



Denbighshire County Council

# Denbighshire's Housing Strategy

**Action Plan Update March 2017**

# Denbighshire's Housing Strategy: Action Plan Update

## Introduction

The Housing Strategy and accompanying Action Plan were adopted by the Council on 1<sup>st</sup> December 2015 and are an amalgamation of all of our actions concerned with housing and housing related support. As a result the implementation of the Strategy is being undertaken by several different departments, in many instances working with partner organisations.






The relevant actions have been included in each service business plan as appropriate and are monitored by the relevant Lead Members and Heads of Service through the Housing Strategy Delivery Group, chaired by the Lead Member for Housing, Cllr Barbara Smith. The Housing Strategy is based around 5 key themes, and the Action Plan is structured around these themes, setting out the key actions required to deliver the desired outcomes for each key theme:

1. More homes to meet local need and demand
2. Creating a supply of affordable homes
3. Ensuring safe and healthy homes
4. Homes and support for vulnerable people
5. Promoting and supporting communities

The Action Plan identified 4 key outcomes to be delivered in Year 1. The table below sets out progress on these outcomes.

Year 1 - Key outcomes	Progress on key outcomes December 2016
Increase social housing by a minimum of 7 units	30 social homes brought forward between December 2015 – December 2016; 1 of these is now a Council home previously lost through the Right to Buy
Improved standard of temporary homelessness accommodation solutions from within DCC housing stock and/or private options	New procedures to ensure temporary accommodation solutions are checked by Public Protection prior to occupation
A minimum of 5 Empty properties back into use as affordable housing	18 empty homes have been brought back into use through Houses to Homes loans and in partnership with North Wales Housing
Resourced neighbourhood plans developed with our Council tenants to improve their areas	Neighbourhood plans have been developed and are informing future planning of our Council Housing neighbourhoods

The tables on the following pages set out progress updates on all the actions in the Action Plan, with the status illustrated as below.

Key: Action status	
Action delivery on course	
Action delivery has minor slippage	
Action delivery has major issues - unlikely to be met in target date	
Action completed	
Action completed and embedded as 'Business as usual' activity	

Ref	Action	Action status	Update	Lead Member / Head of Service
<b>THEME 1: More homes to meet local need and demand</b>				
1.01	Develop site development briefs for key development sites allocated for housing in the LDP		Site Development brief programme is on track for completion April 2017	David Smith /Graham Boase
1.02	Develop appropriate Supplementary Planning Guidance		SPG programme is on track for completion June 2017	David Smith/ Graham Boase
1.03	To develop and publicise a sites prospectus to promote allocated housing sites across the county.		Sites prospectus completed and published on website. Subsequently updated with additional 'stalled' sites. Document launched and cited as good practice. Developers & RSL's emailed with a link, letter and questionnaire. Prospectus to be updated on a quarterly basis.	David Smith/ Julian Thompson-Hill / Graham Boase
1.04	Update Local Housing Market Assessment incorporating housing need and demand data. Current assessment was completed in 2015.		Working with Corporate Research & Intelligence on updating the LHMA and the work will be tied into the LDP review.	David Smith /Graham Boase
1.05	Review LDP housing allocations and policies as part of statutory LDP Review		Work plan is currently being drafted to ensure this work begins timeously. Work on LDP Review to start in Autumn 2017.	David Smith /Graham Boase
1.06	Investigate use of reduced commencement period conditions on planning permissions (i.e. shorter than current standard requiring development to start within 5 years).		This is being implemented on sites where there have been issues previously, and for any applications for residential development which are not in line with LDP policy (ie on sites which are not allocated or outside development boundaries). Planning conditions have to be reasonable, so can't set a reduced commencement period for every application. In future there is scope to link with the Joint Housing Land Availability Study. All sites to be reviewed and landowners contacted as part of LDP Review	David Smith/ Graham Boase
1.07	Bring forward development on sites with unimplemented planning permission through a		Large sites (10 + units) with unimplemented planning permissions have been included in the Sites Prospectus. Further assessment to be undertaken after the completion of this year's Joint Housing Land Availability Study, (JHLAS). All sites to	David Smith /Graham Boase

