

North Tyneside Council's Housing Strategy 2016 – 2021
A Great Place To Live
Action Plan

Ref	We will...	Action	Sub-Action	Target Date	Lead Service Area	Progress
More and Better Homes						
1.1	Support the delivery of new homes in North Tyneside to meet the established housing need	Develop North Tyneside Council Local Plan	Local Plan submitted	June 2016	Planning	
			Local Plan passes public examination	Spring 2017	Planning	
			Local Plan adopted	Spring 2017	Planning	
		Develop a detailed development masterplan for Killingworth Moor	Draft developed	Autumn 2017	Planning	
			Consultation completed	Autumn 2017	Planning	
			Masterplan published	Autumn 2017	Planning	
		Develop a detailed development masterplan for Murton Gap	Draft developed	Autumn 2017	Planning	
			Consultation completed	Autumn 2017	Planning	
			Masterplan published	Autumn 2017	Planning	
		Undertake Energy Masterplanning for strategic sites for new housing development to	Draft developed	Autumn 2017	Environment Sustainability / Strategic Housing	

		include options for district heat network.	Consultation completed	Autumn 2017	Environment Sustainability / Strategic Housing	
			Masterplan published	Autumn 2017	Environment Sustainability / Strategic Housing	
		Provide developers with evidence and information required to inform housing development in North Tyneside	Identify active housebuilders in North Tyneside	October 2016	Strategic Housing	
			Arrange to meet all identified housebuilders to discuss evidence base	December 2016	Strategic Housing	
			Schedule and host 2 meetings per year with representatives of identified housebuilders	Annual to 2021	Strategic Housing	
		Explore the commercial development opportunities for North Tyneside Trading Company to develop homes for sale		Ongoing to 2021	Housing Growth	
1.2	Facilitate the delivery of 1,500 affordable homes by 2021; contributing to	Monitor the delivery of affordable homes by Registered Providers in North Tyneside	Figures reported in annual Cabinet report	Annual to 2021	Housing Growth	

	the Mayoral target of 3,000 by 2024	Reinforce partnerships with active Registered Providers in North Tyneside	Host quarterly meeting with representatives of active Registered Providers	Annual to 2021	Strategic Housing	
			Report the number of affordable homes delivered by Registered Providers in North Tyneside	Annual to 2021	Housing Growth	
		Utilise s106 commuted sums to deliver affordable homes through a number of mechanisms	Explore the potential for North Tyneside Trading Company to develop affordable homes	Annual to 2021	Housing Growth	
			Develop 72 affordable homes by 2020 in partnership with Kier Construction	Annual to 2021	Housing Growth	
1.3	Maximise the use of existing housing stock in North Tyneside	Bring 35 long-term empty properties back in to use for affordable housing through the a range of measures	Review current Repair and Manage scheme	March 2018	Strategic Housing	
			Improve advice and assistance offered to owners including improvement to internet information	March 2018	Strategic Housing	
			Review Financial Assistance policy and provide grant assistance	March 2018	Strategic Housing	
			Develop a mechanism to purchase long term empty homes	March 2018	Strategic Housing	

1.4	Regenerate North Tyneside's communities to support the planned economic growth in North Tyneside	Support the delivery of the Whitley Bay Seafront Masterplan		Ongoing	Regeneration	
		Support the delivery of Wallsend Town Centre and Swans Regeneration Masterplan		Ongoing	Regeneration	
		Support the delivery of Fish Quay Neighbourhood Plan		Ongoing	Regeneration	
		Support the delivery of regeneration masterplan for the North Shields area		Ongoing	Regeneration	
1.5	Support the development of self and custom housebuilding in North Tyneside	Establish the demand for serviced plots of land for self and custom housebuilding in North Tyneside	Monitor and report the number of entries on self and custom housebuilding register over 12 month period.	March 2017	Planning	
		Review the Strategic Housing Land Availability Assessment to include a register of brownfield sites for development	Review sites listed in SHLAA	March 2017	Planning	
			Updated SHLAA published	March 2017	Planning	
		Improve information, advice and guidance available to self and custom housebuilders	Provide self and custom housebuild information on North Tyneside Council	March 2017	Strategic Housing	

