

**North Tyneside Council
Housing Strategy 2016 – 2021
'A Great Place To Live'**

Vision

To increase housing **supply**, **choice** and **quality** across North Tyneside; ensuring that housing contributes to **thriving**, **safe** and **healthy** communities.

Foreword

Good housing is a basic human need; without it we cannot thrive. But good housing needs to be more than just four walls and a roof. It needs to be somewhere we are proud of; somewhere we feel safe and secure; somewhere we can grow, develop and express ourselves. It needs to be a home.

Having access to a good home plays an important role in determining a person's economic wellbeing, their health and their sense of security. A good home environment can give our children a better start in life; it can provide the stability needed to succeed in employment; and it can help people to live longer, happier and healthier lives. So, it is important that North Tyneside continues to be a place where our residents can access high quality, affordable homes that meet their needs.

Housing will be critical to the future success of the borough; not only delivering new homes for our growing population, but contributing to economic growth of the borough by providing the right type of homes in the right places for the growing workforce.

This strategy sets our vision for housing in North Tyneside and how as a regulator, an enabler, a planning authority and a landlord we can influence the local housing market

to provide great homes in great places. It is important that we strive towards achieving this and continue to deliver excellent housing services that reflect our collective ambitions. This strategy and the actions within it will allow us to do just that.

This housing strategy comes at a time of great change and challenge for North Tyneside Council. Most notably recent changes to legislation and national policy have meant that we have had to consider how we will continue to deliver services at a time of limited resources. However, it also comes at a time of great opportunity and working with Local Authorities and partners across the region on a range of topics including transport, investment and housing we will contribute to and drive the growth and development of our region.

Over the coming years we will work hard to bring to reality our vision for housing in North Tyneside. We will continue to take positive action and make a real difference to the lives of those living in the borough.

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1. Introduction

Welcome to North Tyneside Council's Housing Strategy 2016 – 2021: 'A Great Place to Live'.

This Strategy replaces the interim Strategic Housing Partnership Plan 2013-14 and sets out our aspirations for housing in the Borough for the next 5 years. It describes how we plan to make the most of the resources available to us and continue to provide a strong and well-balanced housing offer to all.

North Tyneside Council's Housing Strategy 2016 - 2021: A Great Place to Live has been developed in collaboration with a range of stakeholders including partners, residents and elected Members. It is designed to complement and support other key corporate policies and procedures to meet agreed borough-wide targets and provide a vision for housing until 2021. In particular this Strategy will help deliver important elements of the Our North Tyneside Plan and support the emerging planning policies outlined in the Local Plan.

We believe the provision of good quality housing can have a positive impact on many aspects of people's lives. By achieving the strategic housing objectives set out in this

Strategy we can support the development of sustainable and secure communities whilst contributing to wider ambitions around health, prosperity and education.

We recognise that achieving our aspirations will not be an easy task. After the economic downturn of 2008, and despite signs of economic stability, Local Authorities and some housing providers continue to face changes and financial challenges to delivering services and meeting housing need. At the time of writing this Strategy major changes to welfare and funding have created uncertainty about the longer term availability of resources.

The economy will continue to change throughout the life of this Strategy and this will have further implications for both Local Government and the local housing market. We need to ensure that we are prepared for these changes and can adapt accordingly to continue to meet local housing need and support our residents to realise their housing aspirations.

We know that in order to achieve our goals we will need to work closely with all partners from across the housing sector. Details of how we will do this can be found in the Housing Strategy Action Plan.

2. Key Achievements

The Strategic Housing Partnership Plan 2013–14 set out our objectives for housing in North Tyneside. Since then Local Government and the housing market in general have faced some difficult challenges and undergone a number of significant changes as a result. Throughout this period of change we have remained committed to achieving our objectives and believe that we have made some excellent progress towards our goals. Some of the key achievements of the Strategic Housing Partnership Plan are:

- ✓ We have secured funding to deliver new housing developments in the borough. Between 2011 and 2014 North Tyneside Council attracted £10.7m of inward investment and helped partners to secure a further £3.1m.
- ✓ We have continued to improve the availability of affordable housing in North Tyneside. Working with partners we have seen 707 new affordable homes delivered since 2010.
- ✓ We have continued to strive towards bringing problematic long term empty properties back into use as affordable homes. Working with Registered Providers we have brought 322 properties back in to use since 2010.



- ✓ We have supported vulnerable people to improve their health and the condition of their homes. The Safe and Healthy Homes Project has received over 630 referrals and made over 460 visits to private properties with issues affecting residents' health to offer information advice and guidance.
- ✓ We have continued to support and develop our communities. We have delivered new affordable homes and a community centre for the local church in Wallsend Town Centre.



- ✓ We have continued to improve the condition of our 15,000 Council properties. Since 2010 we have completed over 14,000 improvement measures.
- ✓ We have secured our first grant funding allocations from the Homes and Communities Agency to tackle empty homes in Wallsend and build affordable housing at Blandford Road.
- ✓ We have improved our housing offer for older people in the Borough. Working with partners we have delivered

163 properties at the new Extra Care schemes of Weetslade Court, Linskill Court and Rowan Croft.

- ✓ We have built the first council homes in over 25 years. The development at Swan Close has been closely followed by PFI investment to develop new North Tyneside Living properties and successful developments at Barr Close and Bude Court.
- ✓ We have supported vulnerable young people by working closely with partners. The YMCA converted part of James Knott House in North Shields to provide 15 flats for homeless young people and Depaul UK remodelled the Compass project into Depaul House featuring 14 en-suite bedrooms.
- ✓ We continue to develop our understanding of housing need in North Tyneside. By developing a Strategic Housing Market Assessment, the Specialist Housing Market Position Statement and specific research into Starter Homes, we know what affordable general needs housing is needed and what type of supported housing is needed over the next five years.
- ✓ We continue to work with Warm Zones to install energy efficiency measures in cross tenure homes. Since 2013 over 1,000 measures such as new boilers, cavity wall and solid wall insulation have been installed in residents homes, attracting almost £2m in external investment.

3. Strategic Context

This Strategy has been written at a time of great change in national housing policy. This period of change and uncertainty for housing has been heightened by the decision to leave the European Union following the Referendum in June 2016.

The Government is in the process of introducing a raft of new legislation and policies to stimulate housing supply and enable more people to buy their own home. Whilst it has been possible to determine some of the implications of the key enabling legislation, such as the Housing and Planning Act and the Welfare Reform and Work Act, much of detail is yet to be established. We expect further detail to be released through secondary legislation. It is important that North Tyneside Council remains responsive to legislative detail as it emerges.

Throughout the life of this Strategy we will continue to analyse Government policy, contributing to consultation wherever possible, evaluating the implications for North Tyneside and taking action where possible.

The development of this Strategy has also been influenced by changes at a regional level. Regional partners, including

the North East Local Enterprise Partnership, continue to develop plans to boost the regional economy by creating job growth, increasing investment and improving living standards in the North East. Over the coming years it is important that North Tyneside Council's views are well represented at a regional level and that we continue to contribute to regional ambitions.

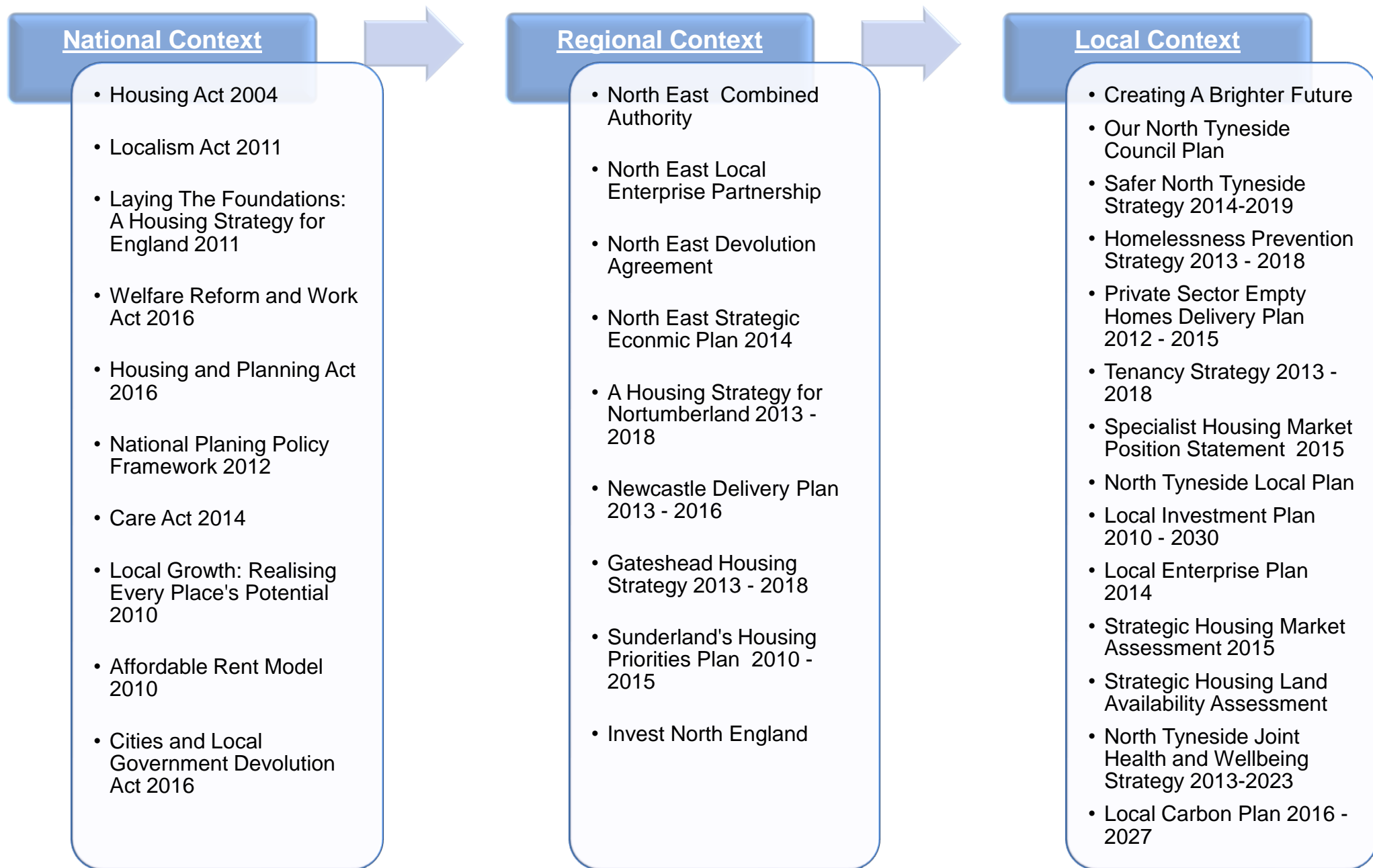
We will ensure we contribute at a regional level by working in partnership with other Local Authorities and partner agencies to align strategies, whenever possible, and identify joint working opportunities. We believe that doing this will support the delivery of modern, efficient and effective housing services across the Borough and have a wider impact in areas such as employment, health and education.

