing Revenue Account Business Plan following legislative and financial changes. This is crucial in ensuring the Housing Revenue Account is in a position to ensure the future integrity of the stock and deliver the housing service as well as investing in new supply.

| | |
|--------|--|
| Action | Review the Housing Revenue Account Business Plan during 2017 |
|--------|--|

Performance

Annually the council participates in a benchmarking exercise which compares the landlord service against 15 other London boroughs and Arms Length Management Organisation’s (ALMO’s), the benchmarking results indicate how well the Council is performing as a landlord against its peers. Overall Redbridge performs well as a landlord in the management of its housing stock as shown in the table below. However there are a number of indicators that are not achieving top quartile performance. An action plan is in place to deliver top quartile performance by 2019/2020.

| | |
|--------|---|
| Action | Achieve top quartile performance across all indicators by 2019/2010 |
|--------|---|

The Council owns some housing which is suitable for the needs of those with physical disabilities and adapts some existing accommodation to respond to the needs of those with disabilities. A thorough review of the existing social housing

stock and the adaptations that exist within it is required in order to effectively respond to demand.

| | |
|--------|--|
| Action | comprehensive information on existing levels of adaptation across the housing stock to inform future development needs and proposals |
|--------|--|

The Council manages xx rented homes, the majority of which are let on social rents and xx leaseholders.

This section sets out the ways in which the Council will seek to ensure that all Council housing tenants and leaseholders in the borough receive an excellent quality housing service that builds thriving communities in safe and cohesive neighbourhoods.

Anti-Social Behaviour

The housing stock has a key role to play in delivering the council’s overall aims and objectives including pride in the local community, improving the environment, regenerating the borough and promoting employment and training.

Ensuring tenants and leaseholders abide by the terms of their lease and tenancy condition’s is really important so that we encourage the right attitudes and behaviours. Where breaches occur, swift action will be taken to ensure behaviour change and unacceptable conduct **stops. We work closely with the council’s** enforcement team to tackle environmental and individual anti-social behaviour. Our estates are very green and we are working with residents and our in-house grounds maintenance team to encourage food growing, community gardening projects and natural areas such as meadows and woodland gardens. Our blocks and estates are being regenerated through capital investment and development and our contractors offer employment, apprenticeships and training for local residents.

Where we receive complaints about anti-social behaviour we monitor the outcomes of residents and how satisfied they are with our role. In 2016/17 97.5% of residents were satisfied with the outcome of their anti-social behaviour complaint and 95% were satisfied with how the Housing Service had handled their complaint.

Resident engagement

We place residents at the heart of everything we do. Involving and engaging with tenants and leaseholders is essential to delivering excellent housing services. The Council is keen to encourage residents to become more involved in making decisions which help to shape their neighbourhoods and communities and improve service provision.

The Council has a mixture of formal and informal ways of engaging residents in the service. Resident Housing Panel, which is the main resident consultative group, sits at the top of the formal structure supported by a number of forums and groups that focus on specific aspects of the service. Our growing sounding board of over 1,000 residents regularly receive information about the service and provide feedback. In addition, there is a Resident Scrutiny Panel, which is focussed on challenging the service by reviewing specific service areas and identifying actions that drive improvement.

At neighbourhood level we have a tenant management organisation, community representatives and residents associations who contribute to making local estate-based decisions. Residents are kept informed by our newsletter, Housing News, our Annual Report and regularly receive email and text messages regarding the service. A Resident Conference is held annually. This very well attended event is attended by the Director and cabinet member and includes presentations, questions from residents and information stalls. We have introduced budget workshops for the first time on 2017/18 where residents will be involved in deciding how revenue savings will be delivered in 2018/2019.

The Council regularly surveys its residents to receive feedback on the service, this produces useful feedback about the quality of the service we deliver. We are due to carry out our next survey in 2018.

| | |
|--------|--|
| Action | Carry out a tenant and leaseholder satisfaction survey in 2018 |
|--------|--|

As regeneration of estates is planned, either through large scale initiatives or increases in density the Council is committed to open and rigorous consultation with residents about its plans so they provide benefit in terms of new homes and to the environment for existing residents and leaseholders. Our existing residents are important to us and it is important for us to remember that we need to look after their needs whilst these works are on site. We are setting up a new project group to manage on site projects to ensure the impact on existing residents is considered and the needs of the whole area including the existing stock are considered as part of any development scheme. Additional resident engagement officers are being recruited.

| | |
|--------|---|
| Action | Identify innovative ways to increase resident involvement opportunities |
|--------|---|

| | |
|--------|--|
| Action | Develop a pact on early engagement with residents where regeneration proposals affect their estates or homes to ensure the best outcomes are achieved for existing communities and prospective tenants |
|--------|--|

Customer focus

The Council's housing Service has a customer-focussed approach and is investing in online services for people who want them, which also frees up time for officers to

focus on residents who need face to face support. It has recently launched the Housing Portal, which enables tenants and leaseholders to view their rent and service charge accounts, make payments and repayment agreements through a self-service platform. The second phase of the Housing Portal will include future self-service activities including a message board, communication mechanism and booking repairs appointments. The portal will become one of our main communication channels with residents.

