

OUR HOUSING ACTION PLAN 2012-16

Our Housing Strategy vision: *'Everyone can access affordable, safe and warm housing, and the support they need to live independently.'*

Balancing the Housing Market

Actions owned by Carlisle Housing Partnership's Housing Market group

Key Action	Why?	What?	When?
<p>1. Deliver a sustainable mix of market and affordable housing.</p>	<p>Sustainable economic growth requires a sustainable housing market. By providing a good quality range of market and affordable housing, Carlisle should be able to retain a skilled workforce, and attract new, economically active residents, to the region.</p> <p>Carlisle's Housing Need and Demand Study (HNDS) identified a high level of housing is required to sustain economic growth in the district; as the Local Planning Authority, Carlisle City Council will be defining housing targets through the LDF/Local Plan.</p> <p>The HNDS also identified a large affordable housing need in the district. Entry level prices in Carlisle are, on average, five times higher than lower quartile incomes, and 23% of all households cannot afford market housing without some kind of subsidy. The updated LDF/Local Plan will also be considering whether current affordable housing provision thresholds require changing in order to ensure sustainable housing delivery.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Set out the City Council's approach to housing development through the Interim Planning Statement. • Set out the City Council's development plans and priorities through the LDF/Local Plan, including housing targets and affordable housing thresholds. • Clearly set out our approach to s106 agreements, including s106 priorities. • Provide updated housing needs evidence <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Bring land forward for housing development. • Build the housing necessary to support City Council's growth agenda. • Participate in the development of the LDF/Local Plan. 	<ul style="list-style-type: none"> • Completed. • April 2013 • Timescale to be set out through the City Council's s106 group. • Throughout the plan period. • Throughout the plan period. • Throughout the plan period. • April 2013.

Key Action	Why?	What?	When?
<p>2. Identify innovative ways of funding and delivering affordable housing.</p>	<p>Lack of funding is the single biggest barrier to delivering affordable housing.</p> <p>Traditional sources of funding have been reduced. The Comprehensive Spending Review reduced the HCA's budget by around 50%, and its funding mechanism was replaced with the less generous Affordable Rent investment model. Local authority budget cuts have meant that large-scale capital expenditure is unlikely.</p> <p>With traditional sources of funding drying up, new ways of delivering affordable housing need to be utilised or developed. The introduction of the New Homes Bonus is potentially one form of additional funding, and the government's Affordable Rent model could compensate for a deterioration in scheme viability. However, the limited differentials between 80% of market rent and social rent level in many parts of Carlisle means that the Affordable Rent model could have a limited impact.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Collate bids for funding opportunities and provide supporting information. • Provide support and evidence to any private sector funding bids (for eg. Get Britain Building). • Where viable provide funding and land for schemes. • Set out to stakeholders a range of innovative funding models. • Promote self-build to the public as an option for housing delivery, and look to utilise the government's £30 million fund to provide short-term repayable loans. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Share information regarding funding opportunities. • Utilise own funding and own land for new schemes. 	<ul style="list-style-type: none"> • Opportunities identified through the AHP 2011-15 and the Empty Property bids 2012. • Throughout plan period. • Throughout plan period. • September 2012 • Awaiting further guidance from government. • Throughout the plan period. • Throughout the plan period.
<p>3. Play an active role in bringing forward more land for housing development.</p>	<p>The NPPF states that local authorities must maintain a five year rolling supply of deliverable sites, and ensure that an additional 5-20% of sites are identified. Carlisle City Council have introduced an interim planning statement in order to cover the current shortage in its five year supply of housing. All partners will need to work together closely to identify and bring forward deliverable land in order to support sustainable economic growth in Carlisle.</p> <p>Currently land is being held back by developers and landowners due to low land values, and this has contributed to low housing delivery. There is also a lack of suitable land on which to develop affordable housing.</p> <p>The government is keen that public sector bodies bring forward land to help deliver both market and affordable housing. The City Council has previously made land available for a price below market level for affordable housing, and is currently bringing forward land at Dalton Avenue. The challenge, in the current financial climate, is to ensure that land from across the public and private sector in Carlisle be brought forward.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Identify and bring forward public land for market housing delivery. • Identify and bring forward public land at viable valuations for affordable housing delivery. • Encourage developers to bring land forward through the SHLAA and the Interim Planning Statement. • Explore the development of a land holding delivery model, and utilise asset finance. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Bringing sites and houses forward. <p>Together:</p> <ul style="list-style-type: none"> • Establish a cross-sector approach to mapping out land assets to assess opportunities for bringing forward land for housing development. • Collaborate on key strategic projects (such as bringing forward 37 units at Dalton Avenue, with a start on site by March 2013). 	<ul style="list-style-type: none"> • Set out list of sites by Summer 2013. • Set out list of sites by Summer 2013. • Target housing numbers to be confirmed by Members by March 2013. • Proposals to be developed by September 2012. • Target housing numbers to be confirmed by Members by March 2013. • April 2013. • March 2013.

