

Cardiff Housing Strategy 2016-2021



Draft



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This document is available in Welsh / Mae'r ddogfen hon ar gael yn Gymraeg.

Introduction

Cardiff's Shared Vision

Cardiff's vision is *'to be Europe's most liveable Capital City'* - a great place to work and do business; which attracts and retains the best talent; a place where people love to live; and a city of opportunity for everyone, regardless of background.

Being a liveable capital city means achieving the 7 shared outcomes outlined in Cardiff's Single Integrated Plan, "What Matters":

- ⇒ **People in Cardiff are safe and feel safe**
- ⇒ **Cardiff has a thriving and prosperous economy**
- ⇒ **People in Cardiff achieve their full potential**
- ⇒ **Cardiff is a great place to live, work and play**
- ⇒ **People in Cardiff have a clean, attractive, sustainable environment**
- ⇒ **People in Cardiff are healthy**
- ⇒ **Cardiff is a fair, just, inclusive society**

The Cardiff Liveable City Report (October 2015) highlights Cardiff's performance against these outcomes compared to other core cities and Welsh areas, showing where the city is doing well and where improvement is needed.

The Council's priorities recognise the most important areas that need to be addressed in the short to medium term:



This housing strategy supports each of these priorities across a range of service delivery areas and indicates how Housing

can contribute to the Liveable City agenda over the next 5 years.

Strategic Links

The strategy also acknowledges the priorities outlined in the Welsh Government's national planning policy, housing and homelessness strategies. More locally referenced is the Cardiff and Vale Older People Framework:



Introduction

This Housing Strategy for Cardiff 2016-2021 sets out how the City of Cardiff Council and its partners will shape and deliver future housing services and provision across the city.

Vision

We aim to deliver the best housing outcomes for the people of Cardiff, working together with our partners to ensure that all our citizens can access quality, affordable and sustainable homes.

The strategy has been developed in a time of challenges: new legislative duties on local authorities, continuing austerity leading to unprecedented budget cuts and an increasing demand for services.

Recognising these challenges, 4 key aims have been identified.

Key Aims

- ⇒ To develop a full understanding of housing need in the city (*Housing Need*)
- ⇒ To take a coordinated and evidence based approach to developing and improving homes in Cardiff (*Homes*)
- ⇒ To ensure that the housing needs of the most vulnerable are met (*People*)
- ⇒ To improve neighbourhoods and help build stronger communities (*Communities*)

Each key aim is addressed through a separate chapter under the headings of:

- ⇒ *Housing Need*
- ⇒ *Homes*
- ⇒ *People*
- ⇒ *Communities*

Partners

Key to the success of any strategy is partnership working. The Council is fortunate to have a wealth of partners who share the same values and priorities, including:

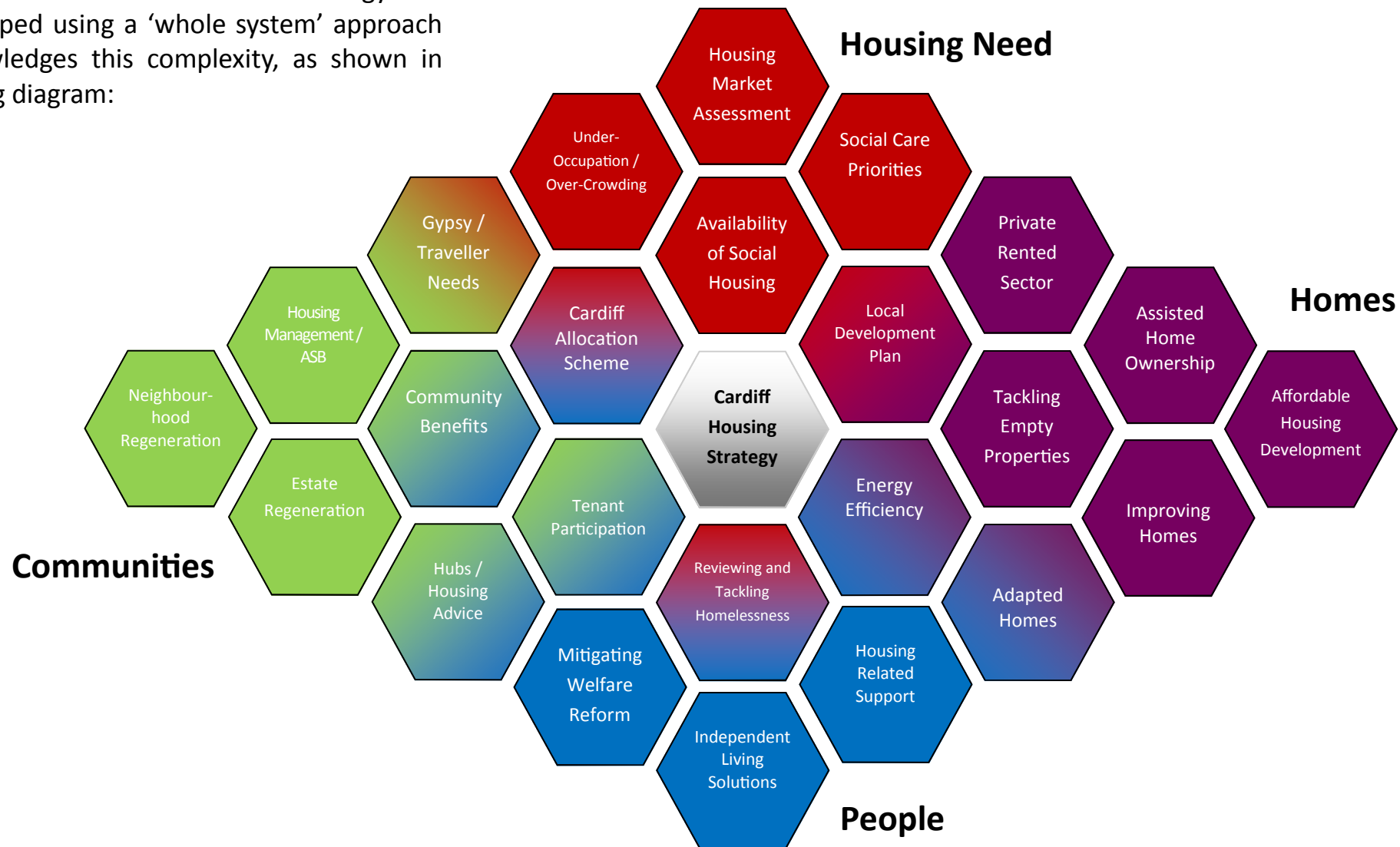
- ⇒ local Housing Associations (known as Registered Social Landlords);
- ⇒ private landlords and letting agents;
- ⇒ third sector support providers;
- ⇒ statutory partners operating in the city including Health, Probation, Police and Fire Service;
- ⇒ Welsh Government.

Monitoring the Strategy

This Strategy sets out a number of ambitious activities to be undertaken over the next 5 years. These are listed as 'We Will' commitments throughout the document and are summarised on pages 44-45. A separate action plan will be developed and continually monitored with partners to inform an annual report of progress published each year.

Whole System Approach

It is recognised that aspects of the housing system overlap and that addressing one aspect can have implications for other factors. This strategy has been developed using a 'whole system' approach that acknowledges this complexity, as shown in the following diagram:



Housing Need

To develop a full understanding of housing need in the city



Understanding housing need in the city

Local Housing Market Assessment Findings

In 2015, the Council commissioned a Local Housing Market Assessment (LHMA) to understand the nature and level of housing demand and need within Cardiff. Over 13,000 households were surveyed and secondary data, including population forecasts and Census data, was analysed as part of the assessment.

Demographic Change

Welsh Government 2011-based projections identify 142,802 households in Cardiff in 2011, rising to 201,792 by 2036, an increase of 21.8%. Average household size will reduce from 2.33 to 2.21 over the same period.

Tenure Profile

2011 Census data shows that the owner-occupier market has reduced since 2001 from 69.2% to 59.2% of the city. Private renting has almost doubled from 11.1% to 21.9%. The private rented sector is now larger than the social sector, which has remained at around 17%.

Dwelling Type

31% of dwellings are terraced houses, 29% are semi-detached houses, 26% are flats and 14% are detached houses (2011 Census). The majority (72%) of social sector properties have 1 or 2 bedrooms, whilst in the private sector 66% of properties have 3 or more bedrooms.

House Prices

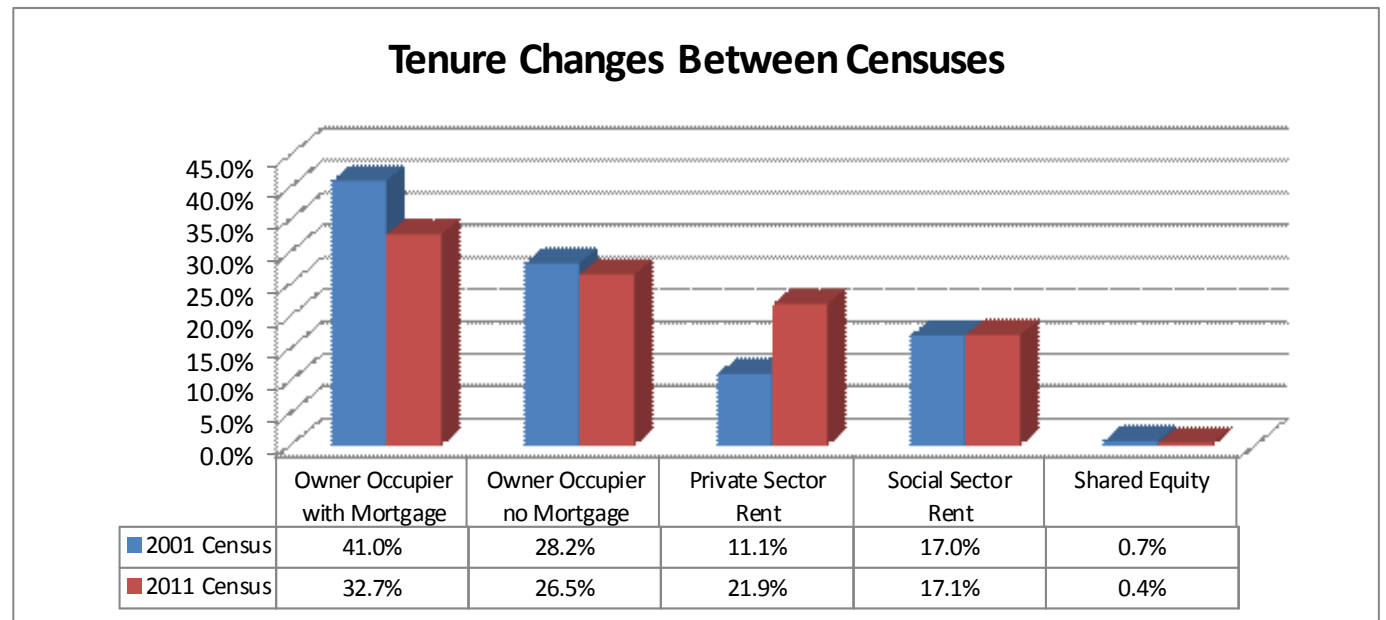
The average price paid for a detached property in Cardiff was £341,177; a semi-detached cost £218,066; a terraced property cost £179,879 and a flat cost

£142,888 (Land Registry 2014).

Household Income and Affordability

39% of existing households have annual incomes below £20,000, rising to 50% for concealed households (people living within a household wanting to move to their own accommodation and form a separate household, for example adult children living with parents).

51% of existing households earn below the UK average of £26,135 per annum (63% for concealed households).



Understanding housing need in the city

The following table shows the single income thresholds required to purchase entry level (lowest quartile) properties in Cardiff, based on a 95% mortgage and lending ratio of 3.5 times gross income.

