

Part 1: Open to the Public – Item No.

REPORT OF DEPUTY CITY MAYOR: LEAD MEMBER HOUSING

TO THE CITY MAYOR IN CONSULTATION WITH CABINET

ON 23rd MARCH 2021

TITLE: Salford’s annual housing strategy action plan: April 2021- March 2022

RECOMMENDATIONS:

City Mayor, in consultation with Cabinet, is asked to:

- a) Approve the updated housing strategy action plan for 2021/22
 - b) Note progress made against the 2020/21 housing strategy action plan – Appendix A
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EXECUTIVE SUMMARY:

In January 2020 the City Mayor, in consultation with cabinet, approved the new Salford housing strategy and along with it the January 2020 - March 2021 delivery plan.

This report highlights the proposed plan for the April 2021/March 2022, along with the key achievements from the 2020/21 plan – Appendix A.

BACKGROUND DOCUMENTS: Salford’s housing strategy ‘Shaping Housing in Salford 2020’

KEY DECISION: yes

DETAILS:

1. Background:

1.1 In January 2020, the City Mayor, in consultation with cabinet, approved Salford’s new housing strategy which identified as its main priorities and objectives, the need for:

- An increase in the planned number of new and affordable homes, to include:

- A range of new homes in the right location developed to meet local needs, and which create mixed sustainable housing and neighbourhoods, including mixed sizes, types and tenures.
- Increased numbers of affordable homes built including social rented homes.
- Existing homes improved and maintained, to ensure that:
 - Salford residents have access to well managed and affordable homes across both the private rented and registered provider sectors, and
 - Salford residents have access to good quality standards within existing housing including the privately rented, owner occupied and registered provider sectors.
- Supporting residents through appropriate housing and support to ensure that:
 - Quality supported accommodation (including extra care housing) is available to those who need it
 - Vulnerable people are informed and supported to manage their own tenancies
 - Gypsies, Travellers and Showpeople have access to appropriate sites
 - Adapted/Accessible homes are available for those who need them

1.2 As the delivery date for the annual delivery plan comes to an end, it is time to develop a new plan for 2021/22, based on those previously approved priorities.

1.3 Working with our key partners and stakeholders we have reviewed delivery of the last plan, identifying the key achievements, along with those activities that have been delayed. The details of that review can be found in Appendix A.

1.4 However, in summary some of the key achievements of 2020/21 include:

- Progression of the development of the Local Plan which will identify the amount of new development, support delivery of key infrastructure, allocate land for particular uses and set out the main policies for determining planning applications up to 2035
- 309 new affordable homes delivered
- 45 new Derive homes completed
- Progression of residential development across the City including on-site activity to deliver over 3000 new homes
- Progression of community led housing development
- Partnership working to develop and deliver plans to progress GM strategic goals for carbon neutral homes in the future
- A range of enforcement activity implemented to improve and maintain the city's private homes
- Work of partners to ensure the city's high-rise homes are safe including removal of ACM cladding and provision of permanent solutions
- Work of partners to ensure access to well managed homes including robust approaches to anti-social behaviour, development of a joint working model to support private landlords and work to understand and tackle under occupancy.
- Vulnerable residents supported through the progression of development of:
 - Supported homes for young people with learning difficulties
 - Supported homes for homeless households
 - Successful bid for Next Steps Accommodation Programme funding for 34 units of accommodation for rough sleepers

- Development of a good practice charter mark for non-commissioned supported housing schemes
- Housing and homelessness information has been reviewed and published
- Work progresses to identify a more effective approach to the allocation of accessible and adapted homes.

1.5 We have also collaborated with our key stakeholders to identify those areas which we must now focus on for the next 12 months (April 2021 – March 2022) moving forward.

1.6 This has been a learning process during which we have acknowledged that a number of the actions in the last plan were day to day operational activities, which in retrospect are not best suited for a high-level, city-wide strategy of this kind. The new plan therefore has focussed on those high-level strategic outcomes which can nevertheless evidence measurable outputs. While the plan does seek to support wider cross cutting strategic priorities across the council., the plan does not seek to duplicate actions from other strategic plans.

