

**The Housing Strategy for
Carlisle
2005 – 2010**

**Updated Action Plan
from 2007**

Contents

	Page
Introduction: Updated Carlisle Housing Strategy 2005-10 Action Plan	3
Theme 1: Supporting Vulnerable People PHASE 1	8
Theme 1: Supporting Vulnerable People PHASE 2	13
Theme 2: Decent Homes including Empty Properties	17
Flood Projects (see Introduction)	27
Theme 3: Affordability and Balancing the Housing Market	29
<i>Appendix 1: Housing & Health Services (staffing structure)</i>	42
<i>Appendix 2: Risk Assessment</i>	43
<i>Glossary</i>	46

Updated Carlisle Housing Strategy 2005 – 10 Action Plan

Introduction – The Housing Strategy for Carlisle was first produced in 2005. It was developed over a 12-month period in consultation with key partners and approved by Council in early 2005. Since 1/4/05 significant work has taken place to implement the actions within the plan. This document updates the Action Plan to account for the developments that have taken place, the projects that have been moved forward, and the actions to be monitored for the continued life of the strategy.

The document also brings together the complete work programme of the Housing Service, which has developed over the last 2 years, and is reported through different processes, while simultaneously amalgamating the Housing Strategy Action Plan; the Homelessness and Hostels Action Plan; the Flood Capital Projects; and the Housing Capital Programme. This unified, updated document provides the basis for the programme of work for the remaining 3 years of the Housing Strategy to 31 March 2010.

Housing and Health Services – The Housing and Health Service was re-structured in March 2006 in order to provide a service that is capable and fit to deliver the Action Plan within the Housing Strategy. The three main teams within the service are:

Homelessness & Hostels Team

- Administration and investigation of applications from homeless persons
- Provision of housing aid and advice
- Homelessness prevention
- Supporting People contract administration
- Provision of hostels and other temporary accommodation
- Support services for homeless people

Private Sector Housing team

- Housing grants administration (Disabled Adaptations, Renovation and Minor Works)
- Enforcement of housing standards
- Inspection of Houses in Multiple Occupation (HMOs)
- Dealing with empty properties
- Private sector housing renewal and Decent Homes
- Energy Efficiency Advice Centre

Housing Strategy Team

- Low cost housing register
- Housing needs assessment
- Housing development and affordability
- Housing strategy, research and projects
- Health partnerships

The structure of the Housing and Health Service is attached as Appendix 1.

Flooding Emergency – In January 2005 severe flooding occurred within Carlisle and the surrounding area. The Housing and Health Service were involved in the provision of services to those in need. This included those made homeless as a result of the flooding (including the City Council's own single mans hostel) as well as those in housing need due to other reasons. The service was involved in these issues for most of 2005.

In April 2005 the Government gave a grant of £1.5 million to the City Council to help deal with the aftermath of the flood in the affected areas. Approximately two thirds of this funding was given to the Housing and Health Service to deliver through five projects. These were:

- Stock condition survey
- Decent Homes / group repair pilot
- Vulnerable / uninsured properties
- Flood resilience project
- Energy efficiency measures in the affected areas

As well as the delivery of projects under the Housing Strategy Action Plan with the identified extra funding of £5.3 million of capital over a 5 year period the flood related projects became a part of the programme of delivery for the service. These projects, their progress and the project spend is identified in a separate block within the updated Action Plan.

Cumbria Sub Regional Housing Strategy

During 2006 the 6 district Councils, the County Council and the Lake District National Park Authority (LDNPA) worked together through the Cumbria Housing Group (CHG) to write the Cumbria Sub Regional Housing Strategy. This document is seen as a higher level strategic strategy that draws together a number of actions to be taken forward at a county level and within the Carlisle district. The Sub Regional Housing Strategy is significant in terms of the continual implementation of a number of national housing policies and initiatives, together with the distribution of funding under the auspices of the Regional Housing Board.

The key priorities identified in our district strategy contain obvious parallels with the 5 key housing issues which the Regional Strategy sets out to address at county level:-

- Shortage of affordable housing
- Creating decent homes and environments
- Housing the homeless
- Regeneration
- Homes with Support or additional facilities.

Throughout the county 20 Housing Market Areas (HMAs) were identified and an assessment undertaken of each one including a housing needs survey. Carlisle has three HMAs. These are:-

- Carlisle Urban
- Carlisle Rural East
- Carlisle Rural West

Carlisle is one of only two district councils in the sub region to have a 'Fit For Purpose' local Housing Strategy as well as being a key partner in taking forward and deliver the Cumbria Sub Regional Housing Strategy.

Corporate Priorities

The Council has two key priorities defined within the [draft] corporate plan:-

Cleaner, Greener, Safer

A Cleaner, Greener, Safer city means places where people choose to live, where they feel welcomed and safe are part of the fabric of the community. It means places that are well connected and also well designed and built, as well as being sensitive to their environments. We believe Cleaner, Greener, Safer Carlisle is at the heart of thriving local communities that are tolerant and inclusive, and offer opportunities for all to improve their quality of life.

Housing will contribute towards Cleaner, Greener, Safer Carlisle by:

- Reducing the number of “non-decent” homes in Carlisle, in partnership with Carlisle Housing Association;
- Improving access to accommodation for young people; and
- Improving the built environment through area based renewal, targeted at our most disadvantaged communities.

Learning City

Housing also has a key role to play in supporting Learning City Carlisle (see section on following page: Learning City (University of Cumbria)).

Background – Theme One: Supporting Vulnerable People

In May 2005 the Homelessness and Carlisle City Council's Hostels Review was completed. Completion of the review was the first action to be done under 1.1 of this theme area. From the review came an Action Plan with over thirty actions to be taken forward in two phases over an eighteen month period.

Significant progress has been made of a lot of the actions identified and these have been monitored and reported on separately from the Housing Strategy Action Plan. With the continued development of the service through the re-structure and delivery of projects within this updated Action Plan the actions from the Review have been incorporated.

Background – Theme Two: Decent Homes including empty property

The capital programme involves significant expenditure in this area inclusive of the private sector grants and housing strategy projects.

Background – Theme Three: Affordability & Balancing the Housing Market

Learning City (University of Cumbria)

The University of Cumbria is due to open in time for the academic year 2007/08, and includes proposals for a new city centre HQ off Botchergate. The new university consists of a merger between St Martins College, UCLan, and Cumbria Institute of the Arts, and will be the lead institution in the Distributed Learning Network (DLN) in partnership with Cumbria's FE colleges. The finalised University of Cumbria business plan was submitted in November 2006 to the North West Development Agency (NWDA), The Higher Education Funding Council for England (HEFCE), the Learning and Skills Council (LSC) and Cumbria County Council, for consideration. Estimated costs to fund the university over the first five years are in the region of £200m.

Increased student numbers (projected to rise from around 15,000 at the university's inauguration to 20,000 by 2017) will also impact on the private rented sector, with the need for additional student accommodation. There are currently approximately 270 non-licensable HMOs (houses in multiple occupation) – formerly accredited accommodation, and around 80 licensable HMOs (under part 2 of the *Housing Act, 2004*) – accommodating 5 or more non-related persons over 3 or more storeys. We will need to monitor and assess the impact of increased student numbers on the private rented sector, including the effect on HMOs and decent homes, in partnership with local private sector landlord representatives.

