



**Housing Futures:  
A Decent Roof for All**  
Waltham Forest  
Housing Strategy  
2019 – 2024





## Introduction from Cllr Clare Coghill, Leader of Waltham Forest Council

**The housing crisis is one of London's greatest challenges, which is why we have made it one of our key priorities to work to ensure everyone has a decent roof over their heads.**

This Housing Strategy sets out how we will work to achieve this goal, but it also outlines how we are aligning all of our programmes and services to deliver on our other two key priorities – ensuring our borough is clean and safe, and boosting the life chances of our residents.

Whether it be a child, struggling to do their homework in an overcrowded property; an older adult in unsuitable accommodation who becomes increasingly isolated and lonely; or a young person wondering how they will ever find a home they can afford in the borough they grew up in, housing is fundamental to ensuring our residents enjoy a good quality of life.

Since 2010, Waltham Forest has lost more than half a billion pounds in funding from central government. We have responded to the challenge this has posed, changing the way we work and provide services. We aim to act as an enabler, bringing people together to support one another, and to use the assets and resources we hold locally to build resilience and empower people to adapt to the challenges posed in the twenty-first century.

With our population projected to grow by a further 15,000 over the next five years, building new homes is essential in tackling the housing crisis. Sitting alongside our Capital Investment Strategy and Local Plan, we have extensive plans to meet our ambitious target to build 18,000 new homes in Waltham Forest over the next decade.

In the year we celebrate the centenary of the first council home, I am pleased that we are building new council homes again in our borough.

Whether it is through our own direct delivery programme, our wholly council-owned housing company, Sixty Bricks, or working in partnership with housing associations and private developers, we are aiming to maximise the number of genuinely affordable homes for our residents.

This Strategy also sets out how we will work with our most vulnerable residents. Rough sleeping has gone up dramatically across London and the UK in recent years, but we are working closely with our local partners to bring people in off the streets in Waltham Forest. Priority 12 outlines our approach to delivering housing to support those with additional needs.

We want everyone to live in a decent home, and this starts with significant investment in our own housing stock. More and more of our residents are living in private rented accommodation. We will continue to engage landlords through our licensing scheme, taking enforcement action when necessary, to improve standards in this growing sector.

Waltham Forest Council has an ambitious agenda, and our Housing Strategy is closely aligned with our other significant programmes. We are celebrating in 2019 as the first ever London Borough of Culture, and we are working to build a legacy that will resonate beyond our year in the spotlight. Through our Think Work programme we are ensuring that local residents benefit from economic growth and the employment opportunities created by our housebuilding programme – most obviously through the Construction Centre in Leytonstone. And we know the significance of housing in improving a range of other outcomes, which is why our Think Family approach is embedded in this strategy.

Despite the significant challenges we face, we are a borough on the up and this Housing Strategy will ensure that we deliver on our aim to ensure that everyone has a decent roof over their heads.



## Introduction from Cllr Louise Mitchell, Portfolio Lead Member for Housing and Homelessness Prevention

**I want to thank the thousands of residents of our Borough who took part in the *Big Housing Conversation* that has shaped this strategy.**

Residents took time out of their lives to attend our open days, to respond to our questionnaires and to participate in our panels and focus groups; without your participation, this document would not be the document it is today.

Homes should sit at the heart of our neighbourhoods and communities, but for too many of our residents, a suitable home, an affordable home, or even any home at all, are out of their reach. This housing strategy, *Housing Futures: A Decent Roof for All*, published in the centenary year for Council housing, sets out a blueprint for partnership working to meet our commitment to ensure residents have access to safe, good quality homes – be they Council homes, Housing Association homes or privately rented homes. It also sets out the steps we are taking to help residents remain at the heart of their communities throughout their lives by taking a Think Family approach and providing homes that meet their physical or other specialist needs and support independent living for longer.

Finally, this strategy highlights all that we are doing, and will continue to do, to end rough sleeping and prevent homelessness. I am proud to say that this borough is pulling out all the stops to put an end to rough sleeping, working in partnership across all sectors to get rough sleepers off our streets and to provide them with the often complex packages of support they need to keep a decent roof over their heads.