2. Details

2.1 The 2021/22 housing strategy delivery plan continues to focus on the priority areas identified within the council's housing strategy (described above). These remain the most relevant issues affecting the city's housing sector and enables the focus of interventions to address inequalities and to promote community cohesion by enabling and facilitating access to housing that is affordable and of good quality, that meets local needs.

2.1.1 Objective: An increase in the planned number of new and affordable homes, to include a range of new homes in the right location developed to meet local needs and which create mixed sustainable housing

Action	Output	Deadline	Lead Officer
1. Policies and plans in place to facilitate & enable the development of a range of new homes to meet local needs	a. Work continues to progressed towards adoption of the local plan in June 2022, including completion of consultation exercises.	March 2022	M Doherty
	b. Housing topic papers produced in support of public local plan examination	Nov 2021	
	c. Annual publication of a housing and economic land availability assessment	Nov 2021	
	d. Annual publication of the 5-year housing land supply position report	Nov 2021	
	e. Progress the implementation of the national TOM's framework of social value measures to	March 2022	N Howells / Claire Thorn

	monitor and report on work & skills targets and wider social value commitments within housing delivery		
2. Clarification and breakdown of data/intelligence to properly detail local housing need and council spend on housing.	a. Continuation of the work of the cross directorate working group to establish a detailed list of housing needs requirements across the City. The information to be used to assist strategic housing, planning and development activities.	July 2021	A Leigh
	b. Continuation of the work of the cross directorate working group to establish the Council spend on housing provision across all housing areas and to the unrecoverable element of that expenditure, to help inform future housing decisions In relation to both point a and b to inform the Deputy City Mayor (Lead Member for Housing) as to progress	July 2021	A Leigh
3. A range of approaches implemented to maximise the development of new homes	a. A published annual self-build and custom house building monitoring report	Nov 2021	M Doherty
	b. Regeneration projects progressed including the following estimated housing delivery: <ul style="list-style-type: none"> • City Centre Salford – 1796 units • Quays & Media City – 2125 units • Salford Towns & Neighbourhoods – 1599 units (to be ratified by the RESLAN process)	March 2022	I Thompson
	c. Progression of Pendleton re-development Phase 3 including development of accessible homes for life and masterplan (phases 2 & 4) review	March 2022	D Vince
4. To support progress of the delivery of <u>new</u> and <u>existing</u> carbon neutral homes	a. Evidence of partner engagement and cascade of shared learning to build up local capacity, including via Our Homes sub-group	On-going	A Leigh
	b. A range of approaches to support delivery of the strategic goals evidenced through the delivery of the Our Homes action plan	March 2021	A Leigh / H Nixon

2.1.2 Objective: Increased numbers of affordable homes built including social rented homes.

5. To work in partnership to deliver more, affordable new homes	a. • 474 Affordable homes forecast to be completed in 2021/22 • 1241 (against a target of 1000) Affordable homes forecast to be completed between 2020/21 -2022/23 • Average 333 affordable new homes delivered per annum.	March 2022	M Hart
	b. Delivery of 36 new Derive homes developed at: - Astley Rd - Charlestown - Hilton Lane	March 2022	M Hart
	c. Establishment of Derive RP as a Registered Provider within the new Derive governance structure.	March 2022	A Leigh
	d. Community led housing development progressed	March 2022	B Elder
	e. 129 new council homes progressed including start on site: 01.03.21, and completion of 41 of these homes by March 2022.	March 2022	M Hart
6. To influence government policy to better enable more, affordable and energy efficient housing development	Government consultations and policy draft responses submitted	Ongoing	SCC Officers

2.1.3 Objective: Existing homes improved and maintained, to ensure that Salford residents have access to good quality standards within existing housing including in the privately rented, owner occupied and registered provider services.

