

Housing Strategy Action Plan 2023-24



North
Tyneside
Council

Theme 1: Deliver More Affordable Homes and Support Regeneration Plans

What will success look like in 2028?

This theme will see the Authority and our partners deliver affordable homes across the borough. By 2028 we forecast to have delivered 3,300 homes through the Affordable Homes Programme and explored options to increase opportunities for people to access low-cost home ownership and support first time buyers.

The Authority's wholly owned trading company, Aurora Affordable Homes, will have doubled their asset base to own 200 affordable homes and will continue to be an exemplar landlord.

Our work to deliver affordable homes will play a central part in delivering the regeneration ambitions of the borough. This will include accessing grant funding to remediate former brownfield sites and identified options to bring back empty properties into use as affordable homes.

Key Priorities

- Deliver 5,000 affordable new homes
- An affordability plan to increase low-cost home ownership
- Increase delivery through the North Tyneside Trading Company
Identify new opportunities to accelerate housing delivery
- Work with our strategic partners to access Brownfield Funding and other grant opportunities to support the delivery of new homes
- Develop housing-led regeneration plans and focus on opportunities in our town centres

2023 -24 Delivery Targets - Lead Officer: Housing Growth Manager

Action	Completion Date
1. Deliver a further 187 affordable homes bringing the total delivered through the Affordable Homes Programme to 2,505	31 March 2024

2. Produce an affordability plan to identify opportunities to increase low-cost home ownership	31 Dec 2023
3. Expand the asset base of Aurora Affordable Homes to 125	31 March 2024
4. Invest £1m to purchase brownfield sites to provide new Council homes and support town centre regeneration plans	30 December 2023

Theme 2: Prevent Homelessness and Improve Our Specialist Housing Offer

What will success look like in 2028?

This theme will focus on our homeless prevention offer, by 2028 we will prevent homelessness and end rough sleeping, wherever possible.

A review of our rough sleeping offer will have developed a new internal delivery model. New accommodation pathways for rough sleepers will be introduced and a new data collection model will be in operation to inform our strategic approach.

We will have an enhanced accommodation offer, with specialist provision for vulnerable groups, including young people, care leavers, ex-offenders and those experiencing domestic abuse. This will be supported by new ways of working that will continuously improve our service.

Partnerships will remain crucial to our offer, with existing relationships strengthened and new networks explored.

Key Priorities

- Review our approach to end rough sleeping
- Improve our accommodation offer in the borough
- Strengthen our collaborative partnerships to tackle homelessness
- Increase support for the mental health & wellbeing of our residents
- Refresh the Market Position Statement to identify future specialist need

2023 –24 Delivery Targets – Lead Officers: Head of Housing Options and Housing Strategy Programme Manager

Action	Completion Date
1. Complete a review of our rough sleeper offer, including the processes for reporting and responding to rough sleepers and the provision of internal services	31 December 2023

2. Undertake a comprehensive review of temporary accommodation provision and enhance our offer for the use of dispersed properties	31 March 2023
3. Enhance our support for vulnerable clients by developing a new protocol for care leavers and 16/17-year-olds	30 September 2023
4. Introduce a new tenancy related support package for care leaver to prevent homelessness and increase sustainable tenancies	30 September 2023
5. Expand partnership work with Probation Service with the introduction of a new service for pre-release of clients to find suitable, sustainable accommodation	30 September 2023
6. Update the Market Position Statement for six client groups including older people and those with disabilities, identifying the required need for new specialist accommodation across the borough	31 Jan 2024

Theme 3: Improve the Private Rented Sector and Tackle Derelict Properties

What will success look like in 2028?

This theme will focus on improving the private rented sector and reducing derelict properties. By 2028, we will have continued to improve the quality of the private sector housing in the borough. We will have further reduced the number of empty and derelict properties in the borough and where possible return them back into use as affordable homes.

We will have formed new partnerships, introduced accreditation schemes and developed new tools to support landlords raise standards in the sector.

Our work will have contributed to the regeneration Master Plans across the borough and supported the delivery of 5,000 affordable homes.