The Service operates has one main Housing Office on the Orchard Estate. Customer service is vital to an excellent landlord service and the Housing office follows the principles of excellent customer service and the council’s overall plan for delivering modern customer service. Plans are in place to expand the service offer to other residents of Redbridge, for example allowing local residents who are not council tenants to receive service delivered by other parts of the Council through the Housing Office.

| | |
|--------|---|
| Action | To expand the service offer at the Orchard Housing Office to other Redbridge residents. |
|--------|---|

Tenant Mobility

Sometimes tenants existing homes do not meet their needs any longer. Where this need is at a level that meets the threshold for a move through the housing register households can apply for a transfer. The reality is however that given the shortage of social housing supply, unless their needs are very high tenants are likely to have to wait a long time to move through this route and some will not qualify to register because they will not meet the thresholds set out in the policy to be awarded priority. Working with tenants to consider the best options for them, including actively supporting them to register for mutual exchange and other mobility opportunities is a high priority. Advice about mitigating and managing issues, such as a overcrowding, are also a key facet of the support we need to offer overcrowded tenants.

Specific targeted support to under occupiers to enable them to move to a home that more closely meets their housing requirements and frees up larger supply for those who need it is a high priority. Existing support and advice to this group achieves a number of moves each year. The one to one support provided to these tenants is highly valued and comes through very positively in feedback but we need to do more. A review of the financial incentives on offer to households, consideration of the needs of under occupiers in the development of new supply and the targeting of units in new developments through local lettings plans should all be tools used to supplement the support to this.

| | |
|--------|--|
| Action | Ensure an effective tenant mobility service. Review the support to all groups, especially under occupying social housing tenants |
|--------|--|

Supporting vulnerable people

The Housing Service provides a tenancy sustainment officer who helps both vulnerable residents and those experiencing short term difficulties and who require support to live successfully in their own homes. Where additional support, over and above that provided by the Housing Service is required, the Council works with other professionals to access supplementary services.

Appendix 1 Evidence Base

1. Need based on the SHMA

Table a - Household projections for Redbridge based of Department of Communities and Local Government data:

| | 2014 based | | 2012 based | | 2011 based interim | |
|-----------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------------|
| | 10 years 2014-24 | 25 years 2014-39 | 10 years 2012-22 | 25 years 2012-37 | 10 years 2011-21 | 25 years Not published |
| Redbridge | 2,161 | 2,010 | 2,191 | 2,114 | 2,179 | - |

(Outer North East London SHMA Update for Redbridge April 2017)

Table b - Target housing mix in Redbridge summary:

| Tenure Type | 1 bed | 2 bed | 3 bed | 4 bed |
|---------------------------------|-------|-------|-------|-------|
| Market | 20% | 30% | 40% | 10% |
| Social Rented/Affordable Rented | 10% | 40% | 40% | 10% |
| Intermediate | 20% | 40% | 30% | 10% |

(Outer North East London SHMA 2016)

Table c - Full Objectively Assessed need for Redbridge 2015-30

| | Redbridge |
|---|------------------|
| GLA 2015 Interim Household projections central trend 2015-30 | 29,098 |
| Allowance for transactional vacancies and second homes: based on dwellings without a usually resident household | 725 |
| Dwellings | 29,823 |
| Adjustment for suppressed household formation rates: concealed families & homeless households | 1,636+41 + 1,677 |

Appendix 1 Evidence Base

| | |
|--|---------------------|
| Baseline housing need based on demographic projections | 31,500 |
| Further adjustment needed in response to market signals | 4,473-1,677 = 2,796 |
| Full Objectively Assessed needs for Housing 2015-30 | 34,296 |

(Outer North East London SHMA Update for Redbridge April 2017)

Table d - Full Objectively Assessed Need for Housing: Size and tenure Mix across Redbridge for 2015-30

| | Redbridge | | |
|---------------------------|------------------|-----------------------|---|
| | GLA 2015 interim | % of OAN 2015 interim | % of previous OAN using 2014 round data |
| MARKET HOUSING | | | |
| 1 bedroom | 1,100 | 3.2% | 3.4% |
| 2 bedrooms | 2,100 | 6.1% | 6.8% |
| 3 bedrooms | 14,500 | 42.3% | 44.1% |
| 4 bedrooms | 3,900 | 11.4% | 11.7% |
| 5+ bedrooms | 200 | 0.6% | 1.1% |
| 21,800 | 63.5% | 67.2% | |
| Total Market Housing | | | |
| AFFORDABLE HOUSING | | | |
| 1 bedroom | 1,300 | 3.8% | 3.4% |
| 2 bedrooms | 3,200 | 9.3% | 8.3% |
| 3 bedrooms | 6,100 | 17.8% | 16.0% |
| 4 bedrooms | 1,500 | 4.4% | 4.0% |

