Private Sector Housing Delivery Plan

Introduction

The Purpose of the Delivery Plan

The Council is committed to improving housing conditions across all tenures. This Delivery Plan sits under the Housing Strategy 2010 to 2015, which lays out the council’s overall vision for Housing of;

“Maintaining and developing successful communities where people want to live, by meeting the housing needs of our residents now and in the future”.

This Delivery Plan aims to identify the important issues facing the private housing sector and sets out the priorities for action, the policy tools and the resources available.

To achieve this the Housing Strategy identifies 3 priorities;

- Delivering Homes, Developing Communities
- Better Homes, Better Places
- Greater Opportunity, Greater Choice

In delivering the priority of Better Homes, Better Places, the Housing Strategy, and this Delivery Plan, focus on the following priorities;

- Improving housing quality across all sectors
- Improving conditions for Park Home residents
- Promoting energy efficiency and reducing fuel poverty
- Promoting good housing design and sustainable development

The Plan also aims to reflect policies and priorities at a national, regional and local level. It sits under the broader Housing Strategy, 2010 to 2015, and the corporate Plan and links to a number of other delivery plans.

As this is a DRAFT, Consultation will be carried out to ensure the actions and priorities within this draft take into account the views of residents and partner organisations.
Background

North Somerset covers an area of 144 square miles in the South West of England. It is a diverse area, stretching from the coast and Bristol Channel to the west, the River Avon and the boundaries of Bristol City Council to the north and east and to the Mendip hills to the south and includes both rural and urban environments. Over 2/3rds of the population live in urban areas, in the 4 towns of Clevedon, Nailsea, Portishead and Weston super Mare, with the remaining 33% living in the villages and countryside.

Housing Conditions

In 2011 a Private Sector Housing Stock condition survey was carried out across the district. This was a joint project with the other West of England (WOE) authorities and gave data for North Somerset as well as the whole WOE region and enables a comparison with the national data obtained through the English House Condition Survey (EHCS).

The survey findings have formed an evidence base to develop our priorities and actions for this Delivery Plan. There are a number of challenges facing the private housing sector including welfare benefit reforms, an aging population, energy costs etc. These are also considered in this draft and they have also influenced how we have developed our priorities and actions.

The key findings from the survey were:

Housing profile and conditions

- The survey gives us a clear picture of housing tenure in North Somerset - 72.7% is owner occupied, 17.7% is private rented and 9.6% is social rented (RPs)  
- A higher proportion of dwellings are rented privately in North Somerset than in the average English Local Authority and this tenure has expanded extremely rapidly in North Somerset over the past ten years, roughly doubling over the period.  
- There are a greater proportion of modern dwellings in North Somerset than the national average, with more converted flats and more Houses in Multiple Occupation.  
- Whilst the proportion of dwellings overall in poor condition (non decent) is better than the national average the condition of dwellings in North Somerset does not follow the national pattern in that the rate of non-decency in private rented homes is significantly higher than the national average. By contrast, the owner occupied sector is in significantly better condition than in the UK as a whole.
- Dwellings in poor condition are primarily concentrated in the coastal wards of Weston-super-Mare, but with small concentrations of non decent housing in Clevedon.
- The biggest causes of poor quality housing (category 1 hazards) are excess cold due to poor insulation and inefficient heating systems, falls on stairs and trip hazards.
- The energy performance rating of the whole stock has improved significantly since 2007 and the SAP rating (measure of the energy efficiency of the house) is above the national average. However fuel poverty is worst in private rented sector dwellings and the highest concentrations of fuel poverty are found in the coastal wards of Weston-Super-Mare.

In comparison with previous findings on House conditions in North Somerset, significant improvements have been made: Since 2005 the level of non decency has gone down from 37.7% to 29.5% and the number of vulnerable households living in decent accommodation has gone up from 58.3% to 68.6 %.