Planning & Housing Services

The measures introduced in the Housing Strategy 2005-10 (such as the introduction of a 25-30% affordable housing target across the Carlisle district) have forged stronger links between Housing & Planning colleagues. The Carlisle District Local Plan (Revised Redeposit Draft) acknowledges that: "In considering affordable housing development the Council will have regard to its Housing Strategy in order to achieve the correct mix and number of units for each site. The Council's Housing Services will be involved in negotiations on the type of housing to be provided to ensure local need is being addressed" (5.34). Housing services are consulted on all developments over 10 units in urban areas and 3 units in rural areas, and we work closely with Development Control & Local Plans on ensuring the delivery of affordable housing in line with identified housing need (please see next section on the District Housing Survey 2006).

District Housing Survey 2006 (Background)

Carlisle's Housing Services team worked with partners from the Cumbria Housing Group to produce a major housing need survey. Carlisle worked directly with colleagues from Allerdale, Copeland & Eden, doing the research 'in-house'. The two other district councils in Cumbria (Barrow & South Lakeland) used consultants, but the work was done using a common methodology so that we have comparable data across Cumbria's 20 identified housing market areas. The research represents a major undertaking (almost 15,000 questionnaires were sent out in the Carlisle district alone) and is one of the first pieces of work of its kind – i.e. carried out at a cross local authority boundary level. A significant need for additional affordable housing was identified – particularly in our rural areas, and the research will help to inform planning decision-making at district and sub-regional level. (Please refer to sections 4.4 ii and 4.5 for additional details).

Completed Actions

During the lifetime of the Housing Strategy Action Plan, those actions which are moving forward or completed will be updated. In future reports monitoring the development of the Action Plan, completed actions will be removed.

Theme 1: Supporting Vulnerable People PHASE 1.

Project	Time Scale	Progress to Date	Outcome	Resources
<p>1.1 <u>Early Warning System</u></p> <p>Develop early warning system in partnership with HAs, Private Landlords, Probation and mortgage providers to identify those threatened with or soon to be homeless</p>	<p>Completion - March 2008</p> <p>2006/07: Establish a similar agreement to that which has been put in place with CHA with other HAs operating in the district</p> <p>April 2007: Set up a meeting with the Private Landlords Association and develop links with mortgage providers with a view to developing an early warning system</p>	<p>2004/05: A system is in place with Carlisle Housing Association and Probation</p> <p>RESOLVE provides a mediation service and is employed to assist in preventing young people becoming homeless</p>	<p>Homelessness and repeat homelessness can be reduced through an effective early warning system, Homeless Officers will be able to intervene and provide advice and assistance in order to prevent homelessness</p>	<p>Existing staff resource - (refer to structure plan <i>Appendix 1</i>).</p>

Project	Time Scale	Progress to Date	Outcome	Resources
1.2 Repeat Homelessness Identify and analyse causes of repeat homelessness	Complete but analysis will continue	Completed Nov 2006 Analysis identified two key groups who have a tendency to re-present as homeless; 1. Families with poor tenancy track record e.g. anti social behaviour, rent arrears. 2. Young people excluded through behavioural problems March 2006: Analyse causes of repeat homelessness**	Reduction of repeat homelessness cases, 1.1 'Early Warning System' will contribute to achieving this outcome	Existing staff resource - (refer to structure <i>Appendix 1</i>).

** Repeat homelessness in this instance does not only relate to BVI 214 'Repeat Homelessness Acceptances.'

Project	Time Scale	Progress to Date	Outcome	Resources
1.3 Customer Satisfaction Measures Implement customer satisfaction measures and compliant monitoring system	Completion - May 2007 but measures will continue	January 2007 Survey form has been developed and consultation with residents has	Improved Service delivery and customer satisfaction	Existing staff resource - (refer to structure <i>Appendix 1</i>).

	2006/07 Introduce joint staff client working groups. Analyse and Incorporate client feedback where possible	commenced to establish their views on current service provision and how they would like the service developed. Clients can also provide confidentially feedback via their key worker if they prefer.		
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Project	Time Scale	Progress to Date	Outcome	Resources
<p><u>1.4 Information Sharing Protocols</u></p> <p>Develop information-sharing protocols in relation to homeless clients. Partners would include welfare and benefits agencies, HAs, Shelter, Prolific and Priority Offenders (PROP), Probation and Cumbria Action for Social Support (CASS)</p>	<p>Completion - 2008</p> <p>2007/08 Further protocols will be developed with the remaining agencies</p>	<p>2005/06/07 - Draft protocol developed in relation to housing 16/17 year olds this is currently being circulated in order to obtain full agreement</p> <p>2006/07 - Draft joint protocol for housing offenders has been developed this is due to be launched by the end of April 2007</p> <p>Draft joint protocol for people with mental health issues has been developed. Has been agreed locally and now been distributed for</p>	<p>Reduction and prevention of homelessness, improved service delivery e.g. a reduction in the time taken to make a homelessness decision, reduction in time spent in temporary accommodation</p>	<p>Existing staff resource - (refer to structure <i>Appendix 1</i>).</p>

		<p>wider consultation across North Cumbria e.g. to other LAs and the Mental Health Service</p> <p>An informal partnership has been established 'CHIP' (Carlisle Homeless Improvement Partnership) which proposes establishing an assessment panel for all single homeless people</p>		
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Project	Time Scale	Progress to Date	Outcome	Resources
<p><u>1.5 Staff Review</u></p> <p>Implement staff caseload reviews, risk assessment checks and training programme</p>	<p>Completed – June 2006 but will continue</p>	<p>Completed</p> <p>March 2006: Management case load reviews have been introduced</p> <p>June 2006: Risk assessment action plan developed and implemented</p> <p>June 2006: Training plan has been developed and implemented</p>	<p>Improved staff morale and Service delivery e.g. staffing issues can be identified and resolved at an early stage thereby reducing the possibility of stress which could have an effect on service delivery</p>	<p>Current staff resources – (refer to structure plan <i>Appendix 1</i>).</p>

Project	Time Scale	Progress to Date	Outcome	Resources
<p>1.6 Appeals Process</p> <p>Review appeals process ensuring it takes on board examples of best practice and legal framework</p>	<p>Completed – August 2006</p>	<p>Completed New appeals process in place that conforms to best practice and legal framework</p>	<p>Improved service and fewer legal challenges</p>	<p>Existing staff resources – (refer to structure plan <i>Appendix 1</i>).</p>