Appendix 1 Evidence Base

| | | | |
|--------------------------|--------|--------|--------|
| 5+ bedrooms | 400 | 1.2% | 0.8% |
| Total Affordable Housing | 12,500 | 36.4% | 32.6% |
| TOTAL | 34,300 | 100.0% | 100.0% |

Table e – Affordable Housing Mix by Household Affordability to 2015-30 updated

| Redbridge Central Trend period 2015 30 | Unable to afford target rent | Unable to afford "affordable rent" but can afford target rent | Able to afford "affordable rent" | Total Affordable |
|---|------------------------------|---|----------------------------------|------------------|
| 35% of income on rent | | | | |
| 1 bedroom | 800 | 200 | 300 | 1,300 |
| 2 bedrooms | 1,600 | 700 | 900 | 3,200 |
| 3 bedrooms | 3,000 | 1,600 | 1,500 | 6,100 |
| 4 bedrooms | 700 | 500 | 300 | 1,500 |
| 5+ bedrooms | 200 | 100 | 100 | 400 |
| TOTAL | 6,300 | 3,100 | 3,100 | 12,500 |

Table f -- Affordable Housing Mix by Household Affordability to 2015-30, short and long term trends

| Affordable Housing Need breakdown Short Term Trend period 2011-33 | unable to afford Target rent | Unable to afford "affordable rent" but can afford target rent | Able to afford "Affordable rents" | Total Affordable |
|---|------------------------------|---|-----------------------------------|------------------|
| 25% of income on rent | | | | |
| Flat | 1,361 | 215 | 242 | 1,818 |
| 1 bedroom | | | | |
| 2 bedroom | 2,802 | 795 | 749 | 4,346 |