The Housing Strategy has an interdependent relationship with many of North Tyneside Council's existing strategic documents. Our North Tyneside Plan sets out our corporate ambition to see "more new homes built, including more affordable homes"; whilst Creating a Brighter Future establishes four priorities for services over the coming years:

- Ready for Work
- Ready for School
- Cared For, Safeguarded and Healthy
- Great Place to Live Work and Visit

‘A Great Place to Live’ seeks to support these existing corporate targets whilst setting out how we plan to further enhance the local housing offer and manage the changing demand for services in North Tyneside.

The following image shows some of the key legislation, strategies and policies and how they interact with the Housing Strategy.



4. Profile of North Tyneside

Located in the North East of England and covering an area of approximately 32miles² (83km²) North Tyneside sits on the North bank of the River Tyne with Newcastle-upon-Tyne to the West, Northumberland to the North and a coastal border to the East. Rich in natural heritage and beauty North Tyneside boasts fantastic access to award-winning beaches, thriving towns and villages as well as the fastest developing enterprise culture in the North East.

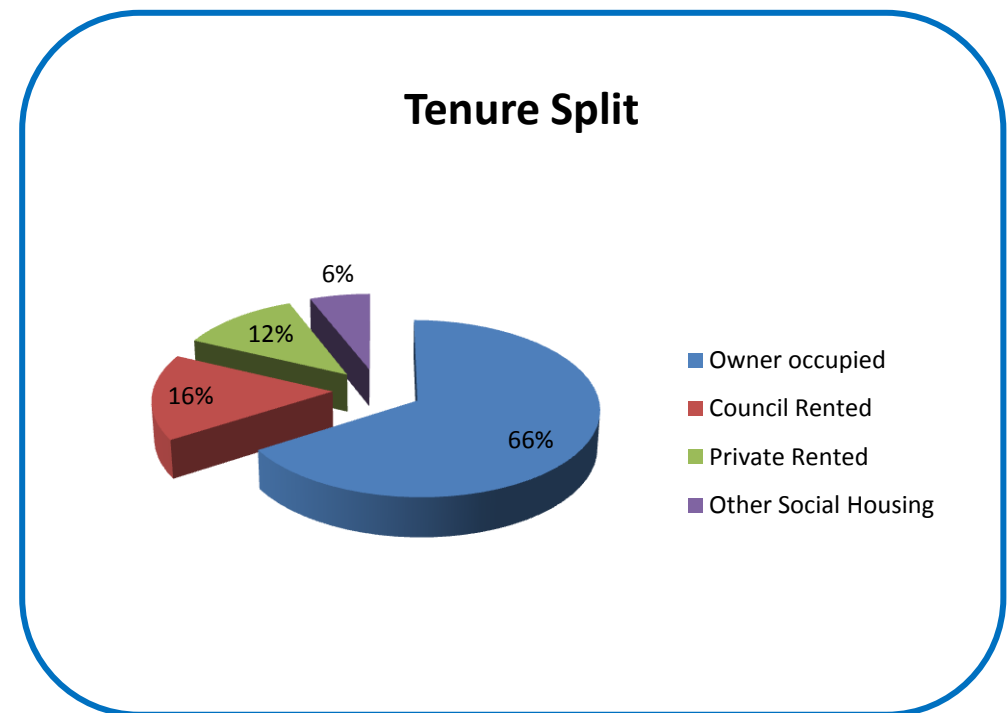
We are proud of where we live and what it has to offer. In 2014 an estimated 202,744 people agreed by choosing to call North Tyneside their home. Of this, 61% are working age, over 19% were aged 65+ and 20% were under 18.

According to the 2011 Census there were a total of 94,528 dwellings in North Tyneside and a total of 91,295 households. The number of dwellings had risen to 95,750 in 2014. Over a third of these properties were built before 1945 (37.4%) whilst 40.5% were built between 1945 and 1984. The remainder (22%) was constructed more recently.

68.3% of properties in North Tyneside are houses, 21.7% are flats and maisonettes and 9.5% are bungalows. 10.5%

of homes are 1-bed, 32.7% are 2-bed, 48.4% are 3-bed and 8.3% are four or more bed properties.

We believe that in general North Tyneside has well-balanced housing market which generally offers a good choice of properties across all tenure types. Owning your own home remains the most popular choice of tenure (66%). Council housing stock represents a further 16% of all properties ahead of the private rented sector (12%) and registered providers of Social Housing (6%).

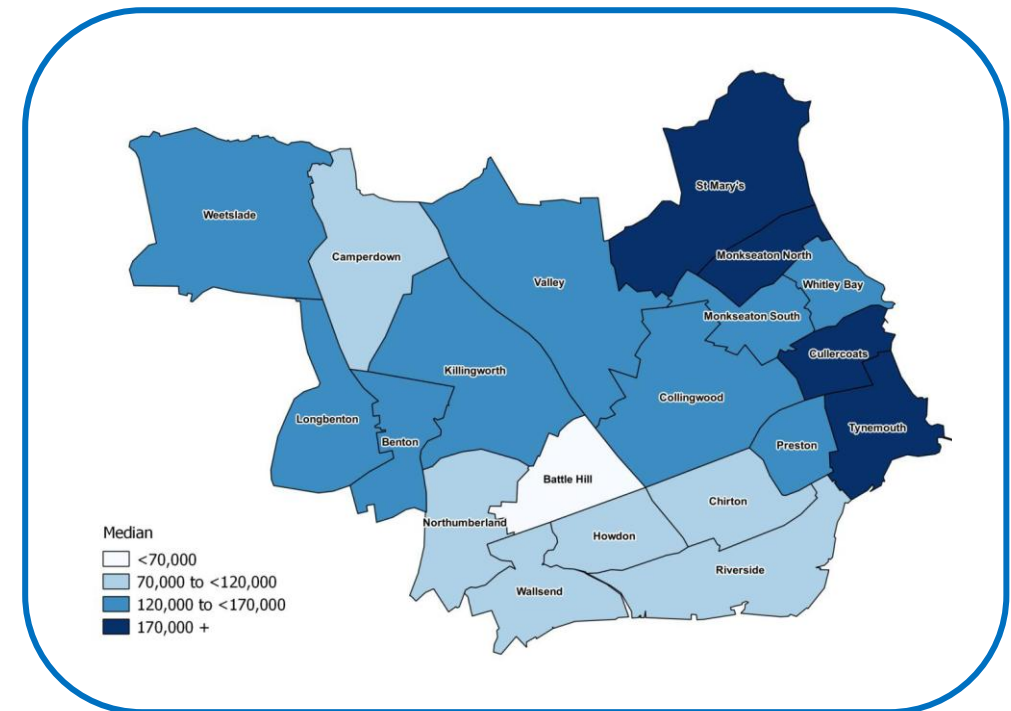


The average price for a property in North Tyneside in 2014 was £144,500, with a lower quartile price of £97,500. This sets property values in North Tyneside lower than the national average but amongst the highest in the North East; second only to Northumberland. Whilst this shows that property in the Borough is generally desirable and maintained to a good standard, affordability remains a challenge in certain areas.

According to Government statistics there were 3,055 empty properties in October 2015 in North Tyneside. We know that homes may become empty for a number of reasons, however, in some cases they remain empty long-term and this is a cause for concern. Not only are these properties not being used as much needed homes they can become a drain on owner resources and potentially become dangerous and unsafe. We recognise that in order to achieve our strategic housing objectives we will need to continue to tackle these empty homes and ensure that they are brought back in to use.

The Household Survey 2013 found that the majority of people in North Tyneside are satisfied with the condition of their home (41.3% satisfied, 37.3% very satisfied) whilst only 8.5% were not (6.6% dissatisfied, 1.8% very dissatisfied). This suggests that stock is generally in a good condition, but targeted interventions may be required

to support those unhappy with the state of repair of their home.



North Tyneside has some areas which display issues related to deprivation and some areas of prosperity, such as St Mary's and Monkseaton North. Areas such as Chirton, Riverside and Wallsend have been identified as being within the most deprived areas of the country. This brings with it specific housing challenges that we will hope to prepare for and address in this strategy.

Changing times

It is projected that by 2037 our population will increase to 226,300. This will see our number of households increase by over 17,000 to a total of 110,800.

The largest population change in North Tyneside will be amongst those aged over 65. Projections suggest that this group will increase from 38,650 to 59,900 during the same period of time. This ageing population is likely to have increased health needs that can be addressed, minimised and met through the provision of good quality housing.

It is also projected that by 2037 there will be approximately 46,000 under 20 years old within the borough. This will mean that there are more Reception age children than ever before. It will be important that sufficient family homes and primary and secondary school places are available to meet this growing demand.

These projected changes in North Tyneside's population will bring increased consumption power and a more diverse workforce. However a larger population will also place increased pressure on local housing markets and we need to ensure that we have enough homes of the right type and tenure to meet this need. We have determined that to meet overall demand we need to deliver many more additional homes per year until 2030.



Over the coming years there will be some fundamental changes to the rental structure in North Tyneside. Local Housing Authority and Housing Association rents are to reduce by 1% each year until 2019-20. Whilst this does represent a saving for tenants and the national welfare bill it will represent a challenge to North Tyneside Council's ability to provide services in the same way. It will be important that we explore new ways to deliver the essential services valued by our customers, particularly the vulnerable.

We expect to see a major change in the way that people can claim benefits and what they will receive. Over the life of this Parliament, as more people are encouraged into work and in an effort to reduce the welfare bill, Universal Credit will be introduced across the country. Payment levels have been frozen until 2020 and when taking into account inflation and rising prices elsewhere claimants may see their support cut in real terms. It will be important that we help people understand what these changes will mean to them and support them in managing their finances. Where possible we must also support people to help themselves by helping them to access work or training.

In summary, we know that the economy and housing markets will continue to change. It will be important that North Tyneside Council remain responsive to both the challenges and opportunities that this poses for the Borough and its residents. Through this Housing Strategy and the delivery of the associated Action Plan, we intend to proactively address these challenges and ensure that North Tyneside remains a great place to live.

5. Strategic Housing Objectives

The previous chapters of this strategy have outlined and contextualised some of the challenges we face. Using the comprehensive evidence base available to us, taking into account our statutory requirements and through consultation with a range of market professionals and local people we have developed four key strategic aspirations to take forward over the next 5 years.