7. Vulnerable people are supported to live in warm, safe and dry private homes.	a. A completed review of the Home Improvement Agency, and outcomes of the review progressed, as appropriate.	Dec 2021	C Green
	b. A recommissioned and retendered Handyperson service	March 2022	R Turner

	c. The Private Sector Assistance Policy reviewed	Sept 2021	R Turner
8. Registered Providers to continue to maintain/improve their existing homes, and to explore the potential for progressing towards carbon neutral homes	a. Registered Providers to report on the measures they are taking to explore how they could progress towards carbon neutral existing homes in the future.	March 2022	S Sutton M Hague S Robins
	b. 4 Salix Homes high rise blocks retrofitted with ground source heating	May 2021	S Sutton
	c. A programme of insulation measures continues to be delivered, by Salix Homes, to existing homes.	March 2022	S Sutton
	d. Shared learning from 40 properties designated by ForHousing as part of the Net Zero Collective (Southampton University) - exploring the optimum permutations of decarbonisation retrofit interventions to inform investment plans	March 2022	Nigel Sedman
	e. Introduction of an 'Intelligent Energy' asset management system by ForHousing to facilitate optimum decarbonisation investment strategy and to inform investment plans	March 2022	Nigel Sedman
	f. Attainment of average SAP of 75 for all ForHousing owned housing stock by year end.	March 2022	Nigel Sedman
	g. Shared learning established from a Great Places deep retrofit pilot, informing the costs and benefits of achieving (nearly) carbon zero in a typical terraced home	Dec 2021	Sarah McClelland
	h. An 8-year programme developed by Great Places to improve as many homes as technically and financially viable to an EPC C.	March 2022	Sarah McClelland
	i. A zero-carbon standard researched and created for all existing Great Places homes	March 2022	Sarah McClelland
	j. Learning monitored/gathered from the Great Places Smart Home project – to be completed March 2023	On-going	Sarah McClelland
	k. 10 ORSIS meters installed across the Pendleton high rise stock, including analysis of data to determine what percentage of renewable energy is being produced from the NIBE units	June 2021	J Barlow

	l. Subject to and implemented alongside the fire safety works, Solar PV energy cells across the Pendleton high rise stock monitored to understand the impacts on communal service charges.	June 2021	J Barlow
	m. Carbon literacy training delivered to key Together Housing Group staff	Dec 2021	J Barlow
9. To ensure residents in high rise blocks are safe	a. Registered Providers are able to demonstrate their preparations to comply with the requirements of the Fire Safety Bill/Act and associated guidance.	On - going	S Sutton C McKune J Blagden
	b. ForHousing will demonstrate preparations to extend scope of Building Safety bill internally to cover sheltered and extra care accommodation.	March 2022	N Mostyn
	c. Two-way communication strategy developed by ForHousing to facilitate the flow of safety information to tenants and allow tenants to shape safety related services delivered to their homes.	Nov 2021	N Mostyn
	d. ForHousing tenants have access to safety assurance information displayed in all high-rise block communal areas outlining status of landlord statutory compliance checks and risk assessments and a clear overall building assurance rating.	Nov 2021	N Mostyn
	e. Private sector services able to demonstrate: i. Safe buildings facilitated through: <ul style="list-style-type: none"> • Engagement with fire service • Remediation work overview established • Learning achieved & shared • Funding streams accessed ii. Understanding of the challenges in Salford through: <ul style="list-style-type: none"> • Delta reports analysed • Issues identified • Engagement outcomes with owners/residents' evidence 	July 2021	R Turner
	f. Identification and understanding of what low rise building stock there is in Salford	Dec 2021	R Turner

	g. A completed review of the implications of the planned creation of the Building Safety Regulator, to enable the City Council to effectively identify and respond to the challenges posed by multi-occupied apartment blocks across the City, post Grenfell disaster.	Oct 2021	R Turner
10. To ensure the best use of assets	a. A report on the risks & implications of AirBnB and second home usage	Dec 2021	J Wooderson
	b. Capital funding bid submitted to maintain compulsory purchase order programme for long term empty properties for 2022/23	Dec 2021	J Wooderson
	c. An empty properties action plan developed, informed by the analysis of a range of intelligence to understand emerging issues/priorities	Dec 2021	C Green
11. Options explored to identify the best method of reviewing Salford stock condition and modelling, within the context of the pandemic.	A preferred model for reviewing stock condition/modelling, in Salford, identified.	Sept 2021	J Wooderson

2.1.4 Objective: Salford residents have access to well managed and affordable rented homes across both the privately rented and registered provider sectors