We have a mountain to climb, with thousands of households on our waiting list and in temporary accommodation; this strategy sets out how we can start to climb that mountain together.



## Introduction from Cllr Simon Miller, Portfolio Lead Member for Economic Growth and Housing Development

**We are in the midst of an unprecedented housing crisis, where finding a good quality, affordable home is one of the biggest challenges, if not the biggest challenge, our residents face. Without intervention, this crisis will not resolve itself.**

This strategy sets out the steps we will be taking directly as a Council to get building again and to kick-start the most ambitious programme of council house building seen for a generation in Waltham Forest.

This strategy also recognises that we cannot tackle the housing challenge or deliver 18,000 homes in the next ten years alone, and that we need to work with our housing association and private-sector partners to really ensure that where we work together to deliver housing growth, we deliver good growth –which means creating not just great places to work and live but also opportunities for jobs, training and apprenticeships for our residents and communities.

In this London Borough of Culture year, we have an opportunity to showcase the very best of what Waltham Forest and our partners can deliver together. This housing strategy, alongside our local plan and capital investment strategy, will help to ensure that we deliver homes and communities of which we can all be proud.

A photograph of two women walking on a city street. The woman on the left is wearing a green and white striped tank top and light blue trousers. The woman on the right is wearing a pink and black plaid shirt and pink trousers, and is gesturing with her hands while talking. They are walking past a brick building with many windows. The word 'Index' is written vertically in large white letters on the right side of the image.

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# Setting the scene

**At LBWF we have three priorities that are core to everything we do: improving life chances of residents, keeping our streets clean and safe, and ensuring a decent roof over everyone's head.**

These priorities were decided with residents through our summer 2017 'Coffee and Conversation' consultation, which saw over 3000 residents having their say. This new Housing Strategy is a crucial step towards delivering what residents told us mattered to them: homes that are safe, comfortable, and genuinely affordable.

The end goal – a decent roof over everyone's head – is clear. We will achieve this through adopting a Creating Futures approach, using the unique strengths and assets of the borough, working differently with partners and residents to find the best solutions. As such, the development of this Housing Strategy has been tenant-led, focussed on the needs of residents, and based on broad consultation with residents and other key stakeholders.

We are starting from a position of strength. At LBWF we have a robust and ambitious Council house-building programme and we are already working in partnership with housing associations and private developers to make sure that new housing developments in Waltham Forest meet our housing needs and aspirations.

But we also know it's not just about bricks and mortar. In our new Housing Strategy we place great importance on providing a positive environment for all our residents to live in. We realise the wider impact that our services can have within the community, having the potential to boost life chances more generally. It is therefore essential that we are aware of the changing needs and aspirations residents have for their homes and communities.

For this reason, and in line with our Creating Futures approach, we are committed to involving our residents in decisions made about our housing and the services we provide, and we have embedded this approach in our Housing Strategy. We have used our new Strategic Tenants and Residents (STAR) panel to help agree the key objectives of the strategy and to discuss housing priorities. We have even given the STAR panel the power to sign off our final document. This support has been invaluable and means that this document is truly tenant-led.

**...we are committed to involving our residents in decisions made about our housing and the services we provide, and we have embedded this approach in our Housing Strategy.**

**Drawing on a wide ranging consultation with stakeholders as well as building on existing evidence and local knowledge, our Housing Strategy has the following key objectives:**

Our key objectives

- **Supporting growth and aspirations within the borough**
- **Tackling and preventing homelessness**
- **Ensuring decent, safe and healthy homes**
- **Think Family Think Housing Think Work: inclusive and sustainable neighbourhoods**



# A Creating Futures Approach to Housing

**Published in January 2018, Creating Futures is our Corporate Strategy at Waltham Forest, and aims to harness the benefits of global and national trends, build our resilience and ability to mitigate risks, and respond to unexpected opportunities and change.**

Creating Futures consists of five driving principles that define how we operate as a council:

- Our Unique Strengths – building on what's best about our borough
- Return on Investment – always getting maximum value from our resources
- People focussed – providing 21st century services that meet people's needs
- New relationships – building deeper relationships with our partners and a new relationship with our community
- New ways of working – creating an agile council that is more digitally driven

These principles have helped shape our Housing Strategy and overall approach to ensuring a decent roof over everyone's head. It has made our strategy more resident-driven and focused on listening to residents and tenants, more aware of how we can utilise existing housing assets in the borough, and more proactive in seeking new partners and working with our existing ones.