- 1. More and Better Homes**
- 2. Great Places to Live**
- 3. Better Housing, Better Health and Wellbeing**
- 4. Better Homes, More Independence**

The following chapters will explore these priorities in more detail. In doing so we will set out how, with our partners, we intend to deliver the homes and services that will ensure that North Tyneside continues to be a 'Great Place to Live'.

Strategic Objective One:

More and Better Homes

Everyone should have the opportunity to rent or buy a home that they can afford in a place they choose to live. With property prices rising and the population in North Tyneside expected to grow by 12% by 2037 this is likely to become more difficult for some.

It is important that we support housing growth in North Tyneside to meet the demands of a growing population, the changing needs of the Borough and support economic growth. This should not solely be done by developing new homes, but by also focusing on our existing housing stock and making better use of it for everyone.

This chapter explores how we will tackle the challenges we face and encourage and develop a range of homes that meet the needs and aspirations of our existing households and new residents to the Borough.

Developing new homes to meet housing need

Using a range of statistical evidence and population projections the North Tyneside Strategic Housing Market

Assessment 2014 (SHMA) identified the objectively assessed need for housing in the borough. It has been determined that an average of 828 new homes are needed each year until 2032 to meet the forecast demand for housing.

However, taking in to account delivery in previous years it has been established that over the next 4 years to March 2020 we need to build 1,222 new homes per year to meet the objectively assessed need. Achieving this level of housing delivery will require a planned approach to housing land supply and development.

During the course of 2017 we expect to adopt our Local Plan. The Local Plan will be an important tool that will enable us to plan ahead and protect the unique character and attractiveness of North Tyneside. Taking into account the predicted changes to the local population, the growing local economy and availability of land the Local Plan will guide sustainable development to provide the homes needed to support the economic growth of the Borough both now and in the future.

The Local Plan identifies two key strategic sites for housing development that will help us to meet the changing needs of the Borough in a coordinated and sustained manner. It indicates that over the next 15 years we plan to guide the development of Killingworth Moor and Murton Gap to meet

this need. These sites will not only help deliver enough homes to meet housing need in the future but will provide new retail, education and leisure opportunities that will provide for the newly emerging communities as well as catering for our well-established communities.

It is important that these developments are vibrant, successfully designed places that residents and businesses can be proud of. To ensure that we achieve this we will develop detailed masterplans for each site in Spring 2017 which will put social cohesion, physical and mental health and wellbeing and social care services at the heart of future development plans.

The developed masterplans will take into account the requirement for open space provision, transport and infrastructure improvements and the environmental impact of development, such as flooding risks. Working with partners across the Borough and North East region, such as Nexus and Northumbria Water, we will develop plans to identify and mitigate any risks posed by new housing development and ensure it does not have a detrimental impact upon existing communities.

To aid with the development of Local Plan and subsequent masterplans we have engaged with the Homes and Communities Agency ATLAS service. They will act in an

advisory capacity to ensure our plans are well-informed; providing their considerable expertise in the delivery of complex, housing led projects.



We know that how residents feel about their home and the places they live can impact upon their satisfaction and quality of life. Therefore, we understand that it is important that the detailed masterplans for Murton Gap and Killingworth Moor take in to account the views of existing communities. We have undertaken consultation throughout

the process to date and are committed to continuing to actively engage with the public during the development of these plans.

As part of this customer engagement we want to establish what type of housing that people want to live in as they get older. This is particularly relevant as North Tyneside's population is ageing and as a consequence their housing needs are changing. It is important that we continue to provide a sustainable housing offer that supports and adapts to these changing needs and enables people to maintain independent lives.

By producing well informed site designs we can provide age-appropriate housing choices across all tenures that meet modern expectations whilst enhancing older people's quality of life, health, wellbeing and security. We recognise that the strategic sites of Killingworth Moor and Murton Gap provide an excellent opportunity to meet changing housing needs and will seek to develop new specialist housing with access to an extended range of leisure and support services.

Affordable Housing Need

As part of 'Our North Tyneside' the Council Plan for 2014 to 2018 we recognise that it is important that everyone has access to a place to live that they can afford. However, the

SHMA identified that we have an annual imbalance of 490 affordable homes per annum in the borough. We need to re-balance this by ensuring that there is a sufficient supply of affordable homes in North Tyneside.

Following the economic downturn in 2007 property prices in North Tyneside have started to recover and have now started to increase in value.

In 2014 the average property price in the borough was £144,500. To be able to afford this a household would need an income of at least £41,278. Unfortunately, bearing in mind the average salary in the borough is £18,392, home ownership remains an unaffordable option for many.

Our research tells us that 25.3% of existing and newly-forming households in need of an affordable home would prefer not to rent. Instead they would rather 'get their feet on the property ladder' and whilst they cannot outright own their home they can access an intermediate housing product. With this in mind we will continue to encourage the development of intermediate housing products, such as shared ownership properties, in North Tyneside.

Whilst some priced out of home-ownership may choose to privately rent a home others see an affordable home as a

rented property provided by either North Tyneside Homes or a Registered Provider at either a social or affordable rent. Each year North Tyneside Council provides new tenancies to approximately 1,400 households in housing need. However, demand for these properties outweighs supply and there are currently over 4,600 on the Council's housing waiting list.

Delivering Affordable Housing in North Tyneside

The Affordable Homes Programme was established to support the delivery of the Mayoral priority to deliver 3,000 affordable homes by 2024. Since the introduction of the Programme in 2014 we have delivered over 500 new affordable homes to the Borough and by 2021 we expect to see a further 1,500 affordable homes developed towards our target.

It will be important that we work with a wide range of partners to support the delivery affordable homes in North Tyneside via a range of delivery models.

The majority of new affordable homes will be built by developers on larger sites as part of Section 106 agreements. To guide these developments we have produced our Affordable Homes Viability Assessment. This determines what proportion of housing development sites should be allocated for the provision of affordable homes.

It establishes that 25% of sites should be designated for the provision of affordable homes.

We are in the process of reviewing and updating this assessment and will present findings in the North Tyneside Area Wide Viability Assessment. However, early indications suggest that a 25% remains a reasonable and viable level for affordable housing delivery in North Tyneside.

As a land owner and provider of affordable housing we can directly influence the development of new homes in North Tyneside. Through our continued partnership with Kier Group PLC we are able to increase the supply of affordable homes in the borough. The current Cabinet approved Housing Revenue Account Affordable Homes Programme sets out that we will build 72 new affordable homes across in the borough by 2020. These homes will be built by Kier Construction on behalf of North Tyneside Council and then managed by North Tyneside Homes.

In 2013, to support delivery of our Affordable Homes Programme, we made changes to North Tyneside Trading Company Ltd. This enables the Trading Company to act as a developer to support and complement the Council's continuing construction programme. We believe that the Trading Company can act as a major catalyst for

regeneration in North Tyneside, creating new jobs and local business opportunities whilst developing the new homes needed in the Borough.

Primarily focusing on the development of Council owned land the Trading Company has identified suitable sites across the Borough that could be used for the development of new homes. The Trading Company will initially seek to use funding generated through Section 106 developer contributions and other appropriate capital receipts to build new homes. Once developed the rental income these homes create will be recycled and used to fund the ongoing operations of the Trading Company and fund the development of additional sites across North Tyneside.

The Trading Company is also able to explore commercial opportunities that the Council would not ordinarily be able to in order to increase housing supply. Such opportunities may include developing homes for outright sale or for rent at a market value. By developing the commercial element of the Trading Company it may be possible to generate a profit that could be invested to develop more affordable homes in the future.

We will also explore the different tenure models emerging on to the market in more detail to make the most of the

opportunities available to us to offer a sustainable choice of affordable homes. This will include exploring the provision of Starter Homes, Rent To Buy, Build To Rent and other similar initiatives in the Borough.

Registered Providers can also play a significant role in the continued development of affordable homes in North Tyneside. Whilst their potential development programmes have been impacted upon the 1% rent reduction outlined in the Welfare Reform and Work Act 2016 we believe some of our partners will continue to develop new homes. We will work closely with the active Registered Providers in North Tyneside to support them to build affordable homes in the places it is needed.

Ensuring existing stock meets housing need

We understand that a certain level of empty homes is necessary for a local housing market to function effectively. These transactional vacancies are actively advertised for sale or rent and help to maintain the housing market's health, allowing residents a choice of tenures to meet their individual needs. However, longer-term empty homes can be a different proposition. At their worst these properties can be in a poor state of repair, attract crime, vandalism and other forms of anti-social behaviour.



In the past we have been successful in assisting many home owners and landlords to return long-term empty properties to occupation. We will assist empty home owners to help themselves by providing them with the information they need. However over the coming years our focus will fall on those properties which can be returned to occupation as additional affordable housing units through a range of measures including our “Repair and Manage” scheme. This will not only help owners, but will importantly contribute to the wider success of our communities and

local housing markets by preventing some of the associated problems with long-term empty properties.

In addition to this our regulatory services will continue to ensure that all empty properties are managed appropriately to minimise the impact they can have on our communities.

Enabling Self and Custom Housebuilding

We understand that self-built homes can be an affordable housing option to some and allows people to have a greater influence over the design and build of their home to meet their specific housing need. The UK traditionally has a much lower rate of self-building than other European countries. However, the Government is keen to increase self-build rates. Whilst just over half of the population would consider building their own home given the opportunity it is estimated the self-build sector contributes only 7-10% of new homes each year. This may be due to a number of identified barriers, such as land availability, access to finances and the UK’s attitude towards this form of housing.

Over the life of this strategy we intend to identify and address the barriers to self and custom housebuilding in North Tyneside and support the development of the sector

locally. This will involve establishing the demand for self-build and custom housebuild plots in the Borough.

Regenerating North Tyneside

We recognise that a great place to live is not just about having a home that meets your needs, but also about being able to be part of a community that offers excellent social and economic opportunities. Good housing can provide households with the stability required to access and sustain employment. In turn, this can help tackle social problems such as deprivation and make a positive contribution to wider economic development. Supporting the development of new homes in the borough can go some way to achieving this, but new housing development needs to be complemented by a strong offer from the existing housing market.

To achieve our strategic objectives it is important that we maintain the well-balanced housing market in North Tyneside. A vibrant and sustainable housing market not only provides the homes required to meet our growing population and expanding workforce, but can also attract inward investment and enhance wellbeing. So, it is important that alongside developing new homes and communities we align our strategies for housing and

economic development to invest in and regenerate our existing communities.