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	clear programme of action		be reviewed and landowners contacted as part of LDP Review.	
1.08	To develop an Infrastructure Plan for Denbighshire		Initial Infrastructure Plan drafted. Updated Infrastructure Plan will be developed as part of the LDP Review work programme and will inform LDP Review and site assessments.	David Smith/ Graham Boase
1.09	Develop the Council's Empty Homes Delivery Plan, investigate innovative mechanisms for bringing empty homes back into use and work with partners to develop new initiatives.		Initial draft Delivery Plan produced and discussed at February 17 Lead Members Housing Strategy Delivery Group meeting. Approval to be sought via delegated decision by 31 <sup>st</sup> March 2017.	David Smith/ Graham Boase
1.10	Undertake a gypsy & traveller accommodation needs assessment. Support delivery of appropriate accommodation if a need is identified.		Accommodation assessment completed and presented to Cabinet 16/2/16. Report approved and sent to WG 25/2/16. Assessment queries and new information from additional interviews undertaken resulted in a change in the assessment report advising of a need for a residential site and a transit site. Report taken to Cabinet 23/1/17 and agreed. Report resubmitted to WG.	Hugh Irving/ Graham Boase
1.11	Remove the requirement for rural buildings to be converted to affordable housing (after economic use is proved unfeasible), in preference for market housing.		SPG amended to require economic & affordable uses to be explored, if there is no interest/feasibility following this, the unit may be sold on the open market for residential use. LDP policy will be reviewed as part of the LDP Review.	David Smith /Graham Boase
1.12	Increase access to training opportunities and employment for local people in the construction / housebuilding sector, through developing		IN2 Construction project has trained 4 candidates in construction skills. 1 employed on site and 2 others were offered work. SPG Planning Obligations adopted by Planning Committee 16.11.16 includes requirements for training & employment on development sites through the planning process. On-going work with Job Centre Plus to ensure these requirements are delivered.	David Smith /Graham Boase

Ref	Action	Action status	Update	Lead Member / Head of Service
	planning policy to encourage this through development			
1.13	Ensuring mix of appropriate housing to meet local needs, including development of good quality intermediate and market rented homes. Implement regular case conferences for housing proposals.		Input on all relevant planning applications with regards to housing mix. Also case conferences are regularly held to discuss applications prior to being determined to ensure consistency and adherence to policies.	David Smith/ Julian Thompson-Hill / Graham Boase
<b>THEME 2: Creating a supply of affordable homes</b>				
2.01	Establish and implement an affordable housing delivery / investment programme to enable resources to be targeted to priority sites and actions		Denbigh & Rhyl prioritised, all land in the area evaluated and discussions held with MAGs. Development Programme Executive Group established & meet on a regular basis to steer Council development. Linked to 2.02 - All potential affordable housing sites with planning permission have been mapped & programme has been developed pulling together Planning Application data, affordable housing and Council schemes. Housing Development Officer & Planning are analysing the information, to see if there is anything DCC can contribute to enable the sites to come forward more quickly.	David Smith /Graham Boase/Jamie Groves
2.02	Review both Council and HRA landholdings to determine suitability and availability for affordable housing development and establish a clear programme for delivery		Analysis of need and options for the development of new homes in the Prestatyn & Meliden, Rhyl, Denbigh and Elwy areas discussed at the MAG meetings and reports will be taken to remaining MAGs before the end of March 2017. Strategic direction outlined in the Service Asset Management Plan and the Corporate Asset Management plan – the latter presented to Cabinet in Feb 2017. Full condition surveys have been commissioned. Denbigh area complete and Rhyl area ongoing. The response to the Corporate Assessment in terms of changes to the Service Asset Management planning process has impacted on the development of the Corporate Asset Management Plan. Updates are being delivered to all MAG's	Julian Thompson-Hill /Jamie Groves
2.03	Following a review of HRA		Progress is dependent on the review in 2.02 and the locality plans currently being	Julian Thompson-Hill/