Key Action	Why?	What?	When?
<p>4. Work closely with local communities to address their housing needs and preferences, and support community-based development initiatives.</p>	<p>The government's localism agenda presents opportunities for communities to drive development forward, and provides another avenue for housing delivery. Local communities will be able to develop their own Neighbourhood Development Plans, and the Community Right to Build initiative enables communities and groups like community-land trusts to unlock previously inaccessible land and to potentially bypass the planning system.</p> <p>The emphasis on localism means that it is vital that local communities are aware of the importance of housing delivery in maintaining and creating sustainable communities.</p> <p>For example, if a community does not believe the provision or allocation of affordable housing is fair, then it is more likely to develop a negative attitude to such housing. This can hinder the much needed development of affordable housing. This perception can exist in both urban and rural areas, but its effect is seen much more in our rural areas given the limited options there for housing delivery. It is vital that there is ongoing engagement between local communities and other partners.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Provide planning and housing expertise, housing needs information and, where viable, funding and land to support local communities to deliver housing. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Bring forward community-led housing opportunities, such as the Extra Care units at Brampton Community Centre. • Provide support and expertise to local communities to bring developments forward. <p>Together:</p> <ul style="list-style-type: none"> • Ensure that local people feel properly consulted on housing developments. • Produce a communication strategy outlining the importance of affordable housing. • Develop local letting policies where there is sufficient local demand. 	<ul style="list-style-type: none"> • Throughout the plan period, whenever opportunities emerge. • Timeline TBC. • Throughout the plan period, whenever opportunities emerge. • Throughout the plan period, whenever opportunities emerge. • September 2013. • September 2013.
<p>5. Prioritise the delivery of affordable housing in rural areas, housing for older people (including extra care) and family-sized housing.</p>	<p>The HNDS identifies a shortage of affordable family-sized housing in Carlisle. This shortage prevents young, working families being able to stay in, or move to, Carlisle.</p> <p>Affordable housing in rural areas is much harder to deliver than in urban areas, due to planning policy and higher land values. This shortage pushes up prices in rural areas, and is putting the sustainability of many communities at risk.</p> <p>There is a growing older population in Carlisle. We recognise that older people want to stay living independently for as long as possible, and are committed to enabling them to do so. Delivering suitably sized housing can reduce social isolation and benefit the well-being of our residents.</p> <p>Over the next 20 years, an estimated additional 4,000 households will have a support need. This need can be met with an adaptation, or through delivery extra care housing, which enables resident to receive increasing levels of care when they need it, without having to move home. Cumbria's Extra Care Strategy 2010-29 estimates that 340 extra care places will be required in Carlisle by 2019.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Communicate affordable housing delivery priorities to local, regional and national stakeholders. • Prioritise funding bids that include affordable housing delivery priorities. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Incorporate affordable housing delivery priorities into developments. <p>Together:</p> <ul style="list-style-type: none"> • Address shortfalls in rural housing, housing for older people, and family-sized housing through joint-working. • Review affordable housing delivery priorities. 	<ul style="list-style-type: none"> • Throughout the plan period. • Throughout the plan period, whenever opportunities emerge. • Throughout the plan period. • Throughout the plan period, whenever opportunities emerge. • April 2013.