We know that even when the housing market was at its most buoyant there were pockets of the borough where the housing market continued to struggle with low demand. This would indicate that there are underlying issues with the housing stock in these areas that impact upon its desirability. If left unaddressed whilst the wider housing stock continues to improve these issues may lead to social segregation and spatial concentrations of deprivation. We intend to identify and address the issues with the stock in these areas through targeted housing-led interventions. By improving the housing offer in these areas we will strengthen existing communities enabling them to be more resilient in times of change. Targeted intervention work will also ensure that these communities are provided with the support needed to address the underlying economic causes of deprivation and are able to both benefit from and contribute to the planned economic growth of the borough and the wider North East region.

We continue to be committed to regenerating the Fish Quay, North Shields, Wallsend and Whitley Bay areas of North Tyneside whilst protecting the heritage and identity of our communities. As part of these regeneration projects we will enhance the public realm, develop local business and housing opportunities and improve the tourism and

leisure offer. This will further enhance the image of the area and enable us to attract further investment, and the associated benefits of this, to the Borough.

The Regional Growth Agenda

When the costs of land, labour and housing are taken into account the North East has a very competitive economic offer. The North East Strategic Economic Plan “More and Better Jobs” 2014 explores how the North East Local Enterprise Partnership (NE LEP) will realise the economic potential of the region. In establishing the economic aspirations for the region the Strategy Economic Plan sets out how regional economic growth can be delivered to attract a highly skilled workforce with more opportunities for young people. It outlines the importance of providing good quality homes in well-connected places to meet increased demand and to attract and retain this skilled workforce and additional inward investment it brings.

North Tyneside Council is committed to providing the right support networks to enable NE LEP to deliver its aspirations for economic growth in the region. It is therefore important that North Tyneside Council provide the right housing offer, including affordable homes, in the right places to attract and retain a skills base that will encourage potential inward investment.



North Tyneside Council is also committed to working with the neighbouring local authorities of the North East. This will allow all to deliver and contribute to the regional growth agenda. Together, with the NE LEP, we are striving to deliver an improved, stronger North East region which is able to adapt and compete nationally and globally. This will be achieved through the provision of an improved employment offer and the development of better quality homes and a suitable infrastructure network.

We are already working with the NE LEP to regenerate the Port of Tyne North Estate and the former Swan Hunter sites. Building on the vast experience, skills and long tradition of heavy engineering, gas and oil in the area will develop the identified sites to attract new business and provide more job opportunities to the area. It is our collective objective to deliver economic growth and establish the North East as a world-leader in the offshore and renewable industry. North Tyneside will play an important role in helping achieve these shared goals.

To underpin and enhance this major economic opportunity for North Tyneside we have developed a number of regeneration masterplans for our local communities. These plans will ensure that the economic successes of the North Bank of Tyne and Port of Blyth Enterprise Zones are realised and felt across North Tyneside and the region.

Supporting and guiding housing development

We recognise that many of the actions and interventions discussed in this chapter and the Strategy as a whole cannot be achieved by North Tyneside Council working in isolation. It is important that we continue to create and develop partnerships with a range of stakeholders across the housing sector at a local, regional and national level.

The Council will provide clear leadership and guidance to ensure that the right types of homes are provided in the right places in North Tyneside. Homes should complement the wider regeneration and economic growth planned for the Borough. To achieve this we will need to make sure that our housing and planning policies are closely aligned and remain well informed.

We will also actively engage with private sector landlords, registered providers and volume housebuilders to establish and achieve our shared goals. We will continue to explore joint working and funding opportunities with other partners, such as Local Authorities, the Homes and Communities Agency and the North East Local Enterprise Partnership.

To remain responsive to market pressures and housing need we will regularly review and update our evidence base; ensuring that findings are shared publicly. As part of this commitment we will regularly review key documentation, such as the Strategic Housing Market Assessment and Area Wide Viability Assessment.

We will...

- 1. Support the delivery of new homes in North Tyneside to meet the established housing need**
- 2. Encourage the delivery of 1,500 affordable homes by 2021; contributing to the Mayoral target of 3,000 by 2024**
- 3. Maximise the use of existing housing stock in North Tyneside**
- 4. Regenerate North Tyneside's communities to support the planned economic growth in North Tyneside**
- 5. Support the development of self and custom housebuilding in North Tyneside**
- 6. Contribute to the regional economic growth agenda**

Strategic Objective Two

Great Places To Live

Poorly managed housing and communities can have an impact upon the reputation of an area, making places unpopular places to live. It can impact upon community cohesion, leading to issues relating to anti-social behaviour and crime. However, effective housing management and good access to housing services can ensure that our neighbourhoods remain safe and secure and that North Tyneside in general remains a great place to live, work and visit.

It is important that the Council and its partners understand the condition of the local housing stock and impact that this can have on our communities. Neighbourhoods which are well designed, well managed and well maintained can support communities and offer greater opportunities for both individuals and wider economic prosperity.

This chapter details how we will improve stock conditions and improve perceptions of some areas to ensure that all our communities remain sustainable, attractive and desirable places to live.

Helping people help themselves

North Tyneside Council provides a wide range of services to a diverse range of residents and visitors of the Borough. We believe that the services we offer should reflect demand and help people to live happy, healthy and independent. The majority of our services are available to everyone and we believe they should be easy to access and provide the information people need to help themselves.

We recognise that many of our customers prefer to contact the council using web-based services. As technology has advanced we have been able to respond to this and improve our service offer by making more of our services available online. As we review our services to ensure that we use our resources efficiently we will need to increase our online offer and enable all of our customers to self-serve wherever possible.

We will also continue to promote and encourage the use of the range of Council and community support services available for people to help themselves, such the Tool Loan Scheme, the Handyman Service and money advice services. By offering more opportunities for our customers to self-serve we can give our customers greater access to the information, advice and guidance they need to help themselves and make informed decisions.



We believe that by empowering the majority of our residents and communities in this way we can reduce the demand on some services which will allow us to direct resources to those which need them. It will also us to respond quicker and ensure that our services reflect customer demand, which will lead to improved overall customer satisfaction levels.

We know that in some instances some people may not be able to self-serve. In these instances we will ensure that people are provided with or directed to the services they need. However, as part of this we will work with these customers to identify whether a lack of awareness or a lack of ICT skills prevented them from self-serving. If so we will support them to develop the skills and confidence they need to help themselves in the future.

We also know that sometimes people may need to access certain services in person. To support this we will ensure that frontline staff is able to offer information, advice and guidance across a range of services. In order to do this we will identify and develop the links between our frontline services, such as housing, culture and leisure. It will also be vital that we embrace mobile working technology and provide our staff with the necessary resources that allow them to spend more time in our communities whilst being well connected to the information systems they need to deliver effective services.

We understand that despite technological advancements and changing our way of working there will always be customers who require more dedicated and personalised care and support. Often these customers are the most vulnerable members of our community and are in the greatest need of support. We believe it is important that they are provided with the specialist services they need

which can be tailored to the individual and their complex needs. To help us to do this we will carry out comprehensive needs assessments of these individuals to ensure that the services we provide or refer to are right first time; also ensuring we continue to use our resource efficiently.

Responding to changes in welfare provision

It is important that the Council continues to respond to changes in national policy and legislation; understanding the implications of any changes for local people. The Welfare Reform and Work Act 2016 reforms the benefits system and will have implications for the residents of North Tyneside. In particular the impact of the introduction of Universal Credit and changes to Child Tax Credits entitlements alongside a freeze on benefits for the next four years and a reduced benefit cap need to be fully explored, understood and communicated.

We will help people to understand the changes and establish the impact this may have on their lives. We plan to proactively address issues by providing clear and concise information, advice and guidance to all those effected. We hope that through early intervention projects, such as those offering financial assessments, budgeting skills etc, we will be able to provide effected residents with the knowledge and skills they need to manage the changes themselves. This will reduce the burden on more

resource-intensive Council services and enable us to provide focused support to those in the greatest need.



Managing North Tyneside Council stock

North Tyneside Council's Lettings Policy sets out the way in which Council housing stock is allocated based upon housing need. It recognises that changes to housing benefit and housing related support will impact upon some households' ability to pay their rent. To ensure that prospective tenants are not negatively impacted upon we

will undertake affordability assessments and work with those who would not be able to pay their rent to minimise the risk; offering housing support and guidance to those in need.

Our Lettings Policy establishes our ongoing commitment to supporting those who are or were members of the Armed Forces or former Service Personnel and their families. We will support those who need to move because of a serious injury, medical condition or disability sustained as a result of being in the forces. We will also support the bereaved spouse or civil partner of members of the Armed Forces to access suitable housing if they leave Service Family Accommodation.

It is best practice to review lettings policies every two years. North Tyneside Council has been recently reviewed our Policy to ensure that it is in line with national policy and that it best meets the needs of the Borough. When reviewing our Lettings Policy in the future we will take in to account customer feedback and strive to create a fair and transparent policy.

We recognise that as a responsible landlord North Tyneside Council can play a major role in improving the condition of properties across the Borough. We are

committed to maintaining, improving and investing in the quality of people's homes.



We have developed a programme of works including the replacement of kitchens, bathrooms, heating systems, roofing, walling etc. Alongside this we will continue to install adaptations and ensure the safe management of asbestos in line with legislation and best practice. Through this wide range of programmed work we will ensure that our properties achieve the Government's Decent Homes

Standard. This will remain as a key objective for us throughout the course of this Strategy and when determining spending priorities.

The delivery of these works continue to help provide quality, decent and affordable housing, helping to ensure that our estates are well maintained and environments are safe and desirable places to live.

Developing a well managed private sector offer

As already established in this Strategy, North Tyneside Council will support wider Government objectives by seeking to increase housing choice and housing supply. Whilst this does mean that there will be increased opportunities for households to own their own home we know that some people will either need to or will choose to rent their home through the private sector.

It is important that for those households living in the private rented sector that they have access to suitable homes provided by responsible landlords in places they want to live. We believe that North Tyneside should have a sustainable, balanced private rented sector that works for all. To achieve this it is important that the Council's approach to the sector strikes a balance between engagement, support and targeted enforcement action.

Our approach to the private rented sector will be underpinned by the principle that the most important relationship is the relationship between landlord and tenant and not with the Council. However, we understand that we can facilitate this relationship by improving the information available to both landlords and tenants regarding their rights and responsibilities. As part of this we will seek to help tenants help themselves by providing a range of online information, advice and guidance tools for private tenants to use to highlight concerns about their homes with their landlords.

To ensure that the sector can self-regulate effectively we are developing a strategic partnership with the National Landlords Association. This will ensure landlords can also access information, support and advice to enable them to manage their properties professionally through an accreditation scheme. We will also proactively ensure all agents are signed up to the "Letting Agent Property Redress Scheme".

Where complaints are received by Regulatory Services they will be triaged based on vulnerability and severity of issues. Landlords will be given the opportunity to remedy issues before the Council becomes involved. Where the management practices of landlords or the condition of their properties becomes a widespread concern we will consider the use of additional licensing powers.