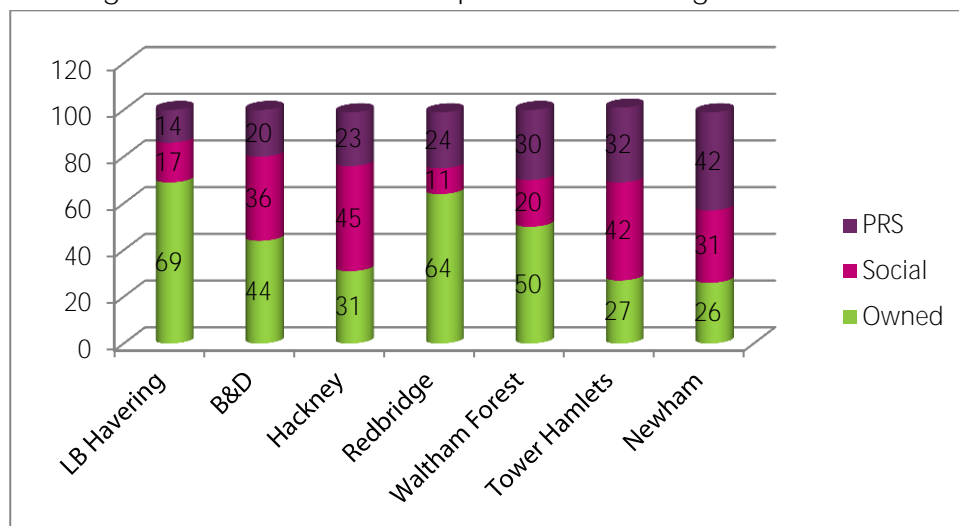
Appendix 1 Evidence Base

| | | | | |
|--------------------------------|------------------------------|---|-----------------------------------|------------------|
| House 2 bedroom | 983 | 430 | 209 | 1,622 |
| 3 bedroom | 3,726 | 1,632 | 794 | 6,152 |
| 4 bedroom | 1,088 | 475 | 144 | 1,707 |
| 5+ bedroom | 193 | 84 | 25 | 302 |
| TOTAL | 10,152 | 3,632 | 2,163 | 15,948 |
| 35% of income | | | | |
| Flat 1 bed | 1,159 | 285 | 374 | 1,818 |
| 2 bed | 2,275 | 820 | 1,252 | 4,346 |
| House 2 bed | 784 | 446 | 393 | 1,622 |
| 3 bed | 2,973 | 1,690 | 1,489 | 6,152 |
| 4 bed | 869 | 529 | 309 | 1,707 |
| 5+ bed | 154 | 94 | 55 | 302 |
| TOTAL | 8,214 | 3,862 | 3,871 | 15,948 |
| Long Term Trend period 2011-33 | | | | |
| | Unable to afford Target rent | Unable to afford "affordable rent" but can afford target rent | Able to afford "Affordable rents" | Total Affordable |
| 25% of income on rent | | | | |
| Flat 1 bedroom | 1,144 | 203 | 223 | 1,569 |
| 2 bedroom | 2,710 | 787 | 740 | 4,238 |
| House 2 bedroom | 944 | 419 | 204 | 1,567 |
| 3 bedroom | 3,604 | 1,600 | 779 | 5,983 |
| 4 bedroom | 1,068 | 470 | 142 | 1,680 |
| 5+ bedroom | 191 | 84 | 26 | 301 |
| TOTAL | 9,661 | 3,563 | 2,114 | 15,338 |
| 35% of income | | | | |
| Flat | 963 | 258 | 348 | 1,569 |

Appendix 1 Evidence Base

| | | | | |
|----------------|--------------|--------------|--------------|---------------|
| 1 bed | | | | |
| 2 bed | 2,189 | 812 | 1,237 | 4,238 |
| House 2 bed | 750 | 434 | 383 | 1,567 |
| 3 bed | 2,865 | 1,656 | 1,462 | 5,983 |
| 4 bed | 852 | 522 | 306 | 1,680 |
| 5+ bed | 153 | 94 | 55 | 301 |
| TOTAL | 7,772 | 3,776 | 3,789 | 15,338 |

Table g – Breakdown of tenure profile of housing in East London



data from the National Policy Institute London Poverty profile 2015

2. Supply and Demand

Table h – Redbridge Housing Register as at 1st June 2017

Appendix 1 Evidence Base

| Bed Size | Total Register | Priority Homelessness | Priority Medical | Priority Prevent Homelessness | Priority overcrowded | Of which overcrowded Council tenants |
|--------------|----------------|-----------------------|------------------|-------------------------------|----------------------|--------------------------------------|
| Studio/1 bed | 2332 | 408 | 236 | 152 | 927 | 9 |
| 2 bed | 3059 | 971 | 91 | 264 | 1457 | 57 |
| 3 bed | 2226 | 782 | 64 | 203 | 1029 | 152 |
| 4 bed | 660 | 266 | 23 | 73 | 286 | 51 |
| 5+ bed | 186 | 82 | 5 | 11 | 78 | 8 |
| Total | 8463 | 2509 | 419 | 703 | 3777 | 277 |

Table i – Council Rented Housing Stock at 31.03.2017

| Studio | 1 bed | 2 bed | 3 bed | 4 bed | 5+ bed | Total |
|--------|-------|-------|-------|-------|--------|-------|
| 446 | 1362 | 1333 | 1216 | 92 | 16 | 4465 |

Table j – Registered provider rented stock in Redbridge

| RP | Bedsit | 1 bed | 2 bed | 3 bed | 4 bed | 5 bed | 6 bed | 10 bed | TOTAL |
|---------------|--------|-------|-------|-------|-------|-------|-------|--------|-------|
| Centrepoint | 0 | 37 | 0 | 0 | 0 | 0 | 0 | 0 | 37 |
| Circle | 0 | 34 | 190 | 187 | 26 | 3 | 0 | 0 | 440 |
| East Thames | 0 | 149 | 441 | 271 | 71 | 2 | 0 | 0 | 934 |
| Estuary | 0 | 0 | 10 | 29 | 2 | 0 | 0 | 0 | 41 |
| Family Mosaic | 0 | 16 | 64 | 35 | 10 | 1 | 0 | 0 | 126 |
| Genesis | 0 | 3 | 1 | 1 | 0 | 0 | 0 | 0 | 5 |
| Home Group | 0 | 29 | 98 | 0 | 0 | 0 | 0 | 0 | 127 |
| IDS | 0 | 3 | 3 | 5 | 3 | 0 | 0 | 0 | 14 |
| Kush | 0 | 0 | 0 | 8 | 0 | 0 | 0 | 0 | 8 |

