



North Norfolk Housing Strategy

May 2004

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Section 1

The Council's Aims

Aim

To be an excellent authority by 2008

The Audit Commission rated our performance in 2003 as fair. We want to be judged as excellent. We know we can not get there overnight and we appreciate that we face some real challenges. Our capacity to deliver improvement will set the pace of change and so we must be smart in understanding and harnessing the true potential of our organisation. We need to build on our strengths and tackle our weaknesses to produce better outcomes for the district through the services we provide, and through working in partnership with other organisations and with local communities themselves.

Facts and figures for North Norfolk are given at Appendix 1.0. These are to provide background and statistical information to support this Strategy.

Our Corporate Plan called *Getting Ahead* marks the first stage of the Council's journey to excellence over the next five years. It includes action plans for where we need to improve. For full details see the Corporate Plan.

Our Service Priorities

At the 2003 local elections political control of the Authority changed. Due to this our corporate priorities were reviewed, based on data held, such as our Housing Needs Survey and consulted upon, (see Section 4, Community Involvement for further details). These ambitions, listed below, set out what we want to achieve in our strategic and operational work. They reflect local, regional and national pressures.

Our service priorities stem from the overarching principle of promoting the community, economic and environmental wellbeing of the district. They embrace our commitment to the shared vision for North Norfolk and our own vision for the future of our Council and we anticipate their delivery through various mechanisms comprising solo, partnership and facilitative working.

Headline priorities

Housing and active communities

To reduce homelessness and ensure decent affordable housing for local residents, whilst developing the district economy to provide better job, career and training opportunities across the area both in rural and urban locations.

Waste management and the environment

To successfully manage and develop the district's new domestic waste collection and recycling regime to achieve challenging recycling targets and the overall minimisation of waste, and to ensure a sustainable environment for the enjoyment of local people and visitors.

First class resource management

To manage the Council's resources efficiently and effectively and to make sensible choices in setting priority and service led budgets that do not burden council taxpayers with unnecessary or unjustifiable costs.

Focussed priorities**Transportation**

To improve access to network and community transport facilities to reduce disadvantage especially in rural locations.

All year round tourism

To support the local tourism industry through promotion of the district as an all year round destination for visitors and tourists.

A clean and tidy district

To encourage local people and visitors to respect the beauty of the area and to keep it clean and tidy.

A safe district

To play a leading role in the Crime and Disorder Partnership, to do all we can to drive out crime and anti-social behaviour and reduce the fear of crime, and to ensure that North Norfolk remains one of the safest places in the country.

Leisure and recreation

To improve quality of life by promoting and developing more informal leisure and recreational options to complement existing sports and leisure facilities

Partnership working

To ensure that the Community Partnership demonstrates synergy through generating better community outcomes and to participate in and facilitate other partnership working where it delivers added value and benefit.

Better access to council services

To improve customer service through all access channels and to move towards a fully integrated front office with multi-agency enquiry handling capacity.

The Council's key priority for Housing is the provision of decent affordable housing, and we have set out within this Strategy how we aim to achieve this.
Our aim is 375 new affordable homes to be achieved between 2004 and 2009.
We propose to transfer the housing stock to meet the decent home standard by 2010 and enable additional social housing.

Monitoring Performance

To help improve we need to assess how we have done; we have included at Appendix 2.0 an assessment of what we have achieved since 2002's Strategy.

To help ensure that the Housing Strategy is kept up to date and is owned by all key stakeholders a Housing Forum is to be set up that will both monitor the implementation of the strategy and be consulted on changes. The Forum will consist of key stakeholders, such as Health, Social Services, Housing Associations and the Voluntary Sector, as well as local Councillors and Tenant Representatives. This wide membership will help ensure an inclusive underpinning to our future strategy. It is envisaged that it will meet quarterly. The first update of our housing strategy will be produced in June 2005, following a progress review and consultation period. Reviews will be carried out on an annual basis thereafter. Stakeholder's involvement is at the heart of this work.

To ensure that the Council is kept up to date with service performance a performance management system is being introduced that will be used to monitor and report on performance. It is recognised that to introduce performance management properly requires a culture change. Therefore a group, led by the Chief Executive, has been tasked with fostering the performance management culture and also with introducing a new system to capture the data.

Performance management will eventually link in with budget monitoring, service planning and risk assessment. However, initially the system will show the key indicators and these will begin to be available on the Council's intranet and internet website during 2004, so that anyone can see how we are performing. We aim to link all parts of the Council, both officers and members, so that ultimately we are all able to see how our own performance is helping to achieve the Council's overall goals.

During 2004/5 all Best Value Performance Indicators will be monitored through the system reporting into Management Team and Scrutiny Committee on a quarterly basis. Service indicators will also be agreed with the service managers and the Performance Management Group and implemented throughout the year, with the aim of all being in place on 1 April 2005. In addition to this a Service Business Planning process has been introduced to ensure that there is a consistency of approach across the Council, which also includes customer quality assessment.

Best Value Performance Indicators (BVPI) Comparative data								
BVP I no.	HOUSING	NNDC Out-turn 2000/01	NNDC Out-turn 2001/02	NNDC Out-turn 2002/03	Average Out-turn 2002/03	Regional Average 2002/03	Authority Type Average 2002/03	Actual 2003/04
63	Average SAP energy efficiency rating of local authority owned dwellings	54.3	58.5	60.4	57.2	60	58.1	62.14
66a	Proportion of Rent collected as a % of that due	95.74	99.34	96.12	96.8	97.5	97.6	96.16
74a	Tenant satisfaction with overall service with landlord	86%	86%	86%	77.5%	79.9%	80.7%	60.3%
75	Tenant satisfaction with opportunities for participation	75%	75%	75%	69.8%	73.7%	71.6%	69%
164	CRE code of practice in housing	No	No	No	Yes 58.5%	Yes 48%	Yes 46.7%	No

BVP I no.	HOUSING	North Norfolk Out-turn 2002/03	Average Out-turn 2002/03	Regional Average 2002/03	Authority Type Average 2002/03	Target 2003/04	Actual 2003/04
184a	Proportion of local authority homes that were non-decent at 1 April 2002 *	35.86%	40%	32.7%	34.7%	32.66%	30.11%
184 b	% change in proportion of non-decent homes 2002/03	14.29%	12.7%	14.3%	13.6%	8.92%	16.03%
185	% of appointments made and kept for responsive repairs	0	39.4%	39.5%	34.5%	25%	0%

- 2003/04 based on FPDSavills stock condition survey

Performance is also monitored through the use of customer feedback surveys and the comments received taken into account when reviewing services. For example surveys are sent out with every homeless decision letter and with every private sector grant decision. An example of a service improvement that has been initiated by these surveys is the introduction of a local information pack for all temporary accommodation.

Performance is reported to our customers through the Council's newsletter, our Tenant's newsletter and on our internet site.

The Wider Context

Aim

Reflecting and Influencing National, Regional and Sub-Regional Priorities

The Government's strategy for Housing was set out in December 2000 in 'Quality and Choice: A Decent Home for All - The Way Forward for Housing.'

Its main themes that effect North Norfolk are:

	See Section or Document
<p>Encouraging sustainable home ownership <i>This theme effects North Norfolk due to the increase in house Prices that we have seen since 1999. It is reflected in our Housing and Active Communities priority. We are addressing it through our enabling and planning roles.</i></p>	5 & 6
<p>Promoting a Healthy Private Rented Sector <i>This theme effects North Norfolk as we need to develop the private rented sector to try and increase the amount of decent housing available for let. This will both increase choice and reduce the demand on social housing. It is reflected in our Housing and Active Communities priority and Partnership working.</i></p>	5, 6 & 7
<p>Raising the Quality of Social Housing <i>We need to ensure that social housing is brought up as a minimum to the decent homes standard by 2010. It is reflected in our Housing and Active Communities priority.</i></p>	6 Business Plan
<p>Providing New Affordable Housing <i>We are a very high demand area and need to use all possible methods to increase affordable housing. This has been set as the key priority by our Council. It is reflected in our Housing and Active Communities priority and Partnership working.</i></p>	1, 3 & 5
<p>Promoting Choice through Lettings in Social Housing <i>Our proposal for a choice based lettings scheme is currently out to consultation. It is reflected in our Housing and Active Communities priority.</i></p>	7

<p>Strengthening the Protection Available to the Homeless <i>Homelessness presentations have increased and we are working to meet the Government targets on temporary accommodation. We have received funding from the Government for Homelessness Prevention work. It is reflected in our Housing and Active Communities priority.</i></p>	<p>4, 8 & 9 Homelessness Review & Strategy 2003.</p>
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<p>Moving to a Fairer System of Affordable Rents <i>Rent restructuring commenced in April 2003 and will be completed by 2012. It is reflected in our Housing and Active Communities priority.</i></p>	<p>Business Plan Transfer Application 2003</p>
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<p>Improving Housing Benefit <i>We have been working to reduce the time it takes to process Housing Benefit claims and to improve the service we offer our customers. It is reflected in our priority of first class resource Management and better access to council services.</i></p>	<p>8</p>
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<p>Tackling other Forms of Social Exclusion <i>This has been reflected in work on the Community Strategy, through Supporting People and in initiatives to tackle social exclusion. It is reflected in our Housing and Active Communities priority, a Safe district and Partnership working.</i></p>	<p>3,8 & 9</p>
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The Government's Housing Strategy was built on in the form of an action programme in the Sustainable Communities Plan February 2003. Its main themes that effect North Norfolk are:

<p>Providing more, high quality affordable housing <i>The provision of affordable housing has been set as the key priority for the Council. It is reflected in our Housing and Active Communities priority</i></p>	<p>1, 3 and 5</p>
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<p>Designing attractive towns, cities and public places <i>Design is a key issue that is taken into account in development And regeneration and through the production of design guides. It is reflected in our Housing and Active Communities priority</i></p>	
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<p>Regenerating declining communities <i>Regeneration of our towns continues to be a priority and this has been achieved through partnership working. It is reflected in our Housing and Active Communities priority</i></p>	<p>4</p>
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Tackling social exclusion and homelessness

This is a key priority for the Council and we are working with the Beacon Authorities to help achieve our aim of reducing homelessness.

See Homelessness Review and Strategy 2003 and Beacon Review

Making the planning system fairer and more efficient

We have changed our planning systems to ensure that we meet the required standards and have been awarded in our work with additional planning grant. It is reflected in our priority of first class resource management and Better access to council services

Driving up performance standards

A new performance management system has been produced and our aim is to be an excellent Authority by 2008 It is reflected in our priority of first class resource management and Better access to council services.

1

National priorities not an issue for North Norfolk are rough sleepers and low demand.

Regional Housing Strategy 2003-06

The Regional Housing Strategy vision is to achieve the sustainability of our communities and the environment they live in, by:

- Ensuring everyone can live in a decent home at an affordable price
- Contributing effectively to social inclusion within sustainable communities
- Enabling housing to contribute fully to ensure good health and promote health equality
- Using housing investment to complement sustainable economic development and
- Contributing to a sustainable environment.

We have built on these National and Regional Strategies both within this Strategy and in our Sub-Regional work.

Rural East Anglia Sub Region (REAP)

We are working jointly with our partners at Breckland and the Borough Council of Kings Lynn and West Norfolk to further develop our sub-regional profile within the region. The Rural East Anglia Partnership (REAP) was launched by all three authorities in September 2003. It introduced the key objectives of expanding the partnership to include partner Registered Social Landlord's, other agencies and stakeholders plus the production of a sub regional housing strategy. Work on the strategy, which has been produced jointly, has commenced with the establishment of a vision, aims and objectives, context, actions and outcomes. See Appendix 3.0 for further details. As we have identified as a District that there is a particular need for rural affordable housing we have ensured that this has been treated as a priority within the sub-region. We also raised the issue of setting a REAP key worker definition when considering key worker housing as from the research it appears that the definition needs widening from that traditionally used.

Section 3

The Corporate Context

Aim: Reflecting and Influencing Corporate Priorities

Community Strategy

North Norfolk Community Partnership (NNCP) brings together the Parish and Town Councils, the District and County Council, the police, the health service, businesses, community and voluntary groups to work together to produce a concerted and co-ordinated approach to the delivery of services in the communities of North Norfolk.

It was formed as part of the UK government's programme of Local Strategic Partnerships (LSPs) that encourage joined up working between various agencies and community organisations.

North Norfolk Community Partnership aims to promote the community, economic and environmental sustainability of the District, in particular by:

- Ensuring decent housing for all residents.
- Developing the local economy to provide better job, career and training opportunities for local residents and those who want to come and live in North Norfolk.
- Maintaining the high quality of life and attractive natural environment that exists now and makes North Norfolk unique.

This Housing Strategy shares the housing priorities and objectives of the Community Strategy. It seeks to detail the reasons for additional affordable housing and how this is going to be achieved.

The Community Strategy Action Plan for Housing will be overseen by our Housing Forum so as to ensure a co-ordinated approach. (See section 1.0 for details of the Forum). Its aim is to provide more affordable housing for the people of North Norfolk.

Teams have also been formed to address each of the following themed areas of need:

- Community Safety
- Transport
- Environment and Outdoor recreation
- Learning & Skills
- Health & Social Care
- Leisure & Culture
- Developing the local Economy.

To ensure that we are addressing the needs of those living and working in North Norfolk every year the partnership in North Norfolk will produce an action plan for the key theme areas. This will be published for consultation and amended as necessary. The partnership will also produce an Annual Review, which will report on achievements from the previous year's plans. For further details please see the Community Strategy and its Housing Action Plan which can be found on www.nncp.org.uk

The Local Strategic Partnership has funds available through the discount reduction in the second home council tax and this has in 2004 funded various schemes, which meet the priorities set. For housing a rural exception scheme has been jointly funded by North Norfolk LSP, the Norfolk LSP and the District Council.

Crime Reduction Strategy

A new North Norfolk Crime Reduction Strategy 'A Time to Feel Safe' was adopted in May 2002. The Crime and Disorder Partnership has a Responsible Authority Partnership (RAP) of Police, North Norfolk District Council, Norfolk County Council, the Police Authority, Fire Authority, Probation and the North Norfolk Primary Care Trust. This structure complements and reflects the Local Strategic Partnership Management Board and is responsible for delivering the safety elements.

To implement the action points contained in the strategy a number of cross agency working groups have been established, of which, housing are involved in two, the Domestic Violence Forum and Residential Crime Reduction. Through this involvement we have achieved funding for a housing scheme with support and designing out crime initiatives at our sheltered schemes.

Capital Strategy

The Council's Capital Strategy, which sets out the Council's approach and process to the deployment of capital resources in meeting the Council's overall aims and objectives, has been further developed. It has been developed by a cross-departmental working group of senior officers.

Over recent years the Council has had a limited Capital Programme budget. A Capital Strategy Working Party made up of Senior Officers meets quarterly to monitor progress on the delivery of approved capital projects and to discuss how any additional capital finances should be spent against the Council's stated priority objectives before making recommendations to Members. Each project submitted for evaluation must:

- Demonstrate how the development of the project will meet the corporate aims of the Council
- Be fully costed with opportunities for external funding opportunities identified
- Identify key objectives and indicators against which the bids can be evaluated and acknowledged in the future
- Identify cost and revenue implications on each capital project
- Clearly identify performance indicators relevant to the project

For full details see the Capital Strategy.

The Council is constrained from committing more of its housing capital resources to its Enabling Budget because of the need to meet the Government's Decent Home standards in respect of its own stock. See Housing Business Plan for further details.

Asset Management Plan

North Norfolk District Council 2003 Asset Management Plan regard, which was rated as good by the Government Office, defines the Council's property objectives as:

- to invest in those assets achieving the Council's aims and key objectives
- to ensure the proper maintenance and sustainability of the Council's property assets
- to ensure that the Council's property assets are focused on the needs of users and the public
- to challenge the use of property assets to ensure that assets which did not address the Council's aims and objectives are disposed of whereby disposal can realise funds which can be better applied to addressing corporate objectives

See Asset Management Plan 2003 for further details and HRA Business Plan for details of housing assets.

Community Involvement

Aim

Involving Local People

Community participation is at the centre of the Government's modernising agenda, community planning and Housing policies. In order to ensure that we deliver customer satisfaction we need to be clear about what our customers want so that we can work to a shared vision.

Community Consultation

Community strategies provide a framework for pursuing economic, social and environmental well being of local communities. They should also contribute towards sustainable development. Our Community Strategy contains a number of major themes, which reflect the needs, and priorities of local people. Public consultation and involvement are therefore key aspects of the community planning process.

Planning Consultation

To inform the Review of the Local Plan we have sought the views of local people through the preparation of Whole Settlement Strategies for the District's seven towns.

Ideas generated at stakeholder workshops and targeted sessions were developed into displays for public exhibition. Attendees gave feedback on the issues and prioritised the options that were put forward.

The objectives for Housing developed within the Whole Settlement Strategies are:

- The development of housing suitable for young families through all types of tenure;
- Maximisation of brown field sites;
- Ensure that all new housing development is well designed and in character with the surroundings; and
- That a proportion of new development should be affordable.

(See Whole Settlement Strategies for further details.)

These have been taken into account in our development priorities.

Regeneration Consultation

Corporately the Council has taken a strategic approach to market and resort town regeneration over a number of years and Housing has been a key part of this. This approach was recognised as a particular strength in the authority's recent CPA assessment. The programme of regeneration activity taken forward in each town has attempted to address economic, social and environmental issues. In each case the community has been supported in identifying local priorities through the development of a Regeneration Strategy which has been subsequently used as a means of bidding for many sources of external funding and as a performance measurement tool to assess the impact of partnership activity.

Housing Consultation

Housing consultation takes place with a wide range of private, statutory, voluntary and community agencies with an interest in housing. This takes place in formal meetings such as the Domestic Violence Forum, North Norfolk Housing Support Group and the Homelessness Forum and through informal networking and information sharing.

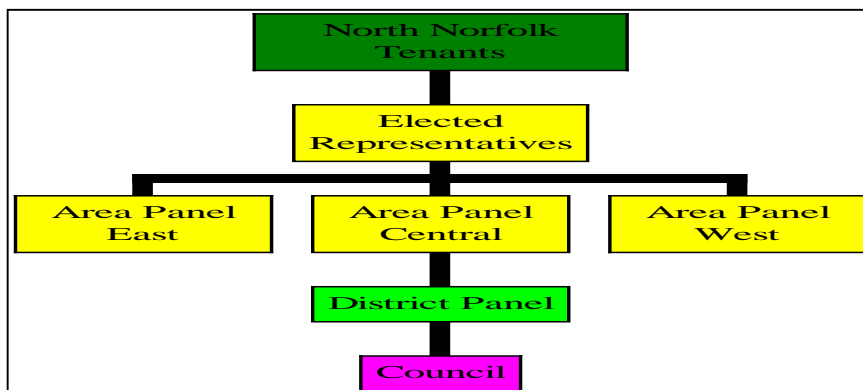
Public consultation takes place on every major Housing Association scheme. This was introduced to try and ensure that the schemes being developed are acceptable to the local community. In 2003/4 this consultation included a supported housing scheme in Stalham, work on village exception schemes and schemes in North Walsham.