Unfortunately there are a small number of landlords who behave in a criminal way. It will be necessary to target those landlords who are repeat offenders, taking a proactive risk-based approach to enforcement. Where council intervention is required we will ensure the full cost of any necessary enforcement action is recovered from the guilty party.

Ensuring our communities are safe and secure

We know that to ensure that the Borough remains attractive and desirable it needs to be a safe and secure place to live.

North Tyneside Council is an active member of Safer North Tyneside. Through our involvement in this group and by focusing on the community safety issues that really matter to residents we have contributed to reducing crime in the Borough. We are committed to continuing to listen to our residents and partners to ensure that our services are responsive to changing legislation and the needs of the Borough.

The success of Safer North Tyneside can be demonstrated by the fact that North Tyneside is one of the safest metropolitan borough in England.

The Anti-Social Behaviour, Crime and Policing Act 2014 reformed existing and introduced a range of powers designed to combat crime and anti-social behaviour. It is important that we support the Police to enact these powers and tackle any identified problems within the Borough. This will involve ensuring that our own policies and procedures are up to date and reflect current Government policy and legislation. Whilst we have updated our Anti-Social Behaviour Policy recently we know that we need to consult with residents and partners about the support we offer to victims and witnesses.

We will...

- 1. Develop North Tyneside Council's housing services to enable people to help themselves**
- 2. Support residents to understand how changes to welfare will impact upon them**
- 3. Ensure that North Tyneside Council managed housing stock continues to achieve the Government's Decent Homes Standard**
- 4. Ensure that North Tyneside Council's housing stock is well managed**
- 5. Facilitate the development of a well managed and well regulated private rented sector**
- 6. Ensure that North Tyneside remains a safe and secure place to live**

Strategic Objective Three

Better Housing, Better Health and Wellbeing

The right home environment is essential to good health and wellbeing. A warm, dry, safe and secure place to live can improve life chances and help people to lead happy, healthy and independent lives.

However, poor housing can have a negative impact on our physical and mental health and wellbeing. Despite the continued improvements in construction standards the home remains a major cause of ill health for many. Poor housing can increase the risk of injury, cause or exacerbate respiratory and cardiovascular diseases and cause illness or even death from temperature extremes. It is important that these risks are minimised and prevented.

The role of the home in determining good health is even more critical for vulnerable groups as they are more likely to spend more time in their homes and are often in the greatest need of good housing environments.

This chapter explores the links between health and housing and sets out how we hope to make the most of our

resources to tackle poor housing environments and improve resident health. Through proactive engagement, early intervention and increased collaboration with local people and representatives from across the public, private and voluntary sectors we can help to improve the health and wellbeing of everyone in North Tyneside.

North Tyneside's Health Needs

North Tyneside is one of the least deprived boroughs in the region and there is generally an improving picture of health and wellbeing. However, we know that there are significant health and social care challenges to be addressed as both life expectancy and healthy life expectancy in North Tyneside are lower than the national average.

Life expectancy is increasing as early deaths due to cardiovascular disease and cancer are declining. However, healthy life expectancy is not increasing at the same rate as life expectancy. This means that many people are living for longer but are often living the later stages of their lives in poor health, sometimes with multiple long term conditions, for longer.

We know that housing is one of the wider determinates of overall public health. Good quality homes can help to prevent the chances of poor health and wellbeing impact

upon an individual. It can also play an important role in improving their health and wellbeing.

Our Health and Wellbeing Strategy 2013 – 2023 sets out how we hope to continue to improve health and wellbeing in North Tyneside and address the challenges posed by the major health risk factors of poor diet, smoking, drinking too much alcohol and physical inactivity. At the heart of this there will be an emphasis on prevention, self-help and early intervention delivered by well-connected, well-integrated services and highly skilled staff.

Connecting housing, health and care

The relationship between health and housing has been further emphasised by recent changes to legislation and national policy. The Care Act 2014 recognises the important role that suitable housing can play in meeting the health needs of the population. It establishes the duty for all local authorities to integrate services, including housing, to improve wellbeing by preventing, reducing or delaying any potential care needs.

Following the Care Act a Memorandum of Understanding was agreed and published by a range of national and Government organisations including the Chartered Institute for Housing, Department of Communities and Local Government and the Department of Health. This document

set out some of the challenges we face and established a commitment to improve collaborative working and co-ordinate health, social care and housing policy.

North Tyneside Council agrees with the principles of both The Care Act 2014 and the Memorandum of Understanding and will seek to comply with all legislation and policy.

It is said that poor housing costs the NHS at least £600 million per year in England alone. Given this and the current economic challenges it is important that we work closely with our partners to deliver efficiencies and bring about positive change. We recognise that in order to do this we must develop strong links between local health and housing partners.

It will also be important that we ensure that our efforts to improve resident health and wellbeing also align with the emerging regional health and social care agenda. The joint North East Combined Authority and NHS Commission for Health and Social Care Integration is exploring how the NHS, local authorities and other public, private and third sector bodies could work together to improve the health and wellbeing of the local population. Recognising the clear links between health and housing it seeks to reduce a reliance on hospital based services by promoting the

adoption of a holistic, proactive approach to improving resident health through preventative action.

To achieve our corporate ambitions of improving the quality of homes in the Borough and enhancing the life chances of all our residents we understand that we must work closely with partners in the NHS, Public Health and others across the region. We will seek to integrate health, care and support in our approach to housing projects and will deliver focused prevention and intervention projects that will contribute to improving the Borough's health.

North Tyneside Council is dedicated to providing services that place the health and wellbeing of residents at their core. To achieve this, we embarked on a two-year Knowledge Transfer Partnership (KTP) with Northumbria University to gain an in-depth understanding and inform and shape future service delivery.

We are continuing to build upon the successful outcomes of the KTP. We will continue to explore the links between health and housing and ensuring that good practice is adopted and embedded in our housing services; ensuring they contribute towards improving health and wellbeing in the North Tyneside.

The KTP also helped to establish links between North Tyneside Council a range of organisations including Public Health, the NHS, Age UK and Adult Social Care. The Research and Innovation Manager will continue to work with these organisations, and others, across the health, social care and housing sectors to share information and ideas and increase collaborative working.

Enabling people to live independent, healthy and happy lives in their homes

We believe that by adopting an interdisciplinary approach across health, social care and housing can help us to better integrate services to promote and improve resident health in the Borough. Doing this will also provide us with the opportunity to review and reduce management costs; allowing us to release resources and increase capacity at the front line.

As part of this we will support the development of a North Tyneside CARE (Co-ordinated, Access Response Experts) Point. CARE Point will provide a single point of access to the small teams across a range of agencies who deliver services designed to achieve safe and efficient hospital admission avoidance and discharge. By taking this holistic approach to preventing and reducing hospital admissions and readmissions we can ensure that care and support interventions are provided at the right time and by the person with the most appropriate skills so that we can

deliver the right care, first time, every time. Co-ordinating a combined response can also help to maximise the capacity of the teams and ensure that we provide a rapid response to health and housing issues once alerted.



The Safe and Healthy Homes initiative was developed to address the recommendations made within the JSNA and the team became live in September 2014. The service provides information, advice and guidance to people living in private rented and owner occupied accommodation who

have a housing issue which may be affecting their health. The aim of the team is to facilitate housing interventions which can improve North Tyneside residents' physical and mental health. To date the team has helped 821 households improve their homes to reduce the impact of poor housing through by either undertaking a home visit or offering information, advice and signposting over the phone.

We will continue to build upon the success of the Safe and Healthy Homes Initiative and have secured funding to deliver the project until March 2018. We will continue to seek funding opportunities to deliver the project beyond this time.

Falls represent the most frequent and serious type of accidents in people aged 65 and over. Falls can lead to disability and are amongst the leading causes of death from injury among those aged over 75. Recovery periods after a fall can be long and intensive, with many people needing support in and around the home; putting strain on a person's physical and mental health.

The full financial cost of falls to the NHS and social care has not been calculated, but hip fractures alone cost over £2.3bn per year. With North Tyneside's rate of hip fractures being significantly worse than the national

average it is important that we seek to prevent the likelihood of falls. This is not only beneficial to the quality of life of the individual but evidence indicates that considerable savings could also be made to associated budgets.



In 2013, North Tyneside Council commissioned the Building Research Establishment to undertake some research to determine the condition of private sector homes in North Tyneside. The findings of this suggested

that 9% (6,513) of private sector homes in North Tyneside were expected to pose a Category 1 Hazard. The majority of these hazards were fall hazards.

The Safe and Healthy Homes team regularly make contact with residents in the private sector, some of our more vulnerable residents, and are well placed to ensure they receive the support they require. By undertaking a home hazard assessment the team is able to determine the needs of the households and make relevant referrals for aids and adaptations, assistive technology or other suitable services. This plays an important part in helping people to maintain their independence and reducing the risk of injury in and around the home.

Tackling deprivation

The JSNA 2015 states that people who experience material disadvantage, poor housing, lower educational attainment, insecure employment or homelessness are among those more likely to suffer poorer health outcomes and an earlier death compared with the rest of the population. Health inequalities start early in life and persist not only into old age but also into subsequent generations.

Relative deprivation in North Tyneside is improving, but unfortunately owing to persistent pockets of deprivation there are wide inequalities in the borough. In these areas

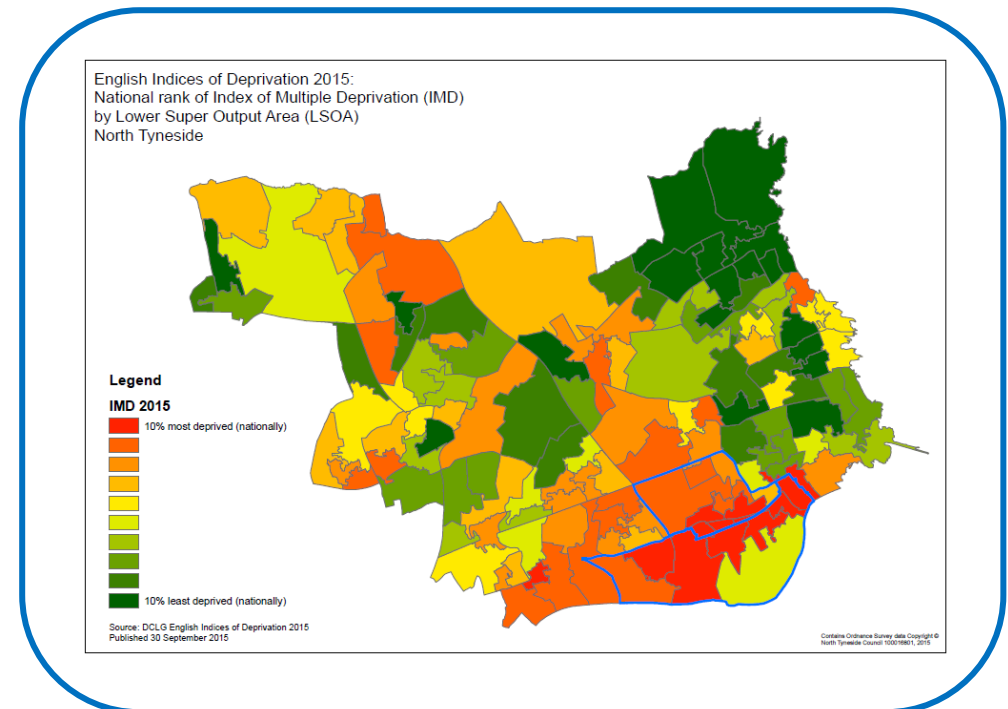
poor housing conditions in private sector housing can exacerbate the negative effects of deprivation. For example, the gap in life expectancy between the most and least deprived areas in the borough is 10 years.