Appendix 1 Evidence Base

| | | | | | | | | | |
|-----------------------------|----------|------------|--------------|------------|------------|-----------|----------|----------|-------------|
| LHA - Asra | 0 | 2 | 9 | 12 | 6 | 1 | 0 | 0 | 30 |
| Liveability | 0 | 0 | 8 | 5 | 0 | 0 | 0 | 0 | 13 |
| L&Q | 0 | 99 | 270 | 176 | 41 | 2 | 0 | 0 | 588 |
| MHT | 0 | 15 | 9 | 21 | 0 | 0 | 0 | 0 | 45 |
| Network Stadium (Mitali) | 0 | 26 | 14 | 0 | 0 | 0 | 0 | 0 | 40 |
| Newlon | 0 | 5 | 6 | 8 | 12 | 2 | 0 | 0 | 33 |
| Peabody | 0 | 1 | 74 | 75 | 4 | 0 | 0 | 0 | 154 |
| Places for People | 0 | 0 | 14 | 16 | 2 | 0 | 0 | 0 | 32 |
| Refugee Housing | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 4 |
| Sanctuary | 0 | 11 | 6 | 0 | 0 | 0 | 0 | 0 | 17 |
| Springboard | 0 | 122 | 51 | 44 | 6 | 2 | 0 | 0 | 225 |
| Swan | 0 | 45 | 261 | 86 | 11 | 1 | 0 | 0 | 404 |
| | | | | | | | | | |
| TOTALS: | 0 | 599 | 1,531 | 979 | 194 | 14 | 0 | 0 | 3317 |
| % of total: | 0 | 18 | 46 | 30 | 6 | 0 | 0 | 0 | |

Table k - Lettings Data in Redbridge over time

| | 2009/10 | 2010/11 | 2011/12 | 2012/13 | 2013/14 | 2014/15 | 2015/16 | 2016/17 |
|------------------|---------|---------|---------|---------|---------|---------|---------|---------|
| Family bed sizes | 106 | 89 | 80 | 94 | 91 | 66 | 91 | 93 |
| Single bedsizes | 129 | 127 | 128 | 130 | 89 | 126 | 108 | 89 |
| Total LBR lets | 235 | 216 | 208 | 224 | 180 | 192 | 199 | 182 |
| Family bed sizes | 170 | 92 | 96 | 88 | 80 | 48 | 52 | 49 |
| Single bedsizes | 87 | 86 | 91 | 76 | 64 | 87 | 89 | 60 |
| Total RP let | 257 | 178 | 187 | 164 | 144 | 135 | 141 | 109 |

Appendix 1 Evidence Base

| | | | | | | | | |
|---------------------|-----|-----|-----|-----|-----|-----|-----|-----|
| Family bed sizes | 13 | 8 | 5 | 5 | 5 | 3 | 0 | 0 |
| Single bed sizes | 15 | 8 | 5 | 6 | 6 | 3 | 0 | 0 |
| Total Cross borough | 28 | 16 | 10 | 11 | 11 | 6 | 0 | 0 |
| | | | | | | | | |
| Total lets | 520 | 410 | 405 | 399 | 335 | 333 | 340 | 291 |

Table I (1+2)- Average waiting times for social housing

Average Waiting times Homeless Applicants only

| | Studio | 1 Bedroom | 2 Bedrooms | 3 Bedrooms | 4 Bedrooms | 5 Bedrooms |
|------------------------|------------------|-------------------|------------------|-------------------|-------------------|------------|
| Average wait 2016/2017 | 6 years 3 months | 9 years 10 months | 9 years 7 months | 13 years 1 month | - | - |
| Average wait 2015/2016 | 5 years 3 months | 8 years 5 months | 9 years 8 months | 13 years 7 months | 16 years 3 months | - |