The Council has a history of tenant participation, including introducing Area Panels in 1995, appointing a Tenant Participation Officer in 1996 signing a Tenant Compact in 2001 and opening a Tenant Resource Centre in 2002. To help encourage Tenant Participation PEP have been employed to facilitate a Tenant Empowerment Strategy.

The shared vision of the Compact is:

Tenant involvement benefits all participants. We believe it will help relationships and help improve the quality of services provided.

And it contains the following structure:



The Area Panels consider day to day area management issues and the District Panel policy and strategic issues. Prior to submission to Cabinet, Housing Reports are taken to the District Panel for their comments to be incorporated into the report. In 2003, for example the District Panel has commented on reports on the Housing Options Appraisal and the Housing Stock Condition Survey. A special additional days meeting was held to go through the Housing Strategy and Business Plan to help ensure a full understanding and enable the Tenant Representatives to participate fully. Their comments, such as the removal of jargon and the addition of a glossary, have been incorporated into the finalised versions.

The Housing Strategy consultation is a continuous process with stakeholders constantly involved and partners in the process. This is to be formalised through the establishment of a Council Affordable Housing Working Party and a Housing Forum (see section 1.0 for further details.) Tenant Representatives will be part of this process.

Details of how Tenant Participation will be taken forward is contained in our Tenant Empowerment Strategy.

A list of agencies consulted on the draft strategy is contained at Appendix 7.0. Their comments, such as including a section on learning difficulties, have been incorporated into the finalised versions

Homelessness Consultation

To help ensure that the Strategy addressed those issues highlighted by all stakeholders and to share ideas and practises 2 Homelessness Conferences were held which were attended by over 150 people. These conferences had presentations in the morning by Shelter, the Bed and Breakfast Unit, the District Council and key support agency partners, The Benjamin Foundation, St Matthew Housing, The Matthew Project and Julian Housing. In the afternoon workshops were held on the following key areas:

- How do we meet the Bed and Breakfast targets?
- How do we increase the housing options available in North Norfolk?
- How do we ensure our service is customer focused?
- How do we ensure a joined up inter-agency approach to our services?
- How do we increase the amount of social housing within North Norfolk?

The ideas from the workshops have been used to produce the action plan within the Homelessness strategy and to inform the Housing Strategy. An example of this is that shared ownership is now included as a development priority and included in exception schemes.

We have helped ensure that this Customer consultation is continued through the introduction of a Homelessness Forum and a Landlords Forum. We have also introduced a service quality questionnaire that is sent out with each homeless determination and carried out a satisfaction survey of our homeless review process. (See Homelessness Review and Strategy.)

THE HOUSING MARKET IN NORTH NORFOLK

Aim:

More public and private rented housing.

The Council carries out regular assessments of the housing market in North Norfolk that take account of housing needs and supply across all tenures. This is used to inform the Housing Strategy and determine priorities for action over future years.

The Housing Market, based on the 2001 census consists of 71% of households in owner-occupied accommodation, 14% live in social rented housing, and the remaining 15% rent privately, or live rent free. Further details can be found in Appendix 1.0.

The type of stock in North Norfolk with some 75% being detached and semi-detached restricts the supply of affordable properties to buy. This together with the fact that 71% are owner occupied and the rapid rise in house prices restricts the availability of affordable rented housing within the District.

The following options will be used to achieve our objective of more public and private rented housing, of which more detail is given below:

- Robust and up to date housing market and need information;
- Develop housing policies within the Council's Local Planning Framework to maximise planning gain;
- Maximise Council and external resources that are used for affordable development in North Norfolk;
- Work in partnership with key stakeholders to maximise affordable development in North Norfolk and
- Work with the private sector to increase supply of rented accommodation.

Due to the Housing Need evidenced in our area it is not appropriate for the Council to do nothing.

Private Housing

During 2003, 463 new houses were built with a further 303 still under construction. There are currently 1089 outstanding detailed planning permissions and 198 outline ones. See Appendix 1.0 for full details.

Analysis of a sample of planning permissions granted for residential development since 1 April 2000 shows that the new housing provision is concentrated on larger types of properties which are less affordable:

51% are for houses
31% are for flats
17% are for bungalows
1% are bedsits.

76% of all houses have 3 or more bedrooms
72% of all flats have 2 or more bedrooms.

Few sites within North Norfolk fall within the affordable housing provisions of the Local Plan, due to scheme size, see appendix 1.0 for further details of permissions granted. This has reduced the capacity of North Norfolk to provide additional affordable housing through the Planning Process. The following changes are therefore proposed:

- On all sites including 10 or more dwellings in towns where the population exceeds 3000, that affordable housing will be negotiated for. On these sites up to 40% of all dwellings will be for affordable housing.
- Affordable housing will be negotiated on a 1:1 basis on developments of 2 or more dwellings in settlements of less than 3000 population.
- Affordable housing is defined as social housing to rent or for shared ownership, as the 1999 district wide Housing Needs Survey and the 2003 update to this document has shown that other forms of “affordable housing” are not affordable to those in housing need in North Norfolk.
- The Exceptions Policy will be retained although the need for a Local Housing Needs Survey has been removed, need can be proved using existing needs information.
- 200 dwellings will be allocated on appropriate sites in ten rural settlements to provide an even mix of market and affordable housing without the need for a Local Housing Needs Survey.

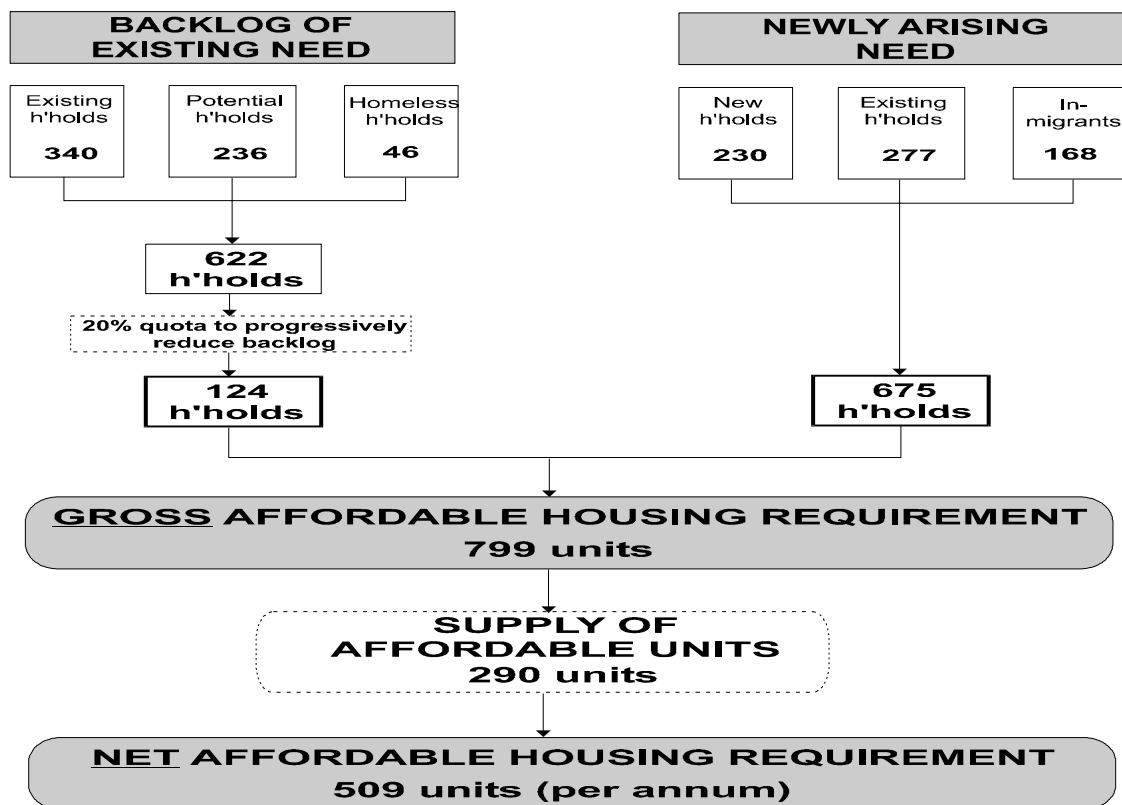
A new procedure formalising the roles and relationship between the planning and housing divisions has been produced to ensure that all opportunities for providing affordable housing are maximised. A Councillor Affordable Housing Working Party has been set up to:

- Oversee planning changes and their communications and
- To monitor progress in achieving the Council’s affordable housing targets.

Housing Needs Survey

A District Wide Housing Needs Survey, including data on income, was carried out in 1999 and updated through a desktop survey in 2003. The update survey was funded in partnership with our Housing Associations and our Forward Plan colleagues.

The District Wide update Survey identified that the total affordable housing need annually, taking into account existing and newly arising need is 799 and that the total supply from re-lets is around 290 (excluding transfers). This leaves a shortfall of 509 affordable units each year. (For further details see Housing Need Survey Update 2003). It is planned to update the Housing Needs Survey in 2006, consideration is being given to whether this should be on a sub-regional basis.



Local Housing Needs Surveys

The Council's current planning policy on affordable housing in selected small villages allows development of sites not appropriate for general housing development provided that: *The applicant demonstrates that there is a genuine local need for affordable housing with evidence derived from a local needs survey that has been undertaken within the previous year and that the site to be developed immediately adjoins the boundary of a large village or a selected small village.* (See North Norfolk Local Plan for further details).

Both our Housing Strategy and Homelessness Strategy consultation identified rural exception sites as a key priority as it was felt important that affordable housing should be available in the villages as well as in the towns.

In 2002 we commenced a programme of local housing needs surveys. We set a target of completing 2 and exceeded this by completing 7. These have been carried out in partnership with local Housing Associations, the Rural Housing Trust and the Rural Housing Enabler. They identified the following need:

Area	Carried out	Current Housing Need
Binham	Nov-02	4
Hindolveston	Dec-02	17
Roughton	Mar-03	22
Ludham	Jul-03	5
Beeston Regis	Jul-03	9
Erpingham	Sep-02	3
Gresham	Dec-03	5

North Norfolk District Council - May 2004.

The Council is committed to the provision of social housing in rural areas and the retention of the Exceptions Scheme. North Norfolk District Council has therefore become a member of the Norfolk Rural Housing Enablers Steering Group, which is responsible for supporting the Rural Enabler as well as co-ordinating and prioritising their work.

Housing Register

A top-level analysis of the register shows that we have an ever increasing list, with an increase of some 220% between 1998 and 2004:

	1998	1999	2000	2001	2002	2003	2004
Number on Waiting List	777	860	1001	1476	1623	1941	2483
Year on year % change	11%	16%	47%	10%	16%	20%	28%

If we consider how this compares to the Eastern Region over the period 1999/00 to 2001/02, we will see that our waiting list increase of 89% is 3rd highest in the region, and that the average increase is only some 13%. We do not have any areas of low demand.

Market Evidence on Sales

Information on house sales is now readily available from the Land Registry. This data on 'second hand' house price sales has been used to build up a picture of average property prices in the private sector.

An analysis of the average sale price shows that for North Norfolk the average price between January to March 2004 is £159,072 compared to £68,768 in January to March 1999. That is an increase of some 131%. When this is compared to house prices in East Anglia and England and Wales our price levels are increasing at a higher than average rate. See Appendix 1.0 for details.

The Joseph Rowntree Foundation's report 'Can Work - Can't Buy' published in May 2003 noted that an income of £24,626 for a 1 earner household and £14,659 for a 2+ earner household, was required to purchase a property in North Norfolk within the lower housing market. This was based on quarter 4 2002 prices and a property price of £76,849. It further noted that 79.5% of 1 earner households and 34.1% of 2+ earners were unable to purchase.

We have taken this information on house prices into account within our priorities for new Social Housing Development and have now an active programme of shared ownership schemes and bids to try and enable customers to access the home ownership market.

In 2003/04, we sold 119 properties through the Right to Buy process at an average valuation of £79,000, and an average sale price of £47,500. This compares to sales of 67 in 1998/99, an increase of 78%. It would appear from this that the Right to Buy is increasing as people see it as the only affordable entry into the owner occupied market. The average Right to Buy value of those properties sold in 2002/03 was some 50% lower than the average house sale.

When considering the options for the future management of the housing stock the Housing Strategic Best Value Review Group noted that an advantage of stock transfer would be that new tenants would not have the Right to Buy.

North Norfolk District Council - May 2004.

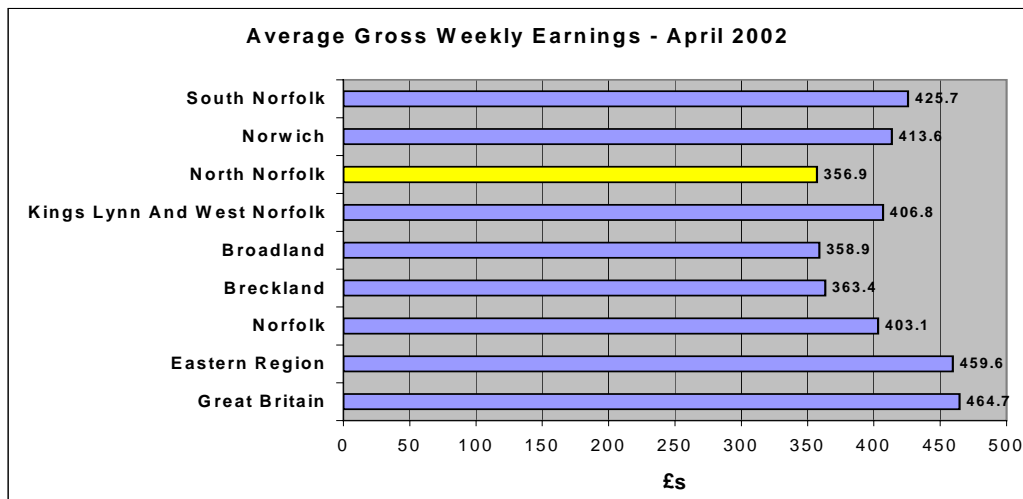
Market Evidence on Rents

Rental levels have been increasing since 1999. The private rented sector can not be seen to be affordable when local income levels are considered. The increase in house prices has also had an effect on private rental levels and has reduced the number of properties available for rent as landlords liquidise their assets. This can be seen in that 41% of our homelessness acceptances in 2003/04 were due to end of an assured shorthold tenancy.

Income Levels

Income levels within North Norfolk are low and have not increased proportionate to the increase in house prices or rent levels.

The CORE annual report 2002/03, which record details of those allocated Housing Association properties, identified that the mean average weekly income of those accommodated was £160.11. Within our stock 56% of tenants are on Housing Benefit. These income levels are substantially lower than the average gross weekly earnings identified for the whole of North Norfolk in the New Earnings Survey 2002. If we compare the earnings in the New Earnings Survey 2002 this shows that our average earnings are below the national, regional and county average:



See Appendix 1.0 for further details.

Affordability

Our updated Housing Needs Survey considered that a household is unable to afford private sector housing if:

It has a gross household income insufficient to meet its mortgage requirement using all five mortgage affordability tests

AND

Renting privately would take up more than 30% of its net equivalised disposable household income.

Using the affordability methodology it is estimated that there are 505 existing households that cannot afford market housing and are living in unsuitable housing. This represents around 1.1% of all existing households in the District. The results reveal that 45.6% of households living in unsuitable housing cannot afford market housing. (See Housing Needs Survey for further details).

We have further looked at affordability within the owner occupied housing sector and have considered Council Tax Band 'A' properties as those that are likely to be affordable. This identified that within North Norfolk 21% of all properties are registered at Band A.

Employment and Deprivation

In the official deprivation indices, three of the District's coastal wards (Bacton, Happisburgh and Mundesley) come within the bottom quartile, with the rest, bar three, in the 25 per cent to 50 per cent band.

In North Norfolk we have a higher than average retired population and an ageing population with some 32% over 60 and 12% over 75. Our mean average age is 45, which compares to an average age within England and Wales of 39.

Household Size

There continues to be a decline in household size as society in general has moved away from the traditional family unit, in part due to an increase in relationship breakdown and in part due to young people aspiring to a home of their own. In North Norfolk, the average size per household stands at 2.2 people which is below the English and Welsh average of 2.36 and the Eastern regional average of 2.37. This household information has been taken into account in our development priorities. On all Social Housing schemes a range of sizes and types of accommodation are provided to ensure that all households can be accommodated and also to balance out the profile of the social housing stock in the district, for example the historic lack of provision of 2 bedroom houses and single persons accommodation.

Black Minority Ethnic (BME)

Within North Norfolk we have a very small BME community. The 2001 census identified that 0.8% compared to an English average of 9.1% of the population is BME. (See Appendix 1.0 for further details.) To help ensure that our services are accessible to those whose first language is not English the Council subscribes to Language Line. Through funding from the Homelessness Directorate in 2002/03 we had our general homelessness and review of decision leaflets translated into the most used non-English languages within our district and these are available on our internet site. (See Homelessness Review and Strategy for further details).

Second and Empty Homes

We have analysed the number of second homes within our District. This shows that we have 4949 second homes, which is 10% of the total stock. In light of this we had a marketing campaign funded through Homelessness Prevention funding, to try and encourage second home owners to lease properties to the Council to use as temporary housing. This has resulted in 30 current private sector leased properties, an increase of 900%.

We have used Council Tax records to identify those properties that are unoccupied and unfurnished, this identified 390 properties, some 1% of the total stock. We have established a database of possible empty homes in the district, which includes details of what action we have taken to bring them back into active use. To reduce the number of empty properties we are working with owners to suggest alternative uses and ways of bringing the properties back into use, including the availability of financial assistance. Our first priority will be properties that have been empty for over a year and are not for sale. The new grants policy introduced in August 2003 has improved the incentive for owners to bring empty properties back into use, this incentive has been matched with a more proactive approach to intervention and enforcement action.

During 2002/03 this work resulted in 3 properties being brought back into use, with 3 current active projects that will result in properties being brought back into use. We also commenced in September 2003 a proactive programme of empty property identification. Our target for 2003/04 is 8 empty properties to be brought back into use. This will be reviewed in light of our affordable housing target to try and ensure a strategic approach to all tenures.