Theme 1: Supporting Vulnerable People PHASE 2

Project	Time Scale	Progress to Date	Outcome	Resources
<p><u>1.7 Choice Based Lettings</u></p> <p>Develop a district wide approach to allocations and lettings</p> <p>This is a Government led initiative, all Local Authorities and Housing Associations nationally should have a scheme in place by 2010</p>	<p>Completion – 2010 (Gov't target)</p> <p>Sept 2007 Submit bid to CLG for funding to contribute towards the set up costs of a CBL scheme</p>	<p>2006/2007: Initial discussion held to discuss possibility of Choice Based Letting scheme either throughout the county or cross-district. Home North West (formerly Home Housing Association) will take the project forward.</p> <p>January 2007: Research completed regarding mobility throughout the district and cost of implementing scheme.</p> <p>Carlisle City Council, Eden DC, Allerdale BC, Copeland BC and Barrow BC have all agreed to support Home North West in taking a project proposal forward.</p>	<p>Cross-district Choice Based Lettings scheme</p> <p>Reduce number and time spent in temporary accommodation</p> <p>Improved access and choice to Housing throughout the district</p>	<p>No current cost to Council, future cost to be determined.</p>

Project	Time Scale	Progress to Date	Outcome	Resources
<p><u>1.8 Homelessness & Hostels provision</u></p> <p>Map provision and standard of temporary, move on and supported housing, and map provision of homeless services against current and predicted need</p>	<p>Completion - May 2007</p> <p>Jan – April 2007 Talk to Supported Housing Providers, Housing Corporation and Supporting People regarding current and potential provision, involve other non-housing agencies in service development</p>	<p>2004/05 Review of homeless and hostel services completed and action plan developed</p>	<p>Housing stock and services which meets the needs of homeless clients by 2007</p>	<p>Existing staff resource – (refer to structure plan Appendix 1).</p>
<p><u>1.9 Homelessness Practices</u></p> <p>Review homelessness practices against DCLG checklist and best practice elsewhere</p>	<p>Completion - May 2007</p> <p>Jan – April 2007 Check current practice against DCLG check list</p>	<p>October 2006 Started working through DCLG checklist</p>	<p>Measure progress of development of services</p>	<p>Existing staff resource – (refer to structure plan Appendix 1).</p>

Project	Time Scale	Progress to Date	Outcome	Resources
<u>1.10 Customer Access and Information</u> Improve access and information available to customers: <ul style="list-style-type: none"> • Ensure customer info. is available in languages other than English • Make use of plain English in written communication • Review and update homelessness section of the Council's web site 	**May 2007 but will continue to monitor	Work not commenced scheduled to be looked at in Feb 2007 in context of staff resources	Improved access to information and services	Existing staff resource – (refer to structure plan Appendix 1).

**Time scale may be put back if there are insufficient staff resources.

Project	Time Scale	Progress to Date	Outcome	Resources
<u>1.11 Out of hours service</u> Improve the out of hours service currently available to homeless clients (this will link to the corporate review of out of hours service)	March 2007 Part of the Pay and Workforce Strategy time scale	August 2006 Assessing number and complexity of calls	Improved customer service	Existing staff resource plus any cost identified through the corporate review.

Project	Time Scale	Progress to Date	Outcome	Resources
<p><u>1.12 Extra Care Scheme</u></p> <p>New build extra care scheme in partnership with County Council and Housing Association</p>	<p>Completion - 2010</p> <p>2007/08 Identify a suitable site</p>	<p>A suitable site has been identified and work is underway with Legal and Property Services to obtain approval to take scheme forward</p>	<p>Provision of 40 units (to be confirmed), of which approximately 25 to be extra care housing</p>	<p>Allocation of land plus potential funding from Department of Health (DOH), Housing Corporation and Supporting People.</p>
<p><u>1.13 Foyer</u></p> <p>Redevelopment of YMCA into Foyer for young people incorporating housing, education and recreational activities</p>	<p>Completion - April 2010</p>	<p>September 2006 Initial discussions have been held with representative from the YMCA and the Housing Corporation</p> <p>November 2006 Feasibility study has been commissioned and is expected to be complete end of January 2007</p>	<p>Reduce homelessness and potential homelessness through enabling young people to live independently, access training, education and employment</p>	<p>£10,000.00 – Feasibility study for the building for this scheme</p> <p>Grant contribution from £400k for phase 2 projects</p> <p>Housing Corporation and Supporting People funding to be secured.</p>
<p><u>1.14 Preventative Homeless Measures</u></p> <p>Mortgage rescue (“Buyback”) scheme in partnership with CHA</p>	<p>To be piloted 2007/8</p>	<p>In principle agreement reached with CHA for joint protocol on reducing repossessions</p>	<p>Reduce mortgage repossessions – simultaneously preventing homelessness</p>	<p>£20,000 allocated to pilot (cross-reference with section 4.3 – overall Housing Provision budget - £100k p.a.)</p>

Theme 2: Decent Homes including Empty Properties

Project	Time Scale	Progress to Date	Outcome	Resources
<p><u>2.1 Grants Programme</u></p> <p>a) Statutory Disabled Facilities Grants (DFGs) – required operational programme</p>	<p>Statutory grants must be processed within 6 months of receipt of application</p> <p>There is a time delay in works being carried out & grant expenditure due to a shortage of interested contractors in the area</p>	<p>100% compliance with statutory time scales</p>	<p>Works completed and adaptations provided for residents where needed in private sector housing</p>	<p>2006/07 budget - £726,200 (this is an annual budget that also includes grant commitment carry forwards from the previous financial year)</p> <p>Spent - £351,025 (31/12/06) Approved grant commitment - £375,175</p> <p>Number of DFGs (1/4/06 – 31/12/06) completed – 96 approved – 92 C/F from 2005/06 - 84</p> <p>Approved grants will involve the commitment of future budget, as there is a time delay between works being carried out and grant expenditure.</p>

<p>b) Disabled adaptations to Carlisle Housing Assoc. (CHA) homes – programme agreed under Housing Strategy</p>	<p>As above</p>	<p>100% compliance with statutory time scales</p>	<p>Works completed and adaptations provided for residents where needed in properties owned by CHA</p>	<p>2006/07 budget - £315,000 (annual budget of £300,000 until 31/3/10). Current budget also includes grant commitment towards carry forwards from the previous financial year.</p> <p>Spent - £323,144 (31/12/06) Approved grant commitment - £169,840</p> <p>Approved grants will involve the commitment of future budget, as there is a time delay between works being carried out and grant expenditure</p> <p>No. of grants (1/4/06-31/12/06): Completed – 53 Approved – 43 C/F from 05/06 – 52.</p>
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Project	Time Scale	Progress to Date	Outcome	Resources
<p>2.2 Home Improvements</p> <p>a) Renovation Grants – operational programme</p> <p>b) Minor Works Grants – operational programme</p>	<p>These are discretionary grants & are processed within 6 months of the application</p> <p>There may be a time delay in grant approval, works being carried out,</p>	<p>100% of applications are processed within set time scales</p> <p>As above</p>	<p>Renovation works completed for residents where needed in privately owned housing</p> <p>Minor works completed for residents where needed in privately owned housing</p>	<p>Current budget - £871,900 (this is an annual budget that also includes grant commitment carry forwards from the previous financial year)</p> <p>Spend - £612,178 Approved grant commitment - £727,008</p> <p>Approved grants will involve the commitment of future budget, as there is a time delay between works being carried out and grant expenditure</p> <p>No. of grants (1/4/06-31/12/06) Completed – 69 Approved – 122 C/F from 05/06 – 38.</p> <p>Revised current budget - £17,300 (this is an annual budget that also includes grant commitment carry forwards</p>

	and grant expenditure			<p>from the previous financial year)</p> <p>Spend - £8,763 Approved committed grant - £14,598</p> <p>Approved grants may involve the commitment of future budget, as there is a time delay between works being carried out and grant expenditure</p> <p>No. of grants (1/4/06-31/12/06) Completed – 6 Approved – 7 C/F from 05/06 – 5.</p>
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Project	Time Scale	Progress to Date	Outcome	Resources
<p>2.3 Empty Property Scheme</p> <p>a) To enable empty properties to be brought back into use by HAs:</p> <ul style="list-style-type: none"> - 3 properties at Raffles with Two Castles HA 	By March 2007	Works due to commence on all properties in early 2007	Empty properties to be brought back into use – targets to be agreed	<p>Current budget - £100,000 for 2006/7</p> <p>Spent - £27,870.</p>