Entry Level Sales – Income Thresholds (£)		
	Sales Level	Income Threshold
1 bed flat	£85,000	£23,100
2 bed flat	£105,000	£28,500
2 bed terrace	£120,000	£32,600

Source: LHMA March 2015

The thresholds for renting entry level properties (based on rent at 25% of gross income) are shown below:

Entry Level Rents – Income Thresholds (£)		
	Rent Level	Income Threshold
1 bed flat	£495	£23,800
2 bed flat	£650	£31,200
2 bed terrace	£650	£31,200

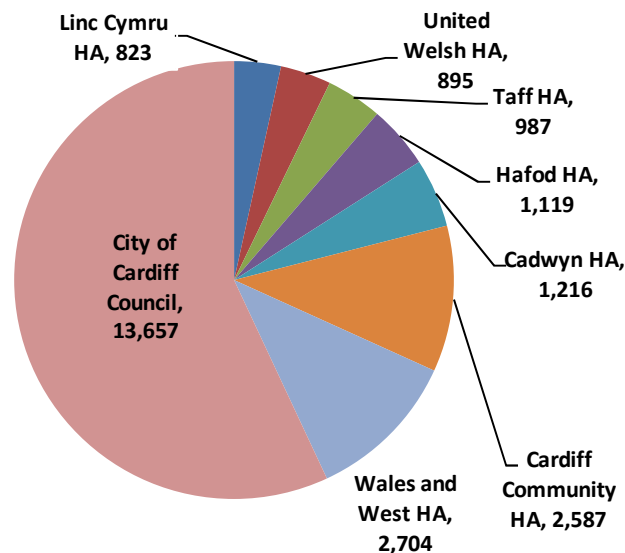
Source: LHMA March 2015

We Will: Update and refresh the Housing Market Assessment data.

Availability of Social Housing

Stock Levels

The Council and 7 partner Housing Associations have in total almost 24,000 units of social rented accommodation.



Social stock is predominantly located in outlying parts of the city. Demand for all wards is high and opportunities to develop affordable housing across Cardiff are always being explored. New units are planned for the more popular wards adjacent to the city centre.

Lets

Between the 8 social landlords, an average of 1,644 lets are made each year. Targets are applied to the 3 sub-lists (Homeless, Beneficial Transfer and General) of the Cardiff Housing Waiting List to reinforce movement and maintain social stability by ensuring that a mix of households in different situations are rehoused.

Cardiff Housing Waiting List

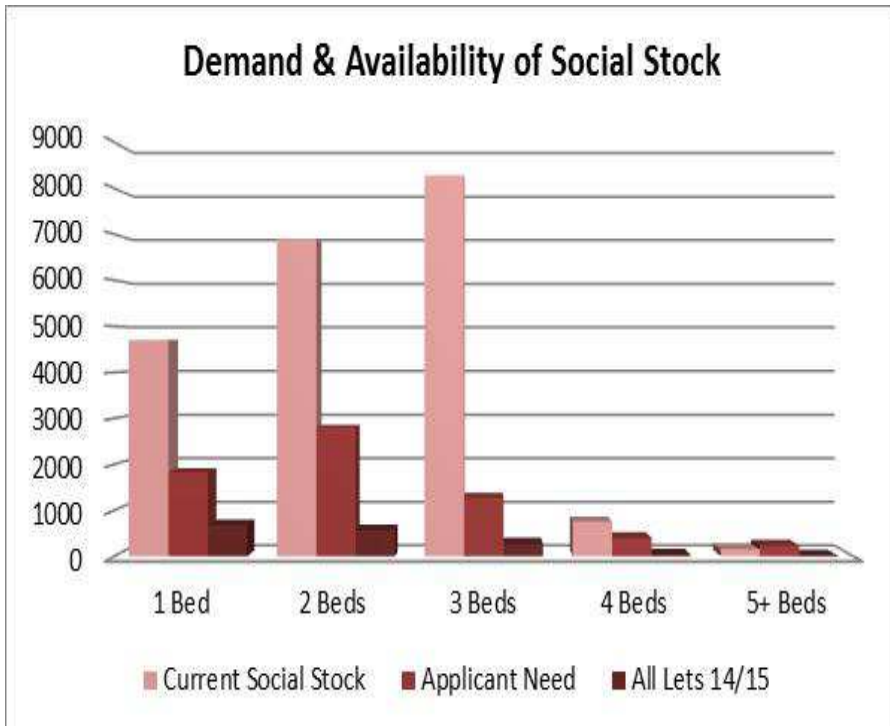
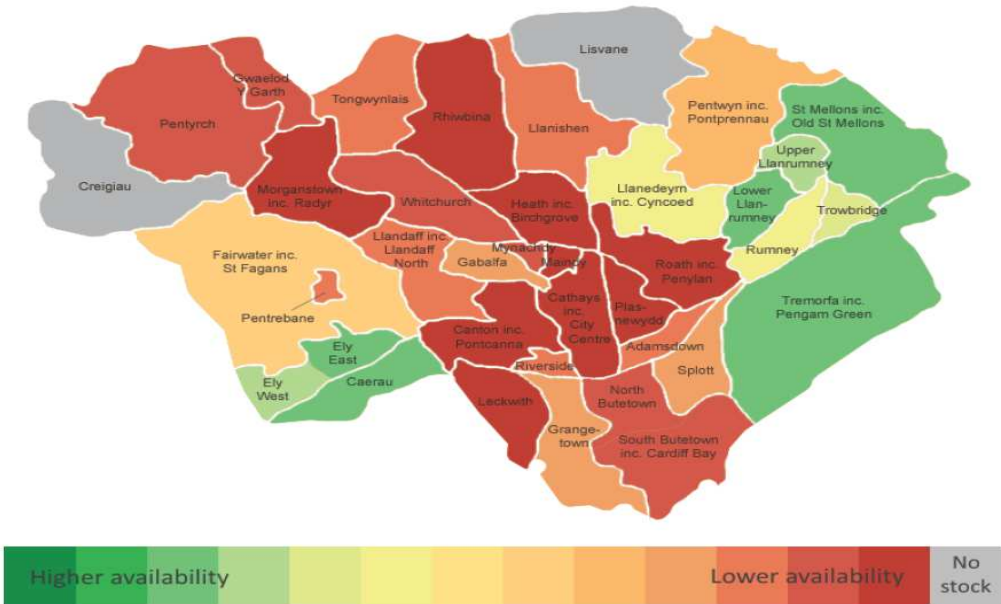
The Council and local RSLs operate a common waiting list for social housing, from which suitable applicants are offered available properties.

For those wanting to join the list, applicants must first attend a Housing Application Interview where all suitable housing options are explained, including joining the waiting list. On average 69 Housing Application Interviews are undertaken each week, with 89% accepted onto the waiting list. A quarter of applications are from existing social tenants wanting to transfer properties.

Understanding housing need in the city

Maps showing the availability of different types and sizes of accommodation are used to give informed advice (see right for an example).

Family Need : 3 bed - household with child under 16



The chart above shows the current stock levels by number of bedrooms, compared to the bedroom need of applicants on the waiting list and turnover in 2014/15.

The joint Cardiff Housing Allocation Scheme prioritises applications based on housing need and a local connection to Cardiff. All applications are placed within a Band in date order as shown in the table on the right:

Band	%	Number
Immediate	0.3%	38
Band A - urgent need with local connection	6.4%	577
Band Bi - high need with local connection	9.4%	991
Band Bii - medium need with local connection	33.6%	3487
Band C - urgent need, no local connection	0.0%	0
Band Di - high need, no local connection	0.4%	54
Band Dii - medium need, no local connection	2.7%	269
Band E - no need with local connection	43.4%	3856
Band F - no need, no local connection	3.8%	300
TOTAL	100%	9572

Understanding housing need in the city

The Housing Waiting List is comprised of households with differing housing needs. These include applicants who:

Are homeless

The Council has accepted a duty to rehouse 221 households.

Are living in unsatisfactory housing conditions

- 2765 households (29% of the waiting list) are overcrowded.
- 489 households (5% of waiting list) need to downsize and are on the Beneficial Transfer sub-list.

Need to move on medical or welfare grounds

- 2477 households (26% of the waiting list) have a medical need.
- 1621 households (17% of the waiting list) need ground floor / lift accessible accommodation.
- 549 households on the Cardiff Accessible Homes list (89% of these also on General List).

Need to move to a particular area to avoid hardship

Including people fleeing domestic abuse or affected by anti-social behaviour.

Those registered in Bands E and F have no identified housing need and account for almost half of the waiting list. 7% of all applicants have no local connection.

The joint Allocation Scheme is amended as necessary informed by new policy and legislation such as ongoing welfare reforms and operational experience.

Older People

Cardiff has an ageing population, with implications for the required amount, type and location of older people's housing. Currently there are almost 2000 applicants on the Housing Waiting List aged over 50 wanting social housing.

The majority need 1 bedroom properties but 5% require 2 bedrooms and 990 require ground floor or lift accessible accommodation. 151 of these applicants will release larger social properties.

A survey of these applicants in 2014 highlighted the following information (see table). Respondents identified that the most common reasons for wanting to

Current Waiting List Applicants Aged 50+	Age 50-59	Age 60-69	Age 70-79	Age 80+
Own their own home	6%	12%	17%	28%
Rent privately	37%	25%	11%	13%
Rent social housing	34%	38%	49%	47%
Have adaptations	13%	23%	36%	40%
Receive support	25%	23%	27%	23%
Interested in	84%	88%	79%	70%
Interested in sheltered	27% (but are not eligible)	40%	48%	68%

move were poor health, difficulty with stairs, to live near friends and family and to be with people their own age thereby avoiding isolation.

All available data on both need and older persons stock is currently being collated to inform discussions with partners on how best to address the housing needs of this client group.

We Will: Develop an Older Persons Accommodation Strategy for Cardiff.

Understanding housing need in the city

Under-Occupation / Over-Crowding

Under-Occupation and Over-Crowding		
Tenure	Under-occupied	Over-crowded
Owner occupied with mortgage	45.3%	3.5%
Owner occupied without mortgage	63.4%	0.7%
Private Rented	9.6%	4.0%
Council Rented	12.5%	8.1%
RSL Rented	3.1%	7.6%
All Stock	35.6%	3.7%

The above table shows the findings of the Local Housing Market Assessment on how accommodation of all tenures is currently occupied.

Around 2,000 social rented family units with 2 or more spare bedrooms were identified - an under-occupation level of 12.5% or 1,673 properties in Council stock, and 3.1% or 324 properties in Housing Association stock.

The total number of over-crowded households in the social rented sector was identified as 1,890.

Tackling Under-Occupation

Under the first phase of welfare reforms a total of 4,194 social tenants of working age were identified as being affected by the 'bedroom tax'. 396 of these households are currently on the Housing Waiting List looking to downsize.

The Council and RSLs have used Discretionary Housing Payments (DHPs) to support affected households by contributing towards the shortfall in rent whilst waiting for an offer of housing.

Between January and December 2015,

750 offers of smaller social housing were made. However, many tenants are reluctant to move and have refused suitable offers. This has resulted in the DHP being withdrawn, leaving some households accruing rent arrears.

We Will: Continue to work with RSL partners to develop solutions to address under-occupation.

In addition, 16% of applicants on the Common Waiting List aged over 50 have identified a wish to downsize. Many are not affected by the bedroom tax but could free up larger accommodation for those in housing need or over-crowded.

We Will: Offer incentives and attractive accommodation to older people who can downsize.

Tackling Over-Crowding

Currently 28% of households on the Housing Waiting List are over-crowded; the majority require 1 or 2 extra bedrooms but some are extreme cases requiring an extra 3 or 4 bedrooms.

Understanding housing need in the city

The Allocation Scheme has been revised to prioritise the most severely over-crowded households, however other solutions need to be explored. Potential options could include:

- ⇒ **Assisting over-crowded households to move to larger accommodation by offering realistic solutions:** help to access the private rented sector by offering bonds; mutual exchanges.
- ⇒ **Assisting adult children of over-crowded households to move out:** financial and Into Work advice will be offered as well as bonds.
- ⇒ **Working to mitigate the impact of overcrowding where a move is not possible:** provision of bunk beds and storage facilities to free up space within the home.

We Will: Implement an action plan to assist over-crowded households.