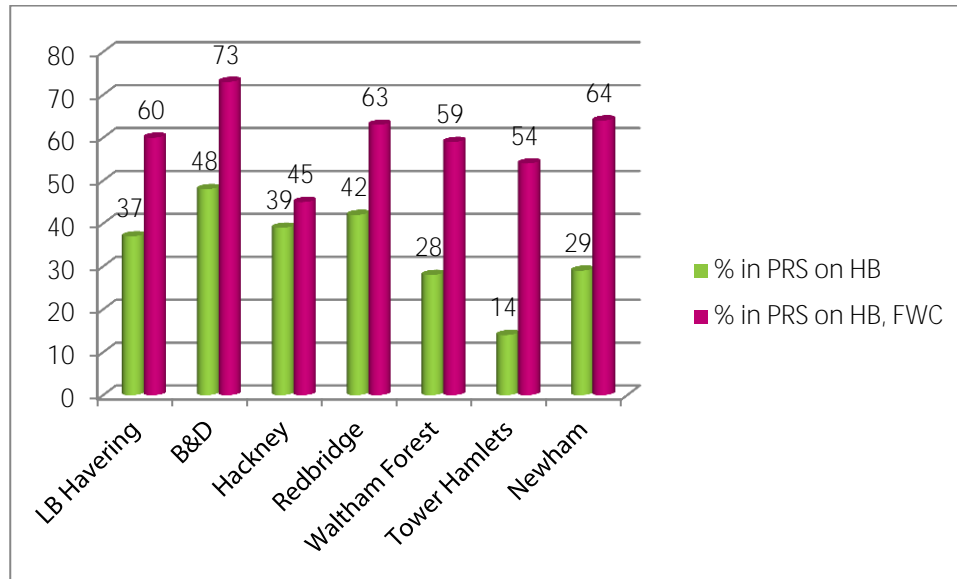
Average Waiting times All Applicants

| | Studio | 1 Bedroom | 2 Bedrooms | 3 Bedrooms | 4 Bedrooms | 5 Bedrooms |
|------------------------|------------------|------------------|------------------|--------------------|------------------|------------------|
| Average wait 2016/2017 | 5 years 7 months | 7 years 1 month | 8 years 1 month | 11 years 1 month | 9 years 5 months | 4 years 4 months |
| Average wait 2015/2016 | 4 years 8 months | 6 years 5 months | 8 years 7 months | 11 years 10 months | 17 years 1 month | - |

Appendix 1 Evidence Base

3. Homelessness

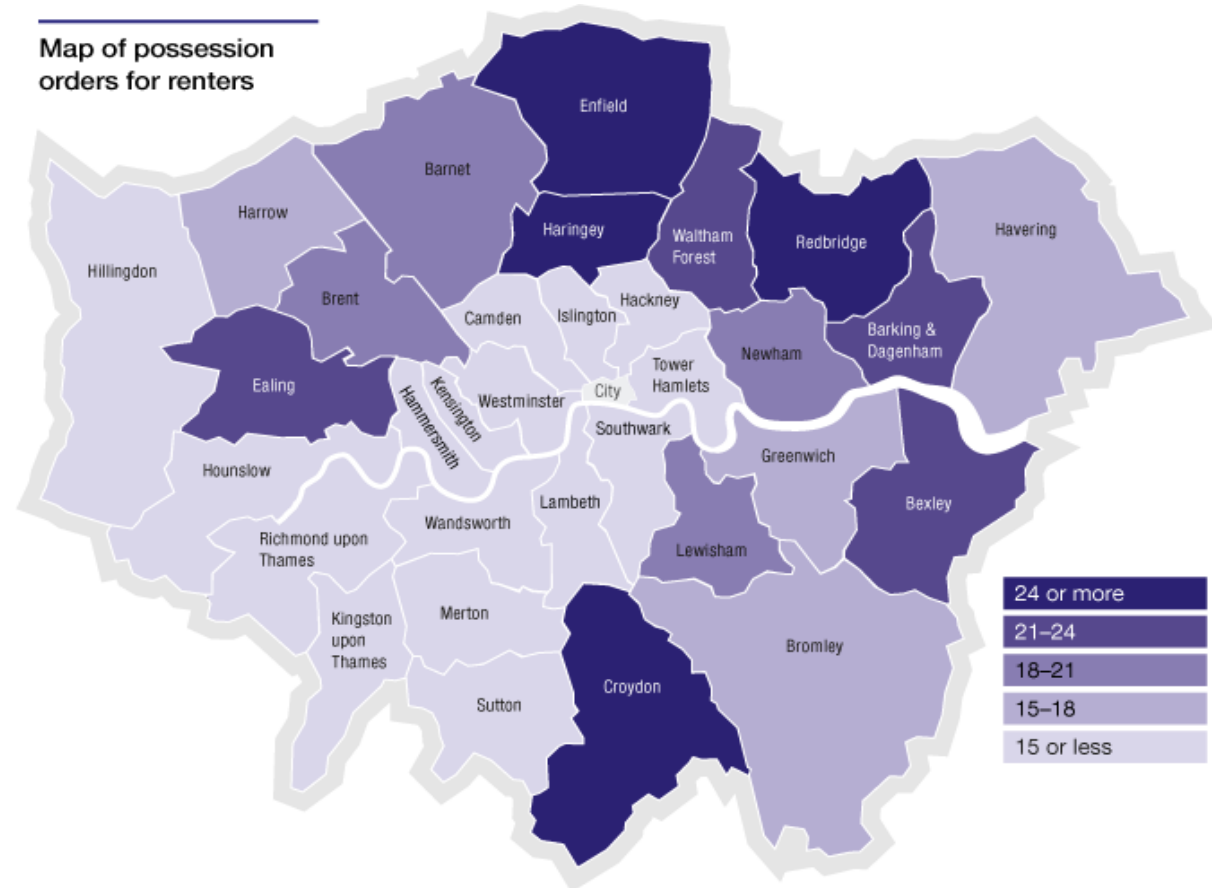
Table m – Possession orders pending in the courts in Redbridge



(data from the National Policy Institute London Poverty profile 2015)