Conclusion

The housing market analysis, together with the income level analysis shows that there is a lack of affordable housing within North Norfolk and that this is currently being affected by the increase in house prices, with the subsequent increase in private rent levels.

We have fewer properties in the social housing sector, whilst the demand for affordable housing is ever increasing. The number on the waiting list has increased by 220% since 1998 and Homelessness presentations have increased by 74% since 1999 (for further details see the Homelessness Review 2003).

This has been exacerbated by the changing demographics, as the majority of social housing within our District is the traditional 3 bedroom family home.

This problem is particularly acute in some of the coastal villages, which are subject to gentrification through their attractiveness as centres for retirement or second homes with the resulting shortage of affordable housing.

Development

To help address demand issues we have been working with our partner Housing Associations to develop affordable housing and are committed to the continuing use of the Enabling Budget and the provision of housing owned land free of charge for social housing schemes

Our priorities for future development are schemes that will contribute to:

- The reduction of homelessness
- More public housing
- More affordable and social housing

REAP's priorities for development are:

- Affordable housing in rural areas and market towns
- Single person accommodation in market towns
- Appropriate temporary accommodation for homeless households
- Elderly accommodation in rural areas and market towns
- Rural exceptions schemes
- Family accommodation in rural areas, market towns and towns.

All future Housing Association accommodation provided in the district will be targeted to ensure that we can meet these priorities.

SOURCES OF FUNDING

Regional Funding

In 2003 Regional Housing Boards (RHBs) were created to oversee the development of Regional Housing Strategies in each of the nine regions in England and to recommend to Ministers how resources within single Regional Housing Pots (RHP) should be utilised. (See section 2 for details of our regional strategy.)

The introduction of the RHP merged two separate funding streams for housing capital investment: Housing Investment Programme (HIP) which provided support for local authorities and the Approved Development Programme (ADP), which provided support for registered social landlords via the Housing Corporation.

From the beginning of the financial year 2004/05, each new Regional Housing Board has advised Ministers on strategic investment priorities for their region. This has influenced the level of resources to be made available through the Housing Corporation for their Approved Development Programme to RSLs for the provision of new social and affordable housing.

HIP allocations have two components: a general purpose housing Annual Capital Guideline (ACG) allocation and a guideline allocation of Specified Capital Grant (SCG) resources for disabled facilities grants. See the table below showing capital resources available to the council 2002-2006 for details of North Norfolk's previous and projected HIP allocation.

The East of England RHB launched their Housing Strategy in June 2003 and made recommendations to Ministers who subsequently announced funding of £330 million for housing investment within the East of England. The resource levels announced by Ministers related to the two-year period of 2004/05 and 2005/06.

North Norfolk

The Council's Capital Programme funds all major works undertaken by the Council. Examples of services that may be funded from the Capital Programme include major repairs and improvements to private and Council owned homes or building new homes in partnership with RSL partners. Resources have been allocated on the basis that a decision has been made to progress with a proposed stock transfer. We have planned an interim investment programme until Stock Transfer and then a post transfer programme with a 4 year intensive period of

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investment by the proposed new Housing Association geared to meeting the Decent Home standard and our aspirational standard by 2010. Resources to private sector grants have been based on past usage and future prediction of need.

The resources to fund this expenditure come partly from Central Government, partly from authorities' revenue funds (including from rents) and partly from capital receipts from Right to Buy sales and other asset disposal. The majority of Government funding is allocated through:

- The Major Repairs Allowance (MRA) which provides resources to meet the capital costs of maintaining council housing.
- The housing component of the Single Capital Pot (SCP) (not to be confused with the Regional Housing Pot) which is the name given to unringfenced capital resources, including borrowing approvals and grants provided by Central Government to all local authorities which covers capital resources for all services.

Development Funding

Each year North Norfolk allocates funding from its Capital Programme to fund the delivery of new affordable homes, this has historically been set at £350,000. This money was reimbursed through the Local Authority Social Housing Grant (LASHG) process, but this was abolished from 1 April 2003. North Norfolk's funding for the delivery of new affordable homes will continue from the council's Capital Programme, despite the fact that it will no longer be reimbursed by the Housing Corporation. (See table below for details of units and funding.)

In December 2003 bids were submitted for schemes in North Norfolk for funding in 2004/5 and 2005/6. This resulted in 85 properties being funded over 2 years. Therefore to meet our affordable housing target we need to enable another 65 properties through local authority grant, planning gain, local strategic partnership funding and bringing private sector properties back into use. Priority will be given to those bids that were not funded. Details of the bids and the number and types of units proposed is shown, together with a list of the successful ones at Appendix 5.

As the Council's key priority is Housing if the proposed transfer goes ahead the Council would use as much of the money as possible it receives to fund new affordable homes

Since 2002/03 we have achieved and predict to achieve the following:

Units	2002/3	2003/4	2004/5	2005/6
Approved Development Programme Rent	49	80	58	8
Approved Development Programme Shared Ownership	7		15	1
Local Authority Social Housing Grant	5	16	7	8
Planning Gain			18	

Funded through:

	2002/3	2003/4	2004/5	2005/6
Approved Development Programme Rent	£2,054,891	£3,908,891	£2,185,507	£328,172
Approved Development Programme Shared Ownership	£159,825		£267,313	£32,313
Local Authority Social Housing Grant	£186,918	£585,689	£375,000	£400,000
Planning Gain			£332,600	

Planning gain = units or money negotiated as affordable housing contributions from developers.

(Funding was carried forward from 2002/03 to 03/04 due to schemes not being fully complete.)

£	2002/03	2002/03	2003/04	2003/04	2003/04	2004/05	2004/05	2005/06
General Fund Schemes	Revised Budget	Actual	Base Budget	Last Review	Current Review	Proposed	Current Review	Proposed
House Renovation Grants	850,000	806,790	850,000	850,000	850,000	1,000,000	875,000	950,000
Housing Associations	442,091	164,161	350,000	590,000	590,000	375,000	375,000	400,000
Total General Fund Schemes	1,292,091	970,951	1,200,000	1,440,000	1,440,000	1,375,000	1,250,000	1,350,000
TOTAL HOUSING CAPITAL EXPENDITURE	5,589,941	5,047,349	5,079,000	5,721,198	5,721,198	5,319,000	4,998,409	5,168,642

The housing capital programme is designed to strike a balance between meeting the Decent Home Standard, and ensuring that the properties meet customers expectations and is regularly reviewed.

Housing capital programme	2002/03	2002/03	2003/04	2003/04	2003/04	2004/05	2004/05	2005/06
Housing Revenue Account Schemes	Revised Budget	Actual	Base Budget	Last Review	Current Review	Proposed	Current Review	Proposed
	£	£	£	£	£	£	£	£
Re-Wiring	268,100	265,634	270,000	270,000	270,000	270,000	274,409	270,000
Re-Roofing	356,590	368,160	100,000	100,000	100,000	121,000	50,000	60,000
Structural Repairs	303,510	316,043	393,000	393,000	393,000	303,000	150,000	100,000
Window/Door Replacements	509,410	406,164	1,000,000	1,103,246	1,103,246	1,000,000	1,000,000	1,000,000
Major Improvements/Repairs	1,466,390	1,483,467	1,300,000	1,350,000	1,350,000	1,000,000	1,000,000	1,138,642
Adaptations For Disabled	107,000	110,947	50,000	95,000	95,000	50,000	74,000	50,000
Estate Roads	80,850	0	0	70,850	70,850	0	0	0
Cesspools	25,000	20,738	10,000	10,000	10,000	0	0	0
Energy Conservation Works	20,000	9,696	0	3,000	3,000	0	0	0
Central Heating	1081,000	1,086,749	756,000	836,102	836,102	1,200,000	1,200,000	1,200,000
Cash Incentive Scheme	30,000	8,800	0	0	0	0	0	0
Orchard Computer System Enhancements	50,000	0	0	50,000	50,000	0	0	0
Total HRA Schemes	4,297,850	4,076,398	3,879,000	4,281,198	4,281,198	3,944,000	3,748,409	3,818,642

This investment has been resourced as follows:

£	2002/03	2002/03	2003/04	2003/04	2003/04	2004/05	2004/05	2005/06
	Revised Budget	Actual	Base Budget	Last Review	Current Review	Proposed	Current Review	Proposed
Borrowing	1,197,800	1,197,800	1,059,000	1,023,548	1,023,548	1,275,000	890,000	926,000
Specified Capital Grant	196,200	211,803	210,000	245,452	245,452	225,000	225,000	240,000
Capital Receipts	1,512,139	1,298,222	1,252,490	1,721,454	1,721,454	1,234,000	1,432,193	1,554,916
Capital Contribution	0	7,920						
Direct Revenue Finance	76,000	76,000	0	0	0	0	0	0
Capital Reserve	97,890	27,040	0	70,850	70,850	0	0	0
Major Repairs Allowance	3,148,635	2,867,287	2,557,510	3,766,716	3,766,716	2,585,000	2,451,216	2,447,726
Total Financing	6,228,664	5,686,072	5,079,000	6,828,020	6,828,020	5,319,000	4,998,409	5,168,642
Less Capital Creditors	-638,723	-638,723		-1,106,822	-1,106,822			
	5,589,941	5,047,349	5,079,000	5,721,198	5,721,198	5,319,000	4,998,409	5,168,642

The assumptions made to predict future capital resources have been based upon previous years' resources and taking into account any government guidance or changes to key priorities.

Budget predictions will be updated beyond 2005/06 once the result of the proposed stock transfer is known, as this will have a key affect on resources available. This will be part of the 2005 review of the Strategy. This will also affect revenue funding an analysis of which is shown below:

Housing Revenue Account Summary	(Resource Accounting Format)			
	2002/03 Actual	2003/04 Budget	2003/04 Actual	2004/05 Budget
	£	£	£	£
Income				
Dwelling Rents - Gross	-11,372,157	-11,306,810	-11,304,341	-11,511,570
Other Rents - Gross	-163,169	-186,280	-190,181	-193,040
Charges for Services & Facilities	-99,365	-560,200	-558,218	-581,910
Contributions Towards Expenditure	-271,950	-231,110	-278,107	-251,950
Government Subsidy	-3,351,546	-3,596,970	-3,116,156	0
Supporting People transfer from General Fund		-109,910	-95,826	-106,430
Housing Benefit Transfers from General Fund	-50,383	-45,410	-41,574	0
Total Income	-15,308,570	-16,036,690	-15,584,403	-12,644,900
Expenditure				
Supervision & Management	2,801,543	2,966,170	2,920,929	3,039,910
Repairs & Maintenance	2,448,339	2,779,606	2,825,025	2,738,430
Rents, Rates, etc.	11,801	12,330	11,543	12,330
Rent Rebates	5,952,088	6,545,730	6,130,566	0
Rent Rebates Residual cost				155,540
Subsidy Surplus to National Pool				3,277,580
Capital Charges - Interest	12,413,308	8,443,850	8,487,060	8,992,100
Capital Charges - Depreciation, Dwellings	2,591,228	2,557,510	2,557,516	2,451,220
Capital Charges - Depreciation, Garages	6,575	6,570	6,575	6,570
Deferred Charges	8,800	0	0	0
Capital Charges - Debt Management Expenses	39,051	36,450	35,182	36,450
Increase In Provision for Bad and Doubtful Debts	55,361	45,000	47,299	45,000
Total Expenditure	26,328,094	23,393,216	23,021,695	20,755,130
Net Cost of Services	11,019,524	7,356,526	7,437,292	8,110,230
Capital Charges - Interest	-12,413,308	-8,443,850	-8,487,060	-8,992,100
Loan Charges - Interest	1,003,311	843,910	825,764	790,070
Deferred Charges adjustment (AMRA)	-8,800	0	0	0
Capital Charges - Amortised Premiums & Discount	-29,340	-29,340	-26,690	-29,340
Interest Receivable	-79,119	-62,280	-69,876	-58,260
Net Operating Surplus	-507,732	-335,034	-320,570	-179,400
Appropriations				
Pension Reserve		0	-9,119	0
Appropriations relevant to depreciation on garages	-6,575	-6,570	-6,575	-6,570
Housing set aside/MRP	308,956	261,920	295,222	0
Revenue Contributions to Capital	103,040	0	0	0
Surplus (-)/Deficit Before				
Application of Reserves	-102,311	-79,684	-41,042	-185,970
Surplus (-)/Deficit	-102,311	-79,684	-41,042	-185,970
Balance Brought Forward 1 April	-566,929	-669,240	-669,240	-710,282
Balance Carried Forward 31 March	-669,240	-748,924	-710,282	-896,252

Section 6

Decent Homes for All

Aim:

Quality and Choice - Homes that People Want.

Context

The overall aim of the Government's housing policy is to offer everyone the opportunity of a decent home. For social housing the Government has set the target that all homes should meet the decent standard by 2010.

A decent home is one that is wind and weather tight, warm and has modern facilities. To meet the Government standard it needs to meet four criteria:

- The current statutory minimum standard for housing;
- Be in a reasonable state of repair;
- Have reasonably modern facilities and services and
- Provide a reasonable degree of thermal comfort.

The Council's aim is to ensure that no one should have to live in unsatisfactory accommodation because of financial hardship irrespective of their tenure.

Private Housing Condition

The 2000 House Condition and Energy Survey of North Norfolk's Private Sector stock identified that the rate of unfitness within the district is 3.6%, this is almost half the national average of 7.5% (English House Condition Survey 1996). The survey visited an aged profile of 1000 properties. The total cost of bringing the private sector dwellings in the District up to a reasonable standard is over £72 million.

The percentage of unfit dwellings within the private rented sector is 8.3%; this is lower than the national figure of 19.3%. The total cost to bring these up to a reasonable standard was estimated at £2.7 million. 16% of unfit housing is occupied by households aged over 65 and on low incomes, illustrating that people with less disposable incomes occupy the worst housing conditions. (See Appendix and 2000 Survey for further details.) It is envisaged that the survey will be updated in 2007.

In 2003 we adopted a revised Private Sector Grants policy, a brief description of available assistance is as follows:

Type of Assistance	Main Purpose of Assistance	Eligibility Criteria	Maximum
Mandatory Disabled Facilities Grant	Adaptations to a dwelling	Owner occupiers & tenants - Means Tested Grants	£25,000
Home Repair Assistance Grants	Minor repairs to dwelling	Owner occupiers on Council Tax Benefit	£3000
Crime Prevention Grants	Work to improve home security	Owner occupiers or tenants on Council Tax Benefit	£1000
Home Energy Efficiency Grant	Work to improve thermal performance of a dwelling	Owner occupiers or tenants on Council Tax Benefit Landlords	£3000

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Empty Home Grant	To encourage the renovation of an empty dwelling for letting	Owners where the work would otherwise be uneconomic	£20,000
Building Conversion Grant	To encourage the conversion of underused buildings for letting	Owners where the work would otherwise be uneconomic	£15,000 per unit
Home Renovation Loans	To make a dwelling fit and in a reasonable state of repair	Owner occupiers who would otherwise be unable to fund necessary repairs - repayable	£30,000
Disabled Facilities Loans	Adaptations to a dwelling not covered by the mandatory scheme & mandatory top up	Owner occupiers & tenants – Repayable loan	£30,000
Landlords Loan	Work to bring dwelling up to a reasonable standard	Landlords who would otherwise be unable to fund necessary repairs or improvements	£20,000

Registered Social Landlords (RSLs)

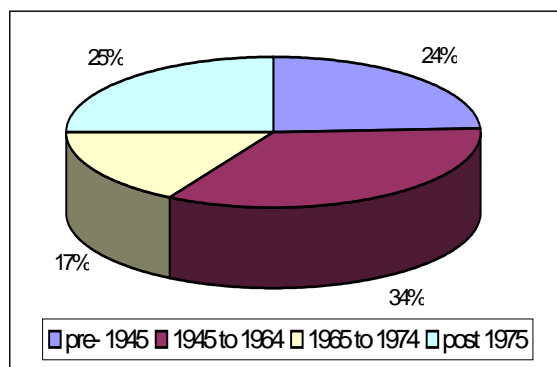
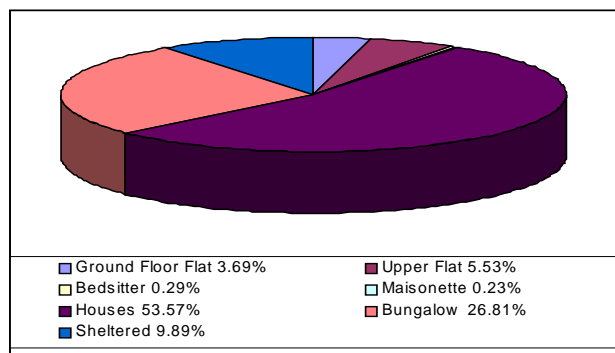
The Housing Corporation and RSLs are key partners in building quality affordable homes in North Norfolk. They currently own and manage over 1088 properties.

We work jointly with them to help ensure that their investment in new social housing reflects the requirements of our strategy. Within our Service Quality Agreement standards are set for Development, Repairs, Long term maintenance and improvement. This Service Quality Agreement is currently being extended to cover our Sub-Region.

Council Housing

North Norfolk District Council owns and manages 4835 Properties.

It consists of the following types of properties



We have considered our stock in detail through a 20% sample stock condition survey and an options appraisal. (Please see our Business Plan for full details). The Stock Condition process included setting in conjunction with our Tenant Representatives and Councillors an 'aspirational standard' for our stock. This standard was considered by all tenants in December 2003 through consultation via a newsletter and public meetings.

The total forecast expenditure to improve and maintain the stock over the next 30 years is £213,318,001, which equates to £44,120 per unit.

(This includes all items of capital and revenue expenditure but excludes professional fees, management costs and VAT.)

Our 2003 stock condition survey found that of the 4835 stock, as at November 2003, 1593 properties are currently considered to fail the Decent Standard, that is 32.9% of the stock.

In addition between now and 2010, approximately 85% of dwellings within the stock are classified as potentially non-decent.

Details of the decent home failures are contained at Appendix 6.0

The cost of meeting those parts of the aspirational standard considered to be extra over those necessary to bring the stock up to the Decent Homes Standard and maintaining that standard is £6.4 million. This cost is for off road parking, overbath showers and external lights back and front, and is included in the £213 million cost identified in the Survey. There is an additional requirement of £4million for fencing which has been identified separately as this work would require an amendment to the tenancy agreement.