The Scheme will be revised accordingly to ensure that those in greatest housing need are given the necessary priority for re-housing. The impact on available lets will need to be monitored.

Reviewing Social Care Priorities

Learning Disabilities

Over the period 2015 to 2020 approximately 175 additional Learning Disability service users will require accommodation and support.

10 service users per year will require bed spaces in shared housing as part of the 'Closer to Home Project', which aims to return service users from existing out of county residential placements and avoid future placements outside Cardiff.

25 service users per year will require move-on housing (core and cluster model) from supported living, family homes with older carers and the Emergency Accommodation Scheme.

Cardiff Accessible Homes Waiting List

There are currently 510 households waiting for adapted social properties; (many with disabled children). In 2014/15 most lets were 1 bedroom properties:

	Adapted Property Lets 2014/15				
	1 bed	2 bed	3 bed	4 bed	Total
Bungalow	13	7	0	1	21
Flat	70	33	0	0	103
House	3	7	23	4	37
Total Lets	86	47	23	4	161
Need	150	200	130	30	510

A review of the Cardiff Accessible Homes project is underway with partner RSLs. This will evaluate how best to manage households with specific medical needs; there are currently 1621 households on the Common Waiting List with a need for either ground floor or lift accessible accommodation.

We Will: Review the way that accessible housing is allocated to best meet needs.

Understanding housing need in the city

Reviewing Homelessness

Rough Sleeping

Cardiff has a variety of services to assist those who 'sleep rough' in doorways, parks or other vulnerable settings. During 2015/16, the weekly average of rough sleepers was 42. This high figure is due in part to the increase in European Economic Area (EEA) nationals who can claim Job Seekers Allowance but not Housing Benefit to pay for accommodation, due to a change in legislation in January 2014.

Over the year Cardiff has on average 15 long-term rough sleepers who either refuse, or are too chaotic, to access provision. Outreach teams are engaging with these individuals regularly.



Draft Strategy as at June 2016

Homelessness Legislation

With the changes to homeless legislation brought in by Part 2 of the Housing (Wales) Act 2014, local authorities have a number of new duties to help anyone seeking housing advice and assistance. Since its introduction, Cardiff has met these new duties in the following ways:

Duty to Provide Advice and Assistance:

The Council has a duty to provide advice and assistance to anyone including persons from abroad. Since the inception of the legislation on 28th April 2015 to date 3,373 clients have approached the Housing Options Centre for advice and assistance.

Duty to Prevent Homelessness:

The Council is required to work with clients to try and prevent homelessness or secure alternative accommodation. There is no time limit on how long prevention work can be carried out for. Personalised action plans detail what each party can do to try and resolve the client's housing situation. To date 528 households have

been assisted, with 61% achieving a positive final outcome.

Duty to Help to Secure Accommodation:

Where homelessness cannot be prevented, the Council must assist households in finding suitable alternative accommodation, and where necessary offer interim housing. The duty to help to secure alternative accommodation has been accepted for 1330 clients; 94 of these have been assisted into the private rented sector.

Duty to Secure Accommodation:

This includes discharging duty into either private or social housing for those deemed in priority need. Many remain in interim accommodation whilst housing is being sourced. The duty to secure accommodation has been accepted for 392 clients in 2015/16.

We Will: Develop a new Homelessness Strategy for Cardiff following a full needs assessment and review of services.

Understanding housing need in the city

Gypsies and Travellers

Gypsy & Traveller Sites Waiting List

The Council operates two sites: Shirenewton has 59 pitches and Rover Way has 21 pitches. Currently there are 16 households on the waiting list for the Rover Way site and 27 households on the waiting list for Shirenewton. In 2014/15, 2 plots were let on Rover Way (1 to the waiting list and 1 through homelessness) with 2 further lets on Shirenewton (both from the waiting list).



Gypsy & Traveller Needs Assessment

The Council has undertaken an accommodation needs assessment to plan for future site development. This has involved interviewing all current residents of both sites and projecting growth.

Future need has been forecast at 64 additional authorised pitches over the next 5 years, with 87 over the life of the Local Development Plan (LDP) to 2026 (subject to Welsh Government approval). This increases by a further 21 pitches if Rover Way is ultimately replaced. In addition a need has been identified for a transit site. Discussions are ongoing with other South East Wales Local Authorities to explore a regional solution.

Developing Additional Provision

The Council is undertaking a Gypsy and Traveller site selection process to meet the short and long term need for pitches. This process is referenced in the LDP Monitoring Framework.

We Will:

- Secure approval of findings following a Gypsy and Traveller site search and assessment, by September 2016.
- Secure planning permission and funding for identified site(s) to meet short term need by May 2017 and long term need by May 2021.

Assisted Home Ownership

The Council keeps a register of first-time buyers interested in purchasing a part-share (usually 70-80%) of new build properties specifically developed by partner RSLs or private developers.

There are currently 832 households waiting to hear about new schemes or re-sales of existing shared-equity properties, which must be marketed to the register in the first instance. In 2014/15, 6 1-bed new build flats were offered and 12 re-sales were made; 4 1-bed flats, 7 2-bed flats and 1 3-bed house.

We Will: Review additional methods to promote the Assisted Home Ownership Scheme.



Understanding housing need in the city

Assessing Housing Need & Demand

Following official guidance, the Local Housing Market Assessment calculated existing housing need at 10,006 households and annual newly arising need at 2,236 households. This includes those that lack their own accommodation or live in unsuitable housing and who cannot afford to meet their needs in the market.

To meet demand, Cardiff needs to build 2,024 affordable properties per year for the next 5 years.

LHMA March 2015

Demand for Market Housing

The Market Assessment identifies 11,010 existing households planning to move into owner occupied housing and 3,150 planning to move into private rented housing between 2015 and 2018.

2,117 concealed households plan to move into owner-occupation and a further 3,034 into private rented housing.

In-migrant demand over the period is estimated at 10,665, placing total demand for market housing within the City at 29,976 households over the 3 years.

Affordable Housing

The Council regards the following types of housing as affordable:

Social rented housing - provided on the basis of need by the Council or RSLs, with rent levels having regard to Welsh Government guideline and benchmark rents.

Intermediate housing - provided on the basis of need where purchase prices or rents are above those of social housing but below market house prices or rents. In Cardiff this includes:

- ⇒ *Intermediate Rented Housing*, where rent levels are no more than 100% of Local Housing Allowance (inclusive of service charges) in perpetuity.
- ⇒ *Assisted Home Ownership* shared equity model where prices are at least 30 - 40% below market house prices.

Further analysis of local data is needed to determine the type and size of properties required at a ward level. This will ensure the housing needs of the most vulnerable are met, whilst delivering sustainable communities. Housing's role in making Cardiff a liveable city will be explored and a long-term plan established.

We Will:

- Develop a ward by ward assessment of affordable housing need for Cardiff to inform future development.
- Develop a 30 year plan for housing in Cardiff in line with the Liveable Cities agenda.



To take a coordinated and evidence based approach to developing and improving homes in Cardiff



Developing and improving homes in Cardiff

Implementing the Local Development Plan 2016-2026 (LDP)

The LDP sets out a strategy for the delivery of housing growth in the city up to 2026. The key proposals relating to housing are:

- Delivery of 29,201 new dwellings between 2014 and 2026 (6,646 to be affordable)
- 7 housing-led strategic sites by 2026
 - Cardiff Central Enterprise Zone (2,150 dwellings)
 - Gas Works (500 dwellings)
 - North West Cardiff (5,000 dwellings)
 - North of Junction 33 (2,000 dwellings)
 - South of Creigiau (650 dwellings)
 - North East Cardiff (4,500 dwellings)
 - East of Pontprennau Link Road (1,300 dwellings) (See page 21 for map of sites).

In delivering the strategic sites, the LDP aims to respond to evidenced social need through the development of sustainable neighbourhoods, tackling deprivation and improving the quality of life for all.

Measures to achieve this include:

- Providing a range of dwelling sizes, types and affordability
- Providing facilities and infrastructure for existing and new communities
- Supporting regeneration of deprived communities and creating places that encourage social interaction.

The Council uses its Affordable Housing Policy to specify the number of affordable units to be developed on private sites. For the life of the new LDP this will mean that on sites of 5 or more dwellings or 0.1 or more hectares, there will be a requirement for delivery of 30% affordable housing on greenfield sites and 20% on brownfield sites.

Delivering Affordable Housing

The Council and partner RSLs are committed to continuing to deliver new affordable housing units to meet need. A 5 year development plan has been prepared to reduce the gap between supply and demand (see next page).

“With a series of large scale housing developments at various stages in the planning process, we see Cardiff as the most active development area in Wales. Upgrading local infrastructure to cope is set to be one of the key constraints and challenges.”

Linc-Cymru Housing Association

Housing Partnership Programme

The Council has taken the option of using its Housing Revenue Account to fund development of new Council housing. The Housing Partnership Programme will see an investment of £33million to deliver homes in high demand areas over 10 years.

Working with Wates Living Space, around 1500 properties will be built on sites totalling 30 hectares, of which 40% will be Council owned. Properties will meet exceptional levels of design, sustainability and energy efficiency, regardless of tenure. It is anticipated that construction work will commence in Winter 2016/17.

Affordable Housing 5 Year Development Plan

Delivery Method	Description	Funding	Anticipated units
Social Housing Grant	This Welsh Government grant is a rolling 3 year programme for local authorities to assist RSLs to develop new social housing. The Council also holds details of further schemes that require identified funding. These 'Reserve Schemes' (totalling £15M) together with further 'Potential Schemes' (totalling £14 M), are used to estimate development opportunities for 2018-2020.	2015/16 - £4.1M 2016/17 - £4.2M 2017/18 - £4.2M 2018/19 - £4.2M 2019/20 - £4.2M	1000 units
Housing Finance Grant 2	A Welsh Government loan facility which can be accessed by RSLs and local authorities for the development of affordable housing in line with Welsh Government development criteria as set for Social Housing Grant. This will not be available until 2017-18, the details of which have not been finalised.	Equivalent capital subsidy of £16.7M	
Section 106 planning obligations	Large strategic sites will deliver the agreed mix of affordable and market properties as well as any community infrastructure such as roads, schools etc. Sites will also include the provision of specific accommodation for older persons, Learning Disabilities schemes and adapted housing for physical disabilities. Once negotiated, the delivery of these properties will be at the developer's timescales.	LDP TARGET over plan period 2013-2026. Para 4.153 = 554 affordable housing units pa	2770 units
Planning Gain (off-site contributions)	This will be used to bring forward schemes requiring funding, targeting specialist units or schemes that bring 'additionality'.	£1.7M	c25 units
Housing Partnership Programme	The first 5 years of this 10 year programme will deliver a mix of affordable (40%) and market properties on a package of sites of Council owned land in partnership with Wates.	circa £15M over the 5 year period	250 units
Additional HRA developments and refurbishment schemes	The Council is currently investigating opportunities to finance and undertake a second development programme to deliver new affordable housing. Council funded stock refurbishment schemes will also deliver new affordable housing units. Confirmed schemes include 150 Thornhill Road, Llanishen and Meteor Street, Adamsdown.	Future Planning Gain and potentially HFG2 and HRA Borrowing	c150 units
Re-purchase of flats/properties sold under Right To Buy	A protocol enabling the re-purchase of flats or houses previously sold through Right To Buy, or to purchase properties for specific housing requirements. Properties need to be in areas of demand and suitable for immediate re-let with vacant possession.	HRA Capital funding and Planning Gain	25 units
TOTAL			4220

Health and Social Care 5 Year Development Plan

Scheme type	Description	Proposed Funding	Anticipated units
Learning Difficulties (LD)	Delivery of community living schemes and shared living schemes. This includes properties being delivered for the 'Closer to Home' project and for general LD need, incorporating some new build and some scheme refurbishments.	SHG and HRA Capital	36 flats and 15 bedspaces
	An additional 124 units to be delivered through all available opportunities.	SHG / S106 sites / Planning Gain	124 units
Older Persons	New build scheme as part of the wider Maelfa Regeneration project.	HRA Capital & Planning Gain	30 x 1 bed flats
	General need new build housing schemes developed by RSLs and the Council.	SHG / HFG2 and RSL private finance	c300 flats
Adapted properties	These are required to meet a range of identified needs. There are a number of child priority cases outstanding due to the lack of availability of larger properties that can be adapted.	SHG, HFG2 & HRA Capital/borrowing	Target of 10% of RSL new build per year

Health and Social Care Plan

The Plan outlined above will deliver specialist accommodation to meet identified need. These units will be facilitated through the delivery routes outlined in the 5 year Affordable Housing Development Plan on the previous page.