The survey also looked at social and economic factors. Key findings were

- The average household income was found to be slightly lower than in England as a whole with a large proportion (26%) in receipt of one or more benefit.
- The proportion of households in North Somerset with a resident over 65 years of age was 33% which compares to a national figure of 13%.
- Residents in the private rented sector were on average younger and in the owner occupied sector older, than is the case nationally. Single person households were also more common.
- There are a slightly above average proportion of residents with some form of disability.
- Average house prices are slightly below the average value across the UK. In 2006/7 it was estimated that only 9% of new housing provision in North Somerset was affordable. Since this time the fall in house prices has led to the amount of housing that is affordable in North Somerset increasing by about 10%, however this has been offset by the decrease in the availability of mortgage finance and fears over unemployment. It is estimated that by 2016 affordability will have decreased back to the 2006 levels.

North Somerset has some very affluent communities but also has some of the most deprived, with two wards in Weston super Mare being in the top 1% most deprived nationally.

Many older residents in the owner occupied sector were found to own their homes (capital rich) but be reliant on benefits for income (income poor). This, combined with the aging population profile indicates that demand for Disabled
Facilities Grants is likely to increase. This is reflected in the survey finding that an above average proportion of residents reported to have a disability, with 17% of all household having at least one resident with a long term illness or disability.

As set out above the highest levels of non-decency are in homes located in the three coastal wards in WSM with some pockets of non-decent housing in Clevedon. These are the areas with the highest proportion of private rented properties, occupied predominantly by young people on low incomes.

There is a direct and well documented link between poor housing conditions and poor health. Problems of excess cold, damp and mould are often associated with ill health, such as high blood pressure or circulatory problems in the elderly, and raised levels of asthma in children. Poor design and layout, as well as issues of disrepair can lead to problems with falls, causing significant health issues to the elderly and disabled.

**Welfare reform challenges**

From April 2011 there have been significant changes to the Local Housing Allowance (LHA) from which the amount of housing benefit a person is eligible to receive is calculated.

Rates were reduced from the mid point of average rents for a particular area and property size to the 30% point in the range of rents charged. This change has applied to all new claims made after April 2011, with a nine month transition period for existing claims.

Other changes include;

- Allowing single people to claim LHA for non self-contained accommodation only up to the age of 35, rather than the previous age limit of 25 years,
- Significantly increasing the deductions made from the LHA for those tenants who have adult non-dependants living with them.
- From April 2013 anyone living in social housing who is assessed as having an extra bedroom will have their housing benefit reduced by 14% if they have 1 room extra or 25% if they have 2 or more extra rooms.
- Also from the summer of 2013 a cap will be placed on the total amount of benefit most people aged 16 to 64 can receive.

These reforms are likely to increase the demand in the private rented sector, especially for affordable accommodation in smaller units, including bedsits and single rooms in shared houses.
Private Rented Sector

Introduction

The private rented sector is a vital part of the housing market in North Somerset, and represents 17.7% of the stock, being the sector that has expanded the most rapidly over the last 10 years. Much of this increase has been fuelled by the provision of “Buy to Let” mortgages that became available in the late 1990s and is further fuelled by the high cost of housing. For these reasons it is a sector of the housing stock that is likely to continue to expand.

There are an estimated 1500 houses in multiple occupation (HMO’s) across North Somerset with a concentration in Weston super Mare. It is important to ensure that these homes are well managed and meet the minimum standards set out in the Housing Act 2004.

The Government through the Localism Act have enabled Local Authorities to discharge their homelessness duties through the use of private rented housing which will further increase the role of the private rented sector in preventing and resolving homelessness. This combined with the welfare reform changes will put a considerable extra demand on this sector.

The high level of non-decent accommodation identified by the SCS, combined with the rapid expansion of this type of housing, demonstrates the need to increase the regulation of this sector to ensure good quality accommodation is available to all tenants.

Current activity

Under the Housing Act 2004 some larger HMOs require a licence from the Council to operate. These are properties that have 3 or more storeys and are occupied by 5 or more persons sharing. The licence holder and manager must be a “fit and proper person” and licences must be renewed every 5 years. The Local Authority has a duty to inspect licensed properties and can impose licence conditions where appropriate to ensure standards are maintained. Approximately 60 HMOs in North Somerset are licensed, however, these properties represent only a small proportion of the privately rented stock.