We also commissioned a detailed options study from an independent housing consultant. The purpose of which was to evaluate the long term strategic options open to the Council in order for us to achieve our aims and objectives in relation to social housing:

- Secure maximum investment in its housing stock
- Provide homes that are in good repair and to modern standards
- Maintain rents in accordance with Government rent policy.
- Meet the Decent Homes Standard (target date 2010)
- Improve the supply of appropriate social housing to meet local needs.

The options considered and conclusions were:

Option 1 – Stay as we are

This Option would mean the Council remaining as Landlord. It would seek to maximise its resources through rents, Government Housing Subsidy and new borrowing arrangements to secure the investment required.

This would mean though that:

- The Council cannot meet the Decent Homes Standard. It will have a shortfall of some £4.5 million at the Target Year of 2010/11. Whilst thereafter the position varies year on year, the shortfall at Year 20 is again £4.5 million.
- The Council cannot meet the Aspirational Standard. It will have a capital shortfall of some £13 million at the same year. This rises to £23.8 million at Year 20
- There would therefore be no opportunity to improve homes and services or increase the supply of social housing.

Option 2 – Private Finance Initiative

This involves the Council retaining ownership of the homes but contracting the management of some or all of them, to a private partner for a long period. The private partner would raise the money needed to repair and improve the homes.

The Private Finance Initiative is still a relatively new idea being tested by a small number of Councils with the approval of the Government. Based on the schemes that are already in place, there would not be enough money available to provide a solution for all the Council's homes.

Option 3 – Arms Length Management

This option would involve the Council retaining ownership and the management of the homes would be contracted out to a new company set up for the purpose. To gain extra finance the Council would have to achieve a high performance rating from the Government's Housing Inspectorate. The Council is not yet in this category.

Such extra finance would only fund meeting the decent homes standard, not the higher aspirational standard or extra social housing or solve the ongoing revenue problems.

Option 4 – Stock Transfer

This involves the transfer of the ownership and management of the Council's homes to a not for profit landlord. A Housing Association would be able to borrow the finance required to bring the stock up to the aspirational standard, and through the Board of Management tenants would be directly involved in the management of their homes.

Stock transfer would achieve the aspirational standard and services could be improved. The Council would receive a capital receipt and other financial gains. These could be put towards additional homes.

As the available resources will not provide sufficient funding to meet the decent homes standard by 2010 and maintain it the Council determined, after considering all these viable options in conjunction with key stakeholder to apply for Stock Transfer in November 2003, with a ballot proposed in Spring 2005. Further details and an analysis of the various investment options are included in our Housing Business Plan and in our Stock Transfer Application. Regular updates on progress with the proposed stock transfer are posted on our website.

Affordable Warmth

Private Sector

The average SAP rating for the private sector dwellings is 46 and they had the following energy efficient features:

Tenure	Double Glazing	Central Heating	Cylinder Jacket/ Spray Foam 25mm +	Wall Insulation	More than 50mm loft insulation
Owner Occupied	54.1%	75.1%	64.7%	25.9%	81.9%
Private Rented	30.90%	54.2%	47.8%	24.7%	45.6%
Housing Association	61.2%	65.9%	64.0%	55.1%	77.6%
Other Private Agreement	78.6%	83.7%	47.1%	0.0%	85.8%
Unobtainable	33.6%	72.1%	6.5%	6.5%	37.7%

We are working in partnership with the Anglia East Energy Efficiency Advice Centre and energy companies to improve the energy efficiency of private sector homes. This work includes grants

from the Council for a range of energy efficiency measures and through the promotion of energy efficiency schemes and grants available from other agencies.

We are also targeting private sector landlords to improve the energy efficiency of their rented dwellings through the provision of non-contributory grants, which have been promoted through our private sector landlord's forum. During 2002/03 we gave 137 grants that included insulation work, at a total value of £167,445 and in 2003/04 to date there have been 41 grants at a total value of £51,202. The following increases in energy efficiency were achieved:

2002/03	% Improvement in energy efficiency
Owner Occupiers	3.7%
Private Rented	3.2%
Housing Associations	3.2%

Council Stock

The Council made a commitment in 1996 to improve the energy efficiency of all its Council dwellings over a period of 10 years. The average SAP rating to our housing stock has increased from 58.52 in 2001 to 60.65 as at today. The Council has set and agreed a target of 62.50 to be achieved by 31 March 2004. The following indicates the number of properties in each SAP rating band, as at 31 March 2003.

SAP Rating Bands	No. of Properties	Percentage in Band
11 to 30 - Poor	32	0.65%
31 to 50 - Standard	1371	28.04%
51 to 60 - Good	1047	21.42%
61 to 80 - Very Good	1970	40.29%
81 to 11 - Outstanding	469	9.59%

See Business Plan for further details.

Section 7

Choice for All

Aim:

Promoting real choice and access to housing

Wider housing choice is a key part of our Housing Strategy because it promotes mixed inclusive communities, encourages the effective use and management of social housing and is consistent with a more customer focused service.

We have helped people on low incomes own their own home through shared ownership and have helped people remain in their own homes through the provision of grants.

We are currently consulting on a choice based letting system. Action to increase choice in social housing will need to be balanced with the Council's legal obligations to meet housing need. Further detailed analysis of our current housing needs and demand is contained in our Business Plan, section 5 and Appendix 1 of this Strategy.

In the light of the demand for affordable housing and to try and ensure that there is tenure choice, we have been working to develop our links with the private rented sector. In 2003/04 we were successful in receiving funding from the Homelessness Directorate and this included funding to work with the private sector. We have established a private landlord's forum, and increased the amount of private sector leased properties to 30 from 3.

We currently operate a rent guarantee scheme that enables people to access the private rented sector. This has been updated following consultation through our private landlord's forum, which identified that it needs to be made more attractive to landlords to encourage its use to include rent in advance. This work has been funded through Homelessness Prevention funding in 2004/05. We have also employed a Homelessness Prevention Officer whose role will include working closely with the private sector.

We have increased choice for disabled people through our extensive Council House adaptations programme; provision of disabled facilities grants and by working in partnership with our Housing Associations to build specifically designed properties and properties that comply with lifetime homes.

Regeneration of an area is an essential element of wider choice as without it an area's popularity can decline. Fakenham, North Walsham and Cromer have all been awarded regeneration funding.

Key worker housing has not been a major issue for the District to date. However, in the light of the proposed redevelopment of Cromer Hospital discussions have taken place with North Norfolk Primary Care Trust regarding staffing levels at the new hospital and the possible need to provide key worker accommodation. This issue is being researched at a sub-regional level to identify which groups of employees in the sub region are rural key workers.

Social Inclusion

Aim:

To build an inclusive area

We recognise that our customers are not all the same and we therefore have to know, understand and consider their diverse needs and expectations if we are to achieve continuous improvement in our services and set standards for the wider North Norfolk community.

A Race Equality Statement has been produced and this was reviewed as part of the Comprehensive Performance Assessment (CPA) audit that was carried out in 2003.

As a strategic housing authority, it is important that we promote social inclusion across the full range of housing providers to address equality issues throughout our service provision. Equality issues are included within our Housing Association Service Quality Agreements that were established in 2001.

In order to ensure that North Norfolk District Council supports and encourages social inclusion the Council has:

- Issued Accessible Information guidance to all staff and members.
- Subscribed to Language Line, a telephone interpretation service, which can also offer text to text and text to speech translation.
- Arranged for frequently used housing leaflets to be translated into the 9 most common non-English languages.
- Reviewed the provision of hearing loops.
- Progressed an access audit of public areas of Council buildings.
- Supported the North Norfolk Older People's Forum.
- Supported the North Norfolk Disability Forum.
- Worked with partners in the Norfolk Equal Opportunities Network to produce a draft Norfolk Race Equality Scheme and Community Cohesion Strategy.
- Sign up to Norfolk's Vulnerable Adults at Risk of Abuse: joint policy and provide awareness training to relevant staff.

The Housing Benefit section have been successful in obtaining additional funding to set up a Help and Advice Team (HAT). The HAT team has been in place since 6 May 2003 and aims to:

- Improve the level of service to the customer
- Obtain accurate and timely information
- Pro-actively ensure social inclusion is maximised, and
- Improve the general administration, efficiency and effectiveness.

The HAT actively target their assistance to vulnerable households to provide assistance in completing Housing Benefit forms and to ensure that all the required supporting information is provided. They also check that households are accessing all the benefits that they are entitled to and assist in making claims. The HAT carry out home visits and operate a number of surgeries across the district. They are also working to prevent homelessness and will prioritise referrals

from the Housing Advice team and Area Housing Officers where council and private tenants are facing eviction due to rent arrears and/or Housing Benefit issues.

The Housing Benefit section have reduced the time taken to process new housing benefit claims by 22% in the period from 2002/3 to 31 December 2003 and in the same period have reduced the time taken to process change of circumstances by 39%. The Housing Benefit section have also been successful in obtaining Department of Works and Pensions funding to replace the Housing Benefits software system and to introduce an electronic document management and workflow system.

Crime and Disorder

In North Norfolk we are lucky in that our area is not considered to be deprived and there is a low level of reported crime, however there is a higher perception of and fear of crime. (see appendix 1.0) We are therefore working with key stakeholders as part of our crime and disorder strategy, which is to be reviewed following a completion of an audit.

North Norfolk is ranked 159th out of 364 local authorities in the Government's latest index of local deprivation (2000). However Bacton, Mundesley and Happisburgh wards are among the 25% most deprived wards in the Country.

Supporting People

Aim

Supporting Independence

The introduction of Supporting People offered vulnerable people the opportunity to live independently within the community. Supporting People has been implemented in partnership with the Norfolk District Councils, the County Council, Health and Probation.

Details of how Supporting People is being taken forward can be found in the Norfolk Supporting People Strategy 2004-2009 which is currently out to consultation.

The following options will be used to achieve our objective of helping to ensure that independence can be supported, of which more detail is given below:

- Robust and up to date housing market and need information, that details those in special needs;
- Develop policies in conjunction with the Supporting People Commissioning Body that help ensure independence;
- Through our Housing Enabling and adaptation work provide accessible homes;
- Maximise resources that are available for Supporting People services in Norfolk;
- Work in partnership with key stakeholders;
- Work with Supporting People services to prevent homelessness.

Due to the Housing Need of vulnerable people evidenced in our area and the need to prevent homelessness it is not appropriate for the Council to do nothing.

Identifying Need

Our 1999 Housing Needs Survey looked at special needs, it identified that 11.2% of all households in the District contained one or more special needs members. It identified that 3.9% of all households are assessed to be in housing need, compared to 12.7% of all special needs households and 2.8% of all non-special needs households. This will be updated in our planned 2006 survey.

See 1999 Survey for further details.

Domestic Violence

We produced in 2002 a North Norfolk Domestic Violence Strategy. It establishes and explains the aims and objectives of North Norfolk District Council's Housing Services in relation to domestic violence. The Strategy has been written in partnership with the North Norfolk Domestic Violence Forum. The Forum was expanded in May 2002 to include Broadland District Council to help ensure cross boundary issues and provision could be explored and developed.

The Strategy supports and fulfils part of the overall Housing Strategy, informs the County's Supporting People Strategy, is a key priority of the District's Crime and Disorder Strategy and informed our Homelessness Strategy.

We are working with the Olive Tree Project and Leeway to provide support through our Tenant Support Scheme. This is available both for those living in our temporary accommodation and once they are rehoused into permanent accommodation.

During 1999 in partnership with Norfolk Police, Wherry Housing Association and Broadland District Council we commenced a domestic violence alarm scheme. The scheme has been successful, in 2002/3 43 alarms were installed, from 1 April 2003 to end of January 2004 45 alarms have been installed. The forum has been successful in bidding for capital funding for a further 30 units through the Crime and Disorder Partnership.

In September 2004, a supported housing scheme of 8 flats providing good quality self contained temporary accommodation will open in Stalham. The scheme is being funded through the Safer Communities Supported Housing Fund, North Norfolk District Council and Wherry Housing Association. It has supporting people funding for the support services required. The scheme was the result of work that emanated from the Domestic Violence Forum.

Young People

A new Joint Protocol in partnership with Social Services and Connexions has been adopted to reflect the Homelessness Act 2002 and the Children (Leaving Care) Act 2002 to bring about a co-ordinated response to the needs of homeless young people, particularly those aged 16 and 17.

In light of the Homelessness Act 2002 and the new priority group of young people we opened a Young Persons Hostel in partnership with Flagship Housing Group and the Benjamin Foundation. It opened in March 2003 and provides accommodation and support for 11 persons, with 4 flats for move-on.

The Benjamin Foundation also provides temporary accommodation and housing advice for young people within the North Norfolk area. This includes a direct access hostel at North Walsham and a resettlement service. Further accommodation is provided by H.E.A.R.T (Housing, Employment and Rural Training) through 3 rural foyers.

Teenage Pregnancy

Teenage parents are those parents under the age of 18. The prevalence of teenage pregnancies varies significantly across the County although overall the incidence of teenage pregnancies is lower than the national average.

The Norfolk Teenage Pregnancy co-ordinator and strategy group has produced "Preventing Teenage Pregnancy. A joint strategy for Norfolk" which includes detailed proposals and actions for 2001-2004.

Older People

Within North Norfolk it is estimated that we have the following population:

Mid-Year Resident Population 2000	101700
% over 60	30.6%
% over 70	18%
% over 80	7%

Within our Council Stock it is estimated, based on our 2001 and 2003 Tenants Best Value Survey found:

How many people living in your household are aged 60 or over?	% 2003-04	% 2000-01
One	37.1	38
Two or more	22.7	21

In order to ensure that older people are offered a choice of housing the Council has supported the provision of 2 Housing with Care schemes in North Norfolk. There is also a range of Council, Housing Association and private sheltered (and retirement) housing schemes. In addition the Council has an aids and adaptations budget to ensure that tenants are given the opportunity to stay in their home through the provision of aids, and adaptation works such as the installation of ramps, hand rails and level access showers.

Mental Health

South Norfolk District Council are taking the County lead for Supporting People for Mental Health. They commissioned Julian Housing Support to carry out a survey of support and housing needs in February and March 2002. 140 surveys were completed for the North Norfolk area. Of these 56% stated that they were in housing need, of these the greatest need (36%) was for self-contained flats with outreach support.

Within our Homelessness presentations some 12% of those presenting are vulnerable due to mental health problems. To assist support people with mental health problems we are working in partnership with Julian Housing through our Tenant Support Scheme and the development of our Wherry Housing Association supported flats.

A county wide Mental Health Strategy has been produced, it includes a number of recommendations to improve joint working between housing, Social Services, Health services and the voluntary sector in order to improve the services and options available to people with a mental health issue. The Council has been involved in the production of the strategy and will be monitoring and assisting where appropriate the implementation of the action plan.

Learning Difficulty

The Government's National Strategy for people with learning difficulty is presented in *Valuing People*. The broad emphasis is on choice, independence and integration into ordinary life and services. *Valuing People* requires public authorities to work together to plan more effectively for the future needs of people with learning difficulties. North Norfolk District Council will

therefore be looking for ways to work more closely with representative groups and the Northern Norfolk Joint Learning Difficulties Team on housing and related matters.

Great Yarmouth Borough Council take the lead for Supporting People for people with learning difficulties in Norfolk. Following consultation with people who use services and their carers, a housing plan for Norfolk has been produced. This confirms a preference for ordinary housing options where support is reasonably achievable therein.

Already, increasing numbers of people with learning difficulties are making applications for future accommodation from North Norfolk's own housing stock or Housing Associations. In a growing number of cases, these are being made because people are ready to be discharged from residential care. Unfortunately, this has sometimes happened at short notice because of the unexpected closure of particular residential homes. The Northern Norfolk Learning Difficulties Team has expressed its appreciation of the excellent co-operation they have received from North Norfolk District Council's Officers in these often very sensitive situations. We will be working with them to see if it is possible to predict and respond to such events more effectively.

Homelessness

In July 2003 North Norfolk District Council produced a Homelessness Review and Strategy. Consultation on this included all key stakeholders through 2 conferences and circulation of the draft documents for comments. Since its adoption a Homelessness Forum has been established to both monitor and move forward the Strategy.

The key areas to tackle that were identified by the Strategy were:

- Service Standards
- Temporary Accommodation
- Inter-Agency Working
- Homelessness Prevention
- Housing Options.

(Please see Homelessness Strategy for further details.)

A key area for improvement has been in our use of Bed and Breakfast (B&B) to ensure that we met the Governments target that no family should live in B&B except in an emergency.

Months	Families in B&B	Families in B&B over 6 weeks
Feb. 03	18	10
Mar. 03	18	14
Apr. 03	18	13
May 03	18	12
June 03	20	8
July 03	17	10
Aug 03	18	13
Sept 03	22	10
Oct 03	26	13
Nov 03	15	6
Dec 03	9	3
Jan 04	10	3
Feb 04	0	0
March 04	0	0
April 04	0	0

North Norfolk District Council - May 2004.

Families

Corporately the Council has committed to working with other Agencies to establish and ensure the successful operation of the Sure Start programme is established in North Norfolk.

The Poppyland Sure Start, which covers the coastal strip from Cromer to Lessingham, started in July 2003. The scheme supports families with children up to the age of 5. Poppyland Sure Start has already established childminding networks and a Health Choices Co-ordinator. From April 2004 a team of Community Outreach Workers will be in place to provide family support around issues such as housing, benefits and employment.

Members have identified that there is a need for officer and staff training to be undertaken on Child Protection issues, this is especially important due to the recent Green Paper “Every Child Matters”. It is considered that there are a number of staff, especially housing staff for whom this training is of especial relevance.

