

## **HOMES POLICY DEVELOPMENT GROUP**

**26 JULY 2022**

### **HOUSING STRATEGY 2021-25 PROGRESS UPDATE**

**Cabinet Member(s):** Councillor Stuart Penny  
**Responsible Officer:** Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing

**Reason for Report and Recommendation:** On 26 October 2021 Cabinet adopted the updated corporate Housing Strategy for the period 2021-25 which was subsequently published on the MDDC website (link below). On the 15 March 2022, the Homes PDG received and agreed the following proposal for informing the PDG on strategy delivery on a rolling basis:

- an update report with the combined action plan for review in May (or nearest meeting)
- full annual review report in November (or nearest meeting) with any recommendations to Cabinet for relevant updates, changes or amendments to the strategy, in particular with regard to strategy objectives and targets

This report provides members of the PDG with the first update report.

**Recommendation: Members note the update on Housing Strategy delivery**

**Financial Implications:** None directly arising from this report.

**Budget and Policy Framework:** There are no direct budget implications of this report.

This strategy sets out those opportunities and challenges in respect of several key delivery functions; housing delivery, enabling and renewal/standards alongside housing needs and homelessness. As such it links with a much wider policy framework, adopted or in development. It therefore reflects the current and projected priorities, needs and aspirations of our community in respect of having access to affordable, safe and healthy housing.

**Legal Implications:** The strategy has no formal basis and there is no legal requirement for have one. Nonetheless, it provides links to a number of statutory requirements on the Council, for example in acting as the Strategic Housing Authority and as registered social housing provider alongside being the Local Planning Authority.

**Risk Assessment:** The strategy provides a framework for the delivery of those key functions and priorities outlined above. In doing so, it will help in the development of a coherent and consistent approach to housing across the district.

**Equality Impact Assessment:** A full EIA was completed as part of the formal adoption of the strategy in October 2021 and no protected characteristics were identified as negatively impacted. Conversely, the strategy has several objectives aimed at improving access to suitable housing for vulnerable people, whether this is due to financial circumstances (affordable housing) or physical or mental-health

disabilities (supporting specific needs, Housing Assistance Policy and adapting for neuro-diversity in social housing).

**Relationship to Corporate Plan:** Our Corporate Plan for 2020-2024 has four key priority areas one of which is Homes. Within each priority strand the Council has committed to ensuring we are working towards sustainable and prosperous communities. This includes a recognition that our villages and towns need affordable housing for local people. There are number of specific actions that underpin this commitment includes targets for the delivery of affordable housing, working with community land trusts and private sector landlords and working to improve the supply of quality housing.

**Impact on Climate Change:** Decisions relating to the management and maintenance of the homes belonging to the Council and influence the carbon performance of market or community led housing will enable officers and Members of the Council to influence the direction of travel against appropriate targets. We can use new development as opportunities to help communities to become increasingly sustainable and self-sustaining at neighbourhood level.

There are specific carbon standard and decarbonisation objectives within the strategy in relation to existing and new housing.

## 1.0 Introduction

1.1 Previous reports regarding the Housing Strategy 2021-25 including the February report into this PDG have introduced and summarised the Strategy comprehensively. This include setting out the context of addressing housing needs in a strategic, joined-up way providing further information on the purpose of the strategy and its priorities and specific objectives. Reference should made to these reports and/or the strategy document itself for this wider information in full.

1.2 In seeking to update the PDG on progress, it is nonetheless helpful to reiterate the strategy focus and measurable outcomes as set out below.

## 2.0 Priorities and objectives

2.1 The strategy identifies the following 'HOME' priorities:

**Housing** - increase delivery of quality designed, well-built homes across the housing market to meet identified needs

**Optimise** - fit for purpose healthy, sustainable, adaptable homes optimised for high energy efficiency and low carbon impact

**Making the most** - making the most of our existing homes across the private and public sector in all forms of tenure

**Engage** - engaging and working with others including partner organisations to deliver our aims

- 2.2 Consequently, the Strategy is divided into four chapters which expand upon each of our key housing priorities. All priorities have equal weighting; each impacts on the other and much of the work around these priorities will necessarily be overlapping and interdependent.
- 2.2 Within each chapter are specific objectives and targets to deliver the different elements that make up each priority.
- 2.3 Overall, some 40 objectives are described within the Strategy and ultimately this provides a detailed but strong framework; setting direction for each of our partners and stakeholders involved in housing; residents, ward members, housing associations, developers, government bodies, regulators, investors, private landlords, charities, voluntary groups and the Council – to provide the right type of homes that are needed.
- 2.4 Members will therefore need to consider the document and the objectives set out holistically within boundaries of where we have an influencing, commissioning or direct delivery role with regard to the provision of housing.

### 3.0 **Monitoring and reporting 2021-22 and into 2022-23**

- 3.1 With strategy being formally adopted in October 2021, the focus on this first update report is on the activity and outcomes achieved against the relevant objectives over the last nine-months or so.
- 3.2 Where possible, additional information is provided on early progress and planned activity for 2022-23 and beyond.
- 3.3 Overall, there has been a high level of activity across the priorities moving towards meeting specific, measurable outcomes. Section 4 below provides a headline summary of some of the relevant activity for 21/22 and 22/23 (to date).
- 3.4 Annex 1 of the report provides a more complete summary of the current activity and monitoring status for the each objective (action plan).