Advice and information is provided to tenants and landlords, and complaints about poor housing conditions in private rented accommodation are responded to within target timescales. We will continue to develop the advice and information we provide to landlords, through the Landlords Forum and the joint West of England work and events, including the annual Landlords Expo.
We introduced the North Somerset Property Accreditation Scheme which is aimed at improving private rented accommodation and provides benefits for both landlords and tenants. The scheme is operated across the West of England and is currently being reviewed and evaluated.

A programme of prioritising HMOs is being undertaken which we will complete by 31st March 2013.

Priorities

- In addition to mandatory licensing the Housing Act 2004 also allows Councils to introduce discretionary licensing schemes for private rented properties in their areas if they consider this necessary. We will complete a project to further analyse standards of management in the concentration of privately rented homes in central Weston Super Mare to consider what policy responses should be pursued, including the use of these discretionary licensing powers, to ensure the effective regulation of these properties.

- To introduce a programme of risk based inspections for known HMOs

- To review the current Accreditation scheme, in partnership with the other West of England authorities.

- Review the assistance available for landlords and owners of empty homes to assist in improving their properties to meet the Decent Homes Standard, in return for agreeing nomination rights to the property.

- **Enforcement** - We will complete the updating of our Enforcement Policy:
  
  - The revised enforcement policy will ensure our regulatory and enforcement functions are administered in full compliance with national policy framework.
  
  - The policy will apply across the full range of legislative procedures including dealing with public health complaints, unauthorised encampments and other service requests.
  
  - Harassment & illegal eviction – we will continue to investigate complaints that we receive and take action where appropriate in accordance with our revised enforcement policy. Referrals will
be investigated and limited resources focused on the most serious cases.

**Owner Occupided Sector**

**Introduction**

This sector represents the largest proportion of the housing stock, 72.7%, with 49% owning their home outright. These properties vary considerably in age, type and condition.

Whilst it is primarily the homeowners responsibility to maintain their own home, some homeowners, especially the elderly and vulnerable do not have the resources to do so. The resulting poor quality housing has can impact on the health and safety of the occupants.

The loss of national Private Sector Renewal Funding has led to the move away from direct financial assistance for renewal through grant aid to the development of loans.

**Current activity**

In conjunction with 9 other Local Authorities, North Somerset established a loan consortium for home owners in 2004, working with Wessex Home Improvement loans (WHIL), with initial funding obtained through a successful bid to GOSW. The scheme provides low cost loan funding for vulnerable households to enable them to carry out essential repairs to their homes to bring them up to the Decent Homes Standard. A range of loan products are available to ensure that even those on very low incomes are able to secure funding for essential works.

In the few cases where loan funding is not available help and assistance is given to advise people on their housing options.

Where category 1 hazards are identified and the owner is either unable to secure loan assistance or other funding to remedy the hazard, or is not prepared to do so, appropriate legal action is taken in line with the councils Enforcement Policy.

Where we receive complaints about the impact of an occupiers living conditions on other people these complaints are fully investigated and enforcement action taken where necessary in line with the councils enforcement policy. Advice and assistance is given where homeowners are unable to deal with problems themselves and referrals are made to partner agencies as appropriate.
Priorities

- We will continue to work with and support WHIL to utilise the full range of loan products available and develop further products as necessary. We will continue to fund the loan pot (resources permitting) with a long term aim of making the fund self sustaining.

- To enhance the advice and assistance available for owner occupiers, particularly in relation to disrepair and maintenance.

Early Intervention and Support for Older and Disabled People

Introduction

A key aim of the Councils Corporate Plan is to;

“Improve outcomes for adults by promoting independence, choice and control over services”.

Developing a range of housing, care and support options to enable older people to live independently in the community, including meeting the increasing demand for adaptations supports the delivery of this aim.