12. Registered providers supported to manage their homes better	a. The potential to expand the delegation of powers to serve community protection services, to registered providers, explored and progressed as appropriate	Sept 2021	D Rhodes
	b. Approaches to working with private sector landlords identified Including: <ul style="list-style-type: none"> • Establishing what problems and opportunities are experienced from private sector tenants/tenancies (in multi-tenure areas), • Understanding the impact on RP's (and their tenants), • Identifying what successful interventions have taken place in other LA's • Identification of what supporting action SCC can facilitate 	March 2022	J Wooderson

13. Private landlords supported to manage their homes well	a. Eccles landlord licensing scheme reviewed	March 2022	S Hughes
	b. Subject to political decision, progress and implement additional HMO licencing	Dec 2021	S Hughes
	c. ASB training delivered to private sector landlords	Sept 2021	R Turner
	d. Plans to develop a good landlord scheme across Greater Manchester, supported locally	Dec 2021	R Turner
	e. Engagement with responsible private sector landlords to establish what support they seek and would benefit from, in helping to manage their homes better	Dec 2021	R Turner
14. To review access routes into housing through the following task & finish groups: • Homelessness • GM Housing Access Group	a. The best approach for relieving & preventing homelessness identified – including the role of the allocations policy, and subject to approval progressed	July 2021	J Anderson
	b. The need to increase the offer of private rented accommodation to homeless applicants is established and additional funding sought, as appropriate	July 2021	J Anderson
	c. Best allocations practice from across GM (identified through the GM Housing Access Group) is considered within the Salford context and subject to approval, progressed as appropriate.	Dec 2021	J Craik
15. Exploration of the housing related impacts of the Covid pandemic, to inform service delivery	Intelligence established and reported, including: i. Arrears ii. Evictions iii. Back log of repairs iv. ASB and v. Empty properties	Dec 2021 = =	SSHP C Green

2.1.5 Objective: Supporting residents through appropriate housing and support to ensure that, quality supported accommodation (including extra care housing) is available for those who need it.

16. To develop and progress plans to deliver additional and/or fit for purpose: extra care / supported housing	a. 22 supported homes for young people with learning disabilities & vulnerable adults with long term disabilities progressed, with planning permission sought and start on site anticipated in spring 2021	April 2021	M Hart
	b. Planning permission secured for 70 units of extra care housing at Arrow Street, with start on site by Sept 2021	Sept 2021	M Hart
	c. Progression of plans for an extra care facility as part of the Pendleton regeneration	Dec 2021	D Vince
	d. Relocation of the 'Limes' facility to the Intermediate Care Unit with planning permission secured, subject to funding	Dec 2022	M Hart
	e. Plans for the development of the 40 bed St Simon Street supported housing project progressed	Dec 2021	M Hart
	f. A completed re-tendering exercise for statutory homeless supported accommodation services.	Oct 2021	J Barlow
	g. Bid submission for the second round of Rough Sleepers Accommodation Programme funding, and subject to funding award, progression of project	April 2021	A Leigh
17. Gypsies, Travellers & Showpeople are enabled to have access to appropriate sites	a. A review of available land in the City concluded, and its suitability for a re-provisioned travellers' site (replacing the site at risk of flooding) established.	Dec 2021	A Leigh /Bhavesh Chauhan
	b. A review and analysis of the land adjacent to the existing Duchy travellers' site, completed to establish its suitability as an extended site	Dec 2021	A Leigh/ Bhavesh Chauhan
18. Non-commissioned housing support services supported to provide quality standards	Launch of the Good Practice Charter Mark, including registration to recognise minimum safeguarding standards have been met.	Dec 2021	L Barrett / Michelle Warburton (CVS)

19. To understand how to improve the cost-effective use of homeless temporary accommodation (TA), through the work of a task and finish group	a. A plan for the commissioning of homeless TA developed following an evidenced understanding of the use, need & availability of different TA options.	Dec 2021	J Craik / R Connelly
	b. The most appropriate processes for implementing evictions from TA, evidenced and progressed		
	c. Work planned to address partner expectations about TA – Training provision		
	d. An understanding evidenced of other L.A practices, any negative impacts on Salford, and escalation of the issues via the GM housing needs group.		