### 4.0 **Summary**

- 4.1 The overall progress of the 40 objectives within the strategy is as follows:

4	No progress/delayed/below target or overdue data
24	Started/on-track
11	Complete (for 2021/22)
1	Not due

- 4.2 Of those complete for 2021/22, many will be rolling annual targets continued for 2022/23 and onwards to 2025 (subject to annual review) and shown as started/on-track or not due for the current year. Nonetheless, several were distinct projects and new updated target for the relevant objectives are currently being developed to reflect project outcomes and next stages (see Annex 1).

- 4.3 The key headlines for activity completed during 2021/22 and across Q1 of the current year are set out below by strategy priority (chapter).

Housing – increased new delivery to meet needs

- 235 homes including 22 affordable homes (Objectives 1 and 3) were completed in the period 1 April 2021 to 31 March 2022. These figures are provisional and currently being finalised (Objective 1).
- Secured planning permission of 14 no. modular zero-carbon social housing properties for Mid Devon Housing (MDH) - St Andrews Cullompton and Shapland Place Tiverton (Objectives 5, 6 and 21)
- Commissioned contracts for additional 3 no. social housing properties for MDH in Tiverton together with a further 5 no. buy-back properties secured (Objective 5)
- Major planning application submitted for 70 no. social and affordable homes at Post Hill, Tiverton for MDH (Objective 6)
- Updated 5-year MDH social housing programmes for 1-4-1 and non-1-4-1 receipts/capital including first 2022 bid into Homes England Affordable Homes Programme (Shapland Place) and 7no. Feasibility Studies for new sites commissioned (Objectives 5, 6 and 40).
- An all-Member briefing on the MDH development programme planned for 30 August 2022 (Objectives 5, 6 and 40)
- Successful DLUHC bid for 3-years Rough Sleeper Initiative funding for 2022-25 totalling £346k (Objective 13)
- Delivery plan in place for Domestic Abuse Act Tier 2 funding and link into wider Devon Domestic Abuse support strategy and Community Safety Partnership Action Plan focusing on vulnerable individuals at risk of homelessness (Objective 15)
- Contact with all town and parish councils to help stimulate interest in Community Led Housing and prioritise those areas for support via Housing Need Surveys. Completed/commissioned surveys for Newton St Cyres and Culmstock with potential for Crediton (Objective 7)
- One new pitch for Gypsies and Travellers was completed in the period 1 April 2021 and 31 March 2022. Outline planning permission exists for up to 5 pitches at Pedlarspool, Crediton and 6 pitches (3 outline / 3 reserved matters) at the Tiverton Eastern Urban Extension. Local Plan allocations remain at North West Cullompton (5 pitches) and East Cullompton (10 pitches). A new Gypsy and Traveller Accommodation Assessment is currently being prepared which will cover Mid Devon, East Devon, Teignbridge and Exeter City. (Objective 16).

Optimise – adapting existing housing

- Lifeline service reviewed and repurposed with a new, dedicated Commercial Team in Building Services (MDH). New dedicated officer in post and updated income target agreed as part of wider development plan for achieving over 1,000 customer households. Links made with other adaptations and handyman services (Objective 21)
- Review of Devon Home Choice data and local allocations policy and rolling programme adaption works to MDDC properties (Objectives 20 and 21)
- Draft, innovative standards for meeting neuro-diversity needs (social housing) developed ready for pilot. Standards presented to Devon Housing Summit in May 2022 with positive feedback (Objective 23)
- Updated Air Quality Action Plan adopted January 2022 with focus on improvements for specific town-centre residential areas of Cridton and Cullompton (Objective 25)
- ECO Flex 3 scheme completed with 625 energy efficiency and affordable warmth installations supported in private sector properties (>250 for 2021/22) (Objective 27)

#### Make – improving the quality and accessibility to housing across private and public sectors (all tenures)

- Empty Homes Plan review at advanced stage and review of Empty Dwelling Management Orders complete (Objectives 28 and 29)
- 100% of current Houses in Multiple Occupation assessed and ongoing review of potential management service alongside emerging and current refugee schemes (Objective 32)
- 14 landlord engagement activities undertaken in 2021/22 (Objective 34)
- Second DLHUC (with Homes England) Rough Sleeper Bid for support to purchase two. Houses in Multiple Occupation (HMO) was unsuccessful on value for money grounds. Other successful RSI bid funding will provide for recently recruited Housing Initiatives role to link homelessness cases with private sector options and an options paper will come forward to utilise existing capital to potentially fully purchase one or both HMOs instead (Objective 35)
- Uptake on Home Improvement Loans (HILs) impacted by Covid during 2021/22 but recent increase in activity. Additional, external funding for HILs secured via Better Care Fund (Objective 37)

#### Engage – partnership working

- Local Housing Needs Assessment (jointly commissioned by East Devon District Council, Exeter City Council, Mid Devon District Council and Teignbridge District Council) is nearing completion. A series of

Member briefings have taken place to consider the findings of the study. Over the coming months, officers will be reviewing the implications of the LHNA and identifying potential policy interventions that can be taken forward through Plan Mid Devon. These will be subject to additional Member engagement and discussion. The final LHNA report will be published as part of the evidence base for Plan Mid Devon in due course, and which will also be capable of being used to help inform the preparation of other plans, programmes and strategies. (Objective 39 and links to others)