		on North Tyneside Councils' website	website			
1.6	Contribute to the regional economic growth agenda	Play an active part in regional working by engaging with neighbouring partner local authorities	Work with other neighbouring partner authorities to explore opportunities to deliver the regional agenda regards economic growth	Annual to 2021	Strategic Housing	
			Support the development of the emerging Health and Social Care Commission by working closely with NECA	To start Q3 2016/17	Strategic Housing	
		Contribute to the development of housing that supports the NE LEP regional economic plans	Ongoing	Strategic Housing		
1.7	Enhance our evidence base to inform and guide housing development in North Tyneside	Establish the demand for Starter Homes in North Tyneside	Demand established	July 2016	Strategic Housing	
			Findings published	August 2016	Strategic Housing	
		Establish the condition of private sector stock in North Tyneside	Stock condition surveyed	June 2016	Strategic Housing	
			Data examined	July 2016	Strategic Housing	
			Findings published	September 2016	Strategic Housing	

		Update North Tyneside Council's Strategic Housing Market Assessment	Content reviewed	2018	Strategic Housing	
			Content updated	2018	Strategic Housing	
			Update published	2018	Strategic Housing	
		Undertake a review of North Tyneside Council's Area Wide Viability Assessment	Content reviewed	TBC	Strategic Property	
			Content updated	TBC	Strategic Property	
			Update published	TBC	Strategic Property	
		Establish low carbon and energy efficient best practice guide for home building	Guide published	2018	Environmental Sustainability / Strategic Housing	
Great Places To Live						
2.1	Develop North Tyneside Council's housing services to enable people to help themselves	Develop comprehensive list of community support services	Update content of website to include list of services	March 2018	Neighbourhood Management	
		Promote the use of Handyman Services in North Tyneside	Establish baseline figure of users	March 2018	Neighbourhood Management	
			Update content of website to promote Handyman	March 2018	Neighbourhood Management	

			Consider extending service offer to private sector residents	March 2018	Neighbourhood Management	
		Promote the use of North Tyneside Council's Tool Loan Scheme	Establish baseline figure of users	March 2018	Neighbourhood Management	
			Update content of website to promote Tool Loan Scheme	March 2018	Neighbourhood Management	
		Promote the use of the Trade Register	Establish baseline figure of users	March 2018	Trading Standards	
			Update content of website to promote Trade Register	March 2018	Neighbourhood Management	
		Improve internet offer to promote self-service	Establish baseline figure of users	March 2018	Neighbourhood Management	
			Review website content to increase self-serve opportunities	March 2018	Neighbourhood Management	
		Contribute to a review of the Tyne and Wear Housing Options website		March 2017	Neighbourhood Management	
2.2	Support residents to understand the impact changes to welfare will impact upon them	Establish the impact of changes to universal credit allowance for North Tyneside residents		March 2017	Neighbourhood Management / Strategic Housing	

		Establish the impact of removing the family element from Child Tax Credits, Universal Credit and Housing Benefit for North Tyneside residents		March 2017	Neighbourhood Management / Strategic Housing	
		Establish the impact of a Local Housing Allowance cap for North Tyneside residents		March 2017	Neighbourhood Management / Strategic Housing	
		Establish the impact of restriction of Universal Credit to 18-21 year olds in North Tyneside		March 2017	Neighbourhood Management / Strategic Housing	
		Establish the impact of the benefit cap for North Tyneside residents		March 2017	Neighbourhood Management / Strategic Housing	
		Establish the impact of a freeze on benefits for North Tyneside residents		March 2017	Neighbourhood Management / Strategic Housing	
		Establish the impact of the limitation of Housing Benefit, Universal Credit, Child Tax Credit and Child Benefit to 2 children for North Tyneside residents		March 2017	Neighbourhood Management / Strategic Housing	