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	landholdings, investigate selling HRA assets in areas where there is little or no housing need. Capital receipts to be used to contribute to the delivery of affordable housing in areas of identified need.		developed will identify needs and opportunities.	Jamie Groves
2.04	Investigate developing a council protocol for the disposal of Council land and property assets to ensure they are first offered to HRA , then if not required by the HRA to sell at below market value to maximise affordable housing delivery, only if not required for affordable housing it should be offered to open market at full market value		Strategic direction outlined in the Service Asset Management Plan and the Corporate Asset Management plan. The proposal for a protocol was discussed at Asset Management Group and with Legal. The Asset Management Process ensures that any surplus sites are offered to Housing for development of social/affordable housing based on identified needs prior to being considered for disposal on the open market. Should the sites brought forward not be required, then market forces linked to existing planning obligations to provide affordable homes will dictate reduced market value, in which case further undervalue would be difficult to justify in line with the General Disposals Consent Order (Wales) 2003 (based on needs and outcome). The process is now embedded in the disposal process via the Asset Management Group.	Julian Thompson-Hill /Jamie Groves
2.05	Work with other public sector agencies (including BCUHB, WG, police etc) to review other public landholdings, to determine suitability and availability for affordable housing development		Working with partners to establish suitability for housing development on sites, is established in principle. Each development is assessed on its own merits, with partners being chosen accordingly. This action is now being progressed through the Social Housing Locality Plans project.	David Smith/ Julian Thompson-Hill/ Jamie Groves
2.06	To maximise Housing Revenue Account (HRA) funding to deliver more affordable housing and establish a development fund within the HRA		Development options for initial tranche of sites and premises underway. Development options for 43-61 Queen Street and 2-16 Aquarium Street in Rhyl endorsed by Housing Programme Executive Group Nov 2016.	David Smith/ Julian Thompson-Hill/ Jamie Groves/ Barbara Smith
2.07	Establish a targeted programme		Draft Affordable Homes Commuted Sums Policy developed and discussed at	David Smith/ Graham

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	for spending affordable housing commuted sums , including the possibility of pooling to form a central fund		February 17 Lead Members Housing Strategy Delivery Group meeting. Approval to be sought via delegated decision by 31 <sup>st</sup> March 2017.	Boase
2.08	To maximise use of Social Housing Grant, Housing Finance Grant and other funding available to deliver additional affordable housing.		<p>Programme Delivery Plan (PDP) full spend of just over £1m achieved with an additional £1.1m awarded from WG at year end to existing schemes in the programme (2015/16) Additional 55 affordable homes delivered 2015/16</p> <p>PDP Programme in place for 2016/17. Discussions with WG and RSLs in terms of our contribution to delivering WG target of 20,000 affordable homes in Wales (2016-21). Expecting additional funding (March 2017) and new funding such as HFG2 are available from April. More specific funding is expected in the next financial year. On-going objective for DCC</p>	David Smith/ Graham Boase
2.09	To fully investigate utilising a wider range of affordable housing funding & delivery mechanisms, e.g. joint venture, establishing a housing delivery company		Strategic Planning & Housing Team work closely with the Housing Development Manager to develop a delivery & investment programme using a wider range of funding and delivery mechanisms. Research has been undertaken into potential alternative options. Linked to action 2.02. Encouraging more joint projects with the Council and RSLs in terms of land and the purchase of existing properties. Specific Denbigh sites meetings are looking at options for a number of schemes	David Smith /Julian Thompson-Hill /Graham Boase
2.10	Practical completion of first new homes through Housing Development Programme		<b>Key Outcome 1:</b> Business plan approved by Lead Member & submitted to WG. Includes options of buying former council stock. Planning application submitted for development in Queen Street, Rhyl during December 2016. Proposals to be amended due to the requirement for more extensive demolition than initially envisaged.	Barbara Smith/ Jamie Groves
2.11	Develop a standard Section 106 legal agreement / clauses for securing affordable housing through planning applications. Ensure that this meets mortgage providers requirements		S106 agreements have been looked into extensively in conjunction with the legal department & standard clauses for inclusion in S106 agreements have been drafted. These will be published on the website once finalised. More affordable housing development is being secured currently through using the Unilateral Undertaking route. This can help progress development more quickly.	David Smith/ Graham Boase

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2.12	Test a range of methods for calculating financial contributions towards affordable housing, with the aim of reducing the number of calculations currently used.		No work undertaken as yet - would link into LDP Review. Work plan for LDP review currently being developed. Work on the Review to start in Autumn 2017.	David Smith /Graham Boase
2.13	Involvement of the Council's Finance, Assets & Housing Service in assessing viability of planning proposals and involvement in negotiations with developer and applicants		Finance, Housing & Assets Service are involved with assessment of viability of planning proposals on an ad hoc basis.	David Smith/ Graham Boase
2.14	Introduce a mechanism to secure financial contributions for affordable housing following scheme completion, where viability has improved beyond that originally projected ('clawback').		Legal opinion obtained on this matter have advised that this is not possible	David Smith/ Graham Boase
2.15	Test a range of approaches to calculating the value of affordable properties, to ensure this is set at an appropriate level.		No work undertaken as yet - would link to LDP Review. Work plan for LDP review currently being developed. Work on the Review to start in Autumn 2017.	David Smith /Graham Boase
2.16	Review the current approach and thresholds for affordable housing requirements in LDP policies relating to affordable housing through the statutory LDP Review process (currently 10% requirement but could be		No work undertaken as yet - would link to LDP Review. Work plan for LDP review currently being developed. Work on the Review to start in Autumn 2017.	David Smith /Graham Boase