- Working with Homes England on pipeline of potential sites under Affordable Homes Programme
- 8 broad engagement activities commenced across Homes England (Affordable Homes Programme), ASB/Police, DCC and safeguarding, refugee schemes, networking via Community Engagement Network, MDH tenant engagement/policy review and community consultation on Post Hill scheme (Objective 40)
- Additional MDDC (MDH) participation in national social housing professionalism DLUHC research project (1 of 8 UK case-studies) in June 2022 and rolling membership of DLUHC/Local Authorities/Local Government Association national Strategic Advisory Group (affordable housing policy, LA housing, Social Housing Bill and Right to Buy (Objective 40)

## 5.0 Recommendation

5.1 It is recommended that Members note the update on Housing Strategy delivery

**Contact for more Information:** Simon Newcombe, Corporate Manager for Public Health, Regulation and Housing.

### **Circulation of the Report:**

Members of the Housing PDG  
Cllr Stuart Penny, Cabinet Member for Housing and Property Services  
Leadership Team  
Corporate Management Team  
Service/Operations Managers  
Legal Services  
Housing Strategy Officer Working Group

### **List of Background Papers:**

MDDC Housing Strategy 2021-25

<https://www.middevon.gov.uk/residents/housing/housing-strategy/>

Annex 1 – Housing Strategy objectives status and detail (2021/22 and Quarter 1 2022/23)

HOUSING  
Maintaining a supply of new homes and sustainability

Objective	Description	Measurement	Target	21/22 Activity	Status	Comment	22/23 Activity	Status
1	Maintain the supply of new market homes in Mid Devon	Number of net additional homes each year	393	235 additional homes completed during the 2021/2022 monitoring year inclusive of 22 affordable homes (provisional figure subject to being finalised).	No progress or delayed	Overall housing completions during the 2021/22 monitoring year fall below the target objective. Officers are currently investigating the reasons underpinning this although evidence suggests that housing completions are below targets for other LAs in the region as well. Shortages of skilled workers and the high cost of materials and labour are also likely affecting housebuilding rates in Mid Devon. Levels of house completions are also likely to be impacted by prevailing economic circumstances affecting the development industry.	Ongoing/review target in light of Local Housing Needs Assessment (LHNA)	Not Due
2	Focus the delivery of new homes in sustainable places	Monitor the amount and distribution of new housing against strategic targets	Tiverton (30%), Cullompton (50%), Crediton (10%) and rural (10%)	Breakdown of housing completions as follows: Tiverton (29%), Cullompton (3%), Crediton (22%) and Rural areas (46%)	Started / on track	The breakdown of housing completions reflects where planning permissions have been granted and sites are currently being developed. The proportion of completions at Cullompton is expected to align with the target (50%) in future monitoring years once the local plan site allocations at the North West and East of the town come forward for development.	Ongoing	Not Due
Meeting all housing needs of all types and tenures and type								
Objective	Description	Measurement	Target	21/22 Activity	Status	Comment	22/23 Activity	Status
3	Secure more affordable housing	Monitor the number of affordable homes delivered annually	94	22 affordable homes completed during the 2021/22 monitoring year. (provisional figure subject to being finalised).	Started / on track	Overall housing completions during the 2021/22 monitoring year fall below the target objective. Officers are currently investigating the reasons underpinning this although evidence suggests that housing completions are below targets for other LAs in the region as well. Shortages of skilled workers and the high cost of materials and labour are also likely affecting housebuilding rates in Mid Devon.		Not Due
4	First Homes	First Homes Policy including local eligibility criteria developed and adopted	Interim policy guidance brought into use 2021. Formal policy to be included in a new Local Plan (adoption mid 2025)	Interim policy guidance in place which follows the approach set nationally. Template s106 provisions are also in the process of being agreed to ensure consistency across decision making. Consideration of additional eligibility criteria and amended price caps will take place as Plan Mid Devon is progressed.	Started / on track	Timetable to follow Plan Mid Devon.		Started / on track