<p>- I adapted property with Impact HA</p> <p>b) To enable empty properties to be brought back into use through grant provision. Property owners to be contacted & targeted to bring empty properties back into use</p>	<p>Start date April 2007</p>	<p>An amendment to the Private Sector Renewal Policy (Regulation Reform Order – PRO) needs to be approved by the Council</p>	<p>As above</p>	<p>Annual budget of £100,000, plus the carry forward balance of 06/07 will fund empty property grants from 07/08 to landlords with the property being handed to a HA to for letting after a period of 3-5 years.</p>
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Project	Time Scale	Progress to Date	Outcome	Resources
<p><u>2.4 Group Repair Programme</u></p> <p>a) Pilot – a pilot phase is to be carried out in Denton Holme – see Action Plan 3 (Flood Projects)</p>	<p>Completion – Oct 2007</p> <p>Start on site – March 2007</p>	<p>Preliminary work started for surveys, and tendering for works are being undertaken</p>	<p>Assess the level of work and resources required to carry out the main Group Repair Programme</p>	<p>£17,000 attached to pilot programme (no funding spent to date)</p> <p>£175,000 from the Decent Homes projects under the flooding projects to be attached to this pilot.</p>

b) Main Programme - a phased programme of group repair to private properties	Planning for future phases Feb 2007	Initial work has identified another 2 streets in Denton Holme as phase 2	A continual programme of renewal for groups of properties throughout the district	It is anticipated that funding of future phases will be through the Decent Homes fund.
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Project	Time Scale	Progress to Date	Outcome	Resources
<p><u>2.5 Decent Homes Scheme</u></p> <p>Carrying out work to privately owned properties throughout the district, initially those occupied by the most vulnerable people, to improve them to the Decent Homes (DH) standard set by the Government</p>	<p>Government target is 70% of privately owned homes reaching Decent Homes standards by 2010</p>	<p>Work on the scheme commenced June 2006 through the Cumbria Energy Advice Centre (EEAC)</p>	<p>Bring properties up to DH standard. Info. on the following to be produced & monitored annually:</p> <p>No. of home energy checks carried out - No. of energy efficiency measures carried out - No. of homes made decent - No. of homes occupied by vulnerable people made decent - Percentage of HA properties meeting DH standards - No. of houses in multiple occupation (HMOs) made decent -</p>	<p>Annual budget - £750,000 (this is for each financial year until the end of the Strategy – 31/3/2010)</p> <p>Spend - £537,029 Committed - £212,971</p> <p>The scheme will continue into the next financial year but all this year's budget will be spent in the current financial year.</p>

Project	Time Scale	Progress to Date	Outcome	Resources
<p>2.6 HECA</p> <p>Prepare business plan to support bid for Sustainable Energy Centre (SEC)</p> <p>Tender for SEC</p> <p>Review original HECA (Home Energy Conservation Act) strategy and revitalise in line with current needs</p> <p>Install database and clarify baseline HECA data after the improvements made over the last 10 years</p>	<p>May 2007</p> <p>June/Oct 2007</p> <p>September 07</p> <p>April 07</p>	<p>Got business plan from pilot SEC, preliminary discussions with and endorsement of key stakeholders in the region</p> <p>Waiting for summer Spending review</p> <p>Not started</p> <p>Database purchased, training planned for March 2007, data interpretation in progress</p>	<p>Solid foundations and proven delivery vehicle for SEC when Energy Saving Trust tenders for SEC.</p> <p>Successful tender would secure local employment and continuation of delivery of energy efficiency/renewable projects in Carlisle</p> <p>Document to support targeted marketing to enhance the energy efficiency of all housing in Carlisle</p> <p>Clear data to refer to GONW (Government Office North West) regarding the improvements made towards HECA targets to date.</p> <p>Identification of areas by post code that have not installed energy efficiency measures</p>	<p>Existing staff resources, supplemented by other departments</p> <p>Existing staff resources, supplemented by other departments</p> <p>None currently available but may be some time during summer months in EEAC (Energy Efficiency Advice Centre)</p> <p>None currently available. Some EEAC staff time may be found to analyse the database during the summer months</p>

Identify funding routes to support the subsidised installation of insulation in fuel rich homes.	Ongoing	Small amounts of funding secured to subsidise mainstream insulation but no funding secured for solid wall insulation etc	and will need help to make their homes more efficient CO2 (carbon dioxide) reduced in line with HECA statutory requirements, reduced energy bills meaning saved expenditure spent in local economy	None. EEAC staff may find time to seek funding during the summer months
Purchase a mobile unit to attend outreach events and promote the benefits of energy efficiency	September 2007	The EEAC has been shortlisted for the Ashden Awards 2007. If successful £15,000 of the prize money will be spent on purchasing a mobile unit	Delivery of the energy efficiency message to rural parts of the district	None. EEAC has spent substantial time making the original submission for the award and providing subsequent information to the judging panel (existing staff)
Identify new means of improving energy efficiency in hard to heat homes	September 2008	Looking into local market opportunities and supply chain issues for biomass	More efficient methods of heating homes assisting with achieving the HECA targets	None
Create an easily accessible insulation scheme with subsidised prices and quality contractors	Ongoing	Funding is sporadic at best. The current ICE (Improving Cumbria's Energy) project has been running for almost 3 years. Our model has been widely disseminated to other local authorities in the UK	"Hand-holding" service that means not insulating is a nonsense. Much closer to HECA targets as a result	Funding secured by EEAC via Scottish Power, Eaga and Climate Energy.