Key Action	Why?	What?	When?
<p>6. Develop a strategic approach to the letting and accessing of housing.</p>	<p>Our HNDS confirmed that our residents are struggling to access market and affordable housing, both for rent and for sale. Restricted supply has resulted in a shortage of affordable rented properties; there are over 3000 people on the Cumbria Choice waiting list with a connection to Carlisle. Tougher mortgage restrictions, with a general requirement for a deposit of 15%, have curbed the access to both market and affordable housing.</p> <p>The shortage of affordable rented housing means that it is vital for available housing to be allocated effectively and appropriately. Access to affordable rented housing is predominantly through Cumbria Choice. However, under the Localism Act fixed term tenancies and higher rent levels will be introduced for some new tenants. To establish a strategic approach to this provision of Affordable rented tenancies, local authorities must introduce a Strategic Tenancy Policy.</p> <p>Those requiring affordable housing for sale can be assisted through the City Council's Low Cost Housing Scheme, which provides access to new homes discounted in price by 10-30%. Residents struggling to access market housing for sale, and who would fail to qualify for affordable housing, may also be assisted through FirstBuy or a mortgage indemnity scheme; plans of a nation-wide scheme were published in the government's Housing Strategy, but other localised schemes are already in place elsewhere in the Northwest.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Develop a Tenancy Strategy, setting out the City Council's approach to affordable housing. • Review the policy and procedures of the City Council's Low Cost Housing Scheme. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • RPs to have regard to the Tenancy Strategy when developing their own policies. • Developers to offer and promote NewBuy and FirstBuy units across Carlisle. <p>Together:</p> <ul style="list-style-type: none"> • Signposting of housing options. • Inform and influence Cumbria Choice to ensure that the needs of Carlisle's residents are met. • Ensure residents benefit from the government's NewBuy scheme and explore participation in the Local Authority Mortgage Scheme (LAMS). 	<ul style="list-style-type: none"> • Published by January 2013. • Review of policy: September 2012. Review of legal agreements: September April 2013. • Reviewed yearly. • Throughout the plan period. • Throughout the plan period. • First year review of allocation policy is taking place 2012. • Timeline TBC.
<p>7. Reduce under and over occupation of homes.</p>	<p>The HNDS found that 2.6% of households in Carlisle are overcrowded and 36% of properties are under-occupied. Older person households are very likely to under-occupy homes, with over half living in homes with three or more bedrooms. In the market sector there is a limited ability to influence this, save use of planning policy on local needs housing sites. In the affordable sector, there may be potential to reduce under-occupation by providing support and incentives to households to downsize.</p> <p>Arguably some older people are looking to downsize, given that larger properties are harder to maintain and harder to heat, but cannot access or identify other suitable options. This, and the fact that there is a shortage of available family sized housing, means that a different approach to under-occupation is worth exploring. However, the social well being of existing residents should always be considered in tandem with any new approach.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Tie in approach to under-occupation through the Tenancy Strategy. • Through the planning system, encourage sustainable occupation through new build in small rural settlements. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Making strategic tenancy decisions, such as reducing under-occupation through management lets. • Promoting the government's HomeSwap scheme • Improving existing incentive schemes to encourage people to downsize. <p>Together</p> <ul style="list-style-type: none"> • Signposting and making people aware of the changes. • Influencing Cumbria Choice policy to ensure a more effective approach to under-occupation. 	<ul style="list-style-type: none"> • Published by January 2013. • Throughout the plan period, whenever opportunities emerge. • Throughout the plan period, whenever opportunities emerge. • Throughout the plan period. • Throughout the plan period. • Throughout the plan period. • First year review of allocation policy is taking place 2012.