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	increased if viability justified a higher affordable housing contribution)			
2.17	To ensure good partnership working with Registered Social Landlords		Programme Delivery Plan meetings (for the strategic allocation of Social Housing Grant -SHG) arranged in accordance with PDP submission timescales quarterly. These meetings involve development officers from all our partner RSLs. Bi-annual update meetings have been held with RSL's individually in May 2016 & Nov 2016 and will continue to be held every 6 months. Ad hoc meetings arranged with RSLs as necessary.	David Smith/ Graham Boase
2.18	To identify a wider range of development partners to assist in increasing the supply of affordable housing		Cartrefi Conwy is now an RSL partner for DCC - approved by WG in May 2016. Officers have worked with North Wales Housing to help them build a business case to extend their remit from Empty Homes only to include new build development, however the business case is currently on hold.	David Smith /Graham Boase
2.19	To increase applicants registered on the affordable housing register or equivalent. Review current process for registration.		DCC Communications campaign drafted for housing delivery to include the promotion of successful affordable housing schemes. Grŵp Cynefin administer the affordable housing register and are taking a fresh approach to simplify the process, together with developing a Marketing Strategy.	David Smith/ Graham Boase
2.20	To develop a communications campaign to ensure successful affordable home schemes are fully promoted		Communications strategy drafted & discussions ongoing with communications team.	David Smith/ Graham Boase
<b>THEME 3: Ensuring safe and healthy homes</b>				
3.01	To ensure Council accommodation is maintained to meet the Welsh Housing Quality Standard		Since we met the standard, we have renewed approximately 400 boilers as part of a planned works programme and intend to upgrade a further 250 this year. We have also renewed a number of roofs, roofline components, external doors and completed an envelope improvement and external wall insulation scheme in Denbigh with phase 2 funding applied for. Also there is a 4 year external enveloping project to replace roofs, rendering, pathways and fencing etc. Anticipated £1.5 M investment this year. Caradoc Rd external envelope scheme complete. Enveloping scheme in Corwen complete. Enveloping scheme in Ruthin commenced. 2017/18 external programme tender exercise imminent. Internal works to approx. 30 homes in Rhyl scheduled for 2017/18.	Barbara Smith /Jamie Groves
3.02	Private rented sector stock		WG have plans for a Wales -wide Stock Condition Survey, no details as yet but this	David Smith/ Graham

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	condition/issue survey		may achieve DCC's aims. More information sought from WG.	Boase
3.03	Support implementation & enforcement of Welsh Governments "Rent Smart" scheme (Landlord Licensing Scheme), including a comprehensive database of all private landlords.		Rent Smart Wales has been promoted by Public Protection Team through County Voice, landlord/tenant surgeries, landlord roadshow, local newspapers & radio. Recent training has taken place for DCC officers on Rent Smart Wales Enforcement with additional training due to be carried out this month. So far 92% of known private rented properties in Denbighshire have been registered making us the 2 <sup>nd</sup> most compliant county in Wales.	David Smith/ Graham Boase
3.04	To develop an Energy Conservation delivery plan and establish a database to prioritise those in fuel poverty		Draft Energy Conservation Delivery Plan agreed by Housing Strategy Delivery Group (July 16) and approval to be sought through delegated decision. Energy Conservation project carried out in Upper Denbigh is now being cited as 'Best Practice'. Energise Wales will be holding a training event in Caledfryn (probably March 2017) to publicise the benefits of energy conservation programmes.	David Smith /Graham Boase
3.05	To develop a multi-agency private rented sector action plan & toolkit working with partners such as the Health Board to help to improve the standard of the poorest quality housing in the private rented sector.		Links to Rhyl Town Centre Plan & Vibrant & Viable Town Centres Plan. Meeting arranged for 27/3/17 to discuss scope and leadership of the project. High profile enforcement continuing for West End of Rhyl with overall conditions improving. Landlord Roadshow has resulted in several new Landlords renting their properties out using the DCC private rented scheme. Any properties on this scheme are subject to Housing Hazards and Safety Rating Scheme (HHSRS) assessment prior to being used by DCC and any hazards found are resolved before renting is permitted. Upper Denbigh Warm Homes project has been completed and cited as good practice.	David Smith/ Graham Boase
3.06	Continue to implement mandatory HMO licensing & explore potential for future expansion of additional licensing schemes and introduction of selective licensing schemes		The mandatory and additional licensing scheme continues in Rhyl. 39 HMO's taken through additional licensing during last year 15/16. Further work being done with other services to identify other HMO's potentially requiring licensing, ie working with Housing Benefit. A further 39 HMO Mandatory and Additional HMO licences have been issued since 1st April 2016 and we currently have 82% of the eligible properties licenced in Denbighshire. The remaining 18% of unlicensed properties are either going through the licencing process (which also includes renewals), have been referred to Planning for investigation, or are being considered for formal action.	David Smith/ Graham Boase