This Delivery Plan will also support the main vision identified in the Councils Early Intervention and Prevention Strategy 2011 – 2015, that adults and older people in North Somerset will experience improved health, well-being and independence.

Early preventative action, even at a low level, will often prevent the need for significant public resources to provide care and support over the longer term.

Current Activity

The demand for the mandatory Disabled Facilities Grant continues to increase with approximately 300 DFGs delivered last year, at a cost of over £1.6 million.

To ensure good value for money a new contract for the provision of stair lifts, step lifts and through lifts was awarded last year. The tender was for the provision of a Total Management Solution where a stair lift is installed and maintained for as long as that person requires it. A contract to provide ramp access to properties, through a system of metal ramps that can be fully recycled has also been agreed.
Where a property can not be adapted to meet a persons longer term housing needs, either due to the property being inadaptable or the expense being prohibitive, advice and assistance on re-housing options is offered.

We have a close working relationship with our partners at West of England Care and Repair, who were successful in obtaining the new Home Improvement Agency contract which commenced in October 2012.

Priorities

- Continue to explore the most cost effective ways of delivering adaptations including tendering the provision of bathing works.
- Continue to streamline the adaptation process with a view to introducing a paperless system and enabling more effective remote working.
- To evaluate the potential to introduce alternative funding options for works above the grant limit and explore other options for top up funding.
- We will develop our joint work with the Health, Social Care and Public Health services as part of the Community Connect Partnership.to target older people living in poor housing conditions. Through this initiative we will target specific communities to make older and disabled people aware of the help that is available through both the council and its partners, including support for completing essential repairs and maintenance.

**Affordable Warmth and Home Energy Efficiency**

**Introduction**

North Somerset Council is committed to supporting the eradication of fuel poverty and the provision of affordable warmth through energy efficient accommodation for all households. To ensure progress towards this objective the Council is working in partnership with several agencies across the health, environment and community safety sectors.

Homes contribute nearly 30% to the carbon footprint in North Somerset and the Stock Condition Survey 2011 shows there are still 31,000 homes in North Somerset that have no or little insulation. Many of these have solid walls or are properties of a non-traditional construction that have low levels of thermal efficiency and are therefore expensive to heat. Fuel poverty levels have doubled in the last 5 years and there are now an estimated 11,000 fuel poor households in North Somerset. The Council is committed to the reduction of carbon emissions in North Somerset, by 34% by 2020 compared to emissions in 1990.
The Energy Act 2011 introduced legislation to launch the Green Deal initiative which will replace the current funding regime for improving home energy efficiency, alongside funding provided through the Energy Company Obligation (ECO). The role of Local Government in these schemes is still emerging but the formation of partnerships of local authorities and others is likely to be the preferred option for North Somerset.

**Current activity**

To date North Somerset council has taken a very proactive role on promoting affordable warmth and reducing fuel poverty. Support has been given through referrals to the National Warm Front scheme and locally through the Warmstreets Scheme, run on behalf of, and in partnership with, the Somerset local authorities, through CSE in Bristol. These schemes are now drawing to an end, with the introduction of the Energy Act 2011 and the Green Deal and ECO funding and are new opportunities that need to be fully explored.

North Somerset Council is also making a commitment to low carbon activity through signing a ‘Climate Local’ commitment. This is a Local Government Association initiative to support councils' efforts both to reduce carbon emissions and also to improve resilience to the effects of our changing climate and extreme weather. Our commitment states that:

*We recognise that our council has an important role to help our residents and businesses to capture the opportunities and benefits of action on climate change. These include saving money on energy bills, generating income from renewable energy, attracting new jobs and investment in ‘green’ industries, supporting new sources of energy, managing local flood-risk and water scarcity and protecting our natural environment.*

The two key commitments for this delivery plan drawn from the Climate Local Plan are:

1) To achieve significant home energy efficiency improvements to all sectors of housing in North Somerset, and

2) To raise awareness of affordable warmth, renewable and low carbon forms of energy and how to reduce household expenditure on fuel.