Decent and Healthy Homes

Actions owned by Carlisle Housing Partnership's Decent & Healthy Homes group

Key Action	Why?	What?	When?
<p>1. Work together to improve standards in the private rented sector.</p>	<p>Carlisle's rented sector has grown significantly in the last ten years, in part due to the growth of the University of Cumbria, but also because of the advantages of flexibility and choice the sector offers, especially in the present economic uncertainty. Subject to supply, Carlisle's partners need to work together to ensure that this growth is sustainable.</p> <p>Working to provide advice and promoting the Landlord Accreditation Scheme (where accredited landlords abide by a code of standards) can improve landlord-tenant relationships, reduce housing complaints and improve housing standards across Carlisle.</p> <p>The City Council carries out a variety of pro-active, reactive and mandatory inspections of tenanted properties. The increase in the private rented sector has seen an increase in inspections, incurring more costs at a time when resources are scarce. Working to reduce reactive inspections to complaints (and possible enforcement action) can reduce these costs. Better targeting inspections (eg, focusing on non-accredited landlord properties) means that officer time will be used more effectively.</p> <p>Changes in the benefits system means some landlords are reluctant to house those on LHA. Carlisle's partners need to work together to encourage landlords to house tenants on LHA.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> Promote the Landlord Accreditation Scheme to get more landlords signed up. Host an annual Landlord and Tenant Open Day, and hold monthly drop in session for landlords and tenants. Carry out proactive, reactive and mandatory inspections of rented properties. Map Stock Condition Survey data to inform effective inspections. Explore the development of a referencing service for accredited landlords, to improve landlord confidence in prospective tenants. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> Landlords to maintain ongoing dialogue with tenants. Signpost tenants to support services. <p>Together:</p> <ul style="list-style-type: none"> Promote housing standards and good quality student housing. Produce a twice-yearly newsletter for landlords. Enable accredited landlords to advertise available properties on the City Council's website. 	<ul style="list-style-type: none"> Get 40 additional landlords signed up by March 2013. Annually/ monthly. Carry out xx inspections by March 2013. Timeline TBC. Proposal to be drawn up by September 2012. Throughout the plan period. Throughout the plan period. Throughout the plan period. Twice-yearly. Proposal to be drawn up by August 2012.

Key Action	Why?	What?	When?
<p>2. Work innovatively to bring more empty properties back into use.</p>	<p>There are currently just over 1400 empty properties in Carlisle, with over 750 empty properties having been empty for longer than six months.</p> <p>Empty homes make it difficult for both owners and communities alike. They encourage anti-social behaviour and can devalue neighbouring properties by up to 18%. They are also a criminal misuse of a housing asset when there are so many people needing a home. Carlisle City Council and Eden District Council have a joint Empty Property Strategy & Action Plan, which sets out local authority approaches to empty properties</p> <p>However, traditional streams of funding have dried out; without financial incentives for owners, or the avenue of enforcement as a last resort, we will not be able to continue our strong performance. The amount of New Homes Bonus the City Council receives is linked to, among other factors, the number of empty homes in the district; to maximise this Bonus, tackling empty homes needs to be a priority.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Submit funding bids to the HCA when opportunities arise. • Carry out pro-active inspections and actively engage with empty property owners. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Take forward empty properties to refurbish and/or manage them. • Identify empty properties in the community. <p>Together:</p> <ul style="list-style-type: none"> • Work in partnership to secure funding from the HCA's Empty Homes Programme to continue work on the empty property programme private sector leasing scheme. • Utilise Cumbria Choice to enable certain private landlords to advertise their properties through the scheme. 	<ul style="list-style-type: none"> • Cluster bid placed March 2012/ community bids placed April 2012. • Carry out 40 inspections by March 2013, and bring back xxx properties into use by March 2013. • Throughout the plan period. • Throughout the plan period. • Cluster bid placed March 2012/ community bids placed April 2012. • Timeline TBC.
<p>3. Work in partnership to reduce anti-social behaviour.</p>	<p>Anti-social behaviour has a massively detrimental effect on local communities, and leads to stress and distress among residents.</p> <p>Castle and St. Aidans wards have seen an increase in anti-social behaviour in the private rented sector; there has also been an increase in the number of landlords requesting help from the City Council.</p> <p>The increase is linked to the growth of the private rented sector, but also due both to Housing Associations being more assertive in enforcing tenancy agreements (leading to more 'problem tenants' being housed in the private rented sector) and to some private landlords not responding to anti-social behaviour in an effective manner.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Support landlords through newsletters, open days and monthly drop-in sessions. • Provide information and support to landlords when anti-social behaviour occurs in private rented properties. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Signpost problem tenants to the Central Access Point for supporting people <p>Together:</p> <ul style="list-style-type: none"> • Take a collaborative approach to working together, such as through the Problem Solving Group process. 	<ul style="list-style-type: none"> • Throughout the plan period. • Throughout the plan period, when opportunities arise. • Throughout the plan period. • Throughout the plan period.