Project	Time Scale	Progress to Date	Outcome	Resources
2.7 Fuel Poverty Update current Affordable Warmth Strategy	November 2007	None	New strategy to identify and deliver affordable warmth in Carlisle. Provide progress report to GONW with HEC Report	None
Create a referral system with local agencies (voluntary and charitable etc.)	April 2008	Lead for energy efficiency referrals in Local Area Agreement, providing new opportunities	Speedy, efficient referral system for those in direct contact with fuel poor on a regular basis.	None – possibility of EEAC's Strategic Development Officer spending more time developing links across the county, enhancing the service received in Carlisle
Identify funding for a solid wall insulation pilot for the fuel poor	September 2007	Some funding identified but more needed	Funding to proceed with pilot for pre-1920s homes in Carlisle	Some funding secured from Climate Energy
Run a pilot using different solid wall technologies and monitor efficiency	March 2008	None	Clear guidelines regarding the insulation of solid wall properties and baseline data to support future bids for funding.	See above
Research use of air source heat pumps in hard to treat properties where the occupant is in fuel poverty	January 2008	First monitoring equipment installed	Independent “real” data to be disseminated across the country as part of the Innovation fund commitment.	Remaining Innovation Fund resources

Work with the housing associations in Carlisle to create and deliver their affordable warmth strategy.	Ongoing	Substantial work carried out with Impact HA, Two Castles HA and CHA	Ensure that wherever a tenant moves they will never be at risk of fuel poverty	None. Work to date funded via measures installed and supported funding from ScottishPower. Further funding currently being sought
Target private landlords and their tenants with grants to improve the SAP (Standard Assessment Procedure) of their property beyond 65	September 2008	None	Ensure that wherever private tenants move they are never at risk of fuel poverty.	None
Create a more fluid referral process for central government grants	April 2007	Working via our insulation contractors we have reduced waiting times for insulation from 14 weeks to 3 weeks and for central heating from 6 months to 2 months by utilising existing partnerships more fully	Vulnerable customers are dealt with quickly and efficiently	None

3: Flood Projects (see Introduction)

Project	Time Scale	Progress to Date	Outcome	Resources
<p><u>3.1 Decent Homes/ Group Repair</u></p> <p>Pilot project in Denton Holme (linked to the phased Group Repair Programme – see 2.3)</p>	<p>Completion – Oct 2007</p> <p>Start on site date – March 2007</p>	<p>Preliminary project work started for surveys & tendering for works</p>	<p>Renovation works to 22 privately owned properties in Westmorland Street</p>	<p>Current budget - £175,000 (no funding spent to date)</p> <p>Funding to be carried forward into 2007/8.</p>
<p><u>3.2 Vulnerable Properties</u></p> <p>Works to uninsured flood damaged properties that are owned by vulnerable people</p>	<p>All works in progress to be completed by end of March 2007</p>	<p>Initially 25 properties were expected to require work, but ultimately only 3 properties require work</p>	<p>Repair work carried out to all qualifying properties</p>	<p>Current budget - £325,000</p> <p>In Sep 2006 £205,000 was returned to the central pot for reallocation</p> <p>To date £55,599 has been spent with £64,401 committed to fund works in progress.</p>

Project	Time Scale	Progress to Date	Outcome	Resources
<p><u>3.3 Flood Resilience</u></p> <p>The installation of measures to properties to alleviate the effects of flooding</p>	<p>All works to be completed by the end of March 2007</p>	<p>Most of the project was completed in 2005. Four properties still require the measures installed</p> <p>This is the first scheme of its type in England for private sector housing</p>	<p>Improvement in the safeguarding of properties to future flooding</p>	<p>Current budget - £40,000</p> <p>Spend - £17,235</p> <p>Committed - £7,765</p> <p>£15,000 returned to the central pot.</p>
<p><u>3.4 Energy Efficiency Measures</u></p> <p>The installation of energy efficiency works to properties within the flood affected areas</p>	<p>All works to be completed by the end of March 2007</p>	<p>Most of the programme has been completed</p>	<p>Improvement to the energy efficiency standards of properties in the flood affected areas</p>	<p>Current budget - £34,000</p> <p>Spend - £29,251</p> <p>Committed - £3,000</p> <p>£4,000 returned to the central pot.</p>
<p><u>3.5 Housing Stock Condition Survey</u></p> <p>10% of private sector housing stock throughout the district surveyed – with 80% in flood affected areas</p>	<p>Completed Nov 2005</p>	<p>Completed</p>	<p>Knowledge base of housing fitness conditions in area updated. This will inform future schemes of work, including Group Repair Programme</p>	<p>£98,000 budget spent.</p>

Theme 3: Affordability and Balancing the Housing Market

Project	Time Scale	Progress to Date	Outcome	Resources
4.1 <u>Section 106 Agreements</u>				
a) Affordable housing	Target introduced 2005 – ongoing	Currently meeting target (25 – 30%) through S106 negotiations. However, it will take time for new affordable housing to filter through due to time scale from negotiation stage to developers being on site	Continue to secure affordable housing in line with Housing Strategy target through the planning system	Existing staffing resources (Housing Strategy team -see <i>Appendix 1</i>)
b) Local connection	Dec 2007	Have discussed in principle with Legal & Planning colleagues to relax current restrictions – further work required	Local connection criteria in existing S106 agreements currently too rigid in urban areas as linked to specific wards – would be more practical if connection required to Carlisle area only	Existing staffing resources (as above)
c) “Commuted sums”	From 2006 – agreement reached in principle to accept commuted sum or partial commuted sum payments to meet the	The Revised Redeposit draft of the Local Plan (para 5.35) allows for developers to make a financial contribution (commuted sum) towards the provision of affordable housing on a suitable alternative site: “where it is	There will occasionally be sites where it would be justified to accept a commuted sum where this could be better used to meet an identified housing need (e.g. family homes or elderly accommodation) better than	Existing staffing resources

<p>d) Standardise S106 across Cumbria (target in Housing Strategy for Cumbria)</p>	<p>affordable housing contribution as part of the S106 agreements on 2 planning applications - negotiations ongoing</p> <p>Start date Jan 2006 per countywide strategy</p>	<p>neither practical nor viable to provide the housing on site". However, the Housing Strategy for Cumbria states that commuted sums may be used only in exceptional circumstances". Due to the particular dynamics of Carlisle's housing market** it is considered there are occasions where commuted sums are a viable option (Planning Policy Statement 3 (PPS3) released Nov '06 does allow for a financial contribution in lieu of on-site provision where it can be "robustly justified (para 29.) – although on site provision would always be the strongly preferred option in most cases.</p> <p>Cumbria Housing Group have so far been unable to progress this timetable – to review</p>	<p>the proposed application. We have already agree this would be the most appropriate solution for 2 of our development negotiations</p> <p>Improve and speed up negotiations on S106 sites</p>	<p>Cumbria Housing Group.</p>
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** The high level of current planning applications for flats and apartments (including 1-beds & studios) in Carlisle urban raises issues of sustainability over future demand for these properties. This is compounded by high levels of Right to Buy sales of family accommodation – with up to 90% of 3-bed houses sold on some more popular estates – leading to a parallel shortage of affordable rented accommodation for families.