		Establish the impact of removing the work related activity from Employment Support Allowance for North Tyneside residents		March 2017	Neighbourhood Management / Strategic Housing	
		Develop targeted interventions to support those directly affected by changes to welfare provision	Develop training to deliver budget skills to residents	TBC	Neighbourhood Management / Strategic Housing	
			Develop programme of financial assessments for new tenants	TBC	Neighbourhood Management / Strategic Housing	
			Identify other support measures to mitigate impact of welfare reform, developing programmes where required	TBC	Neighbourhood Management / Strategic Housing	
			Develop referral process to signpost tenants to access to work training	TBC	Neighbourhood Management / Strategic Housing	
2.3	Ensure that North Tyneside Council managed housing stock continues to achieve the Government's Decent Homes	Deliver programme of works to maintain and improve North Tyneside Council stock conditions		Ongoing to 2021	Property Services	
		Undertake a review of VMS			Property Services	

	Standard	Undertake a review of North Tyneside Council's Void Standards		March 2017	Property Services	
2.4	Ensure that North Tyneside Council's housing stock is well managed	Undertake financial assessment of all prospective North Tyneside Council tenants	% of new tenants assessed	Annual to 2021	Neighbourhood Management	
		Review North Tyneside Council's Lettings Policy and Procedures	Lettings Policy agreed	August 2016	Neighbourhood Management	
			Develop procedure to reflect changes in the Lettings Policy relating to local connections	December 2016	Neighbourhood Management	
			Develop procedure to reflect changes in the Lettings Policy relating to home ownership eligibility	December 2016	Neighbourhood Management	
			Develop procedure to reflect changes in the Lettings Policy relating to restricted choice for homeless applicants	December 2016	Neighbourhood Management	
			Develop procedure to reflect changes in the Lettings Policy relating to restricted number of refusals	December 2016	Neighbourhood Management	
			Develop procedure to reflect changes in the Lettings Policy relating to	December 2016	Neighbourhood Management	

			affordability			
			Develop procedure to reflect changes in the Lettings Policy relating to recognising the housing need of young families in flats	December 2016	Neighbourhood Management	
		Review Tenancy Agreements used by North Tyneside Council		December 2016	Neighbourhood Management	
2.5	Facilitate the development of a well managed and well regulated private rented sector	Ensure that all letting agents in the borough are registered with appropriate property redress scheme	Update database of active letting agents in North Tyneside	Annual to 2021	Strategic Housing / Environmental Health	
			Inform letting agents of regulation relating to property redress	March 2017	Strategic Housing	
			Enforcement action taken	Annual to 2021	Trading Standards	
		Develop a proactive targeted risk based approach to enforcement activity	Collate intelligence	TBC	Environmental Health	
			Undertake enforcement action of rogue landlords	TBC	Environmental Health	
			Keep private sector practices under review and where necessary consider the use of selective licensing	TBC	Strategic Housing	

		Improve the way the council engages with landlords in the borough	Develop partnership agreement with National Landlords Association	October 2017	Strategic Housing	
		Develop self service guidance to allow private tenants to resolve repair/tenancy issues	Improve online service offer	November 2016	Strategic Housing	
	Develop template letters for use by tenants and landlords		November 2016	Strategic Housing		
	Explore the potential to deliver training to both tenants and landlords		2017	Strategic Housing		
2.6	Ensure that North Tyneside remains a safe and secure place to live	Continue to deliver the Safer North Tyneside Action Plan	Deliver actions set out within Action Plan	Annual to 2021	Safer Estates	
		In partnership with the police utilise new and reformed powers introduced by the ASB Crime and Policing Act 2014, in combating crime and anti-social behaviour on housing estates throughout the borough.	Number of court orders successfully obtained	Annual to 2021	Safer Estates	
			Reduction in re-offending rate	Annual to 2021	Safer Estates	
			Reduction in crime and anti-social behaviour	Annual to 2021	Safer Estates	
		Further develop the volunteer victim and witness support group.	Monitor number of volunteers recruited.	Annual to 2021	Safer Estates	
			Increase in victim and witness case closure	Annual to 2021	Safer Estates	