Key Action	Why?	What?	When?
<p>4. Work to reduce fuel poverty, including implementing the Cumbria Warm Homes (CWH) project across Carlisle.</p>	<p>Fuel poverty occurs when a household spends, or needs to spend, more than 10% of its income on heating its home to an adequate level of warmth. Excess Cold consistently comes out as the top hazard rating along with Cold & Damp when inspections are carried out; both are caused by a lack of affordable heating and poor insulation.</p> <p>More vulnerable residents, such as those living with an adaption in their property, may have more sedentary lifestyles that require higher room temperatures than the average homes; often living in poorly insulated homes, and with lower than average income, these residents are hit hardest by rising fuel prices. There is a need to ensure that there is a fall back for those residents whose heating fails during the coldest periods of the year.</p> <p>However, recent figures indicate that more and more working families are being drawn into fuel poverty as well, and this needs addressing. With more people living in private sector accommodation, there is a need to address conditions in the private rented sector, which consistently has the worst levels of Standard Assessment Procedure (SAP) ratings, with the most inefficient heating systems.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Use existing ring-fenced funding to install free energy measures for those who just failed to qualify for funding under the Carbon Emissions Reduction Target (CERT). • Project work relating to proposal under the government's 'Green Deal' programme due in 2012/13. • Repeat the heating and boiler replacement/ repair scheme of 2010/11 and ensure referrals are passed on from Warm Front. • Carry out proactive inspections of tenanted properties in receipt of LHA. <p>Together:</p> <ul style="list-style-type: none"> • Work in partnership to promote energy efficiency, including Warm Front grants and the CWH project, to landlords, letting agents and local residents. 	<ul style="list-style-type: none"> • Throughout the plan period. • Summer 2012. • Throughout the plan period. • Throughout the plan period. • Throughout the plan period.
<p>5. Develop new ways of providing enough disabled facility adaptations, while integrating services more closely with Health & Social Care.</p>	<p>Keeping someone living independently and safe in their home is a key strategic aim for the county.</p> <p>The changes to the way health & social care is now being provided in Cumbria place the home at the centre of where support and care is given. Levels of support will increase as demand from a growing older population becomes greater over the next decade.</p> <p>It is more cost effective to keep someone independent at home than moving them into residential care; for example, the average cost of an adaptation is £6500, which is much lower than a year's residential care, which costs over £38,000. Provision of a DFG has been shown to reduce social care costs by as much as £4000 a year as well as improving the safety of carers; often enabling informal care to continue and remain sustainable. There is also evidence of significant increases in client's mental well being, following the provision of an adaptation and improvements to the quality of life for family members.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Review and improve procurement and delivery options for DFGs. • Look at integrating process with Health & Social Care as part of the wider project across all districts in Cumbria. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Set out and deliver policy on undertaking DFG adaptations to own stock. • Develop support from Private Equity Release Schemes when announced by Government. <p>Together:</p> <ul style="list-style-type: none"> • Secure higher financial commitments from all stakeholders to address the housing needs of those with a disability. • Create a district-wide database of adapted properties and integrate with Cumbria Choice. • Promote adaptable design in new housing. • Consider different ways of delivering and funding DFGs (such as through a social enterprise/community delivery model). 	<ul style="list-style-type: none"> • April 2012 – to be reviewed in April 2013. • October 2012-April 2013. • Throughout the plan period. • Awaiting government announcement as part of Social Care bill – expected May 2012. • As part of DFG integration role, from May 2012. • County DFG coordinator to attend CBL board in May 2012. • Throughout the plan period. • As part of DFG integration role, from May 2012.

Key Action	Why?	What?	When?
<p>6. Continue to assess the needs of the Gypsy and Traveller community and, if necessary, identify suitable land.</p>	<p>Under the Housing Act 2004, a county-wide Gypsy and Traveller accommodation assessment was carried out in 2008. Further government guidance relating to Gypsy and Traveller accommodation was published in the March 2012 National Policy Framework for Gypsy and Traveller Sites.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • A future assessment of need will be undertaken by the City Council in 2013. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Promote sustainable management of Gypsy and Traveller sites. • Identify opportunities for further site delivery, if required, once information on need has been established. <p>Together:</p> <ul style="list-style-type: none"> • Work together to identify, confirm and deliver a transit site. 	<ul style="list-style-type: none"> • 2013. • Throughout the plan period. • 2013. • April 2013.