Key Priorities

- Continue to reduce the number of long-term empty homes
- Target derelict homes and commercial properties
- Continue to work with private landlords to drive up quality in the private rented sector
- Develop new, innovative solutions to reduce the number of derelict properties
- Explore options for a new Landlord Accreditation and Licensing Schemes

2023–24 Delivery Targets – Lead Officer: Housing Strategy Programme Manager

Action	Completion Date
1. Develop a Private Sector Housing Improvement Plan	31 March 2024
2. Introduce an empty and derelict properties plan and toolkit	31 March 2024
3. Bring back at least 15 empty properties into use as affordable homes	31 March 2024
4. Set-up a Landlord Forum in Wallsend	31 March 2024

Theme 4: Lead the Way- Greener Homes to Support Carbon Net Zero 2030

What will success look like in 2028?

We will continue to install green technology measures to help residents heat their homes. Our new council stock will continue to promote green energy and be free from fossil fuel whilst the existing stock will continue to receive green measures as part of the investment programme. By 2028, We will have a higher-than-average energy rating across the borough.

In partnership with the Combined Authority residents will have access to an energy advice centre providing help and information to support their decision to retrofit their homes.

Key Priorities

- Ensure all new council homes are built to 2025 standards and free from fossil fuel
- Improve the energy efficiency of our existing council stock
- Promote a fabric first approach and explore retrofit options for council homes
- Maximise grant funding to deliver energy efficiency measures in homes across the borough
- Work with the North of Tyne Combined Authority to develop a framework for low carbon energy installers
- Explore finance models to provide greener energy measures in homes

2023-24 Delivery Targets- Lead Officers: Housing Strategy Programme Manager

Action	Completion Date
1. Deliver nine new council homes on former garage site at Battle Hill using the HUSK modular solution	31 December 2023
2. Deliver home energy efficiency improvements to over 220 homes through Social Housing	31 March 2024

Demonstrator Fund (SHDF2) and Home upgrade Grant (HUG2)	
3. Work with the Combined Authority to commission the development of a “one stop shop” to assist residents in retro fitting their homes	31 March 2024
4. Promote a range of Government funded schemes led by the private sector to help low-income families improve their homes. This includes Energy Company Obligation (ECO4) and the Great British Insulation Scheme	31 December 2024
5. Implement the Local Energy Advise Demonstrator (LEAD) Project in partnership with other Local Authorities to help hard to reach groups and hard to treat properties by providing a dedicated Energy Advice and Engagement Officer to help retrofit their homes	31 March 2024

Theme 5: Support our Tenants and Residents and improve our Communities

What will success look like in 2028?

This theme will focus on supporting our tenants and strengthening our communities. By 2028 we aim to have safe and sustainable communities with high quality decent homes that improve the health and wellbeing of our residents.

People will have the opportunities to live independently and remain part of their existing communities. We will meet our new regulatory requirements and introduce new Tenant Satisfaction Measures.

Our residents will be listened to and have an inclusive voice in North Tyneside with our new approach to resident engagement. There will be high levels of satisfaction for our tenants and residents.

Key Priorities

- Provide support and advice to tackle fuel poverty and the cost-of-living crisis
- Continue to meet the Decent Home Standard in all council homes
- Ensure our communities are kept clean, safe, and welcoming
- Continue to target and tackle anti-social behaviour
- Support our Armed Forces veterans
- Increase support and advice to residents to maintain their independence and remain in their homes
- Continue to develop our approach to tenant, resident and service user engagement

2023 -24 Delivery Targets -Lead Officers: Head of Housing Management

Action	Completion Date
1. Spend £23m improving our council stock including maintaining the Decent Home Standard	31 March 2024
2. Complete a comprehensive review of our resources, policies, and procedures around our response to	31 December 2023

reports of damp and mould. Making diagnosis and intervention quicker along with providing further advice and assistance to our tenants	
3. Review the tenancy support for council tenants, utilising the Tenants Support Fund agreed by Cabinet to provide additional support around financial inclusion, debt management, employability and energy advice	31 March 2024
4. Introduce our new Tenant Satisfaction Measures to meet our regulatory requirements	01 April 2023
5. Develop the 'Our North Tyneside Voice' to improve resident engagement and publish a new tenant engagement strategy	30 September 2023
6. Introduce a communal care taking provision to support environmental improvements within our estates	31 December 2023