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3.07	Use of planning and housing powers, including enforcement regarding new build and unauthorised HMOs & conversion to flats		Process revised to ensure a more effective, co-ordinated approach. Any HMOs that are identified as potentially being in breach of Planning because they are operating as a HMO are referred to Planning to investigate before they are sent an application for either Additional or Mandatory HMO licensing.	David Smith /Graham Boase
3.08	Establish the extent to which holiday caravans are being used as permanent residences. Develop a regulatory procedure to take targeted action.		Caravan site information is now being shared and monitored across the authority. A conference was organised in March 2016 by DCC inviting the site owners, so best practice and policy could be explained and discussed and next conference will be arranged in May 2017. Following the conference bi-annual meetings have been arranged. Communities Scrutiny Committee (May 2016) approved the principles of the draft Regulatory Procedure. Details of the procedures have been finalised and full audits of targeted sites began in August/Sept 2016.	David Smith/ Graham Boase
3.09	Develop & engage with private rented sector landlords & tenants through alternative methods and routes.		Landlord Roadshows have replaced previously held Landlord Forum. More interactive - stalls & information, and will be held throughout the County. Recent Landlord Roadshow was held in Llangollen for the first time. This was a mixture of exhibitors (approx. 20) and 6 presentations given by various external organisations and DCC. Engaged with many new landlords and overall was a very successful event. Next Roadshow to be held in the North of the County in May 2017.	David Smith/ Graham Boase
<b>THEME 4: Homes and support for vulnerable people</b>				
4.01	To ensure additional extra care facilities are provided in Denbighshire & to maximise potential for specialist housing for vulnerable adults		Grwp Cynefin was selected as the Council's partner to deliver to deliver an extra care scheme at Middle Lane site Denbigh. The proposal is for approximately 50 apartments, including provision for people with dementia; 8 Independent Living Units for people with disabilities; and 19 separate general needs apartments for older people. Scheme submitted for planning permission and to be determined at March Planning Committee. Work underway on progressing proposals for Awelon, Ruthin.	Bobby Feeley/ Phil Gilroy
4.02	Review Supported Independent Living provision and demand		A new Supporting People Contract for SIL in place since April 2016 and with approval from Scrutiny the merger of SIL and reablement is underway. The aim is to: <ul style="list-style-type: none"> <li>- Streamline existing management structures</li> <li>- Reduce overhead management costs</li> <li>- Provide an integrated continuum of support, maximising opportunity to deliver high quality services and potential to deliver/facilitate optimum levels of independence and well-being</li> </ul>	Bobby Feeley/ Phil Gilroy