The government has requested Local Authorities to provide an updated report in relation to the Home Energy Conservation Act 1995 by 31st March 2013. We have commissioned the Centre for Sustainable Energy to provide the appropriate data on which to base this report and to produce a comprehensive energy database which will facilitate the better targeting of resources and engage with Green Deal delivery.
Priorities

- Explore/ evaluate options for maximising benefits from the Green Deal and ECO funds. Facilitate the provision of loans and Green Deal / ECO funding through partners.

- Work with partners and link to early intervention / home safety initiatives to promote home energy efficiency improvements targeted on vulnerable groups.

- Promote cheaper ways of paying for fuel and raise awareness of different payment methods and tariffs.


- Link to work in the private rented sector to secure improvements to this sector to increase the number of homes that meet the minimum thermal comfort requirements of the decent Homes Standard and improve the SAP rating.

- Raise the profile of fuel poverty in Health and Well-being Strategies and during Joint Strategic needs Assessment updates.

Gypsy and Travellers

Introduction

The Council has responsibility under the Housing Act 2004 to assess the accommodation needs of gypsies and travellers. The most recent assessment has identified unmet need for xx residential pitches in North Somerset. The council own 3 sites within North Somerset which contain 7 pitches in total.

Current Activity

Site improvements to one of our existing sites were completed in 2012 and funding has been secured to extend the Willowmead site to provide two additional pitches during 2013.

A business and investment plan for all our sites is being finalised and we are in the process of commissioning an external organisation to take on the management of our sites.
Opportunities are being investigated on new developments and a Registered Provider has submitted a bid to the Homes and communities Agency for 29 new pitches, including transit provision.

Priorities

- To extend and improve the Willowmead site
- To finalise our investment plan for all council owned our sites.
- To transfer the site management function to an external contractor from April 2013.

In conjunction with colleagues in Planning services to work to identify additional sites to meet the need for additional pitches.

Park Homes / Caravan Sites

Introduction

Park Homes, especially older homes tend to offer poor thermal insulation and are traditionally occupied by elderly and vulnerable residents on a low income. Fuel poverty and affordable warmth are often therefore major issues for these residents.

In 2011 the council carried out a review of Park Homes, the purpose of the review was to investigate and identify issues affecting park home residents and set out an action plan to address issues identified. A survey of residents was carried out and the results revealed:

- Almost 90% of respondents to the survey were over 60
- 25% of respondents considered themselves to be disabled
- 43.1% respondents were dissatisfied with maintenance on the sites
- 87% of respondents were satisfied with the site as a place to live and 95% were satisfied with their home.

New legislation (the Mobile Homes Bill) currently before Parliament, proposes the introduction of charges for some caravan site licensing functions, enhancing the rights of Park Home owners and providing new enforcement powers for management.
Current Activities

The service currently licence all Park Home and Caravan sites, along with responding to complaints and other requests for service. Delivering the outstanding actions identified from the Park Homes review are also a priority, however this will be dependent on being able to develop a self funding scheme to licence and regulate all caravan sites following new national legislation.

Priority

- Develop a project plan for the introduction of new site licensing legislation from April 2014.

- Over the next 12 months ensure site owners are aware of their responsibilities and that residents are provided with information in relation to living on a Park Home site.
## Action Plans

### Private Rented Sector

<table>
<thead>
<tr>
<th>Action</th>
<th>By When</th>
<th>By Who</th>
<th>Resource</th>
<th>Performance Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explore possibility of introducing a discretionary licensing scheme</td>
<td>June 2013</td>
<td>Private Rented Housing Team</td>
<td>In house</td>
<td></td>
</tr>
<tr>
<td>Complete the HMO prioritisations and introduce a programme of risk based inspections</td>
<td>Mid 2013</td>
<td>Private Rented Housing Team</td>
<td>In house</td>
<td>TBC</td>
</tr>
<tr>
<td>Further develop advice and Assistance to Landlords</td>
<td>Date</td>
<td>Private Rented Housing Team</td>
<td>WoE</td>
<td>TBC</td>
</tr>
<tr>
<td>Provide advice and assistance to tenants on their rights and responsibilities.</td>
<td>Ongoing</td>
<td>Private Rented Housing Team</td>
<td>WoE</td>
<td>TBC</td>
</tr>
<tr>
<td>Review Accreditation Scheme</td>
<td>Mid 2013</td>
<td>Private Rented Housing Team</td>
<td>Jointly with other WOE authorities</td>
<td>Implementation of new scheme.</td>
</tr>
</tbody>
</table>