			satisfaction levels.			
		Carry out a review of North Tyneside Council's policy and procedures in relation to anti-social behaviour.	Procedures updated and made available to residents.		Safer Estates	
Better Housing, Better Health and Wellbeing						
3.1	Build cross-sector partnerships between health, social care and housing to identify and achieve shared objectives	Support the development of CARE Point		Ongoing	Health, Education, Care and Safeguarding	
3.2	Undertake preventative action to improve health and wellbeing in North Tyneside	Ensure that links to cultural and leisure facilities support the physical and mental health needs of residents	Pilot drop-in sessions to provide memory services in North Tyneside Living schemes	TBC	North Tyneside Living	
			Deliver programme of healthy movement classes in North Tyneside Living	TBC	Active North Tyneside	
			Explore the potential to create community health champions in North Tyneside Living	TBC	Active North Tyneside	
			Continue to deliver Active North Tyneside community fund	TBC	Active North Tyneside	

3.3	Continue to deliver the Safe and Healthy Homes service	Conduct primary research to establish the impact of housing interventions delivered by Safe and Healthy Homes	Data collected about impact of interventions	Summer 2016	Innovation and Research Manager	
			Final report detailing impacts developed	Autumn 2016	Innovation and Research Manager	
3.4	Deliver housing led interventions to tackle deprivation and help vulnerable households in North Tyneside	Develop a tool kit of measures to deliver improvement and renewal of private sector homes	Develop neighbourhood assessments to aid prioritisation	Q3 2016/17	Strategic Housing	
			Develop mechanisms to purchase private sector properties in vulnerable housing markets	March 2017	Strategic Housing	
			Provide financial assistance to those who are excluded from mainstream sources of finance to help them eliminate hazards from their home	TBC	Strategic Housing	
			Review North Tyneside Council Financial Assistance Policy	TBC	Strategic Housing	
			Review the councils approach to private sector housing enforcement	TBC	Strategic Housing	
		Continue to review and allocate Disabilities	Number of DFGs allocated	Annual to 2021	Health, Education, Care and	

		Facilities Grants			Safeguarding	
			Cost of DFGs reported	Annual to 2021	Health, Education, Care and Safeguarding	
3.6	Encourage and monitor the development of adaptable homes in North Tyneside	Adopt the adaptable homes standard established in North Tyneside Council's Local Plan	Local Plan adopted	March 2017	Planning	
			Number of adaptable homes delivered	Annual to 2021	Planning	
3.7	Deliver initiatives to reduce fuel poverty in North Tyneside	Develop and implement a Fuel Poverty Plan for North Tyneside	Fuel Poverty Plan agreed	2017	Strategic Housing	
			Actions in Fuel Poverty Plan delivered and monitored	TBC - In line with emerging Fuel Poverty Plan	Strategic Housing	
			Establish Fuel Poverty Partnership	November 2016	Strategic Housing	
		Identify and action projects to support energy efficiency	Projects identified	Ongoing	Environmental Sustainability / Strategic Housing	
			Projects delivered	Ongoing	Environmental Sustainability / Strategic Housing	