2.1.6 Objective: Vulnerable people are informed and supported to manage their own tenancies

20. A review of the housing expectations & preferences of older people	A strategic vision for older peoples housing in Salford produced, as an appendix to the housing strategy	March 2022	J Craik
21. To understand the extent and develop systems to reduce, the impact of under occupancy in Salford, including the potential for housing sharing.	a. An update report highlighting the issues and proposals for system change, to reduce the impact of under occupancy presented to SSHP.	June 2021	S Robinson
	b. Subject to approval, agreed recommendations progressed.	Dec 2021	S Robinson

2.1.7 Objective: Adapted/Accessible homes are available for those who need them

22. The best method of allocating accessible & adapted homes in Salford, identified	a. Subject to approval, recommendations for a more effective approach for allocating accessible/adapted homes progressed, depending upon progression of OT pilot	Sept 2021	J Craik
	b. Progression of a CCG innovation fund bid to secure Housing Allocation OT pilot funding	Sept 2021	J Craik

3.0 Recommendations:

- 3.1 City Mayor in consultation with Cabinet, is asked to approve the updated annual housing strategy delivery plan for 2021/22.
- 3.2 This plan will be monitored dependent upon the deadlines/timescales reported or at least six monthly.
- 3.3 The process for reviewing the plan and developing the next annual plan will commence in November 2021 to ensure sign off by the start of the next financial year (2022/23).
- 3.4 Progress will be reported to SSHP in November 2021 at the commencement of the strategy plan review and as part of the development of the 2022/23 plan, and to Cabinet in March 2022, as part of the approvals process for the 2022/23 plan.
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KEY COUNCIL POLICIES: Salford's housing strategy 'Shaping Housing in Salford 2020'

EQUALITY IMPACT ASSESSMENT AND IMPLICATIONS: The production of an Equality Impact Assessment was completed as part of the development of the housing strategy and identification of the strategic priorities and objectives. The strategy delivery plan will help to improve equality outcomes in the housing sector.

ASSESSMENT OF RISK: Medium - The strategy identifies a number of key priorities and objectives with key delivery outcomes which will be monitored through the action plan. Risks in terms of the delivery of the priorities and objectives will be reviewed annually. It is recognised that there are a number of outcomes which if not delivered carry risks. Mitigating these risks will be a key part of the action plan monitoring.

LEGAL IMPLICATIONS: Not applicable - Legal Advice will be sought on specific topics therein, as and when required. However, there are otherwise no direct legal implications.

FINANCIAL IMPLICATIONS: There are no direct implications resulting from the Housing Strategy delivery plan.

Delivery of the plan will either be within existing financial constraints or proposed additional spend will be assessed and reported on an individual basis as and when items from the action plan are planned/implemented.

PROCUREMENT IMPLICATIONS Supplied by: N/A

HR IMPLICATIONS Supplied by: N/A

CLIMATE CHANGE IMPLICATIONS Supplied by Michael Hemmingway - 793 3209

Greater Manchester strategic goals for carbon neutral new and existing homes in the future, remain a serious challenge for all partners and the likelihood of not achieving the targets seems high without significant government intervention. Those challenges are financial, as well as knowledge and skills based. Partners are working together to develop shared learning to help skill up officers and housing providers are exploring what can realistically be achieved within existing finances, as well as how to access wider funding streams as they become available. As can be seen from the report Registered Providers to continue to maintain/improve their existing homes, and to explore the potential for progressing towards carbon neutral homes, the actions related to this in the report have been expanded. To help move this agenda a joint sub-group of the Climate Action Board and the Housing Partnership has been formed and is meeting regularly.

OTHER DIRECTORATES CONSULTED: Peoples directorate and All key stakeholders have been consulted

CONTACT OFFICER: Julie Craik **TEL NO:** 793 2143

WARDS TO WHICH REPORT RELATES: All Wards

Appendix A -

3. Achievements delivered through the 2020/21 housing strategy action plan

3.1 The following strategy actions have been successfully achieved and completed to date and the figures quoted are correct at the time of report writing.

