

# KEY ACHIEVEMENTS

This year has seen our new Housing Strategy 2020-2024 approved, which is based around the Housing priorities in the Council's Corporate Plan. These are:

- Build more houses, more quickly on under used or derelict land
- Invest to ensure our homes are safe and more energy efficient
- Prevent homelessness and help people to be financially secure and independent

The strategy is supported by an action plan and will be reviewed annually to ensure it continues to meet the Council's priorities.

Plans have been developed for Phase 1 of Housing Delivery with 2 new dementia bungalows built in Beeston that are owned and managed by the Council. Tenants have now moved into these new homes. The homes include open plan living, with good visual connection of spaces and detailed design to address visual clarity. Colours and contrasts have been used, along with ergonomic handles and a variety of visual keys to support those living with dementia. The properties

have also been built to high energy efficiency standards and include photovoltaic panels and air source heat pumps, with underfloor heating, which will help with the Council's target to become carbon neutral by 2027.

Consultation has taken place around the provision of flats for ex-service personnel on a garage site in Stapleford, with work underway and expected completion Winter 2021/22.

Consultation has also taken place around plans to develop five garage sites in Chilwell and Watnall. The layout plans and initial proposals are now being reviewed and subject to

further feasibility work and detailed site surveys, planning applications will be submitted later this year.

A Stock Condition Survey has been carried out of the Council's housing stock, with 25% of properties surveyed, including their condition in relation to the Governments Decent Homes Standard and the Housing, Health and Safety Rating System (HHSRS). The results of the survey are being analysed against existing data to help inform and develop a revised 30-year Asset Management Plan and Asset Management Strategy. This will help to protect and maintain the standards of our housing stock in the short, medium and long term.

The Repairs Team has continued to complete emergency repairs and



gas servicing throughout the pandemic. They have ensured that jobs such as plumbing, loss of heat or power, loss of hot water and major roof leaks have been completed. Gas Engineers have continued to attend properties to complete gas safety checks and servicing, to ensure tenants and their families remain safe in their homes. Although there are some outstanding jobs to complete, these are at a low level as the team address the backlog with eased Covid-19 restrictions.

Following the recruitment of the Domestic Abuse and Private Sector Coordinator, the Council has been successful in retaining its White Ribbon Accreditation. Over 50 people from partner organisations, who work with survivors of domestic abuse, joined us for a virtual coffee morning to hear all the latest developments from domestic abuse services. Very positive feedback was received from the event and plans are being made to hold another similar virtual event this

year. The coordination of the Sanctuary Scheme sits within the Housing Department. The Scheme provides security improvements to allow survivors of domestic abuse to stay in their own homes. A new policy has been developed to set out how referrals to the scheme can be made, along with what works will be considered and how these will be carried out.

The Income Team have continued to work with and support tenants to pay their rent during this incredibly difficult time. Systems used by the team highlight accounts where contact or support may be needed, which enables them to prioritise their work loads. They are also able to send out text notifications to ask tenants to contact us about their rent account, or remind about payments that are due. This has helped the team to maintain a high level of rent collected as a proportion of the rent owed, which as at 31st March 2021 was 102.82%. This is above the target set for the year of 99% and

despite the number of Universal Credit claimants increasing over this period.

The Financial Inclusion Team continue to support tenants with free advice to help improve income and living standards. The service provides free, confidential and impartial support, which has been vital for tenants as other advice services have closed or seen an increase in waiting times for advice. During the last 12 months the service received 165 referrals. They have helped tenants claim £129,616.74 worth of back dated benefit and deal with £112,300 worth of debt.

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COMMIT, EXCUSE OR  
REMAIN SILENT ABOUT  
MALE VIOLENCE  
AGAINST WOMEN**