We Will:

- Deliver the 5 year Housing Development Plan including the Health and Social Care units.
- Investigate other ways of delivering affordable housing using innovative finance models.

Facilitating Delivery

The Council and RSLs are working together to take a creative approach to facilitate the delivery of new affordable housing.

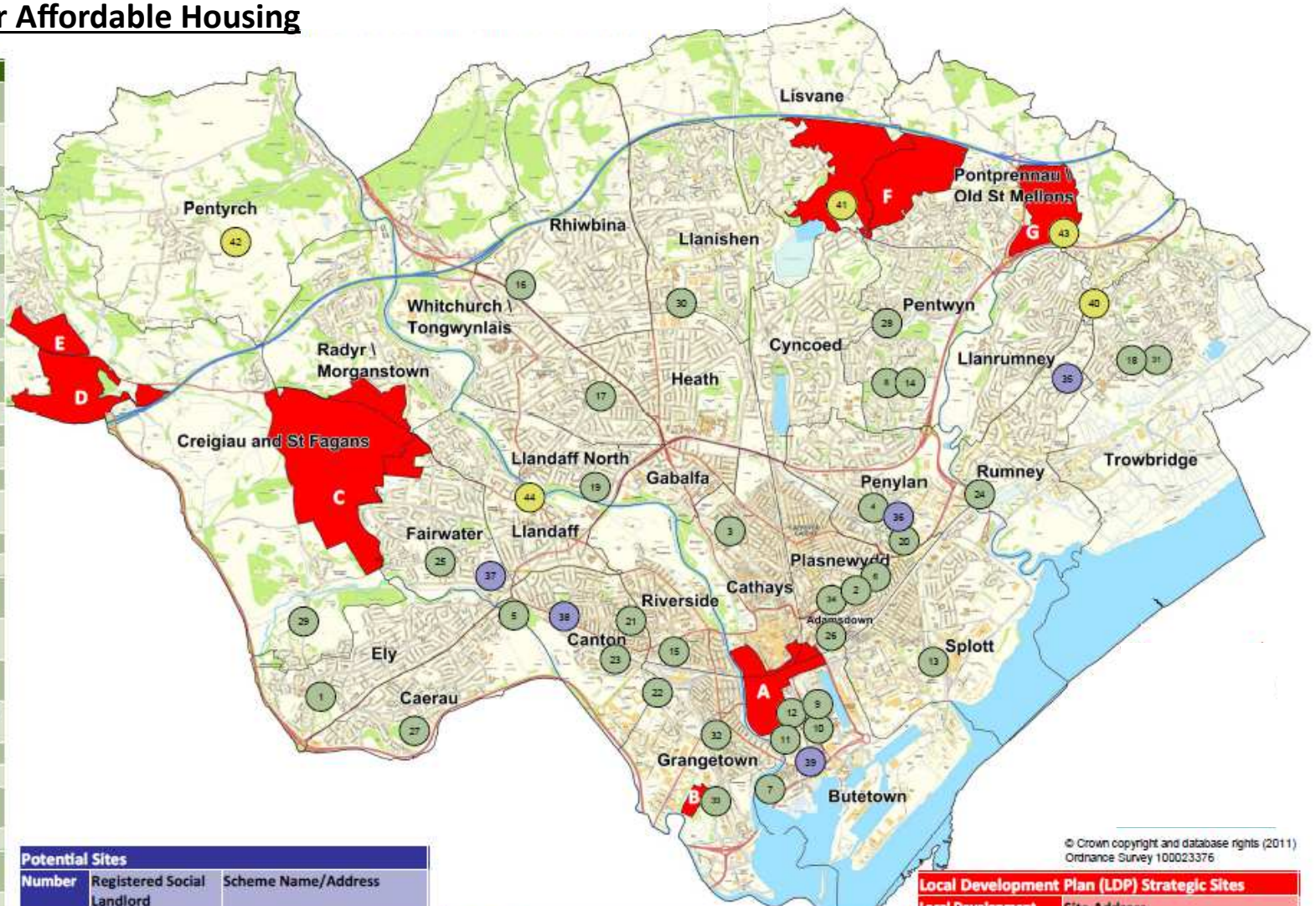
The Council Land Protocol has been established to offer sites deemed suitable for affordable housing directly to partner RSLs. The development of these sites may use funding from Welsh Government Housing Finance Grant 2, Social Housing Grant or Planning Gain.

The Land for Housing Scheme is a Welsh Government initiative providing interest-free loan funding to support housing delivery by RSLs through securing a land supply. A total of £12 million Financial Transaction funding is to be released to RSLs across Wales in 2015/16.

The Council has supported RSLs in Cardiff to secure £6,130,000 of the available funding. The scheme will increase the funding options available to RSLs to acquire development sites to meet strategic housing need.

Anticipated Sites to Deliver Affordable Housing

2015 -2020 Registered Social Landlord Sites		
Number	Registered Social	Scheme Name/Address
1	Cadwyn	Glamorgan Wanderers, Stirling Road
2	Cadwyn	58 Newport Road
3	Cadwyn	Pentyrch Road
4	Cadwyn	122-130 Albany Road
5	Cadwyn	Former Ely Farm, Dyfrig Road
6	Cadwyn	97-103 Newport Road
7	Cardiff Community	Former Hamadryad Hospital Site
8	Cardiff Community	The Maelfa (Phase 1)
9	Cardiff Community	Schooner Way
10	Cardiff Community	Former Brandon Tool Hire, 151 Bute Street
11	Cardiff Community	East Tyndall Street
12	Cardiff Community	Former Hannah Street Church
13	Cardiff Community	Moorland Road
14	Cardiff Community	The Maelfa (Phase 2)
15	Hafod	Former Dorothy Lewis Care Home, Canton Court
16	Hafod	81 Pantmawr Road
17	Hafod	2 Mervyn Road
18	Hafod	Former Trowbridge Health Centre, Hendre Road
19	Hafod	Cathedral View, Gabalfa Avenue
20	Linc Cymru	Former Bronte Hostel, Newport Road
21	Taff	Former Canton Police Station, Cowbridge Road East
22	Taff	Clos Parc Morganwg
23	Taff	Church @ Broad Street
24	United Welsh	Former Cardiff Roofing Supplies, New Road
25	United Welsh	Gorse Place
26	United Welsh	Former Rumpoles Public House, Moira Terrace
27	United Welsh	Cwrt yr Ala
28	United Welsh	Former Dome Community Centre, Brynheulog
29	United Welsh	Clos y Cwarra
30	Wales & West	Chiltern Close
31	Wales & West	Former Hendre Public House, Hendre Road
32	Wales & West	St Paul's Church, Paget Street
33	Wales & West	Land off IKEA/Clive Lane
34	Wales & West	Former Blue Dragon, Newport Road



Potential Sites		
Number	Registered Social Landlord	Scheme Name/Address
35	Cardiff Community	St John's College, Greenway Road
36	Cardiff Community	Fford Nowell
37	Hafod	454 Western Avenue
38	Taff	CVC Car Sales, Cowbridge Road East
39	Wales & West	James Street Butetown

s106 Sites		
Number	Registered Social	Site Address
40	Cardiff Community	Tyn Y Gollen
41	Various	Land North & East of Lisvane (Churchlands)
42	Hafod	Heol Goch
43	Wales & West	Land East of Church Road & North & South of Bridge Road (St Ederyns)
44	Taff	BBC Wales, Llantrisant Road

Local Development Plan (LDP) Strategic Sites	
Local Development Plan (LDP) sites	Site Address
Site A	Cardiff Central Enterprise Zone
Site B	Former Gas Works, Ferry Road
Site C	North West Cardiff
Site D	North of Junction 33 on M4
Site E	South of Creigiau
Site F	North East Cardiff (West of Pontprennau)
Site G	East of Pontprennau Link Road

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Anticipated Housing Partnership Programme Sites

HPP Portfolio & First Phase Sites

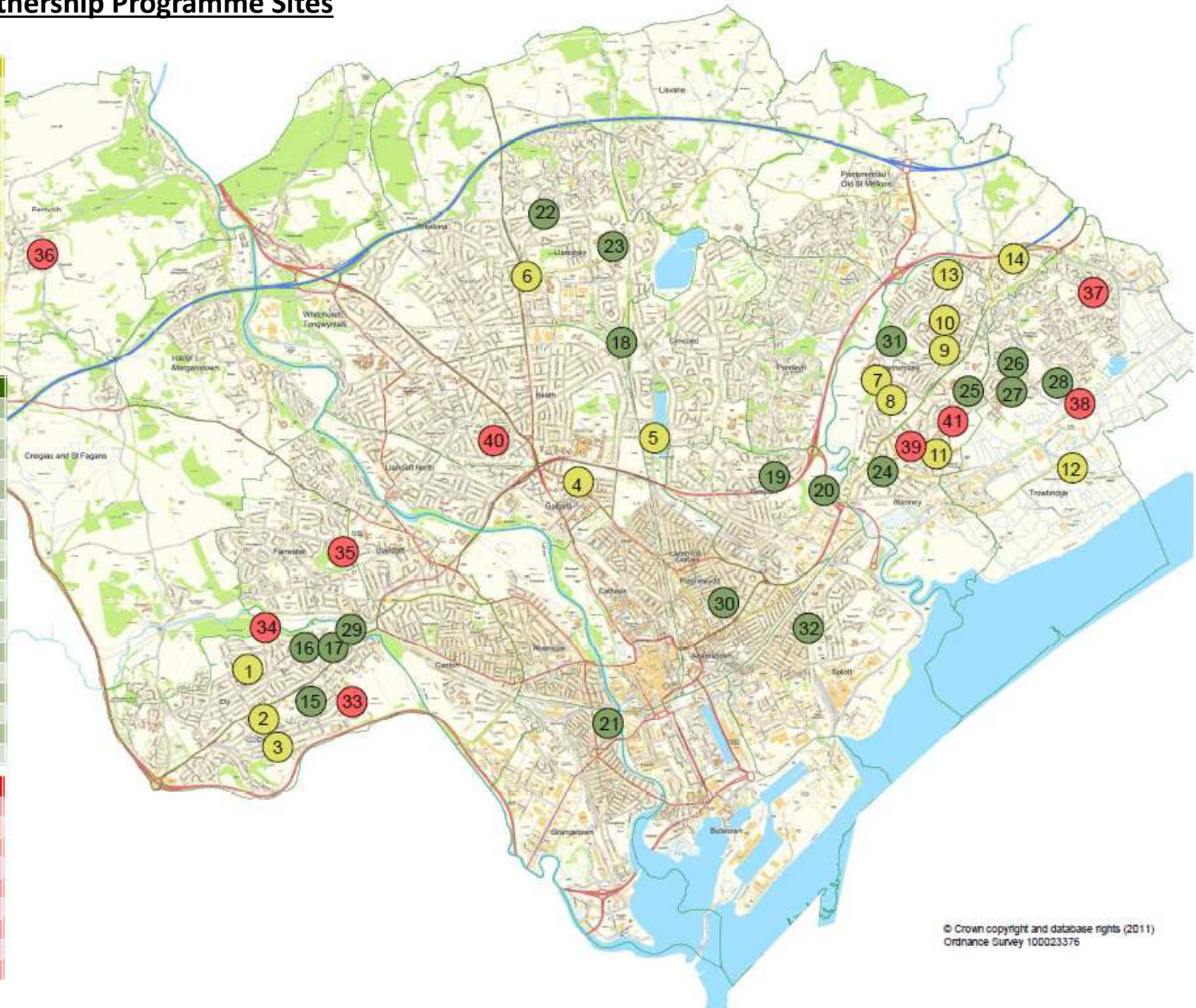
1	Snowden Road & Wilson Road, Ely
2	Ty Newydd, Caerau
3	Heol Trenewydd, Caerau
4	Briardene, Gabalfa
5	Highfields, Heath
6	Walker House, Llanishen
7	Braunton Crescent, Llanrumney
8	Clevedon Road, Llanrumney
9	Llanrumney Depot
10	Llanrumney Housing Office
11	Llandudno Road & Pwllheli Court, Rumney
12	Willowbrook West, St Mellons
13	Honiton Road, Llanrumney
14	Ty-To Maen, Old St Mellons