Project	Time Scale	Progress to Date	Outcome	Resources
4.2 Affordable Development Sites				
a) Meet affordable housing target (25 to 30%) on S106 development sites	From 2005	Negotiations at various stages in respect of numerous developments in the planning system towards meeting this target – negotiations with Planning & developers are site specific to meet unique issues on each scheme	Deliver appropriate element of affordable housing on various sites in Carlisle’s urban and rural areas	Existing staffing resources
b) Tenure (social rented housing)	As above	More recently we have had greater success in negotiating rented units on some schemes with developers, but there is still a lot more to be done – the District Housing Survey 2006 will help support the need for additional social rented housing	Securing additional new rented units – this has often been problematic in the past, due to resistance on the part of developers or their agents. However, more social rented units (particularly family housing – due to high levels of Right to Buy sales) are needed on many of our urban estates and also rural areas.	Existing staffing resources
c) Tenure diversification (location of affordable units)	From Nov 2006	Housing Strategy for Carlisle (main document & original Action Plan) recognises important role of housing in	Promote social inclusion through ensuring affordable housing element is “pepper-potted” around each scheme,	Existing staffing resources

<p>d) Affordable housing target / social rented housing</p>	<p>From 2005</p>	<p>building sustainable communities. The DCLG's new Delivering Affordable Housing statement (released simultaneously with PPS3) in Nov '06 makes it clear that the Housing Corporation now only funds section 106 sites: "which integrate different tenures in a single site design, following mixed community principles" (92.)</p> <p>First negotiation on this basis agreed Aug 2006</p>	<p>to avoid social rented or low cost housing being stigmatised. (There may very occasionally be schemes where this is not practical where the affordable element is intended to meet the needs of a specific client group & the layout of the scheme does not lend itself to tenure diversification, but this would be extremely rare).</p> <p>Due to the significantly increased expense to HAs in "stacking up" rented schemes, compared with intermediate housing & the corresponding increases in discounts required from developers, it would be appropriate for Housing Services to agree to a proportionate reduction in the actual number of units provided by the developer on sites where we have requested rented units due to an identified need, as long as the overall financial contribution provided is</p>	<p>Existing staffing resources</p>
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<p>e) Rural housing target</p>	<p>Continue to work towards improving policy with Planning colleagues – ties in with review of Local Plan - 2007</p>	<p>The Revised Redeposit draft of the Local Plan allows for an element of affordable housing on rural schemes of over 3 units (compared to 10 units in the city) as follows:</p> <ul style="list-style-type: none"> • 25% development costs on large sites (0.8ha/ 25 units) • 20% on medium sites (over 0.3 ha / 10 dwellings) • 10% on small sites (over 0.1 ha or 3 dwellings). <p>Because of the high level of need identified and the difficulty of finding suitable sites in rural locations it is essential to try and negotiate an element of affordable housing even on small rural sites.</p>	<p>commensurate with Housing Strategy targets – based on discounted sale – i.e. 25-30% units (at 30% discount).</p> <p>The District Survey 2006 identified considerable levels of need in our rural areas (106 households p.a. in Carlisle Rural East and 43 p.a. in Rural West unable to afford market housing</p>	<p>Existing staffing resources</p>
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<p>f) Discounted sale %age</p>	<p>From Dec 2006 - apply to all future negotiations on discounted sale properties - ongoing</p>	<p>Due to increases in house prices over recent years we would expect that the discount should be 30% to ensure the properties remain affordable in perpetuity. We would only anticipate that a smaller discount would be agreed in exceptional circumstances.</p>	<p>The Revised Redeposit Draft of the Local Plan stipulates that: <i>“Where affordable housing is to be provided at a discounted market value a discount of 25-30% will be sought”</i>.</p>	<p>Existing staffing resources</p>
<p>g) Identify suitable sites owned by Carlisle City Council for potential affordable housing development</p>	<p>June 2007 - Initial discussions held with one or two providers – ongoing</p>	<p>Initial inventory of sites drawn up based on discussions with Property Services & Planning. (Development on many of the sites owned by the Council currently problematic at present).</p>	<p>Provision of land for affordable housing sites.</p>	<p>Land owned by the City Council (approval would have to be sought from Executive with regard to best consideration on individual sites)</p>
<p>h) Increase the supply of Extra Care housing for the elderly (in line with Housing Strategy Target)</p>	<p>If approved by Executive - Raffles scheme delivered by 2010. Housing Corp. bid made by housing partner – Aug '07 Tendering process – April/ May 2007</p>	<p>Initial discussions held with County Council. Suitable site identified at Raffles – will need to form partnering arrangement with County and tender for a third partner – a housing provider (e.g. a HA) with expertise in elderly care field if scheme approved by Executive</p>	<p>This would contribute towards meeting the need for the additional 144 units of Extra Care housing identified as being required during the lifetime of the Housing Strategy 2005-10 (p.42) – original source: Cumbria County Council Social Services, Very Sheltered Housing Strategic Development Plan 2002-2014</p>	<p>Land owned by the City Council (approval would have to be sought from Executive with regard to best consideration on individual sites) Potential Housing Corporation funding Existing staffing resources</p>

<p>i) HA partnerships:</p> <p>A number of schemes have been secured in the Carlisle district through external funding:</p>	Lifetime of Housing Strategy - ongoing	Will need ongoing approaches to meeting identified housing needs for elderly residents in future		
	1) March 2007	On site	Amberfield, Burgh-by-Sands: Two Castles HA. 8 units – 6 houses & 2 bungalows (2 houses for rent – the rest for shared ownership)	Funding secured from the Regional Housing Board through our membership of Cumbria Housing Group (also £45k contribution from Carlisle City Council)
	2) Completion March 2007 Tendering Jan 2007 Executive approval Nov 06	Executive has agreed to transfer properties to Two Castles. Tendering for contractors underway as at Jan 2007)	Raffles – 3 ex-council properties in need of refurbishment: Two Castles. Rental scheme	Possibility of funding from bid to Housing Corporation (mini bids round) – if unsuccessful Carlisle City Council will match fund Two Castles' investment
	3) March 2007	A property has been secured at Millriggs, Corby Hill	1 property (buy-to-let) in Carlisle Rural: Eden HA	Housing Corporation's National Affordable Housing Programme 2006-08 (NAHP)

Plus - Impact HA hostel schemes:	4)	Likely delay to original provisional target of Oct 2007 due to site negotiations falling through	Looking at new potential sites as negotiations on initial choice, Harraby Methodist Church, have broken down.	Site 1 - Impact HA 8 houses - <i>HomeBuy</i> (shared equity) – latest negotiations on site at Belah.	NAHP
	5)	June 2008 (provisional) – potential delay if unable to secure site	Potential site identified (negotiations ongoing)	Site 2 – Impact HA (8 houses – <i>HomeBuy</i>) – looking at same site at Belah.	NAHP
	6)	June 2008 (prov.) – potential delay as may need to identify alternative site	Site had been identified but negotiations have hit problems – unfortunately, may fall through	Preferred site – Prince of Wales, Denton Holme: Two Castes (20 flats – 10 rent & 10 <i>HomeBuy</i>)	NAHP
	7)	Potential delay to prov. target of Sep 2007 due to problems securing site	Impact currently looking at options on 2 buildings (original choice – Arnwood House - fallen through)/	Single men’s accommodation (7 units)	NAHP
	8)	Potential delay to provisional target of Oct 2007 due to time taken locating suitable site	Site now identified	Regent Street (women’s accommodation – 7 units, new build)	NAHP.