### Enforcement

<table>
<thead>
<tr>
<th>Action</th>
<th>By When</th>
<th>By Who</th>
<th>Resource</th>
<th>Performance Measure</th>
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</thead>
<tbody>
<tr>
<td>Revision of Enforcement Policy</td>
<td>Identified as a 6 month project. Start date to be</td>
<td>Private Sector Housing Team</td>
<td>In house</td>
<td>Completed policy</td>
</tr>
</tbody>
</table>
### Owner Occupied Sector

<table>
<thead>
<tr>
<th>Action</th>
<th>By When</th>
<th>By Who</th>
<th>Resource</th>
<th>Performance Measure</th>
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</thead>
<tbody>
<tr>
<td>Continue to provide assistance to those on low income through loans</td>
<td>Ongoing</td>
<td>Adaptation and Improvements Team</td>
<td>Wessex HIL</td>
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<td></td>
<td></td>
<td>In house</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Continue to Target Resources to the most vulnerable</td>
<td>Ongoing</td>
<td>Adaptation and Improvements Team</td>
<td>TBC</td>
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<tr>
<td>Enhance advice and assistance to homeowners re; disrepair and home maintenance</td>
<td>Ongoing</td>
<td>Adaptation and Improvements Team</td>
<td>In house</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>WoE</td>
<td></td>
</tr>
<tr>
<td>Enhance advice and assistance given to homeowners re; housing options</td>
<td>Ongoing</td>
<td>Through referrals to Housing Option Team</td>
<td>In house</td>
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<td></td>
<td></td>
<td></td>
<td>WECR</td>
<td>TBC</td>
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### Early Intervention and Support for Older and / or Disabled people

<table>
<thead>
<tr>
<th>Action</th>
<th>By When</th>
<th>By Who</th>
<th>Resource</th>
<th>Performance Measure</th>
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</thead>
<tbody>
<tr>
<td>Continue to deliver the DFG programme</td>
<td>Ongoing</td>
<td>Adaptation and Improvements Team</td>
<td>Existing</td>
<td></td>
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<tr>
<td>Continue to explore the most cost effective ways of delivering adaptations</td>
<td>Ongoing</td>
<td>Adaptation and Improvements Team</td>
<td>Existing and WoE</td>
<td>partners.</td>
</tr>
<tr>
<td>Action</td>
<td>By When</td>
<td>By Who</td>
<td>Resource</td>
<td>Performance Measure</td>
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</tr>
<tr>
<td>including tendering the delivery of bathing improvements/adaptation</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Continue to give advice and assistance on Housing Options.</td>
<td>Ongoing</td>
<td>Referral to housing Options Team</td>
<td>In house WECR</td>
<td></td>
</tr>
<tr>
<td>Evaluate alternative funding through loans for works over the grant limit and explore other options for top up funding.</td>
<td>March 2013</td>
<td>Adaptation and Improvements Team</td>
<td>In house Wessex HIL</td>
<td>Revision to HRAP / Protocol with RSLs</td>
</tr>
<tr>
<td>Continue to give advice and assistance (move-on grant) to assist where a property cannot be adapted to meet long term needs.</td>
<td>Ongoing</td>
<td>Adaptation and Improvement Team</td>
<td>In house WECR</td>
<td></td>
</tr>
<tr>
<td>Develop our joint work with the Health, Social care and Public health services.</td>
<td>Ongoing</td>
<td>Adaptation and Improvements Team</td>
<td>Private Sector Housing Team Public Health</td>
<td></td>
</tr>
<tr>
<td>Implement a targeted area action approach.</td>
<td>End 2013</td>
<td>Adaptation and Improvements Team</td>
<td>Private Sector Housing Team</td>
<td></td>
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</tbody>
</table>