<b>Our Unique Strengths</b>	<ul style="list-style-type: none"> <li>• making the most of council-owned land and ‘small sites’ as potential sites for new housing development.</li> <li>• using empty homes and other properties in the borough to increase our housing stock.</li> <li>• leveraging the energy around being the first London Borough of Culture to encourage investment in new housing in the borough.</li> </ul>
<b>Return on Investment</b>	<ul style="list-style-type: none"> <li>• focus on preventing homelessness saves resources needed for expensive temporary housing.</li> <li>• exploring options to develop a commercially managed private rented product.</li> </ul>
<b>People focussed</b>	<ul style="list-style-type: none"> <li>• Objective 4 and priorities 12 and 13 aim to ensure housing meets the specific needs of vulnerable groups or those in need of supported accommodation.</li> </ul>
<b>New Relationships</b>	<ul style="list-style-type: none"> <li>• approach to tackling homelessness includes partnership working with key stakeholders such as hospitals, probation services, children and adult services and the voluntary sector.</li> <li>• working with partners to identify sites and opportunities that can be combined for larger scale housing development.</li> <li>• STAR panel ensures that resident engagement is at the heart of housing decisions.</li> </ul>
<b>New ways of working</b>	<ul style="list-style-type: none"> <li>• building on our new computer system specifically designed for implementation of the Homelessness Reduction Act, and exploring the potential to use the Jigsaw online platform to share information on homelessness more effectively with partners.</li> <li>• using software options to ensure earlier referrals to the Tenancy Support and Resettlement Service, to extend the service to those who have not yet become homeless, as well as supporting more clients who have been rehoused into the private sector to sustain their tenancies.</li> </ul>

# Using our Housing Strategy to strengthen key Council programmes

Our Housing Strategy does not sit in isolation – as a council, we’ve got a huge programme of work to deliver our priorities, from being London’s very first Borough of Culture in 2019, to our Connecting Communities programme.