Second Phase Sites

15	Caldicot Road, Caerau
16	Highmead Road, Ely
17	Ely Housing Office & Library
18	Fishguard Road, Llanishen
19	Ty Mawr, Southminster Road, Penylan
20	Howardian Centre, Penylan
21	Rutland Street, Grangetown
22	Templeton Avenue, Llanishen
23	65 Ty Glas Avenue, Llanishen
24	Cae Glas, Rumney
25	Trowbridge Childrens Centre, Rumney
26	Brookfield Drive/Tarwick Drive, St Mellons
27	Menai Way, Trowbridge
28	Trowbridge Green
29	Cherrydale Road, Ely
30	Croft Street, Roath
31	Llanrumney High School
32	Star Centre, Splott

Third Phase Sites

33	Penally Road, Caerau
34	22-36 Frank Road, Ely
35	38 Gorse Place, Fairwater
36	Heol Danyrodyn, Pentyrch
37	Crumlin Drive, St Mellons
38	Area 11, St Mellons
39	Letterston Road/Caer Castell Place, Rumney
40	Mynachdy Centre, Llandaff North
41	Rumney High School, Rumney




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Developing and improving homes in Cardiff

Improving Social Sector Homes

The Welsh Housing Quality Standard (WHQS) developed by the Welsh Government sets a common target for the condition of housing. The aim is to provide homes that are:

- 
- ◆ Well managed
 - ◆ In a good state of repair
 - ◆ Located in attractive, safe environments
 - ◆ Adequately heated, fuel efficient and well insulated
 - ◆ As far as possible suited to specific household requirements (e.g. around disabilities).
 - ◆ Contain up-to-date kitchens and bathrooms
 - ◆ Safe and secure

All social housing in Cardiff meets the WHQS. The focus now is on maintaining the Standard and addressing the number of 'acceptable fails'. Social landlords are required to have policies in place to verify ongoing compliance.

We Will: Carry out annual review of WHQS compliance.

Energy Efficiency

The Standard Assessment Procedure (SAP) is the methodology used by the Government to assess and compare the energy and environmental performance of dwellings. The average SAP rating for social housing stock in Cardiff is 75 (against a WHQS target of 65 or above).

60% of the Council's stock was built before the mid-1960's. An element of this housing was built using non-traditional methods such as steel frames and 'no-fines' cast concrete shells. Generally partner RSL stock is younger, benefitting from modern design and 'Fabric First' energy performance measures.

Energy efficiency works undertaken by social landlords include replacement windows and doors, heating upgrades and loft insulation. Larger scale schemes include solar panels, external wall insulation and over-cladding.

Initiatives are also in place to maximise the benefits to tenants in terms of

reducing fuel bills, tackling fuel poverty and achieving affordable warmth. The Council is targeting its lowest SAP rated properties, undertaking visits to explain the benefits of, and encourage take-up of, energy efficiency improvements.

Case Study - Whole House Approach

Wales and West Housing Association has specialist staff to advise residents on energy usage and energy-related debt. They have developed a whole house approach involving full property assessments, recommending physical improvements and behavioural changes.

New homes built through the Housing Partnership Programme will be energy efficient, sustainable and affordable to heat. There will also be a trial development of houses built to 'PassivHaus' standards. These innovative properties will use minimal energy for heating and cooling.

We Will: Evaluate the efficacy of the PassivHaus model for future developments.

Developing and improving homes in Cardiff

Improving Homes in the Private Rented Sector

The Council has powers to address standards in the private rented sector which impact on the health and safety of tenants; progressing from informal action to statutory notices and ultimately prosecution. The Housing Health and Safety Rating System is used to assess the degree and likelihood of harm from reported issues such as dampness; excess cold; lack of space and poor hygiene.

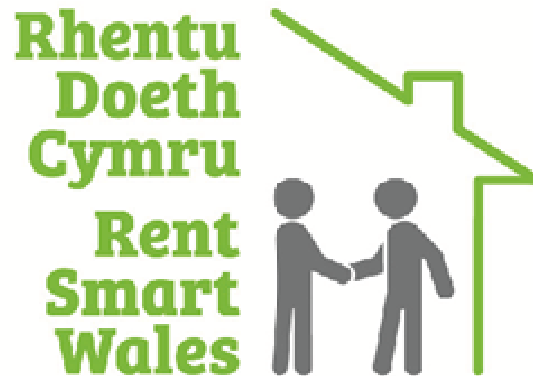
Hazards are scored and classified as being Category 1 (mandatory action required) or Category 2 (discretionary action); Cardiff has decided to always act upon Category 2 hazards of fire, security, structural collapse and falling elements.

Other than the wards where Additional Licensing has been introduced, the overall condition of properties in the sector has not been assessed since 2005.

We Will: Undertake a private sector stock condition survey by 2021.

Rent Smart Wales

Part 1 of the Housing (Wales) Act 2014 places new obligations on private landlords to register themselves and the addresses of their rental properties with Cardiff Council, acting as the designated Licensing Authority for Wales. The Council will administer this work through a new service called Rent Smart Wales.



Rent Smart aims to secure better protection for private tenants through improved property management practices.

All rental properties must have a licensed landlord and/or agent to undertake

letting and management tasks. To obtain a licence, applicants must be deemed 'fit and proper' and undertake approved training. Once licensed, they must comply with a Welsh Government approved letting and management Code of Practice. It is estimated that more than 15% of Welsh private sector landlords operate in Cardiff, which has 17% of the private rented sector stock.

It is recognised that Rent Smart will have important implications for Regulatory Services across Wales. Councils will not only be responsible for promoting and enforcing the scheme's licensing provisions, but will also absorb the anticipated extra demand for action from tenants on poor housing conditions.

We Will: Work in partnership with Rent Smart Wales and other Councils to develop a consistent and effective private sector housing enforcement approach across Wales.

Developing and improving homes in Cardiff

Houses in Multiple Occupation (HMO) Licensing

All private properties with 5 or more occupiers and 3 or more storeys must have a HMO licence. This ensures that landlords are fit and proper persons, properties are well-managed and hazards are addressed. The Council has licensed 900 such properties in Cardiff.

The Housing Act 2004 enables the Council to extend licensing to other HMOs. An Additional Licensing Scheme operated in Cathays between 2010-15, ensuring an additional 1,664 properties were licensed. This Scheme has been extended for another 5 years. A Scheme also operates in Plasnewydd. This will, in conjunction with the Cathays Scheme, bring around 50% of the City's 8,000 HMOs under effective licensing control.

We Will: Evaluate the operation of the HMO Additional Licensing schemes and consider the case for extending city-wide.

Returning Empty Properties to Use

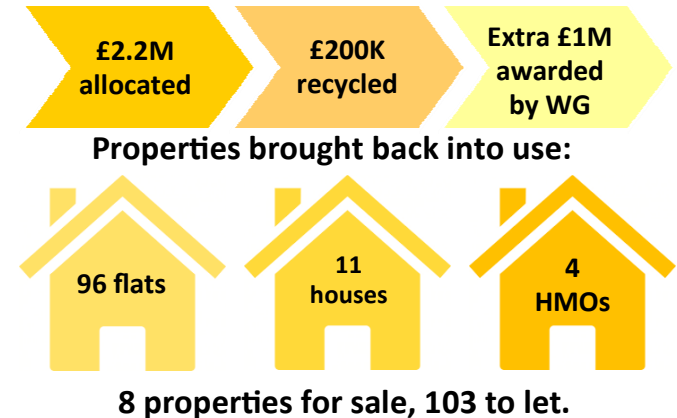
Of the approximate 4,000 privately-owned empty dwellings in Cardiff, 1,300 have been vacant for over 6 months. These properties are a wasted resource and also attract anti-social activity and impact on the appearance of the area.

The Council works with owners to help bring their properties back into use, focussing on those that have been empty the longest. However, when this approach fails, consideration is given to Compulsory Purchase, Enforced Sale or other enforcement measures. In 2014/15, 91 long-term vacant properties were returned to occupation through direct action by the Council.

Empty Property Loans

Often owners are unable to access the finances needed to make empty properties suitable for rent or sale. In 2012, the Welsh Government launched the Houses into Homes Scheme providing funding to Councils to deliver 0% interest loans to owners.

Loan Scheme Outputs for Cardiff:



We Will: Review the approach taken to tackling empty properties.

Case Study - Empty Property

A 2-bedroom house in Rumney had been empty for 6 years and needed complete refurbishment. The owner secured a Houses into Homes loan from the Council and was also referred to United Welsh Housing Association (UWHA) who supplied further funding. UWHA will now lease the property on the owner's behalf, with the rental income received during the term of the lease to cover the cost of the works.

Developing and improving homes in Cardiff

Reconfiguring Older Persons Accommodation

With reducing budgets and increasing need, the strategy to manage and deliver specialist accommodation in the city must be revised.

The Council is currently considering how its older persons schemes are categorised and publicised. The terminology used is often off-putting with certain connotations about the type of scheme, how it operates or what it has to offer. Therefore re-branding is key.

The Council is reviewing its sheltered housing schemes to ensure they are fit for purpose and offer sustainable living. The Council's older person's stock will:

- have no bedsits;
- be accessible;
- be future-proofed for independent living;
- include scooter charging and storage;
- provide refurbished communal space.

Work is currently underway at Sandown Court. Refurbishment plans have been drawn up for Clos Y Nant with further programmed upgrades to follow at the remaining schemes.

We Will: Carry on with the refurbishment of each of the Council sheltered schemes.



Typical 1-bed accessible flat lounge layout

To ensure that the housing needs of the most vulnerable are met



Meeting the housing needs of the most vulnerable

Ensuring Effective Advice is Available

Community Hubs

The City Centre Advice Hub and the roll out of the local community hub programme will mean that residents are able to access the advice and support they require at a time and place that is convenient for them.

The Hubs provide a range of services:



There are community hubs in St. Mellons, Ely, Llanrumney, Grangetown, Butetown, Fairwater, and a partnership hub in Rumney. Deprivation indicators and needs analysis have been taken into account in determining future hub locations. Planned projects include Llandaff North, Splott, Llanedeyrn, Llanishen, and an extension to St. Mellons Hub.

Services are regularly reviewed to meet identified need.

We Will:

- Deliver 4 new community hubs.
- Extend the role of Housing Solutions Officers in the hubs to assist with homelessness prevention.

Meeting the housing needs of the most vulnerable

Tackling Homelessness

A range of options are used to prevent homelessness, including:

- Mediation between family members or between landlord and tenant
- Target hardening measures for those fleeing domestic abuse
- Provision of housing-related support
- Mortgage and debt advice
- Implementing the national pathway to support ex-offenders
- Offering direct payments of Housing Benefit to landlords
- Referral to independent housing advice
- Referral into other advice and 'into work' services.

In addition, social landlords assist in tackling homelessness by supporting tenants to avoid eviction (for example by addressing rent arrears or anti-social behaviour) and offering 40% of all their available lets to homeless households.

Private landlords play a very important role in meeting housing need. However, in

Case Study - Calon Leasing Scheme

Cadwyn Housing Association runs the Calon Residential Leasing Scheme, which sources and provides temporary accommodation to homeless people referred by the Council. The scheme offers private landlords a full management and maintenance service. Social landlords also work closely with Calon, contributing properties for use as temporary accommodation.