5	Retain a viable Council Housing stock baseline of a minimum 3,000 properties through full use of available Right to Buy (RTB) 1-4-1 receipts	Monitor the number of social rent delivered for the Mid Devon Housing Revenue Account/Council Housing stock	Deliver 60 new Council homes between 21- 25 and a further 20 by 2027	5no. buy-back properties	Started / on track	Initial budget for 47 units by the end of financial year 24/25 identified, although budget will be available in 25/26 to enable further delivery of 33 units by the end of 26/27	3no.Buy-back properties 3no. new properties @ Beech Rd Tiverton - PP and contract secured 6no. new properties @ St Andrews Cull modular - PP and contract secured 2no. new properties @ Siddalls Grds - PP and budget for in-house delivery secured 1no. New property @Wingfield Close, Tiverton Budget for in-house delivery secured	Started / on track
6	Grow the Mid Devon Council Housing stock beyond baseline through additional, non 1-4-1 mechanisms	Monitor the number of social rent and affordable homes delivered for Mid Devon Housing	Deliver 70 new Council homes between 21 – 23 and additional 15 homes per annum thereafter to 2025	70 no. properties @ Post Hill at RIBA Stage 3, Pre-app and detailed design underway 8 no. properties @Shapland Place PP and contract secured	Started / on track		70 no. properties @ Post Hill at RIBA Stage 3, Planning Applic submitted 23 June 8 no. properties @Shapland Place PP and contract secured	Started / on track
Meeting housing needs of rural communities								
Objective	Description	Measurement	Target	21/22 Activity	Status	Comment	22/23 Activity	Status
7	Understand housing need in rural areas	Parish surveys of local housing need	3 surveys per yr	Housing Need Survey completed for Newton St Cyres. A study has also been commissioned for Culmstock Parish Council. Discussions are also currently taking place with Crediton Town Council regarding the possibility of applying the HNS methodology to a town. A letter has been sent to all town and parish councils to help stimulate interest in Community Led Housing and prioritise those areas for support via Housing Need Surveys.	Started / on track	Follow-up parish leads		Not Due
8	Support community led housing schemes	Assist Community Land Trust through the Community Led Housing Fund	1 Community Land Trust provided grant funding each year, subject to assessment criteria being me	A letter has been sent to all town and parish councils to help stimulate interest in Community Led Housing and inform them of the grant funding available to support projects. Initial discussions have taken place with a number of parish councils.	Started / on track	Follow-up parish leads		Not Due
Raising building design standards – accessibility, design quality and climate change								
Objective	Description	Measurement	Target	21/22 Activity	Status	Comment	22/23 Activity	Status
9	Improve accessibility standards in new homes	Monitor annual completions on major sites (10 or more dwellings) to be built to Level 2 of Building Regulations Part M (access to and use of new dwellings)	20%	Awaiting data/overdue	No progress or delayed	Officers have incorporated the implementation of M4 (2) requirements into housing monitoring processes although it is not possible to retrospectively backfill this data. It is envisaged that data on the number of completions built to Level 2 of Building Regulations Part M will be available following the end of the 2022/2023 monitoring year.		Not Due



10	Improve design quality in new homes	Monitor number of appeals allowed where planning permission has been refused due to poor quality design	0	Awaiting data/overdue	No progress or delayed			Not Due
11	Improve the climate change sustainability and resilience of new Council Housing	Monitor % of properties that meet defined zero-carbon and other standards (e.g. Passivhaus)	100% of all new build Council homes to be net-carbon zero by 2025 and meet a defined comfort and energy use standard	Post Hill and, Shapland and St Andrews new schemes design to zero-carbon standard for commencement in 2022	Started / on track		Modular schemes commissioned for occupancy 22/23. Post Hill planning application submitted	Not Due
<i>Preventing homelessness and supporting priority households</i>								
Objective	Description	Measurement	Target	21/22 Activity	Status	Comment	22/23 Activity	Status
12	Minimising rough sleeping	Successful applications for external funding streams including MHCLG (now DLUHC) Rough Sleeping Initiative, on-going Navigator projects delivery and development of our night shelter accommodation during the winter months	5 or less rough sleepers within Mid Devon at any one time	Rough Sleeper Initiative Bid submitted February 2022 for three years funding. £346k awarded June 2022	Started / on track	Bid contains a number of proposed activities for reducing rough sleeping and preventing homelessness for the next 3 years.	Bid for Rough Sleeping Accommodation programme due to be submitted in April 2022. Proposal to purchase private sector HMOs for use as temp accommodation – bid unsuccessful	Started / on track
13	Maximising prevention activities and outcomes	Working with the Housing Options Accommodation Officer to facilitate or provide support for all households at risk of homelessness and ensure there is sufficient temporary or emergency accommodation available to all priority households	90% of all temporary or emergency accommodation for priority households provided within the district / putting in place support to help tenants to sustain their tenancies where appropriate	Rough Sleeper Initiative Bid submitted February 2022 for three years funding. Funding awarded as part of Objective 12. 100% of current temp/emergency accommodation is within the district	Complete	Part of the suite of options identified in successful RSI bid		Not Due

14	Increasing accommodation options	Work with the Planning Service and through this wider strategy to deliver more affordable accommodation, review Deposit and Advance Rent Scheme (DARS) and promote and work with Public Health private sector housing officers and private sector in increase good quality private sector accommodation	See Objectives 3 – 5 and affordability housing, review DARS scheme by 2022 and integration of the Housing Options team with Public Health from August 2021	Integration of Housing Options with Public health is complete. DARS being reviewed as part of the RSI bid and Housing Assistance Policy review	Complete	Policy finalisation and on forward plan for adoption 22/23	Not Due
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15	Improving health and wellbeing by supporting those with complex needs	Supporting those at risk of/experiencing domestic abuse and wider vulnerable groups at risk of homelessness, build relationships with local GPs and other support services and making appropriate referrals and developing protocols of working with partner agencies	Develop delivery plan for Domestic Abuse Act Tier 2 capacity funding 2021/22/membership of Devon Domestic Abuse Local Partnership Board, ongoing engagement with other fora including MARAC (Domestic and Sexual Violence and Abuse), Early Help, Safeguarding and TAF (Team Around the Family) and the East and Mid Devon Community Safety Partnership (CSP)	Members of Devon Domestic Abuse Local Partnership board Continue to engage with and attend MARAC meeting Continue to engage with and attend Early Help meetings Continue to engage with and attend Safeguarding and TAF meetings Continue to engage with partnership working of the Community Safety Partnership	Complete	Ongoing and also review in light of new Serious Violence Bill (Duty)/CSP/OPCC and Safer Devon Partnership with links across to vulnerable persons with complex needs	Not Due
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#### Gypsy, traveller and travelling showpeople provision