Appendix 1.0

North Norfolk Statistics

Area

Area Covered	96,614 hectares (approx 381 square miles)
Coastline	68km (42 miles)
Population Density 1997	102 people per square kilometre
Resident Population	44% of population live in 7 towns

Population

Resident Population 2001 Census	98,382
---------------------------------	--------

Male	48%
Female	52%

Census 2001

Age	North Norfolk	Norfolk	England and Wales
0 to 15	16%	18%	20%
16 to 74	72%	72%	72%
75 and over	12%	10%	8%

Census 2001

% of Resident Population in Ethnic Groups	North Norfolk	England
White	99.2	90.9
of which White Irish	0.4	1.3
Mixed	0.4	1.3
Asian or Asian British	0.1	4.6
Indian	0	2.1
Pakistani	0	1.4
Bangladeshi	0	0.6
Other Asian	0	0.5
Black of Black British	0.1	2.1

Census 2001

Household	North Norfolk
One person	29.8%
Married couple	36.3%
Cohabiting	7.5%
Lone Parent (dependent children)	4.1%
Lone Parent (non-dependent children)	2.4%
Other	19.9%

Census 2001

Health

	Population %	Eastern Regional Ranking
Widowed	10.6%	2 nd Highest
Limiting Long-term Illness	21.5%	3 rd Highest
Permanently Sick or Disabled	5.3%	7 th Highest
People Providing Unpaid Care	10.9%	2 nd Highest
General Health Not Good	9.5%	6 th Highest

The 2001 Census asked people to describe their health, over the preceding 12 months as 'good', 'fairly good' or 'not good':

Resident population (percentage)

	North Norfolk	England and Wales
Good	63.9	68.6
Fairly good	26.6	22.2
Not good	9.5	9.2

Source: 2001 Census, ONS

	North Norfolk	England and Wales
Had a long-term illness	21.5	18.2

Source: 2001 Census, ONS

	North Norfolk	England and Wales
Provided unpaid care	10.9	10.0

Source: 2001 Census, ONS

Labour Market

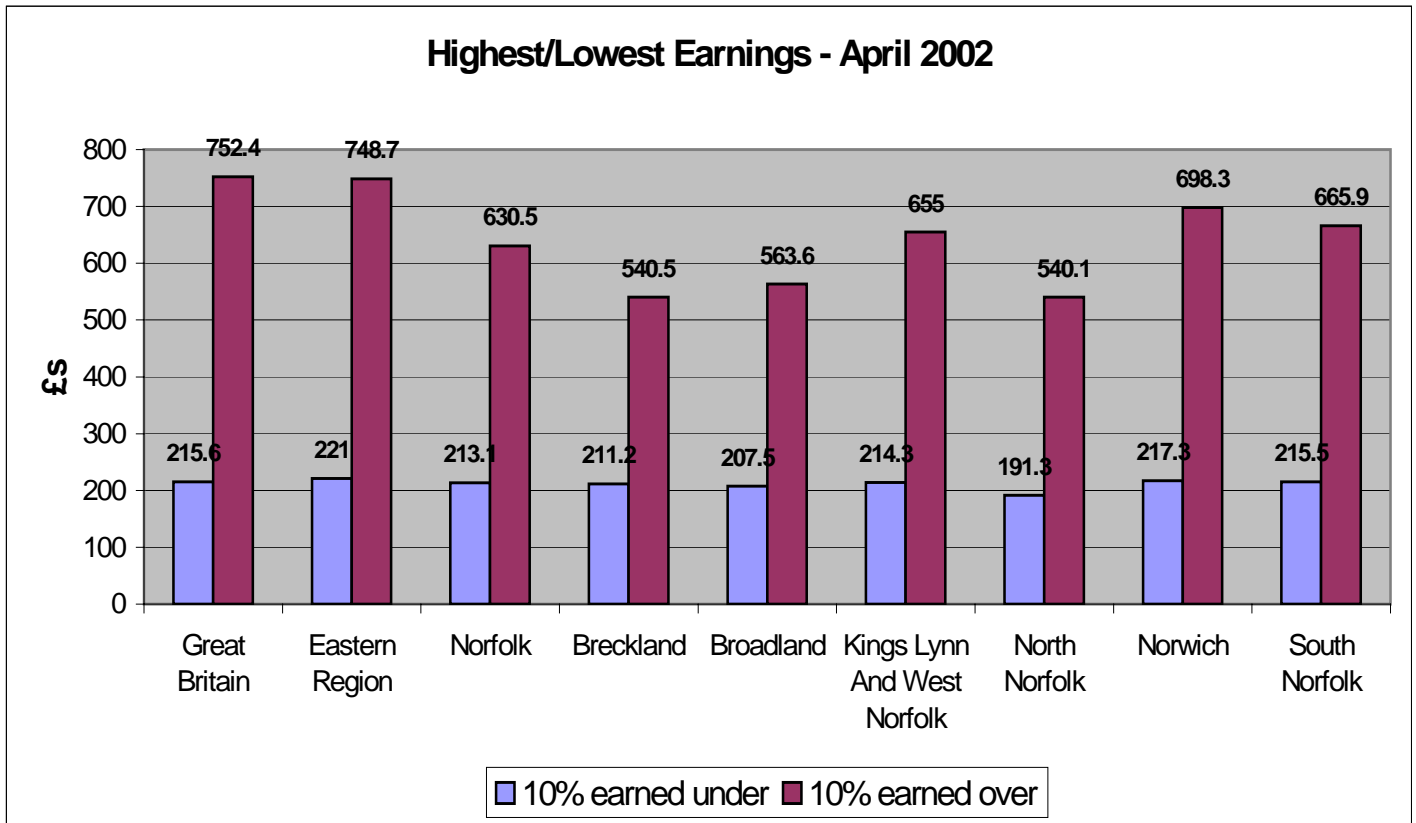
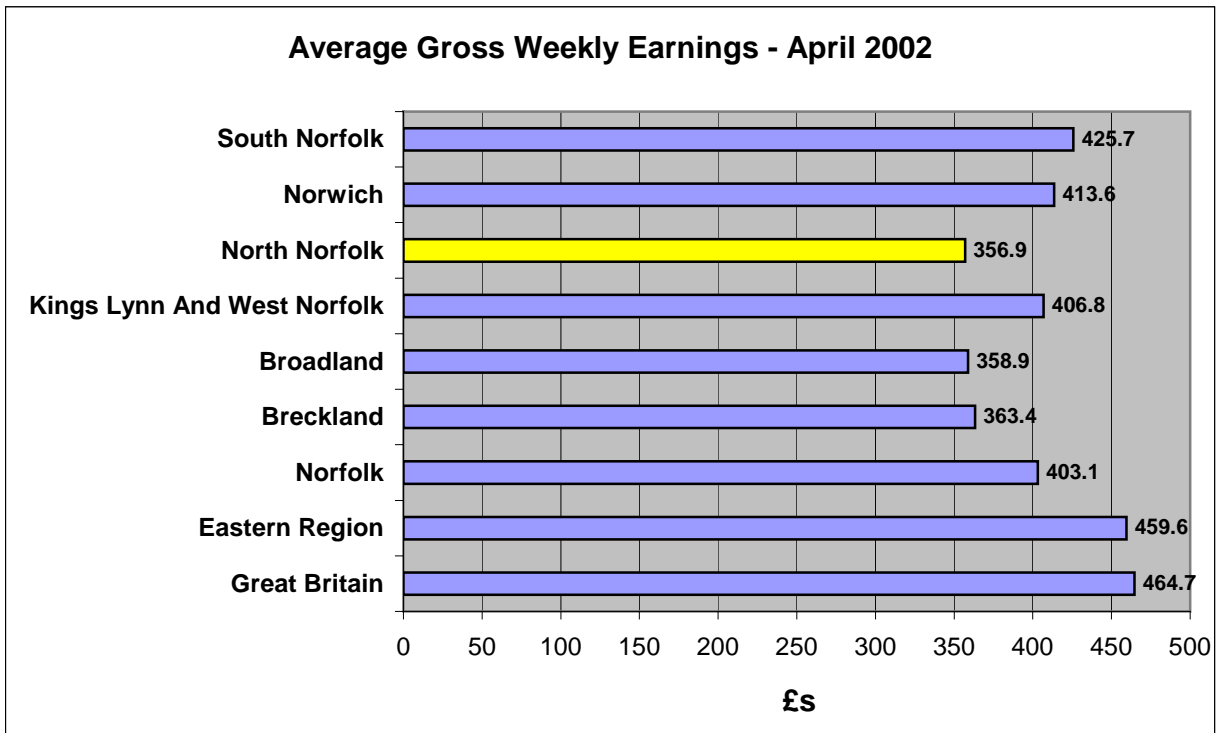
Percentage of 16 to 74 Year Olds	North Norfolk	England and Wales Avg
Employed	57.4%	60.6%
Unemployed	2.6%	3.4%
Economically active full-time students	1.5%	2.6%
Retired	21.8%	13.6%
Economically inactive students	2.3%	4.7%
Looking after home/family	6.6%	6.5%
Permanently sick or disabled	5.3%	5.5%
Other economically inactive	2.5%	3.1%

Census 2001

Income

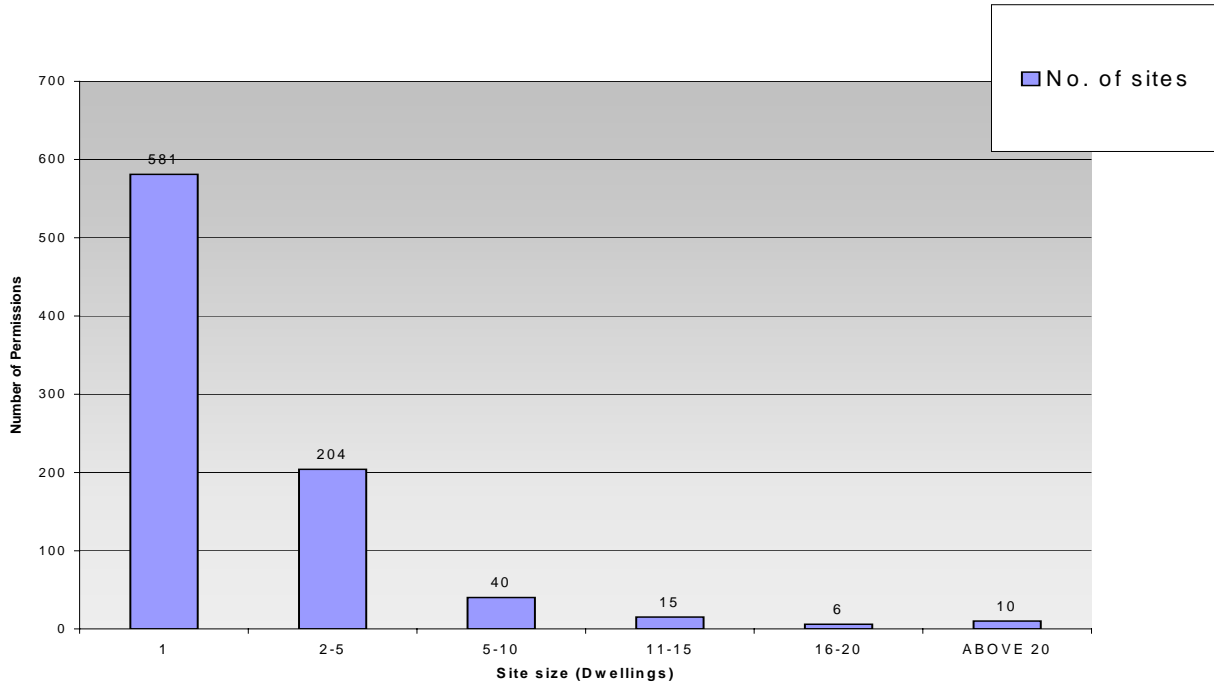
2002 Average Gross Weekly Income	£356.90
2002 % earning under £250 weekly	27.1%
2002 % earning under £350 weekly	56.8%
2002 % earning under £460 weekly	78.0%

New Earnings Survey 2002

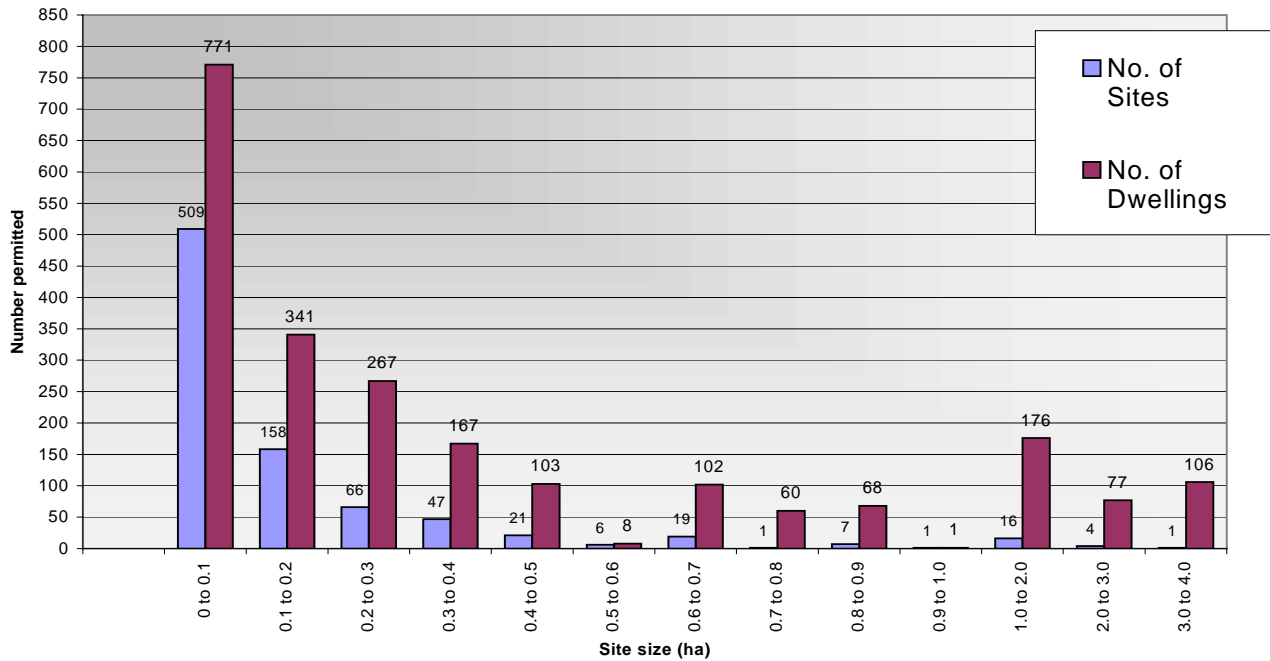


Development

Planning Permissions for Dwellings by Site Capacity (1994-2003)



Planning Permissions for Dwellings by Area (ha) (1994-2003)



Dwellings Completed 2003	463
Dwellings Completed 2002	
Dwellings Completed 2001	434
Dwellings Completed 2000	367
Dwellings Completed 1999	428
Dwellings Completed 1998	522
Outstanding Planning Permission - Detailed	1089
Outstanding Planning Permission - Outline	198

Housing by Tenure

Authority	% Owner Occupied Owned Outright	% Owner Occupied Mortgage or Loan	% Owner Occupied Shared ownership	% Local Authority	% Housing Association	% Private rented from landlord or agency	% rented from other
North Norfolk	42.05%	29.08%	0.25%	10.97%	2.79%	9.75%	5.1%
England	29.9%	38.88%	0.65%	13.21%	6.05%	8.8%	3.22%
East	30.67%	41.53%	0.51%	11.61%	4.91%	7.57%	3.2%

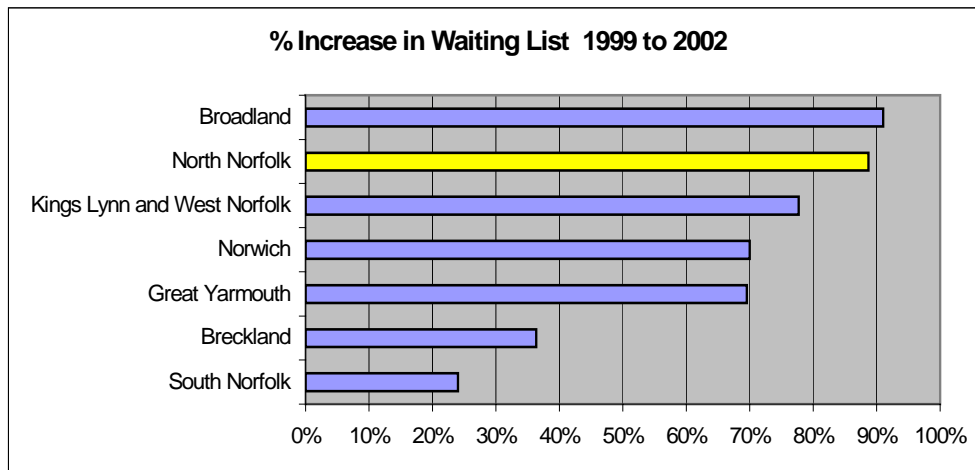
Census 2001

Property Type Lived In

Authority	Detached	Semi-detached	Terraced	Flats
North Norfolk	45.4%	29.2%	15.9%	9%
England	22.8%	31.6%	26%	19.2%

Census 2001

Housing Demand



Homelessness

Years	Total Presentations	Full Duty Accepted	Intentionally Homeless	Not in Priority Need	Not Homeless	Ineligible
1999-2000	211	156	19	28	8	0
2000-2001	259	181	28	44	6	0
2001-2002	327	201	23	56	47	0
2002-2003	367	214	36	80	35	2
2003-2004	388	201	25	122	39	1
% Change since 1999/2000	84%	29%	32%	336%	387%	-

Years	Dependent Children	Pregnant	Domestic Violence	Old Age	Physical Disability	Young Person*	Mental Health	Emergency	Other
1999-2000	109	16	0	9	9	0	11	0	2
2000-2001	118	14	1	8	13	0	26	0	1
2001-2002	108	18	13	12	16	0	32	1	1
2002-2003	121	20	3	7	25	2	29	2	5
2003-2004	110	13	9	6	17	13	32	0	1
% Change since 1999/2000	1%	(19%)	-	(33%)	47%	-	191%	-	(50%)

* Young person's joint protocol was in place with Social Services so Homelessness Route not used until Homelessness Act 2002

Private Sector

Private Rents In North Norfolk

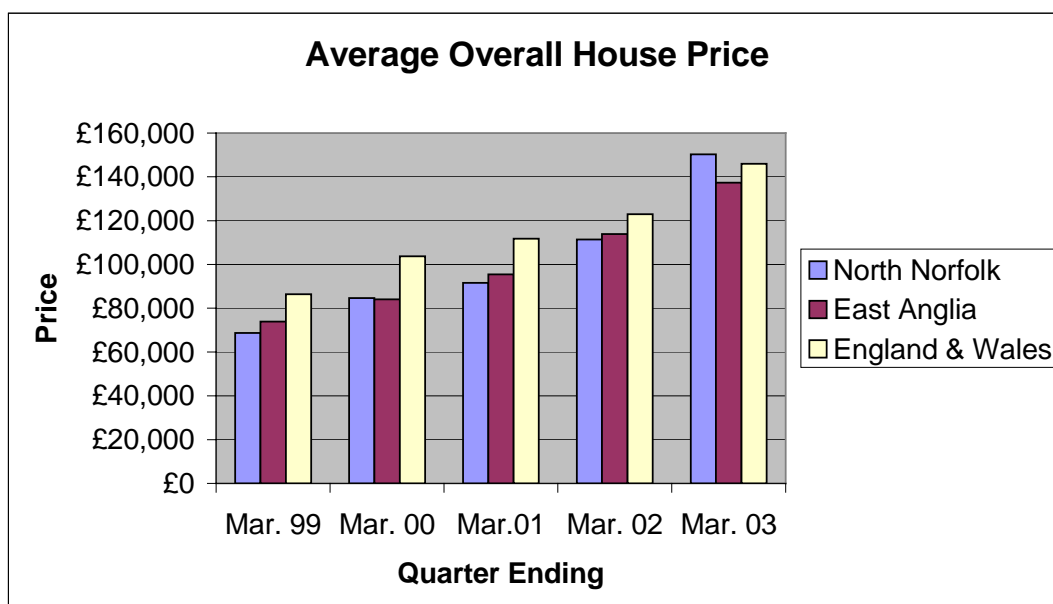
Average Monthly Rent	Studio	1BR CF	2BR CF	1BR PB	2BR PB	3BR PB	1BR T	2BR T	3BR T	4BR T	1BR SD	2BR SD	3BR SD	4BR SD	2BR D	3BR D	4BR D
1999	176	238	283	238	283	304	251	301	313	345	284	307	342	380	340	395	516
2000	228	239	280	261	309	307	262	297	333	525	282	317	355	431	364	419	509
2002	229	267	300	267	310	433	264	316	356	500	267	334	367	505	358	471	557
2003	253	275	320	300	329	500	302	363	389	374	340	365	395	478	427	497	685
% Change since 1999	44%	16%	13%	26%	16%	64%	20%	21%	24%	8%	20%	19%	15%	26%	26%	26%	33%

Market Evidence Summary – The Rent Service. BR = Bedroom. CF = converted flat. PB = purpose built flat. T = Terrace. SD = Semi-detached. D = detached.