In areas suffering from deprivation some homeowners are struggling to maintain their properties and we know that many homes in these areas are thermally poor, contain health hazards and do not comply with the Decent Homes Standard. Alongside this, whilst there are many good landlords, some properties suffer from poor management standards and a lack of investment and maintenance.

Working with our partners, such as the National Landlords Association, WarmZone, Age UK and voluntary organisations, we can deliver targeted interventions aimed at tackling fuel poverty, providing effective financial assistance and taking appropriate enforcement action. This approach will drive up the standards of the private housing sector to the benefit of both landlords and tenants.

We will work with our partners to deliver targeted interventions across the Borough, starting with a focus on the most deprived wards in the Borough. By focusing on improving housing conditions in the private sector we can bring about positive change. We will set out how we will achieve this in more detail by producing the necessary

Action Plans, which will detail the toolkit of initiatives to be used.



Supporting people to maintain their home

The Council agrees with the principle that it is primarily the responsibility of home owners to ensure their properties are maintained. However where they are unable to do so it may be appropriate to offer assistance to ensure that their home do not exacerbate underlying health conditions. By adopting this approach we will reduce the impact of poor

quality housing on health and social care budgets and return homeowners to a position where they can help themselves in future.

To ensure that we intervene at the right time and get things right first time we have identified a range of partners to make referrals into our Safe and Healthy Homes Service including a bespoke GP referral system which automatically refers patients with health issues most affected by poor quality housing, e.g. Chronic Obstructive Pulmonary Disease (COPD).

We will refocus our approach to financial assistance for those who are excluded from mainstream sources of finance to help them eliminate hazards from their home that increase the risk of illness. These will include damp, mould, excess cold and structural defects which increase the risk of accidents such as falls. The policy will focus on those vulnerable households with an underlying health condition and, where appropriate, on designated areas of the Borough in the most need of assistance.

The principle objectives of the revised financial assistance policy will be:

- To improve and maintain healthy living conditions within private sector housing, specifically helping homeowners on limited incomes to repair, improve or

adapt their properties and so facilitate independent living

- To contribute to the regeneration of areas suffering from market vulnerability, and to tackle poor housing conditions in areas where these may contribute to neighbourhood decline
- To encourage owners to undertake works that will make their homes more energy efficient and to reduce the number of people affected by fuel poverty.

Adaptable Homes

Having a home that meets our changing needs throughout our lives is important to us all. As people age it becomes more likely that they will suffer from an illness or disability which may make it difficult to manage in their home. Good housing should adapt to these changing needs and can make an important contribution to improving the quality of life for those affected. Rather than be forced to move North Tyneside Council want to enable people to remain independent in their own home and where possible adapt it to meet their changing needs. To do this we will continue to review and allocate Disability Facilities Grants to support people to adapt their own homes.

As well as addressing the existing housing stock it is important that all new housing developments in North

Tyneside deliver homes that will meet the changing needs of our residents. New homes should be designed and built to allow for adaptations that will enable people to age in place and maintain their independence for longer. The Local Plan sets our commitment to ensure that accessible and adaptable homes are provided on all new housing developments in North Tyneside.



Alongside this we will also seek to ensure that a proportion of all affordable homes developed in the Borough meet the

needs of wheelchair users. As part of this we will provide housebuilders with up-to-date information about the demand for wheelchair accessible properties to inform development. In areas where such a demand does not exist we will encourage the development of homes that can be easily adapted to meet the needs of wheelchair users in the future.

Encouraging healthy lifestyles

The Local Authority has statutory duties to deliver key public health outcomes and it is crucial that key parts of the system from healthcare and education to urban planning and transport understand their own contribution and that of partner agencies to ensure that growth is informed by public health principles.

North Tyneside Council is committed to improving the health and wellbeing of all residents in North Tyneside. Over the years we have enabled residents to get active and feel the benefits of living a longer and healthier life. Through Active North Tyneside we will continue to do this by delivering a range of universal and targeted programmes. For example we will promote a community fund for local community groups, organisations and registered charities that provide a service in North Tyneside to get local communities active, with priority being given to our most deprived communities.

We will further develop our existing relationships with partners across the housing, planning, health and adult social care in the future to identify examples of best practice. This will allow us to identify and explore design features of environments which can improve health and wellbeing.

However our main focus over the lifetime of this Strategy will be to explore the ways in which housing can be provided to meet the specific health needs of the Borough.

People need healthy places to lead healthy lives and the developments at Murton Gap and Killingworth Moor provide an opportunity for the whole system to work together. We aspire for the developments to promote physical activity and healthy eating to guard against the risk of creating “obesogenic” environments. The new developments will seek to be inclusive of residents from all levels of physical and mental health in recognition of increased life-expectancy and our ageing society.

By ensuring that the health needs of our residents are taken into account in the development masterplans we can create places that are attractive and healthy places to live. In particular we envisage developing places to live that meet the needs of those with a diagnosed dementia,

helping them to live as full a life as possible. We will focus on the development of well-designed, accessible and inclusive communities which integrate the enhanced care and support needs of people with dementia; helping people to live healthier lives for longer.



To further this commitment we will seek to develop our partnerships with memory services in North Tyneside. We will pilot the provision of Memory Support Services in North Tyneside Living schemes by offering drop-in sessions to

support those in need to access the memory services which they require. This will involve engaging with services providers, such as North Tyneside Memory Support Services, to better understand the symptoms of dementia, identify the services available and promote them to residents. In turn, this will allow us to deliver targeted information, advice and guidance programmes that will help reduce the impact of dementia in North Tyneside and will help people to live happy, independent lives for longer.

Preventing and tackling fuel poverty

Fuel Poverty is broadly defined as households on lower incomes living in a home which cannot be kept warm at reasonable cost. It is usually a result of four interacting factors: low household income, low energy efficiency standard of the property, high fuel prices and under-occupation of homes. Fuel Poverty is a problem which affects 9,088 of North Tyneside's least affluent and most vulnerable residents. It has a wide range of significant negative impacts on quality of life including mental and physical health implications and fuel debt problems.

Whilst we know that the condition of housing in North Tyneside is above the national average it also has a higher than average proportion of low income households occupying it. This has a direct impact on the risk and rate of fuel poverty in the borough.

Fuel Poverty is a real issue for thousands of North Tyneside households who are struggling to pay their fuel bills and keep their homes warm. In the face of continuing high fuel prices, more households are likely to fall into fuel poverty and this has a direct effect on the health of North Tyneside residents and higher cost implications for social / medical care and the wider local economy.

The Council, along with affordable warmth partners, has focused on improving the energy efficiency of dwellings over many years. However, the Council is aware that the physical improvement of the housing stock alone will not eradicate fuel poverty. At a time when public sector finance is coming under increasing strain it is important to raise awareness of issues surrounding fuel poverty and using partnership working as much as possible to help our most vulnerable residents to take advantage of assistance when it is available.

We will develop a Fuel Poverty Action Plan to outline the Council's approach to reducing the number of people suffering from fuel poverty in North Tyneside.

We will...

- 1. Build cross-sector partnerships between health, social care and housing to identify and achieve shared objectives**
- 2. Undertake preventative action to improve health and wellbeing in North Tyneside**
- 3. Continue to deliver the Safe and Healthy Homes service**
- 4. Deliver housing led interventions to support vulnerable groups and tackle deprivation**
- 5. Provide financial assistance to those who are excluded from mainstream sources of finance to help them eliminate hazards from their home**
- 6. Encourage and monitor the development of adaptable homes in North Tyneside**
- 7. Develop a Fuel Poverty Plan and deliver initiatives to reduce fuel poverty in North Tyneside**

Strategic Objective Four

Better Homes, More Independence

Vulnerable people require homes and opportunities that meet their specific needs, encourage personal and social responsibilities and support a good quality of life.

Vulnerability occurs when threats to the individual (from either the environment or from personal circumstances) become greater than the ability to cope with those threats (i.e. resilience). When this happens, vulnerable people may experience housing related issues and their health will most likely suffer.

Vulnerability can be a temporary or permanent state that covers a wide range and level of need. We want to promote independent living, increase people's life chances, prevent homelessness, reduce isolation and promote future aspiration

We recognise that there are inequalities faced by vulnerable people in society and through the actions designed to deliver this strategic objective we will aim to tackle them.

Providing suitable housing to all

In 2015 North Tyneside Council developed its Specialist Housing Demand Analysis and Market Position Statement. These documents outline the housing need of older people, people with physical disabilities, people with learning disabilities and young people leaving care in the Borough. This need is outlined below:

Older People

- 350 (14%) level access bungalows on all affordable housing schemes
- 203 sheltered housing
- 552 extra care schemes of which 95 will be for dementia
- 100 specialist dementia care accommodation
- No additional residential care homes are required

Learning Disability

- 64 homes in a core and cluster type development
- 36 shared or individual housing options

Physical Disabilities

- 8 x 1 bedroom wheelchair user flats, lift served with communal facilities in an accessible location

- The provision of wheelchair user homes (flats or bungalows) should be a standard part of affordable housing schemes. These need to be in areas where demand for adaptations is high.

Care Leavers

- 6-unit accommodation, 5-unit supported scheme and 1 sleep-over with 4 x 1 bedroom flats adjacent to use as trainer flats.

The Market Position Statement has given the Council the ability to identify the types of specialist housing required in the four main geographical areas of the Borough up to 2020. For further details of this see Appendix 1.

To drive the development of specialist housing in North Tyneside we have created a Specialist Housing Project Group to review potential specialist housing developments and steer their delivery over the life of this Strategy.