Objective	Description	Measurement	Target	21/22 Activity	Status	Comment	22/23 Activity	Status
16	Meet the housing needs of Gypsies and Travellers	Delivery of new pitches	8 (2021 - 2025)	Monitoring of new pitches in Mid Devon ongoing. 1 pitch completed during the 2021/2022 monitoring year.	Started / on track	Outline planning permission was granted in April 2021 for up to 5 Gypsy and Traveller pitches as part of a mixed development at Pedlerspool, CREDITON (Local Plan site allocation CRE5). This scheme is subject to a reserved matters planning application that is currently being determined by the Council. Outline planning permission exists for 3 pitches, and reserved matters permission for a further 3 pitches for Gypsies and Travellers on sites at the Tiverton Eastern Urban extension. The adopted Local Plan requires the provision of at least 5 pitches at the North West Cullompton and at least 10 pitches at East Cullompton.		Not Due

#### Modern methods of construction

21/22

22/23

Objective	Description	Measurement	Target	Activity	Status	Comment	Activity	Status
17	Pilot modern methods of construction (MMC)	Number of MMC development schemes in the district	4 (2021 - 2025)	Two Council-led schemes in partnership with Zed Pods are being progressed: 1) St Andrews Estate in Cullompton for a zero carbon housing scheme for 6 homes and 2) Shapland place, Tiverton Zero Carbon Housing Scheme for 8 homes. Planning Committee at its meeting of 2nd February resolved to approve plans for the 6 energy efficient homes at Cullompton. Plan Mid Devon also includes questions about how further support can be given to MMC in Mid Devon.	Started / on track		Commissioned schemes and feasibility studies for additional sites	Not Due

Custom and Self-Build

Objective	Description		Target	21/22 Activity	Status	Comment	22/23 Activity	Status
18	Facilitate the delivery of serviced plots for custom and self-build (CSB) housing	Monitor serviced plots granted planning permission	20 (2021 - 2025)	To date, 10 CSB serviced plots have been granted planning permission within this monitoring year. Data will be finalised in May once the monitoring year has concluded and all data has been analysed.	Started / on track			Not Due
19	Support custom and self-build	Prepare detailed guidance in a Custom and Self Build Supplementary Planning Document	Adopt Custom and Self Build Supplementary Planning Document – spring 2022	Custom and Self Build Supplementary planning Document in progress.	Started / on track		Finalise, formal consultation and adoption of SPD	Not Due

OPTIMISE  
Plan and support for future health needs

Objective	Description	Measurement	Target	21/22 Activity	Status	Comment	22/23 Activity	Status
20	Identifying needs and trends	Interrogate new 2021 Census data and the existing Devon Home Choice (DHC) register to predict future housing trends and needs	Interrogate new 2021 Census data and the existing Devon Home Choice (DHC) register to predict future housing trends and needs	<p>The Census won’t begin to be released until summer this 2022, which will contain population and household estimates by age and sex.</p> <p>After that, more detailed data will be released (no schedule yet known) but will include:</p> <ul style="list-style-type: none"> <li>shared/unshared dwellings, with details of the type of dwelling</li> <li>population structure, which may indicate a need for family or elders accommodation</li> <li>second address details, which will identify the extent of second homes/holiday homes</li> <li>occupancy, indicating under occupation or overcrowding, including whether there are enough bedrooms for the occupants</li> <li>long-term health or disability, identifying the need for accessible dwellings</li> <li>source of heating, identifying reliance on non-renewable/fossil fuels</li> <li>tenure</li> <li>distance and method of travel to work</li> </ul>	Started / on track		See activity identified in 21/22	Not Due

21	Supporting specific needs	Ongoing support and development of key support services and provision	Continued support 2021-25 for the Council's Lifeline alarm service, membership of Devon Home Choice social housing allocations scheme with specified provision for adaptations and work with Devon County Council to provide specialist adapted and independent living accommodation	Lifeline service externally audited, repositioned and repurposed in dedicated Commercial Team with in Building Services. New dedicated officer in post and updated income target agreed as part of wider development plan. Links made with other adaptations and handyman services. Continued membership of DHC and rolling programme adaption works to MDDC properties	Complete		Target to expand the number of clients that are signed up to the Lifeline service by 10% each year, we currently have 900 customers.	Started / on track
22	Housing Assistance Policy (Better Care Fund)	Promote and deliver against updated Housing Assistance Policy	Updated policy for 2022-25 covering disabled facilities grants, accessible and healthy homes, home improvement loans, debt support and affordable warmth/energy efficiency support	Revised Assistance policy due to PDG May 2022. Policy review underway.	Started / on track		Revised Assistance policy due to PDG September 2022	Started / on track
23	Adapting for neuro-diversity in social housing	We will identify and adopted new standards for our new Council Housing and consider retrofit where possible in respect of neuro-diversity needs including dementia/related conditions, autism, Attention deficit hyperactivity disorder (ADHD) and mental health conditions such as obsessive compulsive disorder (OCD)	Work with Devon County Council to develop and pilot a draft neuro-diversity standard for social housing by 2022	Linked with Autism Involvement Group (AIG) at DCC and DCC commissioning team. Several development meetings held Undertaken research into Scottish and Welsh standards/link to Passivhaus standard. Initial standards identified and drafted. Meeting with AIG and working group to develop standards further agreed March 2022/presented at May 2022 Devon Housing Summit	Started / on track		Currently working on a draft document 'Housing standards for Autistic people'. Pulling together national research (considering and meeting the sensory needs of autistic people in housing by NDTi), as well as local feedback from Devon's Autism Involvement Group (AIG) which comprises of Autistic adults. The AIG feedback largely mirrored that of the NDTi research.	Not Due
24	Improving air quality at existing residential locations in Air Quality Management Areas (AQMAS)	Update and adopt a new Air Quality Action Plan (AQAP) for Crediton and Cullompton AQMAS by the end of 2021	Various specific measures and targets set out in the Action Plan with and overall delivery period of 2021-25	Updated AQAP formally adopted January 2022	Complete	Draft AQ Supplementary Planning Document produced and plan/timeline for adoption in place	Update objective to reflect key next steps including adoption (in forward plan 22/23) of revised AQ SPD and specific town centre measures?	Not Due

