

## 1. Homelessness and rough sleeping are prevented so that it becomes rare, brief and non-recurrent

1a: Early intervention and support are improved.

1b: Residents who are homeless or threatened with homelessness are empowered to make decisions which are right for them.

1c: Residents in TA are supported to move into long-term homes.

### SHORT TERM (2024-2025)

- Team of tenants' rights officers created
- Housing Sustainment team takes more referrals for early intervention
- Vulnerability Support Policy for Housing Services
- Comms strategy to increase homelessness prevention awareness and promote the range of housing options

- Reviewing practices and guidelines in the Housing Service to ensure that the advice provided is resolution focused
- Tenancy sustainment awareness workshops and homelessness open days are held to ensure residents are aware of their options

- Workshops are held with residents in temporary accommodation to raise awareness of available support
- Review of current referral processes to ensure successful resettlement
- New PRSO Procurement strategy

### LONG TERM (2026-2029)

- New knowledge and Information Management Strategy to improve record keeping on vulnerability of residents in Council homes

- Work on increasing the supply of suitable rented homes.

## 2. Residents can access homes that meet their needs as their circumstances change

2a: Increasing the supply of different types of homes so people can stay in Waltham Forest throughout their lives

2b: New development provides homes for residents who need them most

2c: Renting is an attractive and secure long-term option

2d: There are good homes for older people and those with specialist needs

### SHORT TERM (2024-2025)

- Sites we want to stimulate market interest on are showcased on the revamped Waltham Forest Invest website
- Refresh of governance structure and delivery model following 60 Bricks review
- Design Code is produced for the Chingford Mount Area Framework

- New Housing Compact to outline how we work with Registered Providers
- Adoption of Local Plan
- Testing London Affordable Rent in our financial appraisal options
- Private Rented Sector Strategy outlines our approach to key worker housing

- Team of tenants' rights officers created
- Private Rented Sector strategy, covering delivery approach and how the Council works with tenants and landlords for good quality housing
- Lettings Waltham Forest expand its portfolio of properties to maintain a supply of good quality buy-to-lets in the Borough.

- Framework and pilot for delivering homes targeted at older people and other vulnerable groups developed
- Supported Housing Strategy developed
- Sheltered and Hostel accommodation review concluded

### LONG TERM (2026-2029)

- Higham Park Masterplan re-emphasises character-led intensification, with community engagement

- Community-led housing development is being built
- Small site redeveloped for temporary accommodation

### 3. Every home in the borough is healthy, safe and affordable to live in

<p><b>SHORT TERM (2024-2025)</b></p>	<p>3a: An excellent housing service with high resident satisfaction</p> <ul style="list-style-type: none"> <li>• Implement a structured and prioritised new Consumer Standards Action Plan with delivery timescales.</li> <li>• Commitments set out in the Resident Involvement Strategy are implemented and delivered</li> </ul>	<p>3b: Housing-related health conditions are reduced</p> <ul style="list-style-type: none"> <li>• Complete the work of the Council’s damp and mould taskforce</li> <li>• Healthier homes standard for all new Council homes is introduced</li> <li>• Building Safety Works Programme is delivered</li> </ul>	<p>3c: Housing in Waltham Forest is affordable to live in</p> <ul style="list-style-type: none"> <li>• Next phase of Chingford Mount Area Framework re-emphasises the approach to character-led intensification in the area, for new developments and regeneration schemes</li> <li>• Working with London Councils, the GLA and national government under the Retrofit programme to develop a pan-London funding and delivery model for retrofit at scale.</li> <li>• Promotion of solar energy to residents who own the best 5% of roofs in the borough for Solar.</li> </ul>
<p><b>LONG TERM (2026-2029)</b></p>	<ul style="list-style-type: none"> <li>• Programme of mechanical improvements to Council stock delivered</li> <li>• An easy to access complaints policy and procedure is implemented</li> </ul>	<ul style="list-style-type: none"> <li>• 100% compliance in the Council’s homes across all key safety areas</li> </ul>	<ul style="list-style-type: none"> <li>• Launch of a loan to help residents decarbonise their homes</li> <li>• Commercial space ‘eco’ demonstrator delivered</li> <li>• Progress on putting solar panels on all viable rooftops across the Council estate</li> <li>• Exploration of alternative models of funding to decarbonise and retrofit existing housing stock</li> </ul>

### 4. Development enhances neighbourhoods and supports stronger, fairer, and safer communities

<p><b>SHORT TERM (2024-2025)</b></p>	<p>4a. Development supports thriving and more resilient places</p> <ul style="list-style-type: none"> <li>• New comms approach to outline the range of available affordable housing to residents, and the positive impacts of new developments</li> <li>• Adoption of the Local Plan, setting out how we build and support communities through developments</li> </ul>	<p>4b. Communities are proud of where they live and feel safe</p> <ul style="list-style-type: none"> <li>• New Housing Compact is developed</li> <li>• New service delivery model for caretaking and grounds maintenance developed</li> <li>• Positive Places programme is delivered</li> <li>• Build on the “Safer Streets” pilot, with joint and visible presence on estates between Housing and ASB teams and the police, pro-active door knocking and drop-in sessions</li> <li>• Targeted checks at vulnerable addresses are run</li> </ul>
<p><b>LONG TERM (2026-2029)</b></p>		<ul style="list-style-type: none"> <li>• Environmental Visual Audits are conducted and Estate Improvements implemented</li> <li>• Build on existing community involvement to form an area-wide picture of community safety and housing</li> </ul>