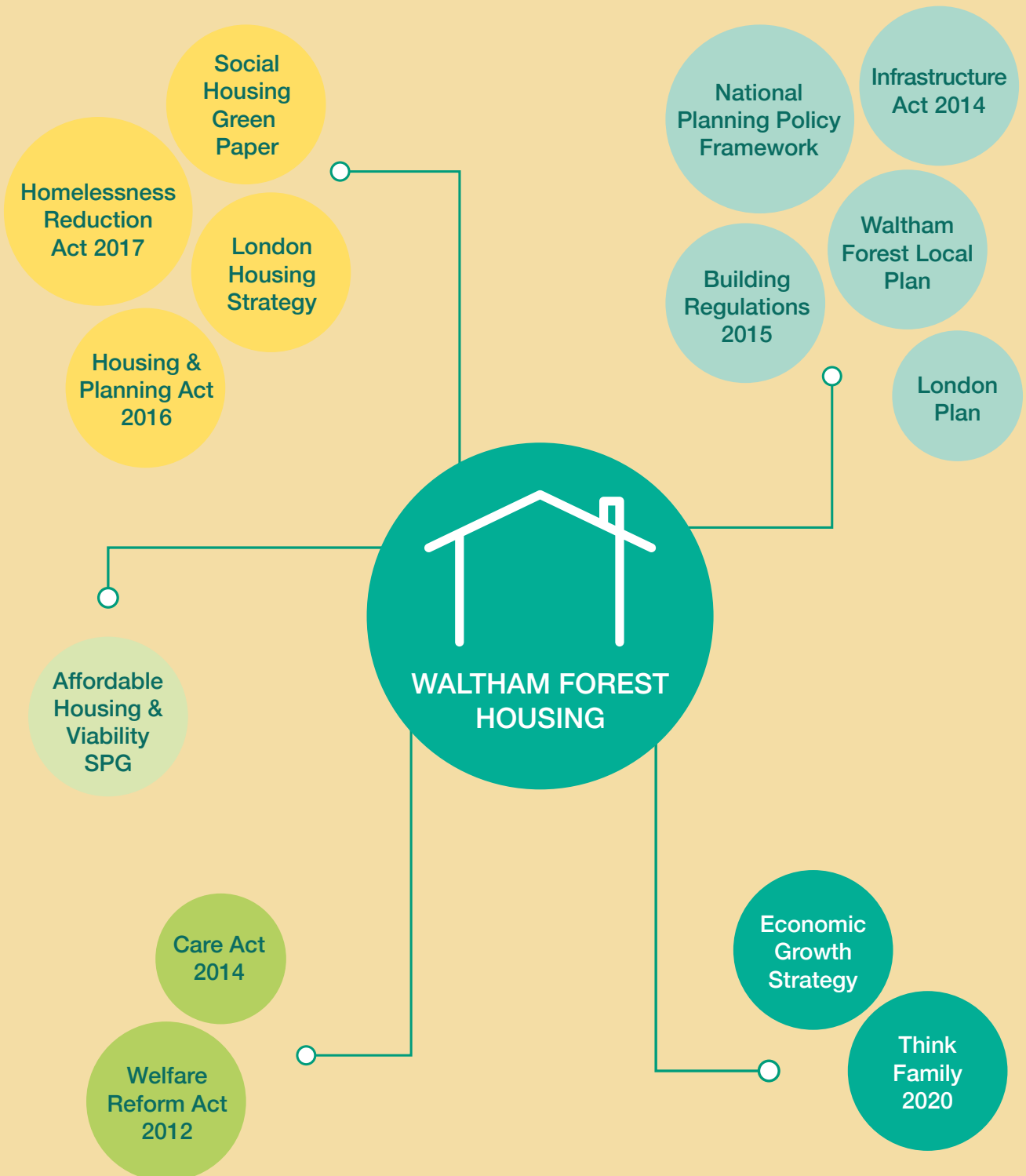
This section sets out how the Housing Strategy will support those projects and programmes.

<b>Life Chances</b>	The Council’s Plan to Improve Life Chances: ‘Creating Futures for Young People’ aims to boost the life chances of younger residents in the borough, be that through increased opportunities for work and careers, improved mental health, or increased resilience to serious violence and gangs. This Housing Strategy has an entire priority (priority 14) dedicated to ensuring housing options for young people are not a barrier to their success. For example, we will implement our young persons’ plan and introduce the Mayor’s first dibs scheme to increase access to housing for young people in the borough. We will also work with our housing providers and developers to increase the opportunities for apprenticeships and work experience in the borough, boosting life chances through this channel too.
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<b>London Borough of Culture</b>	<p>In 2018, Waltham Forest was awarded the role of first London Borough of Culture. This award puts culture at the heart of our community and celebrates the unique and distinctive creativity, character and diversity of Waltham Forest.</p> <p>As well as a year of magnificent cultural events in 2019, this accolade brings more positive investment in culture to Waltham Forest for the benefit of all our residents; it will boost our economy, and create jobs and opportunities to grow skills.</p>
<b>Think Work</b>	<p>Economic growth has been significant in Waltham Forest in the last few years and we want to see the whole community benefiting from growth and change across the borough. A key part of this is to ensure that residents are able to develop their skills and find good local employment.</p> <p>The Council has a key part to play in this, supporting local residents to find work and training and grow their skills.</p>
<b>Think Family</b>	<p>Our ambition for the borough is to create strong and sustainable communities where people support themselves and each other.</p> <p>The Think Family approach is developing at a pace with officers across the Council working together to meet housing need and develop joint services to improve outcomes for our most vulnerable residents in the community.</p> <p>We have set up the Council's housing company, Sixty Bricks, which puts us in the driving seat, providing good quality housing for local people that meets our housing needs.</p>
<b>Connecting Communities</b>	<p>We want to build a new relationship with our community where residents play a greater role in solving problems, making decisions and shaping their neighbourhoods, making them proud to live in Waltham Forest.</p>

The Housing Strategy also has a particular relationship with the Local Plan. As the new Local Plan is drafted, the Housing Strategy will form part of its evidence alongside the Strategic Housing Market Assessment (SHMA). This will ensure that new housing meets local needs and is built in the right locations with the right facilities close by.