*Market conditions for local builders and related small and medium sized enterprises (SMEs)*

Objective	Description	Measurement	Target	21/22 Activity	Status	Comment	22/23 Activity	Status
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25	Support for local house builders	Number of SME house builders supported	Subdivision of at least 1 site greater than 1 hectare for smaller builders. Partner with at least one a SME house builder on a Council development site (market or social housing)	<p>Target in progress – there will be an opportunity to include a policy to support the sub-division of sites in the new Local Plan. The current adopted Local Plan does not do this, but the NPPF (paragraph 69) states that to promote a good mix of sites LPAs should identify land to accommodate at least 10% of their housing requirement on sites no larger than one hectare</p> <p>Mid Devon Council is working in collaboration with an innovative SME modular house builder Zed Pods Ltd to deliver 14 new homes</p>	Not Due	Not Due
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## Climate change and existing housing

Objective	Description	Measurement	Target	21/22 Activity	Status	Comment	22/23 Activity	Status
26	Climate change and existing Council housing stock	Retrofit, refurbish and update our existing stock to a zero carbon standard	Ensure 15% of our existing stock (2021 baseline) meets zero carbon standard by 2030 and all stock by 2050.	This can be delivered through capital works investment via the rolling 30- year Housing Revenue Account maintenance fund and through successful bids into national grant schemes (e.g. Social Housing Decarbonisation Fund) with off-setting if required	Started / on track	Potential need to change the objective 'Ensure 15% of our existing stock' to 'Ensure 15% of our stock' as it is unlikely to be possible for us to improve the carbon standards of nearly all our existing stock by the required amount to achieve zero carbon. The only way we can achieve the 15% target is to replace the stock we have with new Zero rated properties.	Rolling programme via secured contracts	Started / on track

27	Climate change and existing private housing stock	Encourage the retrofit, refurbishment and update our existing private sector stock to a low carbon standard	Support the delivery of the Energy Company Obligation – Flexibility Eligibility (ECO-Flex) scheme 2021-22 with a target of 250 Local Authority Declarations (LADs) annually. Support for/bids into other national schemes including; Home Upgrade (HUG) Schemes, Minimum Energy Efficiency Standard (MEES) compliance and enforcement funding, as well as the Devon County Council Green Homes Grant Local Authority Delivery Scheme Local Authority Delivery Scheme round 3 (LAD 3)	<p>ECO Flex 3 scheme completed and closed 31/3/2022 - 625 ECO Flex LA Declarations signed</p> <p>MEES project delivery. 1620 letters sent to properties likely to be private rented/low EPC/No EPC, 181 responses, 139 responses from private rented properties and 30 confirmed as having EPC of F or G. 20 properties referred for free EPC and of those 5 EPCs are F or G. Total of 35 non-compliant properties identified requiring further action. There are a further 48 properties where our checks have shown the EPC is F or G but there has been no engagement from the owner (NB some of these may be owner/occupiers)</p> <p>Sustainable Warmth Scheme delivery with DCC started 1/3/2022</p>	Complete	<p>ECO Flex 4 scheme due July 2022 - but potential burdens on LA that need to be considered - scheme under review and will back into review of Housing Assistance Policy</p> <p>LAD2 scheme with Happy Energy and EON – 176 enquiries progressing to potential install but end of June 2022. 1 install already complete. 35 Social Housing, 1 Private Landlord, 140 Owner Occupiers. Final install numbers will be available July 2022.</p> <p>LAD3 Sustainable Warmth project with DCC. Currently in lead generations phase for delivery later this year</p>	Started / on track
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MAKE