**Home Energy Efficiency**

<table>
<thead>
<tr>
<th>Action</th>
<th>By When</th>
<th>By Who</th>
<th>Resource</th>
<th>Performance Measure</th>
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</thead>
<tbody>
<tr>
<td>Explore and evaluate options under the Green Deal and ECO</td>
<td>Ongoing (as options emerge)</td>
<td>Adaptations and Improvements Team, KH Lead</td>
<td>In house</td>
<td></td>
</tr>
<tr>
<td>Link to early intervention / home safety initiatives to</td>
<td>On going</td>
<td>Adaptations and Improvements Team, KH</td>
<td>Working with partners</td>
<td></td>
</tr>
<tr>
<td>Action</td>
<td>Timeframe</td>
<td>Team</td>
<td>Lead/Method</td>
<td></td>
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</tr>
<tr>
<td>Promote cheaper ways of paying for fuel / raise awareness of different payment methods and tariffs.</td>
<td>March 2013</td>
<td>Adaptations and Improvements Team</td>
<td>In house Training programme for key staff and publicity in NS Life</td>
<td></td>
</tr>
<tr>
<td>Provide an update report in relation to Home Energy Conservation Act</td>
<td>31st March 2013</td>
<td>Adaptations and Improvements Team, KH Lead</td>
<td>Commissioned through Centre for Sustainable Energy Report completed</td>
<td></td>
</tr>
<tr>
<td>Promote the benefits of energy efficiency / renewable technologies.</td>
<td>Ongoing</td>
<td>Adaptations and Improvements Team, KH Lead</td>
<td>Private Sector Housing Team Improved profile of housing stock.</td>
<td></td>
</tr>
<tr>
<td>Link to work on the private rented sector to secure improvements across the sector.</td>
<td>Ongoing</td>
<td>Adaptations and Improvements Team / Private Rented Team</td>
<td>Private Sector Housing Team</td>
<td></td>
</tr>
<tr>
<td>Raise the profile of fuel poverty in Health and Well-being Strategies</td>
<td>End 2013</td>
<td>Adaptations and Improvements Team, KH Lead</td>
<td>TBC JSNA revised to include</td>
<td></td>
</tr>
</tbody>
</table>
## Gypsy and Travellers

<table>
<thead>
<tr>
<th>Action</th>
<th>By When</th>
<th>By Who</th>
<th>Resource</th>
<th>Performance Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete the extension of Willowmead</td>
<td>2013</td>
<td>Private Rented Team</td>
<td>Private Housing Team</td>
<td>Extension completed</td>
</tr>
<tr>
<td>Transfer the site management function.</td>
<td>March 2013</td>
<td>Strategy and Commissioning Team</td>
<td>SP</td>
<td>Site management transferred</td>
</tr>
<tr>
<td>Identify additional site provision including transit sites</td>
<td>End 2013</td>
<td>Strategy and Commissioning Team / planning</td>
<td>RP’s</td>
<td>Additional sites identified</td>
</tr>
</tbody>
</table>

## Park Homes

<table>
<thead>
<tr>
<th>Action</th>
<th>By When</th>
<th>By Who</th>
<th>Resource</th>
<th>Performance Measure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete the project delivery plan for implementation of Mobile Homes Act</td>
<td>April 2014</td>
<td>Private Housing Rented Team</td>
<td>TBC</td>
<td>New procedures developed for implementation by enactment date</td>
</tr>
<tr>
<td>Provide information and advice for park home owners on the new licensing regime.</td>
<td>April 2014</td>
<td>Private Rented Housing Team</td>
<td>TBC</td>
<td>Information published and available.</td>
</tr>
</tbody>
</table>