Supporting Vulnerable People

Actions owned by Carlisle Housing Partnership's Supporting Vulnerable People partnership

Key Action	Why?	What?	When?
<p>1. Work together to review the City Council's Homelessness Strategy.</p>	<p>We need to ensure the City Council's Homelessness Strategy reflects the current needs of vulnerable people, and the existing and future challenges facing the district. Revising the Homelessness Strategy in partnership also presents an opportunity to ensure that prevention schemes are aligned with the homelessness priorities.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Arrange consultation event to gather stakeholder views on Homelessness Strategy. • Lead on review and production of the Homelessness Strategy. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Participate in consultation on homelessness strategy. <p>Together:</p> <ul style="list-style-type: none"> • Agree on partnership approaches 	<ul style="list-style-type: none"> • March 2013 • March 2013. • March 2013. • March 2013.
<p>2. Make sure there is adequate support and appropriate (including temporary) accommodation to meet the needs of vulnerable groups.</p>	<p>Appropriate support and accommodation is key to preventing cases and improving outcomes for those from vulnerable groups who seek help.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Women and Family Accommodation to be built. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Providing the appropriate support to vulnerable people. <p>Together:</p> <ul style="list-style-type: none"> • Map out provision of accommodation and support across the district. • Work together to identify, confirm and deliver a transit site for Gypsy and Travellers. • 	<ul style="list-style-type: none"> • April 2013. • Throughout the plan period. • September 2012. • April 2013.
<p>3. Reduce pressure on our services by developing innovative prevention solutions, including those focused on reducing worklessness and poverty.</p>	<p>The economic downturn has led to reduced resources and more people using our services. Preventing clients from needing more support, and reducing re-presentation, leads to improved health outcomes for our residents and reduces the pressure on our services. This can most effectively be done by joined up working.</p> <p>Carlisle City Council is looking to increase the number of Homeless prevention cases by 50% by 2013/14. This will involve Early Intervention (identifying those at risk and providing a range of prevention services before problems or disputes escalate irreparably), Pre-crisis Intervention (which can take the form of advice and mediation services, negotiation with landlords to avoid imminent loss of a home, and targeted services at known risk points, such as those leaving local authority care, prison or armed forces), and Preventing Recurring Homelessness (improving tenancy sustainability). Joined-up working is critical if these techniques are to be implemented effectively.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Set out to stakeholders a range of prevention solutions. • Focus on positive interventions, coordinated through the Homeless Prevention Officer, across Homeless, Hostels and Welfare Advice. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Become actively involved in development of prevention solutions. <p>Together:</p> <ul style="list-style-type: none"> • Coordination of prevention activities and frontline services through the Shaddon Gateway Resource centre (see below). • Development of effective prevention solutions. • Coordination of Information Advice & Guidance (IAG) services, focused on identification and reduction of poverty within the district. 	<ul style="list-style-type: none"> • September 2012. • Increase the number of Homeless prevention cases by 50% in 2013/14. • Throughout the plan period. • TBC • Throughout the plan period. • Throughout the plan period (TBC)