3.1.1 Priority: An increase in the planned number of new and affordable homes

- a. A range of policies and plans have been put in place to facilitate & enable the development of a range of new homes to meet local needs:
 - i. A refreshed and adopted supplementary planning document on planning obligations which included affordable housing policies
 - ii. Publication of the housing and economic land availability assessment, setting out the potential supply of housing for at least 15 years
 - iii. Publication of the 5-year housing and supply position report, to demonstrate the 5-year housing land supply
 - iv. Publication of a focussed infrastructure delivery plan in January 2020
 - v. A new process agreed to enabling improved private rented sector development monitoring/reporting
 - vi. Salford's revised Allocations Policy was implemented in January 2020
 - vii. An annual report published on progress regarding self-build completions and sites granted planning permission
 - viii. Government policy influenced to better enable affordable housing delivery through responses to government consultations including:
 - Changes to the current planning system in October 2020
 - The planning white paper
- b. A range of approaches have been implemented to maximise the development of new and affordable homes -
 - i. Housing provider partners are still on track to deliver over 1000 new affordable homes over the next 3 years including:
 - 309 new affordable homes forecast to be completed by March 2020/21, with current activity on 26 sites, operated by 9 Registered Providers
 - 1241 affordable new homes now forecast to be completed by 2022/23.
 - By March 2021, 45 new Derive units will be completed: 20 units were handed over in 2019/20, 25 units are expected to be completed by March 2020/21, with a further 36 units expected in 2021/22.
 - £7.7m of funding secured to deliver 129 new local authority homes – with work progressed to deliver those units
 - ii. Progression of residential development across the City, including on-site activity to deliver:
 - 1571 new homes to be delivered in City Centre Salford in 2020/21

- 296 new homes to be delivered in the Quays and Media City
 - 1241 new homes to be delivered in the Western Gateway / Salford towns & neighbourhoods
- iii. Plans for community led homes are being progressed by Inspiring Communities Together and the Broughton Trust, including work to develop a social value model for the schemes and the development of a community land trust – Inspiring Housing, to develop the community led housing model. A contractor has been appointed and memorandum of understanding signed between the council and the community housing trust, with schemes submitted for planning permission in January 2021 for delivery of 69 units of accommodation across 2 sites in Salford.
- c. Work is on-going to consider the GM strategic goals for carbon neutral new and existing homes and how these might be achieved:
- i. A sub-group of the Climate Action Board – Our Homes, was established to drive the carbon neutral homes agenda forward, including development of a delivery plan to help support shared learning to build up local capacity.
 - ii. The council is progressing plans to build highly energy efficient homes as part of the council's direct delivery house building programme. These homes will be built to passivhaus low energy standards.
 - iii. Pendleton Together board committed to carbon reduction across all business areas when they approved the carbon reduction strategy. Phase 3 Pendleton will provide approx. 125 new energy efficient homes by 2024.
 - iv. Salix Homes conduct SAP/SBEM assessments during the design process of their new homes delivery plans to identify the most appropriate energy strategy and renewables are specified where practicable and appropriate to do so.
 - v. ForHousing have sought a detailed analysis of their development plans and associated costs, with furthermore detailed analysis planned.
 - vi. Great Places are building to enhanced building fabric in order to achieve energy efficiency. Great Places are scoping multiple routes for achieving net zero carbon in build with specialist consultants.
 - vii. Housing Providers are targeting their existing most energy inefficient properties by, for example: installing insulation upgrades and high insulation levels with U value¹ targets akin to those of net zero carbon houses and by installing low carbon heating systems where it is appropriate to do so including ground source heating pumps. Development of

1 A U-value is a measure of heat loss in a building element such as a wall, floor or roof. It can also be referred to as an 'overall heat transfer co-efficient' and measures how well parts of a building transfer heat. This means that the higher the U-value the worse the thermal performance of the building envelope. A low U-value usually indicates high levels of insulation. They are useful as a way of predicting the composite behaviour of an entire building element rather than relying on the properties of individual materials. U-values are measured in W/m²K.

sustainability strategies and action plans will also help to drive progress in this area

- viii. 148 households (at the time of writing) have been assisted by the Council with energy efficiency measures
- ix. Affordable Warmth and Winter Welfare has continued to be delivered this financial year, including distribution of energy advice booklets, AgeUk winter booklets and £10 Aldi vouchers to elderly and vulnerable residents.
- x. Housing providers are raising awareness about energy efficiency during tenancy sign ups providing customers with links and signposted to how to make energy changes and be energy efficient in their own homes.