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			<p>- Deliver a clear career structure, promoting staff motivation, satisfaction and retention.</p> <p>On course to fully implement changes to management structure by 1st April. Work is underway looking at merging operational practice with a view to delivering a continuum of support for citizens, in addition to agreeing measures of success of merging the two services.</p>	
4.03	To finalise a homelessness strategy by December 2017, including ensuring that RSLs also provide for homeless people		<p>An extremely comprehensive Homelessness Review has been completed and this was based on consultation with individuals who have sought advice and support from Housing Solutions and a range of key stakeholders. A version of the Review will soon be available on the DCC website so that further consultation can take place. We have identified the key themes which will have to be included in the Homelessness Strategy. A Steering Group has met twice and a framework for the Strategy, which complies with Welsh Government requirements, is currently being prepared. In addition, specific work is underway regarding the needs of young people leaving custody and a major event was held regarding the needs of homeless 16 and 17 year olds. We should be in a position to consult on the draft Homelessness Strategy later this year – ahead of schedule (the statutory requirement is to complete the strategy by 2018) and it is expected that the final version will be approved and adopted by December 2017.</p>	Hugh Irving / Phil Gilroy
4.04	To provide better quality emergency accommodation for those who have been made homeless in the County.		<p><b>Key Outcome 2:</b> Strategic review of accommodation &amp; future needs planned Apr 17- Sep 17. Consultants have been engaged for this. The intention is for the County Council to purchase various properties and eventually some of these will be available to replace the use of B+B. A specific piece of work called 'Positive Pathway for Young People' is also under way in response to the Anna Whalen report, which requires us to identify a better range of accommodation for young people. In the meantime, the use of B+B is monitored in weekly team meetings and we are ensuring that move-on plans are in place. In addition, profiles are being prepared of people who are currently placed in B+B/temporary accommodation so that more suitable provision can be identified for them in future. Detailed information regarding temporary accommodation is included in the Homelessness Review and this will inform our future strategy for addressing accommodation needs. In the meantime, Housing Solutions and Public Protection have much better joint working arrangements in place. For example, Public Protection is consulted before placements are arranged and this ensures that the use of poor standard</p>	Hugh Irving /Phil Gilroy

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			accommodation is prevented. Feb 2017: Housing Solutions and Public Protection have developed and implemented a working protocol which has been created through a Partnership approach and looks practically at property standards. .	
4.05	Provide good quality, well managed temporary accommodation solutions whilst housing needs are being assessed prior to permanent accommodation solutions being found. This includes options such as the Council providing it directly from its own housing stock		<b>Key Outcome 2:</b> A comprehensive Homelessness Review has been completed and the key outcomes from this will be addressed in the Homelessness Strategy. The Strategy will identify a range of options for addressing future needs. In the meantime, Housing Solutions Team meetings are taking place weekly and team members are given every encouragement to move people on to permanent accommodation solutions. The team are also liaising with Community Housing with regard to properties that may become available. There has been a corporate multi-disciplinary working group set up specifically looking at needs of homeless young people. Aim to have an integrated service to flexibly meet a range of needs.	Hugh Irving / Phil Gilroy
4.06	Develop and implement a Private Rented Sector (PRS) tenants accreditation scheme		<p>We have established a PRS Tenant Accreditation Scheme. This is currently reliant upon SP providers doing the work with prospective tenants and results are patchy. The "Product" is fine - but how it is implemented and verified needs reviewing. In addition to PRS accreditation scheme Housing Solutions are now delivering "Renting Ready" training. This is an accredited course that is recognised across the UK which has been developed by the Homeless Charity CRISIS. Why have two schemes? The Tenant Accreditation Scheme is largely targeted at occupants of Supported Housing - and is a means of us both justifying paying a rent deposit and reassuring prospective landlord that person has necessary skills to manage a tenancy. The Renting Ready Course has similar aims - but its target audience is much wider including households in emergency / temporary homeless accommodation. It is aimed at citizens who have had or may have difficulty maintaining their own tenancy. We work in partnership with Crisis the Homeless Charity to deliver this course. This is a 4 day classroom based course. A series of topics is delivered designed to build confidence and knowledge in renting a home. Some of the things we look at:</p> <ul style="list-style-type: none"> <li>• Exploring housing options</li> <li>• Rights in a tenancy</li> <li>• Landlord responsibilities</li> <li>• Skills to manage money</li> <li>• What to look for in a new place</li> </ul>	Hugh Irving / Phil Gilroy