North Norfolk House Prices

Qtr Ending	Detached Avg Price	Detached Sales no.	Semi-det Avg Price	Semi-det Sales no.	Terrace Avg Price	Terrace Sales no.	Flat/Mais Avg Price	Flat/Mais Sales no.	Overall Avg Price	Overall Sales no.
Mar. 99	£95112	177	£53198	98	£47793	93	£38349	39	£68768	407
Mar. 00	£113592	227	£69230	122	£53617	104	£49555	41	£84695	494
Mar.01	£129623	217	£74562	141	£66415	130	£46052	57	£91560	545
Mar. 02	£156797	212	£88381	142	£84143	124	£54587	53	£111333	531
Mar. 03	£200501	179	£126479	86	£103093	92	£81243	38	£150224	395
Mar. 04	£196198	239	£142520	114	£122966	107	£79009	39	£159072	499
Increase since 1999	106%		168%		157%		106%		131%	

HM Land Registry Data



RTB Sales In North Norfolk

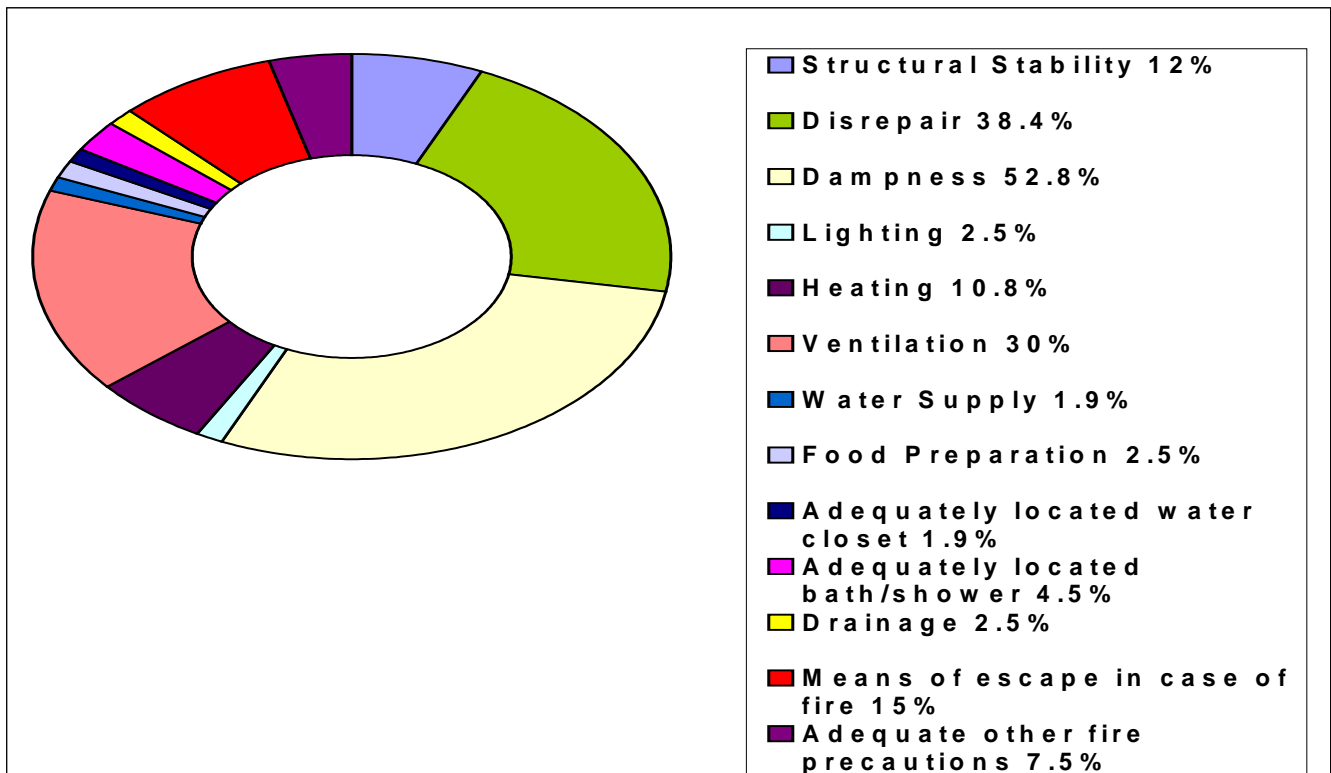
Years	RTB Sales	Average Value	Average Sale Price
1998/1999	67	£39,473	£20,476
1999/2000	105	£43,374	£23,090
2000/2001	92	£48,296	£25,382
2001/2002	127	£54,226	£28,967
2002/2003	128	£63,140	£38,808
% Change since 1999	91%	60%	90%

Private Sector Stock Condition

An analysis of unfit dwellings within different tenures for 2001 and 2002 shows:

	Unfit LA dwellings	% of LA dwellings that are unfit	Unfit RSL dwellings	% of RSL dwellings that are unfit	Unfit 'Other public sector' dwellings	% of 'Other public sector' dwellings that are unfit	Owner occupied and private rented dwellings that are unfit	% of owner occupied and private rented dwellings that are unfit	Total unfit dwellings	% of total dwelling stock that is unfit	Energy efficiency of private sector housing: Average SAP rating
North Norfolk 2001	0	0	0	0	174	37.1	1609	3.7	1783	3.6	46
North Norfolk 2002	0	0	0	0	172	35.17	1609	3.64	1781	3.5	46
Eastern Region 2001	596	0.2	137	0.1	453	2.8	93586	4.9	941144	4.00	not available
Eastern Region 2002	8127	3.26	564	0.41	429	2.76	85686	4.4	94806	4.04	not available
England 2001	151927	5.4	21588	1.5	3058	2.5	1180948	7	1325137	6.2	not available
England 2002	156229	5.82	16419	1.07	4008	3.57	1103498	6.44	1280154	5.96	not available

Private Sector Housing Survey 2000



Levels Of Crime in North Norfolk

Notifiable offences recorded by the police. April 2000 - March 2001.

	Violence against the person	Sexual offences	Robbery	Burglary from a dwelling	Theft of a motor vehicle	Theft from a motor vehicle
North Norfolk Total number of offences recorded	470	41	6	170	126	379
North Norfolk Rate per 1,000 population	4.7	0.4	0.1	1.7	1.2	3.8
	Violence against the person	Sexual offences	Robbery	Burglary from a dwelling	Theft of a motor vehicle	Theft from a motor vehicle
England and Wales Rate per 1,000 population	11.4	0.7	1.8	7.6	6.4	11.9

Source: Home Office

Appendix 2.0

Feedback from 2002 Strategy

We identified the following Housing actions and priorities in our 2002 Strategy:

- **Sub Regional Working**

A formal identity for the sub region has been established. The Rural East Anglia Partnership (REAP) held an introductory meeting for partners on 15 September 2003. REAP has updated the information on the sub region for the Regional Housing Strategy and has produced an action plan of future work. The completion of a sub regional housing strategy has been delayed to allow for additional needs research to be carried out and will now be completed in 2004.

- **Housing Consultation**

The Tenants Resource Centre is continuing to be run by tenants, the centre is currently open 3 days a week although tenants want to increase this due to the work that will take place as part of the LSVT process.

The Tenants and Residents Associations have not yet been placed on the Council's website. 2 tenant representatives have just been appointed in the West area and elections to appoint 2 tenant representatives will shortly be held in the East area. The tenant representatives are looking to introduce surgeries to facilitate an improved flow of information to and from the wider tenant population to the Area Panels and District Panel. Through work on the Stock Options Appraisal, tenants have appointed an Independent Tenant Advisor. The Council has commissioned the Independent Tenant Advisor to work with the Tenant Representatives to create a Tenant Empowerment Strategy.

- **Update of 1999 Housing Needs Survey by 2003.**

The update to the 1999 district-wide Housing Needs Survey was completed in October 2003. The update document has been used to update housing needs data and has recast the survey in a format that is compliant with the 2000 guidance on how such a document should be produced. This has strengthened the document and makes it more effective as a tool when negotiating affordable housing through the Planning System.

- **Completion of 2 local housing needs surveys by 2003.**

4 Local Housing Needs Surveys were completed in partnership with local Housing Associations, the Rural Housing Trust and the Rural Housing Enabler in 2003. A further 3 surveys were completed in 2002. As a result of the surveys bids for funding for additional housing to be provided through the Exceptions schemes have been made for 8 villages. North Norfolk is contributing to the cost of employing the Norfolk Rural Enabler.

- **Working in Partnership with the Rural Housing Trust on Local Housing Needs Surveys**

The Rural Housing Trust has completed 4 Local Housing Needs Surveys in North Norfolk. An ongoing work programme has been agreed.

- **Work to maximise the amount of affordable homes achieved through the planning system and the use of PPG3.**

The current Local Plan covers the period up to mid 2006, work is currently ongoing on the preparation of a Local Development Framework. The housing policies for the new Local Development Framework are due to be completed by early 2005 although the basis of a new affordable housing policy has been produced which will increase the number of affordable housing units which will be provided. A new procedure formalising the roles and relationship between the planning and housing divisions has been produced to ensure that all opportunities for providing affordable housing are maximised.

- **To commence our 5 year Upvc door replacement programme.**

The programme started in October 2003, by January 2004, new replacement doors have been installed to 1027 properties.

- **To meet the Decent Home Targets.**

The Council has just completed a Best Value Review and Options Appraisal, which has included a validation survey to verify the information produced by the Stock Condition Survey. This has showed that the transfer of the stock will be required to bring all the Council's homes up to the Decent Homes standard by 2010. The Business Plan provides further information on this priority.

- **To achieve a very good SAP rating for our stock by 2003.**

The average SAP rating of the Council's stock is currently 60.65. The very good category requires a rating of 61-80, currently 49.59% of the stock is rated as very good or outstanding.

- **Review of Allocation Policy by January 2003.**

A Choice Based Lettings scheme is currently out for consultation with all key stakeholders, following discussion of the proposals with Tenant Representatives through the District Panel.

- **Development of Landlords Forum.**

The first Landlords Forum meeting was held on the 5 March 2003, at the request of the group ongoing meetings are being held quarterly.

- **To ensure all publications are available in all relevant formats and languages.**

Housing Advice and Homelessness leaflets have been translated into 9 different languages including Albanian, Turkish and Mandarin. All leaflets are available on the Council's website.

- **Continue to work with the Domestic Violence Forum to meet the action plans included in the Domestic Violence Strategy.**

The Domestic Violence Forum has successfully bid for additional resources to provide additional Emergency alarms and to implement a Perpetrators Programme. The Council continues to be actively involved in this group

- **Successful implementation of the revised Young Persons Protocol.**

The Young Person's Protocol has been successfully adopted and implemented.

- **Produce Shadow Supporting People Strategy in conjunction with the County partners by September 2002.**

The shadow Strategy has been completed. The consultation for the draft version of the new Supporting People Strategy for 2004-9 is now underway, the final document will be completed by March 2005.

- **Commence the new funding regime for Supporting People in April 2003.**

Completed successfully.

- **Opening of Young Person's Hostel in Fakenham, March 2003.**

Opened and hostel is operating well.

- **Opening of Supported Flats in March 2004.**

The scheme has been delayed, new date for opening has been set for September 2004.

- **Carry out a Homelessness Review and produce a Homelessness Strategy by July 2003.**

Completed in partnership with key stakeholders, the review and strategy are available on the Council's website.

The following Corporate actions and priorities were identified:

- **Corporate Review**

The Corporate Review was completed in December 2002 and made 40 recommendations for change, the formal report was adopted by Full Council prior to the May 2003 elections. While some of the recommendations have been implemented, the recommendations are under review to reflect the recent political and leadership changes in the Council as well as the outcome of the CPA.

- **Community Plan**

Work on the 4 actions identified in the 2002 strategy is ongoing. The final structure of the Local Strategic Partnership has been established. The communities' priorities have been identified and the first Community Strategy of the North Norfolk Community Partnership will be completed in February 2004. 8 themes have been identified, for each theme a range of key stakeholders has been brought together into Community Action Plan Delivery Teams to produce an action plan and work to achieve the aims of the action plans.

- **Review of Local Plan**

The Local Plan is no longer being updated and instead work is now underway on preparing a Local Development Framework in accordance with the proposals in the Planning and Compulsory Purchase Bill. The Local Development Framework will be finalised by mid 2007 at the latest. The proposed Housing policies are due to be completed by the start of 2005. The basis of the Affordable Housing Policy is now in place, which will provide revised thresholds and targets for affordable housing.

- **Review of Council Tax Policy on Second Homes**

The review was completed on 21 January 2004, members decided that with effect from April 2004, the discount on second homes will be reduced from 50% to 10%. It has been agreed that most of the additional funding provided to the County Council as a result of this decision will be provided to the North Norfolk Local Strategic Partnership (LSP). By April 2004 the LSP will have full details on how much additional funding it will receive as a result of this decision and will decide where the money will be spent.

- **Review of Empty Homes Policy**

The review of the Empty Homes Policy has introduced a more proactive approach to Empty Homes. A target of bringing 8 empty homes back into use has been set. The new private sector grants policy has improved the incentive for bringing back into use empty homes by providing a grant of up to £20,000 with the requirement that the property is let at an affordable rent for 5 years.

- **Develop a Private Sector Strategy for Grants**

A new grants policy for the Private Sector came into effect from 20 August 2003, this introduced a system of grants and loans to improve the condition of the private sector stock. The Environmental Health department is also working towards ISO9000, which will lead to improved working practices.

- **Successful regeneration of Cromer**

The Cromer Regeneration Partnership is working towards becoming a Community Partnership Trust. The Regeneration process is ongoing and to date has been successful in attracting £9,493,104 of funding to Cromer. This funding is being used for physical regeneration including the flagship Seafront Enhancement project as well as improving the employment and learning skills of the local population.

- **100% of all staff and members to attend a “Re-establishing the way we do things at North Norfolk” seminar in 2002/3.**

The seminars have not been taken place and a replacement programme of Equal Opportunities and Diversity training is being considered.

- **Race equality statement to be produced.**

The Race Equality statement has been produced; it requires further work and implementation.

- **Commencement of Sure Start initiative**

The Poppyland Sure Start has been in operation since July 2003, it covers the area from Cromer to Lessingham and provides services for families with children of up to 5 years of age. The programme is progressing well with childminding networks and a health choices co-ordinator in place. In April 2004, a team of Community Outreach Workers will be in place to provide family support around issues such as housing, benefits and employment.

The 2002 Housing Strategy listed 5 priorities for future affordable housing development:

- **Rural exception sites.**

A programme of Local Housing Needs Surveys has been established to co-ordinate and prioritise settlements where the Rural Housing Enabler and Rural Housing Trust will work with Parish Councils. This allows an ongoing programme of schemes and bids to the Housing Corporation. 4 bids have been made to the Housing Corporation for funding for Exception Schemes in 2004/05 and 7 for 2005/06, if all the bids are successful a total of 92 units for rent and 12 for shared ownership will be provided.

- **Temporary accommodation for homeless applicants.**

A successful bid for funding in 2003/04 has secured funding for 12 flats. A bid for funding in 2004/5 has been made for a further 8 flats and in 2005/06 for 12 flats and 2 wheelchair standard bungalows.

- **Rented housing for single people in market towns.**

Bids made for 12 x 2 bed flats in North Walsham in 2004/5. Bid made for 4 x 1 bed flats in Fakenham in 2005/6.

- **Rented family accommodation in towns and rural areas.**

In 2003/4 funding was received for the following accommodation: 13 units at Briston, 3 units at Sheringham, 18 units at Fakenham, 5 Acquisition and Works properties, 14 units at Stalham, 2 units at Potter Heigham, 13 further units at Fakenham.

Bids for funding in 2004/5 have been made for: 28 units at North Walsham, 3 units at Fakenham, 6 Acquisition and Works properties in Rural areas, 6 units at Binham, 6 units at Northrepps, 7 units at Hindolveston, 12 units at Roughton, 5 units at Trunch, 2 units at Briston and 3 units at Hoveton.

Bids for funding in 2005/6 have been made for: 6 units at Ludham, 9 units at Beeston Regis, 6 units at Gresham, 6 units at Aylmerton, 5 units at Worstead, 10 units at Bodham, 8 units at Great Ryburgh, 6 Acquisition and Works properties in rural areas, 10 units at West Runton and 20 units at Fakenham.

- **Rented elderly accommodation in rural areas.**

In 2003/4 funding was received for the following: 2 units at Potter Heigham and 4 units at Catfield.

Bids for funding in 2004/5 have been made for : 3 units at Binham, 4 units at Hindolveston, 5 units at Trunch. There are also 3 units at Hoveton (although no bid has been made for Social Housing Grant for these units).

Bids for funding in 2005/6 have been made for: 2 units at Gresham and 2 units at Aylmerton.

See Appendix 5 for the results of the bids.