In order to ensure that any specialist housing developed remains sustainable the Specialist Housing Project Group will investigate ways in which it can be adapted to meet the requirements of other client groups if and when it may be needed in the future. This will allow us to be responsive to

any potential changes in demand for specialist housing in the borough.

Exploring new specialist housing opportunities

Throughout life we will all have some sort of care and support needs and as we grow older it is even more important that these needs are met. As we change, our home environment needs to change with us; creating a complex picture that demands that innovative, flexible and easily adaptable homes are provided.

Over recent years there have been a number of innovations in the housing industry to meet the changing needs the ageing population. The design of homes, improvements in public realm and connectivity with local areas have played a role in this and we have seen new models of specialist housing emerge as a result.

Within North Tyneside we are keen to explore these new models of specialist housing provision and the positive impacts they could have locally. In particular, we are keen to explore the development of a mixed tenure housing scheme based upon the popular and successful 'care concept' style developments seen in New Zealand, Australia, the U.S.A and Holland.

These ‘care concept’ style developments are designed to meet the needs of our diverse local communities; from those who live healthy and independent lives to those who may need extra care and support. Residents of these developments are also able to benefit from excellent access to public services on-site or nearby as well as a wide range of amenities and facilities and a choice of social events and activities.



We believe that by designing and delivering a housing scheme such as this we can meet the changing needs of our local population. Alongside this the ability for people to age in place by accessing enhanced care and support services as and when they need them will improve people’s independence, health and well-being and quality of life

Establishing the housing need of vulnerable groups

Whilst we have carried out detailed analysis into the needs of certain vulnerable groups through our Market Position Statement we know that there are many more groups that we need to develop our understanding of so that we can provide suitable accommodation.

Defining who are ‘vulnerable’ is a difficult task; Appendix 2 identifies some of the vulnerable groups we are aware of. By providing specialist housing services to more vulnerable groups we can enable them to live independently within North Tyneside.

In particular, consultation with partners and services users has indicated that we should focus on identifying the housing need of people who have “chaotic lifestyles”. These are people with multiple, complex needs and as a result often require complex and resource intensive support. Providing a stable and secure home environment

can make it easier to deliver the support and assistance they need. We will improve our understanding of the housing need of this group and further explore opportunities to deliver suitable accommodation to meet this need in the Borough.

We also believe that we should better understand the housing need of injured veterans living in North Tyneside. Whilst the vast majority of individuals leaving the Armed Forces make the transition from Service to civilian life without significant difficulties, there are some who face problems in the short or longer term, including homelessness, and need additional support.

Although we have a good track record of meeting the housing needs of the Armed Forces unfortunately there is a gap in research at a national level which makes it difficult to fully understand the level and nature of demand for accommodation and housing related support for veterans. However, we do recognise that the provision of a safe and secure housing environment can aid the rehabilitation of vulnerable veterans and their reintegration into the community. We will improve our understanding of the housing needs of vulnerable veterans and seek opportunities to develop housing solutions that will meet any identified need not currently being provided for in the Borough.

Over the lifetime of this Strategy we will also establish the housing need of those people with mental health problems, people with autism and vulnerable ex-offenders.

The Housing and Planning Act 2016 establishes that North Tyneside Council has a duty to consider the needs of people residing in or resorting to their district with respect to the provision of sites on which caravans can be stationed or places on inland waterways where houseboats can be moored. The North Tyneside Gypsy, Traveller and Travelling Show People Accommodation Assessment (2014) indicated that there is no need to designate sites for Gypsy and Traveller encampments. However, we know that gypsies and travellers do move through the Borough, mostly along the A19 corridor, occasionally setting up unauthorised encampments. Whilst in North Tyneside we will seek to undertake a housing needs assessment of those moving through the Borough, offering advice, guidance and access to services whenever necessary. To ensure that we continue to meet our legal obligations and remain informed of the needs of this community we will review our housing needs assessment process and adopt best practice.

Improving the services available to vulnerable groups

Following the successful rebranding our sheltered housing services to North Tyneside Living we would like to continue to enhance and improve the services and facilities on offer

to residents, improving their quality of life. As part of this we intend to explore the opportunities to franchise the multi-function space available within the schemes.

As the population ages the expectations for services will change. We envisage that in the future residents of North Tyneside Living schemes will expect to have access to excellent internet connections. It is important that we prepare for this and that our properties can adapt to meet changing demands. With this in mind there are future plans in place to ensure all North Tyneside Living schemes will benefit from the provision of a Wi-Fi connection. We will also seek to offer some basic courses around IT and the internet.

Our consultation has shown that many older people feel that services and housing for older people are sometimes perceived negatively. It is important that we tackle this perception and seek to change this perception through positive promotion of older persons housing in North Tyneside. Alongside this we will ensure that people are made aware of and provided with the access to services that they need. This will extend to providing more detailed information to individuals, carers and families about the support and services available.

Our commissioning team is currently in the process of reconfiguring the supported housing accommodation provision across the Borough. The aim of this process is to provide clear categories for the different levels of clients support needs – low, medium and high. Doing this will also allow us to be flexible in our approach and focus on developing and implementing preventative actions. This approach will ensure that clients are referred to the most appropriate service in the first instance. These referrals will continue to be made through the existing Gateway service. Underpinning this there will be 2 separate contracts; one for those aged under 25 and one for those aged over 25. The contracts will include some emergency crisis bed provision that may also help to reduce homelessness. Initially both contracts will run for a period of 3 years. At the end of this period we will review this process and seek to extend contracts if it is deemed suitable.

To ensure that we continue to take a strategic and considered approach to the development of specialist accommodation in North Tyneside we will develop a Dynamic Purchasing System. This will allow the Council to identify and work with identified and approved developers to bring forward specialist housing schemes to provide accommodation only or accommodation and care to vulnerable groups of individuals.

Preventing homelessness in North Tyneside

The existing North Tyneside Homelessness Prevention Strategy covers the period between 2013 and 2018. It sets out North Tyneside Council's vision that; 'Everyone has a place to call home and receives support when needed to prevent homelessness'. The Strategy established four priorities to help achieve this:

- Widen housing choice
- Support people to secure and sustain a home
- Provide timely and accessible housing and homelessness information
- Deliver excellent housing advice and homelessness services

The Homelessness Prevention Strategy Action Plan will continue to be monitored, reviewed and implemented on an annual basis.

During April 2014 – March 2015 the Housing Advice Team responded to 2,240 presentations, of which 1,755 were triage cases and 485 were roofless. There were 852 cases opened, out of which 500 resulted in a prevention measure to avoid homelessness and 191 cases were accepted as homeless and in priority need. This was an

improvement on the previous year. The main reasons for people becoming homeless are termination of assured shorthold tenancy, violent breakdown of relationship involving a partner and private sector dwellings.



We work hard to reduce the number of people who become homeless. However, we know that the current economic climate is making it harder for people to keep up with housing costs. Due to the problems people are facing

in sustaining their homes, in the future we expect to see an increase in demand for services to help homeless people.

A key element of enabling people to live independently is to ensure when people are ready to move on from supported accommodation, they can do so in a timely manner and have the correct support aimed at supporting them to sustain their tenancy. This will help alleviate people becoming homeless again. Many of our support providers have raised issues around the lack of move on accommodation in the borough. We will explore options to increase the supply of move on accommodation.

Actions within North Tyneside Council's Homelessness Prevention Strategy are monitored and reviewed by the North Tyneside Homelessness Prevention Forum. This forum comprises of representatives from a range of homelessness charities and organisations and has an independent Chair. North Tyneside Council will continue to co-ordinate the Forum to ensure that the objectives of the Homelessness Prevention Strategy are met. In 2018 we plan to update the Homelessness Prevention Strategy taking into account our local needs and the emerging policies identified in the Homelessness Reduction Bill. As part of this we will also review the role of the Forum to ensure that it remains effective.

Funding Opportunities

We have received a total of £363,000 of grant funding to target homelessness since 2014. This has included:

- £81,000 for a two year Outreach and Engagement service between North and South Tyneside. The service went live in September 2014. Delivered through Changing Lives, 2 support workers have been working with those who are rough sleeping or at risk of rough sleeping to re-engage with services and access a property;
- £203,000 was secured from the Help for Single Homeless Fund to enable Changing Lives to deliver an In-reach service into the bed and breakfasts and hostel accommodation that accommodate non statutory placements across North Tyneside, South Tyneside and Sunderland;
- £1.9m was secured for the region through the Fair Chance Fund to enable Life Coaches to work with 18 – 24 year olds who are not in settled accommodation, training, education or employment to access accommodation and services. The funding is between 7 local authorities, including North Tyneside and Depaul UK has been subcontracted to deliver the Life Coach role. The service commenced January 2015 and will cease December 2017;

- Most recently the YMCA has been successful in gaining £79,024 funding through the homelessness change fund to develop 3 emergency bed provisions with shared facilities within Sir James Knott House.

It is essential that we continue to explore all future funding opportunities and where possible submit bids or applications. This will ensure that services continue to deliver innovative ways of working that meet the housing and support the needs of our vulnerable residents.

We will...

- 1. Inform and monitor the delivery of specialist housing in North Tyneside to meet the established need**
- 2. Explore the potential for a 'care concept' style development in North Tyneside**
- 3. Extend North Tyneside Council's Market Position Statement to include additional vulnerable groups**
- 4. Review services to provide modern and suitable services to North Tyneside's vulnerable residents**
- 5. Continue to deliver North Tyneside Council's Homelessness Prevention Strategy to prevent and tackle homelessness in North Tyneside**

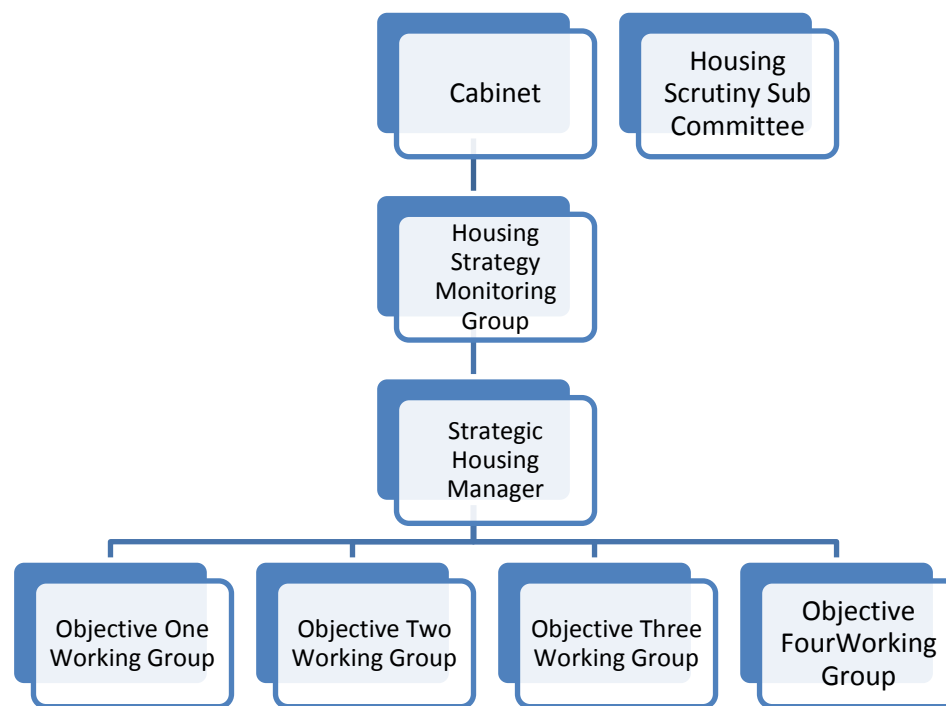
6. Monitoring and Review

In this Housing Strategy we have described our aspirations for housing in North Tyneside for the next 5 years. We have also set out the importance of working with our partners to ensure these aspirations.