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			<ul style="list-style-type: none"> <li>Addressing issues with flatmates or neighbours.</li> </ul> <p>By attending the full series of workshops students can work towards a tenancy qualification to show prospective landlords that they have the required skills and knowledge to manage a successful tenancy. At the present time we offer this course to Supporting People Providers and citizens who access the Housing Solutions service.</p>	
4.07	Investigate options on the formation of a Social Lettings Agency		Research carried out and report produced. Its purpose is to provide a broad review of the contribution a Social Lettings Agency could make to meeting housing need in Denbighshire.	Hugh Irving /Phil Gilroy
4.08	Promote and develop the 'Denbighshire Housing' website & 'Let's Help You' online accommodation finder		This was launched and a complete overhaul of all Housing Options advice available through DCC websites was undertaken. Denbighshire Housing Website has been upgraded and linked with Community Support Services website which is being overhauled.	Hugh Irving / Phil Gilroy
4.09	Develop a portfolio of private rented sector landlords with good quality accommodation to assist people with private rented sector accommodation. Working with Public Protection to ensure that the accommodation meets at least the minimum standards set in Housing Hazards and Safety Rating Scheme (HHSRS) legislation & that landlords meet the "fit and proper" test		Public Protection officers now check each property sourced by Housing Solutions for Homelessness Prevention or Lease to ensure it is suitable, safe and healthy. Landlords are also checked. Protocol has been developed and adopted and is being applied.	Hugh Irving / Phil Gilroy
4.10	To develop a pre-move programme for adults with complex disabilities to maximise successful placements		New operational procedures drafted and signed off 10th March 2016 at the Operational Housing Group.	Bobby Feeley / Phil Gilroy

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4.11	Implement the single access route to housing (SARTH)		Full implementation to be effective from April 2017 for allocation of homes but re-assessing applications started in Autumn 2016. Implementation in progress and on track.	Barbara Smith/ Jamie Groves
4.12	To monitor and respond to accommodation and support requirements for refugees		First family accommodated in County in September 2016. An Action Plan was put in place to ensure that all their support needs are addressed effectively. The family has settled down well and there continues to be an interagency response to meeting their needs which is overseen by a strategic group. The second family were due to arrive in Denbighshire on 31st January and all arrangements for meeting their needs put in place. We are in the process of identifying further properties so that we can meet the target agreed with Cabinet.	Hugh Irving / Phil Gilroy
<b>THEME 5: Promoting and supporting communities</b>				
5.01	To develop a Tenant Engagement Strategy for Council tenants		Draft strategy complete and to be used to base consultation. Full implementation delayed due to recruitment of Community Development team in September 2016. The delay to allow for recruitment and induction will enable the team to significantly support the consultation and implementation of an effective strategy. Residents workshop held in February 2017 to consult on draft plan and develop local engagement framework.	Barbara Smith/ Jamie Groves
5.02	Develop a strategic asset management plan for the Council's housing stock		This is being undertaken on an area basis based on emerging development potential – Rhyl & Denbigh initially. Condition surveys in Denbigh area have been completed and surveys have commenced in Rhyl.	Barbara Smith / Jamie Groves
5.03	Implement environment toolkit to assist in improving the environment for our tenants		This action is complete as tool kit principles are used for developing and prioritising improvement programmes within the Environmental framework.	Barbara Smith / Jamie Groves
5.04	Develop a schedule to enhance open space/ play assets within Council stock		9 priority areas initially identified & proposed works in identified areas have been completed including play equipment and landscape works. 2 additional play areas have been identified for refurbishment. Specifications and tender documents are being produced in order to commence works in the new financial year and work programmed for 2017/18. Action now complete as the programme is in progress	Barbara Smith/ Jamie Groves

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			and group established to monitor progress and develop future schedule of work.	
5.05	To develop an apprenticeship scheme for property maintenance service		3 apprentices employed 2015/16 and an additional 7 in 2016/17.	Barbara Smith/ Jamie Groves
5.06	Continue working with police, registered social landlords & other partners on focused neighbourhood management in West Rhyl		Project on-going with Public Protection, Planning, RSLs, NW Police, Streetscene and Waste Teams, Kingdom to ensure refuse, litter etc removed quickly, with enforcement action taken if necessary. Good working arrangements in place with Environmental Services. On-going work educating tenants on fly tipping & anti-social behaviour. Weekly audits / inspections being carried out in hotspots areas of Rhyl and any necessary enforcement action is being taken when required.	David Smith /Graham Boase
5.07	Develop individual locality based neighbourhood plans for areas of Council stock		<b>Key Outcome 4:</b> Work on neighbourhood plans is complete. Housing Delivery plans are in progress for 3 areas and template agreed for the work continuing on further areas in consultation with MAG's. Local neighbourhood plans are being delivered by Community Development Co-ordinators. Communication on these activities will be developed in Spring 2017.	Barbara Smith /Jamie Groves