The logo for Calon Residential Leasing features a red house icon inside a circle, followed by the word 'Calon' in large black letters, and 'Residential Leasing' in smaller black letters below it. Above 'Calon' is the Welsh text 'Lesio Preswyl'.

a high demand market, people who are homeless or on low incomes can find it hard to access suitable homes.

The Council's homelessness service supports private landlords to let to homeless households by offering:

- A tenant finding and matching service and accompanied viewings
- Property inspection, inventory and Health and Safety Rating System checks

- Dedicated Account Management offering support, mediation and advice for landlord and tenant
- Dedicated fast-tracked Housing Benefit service and direct payments
- Provision of bonds
- Opportunity to advertise properties via www.cardiffhousing.co.uk



In return, landlords are expected to provide quality properties at reasonable rent levels (Local Housing Allowance rates) and offer a minimum 6 month written tenancy agreement.

We Will: Review the support given to private landlords to help them let properties to homeless households.

Meeting the housing needs of the most vulnerable

Mitigating Welfare Reform

A joint approach has been taken by the Council and RSLs to prepare for and implement welfare reform changes. Tenant profiling and effective data sharing protocols have allowed early identification and action to help those affected.

Partners have developed initiatives to manage the impact of reforms including prioritising tenants affected by the 'bedroom tax' for rehousing and supporting those affected by the Benefit Cap with 'into work' services.

"Through close working substantial progress has been made in mitigating the impacts of Welfare Reform, allowing us to assist affected residents, sustain tenancies and prevent homelessness. Continued joint working will enable us to prepare for future changes confident that a consistent approach is being implemented across Cardiff".

Wales and West Housing Association on behalf of all partner RSLs

Universal Credit

Universal Credit began in Cardiff in November 2015, affecting new, single job seekers. Natural migration to Universal Credit will take place after a relevant change of circumstances for anyone currently claiming Housing Benefit. New benefit claimants will be affected in 2017, with everyone transferred by 2021.

"Universal Credit is intended to mirror the world of work and so...will be paid monthly in arrears as a single payment for the household and will be paid direct to the claimant, including any assistance towards their rent. The payment must be made into a bank account held by the claimant or the partner".

Department for Work and Pensions

The Council provides face to face services through the Hubs, offering support to get online, budgeting and 'into work' advice and help with opening a bank account.

Future Reforms

The household Benefit Cap will be

lowered to £20,000 for families and £13,400 for single people during 2016/17. This will affect a further 500 households in Cardiff.

Local Housing Allowance rates will be applied to social housing tenancies signed after 1st April 2016 (2017 for supported housing), with Housing Benefit entitlement changing from 1st April 2018. This will particularly affect those aged under 35 as their Housing Benefit may be restricted to the Shared Accommodation Rate, which is significantly lower than current rent levels. Supported housing may also be affected due to high service charges.

Landlords are assisting claimants to understand and manage the changes being introduced.

We Will:

- Implement an action plan for dealing with the latest welfare reforms.
- Develop 'single person housing' solutions in partnership with RSLs.

Meeting the housing needs of the most vulnerable







Discretionary Housing Payment Fund

This Fund is provided to local authorities by Central Government to assist households with their housing costs. Cardiff uses this funding to help those who are in financial need and have exceptional circumstances.

Cardiff targets its funding towards helping those most in need find a sustainable solution. Each year the Council consults with RSL and other partners on the best allocation of the budget, allowing a proactive and flexible approach as priorities change. Some of the ways the Fund has been used are shown on the right:

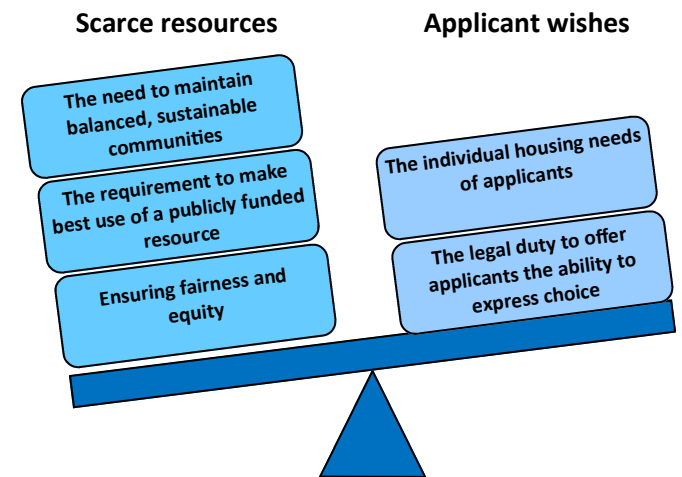
The Council publicises the DHP Fund through leaflets and on its website and through standard letters and forms.

We Will: Continue to take a needs-based and flexible approach to prioritising the Discretionary Housing Payment Fund with our RSL and other partners.

-  Helping "bedroom tax" tenants stay in their property where they are disabled, fostering or close to significant age
-  Help for tenants affected by the "bedroom tax" whilst they wait to downsize
-  Removal cost payments for Council and Housing Association tenants who have downsized
-  Help for people affected by the benefit cap whilst they take steps to return to work
-  Assist veterans to reintegrate into the community following service in the Armed Forces
-  Bonds and/or rent in advance to help people secure accommodation in the Private Rented Sector
-  Additional payments to cover the transition between claiming benefits and starting work

Operating a Needs Based Allocation Scheme for Social Housing

Local authorities are required to have a housing allocation scheme. This should set the criteria for determining priorities in allocating available social housing, and the procedures to be followed. It forms the framework to ensure that a balance is achieved between:



In January 2015 the Council and 7 main RSLs with stock in the city adopted the Cardiff Housing Allocation Scheme. This changed the way that social housing is prioritised by using a needs-led approach, with length of time waiting on the list a secondary consideration.

Meeting the housing needs of the most vulnerable

The Scheme focuses on those with the greatest housing need, predominantly those who are homeless, over-crowded or with a medical need to move. This is reflected in the bands (see right).

We Will:

- Work with partner RSLs to ensure the Allocation Scheme assists those in greatest housing need through regular review and scrutiny.
- Amend lettings policies to support those affected by welfare reform.

Adapting Housing for Disabled People

The Council funds adaptations in the private sector and its own properties to ensure that people can remain independent at home. Nearly 3,000 such adaptations were carried out in 2014/15 with demand increasing annually. The Council has committed further resources to address this. RSLs can access Welsh Government funding to adapt their own properties. The Cardiff Accessible

Common Waiting List Banding Criteria	
Immediate Priority:	
Applicants in <u>immediate</u> housing need - exceptional circumstances exist which require an immediate offer of housing.	
Applicants with identified housing need and a Local Connection to Cardiff:	
Band A	
Applicants with an <u>urgent</u> housing need	
Band B	
Band Bi – Applicants with a <u>high</u> housing need	
Band Bii – Applicants with a <u>medium</u> housing need	
Applicants with identified housing need but no Local Connection to Cardiff:	
Band C	
Applicants with an <u>urgent</u> housing need	
Band D	
Band Di – Applicants with a <u>high</u> housing need	
Band Dii – Applicants with a <u>medium</u> housing need	
Applicants with no identified housing need:	
Band E	
Applicants <u>with</u> a local connection to Cardiff but <u>no</u> identified housing need	
Band F	
Applicants with <u>no</u> local connection to Cardiff and <u>no</u> identified housing need	

Homes service ensures that when adapted social properties are re-let, they go to those most in need.

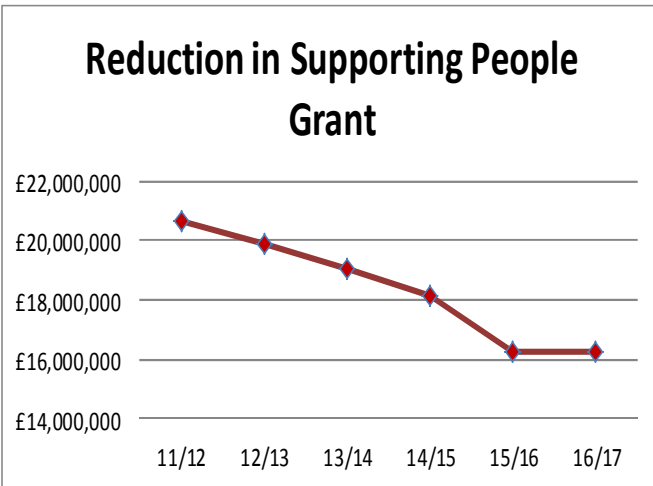
Loans are made available, through a Welsh Government scheme, to ensure that older people can maintain their own homes to be warm, dry, safe and secure.

We Will: Review the way that disabled adaptations are delivered to ensure best value for money.

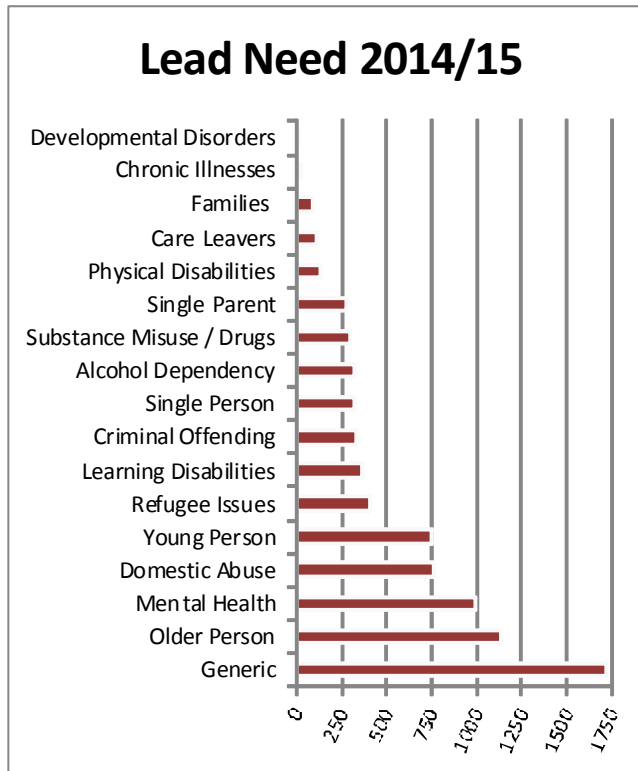
Delivering Needs-Based Housing-Related Support

The Welsh Government provides Supporting People grant funding to assist vulnerable people to live independently and prevent homelessness. The Council administers the funds and commissions services such as hostels, refuges, supported housing schemes and tenancy support. Across Cardiff there are 6,716 funded units of housing-related support. A multi-agency Regional Collaborative Committee (RCC) for Cardiff and the Vale of Glamorgan Councils oversees these arrangements.

Meeting the housing needs of the most vulnerable



As a result of the redistribution of Supporting People funding across Wales and reductions in the overall grant available, Cardiff's allocation has reduced significantly over recent years. All housing-related support services are therefore being reviewed to prepare for ongoing budget cuts and make efficiencies in how services are accessed, used and monitored. During 2014/15 a total of 11,541 people were supported with the following lead needs:



As a capital city, Cardiff attracts in many individuals wanting to access its services. For homeless people (included in 'Generic' above), data shows a high proportion of people accessing supported housing schemes from outside Cardiff. This has put additional demand on services and the Council is working with the Salvation Army to reconnect people with their local services.



The way in which services are accessed has also been reviewed and a number of single point of entry 'gateways' developed. This is to ensure that people with particular issues, such as being young and vulnerable, can access the service best suited to their needs. By creating one referral route into services, voids and usage can be better monitored. Ultimately this data will show demand and the best performing projects, so that future provision can be properly procured.



Meeting the housing needs of the most vulnerable

Case Study - Young Person's Gateway

This Gateway brings under one roof the full range of advice, family mediation, support and accommodation services for young people. The facility is delivered in partnership between the Council's Housing and Children's Services along with Llamau Ltd.

Where mediation or other homelessness prevention is not appropriate or is unsuccessful, the young person is assessed by a Social Worker who will determine the most appropriate accommodation for them. Placements into all available support schemes are managed by the Council.