3.1.2 Priority: Existing Homes Improved and Maintained

- d. A range of approaches have been implemented to improve and maintain our existing homes including:
 - i. Enforcement activity across the city continues to be successfully applied including:
 - 633 selective licences issued to private landlords
 - 73 mandatory HMO licenses issued to private landlords
 - 51 complaints dealt with against licensed mandatory homes of multiple occupation (HMO) properties
 - 66 complaints dealt with against selective licensed properties
 - 120 landlords invited for formal interview under caution for licensing offences
 - 920 formal notices served requiring documents to be submitted
 - 2 landlords accredited
 - 6 property inspections completed for rental bond applications
 - 644 rogue landlord inspections completed
 - 26 rogue landlord notices issued
 - £96,150.00 (x5 properties) worth of fines issued for breaching HMO management regulations and improvement notices
 - A £7,500 fine issued for no selective licence
 - The service has been collecting and reviewing evidence to support the introduction of an additional HMO licensing scheme
 - ii. The Home Improvement Agency continues to support customers with 183 customers assisted, at the time of writing this report.
 - iii. Although a recent lease and repair government bid did not prove successful, an in-house capital funded lease and repair capital programme has enabled progression of 10 properties.
 - iv. 98 empty homes had been returned to use and there is an on-going caseload of 10 long term empty properties per annum which are being developed for compulsory purchase order.
 - v. The housing providers achieved 100% decency within their social homes, with on-going work to address properties as they fall out of decency.

- vi. Partners have been working to ensure the city's high-rise homes are safe, for example:
- Work has progressed to remove ACM cladding and provide permanent solutions including compartmentation work, sprinklers (including where some providers are incorporating these into major refurbishment programmes)
 - Engagement with the GM Task Force/GM Technical Group, MHCLG, building control, Homes England and GMFRS.
 - Salix Homes is also one of MHCLG's² early adopter groups helping to inform round table discussions and learning events across the North West.
 - The council has coordinated a private sector high rise cladding survey to populate the MHCLG Delta database
 - Council officers have supported building owners to access the ACM remediation fund in partnership with MHCLG and partnership working to address cladding issues in the private sector is being progressed.
 - Partners have been working together to understand and prepare for the requirements of the Charter for Social Housing Residents – Social Housing White Paper.
- e. Partners have been working to ensure that Salford residents have access to well managed homes, including:
- i. Our housing provider partners are able to demonstrate a robust approach to managing anti-social behaviour helping to promote community cohesion, for example:
 - Policies to address ASB, hate crime and domestic abuse policies.
 - Awareness raising via websites and social media
 - Supporting residents to report problems to agencies and joint visits with police and other landlords
 - Collecting feedback from customers on local issues
 - Community connectors providing feedback
 - Links with community groups and neighbourhood champions
 - Web chat, text campaigns and reassurance visits.
 - Networks of involved tenants who are encouraged to report issues
 - ii. Work has been undertaken in drawing together a model of joint working which looks to build on the progress made in developing Salford's in-house lettings agency (Salford Property Link), the development of the GM Ethical lettings agency. These approaches established arrangements with RP partners in offering management services to private landlords and connecting this to the council's established enforcement activities in the private rented sector. The aim will be to provide those landlords who are struggling to manage their properties effectively with options to access high quality, trusted management services as an alternative to facing increasingly stringent enforcement activity.
 - iii. The GM Ethical Lettings Agency has (since its implementation in 2019) made 27 lets in Salford, and through the work of Salford Property Link (managed by the Housing Options Service) 131 households (12 x self-

² MHCLG = ministry for housing, communities and local government

contained and 119 HMO units) were accommodated in affordable private rented sector homes, during 2020.

- iv. A working group is exploring the extent of under occupancy in the City and is working to identify impactful solutions such as a resource to focus on incentivising moves to reduce under occupancy.