Appendix 3.0

Vision ' Councillors in partnership with staff, aligned to achieving the Council's strategies and meeting the needs of the public in an integrated way without professional barriers. Making NNDC an exciting and satisfying place to work.

Aim: The reduction of homelessness.

Council Priority : **Housing and active communities**

Priorities	Actions	By whom	Target	Resources
To meet the Bed and Breakfast Target – to ensure that no families are placed in Bed and Breakfast Accommodation for more than 6 weeks with effect from 1 April 2004.	<ul style="list-style-type: none"> • Increase the number of Private Sector Leasing Scheme Properties to meet the need • Ensure all Bed and Breakfast establishments meet the new standard through an agreed action plan. 	Accommodation Officer Snr A & A Officer	10 in 2003/4 Ongoing	NNDC housing Prevention Funding £70,000 NNDC housing, B&B's
To maintain the Bed and Breakfast Target	<ul style="list-style-type: none"> • Introduce a transfer incentive scheme • Consider alternative types of temporary accommodation • Monitor that Bed and Breakfast establishments continue to meet the required standard • Produce temporary accommodation plan 	Snr A & A Officer Accommodation Officer Snr A & A Officer	March 04 Dec 04 Ongoing from March 04	NNDC housing, RSL NNDC housing NNDC housing, B&B's Homelessness Directorate funding £70,000
Increase pro-active work on homelessness prevention	<ul style="list-style-type: none"> • Employ a Homelessness Prevention Officer • Monitor Homelessness Prevention Officer work and review post • Carry out further housing market analysis by surveying Estate Agents 	Snr A & A Officer Snr A & A Officer Development Housing	From 1 April 04 for one year Ongoing from 1 April 04 September 04	NNDC housing, Homelessness Directorate funding NNDC housing Prevention Funding £70,000 NNDC housing
To maximise the provision of permanent accommodation	<ul style="list-style-type: none"> • To increase the amount of affordable housing available in North Norfolk. • Maximise the amount of affordable housing achieved through planning gain. • Produce affordable housing plan. • To work with the PCT to develop affordable housing 	Housing Strategy and Needs Manager and Development Officer	Ongoing	NNDC housing and planning Enabling Budget £350,000

North Norfolk District Council - May 2004.



Aim: More Public and Private Rented Housing

Council Priority : **Housing and active communities**

Priorities	Actions	By whom	Target	Resources
Increase the availability of decent private rented housing sector	<ul style="list-style-type: none"> • Increase the number of properties on the PSL scheme • Promote and expand membership of the Landlords Forum • Support the discount on Council Tax for Empty Homes remaining at the reduced level of 10% • Provide grants and take enforcement action where required to bring Empty Homes back into use. Provide loans for conversion of redundant buildings/ spaces into residential accommodation. • Carry out a private sector housing survey • Improve Housing Benefit processing times. 	<p>Accommodation Officer</p> <p>Snr A & A Officer</p> <p>Portfolio holder for housing</p> <p>Domestic Team Leader</p> <p>Private sector team</p> <p>Council Tax & Benefits Manager</p>	<p>10 in 2003/4.</p> <p>Ongoing</p> <p>To keep discount at 10%</p> <p>Bring 8 empty dwellings back into use per annum</p> <p>2007</p> <p>To take an average of 35 days to process claims by 2005/6</p>	<p>NNDC housing Prevention Funding £70,000 NNDC housing</p> <p>NNDC</p> <p>Strategic Housing Service</p> <p>£100,000 with Need Survey</p> <p>NNDC Housing Benefits, Department of Work & Pensions</p>
Increase the provision of public housing	<ul style="list-style-type: none"> • Maximise the amount of social housing to rent and shared ownership properties being funded by the Housing Corporation • Continue to provide funding to Housing Associations through the Enabling Budget • Continue to provide free housing land to facilitate the provision of additional social housing • Through the LSP bid for resources for affordable housing via additional Council Tax revenue from second homes • Be proactive in REAP to maximise funding attracted to North Norfolk 	<p>Development Officer</p> <p>Development Officer</p> <p>Development Officer</p> <p>Portfolio Holder for housing / Head of Housing</p> <p>Development Officer</p>	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p> <p>Ongoing.</p>	<p>NNDC housing, Housing Corporation Funding of £350,000 in 2004/5 NNDC housing</p> <p>NNDC housing, North Norfolk Community Partnership NNDC housing, REAP, RSL's.</p>

Aim: More Affordable and Social Housing Council Priority : Housing and active communities				
Priorities	Actions	By Whom	Target	Resources
Maximise the amount of affordable housing being provided through the Planning Process	<ul style="list-style-type: none"> Ensure that all opportunities for the provision of affordable housing through the planning system are made effective use of. Contribute to ongoing work on affordable housing policy for proposed Local Development Document and the affordable housing plan 	Development Officer Housing Strategy & Needs Manager / Development Officer	Ongoing adoption of LDF 2007	NNDC housing, planning NNDC housing, planning Internal Staffing Costs
Ensure that district wide housing needs information is up to date	<ul style="list-style-type: none"> Carry out updates to Housing Needs Survey Investigate option to carry out sub regional housing needs survey 	Development Officer Development Officer	2006	NNDC Housing, Planning and RSLs £100,000 with Priv Sector
Maximise the amount of social housing to rent and for shared ownership that is provided through Registered Social Landlords (RSL's or Housing Associations)	<ul style="list-style-type: none"> Maximise the amount of social housing to rent and shared ownership properties being funded by the Housing Corporation Continue to provide funding to Housing Associations through the Enabling Budget Continue to provide free housing land to facilitate the provision of additional social housing Be an active member of REAP and raise the profile of the sub region to maximise the amount of funding that the district and sub region can attract Through the LSP bid for resources for affordable housing via additional Council Tax revenue from second homes 	Development Officer Development Officer Development Officer Development Officer Portfolio Holder for housing / Head of Housing	Ongoing Ongoing. Ongoing Ongoing Ongoing	NNDC housing, the Housing Corporation Funding of £350,000 in 2004/5 NNDC housing NNDC housing, REAP NNDC housing, North Norfolk Community Partnership
Carry out research on key workers	<ul style="list-style-type: none"> As a sub region carry out research into what is a rural key worker. Submit Housing Corporation Innovation and Good Practice Grant bid to fund project. 	Development Officer	By September 04	NNDC housing, REAP, Housing Corporation, RSL's

Aim: More affordable and social housing in the rural areas (actions specific to rural housing)				
Council Priority : Housing and active communities				
Priorities	Actions	By Whom	Target	Resources
Provide additional social housing to rent or for shared ownership through the Exceptions Policy	<ul style="list-style-type: none"> Maintain the rolling exceptions programme to co-ordinate and prioritise where Exceptions schemes will be provided 	Development Officer	To bid for at least 3 Exceptions schemes per year	NNDC housing, planning, Rural Housing Enabler, Rural Housing Trust, RSL's. NNDC housing £1,000 per annum.
	<ul style="list-style-type: none"> Support the Norfolk Rural Housing Enabler post and help identify a secure funding mechanism 	Housing Strategy and Needs Manager	Ongoing	
	<ul style="list-style-type: none"> Work in partnership with the Norfolk Rural Housing Enabler to carry out identification of parish housing needs and to consult with parish councils 	Development Officer, Snr A & A Officer	Ongoing	NNDC Housing staff resources
	<ul style="list-style-type: none"> Produce an affordable housing guide in partnership with the rural enabler and other districts. 	Development Officer	Autumn 2004	
Aim: Meet The Decent Home Standard				
Council Priority : Housing and active communities				
Priorities	Actions	By Whom	Target	Resources
Provide social housing that meets the Government's Decent Home Standard	<ul style="list-style-type: none"> Maintain the capital investment in the stock Support the Stock Transfer process to ensure resources are available to meet and maintain the Decent Home and the Aspirational standard. 	Capital Works Manager		£3.7million
		Full Council	Application made November 03. Full place awarded Dec 04.	

Appendix 4.0

The Rural East Anglia Partnership (REAP)

REAP's Vision

To seek innovative solutions through joint working as a sub region to enable people living in the area to access a range of tenure options and homes that are decent and affordable.

REAP's Context

The sub region consists of the districts of Breckland, King's Lynn & West Norfolk and North Norfolk. This sub region is characterised by the wide geographical area, which it encompasses, from the North Norfolk coast through to the borders of Cambridgeshire and Suffolk.

The sub region is intrinsically rural in nature including a number of market towns of varying sizes. The sub region has a total of 337 parishes and towns with 319 having a population of 3000 or less, 53% of the total population of 356,000 live in the villages and rural parishes.

Rural areas within the sub region often show quite different characteristics where very wealthy households co- exist with those on incomes less than the national average. The tourist image of the rural area masks problems of low incomes, poor access to services, poor public transport links, concealed households, high numbers of second and holiday homes and increasing house prices making owner occupation unaffordable for many local people.

There are twelve recognised towns across the sub region with the largest being King's Lynn, Thetford, Dereham and North Walsham. The towns serve as the commercial and social hubs for the surrounding rural hinterlands providing the essential services, including medical, educational and retail. Like the rural areas the towns show differing characteristics with areas of affluence co-existing with areas of deprivation with a need for physical and community regeneration.

REAP's Housing Market Analysis

Across the sub region house prices have been increasing at a far higher rate than incomes, the ratio of house prices to average household incomes for the sub region is 5.5 which is one of the highest in the region. This has been fuelled by:

- Demand for second and holiday homes
- Demand for properties arising from the expansion of the Cambridge / Norwich commuter belt
- Population and Household growth
- In-migration of people moving from high house price areas outside of the sub region having more funds at their disposal
- The attraction of the sub region as a retirement location
- Low level of new dwelling completions particularly in rural areas.

This rapid rise in house prices has pushed market housing to buy or rent out of the reach of many local people. The average income in the sub region is below the national average, due to the low wage economy encountered in agriculture and tourism.

First time buyers are now facing real problems entering the housing market and are facing competition from investors who are looking to buy to let.

The majority of new house building is concentrated in and around the market towns, this is again putting local services under pressure as they not only strive to meet the need of the towns but also the rural hinterlands they serve. A number of market towns in the sub region have been identified as growth areas in the Norfolk Structure Plan linked to the increased transport and employment opportunities.

REAP's Housing Supply and Need

Planned housing supply for the sub region as contained in the local plans shows an allocation of 29,300 between 1991 – 2011, the number of units completed or committed is 20,230 leaving a residual requirement for 9,070 units. The need for additional affordable housing as measured by individual local authority housing need surveys is 1,460 per annum, overall the need for additional affordable housing exceeds the planning allocations to be built in the sub region in the period up to 2011.

Using an assumed 30% developer contribution the planning system would deliver a maximum of 2,721 affordable housing units or 340 per annum however, historic evidence shows that the percentage of affordable units achieved is around 10% reducing the figure to 113 a year.

Housing Need Surveys estimate that there are 17,571 households in the sub region with one or more special needs member, frail elderly and people with physical disabilities make up 85% of all the special need households. The sub region has a high number of elderly people, with over 75's making up 10.3% of the population compared with 6.9% nationally. The trend is for the number of elderly people to rise putting pressure on local support services and Disabled Facility Grant budgets.

REAP's Stock Condition

The condition of the private sector housing stock is in the main slightly better than the national average, recent local authority surveys estimate there are 7,916 unfit properties in the sub region, this represents 5% of the stock compared with 7% nationally.

On the 1st April 2003, there were 12,085 local authority dwellings located in the North Norfolk and King's Lynn and West Norfolk districts, at present 6,593 of these dwellings fall below the Government's Decent Homes Standard.

REAP's Black & Minority Ethnic (BME)

The sub region has a low BME population making up 3.8% of the population compared with 13.01% nationally. There is no recognised ethnic community in the sub region with white non-British accounting for approximately half of those in the BME category.

The rural nature of the sub region attracts high numbers of immigrant workers employed both on the land and in local food processing factories. Many of these workers are of Chinese or Portuguese origin. Typically many of the immigrant workers will live in private rented accommodation which is generally overcrowded and in poor condition. The transient nature of the employment and the fact that many of the workers are illegal immigrants make it difficult for the Local Authorities to identify and control their accommodation conditions.

REAP's Aims

- To develop a full strategy for the sub region by Summer 2004.
- To make progress towards and achieve the outcomes and actions contained within the Action Plan.

REAP's Objectives

1. To ensure everyone can live in a decent home at an affordable price
2. To contribute to social inclusion within stable communities
3. To create and maintain sustainable communities
4. To enable housing to contribute fully to ensure good health and promote health equality
5. To use housing investment to complement sustainable economic development
6. To contribute to a sustainable environment.

REAP's Actions

A full action plan has been produced jointly this incorporates the sub region's priorities and actions.

In 2004 REAP will be carrying out research into the need for Key Worker housing within the sub-region. This issue was raised as requiring further investigation in our consultation.

Appendix 4 Vision ' To seek innovative solutions through joint working as a sub region to enable people living in the area to access a range of tenure options and homes that are decent and affordable'

Aims – To develop a full strategy for the sub region by Summer 2004
To make progress towards and achieve the objectives contained within the Action Plan

Objective 1 – to ensure everyone can live in a decent home at an affordable price

Priorities	Actions	By whom	Target	Resources
Promote the sub regional identity and agenda regionally to maximise investment opportunities	<ul style="list-style-type: none"> • Hold REAP introductory meeting with key partners – formalise ongoing schedule. • Respond to lobbying opportunities • Attend Regional Housing Forum Meetings 	REAP, RSL's , HC, GO-East, RHT, RHE	Short term Dec 03	REAP, RSL's.
Monitor progress towards the achievement of the Decent Homes Standard in all social housing stock	<ul style="list-style-type: none"> • Monitor LA progress • Monitor RSL progress through SQA 	REAP, RSL's	Long term/ongoing 2010	REAP, RSL's
Maximise inward investment into the region to maintain a supply of affordable homes	<ul style="list-style-type: none"> • Work with partner RSL's to identify and access all available sources of funding. • Ensure RSL bids maximise regional investment opportunities • Maximise developer S106 opportunities for affordable housing • Raise profile of REAP 	REAP, RSL's	Medium term 04/05	RSL's, REAP, H/Corporation/developers/ RHB
Ensure that investment is prioritised into new and existing stock which meets identified local and sub regional needs	<ul style="list-style-type: none"> • Established Sub Regional Housing Priorities; <ol style="list-style-type: none"> a) Affordable housing in rural areas and market towns b) Single person accommodation in market towns c) Appropriate temporary accommodation for homeless households d) Elderly accommodation in rural areas and market towns e) Rural exceptions schemes f) Family accom in rural areas & market towns • Seek to submit ADP bids for 04/05 and 05/06 programme which meet identified sub regional needs. 	REAP, RSL's HC	Short term Dec 03	ADP HC, RHB

Objective 2 – To contribute to social inclusion within sustainable communities				
Priorities	Actions	By whom	Target	Resources
Research into the needs of the BME population in the sub region	<ul style="list-style-type: none"> Support the I&GP bid into the needs of BME – inclusion on steering group. Collect information via SQA 	REAP, RSL's, Supporting People	Short/medium Spring 04	I&GP bid, RSL, REAP
Develop appropriate forms of accommodation for homeless households	<ul style="list-style-type: none"> Investigate creation of a sub regional landlords forum Investigate sub regional private sector leasing Share Best Practice on reducing B&B Monitor Homeless Strategy Action plans 	Private Landlords, PS Housing, REAP, RSL's HB Teams	Medium 04/05	REAP, RSL's HB, Homeless directorate, Homelessness strategy Action plans.
Respond to the need for supported housing schemes as identified in the Norfolk Supporting People Strategy	<ul style="list-style-type: none"> Identify sub regional gaps in provision Seek to develop schemes to meet that need 	REAP, HSG, SP Team, RSL	Medium 04	ADP & Supporting People Funding
Objective 3 – To create and maintain sustainable communities				
Priorities	Actions	By Whom	Target	Resources
Support and promote the rural enabler programme	<ul style="list-style-type: none"> Seek to ensure all LA's support the RHE programme Investigate alternative methods of funding scheme ie on costs 	REAP, RSL, CA, RHE	Short Term Dec 2003	REAP, RSL's , CA,
Consider opportunities presented by changes to planning policy	<ul style="list-style-type: none"> Investigate opportunities presented by new PPG's and PPS's Set up sub regional planning group 	REAP, Planning Depts	Medium Term 2004	REAP, LA's
Investigate intermediate housing market needs and the usefulness of shared equity provision	<ul style="list-style-type: none"> Undertake sub regional key worker research Investigate Shared Ownership affordability issues 	REAP, RSL's	Short Term Spring 04	I&GP, REAP, RSL's
Investigate links to sub regional choice based lettings system	<ul style="list-style-type: none"> Discuss feasibility with RSL's through SQA framework Share existing best practice 	REAP, RSL's,	Medium Term 2004	RSL's REAP
Ensure maximisation of affordable housing and that this is provided on site and integrated into schemes.	<ul style="list-style-type: none"> Set up sub regional planning group Seek to develop robust S106 policies through sharing of best practice 	REAP, LA Planning	Medium Term 2004	REAP, LA's

Objective 4 – To enable housing to contribute fully to ensure good health and promote health equality				
Priorities	Actions	By Whom	Target	Resources
Work towards ensuring that private sector homes are in good repair	<ul style="list-style-type: none"> Share good practice Co-ordinate stock condition surveys Investigate links in RRO policies 	REAP, PSH	Medium Term 04	LA's, REAP
Work with a range of voluntary, public and private agencies with regard to health improvement community safety and regeneration	<ul style="list-style-type: none"> Investigate options for creating a sub regional Housing Support Group 	REAP, SS, Health, RSL's	Medium Term 2004	REAP, SS, Health, RSL's
Work towards co-ordinating stock condition surveys	<ul style="list-style-type: none"> Investigate feasibility of coordinating budgets 	REAP, PSH,	Short term Spring 04	REAP, PSH,
Objective 5 – to use housing investment to complement sustainable economic development				
Priorities	Actions	By Whom	Target	Resources
Encourage the use of local labour	<ul style="list-style-type: none"> Lobby RSL's to use local labour as part of schemes Consider feasibility as part of regeneration schemes 			
Research the needs of key workers	<ul style="list-style-type: none"> Undertake sub regional key worker research Investigate I&GP grant 	REAP, RSL's	Short Term Spring 04	I&GP, REAP, RSL's
Investigate feasibility of home working for social tenants	<ul style="list-style-type: none"> Consider allocations policies as part of development of SQA 	REAP, RSL's	Medium Term 2004	REAP, RSL's
Seek to balance the needs of market towns and small villages for new housing to help sustain local economies	<ul style="list-style-type: none"> Monitor provision of affordable housing through Section 106 schemes against need. Consider need for intermediate housing market units 	REAP, RSL's H/Corp	Short Medium Term	RSL's REAP