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<p>4. Actively work to reduce social isolation amongst older people.</p>	<p>Carlisle has a growing older population; households of a pensionable age will grow by 8900 by 2031. This will in turn lead to an increase in cases where older people become more cut off from society, which can lead to depression and deterioration in self care.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Effectively signpost organisations that can provide support to vulnerable people at home. • Provide information and advice to help families and friends support vulnerable people at home. • Collate information on local support services for older people. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Provide the services which reduce social isolation amongst older people. <p>Together:</p> <ul style="list-style-type: none"> • Promote and develop initiatives which reduce social isolation amongst older people, such as Street Angels and Homeshare. • Work with Cumbria's Ageing Well programme. 	<ul style="list-style-type: none"> • Throughout the plan period. • Throughout the plan period. • March 2013 • Throughout the plan period. • Throughout the plan period (tbc) • TBC
<p>5. Improve access to our services for vulnerable people from hard-to-reach social groups.</p>	<p>Hard-to-reach groups often find it more difficult to access services and advice. They are sometimes unaware of the help available which can often prevent situations becoming more difficult: access routes therefore must be made as easy as possible, and aligned with the needs of all our residents</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Provide resources and support to better enable vulnerable people to access local services. • Conduct review of service approaches, including that of Cumbria Choice. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Review accessibility policies and barriers to access. <p>Together:</p> <ul style="list-style-type: none"> • Map out range of methods that can be pooled to increase take-up of services by vulnerable people. • Monitor and assess all clients accessing services to identify potential gaps in, and barriers to, provision/client groups. • Signpost services. • Promote services such as internet tuition in the local community. 	<ul style="list-style-type: none"> • Throughout the plan period. • March 2013 – Cumbria Choice being reviewed 2012. • Throughout the plan period. • March 2013. • March 2013. • Throughout the plan period. • Throughout the plan period.

Key Action	Why?	What?	When?
<p>6. Co-ordinate and support the delivery of front line services through the Shaddon Gateway Resource centre.</p>	<p>The Shaddon Gateway Resource Centre will ensure the ongoing effective provision of services and projects, such as HALO (Healthy Aspirations and Learning Outcomes), and create an easily accessible community hub centralising services and options for vulnerable people.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Co-ordinate, monitor and report performance and outcomes against set targets. • Support the development of the centre and promote joined up approaches to service delivery. <p>Together:</p> <ul style="list-style-type: none"> • Establish a working group and 'places of change' advocates to re-profile services and initiatives, in line with key shared priorities. • Put together joint commissioning and funding bids to ensure future sustainability of Centre. • Develop health and community initiatives through stakeholder consultation and the Carlisle Housing Partnership. • Develop partnership approach to service and business development, led by the managing agent (when appointed), and channel through the SVP partnership group. • Develop of a shared communication strategy, as well as delivery and implementation plans. • Develop and support the delivery of services to vulnerable young people through co-ordinated dispersed foyer activities. 	<ul style="list-style-type: none"> • Annually. • April 2013. • Throughout the plan period (TBC) • Throughout the plan period. • Throughout the plan period. • Throughout the plan period. • Throughout the plan period (TBC) • Throughout the plan period.
<p>7. Help vulnerable groups adjust to impact of Welfare Reform.</p>	<p>The coalition government have announced a number of changes to how welfare payments are made. This includes implementation of a universal credit payment, and changes to how much local housing allowance is paid out to recipients. This may result in some people paying more towards their rent when they are judged to be under-occupying their property. Our Housing Needs and Demand Study has also found that over a quarter of LHA claimants in the private rented sector may be impacted by the changes to the Single Room Allowance. The changes may increase demand for more appropriate accommodation that meets the occupancy rules. It may also make it more difficult for these people to pay their rent, and lead to them falling into arrears.</p>	<p>Public Sector:</p> <ul style="list-style-type: none"> • Allocation of Discretionary Housing Payments and the Social Fund. • Provide face-to-face support to claimants who are unable to access the online system. <p>Private/Community Sector:</p> <ul style="list-style-type: none"> • Develop and improve incentive schemes to encourage at-risk residents to downsize. • Management lets for existing tenants who wish to downsize. <p>Together:</p> <ul style="list-style-type: none"> • Put together a campaign to ensure effective signposting of appropriate services: <ul style="list-style-type: none"> - Holding advice surgeries and sessions - Producing information packs for customers - Develop training sessions for frontline officers across housing organisations, including temporary accommodation. • Co-ordination of TAG services through welfare advice services and key partners. • Monitor impact of changes and increase in demand across services and respond accordingly, ensuring responsible flexible approaches to service delivery. • Amend CBL policy to effectively respond to changes. 	<ul style="list-style-type: none"> • Throughout the plan period. • April 2013 • Throughout the plan period, focusing on 2013. • Throughout the plan period, focusing on 2013. • Autumn 2012 • By April 2013 • From April 2013 onwards. • Cumbria Choice being reviewed 2012.