3.1.3 Priority: Supporting Residents through appropriate housing and support

- g. Work has progressed to support residents through appropriate housing and support, including:
 - i. Planning approval submitted for 22 supported homes for young people with learning disabilities.
 - ii. Two new schemes (30 supported units) delivered, providing accommodation to homeless households.
 - iii. Successful bid to Next Steps Accommodation Programme (now the Rough Sleepers Accommodation Programme) for 34 units of accommodation for rough sleepers (26 acquisitions and 8 conversions/refurbishments). The properties are expected to be ready by 31.03.21.
 - iv. Work to relocate the Limes facility to the intermediate care unit is being reprofiled in light of new funding programme. Anticipated planning permission to be sought during 2021, subject to funding.
 - v. Housing providers were asked for information about their position in relation to the review of their sheltered housing. It was concluded that that many providers have reviewed their service provision within sheltered schemes and support services vary considerably. A number of schemes have closed (usually bedsit accommodation). Strategic housing partnership discussions have identified the potential for a wider piece of work in order to examine older people's expectations and aspirations for housing in the future and this will be incorporated into the next annual action plan in 2021.
 - vi. In order to drive up standards in non-commissioned supported housing schemes, a good practice charter mark (including registration to recognise the achievement of minimum safeguarding standards) has been developed which will enable services to achieve the award of a kitemark, as part of the delivery of the 'safe in Salford' approach. This will be delivered/monitored by the Community Voluntary Service.
 - vii. Housing providers have developed a range of approaches to ensuring residents are informed and empowered including strategies for supporting communities and provision of specialist advice and support (i.e. universal credit, money advice, domestic abuse, skills, work and training support, dedicated supported housing teams, tenancy support teams and housing options specialists).
 - viii. Housing providers have undertaken a range of activities in order to promote resident engagement including: reviewing customer

engagement structures, introduction of customer committees, developing customer engagement strategies, tenant voice panels and through the appointment of specific roles such as director of customer experience.

- ix. The Housing Options Service has reviewed their web-page information and produced customer information packs for specialist groups, to enhance the information that they provide to residents.
- x. Work has commenced to re-commission temporary supported accommodation for people who are owed a homelessness duty by the council and who have complex needs, including the need for support to become tenancy ready.
- xi. A housing information fact sheet has been produced which highlights/summarises the need, demand and availability of social housing through Salford Home Search. This has been distributed to health and social care Professionals (including GP's) to help manage rehousing expectations.
- v. A task group has been set up to progress the priorities identified for the gypsy, traveller and showpeople communities, including the identification of potential sites for development and the management of the Duchy Road travellers' site. This work is pending a review of available land and its suitability to meet these needs.
- vi. An accessible accommodation strategic group has identified a preferred, more effective approach to the allocation of accessible/adapted homes, including the need for a specific housing allocation occupational therapist. The potential to bid for CCG Innovation Funds to progress that post as a pilot has been identified. However, at the request of the strategic housing partnership the group has re-examined the existing pathways to establish if those could reasonably change to facilitate more effective outcomes, before progressing with proposed wider changes. The recommendations to progress the preferred, more effective approach will be represented to SSHP in March 2021.

4. Delayed actions and outcomes

4.1 A small number of areas of work have experienced delays to the actions and outcomes of the delivery plan, these include:

- i. The development of the Local Plan and associated plans/documents has been delayed as a result of the need to collect additional evidence to support the plan – this action will be carried over into the 2021/22 strategy plan.
- ii. Although an action to ensure that R.P tenancy agreements are customer friendly and accessible had been identified in the strategy and discussed with R.P's, quarterly monitoring has established that the R.P's do not plan to review/revise their tenancy agreements. A number of providers revised their tenancy agreements in 2015 and 2017 and it

has been identified that working across potentially a large number of other local authorities does not facilitate local changes.

- iii. The impacts of the covid pandemic, on resources, has delayed the commencement of work to explore and understand the implications/risks associated with second homes in Salford including AirBnB and this will be carried over into the 2021/22 plan
- iv. The city's housing provider partners have recently shared that they are currently unable to commit to the GM carbon neutral goals due to the financial implications, but they are working to understand the impact of doing so, and how progress towards the goals might be realistically achieved in the long term.
- v. The impacts of the covid pandemic, on resources, has delayed the work to develop local modals/approaches to managing poor standard private rented homes and this will be carried forward into the 2021/22 plan
- vi. The impact of covid and the collapse of Cruddens (contractor) has delayed the development of 70 units of extra care housing. Scheme to be re-submitted and start on site scheduled for September 2021.