Appendix 1 Evidence Base

Table n– London Map of possession action on private rented housing



Appendix 1 Evidence Base

Table o – Homeless acceptances in London 2015/16

| Rank | Borough | q2 accepts | q3 accepts | q4 accepts | q1 decisions | Accepts 15/16 | q2 decisions | q3 decisions | q4 decisions | q1 decisions | Decisions 15/16 | Acceptance rate |
|------|----------------------|------------|------------|------------|--------------|---------------|--------------|--------------|--------------|--------------|-----------------|-----------------|
| 1 | Havering | 82 | 122 | 55 | 102 | 361 | 228 | 316 | 186 | 298 | 1,028 | 35% |
| 2 | Merton | 44 | 36 | 37 | 32 | 149 | 115 | 96 | 87 | 60 | 358 | 42% |
| 3 | Southwark | 234 | 198 | 189 | 178 | 799 | 511 | 474 | 447 | 471 | 1,903 | 42% |
| 4 | Islington | 74 | 100 | 101 | 107 | 382 | 228 | 235 | 193 | 243 | 899 | 42% |
| 5 | Redbridge | 142 | 143 | 102 | 98 | 485 | 296 | 289 | 267 | 280 | 1,132 | 43% |
| 6 | Brent | 169 | 166 | 186 | 161 | 682 | 385 | 409 | 381 | 402 | 1,577 | 43% |
| 7 | Ealing | 128 | 186 | 253 | 187 | 754 | 336 | 423 | 559 | 393 | 1,711 | 44% |
| 8 | Hillingdon | 77 | 73 | 69 | 97 | 316 | 155 | 165 | 116 | 188 | 624 | 51% |
| 9 | Barking and Dagenham | 305 | 227 | 171 | 227 | 930 | 500 | 413 | 446 | 413 | 1,772 | 52% |
| 10 | Newham | 222 | 233 | 193 | 465 | 1,113 | 450 | 440 | 330 | 869 | 2,089 | 53% |
| 11 | Croydon | 242 | 207 | 165 | 369 | 983 | 399 | 316 | 412 | 590 | 1,717 | 57% |
| 12 | Lewisham | 192 | 104 | 178 | 268 | 742 | 356 | 230 | 354 | 350 | 1,290 | 58% |
| 13 | Westminster | 139 | 160 | 177 | 112 | 588 | 238 | 271 | 278 | 234 | 1,021 | 58% |
| 14 | Richmond upon Thames | 51 | 63 | 58 | 59 | 231 | 104 | 93 | 100 | 96 | 393 | 59% |
| 15 | Barnet | 98 | 94 | 159 | 134 | 485 | 162 | 173 | 256 | 232 | 823 | 59% |
| 16 | Waltham Forest | 272 | 287 | 233 | 204 | 996 | 479 | 446 | 475 | 266 | 1,666 | 60% |
| 17 | Kingston upon Thames | 47 | 48 | 48 | 48 | 191 | 81 | 71 | 90 | 71 | 313 | 61% |
| 18 | City of London | 10 | 11 | 7 | - | 28 | 14 | 19 | 12 | - | 45 | 62% |
| 19 | Bromley | 128 | 144 | 154 | 157 | 583 | 184 | 201 | 271 | 272 | 928 | 63% |
| 20 | Camden | 11 | 16 | 14 | 27 | 68 | 23 | 23 | 21 | 41 | 108 | 63% |
| 21 | Lambeth | 94 | 138 | 91 | 139 | 462 | 154 | 195 | 136 | 217 | 702 | 66% |
| 22 | Bexley | 113 | 95 | 121 | 137 | 466 | 191 | 160 | 177 | 175 | 703 | 66% |

Appendix 1 Evidence Base

| | | | | | | | | | | | | |
|----|------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|------------|
| 23 | Greenwich | 118 | 83 | 111 | 133 | 445 | 164 | 124 | 171 | 210 | 669 | 67% |
| 24 | Hackney | 279 | 259 | 288 | 217 | 1,043 | 392 | 359 | 478 | 312 | 1,541 | 68% |
| 25 | Harrow | 156 | 59 | 66 | 139 | 420 | 220 | 98 | 97 | 189 | 604 | 70% |
| 26 | Hammersmith and Fulham | 80 | 121 | 130 | 109 | 440 | 131 | 172 | 180 | 149 | 632 | 70% |
| 27 | Haringey | 170 | 167 | 164 | 119 | 620 | 231 | 238 | 249 | 171 | 889 | 70% |
| 28 | Wandsworth | 229 | 202 | 246 | 216 | 893 | 332 | 276 | 336 | 319 | 1,263 | 71% |
| 29 | Sutton | 85 | 90 | 68 | 55 | 298 | 119 | 126 | 101 | 71 | 417 | 71% |
| 30 | Enfield | 303 | 230 | 220 | 261 | 1,014 | 388 | 281 | 314 | 340 | 1,323 | 77% |
| 31 | Tower Hamlets | 153 | 119 | 162 | 116 | 550 | 191 | 152 | 216 | 139 | 698 | 79% |
| 32 | Hounslow | 105 | 73 | 66 | 204 | 448 | 137 | 92 | 82 | 250 | 561 | 80% |
| | Kensington and Chelsea | 148 | 141 | 104 | .. | 393 | 325 | 332 | 312 | .. | 969 | no data q4 |
| | England | 14,670 | 13,840 | 13,520 | 14,780 | 56,810 | 29,760 | 28,250 | 28,500 | 30,050 | 116,560 | 49% |
| | London | 4,700 | 4,400 | 4,390 | 4,940 | 18,430 | 8,220 | 7,710 | 8,130 | 8,480 | 32,540 | 57% |
| | Rest of England | 9,970 | 9,450 | 9,130 | 9,840 | 38,390 | 21,540 | 20,540 | 20,370 | 21,570 | 84,020 | 46% |