		Review and update North Tyneside Council's Home Energy Conservation Act (HECA) Report	HECA report reviewed	2017	Strategic Housing	
			HECA report published	2017	Strategic Housing	
Better Housing, More Independence						
4.1	Inform and monitor the delivery of specialist housing in North Tyneside to meet the established demand	Encourage the development of Extra Care accommodation in North Tyneside	Establish Dynamic Purchasing Framework	Q3 2016/17	Strategic Housing / Adult Social Services	
			Monitor the delivery of Extra Care units through Specialist Housing Project Group	Annual to 2021		
		Encourage the development of accommodation for people with learning disabilities in North Tyneside	Establish Dynamic Purchasing Framework	Q3 2016/17	Strategic Housing / Adult Social Services	
			Monitor the delivery of homes for people with learning disability through Specialist Housing Project Group	Annual to 2021		
	Encourage the development of accommodation for people with physical disabilities in North Tyneside	Establish Dynamic Purchasing Framework	Q3 2016/17	Strategic Housing / Adult Social Services		
		Monitor the delivery of homes for people with physical disabilities through Specialist Housing Project Group	Annual to 2021			
	Encourage the	Establish Dynamic	Q3 2016/17	Strategic		

		development of accommodation for those leaving care	Purchasing Framework		Housing / Adult Social Services	
			Monitor the delivery of homes through Specialist Housing Project Group	Annual to 2021		
4.2	Explore the potential to deliver a 'Care Concept' style development in North Tyneside	Establish the viability of the Care Concept on the Murton development	Potential build costs established	August 2016	Strategic Housing / Adult Social Services	
			Potential budget savings established	August 2016	Strategic Housing / Adult Social Services	
			Potential funding streams identified	August 2016	Strategic Housing / Adult Social Services	
			Consider the inclusion of 'Care Concept' style development in the production of the masterplan for wider Murton area	Spring 2017	Strategic Housing	
4.3	Extend North Tyneside Council's Market Position Statement to include additional vulnerable groups	Establish the housing need of people living chaotic lifestyles	Undertake research to establish need	March 2019	Strategic Housing	
			Update content of Market Position Statement	March 2019	Strategic Housing	
			Examine the need for 24 hour support accommodation	March 2019	Strategic Housing / Adult Social Services	

		Establish the housing need of people with mental health problems	Undertake research to establish need	March 2018	Strategic Housing	
			Update content of Market Position Statement	March 2018	Strategic Housing	
		Establish the housing need of people with autism	Undertake research to establish need	March 2018	Strategic Housing	
			Update content of Market Position Statement	March 2018	Strategic Housing	
		Establish the housing need of vulnerable former offenders	Undertake research to establish need	March 2020	Strategic Housing	
			Update content of Market Position Statement	March 2020	Strategic Housing	
		Establish the housing need of vulnerable veterans	Undertake research to establish need	March 2021	Strategic Housing	
			Update content of Market Position Statement	March 2021	Strategic Housing	
4.4	Review services to provide modern and suitable services to North Tyneside's vulnerable residents	Promote independent living through the provision of promotional information around current North Tyneside Living services		TBC	North Tyneside Living	
		Explore franchising opportunities within North Tyneside Living multi-function spaces		TBC	North Tyneside Living	

		Explore the opportunity to provide a WiFi connection to all North Tyneside Living schemes		TBC	North Tyneside Living	
		Review protocol for tackle unauthorised encampments in North Tyneside	Protocol updated	December 2016	Strategic Housing	
4.5	Continue to deliver North Tyneside Council's Homelessness Prevention Strategy to prevent and tackle homelessness in North Tyneside	Implement North Tyneside Council's Homelessness Strategy Action Plan 2016-17	Actions contained in Action Plan	March 2017	Strategic Housing	
		Review Homelessness Prevention Forum	Undertake review of Forum's role	March 2017	Strategic Housing	
			Make changes to structure of Forum	March 2017	Strategic Housing	
		Review the Homelessness strategy 2015-2018	Review content of Homelessness Strategy	Winter 2017	Strategic Housing	
			Produce Homelessness Strategy for 2018 to 2021	Summer 2018		
Explore external funding opportunities to support homelessness service provision in North Tyneside		Ongoing to 2021	Strategic Housing			