Ensure the best use and improved quality of existing housing

21/22

22/23

Objective	Description	Measurement	Target	Activity	Status	Comment	Activity	Status
28	Empty Homes Plan	Promote and deliver against updated Empty Homes Plan	Building on the successful first empty homes plan with updated plan for 2022-25 and an annual target of bringing 72 homes back into use annually	EHP review commenced and in forward plan for HPDG and Cabinet in 2022	Started / on track		EHP on 22/23 forward plan	Not Due
29	Empty Dwelling Management Orders	Review the use of Empty Dwelling Management Orders as a tool for bringing homes back into use	Review completed 2021	Review completed and will inform part of update to EHP (Objective 28)	Complete		See above	Not Due
30	Key workers	Review development of an intermediate housing register specifically for key workers with supply from the private rented sector and property developed by the Council	Review practicalities and potential benefits of a Key Workers register by 2022 with possible link into Devon Home Choice (social housing) and private sector rentals for allocations to Key Workers	Objective now superceded by development of national First Homes scheme and covered by Objective 4 (Housing)	Complete			Not Due
31	Tenacy strategy	Review practicalities and potential benefits of a Key Workers register by 2022 with possible link into Devon Home Choice (social housing) and private sector rentals for allocations to Key Workers	Strategy updated and adopted by 2023	Major overarching tenancy strategy under review to be adopted in 2023 including exceptions - key worker elements covered as Objective 30	Started / on track		Review continuing into 2022	Started / on track
32	Houses in Multiple Occupation (HMOs)	Support and encourage new, high quality and well managed, Houses in Multiple Occupation in the local area, including review of offering a management service ourselves. Inspect all potential HMOs whilst licensing all that are subject to mandatory licensing and/or take relevant enforcement action against non-compliant landlords	100% of potential HMO properties assessed. Review option of an MDDC management service by 2022. Ongoing target of all HMOs to meet license conditions and management regulations	Regular review of intel, multi-agency meetings in place and 100% of potential HMOs assessed	Complete		Proactive inspection programme of licensed HMOs to be put in place during 2022 Review of HMO management in-house alongside RSI bid outcome and other policy reviews identified under other objectives	Started / on track

Working with the private sector

Objective	Description	Measurement	Target	21/22 Activity	Status	Comment	22/23 Activity	Status
33	Private sector housing standards	Monitor and actively promote high standards in the private rented sector and take appropriate action where standards are not being met, to tackle disrepair, poor housing conditions and criminal/rogue landlords	Ensure 95% of service requests are actioned within service standards/monitor and evaluate trends of service delivery and enforcement outcomes annually to develop a rolling programme of effective engagement with private sector landlords to reduce the level of Category 1 hazards identified across the private rented housing stock. In serious cases, use banning orders and add landlords to the national rogue landlord database	95% of service requests have been actioned within the agreed service standard. 13 Housing Act notices served on private sector landlords to improve the condition of rented properties There has been no reason to prosecute, ban or add any landlords to the rogue landlord list	Complete		Evaluation of enforcement trends and compliance position scheduled for later in 2022, Implementation of Homes for Ukraine Scheme inspections has repositioned priorities and resources	Started / on track

34	Private sector landlord engagement and support	Undertake specific activities to engage, guide and advise private sector residential landlords	9 engagement activities annually including the annual landlord networking event, ‘Pin Point’ e-newsletter and webinars or specific events	14 landlord engagement activities in 2021/22 including 9 x Pin Point news bites, 1 x virtual webinar, 2x mail-outs and 3 x press releases  New initiative post to look at methods of engagement	Complete		New engagement activities being reviewed. Guidance provided into Team Devon wide approach to Home for Ukraine scheme inspections for hosts including private sector landlord owners	Started / on track
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35	Private sector accommodation and homelessness	Use opportunities for engagement developed through Objective 32 to specifically increase the availability of private sector rented accommodation as a homelessness option	4 activities within Objective 31 to specifically target options for homelessness accommodation in this sector	Housing Initiatives role linking homeless prevention with engagement with private sector landlords agreed and due to be advertised in May 2022 RSI bid submitted to purchase 2 privately rented HMOs for rough sleeping accommodation unsuccessful	Started / on track		Housing Initiatives role agreed and due to be advertised in May 2022. Work plan to be development post-recruitment	Started / on track
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Making the best use of privately owned and occupied homes

Objective	Description	Measurement	Target	21/22 Activity	Status	Comment	22/23 Activity	Status
36	Home Improvement Loans and debt consolidation	Scope of the Home Improvement Loan scheme reviewed to evaluate inclusion of debt consolidation within parameters sustainable for scheme overall	Review completed by 2022	Forms part of the Housing Assistance Policy review and delivered through Objective 22	Started / on track			Not Due

37	Home Improvement Loans delivery	Home Improvement Loans sanctioned annually	10 loans sanctioned annually 2022-2025	5 Home improvement loans (HILs) sanctioned in 2021 - below target	No progress or delayed	Momentum slowed due to Covid but picking up	HIL scheme continues into 22/23	Started / on track
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38	Better Care Fund	Updated or new schemes or services that meet the requirements of the Better Care Fund (BCF) to support improved residential accommodation standards in existing homes	Work with Devon County Council and other Devon Local Authorities to identify other schemes and services by 2022	Changes at DCC mean that this may not happen Devon wide. MDDC to review as part of Housing assistance policy (Objective 22) and consult with other districts on changes	Started / on track			Not Due
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**ENGAGE**  
**Strategic Housing role**

Objective	Description	Measurement	Target	21/22 Activity	Status	Comment	22/23 Activity	Status
39	Joint Local Housing Needs Assessment	Strategic partnership working on housing matters across the Exeter Housing Market Area through completion of a joint Local Housing Needs Assessment (LHNA)	1 LNHA completed in 2021 - 2022	The Local Housing Needs Assessment is nearing completion. A series of member briefings have taken place to consider the findings of the study. Over the coming months, officers will be reviewing the implications of the LHNA and identifying potential policy interventions that can be taken forward through Plan Mid Devon. These will be subject to additional member engagement and discussion. The final LHNA report will be published as part of the evidence base for Plan Mid Devon in due course, and will be capable of being used to help inform the preparation of other plans, programmes and strategies..	Started / on track			Not Due