Through consultation with a group of engaged tenants, residents and partners we have developed the Housing Strategy Action Plan. The Action Plan outlines the key actions we intend to take tackle the challenges we face and improve the housing offer in the Borough. It also sets out how we plan to make the most of the resources available to us.

We will build upon strong, existing partnerships and plan to involve partners and other professionals in the governance of this Strategy. With their help we will regularly monitor and evaluate our progress and performance against the Action Plan.

It is our intention to create four working groups that will be tasked with delivering the actions within each strategic objective. These groups will be responsible for monitoring and reporting annually to Housing Strategy Monitoring Group about progress towards agreed actions.



We are committed to ensuring our residents are well informed and will provide annual updates about the Strategy and associated Action Plan on our website.

As mentioned this Strategy was written at a time of considerable change. We recognise that we need to be responsive to national and local policy developments,

changes in funding and other external pressures. We understand that this may therefore mean the Action Plan needs to be evaluated and adapted accordingly.

In 2020 we will undertake a full review of the Housing Strategy. As part of this review we will identify the achievements of this Strategy and explore any new or emerging priorities for action. The findings of this review, along with updating our comprehensive research base, will then be used to steer the development of the next Housing Strategy.

7. Glossary

Affordable Rent – A rent which is subject to rent controls that require a rent of no more than 80% of the local market rent.

Assured Shorthold Tenancy – An Assured Shorthold Tenancy can be terminated by a landlord on giving two months notice (following any agreed fixed term) without the need to give cause. A court cannot normally refuse the landlord's right to possession.

Build To Rent – Build to Rent was launched 2012 as part of a series of government initiatives to increase the supply of high quality homes designed and built specifically for market rent in the private sector.

Decent Homes Standard – The Decent Homes Standard is a programme aimed at improving council and housing association homes to bring them all up to a minimum standard.

Disabilities Facilities Grant – A grant provided by the Local Authority to help meet the cost of adapting a property for the needs of a disabled person.

Fuel Poverty - The condition of being unable to afford to keep one's home adequately heated. The Warm Homes and Energy Conservation Act defines someone living in fuel poverty as a member of a household living on a lower income in a home which cannot be kept warm at a reasonable cost.

Home Ownership – Owner-occupancy or home ownership is a form of housing tenure where a person owns the home they live in.

Homes and Communities Agency – The Homes and Communities Agency is the non-departmental public body that funds new affordable housing in England.

Intermediate Housing – homes for sale and rent provided at a cost above social rent, but below market levels. This can include shared equity (shared ownership and equity loans), other low cost homes for sale and intermediate rent, but not affordable rented housing.

Letting Agent Property Redress Scheme – A scheme which allows consumers to escalate a complaint they have against a member of the scheme. The main purpose of the scheme is to resolve or settle unresolved complaints from

consumers who have suffered a loss as a result of the actions of the member.

Local Authority – The administrative body of a particular county or district, with representatives elected by those who live there.

Local Plan – A Local Plan sets out local planning policies and identifies how land is used, determining what will be built where.

Market Rent – Amount of money a property would rent or lease for if it was available on the open market.

Masterplan - The process by which organisations undertake analysis, prepare strategies and the proposals that are needed to plan for major change in a defined physical area. They set out proposals for buildings, spaces, movement strategy and land use.

Memorandum of Understanding – A Memorandum of Understanding (MoU) is a formal agreement between two or more parties. They are not contractually binding but they carry a degree of mutual intention which a court may interpret as binding on all parties especially if one party

has relied upon it to carry out an act or function that has a financial burden attached to it.

Private Rented Sector – Private rented housing is housing that is owned by a private individual, company or organisation, including some charities.

Regeneration – A comprehensive and integrated vision and actions which seek to bring about a lasting improvement in the economic, physical, social and environmental condition of an area that has been subject to change.

Registered Provider – Not-for-profit housing providers approved and regulated by the Homes and Communities Agency formally referred to as Registered Social Landlords and also known as Housing Associations.

Rent To Buy – Rent to Buy is a government scheme designed to ease the transition from renting to buying a home by providing subsidised rent. Homes are made available to rent with a shorthold tenancy at a reduced rate of 80% less of local market rents. The expectation (although not obligation) is that this shorthold period of paying less rent gives you the chance to save for a cash deposit so you can apply to buy a share of the home later.

After the shorthold has lapsed, you can purchase the property on shared ownership terms, or move.

Section 106 Agreement – Section 106 Agreements are legal agreements between Local Authorities and developers detailing planning obligations (conditions) to which a planning permission is subject to.

Self and Custom Build – Homes built for or commissioned by individuals or groups of individuals for their own use, either by building the home on their own or working with builders.

Shared Ownership – A system by which the occupier of a dwelling buys a proportion of the property and pays rent on the remainder.

Social Housing – Social rented housing is owned by local authorities and private registered providers, for which guideline target rents are determined through the national rent regime.

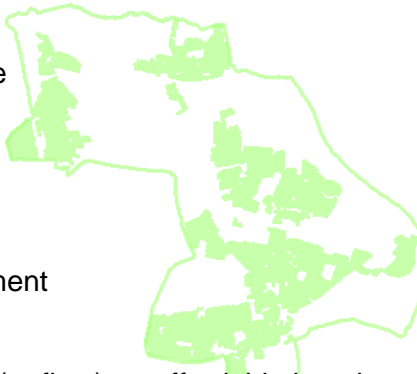
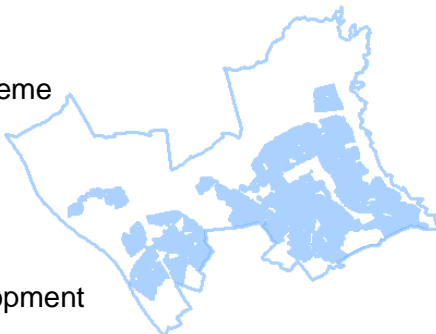
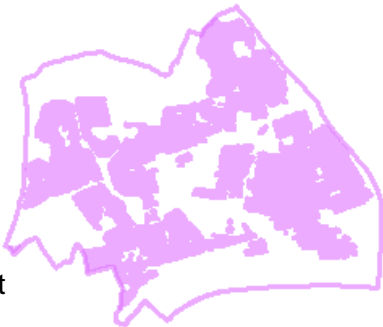
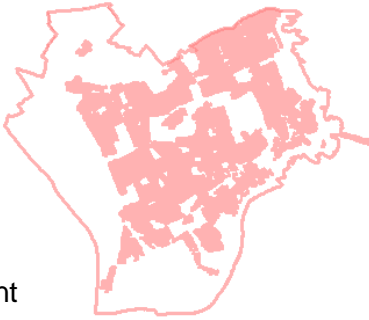
Stakeholder – A person with an interest or a concern in something

Starter Home – A Starter Homes is a new dwelling that is available for purchase by qualifying first time buyers only to be sold at a discount of at least 20% of the market value below a price cap set by Government.

Transactional Vacancy - It is necessary for some houses to be vacant for relatively short periods of time whilst they are being sold or let. Properties also need to remain vacant pending repair, modernisation, conversion or demolition.

8. Appendices

Appendix 1 – Specialist Housing Need by geographical area

<p style="text-align: center;"><u>North West</u></p> <p>Older People</p> <ul style="list-style-type: none"> • 1 extra care scheme • 1 dementia specific extra care scheme • 1 sheltered scheme • 14% level access bungalows on affordable schemes <p>Learning Disabilities</p> <ul style="list-style-type: none"> • 1 x 12-16 unit core & cluster development <p>Physical Disabilities</p> <ul style="list-style-type: none"> • Provision wheelchair user bungalows (or flats) on affordable housing schemes – numbers and size to meet specific client needs 	<p style="text-align: center;"><u>North East</u></p> <p>Older People</p> <ul style="list-style-type: none"> • 4 extra care schemes • 1 dementia specific extra care scheme • 1 sheltered scheme • 14% level access bungalows on affordable schemes <p>Learning Disabilities</p> <ul style="list-style-type: none"> • 1 x 12-16 unit core & cluster development <p>Physical Disabilities</p> <ul style="list-style-type: none"> • 8 x 1 bedroom bungalows or flats with communal facilities • Provision wheelchair user bungalows (or flats) on affordable housing schemes – numbers and size to meet specific client needs 
<p style="text-align: center;"><u>South West</u></p> <p>Older People</p> <ul style="list-style-type: none"> • 3 extra care schemes • 1 dementia specific extra care scheme • 1 sheltered scheme • 14% level access bungalows on affordable schemes <p>Learning Disabilities</p> <ul style="list-style-type: none"> • 1 x 12-16 unit core & cluster development <p>Physical Disabilities</p> <ul style="list-style-type: none"> • Provision wheelchair user bungalows (or flats) on affordable housing schemes – numbers and size to meet specific client needs <p>Care Leavers</p> <ul style="list-style-type: none"> • 6-unit accommodation, 5 unit supported scheme + 1 sleep-over with 4 x 1 bed flats adjacent to use as trainer flats 	<p style="text-align: center;"><u>South East</u></p> <p>Older People</p> <ul style="list-style-type: none"> • 1 extra care scheme • 1 sheltered scheme • 1 dementia specific extra care scheme • 14% level access bungalows on affordable schemes <p>Learning Disabilities</p> <ul style="list-style-type: none"> • 1 x 12-16 unit core & cluster development <p>Physical Disabilities</p> <ul style="list-style-type: none"> • Provision wheelchair user bungalows (or flats) on affordable housing schemes – numbers and size to meet specific client needs 

Appendix 2 – Vulnerable Groups