In response to a gap in provision, 15 training tenancies have been established for young people who are ready to take the step towards independence, but who need continued support to ensure they can meet their tenancy conditions. The Council and RSLs have identified specific properties and Llamau deliver the support. Where successful the young person is given the tenancy.

Further pathways into support services for people with specific requirements will be developed as a need is identified. For example, the Council is in discussion with partners in Social Care and Health services to consider how best to support those with mental health issues. This will incorporate projects that can assist those with forensic needs as well as those with specific behaviours such as hoarding.



We Will:

- Establish refined support pathways for specific groups as necessary.
- Develop support service specifications to prepare for re-commissioning, starting with floating support and domestic abuse in 2016/17.
- Develop a dedicated housing-related support service to work with hoarders.

Delivering Independent Living Solutions for Older and Disabled People

Cardiff's Independent Living Service (ILS) helps older and disabled people access a wide range of support to live as independently as possible in their own homes. The focus is on:

- Providing more joined up services.
- Preventing the need for care and hospital admissions.
- Reducing the time spent in hospital.
- Reducing the need for ongoing care.
- Providing flexible services that develop as the needs of the individual change.
- Establishing a coherent, cost effective strategy for the provision of housing.
- Promoting independence and social inclusion.
- Reducing the cultural expectations of social care.

The key elements of this service are described over the page:

Meeting the housing needs of the most vulnerable

Independent Living Services

One Point of Contact

The One Point of Contact multi-skilled telephony and visiting service is the first stop for all enquiries and requests for assistance, including new social care requests. Independent Living officers provide a holistic visiting service advising on the wide range of help available.

Accommodation Solutions

The Accommodation Solutions Team support hospital staff to assess and plan for individual housing needs to assist a speedy and safe patient discharge. Information is also provided to hospital staff and patients on housing, income maximisation and social inclusion.

Adaptations

Adaptations can be installed, such as stair lifts, ramps and specialist bathing facilities for people with an identified need. Equipment can also be provided from a service operated in partnership with Health and the Vale of Glamorgan Council.

Preventative Services for Older and Disabled People

Independent Living Centre

The Independent Living Centre provides health professionals and citizens with a unique 'smart house' facility that demonstrates a range of equipment which promotes independent living.

Support in the Community

With the help of volunteer support, the third sector is actively assisting the local authority to tackle social isolation. In addition, third sector providers deliver housing-related support in the home to those that need assistance with housing issues.

Step-Down Accommodation

The Council has developed 6 flats for patients who are ready for discharge from hospital but unable to go home due to housing issues. The flats were designed with Occupational Therapists and are fitted with adaptations to assist with reablement and promote independence.

Case Study - Mr & Mrs M

Having left hospital following a stroke, Mr M was struggling to get around his home and garden. His wife contacted the Independent Living Service (ILS) for help.

A home visit identified the need for rails and external lighting and arrangements were made to have these installed. The Stroke Association was asked to visit Mr M to provide guidance and support. The ILS Visiting Officer also discussed the couple's income and benefit entitlement.

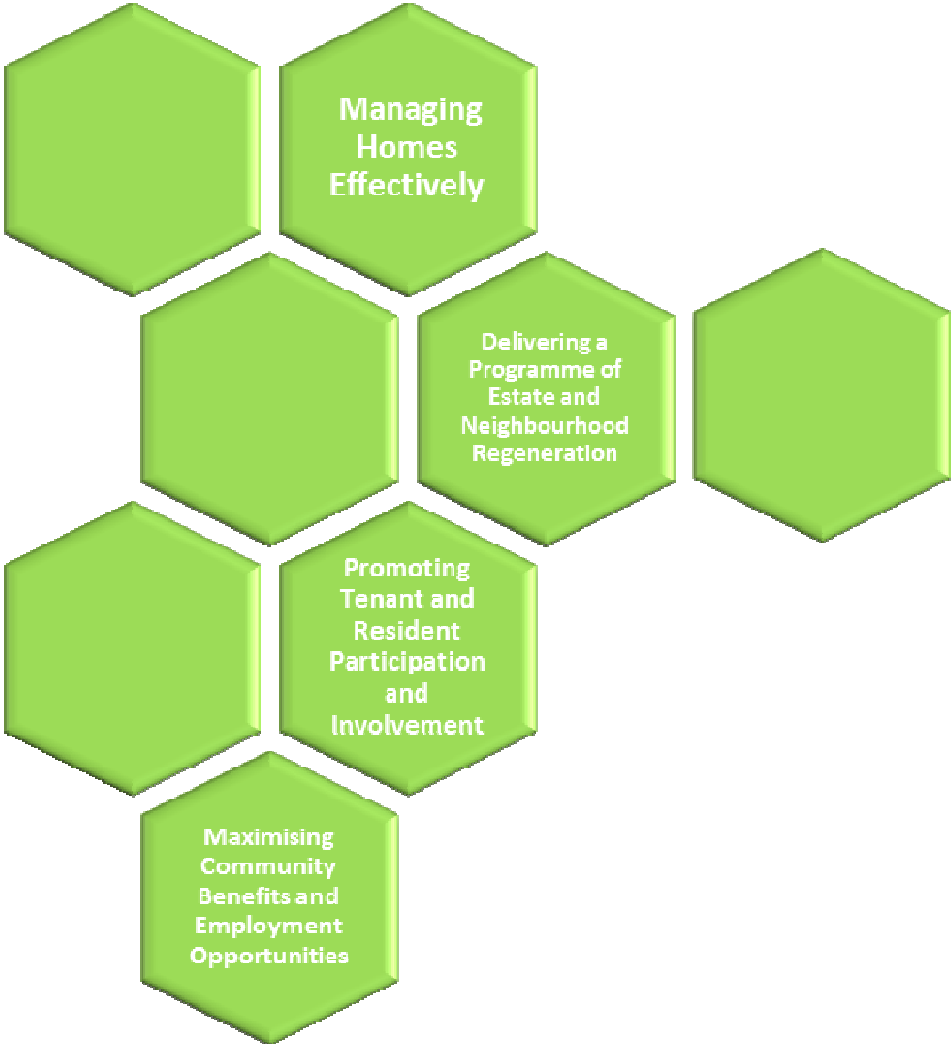
Mr M can now safely access the garden and bathroom. The couple are getting out more through the contact made with the Stroke Association. They are also £4,212 per annum better off as they are now in receipt of Attendance Allowance.

We Will:

- Review older persons floating support services funded through Supporting People.
- Review step-down accommodation and increase in line with need.

Communities

*To improve
neighbourhoods and
help build stronger
communities*



Improving neighbourhoods and building stronger communities

Managing Homes Effectively

With over 24,000 households in Cardiff renting their home from a social landlord and a further 31,000 renting from private landlords, there is a strong need for effective housing management practices.

Renting Homes (Wales) Act 2016

This new Act will simplify the legal framework for renting a home, replacing all current tenancy types with just 2 occupation contracts. The changes are intended to offer greater consistency and clarity in the rights and responsibilities of tenants and landlords. The Act also covers housing management issues such as assisting those fleeing domestic abuse, tackling anti-social behaviour, and managing succession, joint tenancies and abandonment. All contracts will change on a given date, requiring a great deal of planning and administration by landlords.

We Will: Ensure tenants are aware of changes in the Renting Homes Act affecting their tenancies.

Maximising Use of Social Housing

All rented properties will have a void period between tenants, whilst necessary redecoration, repairs or refurbishment is undertaken. Social landlords aim to minimise these void periods to reduce loss of rental income, improve tenant satisfaction and maximise the efficient use of a scarce resource.

Similarly, social landlords need to identify and effectively tackle tenancy fraud to safeguard properties for those most in need. Practices such as sub-letting entire properties; selling on keys and door entry fobs; acquiring tenancies by false means and abandonment all impact on the availability of social stock.

Act Now to Stop Tenancy Cheats!

10,000 people in Cardiff are waiting for a council home. We need to make sure they're used by those that need them the most.

You can help!

Tell us if you know anyone who has:

- Sublet the whole property
- Sold the keys to someone else
- Lied to get a council home
- Abandoned the property

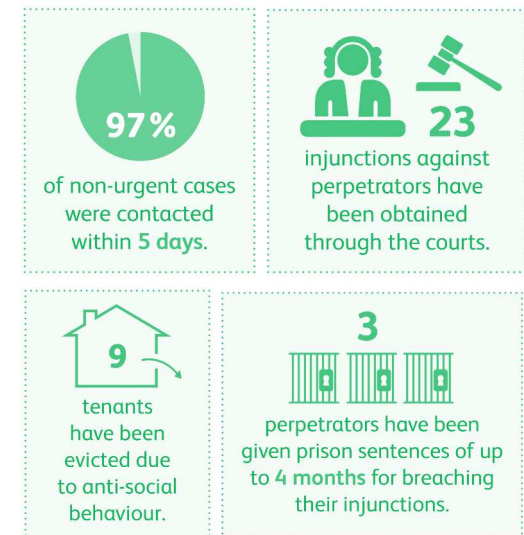
Day or night, call and leave a message
029 2087 3500

Please give as much information as you can. Any information will be treated as confidential. If you would prefer to speak to someone, call our Housing Enquiries Team on 029 2053 7111 or email: stoptenancycheats@cardiff.gov.uk

CARDIFF COUNCIL

Tackling Anti-social Behaviour (ASB)

Anti-social Behaviour such as graffiti, excessive noise and drug-dealing affects tenants, residents and communities. This harmful and unacceptable behaviour is a key priority for action by social landlords. Of the 1200 Council cases dealt with in 2014/15:



The Anti-social Behaviour, Crime and Policing Act 2014 reformed the powers available to landlords, focussing on a victim-led approach, and allowing professionals the flexibility to deal with a range of situations. Landlords have a number of remedies, but use early and

Improving neighbourhoods and building stronger communities

informal approaches to resolve issues before taking more formal, legal action.

Tackling anti-social behaviour effectively requires a partnership approach between landlords, the Police, Health and the wider neighbourhood. The Council and RSLs engage in a number of multi-agency meetings including monthly Quality of Life meetings, Hate Crime Review Group and Forum, chaired by the Police.

The Council acts as the Community Trigger Coordinator, with a senior manager taking on the role to ensure that victims of anti-social behaviour receive a consistent standard of response. Once a trigger has been activated (following 3 complaints in a 6 month period), relevant agencies are brought together to take a joined-up approach to finding a solution.

We Will: Explore the opportunity to develop a joint policy between all social landlords to tackle anti-social behaviour, focussing on estate / community-based responses.

Case Study - Tackling Low Level Youth Annoyance

The majority of Taff Housing Association's ASB work is around resolving low level youth associated ASB, especially in the summer months. In one particular area, a large amount of complaints were received, involving many children and resulting in more serious secondary disputes between residents. Taff's response included:

- A programme of diversionary activities
- Mediation between tenants involved in secondary disputes
- A scheme-wide 'Resident Agreement' following consultation and detailing clear rules for behaviour
- Liaison with the Police to target youths causing the majority of the trouble and not responding to other efforts
- Tenancy enforcement action against persistent offenders, including formal written warnings and one Notice to Secure Possession.

These measures taken together resulted in a significant drop in youth nuisance and associated tenant disputes.

Maximising Community Benefits and Employment Opportunities

Social landlords are keen to maximise the training and employment opportunities offered to citizens as a result of investment in developing new properties and maintaining existing stock. This increases the value of the Welsh £.

The Council's Building Maintenance Service Framework ensures that contractors undertaking domestic works comply with requirements to provide the following opportunities for each £1 million contractual spend:

- £1m = • Minimum 52 weeks employment for those from families living in poverty
- £1m = • Minimum 52 weeks employment for the long term economically inactive
- £1m = • Minimum of 52 weeks employment for New Entrant Trainees

Improving neighbourhoods and building stronger communities

The Housing Partnership Programme will also deliver extensive community benefits by:

- Working with education providers to create work experience placements and initiatives for young people.
- Addressing unemployment or economic inactivity as well as skills development, through creating recruitment and training opportunities.
- Creating supply chain opportunities, working with SMEs and social enterprises.