40	Actively engage in partnership working	The number of partnership arrangements supported	At least two partnerships each year to assist housing provision in the district	Commenced engagement with HE regards AHP and potential site-by-site grant funding for non 1-4-1 5-year, modular social housing programme. Shapland Place initial submission June 2022 with PP secured	Started / on track		Regular HE pipeline meetings now scheduled.	Not Due
	National lobbying and engagement		Strategic Social Housing	MDDC now represented on national DLUHC/LGA Strategic Advisory Group regards Social Housing Bill (White Paper), Affordable Housing delivery inc. Levelling Up, LA Housing and Right to Buy – attended two meeting 21/22			Meetings ongoing into 22/23	
	Police liaison relating to management of ASB		Social Housing Professionalism	Neighbourhood teams attend TIMs and ASBAT meetings Ops Manager for Hsg Servs attends Community Safety Partnership meetings	Ongoing		MDDC (MDH) participation in national DLUHC research project as 1 of 8 UK case-studies (IFF research) June 2022	



Liaison with Social Services and Safeguarding Activity	Safeguarding vulnerable people	<p>Liaison with DCC Court of Protection Officers. Liaison with the mental health team at Silverlea. Liaison with Splitz regarding DA cases. Devon and Somerset Fire and Rescue undertake visits to vulnerable tenants with Neighbourhood Officer. Ops Manager for Hsg Servs attends MASH strategic management group meetings</p> <p>Ops Manager for Hsg Servs attends Mid and East Early Help Locality Partnership meetings</p> <p>Neighbourhood teams attend Early Help Practitioner meetings</p> <p>Neighbourhood teams contribute to Team Around the Family meetings, when requested to do so.</p> <p>Officers flag issues relating to adult safeguarding to CareDirect</p> <p>Officers work with the DCC Learning Disability team, as appropriate</p> <p>Officers refer cases to local GP practices to flag duty of care in cases where there is a concern for wellbeing</p> <p>Reps from Housing Options and Neighbourhood teams attend MARAC meetings</p>	Ongoing	Ongoing
Work to support vulnerable tenants experiencing financial distress	Helping residents to sustain their tenancies	<p>Neighbourhood teams attend DWP UC Ambassadors meetings</p> <p>MDH has access to the online portal for exchange of information relating to UC claims</p> <p>The Council provides financial support to the CA through the strategic grant scheme. The agreement will end in March 2024</p> <p>The General Fund and the HRA have the potential to fund a scheme operated by CHAT and Navigate CIO working in partnership to provide debt and money advice to customers of the Council. In discussion re arrangements for 2022/23 and beyond</p> <p>Neighbourhood Officers liaise with the CA Court Desk at Exeter County Court, as required</p> <p>Liaison with DCC Court of Protection Officers</p>	Ongoing	Ongoing
Encouraging neighbours to engage to resolve neighbour disputes	To support sustainable communities	The Ops Manager for Public Health & Housing Options is reviewing options with CSP and Police partners to identify a new way of commissioning mediation services. In the meantime, Officers will spot purchase mediation on a case-by-case basis from Devon Mediation Service, as required.	Ongoing	
				We have been working with the Refugee Resettlement programme team from DCC, to carry out works to 2 properties in Crediton. We have carried out any required refurbishment works and have assembled all furniture etc to make them ready for the incoming families.
Networking	To keep abreast of best practice, to identify opportunities for joint working initiatives etc	<p>The Customer Engagement Officers attend Involvement Devon and the South West Community Engagement Network meetings</p> <p>The Council has signed up to two procurement networks: Procurement for Housing and Advantage South West</p>	Ongoing	
Tenant Involvement Activity	Corporate Plan target: to support and grow active tenancy engagement	<p>Ad hoc consultations in line with statutory and regulatory obligations. 9 completed during 2021/22 and 5 already in pipeline for 2022/23</p> <p>Ongoing surveys relating to tenant satisfaction which will be required in line with changes to the regulatory framework. In particular, currently seeking views of new tenants, those who report ASB and those who have made a complaint</p>	Ongoing	
			Ongoing	

			Annual reports produced yearly for tenants in line with regulatory expectations including reaching out to tenants to get them involved in design etc The 2021/22 edition is already in development	Ongoing
			Policy focus groups to discuss review of MDH policies. The review of the ASB policy and procedures is taking on board tenant views and other focus groups are planned to support further policy review work	Ongoing
			Social media pages have been updated to take account of the MDH brand and are kept upto date with regular updates which may be of interest to our tenants and other stakeholders	Ongoing
			MDH Customer Engagement Officers have provided support to the Communications team with regard to the Annual Resident Survey	Ongoing
			Neighbourhood Walkabouts continue 2x annually and this year will include increased stakeholder engagement and a Skip Amnesty and with more MDH staff supporting the initiative	Ongoing
			Pop-up energy events in rural Mid Devon, working with ECCO on 26/27 April	
			Tenant Academy - work has started on developing an offer to tackle loneliness and isolation on our estates and a bid for community funding to support this will be made from Western Power Grant Funding	Ongoing
			Youth work - a proposal to support our succession planning is being worked up which will involve partnership with local schools, colleagues and the DWP to promote a career in housing	Ongoing
			Plans are ongoing to re-open the common room at Westfield Road for community groups to use	Ongoing
			Mid Devon Show 23 July - MDH staff attending to support this initiative and to promote Council housing	Ongoing
Community Consultation on new Council housing	Corporate Plan target: Promote community involvement in Council activity	3 x public engagement events to discuss the new development of 70 Council Houses at Post Hill 25,26,27 April		Ongoing

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