Project	Time Scale	Progress to Date	Outcome	Resources
<p><u>4.3 Housing Provision</u></p> <p>This is a 4-year programme</p>	<p>Works to CHA properties to be completed in 2006/7 financial year</p>	<p>In 2005/6 funding was used to bring 19 empty properties back into use for homeless families</p> <p>In 2006/7 funding allocated to Two Castles HA towards affordable units at Burgh-by-Sands</p>	<p>To provide or enable the provision of rental or affordable housing</p>	<p>Current budget - £100,000 p.a. over the 4-year period</p> <p>2006/7 – spent: £83,284 committed: £16,716 (inc. CHA empty properties being brought back into use).</p>
<p><u>4.4 Research Systems (Carlisle City Council)</u></p> <p>i) Low Cost Home Ownership Scheme (LCHO)</p> <p>a) Introduce new policy & application form</p> <p>b) Set up new database</p>	<p>Completed Feb 06/ marketing ongoing</p> <p>Completed Feb 06/ upgrades ongoing.</p>	<p>New policy and application form introduced, along with review of waiting list & additional marketing</p> <p>Database in place to coincide with policy & application form</p>	<p>As at Nov 06 we have 120 discounted sale properties with approximately 100 current applicants on the waiting list following review</p> <p>Updated & improved system for matching applicants to vacancies now in operation</p>	<p>Existing staffing resources</p> <p>Existing staffing resources</p>

<p>c) Advise LCHO applicants on alternative affordable housing products</p>	<p>Ongoing – Eden “road show” facilitated by City Council for Jan 07</p>	<p>New applicants are provided with information on <i>HomeBuy</i> Products, administered through the “Zone Agent” for Cumbria (Eden Housing Association)</p>	<p>Inform applicants on alternative affordable housing solutions</p>	<p>Existing staffing resources</p>
<p>d) Update database for current & new LCHO developments. Current LCHO schemes:</p> <ul style="list-style-type: none"> • Edenside, Cargo (8 affordable units) • Turnstone Park, Newtown Road (24 affordable units) • Lowry Hill – developer on site (16 units). 	<p>Completed Nov 06</p> <p>Completion expected 07/08</p> <p>Completion due 07/08</p>	<p>All affordable units now allocated</p> <p>First affordable unit already allocated</p> <p>First affordable units being released Feb 07</p>	<p>Increase scope and range of intermediate housing products to local residents in need of affordable housing</p>	<p>Envisaged increase in workload for Housing Services if the no. of discounted sale properties we manage continues to increase</p>
<p>ii) Affordable Development Sites</p>	<p>From Sep 2005 - constantly updated</p>	<p>Development table established giving summary of all affordable housing schemes in the district</p>	<p>Ongoing monitoring re progress of affordable housing projects now much easier and transparent</p>	<p>Existing staffing resources</p>

<p>iii) District Survey 2006</p>	<p>Database completed Sep 06. Housing Market Assessments in draft Nov 06 – to be ratified by Cumbria Housing Group.</p>	<p>Housing Market Assessments drawn up based on DCLG guidelines breaking down need for new affordable housing across each of our identified housing markets (in Carlisle – Urban, Rural East & Rural West), using primary survey data as well as secondary data</p>	<p>Database set up detailing Carlisle’s results from responses to district survey 2006 questionnaire. (First countywide housing survey in Cumbria – almost 15000 questionnaires sent out in Carlisle district alone). Additional affordable units required p.a.:</p> <ul style="list-style-type: none"> Carlisle urban – 72 Carlisle Rural West – 43 & Rural East – 106 <p>The results will help to inform district and regional planning policy, and help enable us to promote and deliver affordable housing across our housing markets</p>	<p>Within existing staffing resources.</p>
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Project	Time Scale	Progress to Date	Outcome	Resources
<p>4.5 <u>Housing Strategy for Cumbria</u></p> <p>a) Sub-regional housing strategy (first document of its kind)</p>	2006-11	<p>Strategy launch event held at Kendal, 30 Oct 2006.</p> <p>Key priorities identified in line with Regional Housing Strategy:</p> <ul style="list-style-type: none"> • Shortage of affordable housing • Creating decent homes & environments • Housing the homeless • Regeneration • Homes with support or additional facilities 	The countywide strategy will exist as a “higher level” document in conjunction with Carlisle’s own district strategy 2005-2010	<p>Cumbria Housing Group encompasses:</p> <ul style="list-style-type: none"> • A Housing Chair (elected Councillor supported by their Lead Officer) • Cumbria Housing Executive (made up of Councillors from 7 LAs + LDNPA))* • Cumbria Housing – Policy & Practice Group (the Executive includes representation from GONW, NWHF** & Regional Assembly) • Officer Support Group (inc. 6 subgroups): <ul style="list-style-type: none"> - Decent Homes Group - Affordable Housing - Supported Housing - Homelessness - Research & Information - Regeneration
<p>b) Action Plans for each HMA (Housing Market)</p>	2006-11	Pro formas have been completed for each of the 20 identified HMAS by the	The Action Plans will recommend housing solutions for all 20 HMAs	As above.