In Phase 1 of the Programme, 4106 training weeks will be delivered and a minimum of 70% of local labour will be recruited.

RSLs similarly have targeted training and recruitment clauses in their development and maintenance contracts. Placements within many of the trades result in real jobs and the ability to choose a more office-based placement is also available.



Case Study - Lift Scheme

Cardiff Community Housing Association hosts this Welsh Government project in the east of the city. This programme focuses on those who have spent more than six months out of work or training and who face the greatest barriers to becoming employable, such as:

- young single parent households
- households in which the adults have few or no formal qualifications
- people with weak employment records
- individuals with disabilities.

The Council and RSLs offer placements and also refer tenants who could benefit into the scheme.

We Will:

- Monitor compliance with the community benefits clauses in the delivery of Phase 1 of the Housing Partnership Programme.
- Increase the visibility of additional benefits gained through social housing.

Improving neighbourhoods and building stronger communities

Case Study - St. Mellons Housing Compact

Linc-Cymru and Hafod Housing Associations jointly deliver the St. Mellons Together Housing Compact. The Council recently joined the group, bringing together around 1,400 managed homes. Members' tenant participation activities are co-ordinated, avoiding duplication of effort and ensuring limited resources are targeted effectively. Local knowledge and good practice are shared to improve service delivery.

"The Housing Compact is a good example of what can be achieved when social landlords work together." (Hafod Housing Association)



Promoting Tenant and Resident Participation and Involvement

Tenants and residents have a key role to play in shaping and improving housing services. Tenant participation and community involvement is actively promoted by social landlords in Cardiff.

Most have dedicated resource centres where tenants can work closely with specialist officers. Engagement methods typically consist of special interest groups; tenant panels; satisfaction surveys; rewards schemes; conferences; training and community events. Housing Associations also welcome tenants to their Management Boards. Examples of initiatives include:

- CCHA's Tenant Service Inspector Team which annually reviews key service areas such as repairs.
- UWHA's Together Community Fund which has supported 20 projects with £27,000 of funding.
- Taff invites all staff members to engage in tenant-based community activities.

- Cadwyn's Tenants Sharing Talents project, which helps tenants to set up and run special interest groups.
- WWHA's 'Have We Listened' approach, delivering tailored services to residents.
- The Council helps its tenants and household members pay for required training to access the job market.

Future priorities include tenants influencing more services and increasing input by under-represented groups.



Almost 100 people attended the Council's first Tenants Conference in 2015 (see above). The event allowed delegates to highlight what mattered to them.

We Will: Explore the feasibility to extend Housing Compacts to other parts of the City through regular joint meetings with RSLs.

Improving neighbourhoods and building stronger communities

Delivering a Programme of Estate and Neighbourhood Regeneration

Estate Regeneration Schemes

These schemes focus on improving the environmental quality of Council housing estates. Investment is targeted at areas with multiple problems of physical decline, community safety and other issues. Efforts are made to engage all residents in the scheme, regardless of tenure, for maximum impact. Works may include defensible space measures; gully closures; lighting, street and parking improvements and courtyard renewal. Current schemes include Hodges Square, Butetown; Trowbridge Mawr, and Trenchard Drive, Llanishen.

We Will: Develop an estate regeneration strategy to identify future priority areas.

Neighbourhood Renewal Schemes

This programme delivers environmental enhancement schemes, improves and upgrades local community facilities and

amenities. Twelve projects comprise the current programme; these vary widely in scale and type, from public realm to community safety improvements.

Alley-gating Programme

Alley-gating of rear lanes is an effective security measure, targeted at areas of high crime and anti-social behaviour. Priorities are identified in consultation with the police and area-based schemes are currently being delivered in parts of Cathays and Gabalfa.

We Will: Target funding at gating lanes experiencing the most serious problems.

Community Shopping Centre Regeneration Schemes

Local shopping centres form the heart of many communities, providing shops and services, employment and a focal point for social interaction. Areas are prioritised for investment based on condition, deprivation and availability of alternative shopping facilities.

Case Study - Beechley Drive Upper Shops

A partnership between the Council and Cadwyn Housing Association has seen a major transformation to Beechley Drive in Pentrebane. In 2014-15, a run-down block of maisonettes and shops were demolished and a £2million mixed-use redevelopment scheme delivered.

The land was transferred to Cadwyn at nil value, who developed 4 new shop units and 15 new affordable homes on the site. Funding towards the retail provision was granted under the Council's Community Shopping Centre programme.



Equalities Summary

Cardiff is a multi-cultural and diverse capital city. Therefore, all services need to be truly accessible, broadly promoted and reflect the communities served. Communication with citizens and between services should be clear and simple, equitable and non-discriminatory.

Housing services provided by all partners aim to be fair and transparent with a focus on ensuring that the most vulnerable in society have opportunities to seek help and be prioritised for assistance. Using a client-centred approach means that their views on the services they require are also heard.

This Strategy responds directly to the four Council priorities and acknowledges the areas that are currently the most important to the citizens of Cardiff. The following section summarises how the Council and partners are addressing the diverse needs of those requiring housing services:

Delivering Accessible Services

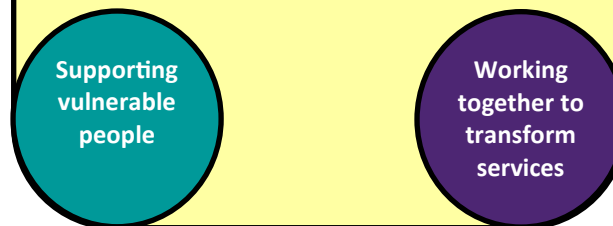
- 7 community hubs established, tailored to each locality's needs
- 5 further hubs in development
- All hubs have level access and have flexible opening hours
- 18 different languages spoken by staff across the hub service
- Holistic home visits offered to those unable to access Hubs



Client-Centred Services

In 15/16:

- 4696 people attended a Housing Application Interview and had their housing options discussed
- 1499 households offered social tenancies through the new needs-based allocation scheme
- 9085 people assisted through housing related support under new needs arrangements



Engaging and Listening

- Dedicated tenant and resident engagement events/activities
- Client choice embedded in the joint allocations scheme
- Suite of independent living options explored with clients



Equalities Summary

Tackling Poverty

In 15/16:

- £2,037,585 allocated through DHP to support those most affected by welfare reforms
- Face to face into work advice was provided 40,005 times
- 3722 people attend work preparation workshops held in community hubs
- 401 go on to enter employment
- £9m additional benefits gained for clients through the hubs

Better education and skills for all

Supporting vulnerable people

Working together to transform services

Creating more jobs, and better-paid jobs

Addressing Needs of Specific Groups

- Homeless households offered greater support through new legislation
- Development of gateways into support for single homeless people, those fleeing domestic abuse, with mental health issues and those with substance misuse issues
- Needs assessment of Gypsies and Travellers undertaken
- Developing a new G&T allocations policy
- Re-commissioning of domestic abuse services planned

Supporting vulnerable people

Working together to transform services

Facilitating Independent Living

- Proposed development of 34 new units of accommodation for those with learning disabilities
- Development of older persons accommodation strategy
- Proposed review of the Cardiff Accessible Homes Scheme
- Young persons gateway making the best use of supported housing resources
- Delivery of training tenancies young people to support move-on

Better education and skills for all

Supporting vulnerable people

Working together to transform services

'We Will' Summary

We will develop a full understanding of housing need by:

Developing an Older Persons Accommodation Strategy for Cardiff (September 2017)

Addressing Under-Occupation / Over-Crowding

- *Work with RSL partners to develop solutions to address under-occupation (June 2017)*
- *Offer incentives and attractive accommodation to older people who can downsize (March 2017)*
- *Implement an action plan to assist over-crowded households (June 2017)*

Reviewing the way that accessible housing is allocated to best meet needs (March 2017)

Developing a new Homelessness Strategy for Cardiff following a full needs assessment and review of services (June 2018)

Addressing the housing needs of Gypsies and Travellers

- *Secure approval of findings following a Gypsy and Traveller site search and assessment (September 2016)*
- *Secure planning permission and funding for identified Gypsy and Traveller site(s) to meet short-term need (May 2017)*
- *Secure planning permission and funding for identified Gypsy and Traveller site(s) to meet long-term need (May 2021)*

Reviewing additional methods to promote the Assisted Home Ownership Scheme (September 2017)

We will develop a full understanding of housing need by:

Assessing Housing Need and Demand

- *Develop a ward by ward assessment of affordable housing need for Cardiff to inform future development (September 2016)*
- *Develop a 30 year plan for housing in Cardiff in line with the Liveable Cities agenda (January 2018)*

We will develop and improve homes by:

Delivering a 5 Year Affordable Housing Development Plan

- *Deliver the 5 year Housing Development Plan including the Health and Social Care units (March 2021)*
- *Investigate other ways of delivering affordable housing using innovative finance models (June 2017)*

Improving Social Sector Homes

- *Carry out annual review of WHQS compliance (every April)*
- *Evaluate the efficacy of the PassivHaus model for future developments (June 2020)*

Improving Homes in the Private Rented Sector

- *Undertake a private sector stock condition survey (March 2021)*
- *Work in partnership with Rent Smart Wales and other Councils to develop a consistent and effective private sector housing enforcement approach across Wales (November 2017)*
- *Evaluate the operation of the HMO Additional Licensing schemes and consider the case for extending city-wide (September 2018)*
- *Review the approach taken to tackling empty properties (September 2017)*

Carrying on with the refurbishment of each of the Council sheltered schemes (March 2018)

'We Will' Summary

We will meet the housing needs of vulnerable people by:

Ensuring Effective Advice is Available

- *Deliver 4 new community hubs (March 2018)*
- *Extend the role of Housing Solutions Officers in the hubs to assist with homelessness prevention (September 2017)*

Reviewing the support given to private landlords to help them let properties to homeless households (March 2017)

Mitigating Welfare Reform

- *Implement an action plan for dealing with the latest welfare reforms (September 2016)*
- *Develop 'single person housing' solutions in partnership with RSLs (March 2017)*
- *Continue to take a needs-based and flexible approach to prioritising the DHP Fund with our RSL and other partners (every April)*

Operating a Needs-Based Allocation Scheme for Social Housing

- *Work with partner RSLs to ensure the Allocation Scheme assists those in greatest housing need through regular review and scrutiny (quarterly)*
- *Amend lettings policies to support those affected by welfare reform (September 2017)*

Reviewing the way that disabled adaptations are delivered to ensure best value for money (March 2017)

Delivering Needs-Based Housing-Related Support

- *Establish refined support pathways for specific groups as necessary (March 2019)*
- *Develop support service specifications to prepare for re-commissioning, starting with floating support and domestic abuse (March 2017)*
- *Develop a dedicated housing-related support service to work with hoarders (March 2018)*

We will meet the housing needs of vulnerable people by:

Delivering Independent Living Solutions for Older and Disabled People

- *Review older persons floating support services funded through Supporting People (March 2017)*
- *Review step-down accommodation and increase in line with need (March 2017)*

We will improve neighbourhoods and communities by:

Managing Homes Effectively

- *Ensure tenants are aware of changes in the Renting Homes Act affecting their tenancies (March 2018)*
- *Explore the opportunity to develop a joint policy between all social landlords to tackle anti-social behaviour, focussing on estate / community-based responses (March 2018)*

Maximising Community Benefits and Employment Opportunities

- *Monitor compliance with the social inclusion clauses in the delivery of Phase 1 of the Housing Partnership Programme (every June)*
- *Increase the visibility of additional benefits gained through social housing (every April)*

Exploring the feasibility to extend Housing Compacts to other parts of the city through regular joint meetings with RSLs (December 2017)

Delivering a Programme of Estate and Neighbourhood Regeneration

- *Develop an estate regeneration strategy to identify future priority areas (January 2018)*
- *Target funding at gating lanes experiencing the most serious problems (April 2017)*