Objective 6 – To contribute to a sustainable environment				
Priorities	Actions	By whom	Target	Resources
Ensure that new housing schemes minimise environmental impact	<ul style="list-style-type: none"> Encourage all housing associations to work towards achieving a good Eco Homes rating on all developments. 	REAP, RSL's	Short Term Spring 04	RSL's Hcorp, REAP
Encourage the use of brownfield sites for new housing where appropriate.	<ul style="list-style-type: none"> Influence Local Plan reviews Encourage the use of Brownfield exceptions site 	REAP, RSL's RHT, RHE/Planning Depts	Short Term Spring 04	REAP, RHT, RHE, RSL's
Share good practice and work towards a sub regional empty homes strategy.	<ul style="list-style-type: none"> Review existing strategies in the light of the Regional Housing Strategy 	REAP, RSL's, EHA, RHF	Medium Term 2004	REAP, RSL's, EHA, RHF

Appendix 5.0

2004/05 and 2005/06 Approved Development Programme Bids and Outcome

Bids for 2004/5 funding						
Scheme Name	Housing Association	R or S	No of Units	Unit Type	LASHG	Notes
Acquisition and Works (Rural)	Peddars Way	R	6	2 x 2 Bed Houses 4 x 3 Bed Houses		
Binham Exceptions Scheme	Peddars Way	R	9	3 x 2 Bed Houses 2 x 3 Bed Houses 1 x 4 Bed House 3 x 2 Bed Bung		NNDC providing free land (£249,000 - £9,000 free land value)
Northrepps Exceptions Scheme	Peddars Way	R	6	3 x 2 Bed Houses 2 x 3 Bed Houses 1 x 4 Bed House		
		S	2	1 x 2 Bed House 1 x 3 Bed House		
Hindolveston Exceptions Scheme	Broadland	R	11	4 x 2 Bed Bung 3 x 2 Bed Houses 3 x 3 Bed Houses 1 x 4 Bed House		
		S	4	4 x 3 Bed Houses		
Roughton Exceptions Scheme	Broadland	R	12	2 x 2 Bed Flats 1 x 5 Bed House 2 x 4 Bed Houses 3 x 3 Bed Houses 4 x 2 Bed Houses		NNDC providing free land
		S	4	2 x 2 Bed Houses 2 x 3 Bed Houses		

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Scheme Name	Housing Association	R or S	No of Units	Unit Type	LASHG	Notes
Trunch	Broadland	R	10	5 x 3 Bed Houses 5 x 2 Bed Bungalows		Can be divided into 2 phases. NNDC providing free land
Cranmer Court, Fakenham	Broadland	R	1	1 x 2 Bed Bungalow (wheelchair)		NNDC providing free land
Briston	Broadland	R	2	2 x 3 Bed Houses		NNDC providing free land
Holt Road, Fakenham	Peddars Way	R	2	1 x 2 Bed House 1 x 3 Bed House		NNDC providing free land (£75,000 -£10,000 free land value)
Abbeyville, Cromer Phase 2	Wherry	R	8	8 x 2 Bed Flats	£93,000	Second Phase. Temporary Accommodation. Has full PP
Sadlers Way, North Walsham	Peddars Way	R	40	2 x 2 Bed Bungalows (wheelchair) 4 x 2 Bed Bungalows 2 x 4 Bed Houses 4 x 3 Bed Houses 16 x 2 Bed Houses 12 x 2 Bed Flats		Scheme provides added value, as joint scheme with Orbit Housing Ass. OHA to provide 3 x 2 BH and 4 x 3 BH for S/O without any grant. NNDC providing free land
HOMEBUY	Wherry	S	4	2 x 2 Bed Houses 2 x 3 Bed Houses		
Stalham Road, Hoveton	Orbit	R S	3 5	3 x 2 Bed Houses 5 x 2 Bed House		Second phase of scheme, phase 1 will provide 3x1BB for rent with £93,000 LASHG paid 2003/4 for all 11 units

Scheme Name	Housing Association	R or S	No of Units	Unit Type	LASHG	Notes
Acquisition and Works (Rural)	Peddars Way	R	6	2 x 2 Bed Houses 4 x 3 Bed Houses		
Overstrand	Peddars Way	R	14	6 x 1 Bed Flats 6 x 2 Bed Flats 2 x 2 Bed Bung(wheelchair)	£200,000	Temporary Accom Scheme
Ludham Exceptions Scheme	Wherry	R	6	4 x 2 Bed Houses 2 x 2 Bed Flats		
		S	2	2 x 3 Bed Houses		
Beeston Regis Exceptions Scheme	Orbit	R	9	4 x 2 Bed Flats 3 x 2 Bed Houses 2 x 3 Bed Houses		
Gresham Exceptions Scheme	Wherry	R	8	2 x 2 Bed Flats 2 x 2 Bed Bung 4 x 2 Bed Houses		
Aylmerton Exceptions Scheme	Peddars Way	R	8	6 x 2 Bed Houses 2 x 2 Bed Bung		
Worstead Exceptions Scheme	Peddars Way	R	5	2 x 2 Bed Flats 3 x 2 Bed Houses		NNDC providing free land (£200,000 - £5000 free land value)
West Runton	Peddars Way	R	10	10 x 2 Bed Flats		
Bodham Exceptions Scheme	Broadland	R	10	4 x 2 Bed Flats 6 x 2 Bed Houses		
Gt Ryburgh Exceptions Scheme	Wherry	R	8	2 x 2 Bed Flats 4 x 2 Bed Houses 2 x 3 Bed Houses		NNDC providing free land

Scheme Name	Housing Association	R or S	No of Units	Unit Type	LASHG	Notes
The Drift, Fakenham	Wherry	R	24	4 x 1 Bed Flats 4 x 2 Bed Flats 10x2 Bed Houses 4 x 3 Bed Houses 2 x 4 Bed Houses		Site has recently been given OPP
		S	4	2 x 2 Bed Houses 2 x 3 Bed Houses		
HOMEBUY	Wherry	S	4	2 x 2 Bed Houses 2 x 3 Bed Houses		

LASHG Local Authority Social Housing Grant – money paid by North Norfolk DC to Housing Associations from the Enabling Budget.

PP Planning Permission

OPP Outline Planning Permission

R Rented

S Shared Ownership

BH Bed House

BB Bed Bungalow

PWHA Peddars Way Housing Association

OHA Orbit Housing Association

**ADP Funding
2004/5**

**Schemes for
Rent**

Scheme Name	Housing Association	No of Units	Unit type	Total Capital Cost	Total SHG	LASHG / Notes
Priory Crescent, Binham Exceptions Scheme	Peddars Way	9	3 x 2 Bed Houses 2 x 3 Bed Houses 1 x 4 Bed House	£737,207	£240,000	NNDC providing free land
Sadlers Way, North Walsham	Peddars Way	40	3 x 2 Bed Bungalows 2 x 2 Bed bungalows (wheelchair) 4 x 2 Bed Bungalows 2 x 4 Bed Houses 4 x 3 Bed Houses 16 x 2 Bed Houses 12 x 2 Bed Flats	£3,549,136 this is only the cost of the 40 units	£1,529,507 this is only the SHG of the 40 units	NNDC providing free land. Orbit HA also providing 3 x 2BH and 4 x 3BH for shared ownership and a supported housing scheme Total no of units on site 48.
Northrepps Exceptions Scheme	Peddars Way	6	3 x 2 Bed Houses 2 x 3 Bed Houses 1 x 4 Bed House	£572,503	£241,000	
Stalham Road Hoveton	Orbit	3	3 x 2 Bed Houses	£329,105 this is only the cost for these 3 units	£175,000 this is only the SHG for these 3 units	Orbit HA also providing 5 x 2BH for shared ownership on site. NNDC is providing £93,000 of LASHG in 2003/4 for 3 x 1BB. Total
Units for Sale						
Northrepps Exceptions Scheme	Peddars Way	2	1 x 2 Bed House 1 x 3 Bed House	£198,220	£20,000	

North Norfolk District Council - May 2004.



ADP Funding 2005/6

Units for rent

Scheme Name	Housing Association	No of Units	Unit type	Total Capital Cost	Total SHG	LASHG / Notes
Gt Ryburgh Exceptions Scheme	Wherry	8	2 x 2 Bed Flats 4 x 2 Bed Houses 2 x 3 Bed Houses	£645,120	£328,172	NNDC proving free land

Total Funding

68

£6,031,291 £2,533,679

Direct funding of £2,533,679 will provide 68 units, however extra funding from the use of Orbit Housing Association's own resources (Recycled Capital Grant Funding) and NNDC's 2003/4 Enabling Budget will ensure that in total 83 units will be provided in North Norfolk which will be available for households on the Council's Common Housing Register. In addition Orbit Housing Association will provide at Sadlers Way a supported housing scheme for 8 people who have a learning and physical disability.

Confirmation has been received that in addition to the units shown above, 3 units of HOMEBUY funding will be available each year. These 3 units will be shared between North Norfolk, Breckland and West Norfolk and Kings Lynn Borough Councils. HOMEBUY is a form of shared ownership.

Decent Home Data Survey 2003

Decent Home Data by Category

	Non decent	Potentially non decent									
		Year 2 2003/04	Year 3 2004/05	Year 4 2005/06	Year 5 2006/07	Year 6 2007/08	Year 7 2008/09	Year 8 2009/10	Year 9 2010/11	Year 10 2011/12	Years 1-10
Total stock number	4835										
Number of units failing each criteria											
Fitness Standard	0	0	0	0	0	0	0	0	0	0	
State of repair - key components	966	21	25	1,753	68	1,233	2,091	393	264	225	7,039
State of repair - non-key components	357	2	30	759	76	659	526	217	213	104	2,943
Modern Facilities	0	0	0	0	0	0	0	0	0	0	0
Thermal Comfort	564	0	0	0	0	0	0	0	0	0	
Total number of failures*	1,593	23	55	2,219	100	1,681	2,410	511	417	284	
Total number of units decent	3,242										

*Properties fail on more than one criteria

Decent Home Data by Element

		Non decent		Potentially non decent													
		Count	£	Year 2 2003/04		Year 3		Year 4		Year 5		Year 6		Year 7		Year 8	
Count	£			Count	£	Count	£	Count	£	Count	£	Count	£	Count	£	Count	£
Unfitness	Condensation/Ventilation	0	0														
	DPC/Dampness	0	£0														
	Drainage	0	£0														
	Inadequate Food Preparation Areas	0	£0														
	General Disrepair	0	£0														
	Inadequate Sanitary Fittings	0	£0														
	Shared Bathroom Facilities	0	£0														
	Structural Stability	0	£0														
	Trip Hazard/Uneven levels	0	£0														
	Inadequate Water Supply	0	£0														
	Sub-total	0	£0														
Key Components	Boiler	292	£267,000	21	£18,900	0	£0	579	£536,300	25	£22,500	425	£390,400	166	£152,900	112	£102,800
	Chimney	86	£41,950	0	£0	0	£0	200	£94,500	0	£0	15	£6,750	1,230	£688,650	18	£8,100
	External Doors	469	£625,725	0	£0	5	£3,375	573	£687,150	25	£33,750	404	£510,975	205	£215,325	140	£127,575
	External Wall Finishes	23	£56,125	0	£0	0	£0	175	£251,090	0	£0	47	£86,525	970	£1,779,025	63	£95,750
	Flat Entrance Doors	11	£4,400	0	£0	0	£0	41	£16,400	0	£0	0	£0	162	£64,800	0	£0
	Roof Covering	74	£52,080	0	£0	10	£27,500	298	£322,660	3	£720	391	£171,470	531	£995,940	72	£67,670

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	Roof Structure	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0
	Windows	9	£20,250	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0
	Wiring	188	£280,800	0	£0	15	£22,500	193	£279,000	36	£50,400	150	£225,000	66	£98,100	81	£121,500
	Sub-total	1,152	£1,348,330	21	£18,900	30	£53,375	2,059	£2,187,100	89	£107,370	1,432	£1,391,120	3,330	£3,994,740	486	£523,395
Non-Key Components	Bathroom	284	£426,000	0	£0	0	£0	324	£486,000	45	£67,500	185	£277,500	318	£477,000	91	£136,500
	Central heating system	79	£164,700	1	£1,800	0	£0	158	£315,300	45	£90,600	195	£403,200	162	£332,700	115	£238,200
	Kitchen	317	£760,800	1	£2,400	30	£72,000	555	£1,332,000	31	£74,400	482	£1,156,800	231	£554,400	98	£235,200
	Sub-total	680	£1,351,500	2	£4,200	30	£72,000	1,037	£2,133,300	121	£232,500	862	£1,837,500	711	£1,364,100	304	£609,900
Modern Facilities	Bathroom over 30 years old	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0
	Kitchen Inadequate Space/Layout	0	£0														
	Kitchen over 20 years	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0
	Revise bathroom layout	0	£0														
	Sound Insulation	0	£0														
	Sub-total	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0	0	£0
Thermal Comfort	Cavity Wall Insulation	0	£0														
	Central heating efficiency	564	£1,241,700														
	Sub-total	564	£1,241,700														
Total		2,396	£3,941,530	23	£23,100	60	£125,375	3,096	£4,320,400	210	£339,870	2,294	£3,228,620	4,041	£5,358,840	790	£1,133,295

NB. This table demonstrates the incidences of failure across each of the elements. This table does not directly reflect the number of properties.

Appendix 7.0

List of Agencies Consulted on the Draft Housing Strategy

- Adapt
- Age Concern
- Broadland Housing Association.
- Citizen Advice Bureau
- Co-op Homes.
- Cotman Housing Association.
- Connexions
- Flagship Housing Group.
- Go East.
- Hastoe Housing Association.
- HEART.
- Holt Housing Society.
- Julian Housing.
- Leeway Norwich Womens Aid.
- NORCAS
- Norfolk Constabulary
- Norfolk Rural Community Council
- Norfolk Fire Service
- Norfolk Social Services.
- Norfolk Mental Health Trust.
- North Norfolk Parish and Town Councils
- North Norfolk County Councillors
- North Norfolk Churches
- North Norfolk District Councillors.
- North Norfolk Doctors and Hospitals
- North Norfolk Estate Agents
- North Norfolk Tenant Representatives.
- North Norfolk Primary Care Trust.
- North Norfolk Schools
- Mencap
- Olive Tree Project.
- Orbit Housing Association.
- Peddars Way Housing Association.
- Project 91.
- Rural Advice Project
- Rural Housing Trust
- Salvation Army
- St Matthew Housing
- Shelter.
- Suffolk Heritage Housing Association.
- The Benjamin Foundation.
- The Matthew Project
- Wherry Housing Association.
- Winston Court.
- YMCA.

Appendix 8.0

Contacts and Other Documents

(Please note documents listed can be made available in other formats, such as large print.)

Area	Contact person	Telephone
Housing Strategy	Wendy Stanger or Pete Whittall	01263 516183/6196
HRA Business Plan	Wendy Stanger or Pete Whittall	01263 516183/6196
Housing Options And Stock Transfer Application	Wendy Stanger or Pete Whittall	01263 516183/6196
Homelessness Strategy and Review	Wendy Stanger	01263 516183
Waiting List and Allocations	Wendy Stanger	01263 516183
Tenant Participation & Tenant Empowerment Strategy	David Williams	01263 516179
Housing Management	David Williams	01263 516179
North Norfolk Local Plan	Gary Alexander	01263 516133
Economic and Tourism development	Steve Blatch	01263 516232
Community Strategy	James Kearns	01263 516248
Capital Strategy & Asset Management Plan	Shelia Oxtoby	01263 516077
North Norfolk Crime Reduction Strategy	Mike Terry	01263 516139
House Condition & Home improvement grants	Wendy Stanger	01263 516183

E-mail addresses: to e-mail any of the above people please use the following format; initialsurname@north-norfolk.gov.uk for example wstanger@north-norfolk.gov.uk
Council Documents are available for downloading from www.northnorfolk.org

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Appendix 9.0

Glossary of Terms

Private Sector Leasing Scheme (PSL) – A Council run scheme which leases properties for 5 years to provide good quality self contained accommodation for homeless households.

Bed and Breakfast Standard – A national minimum standard which all Bed and Breakfast establishments must meet if they are being used by Local Authorities as temporary accommodation.

Transfer Incentive Scheme – A scheme to encourage Council tenants living in large properties to move into smaller properties. The scheme can offer practical assistance and financial assistance with the costs of moving.

Planning Gain – This is the term used to describe payments or dwellings provided by developers of new housing where the developer must provide affordable housing and / or contributions to the education or library services as a result of a new housing scheme.

Affordable Housing – This is housing available to those households who can not afford to buy or rent a property that is generally available on the open market. In North Norfolk due to income levels and house prices and market rent levels, only properties to rent from a Housing Association or shared ownership are affordable.

PCT (Primary Care Trust) – Is an organisation responsible for providing improving the health of the community and developing primary and community health services. For example they are responsible for Doctor Surgeries and Community Hospitals.

Enabling Budget – This is a budget held by the Housing Department, which is used to fund the provision of affordable housing through Housing Associations.

LASHG (Local Authority Social Housing Grant) – This is the name used for the funding from the Enabling Budget that is provided to Housing Associations for new affordable housing.

LSP (Local Strategic Partnership) – This is a partnership of Parish and Town Councils, the District and County Councils, the health service and police, businesses and community and voluntary group who work together to produce a concerted and co-ordinated approach to the delivery of services in the communities of North Norfolk.

REAP or Rural East Anglia Partnership is the name of the strategic housing partnership of Breckland, Kings Lynn and West Norfolk and North Norfolk.

Exceptions Scheme – This is Policy 57 of the North Norfolk Local Plan which permits affordable housing to be built on land adjoining village settlement boundaries when market housing would not be permitted.

Norfolk Rural Housing Enabler – a post that was set up to work with parish councils to help them identify whether they have a housing need in their parish. If a need is proven the Rural Housing Enabler will seek to meet that need by using the Exceptions Scheme.

Rural Housing Trust – a housing trust which works with villages in the same way as the Norfolk Rural Housing Trust.

Rent Guarantee Scheme – this is a scheme to help people access private rented housing by removing the need for the prospective tenant to find a deposit. The Council guarantees to pay for any damage up to a set limit.

Key Worker – a group of employees who are considered to be important to local services and who may need assistance to buy or rent a property on the open market.

SAP Rating (Standard Assessment Procedure) – This is a method of measuring the overall energy efficiency of a property.