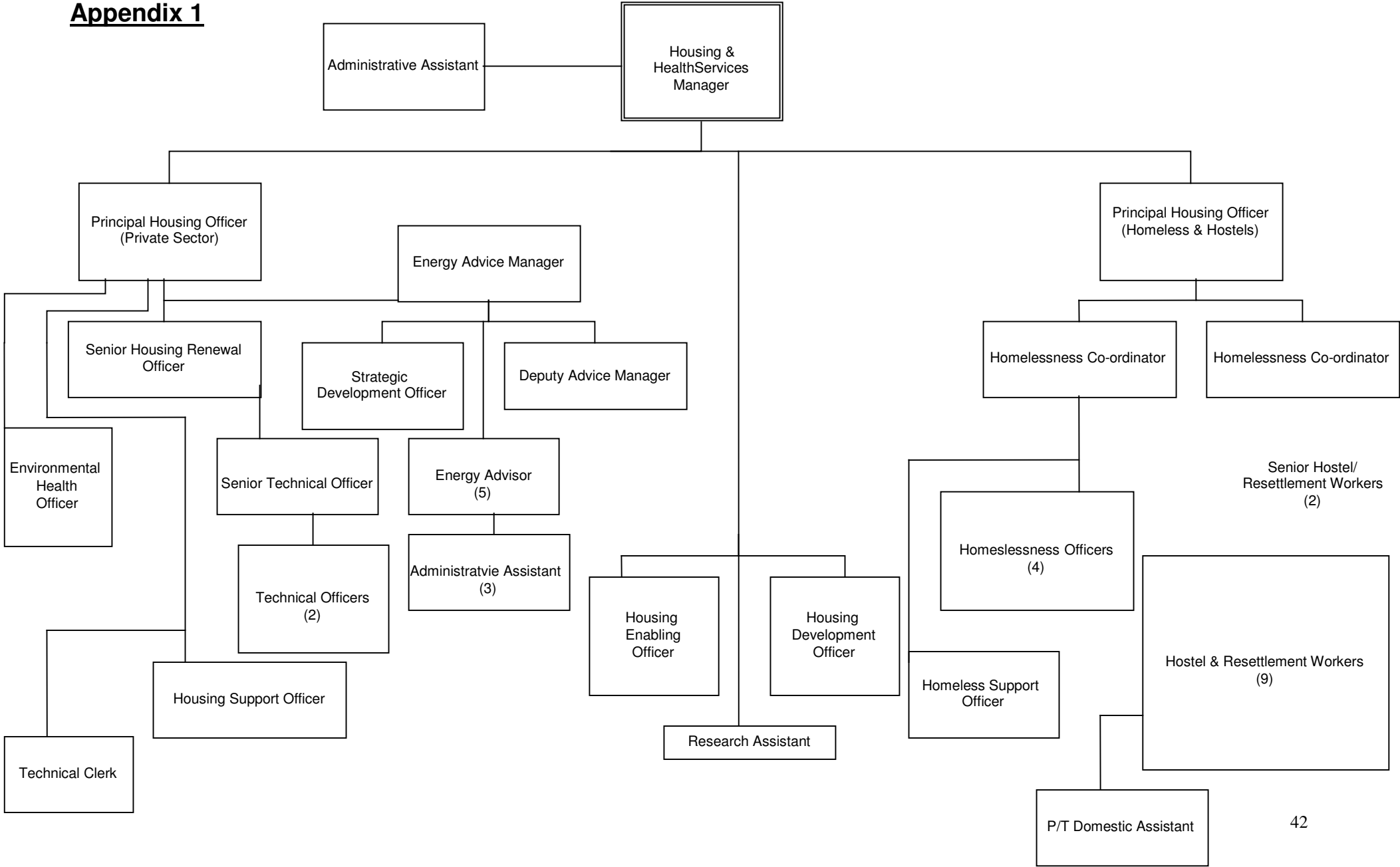
Area)		Research & Information Group, which are currently being ratified by the Officer Support Group as at Dec 06. These will form the basis for the HMA Action Plans	across Cumbria (inc. 3 in Carlisle), based on the primary survey data and secondary data (collated from local estate agents, developers, employers etc. as well as census data) collated by the Research & Information Group	
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* LDNPA = Lake District National Park Authority

** GONW = Government Office North West/ NWHF = North West Housing Federation

Housing and Health Services

Appendix 1



Appendix 2 – Risk Assessment

Date Identified	Risk Description	Action Taken to Manage Risk	Probability H/M/L	Impact H/M/L	Action(s) Owner
Jan 2007 update	<p>1. Lack of capacity within Carlisle City Council and its partner organisations to deliver the strategy</p> <p>Key personnel leaving the Council and other agencies</p>	<p>1. Housing structure re-organised March 2006</p> <p>2. Housing Strategy Partnership groups re-reviewed & restructured October 2006</p> <p>3. Funding programme overseen by Capital Projects Board</p> <p>4. Monitoring of activity through Community Overview & Scrutiny Committee</p>	M	H	<p>Director of Development Services Carlisle City Council.</p>
Jan 2007 updated	<p>2. Ineffective consultation mechanisms have meant Housing Strategy not based on robust evidence, particularly needs of vulnerable groups</p> <p>At outset of the Housing Strategy in 2005, a lack of comprehensive survey results meant housing needs (especially of most vulnerable) remained unknown</p>	<p>1. Housing Market Assessments (HMAs) carried out for geographical areas across the county in 2006 from district housing survey, carried out under the auspices of Cumbria Housing Group – linked in with the Cumbria Housing Strategy 2006/11, launched October 2006</p> <p>2. Development of internal research systems</p> <p>3. Housing Strategy Groups (a vehicle to share and exchange housing needs information between agencies) reviewed Oct 2006</p>	L	M	<p>Housing Services & Health Partnerships Manager Carlisle City Council.</p>

Date Identified	Risk Description	Action Taken to Manage Risk	Probability H/M/L	Impact H/M/L	Action(s) Owner
Jan 2007 updated	3. Targets within the strategy are not achieved due to lack of resources including people, knowledge, finance	<ol style="list-style-type: none"> 1. Housing Strategy Action reviewed and updated Jan 2007 2. Restructure of Housing Services 2006 3. Partnership projects started 	M	H	Director of Development Services Carlisle City Council.
Jan 2007 updated	4. Expenditure exceeds the approved budget	<ol style="list-style-type: none"> 1. Capital Projects Boards oversees spend programme 2. Regular reporting to the portfolio holder and Community Overview & Scrutiny Committee 	M	H	Director of Development Services Carlisle City Council.

Date Identified	Risk Description	Action Taken to Manage Risk	Probability H/M/L	Impact H/M/L	Action(s) Owner
Updated Jan 2007	<p>5. Lack of certainty over proposals for new affordable housing developments in the Carlisle district actually being delivered, due to:</p> <ul style="list-style-type: none"> • uncertainty over local housing providers receiving Social Housing Grant (Housing Corporation) or other external funding • parallel difficulties faced by our HA partners in struggling to secure suitable sites that will “stack up” financially for new affordable housing, due to land prices 	<ol style="list-style-type: none"> 1. Ongoing dialogue with the Housing Corporation and Regional Housing Board to support local affordable housing developments 2. Regular update meetings arranged with local HAs to discuss issues around bids/ sites 3. Identifying land owned by the City Council which would be suitable for affordable housing, which could be transferred to a HA partner, with Executive approval 4. Continue to work with the Cumbria Housing Group and other partners to promote the development of sustainable affordable housing in the Carlisle district 	M	H	<p>Housing Services & Health Partnerships Manager Carlisle City Council.</p>

Glossary

BC – Borough Council

BVI – Best Value Indicator

CASS – Cumbria Action for Social Support

CHA – Carlisle Housing Association

CHG – Cumbria Housing Group

CLG – (Department) for Communities and Local Government (formerly DCLG)

CLS – Community Legal Service

DC – District Council

DFG – Disabled Facilities Group

DH – Decent Homes standard

DOH – Department of Health

EEAC – Energy Efficiency Advice Centre

GONW – Government Office North West

HA – Housing Association (also sometimes called a Registered Social Landlord)

HECA – Home Energy Conservation Act

HMA – Housing Market Area

HomeBuy – the Government's flagship shared equity scheme

HMO – House in Multiple Occupation

ICE – Improving Cumbria's Energy

LCHO – Low cost home ownership scheme (administered by Carlisle City Council's Housing Services)

LDNPA – Lake District National Park Authority

NAHP – National Affordable Housing Programme

NWHF – North West Housing Federation

PPS3 – Planning Policy Statement 3 (Housing)

PRO – Private Sector Renewal Policy (Regulation Reform Order)

PROP – Prolific and Priority Offenders

SAP – Standard Assessment Procedure

SEC – Sustainable Energy Centre

SP – Supporting People

S106 (Section 106 Agreement) – part of the *Town & Country Planning Act*, 1990, covering planning obligations – including affordable housing contributions.

Zone agent – a local housing association with the responsibility for managing the *HomeBuy* scheme (in Cumbria this is Eden Housing Association).