Table p – key homeless data for Redbridge 2016/17

| | |
|---------------------------|------|
| Homeless decisions | 1113 |
| New homeless applications | 1044 |
| Homeless preventions | 1857 |
| Homeless Acceptances | 464 |

Appendix 1 Evidence Base

| | |
|---|-------|
| Homeless Acceptance rate | 41.7% |
| Numbers in TA | 2308 |
| Families with children in B&B over 6 weeks | 116 |
| Private Rented Sector Offers | 63 |
| Other private sector offer preventing need for TA | 164 |

Table q – Private rented sector offers to households by area

| | PRSO accepted | PRSO refused, duty discharged | Homeless Prevention offer | Pre localism PRS discharge |
|--------------------|---------------|----------------------------------|------------------------------|-------------------------------|
| Redbridge | 26 | 2 | 75 | 21 |
| Barking & Dagenham | 8 | 1 | 6 | 2 |
| Havering | 5 | | 26 | 1 |
| Birmingham | 2 | | 0 | |
| Barnet | 2 | | 1 | |
| Waltham Forest | 2 | | 2 | |
| Haringey | 4 | | 5 | |

Appendix 1 Evidence Base

| | | | | |
|------------------|----|---|-----|----|
| Basildon | 2 | | 1 | |
| Newham | 3 | | 3 | |
| Merton | 1 | | 0 | |
| Bradford | 1 | | 0 | |
| Croydon | 1 | | 1 | |
| Tower Hamlets | 2 | | 0 | |
| Medway | 1 | | 0 | |
| Enfield | 1 | | 2 | |
| Bexley | 1 | | 0 | |
| Tendring | 1 | | 0 | |
| Preston | | | 1 | |
| Suffolk Coastal | | | 1 | |
| Hackney | | | 1 | |
| Thurrock | | | 1 | |
| Lewisham | | | 1 | |
| Leeds | | | 2 | |
| Isle of Wight | | | 1 | |
| Crawley | | | 1 | |
| Epping | | | 2 | 3 |
| Brentwood | | | 1 | |
| Stockton on Tees | | | 1 | |
| Dudley | | | 1 | |
| Manchester | | | | 1 |
| | | | | |
| | 63 | 3 | 136 | 28 |

PRSO - private rented offer to a homeless household in discharge of the homeless duty

Appendix 1 Evidence Base

Homeless prevention offer - offer made pre homelessness and voluntarily accepted by customer

Pre - localism PRS discharge - PRS offer made to a customer in TA before the Act where they voluntarily agree to discharge

Table r - Temporary Accommodation Profile in Redbridge over time, by TA Type

| | Mar-08 | Mar-09 | Mar-10 | Mar-11 | Mar-12 | Mar-13 | Mar-14 | Mar-15 | Mar-16 | Mar-17 |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| B&B | 98 | 60 | 44 | 66 | 105 | 173 | 150 | 252 | 313 | 392 |
| Hostel | 0 | 0 | 0 | 0 | 54 | 58 | 55 | 62 | 84 | 155 |
| Nightly let | 302 | 304 | 272 | 363 | 413 | 492 | 610 | 746 | 892 | 782 |
| Leased | 2273 | 2152 | 1845 | 1646 | 1523 | 1384 | 1242 | 1089 | 914 | 975 |
| Other | 66 | 20 | 12 | 9 | 8 | 6 | 6 | 3 | 2 | 4 |
| Total | 2739 | 2536 | 2173 | 2084 | 2103 | 2113 | 2063 | 2152 | 2205 | 2308 |
| Out of borough | 101 | 161 | 142 | 222 | 334 | 466 | 607 | 791 | 915 | 1042 |
| B&B over 6 weeks | 0 | 0 | 1 | 2 | 18 | 28 | 0 | 40 | 86 | 142 |