Housing and related policies and guidance at all levels – national, regional and local – provide the framework for Waltham Forest's Housing Strategy.



# Consultation

# 2017

## August

published our Big Housing Conversation, asking key questions about the way we deliver housing, key priorities and future provision

## September

Housing Summit held, helping to set the objectives for this new Housing Strategy

## January – June

workshops held with internal and external partners and first draft completed

## July – August

survey on the Council's website, residents' workshops, Residents Day

## September

survey data analysed, report drafted for PLM and scrutiny committee

## October

workshop held with Homeless providers, Landlords Forum, Housing scrutiny meeting

## November

Star Panel with residents, workshop with housing association partners, workshop with Councillors

## December

Consultation on revised draft

# 2018



## January

final draft considered by Housing Scrutiny panel

## March

Strategy agreed by Cabinet

## April

Strategy adopted by Full Council

# 2019

A close-up photograph of two women of African descent smiling and embracing each other outdoors. The woman on the left is wearing a dark top, and the woman on the right is wearing a blue and white striped top with a floral pattern and a gold necklace. The background is blurred green foliage.

# **Objective 1 –** Supporting growth and aspirations within the borough

## Objective 1 – Supporting growth and aspirations within the borough

The Council has an ambitious programme of development to meet the housing needs and aspirations of local people living in the borough.

### Our key priorities

- Meeting our housing delivery target of 18,000 homes over the next ten years
- Creating great places to live
- Supporting residents' needs and aspirations
- Contributing to the London Borough of Culture legacy



The population of Waltham Forest is increasing rapidly, with a predicted increase from 276,150 residents in 2017 to a total of 291,800 by 2022, an increase of over 15,600 (6%).



At the same time, house prices have risen rapidly in Waltham Forest. In 2014 and 2015, prices increased by around 20% per year.



In 2017 the median house price in Waltham Forest was £445,000.



The ratio of house prices to earnings has risen sharply over the past 10 years: from 7.63 in 2006, to 8.51 in 2011, to 14.19 in 2017.



Private renting is also becoming increasingly unaffordable: the average rent in the borough in 2017 was £1,250 per month. This is less than the average for Outer London (£1,295), but the average income is also lower in Waltham Forest.



With around 8,000 households on the housing register and over 2,200 households living in temporary accommodation, one of our key priorities is the development of new housing for our residents.

## Residents said:

“I am 27. I’m a single parent to a 7 year old son. I also work full time as a social worker. I currently live with my mother and would love to be able to afford decent housing to move out. Affordable housing for hard working people such as myself would be great.”

“I’m in private accommodation and know for a fact that rent is so high. So I really hope the council can increase their capacity for affordable housing, so the demand for private rented accommodation can decrease.”

## Priority 1: Meeting our housing delivery target of 18,000 homes over the next ten years

The Council has set an ambitious target to deliver 18,000 homes over the next ten years, and our manifesto included a commitment to build new council social rented homes and affordable homes through our Housing Company. We will achieve this in partnership with the Mayor of London, Housing Associations, private developers and Sixty Bricks, our Council-owned development company. We are particularly proud to be bringing forward a robust programme of building new Council homes in the year that we celebrate 100 years of Council Housing.

### Achievements

- ✓ We set up a Council-owned housing development company, Sixty Bricks. Their first scheme has recently gained planning permission to deliver 45 homes.
- ✓ We are leading the way in bringing forward significant numbers of new homes on Council-owned land through regeneration schemes such as The Score Centre (700+ new homes), Juniper House (91 new homes), the Town Hall Campus (500+ new homes), and the Lea Bridge Station sites (circa 300 new homes).
- ✓ We are working with our public sector partners to align resources, rationalise service provision and deliver more homes as part of our trailblazing One Public Estates initiative.
- ✓ We have reinvested money from the sale of properties under Right to Buy to provide new homes for those in housing need, in partnership with Walthamstow and Chingford Almshouses, ISHA and Peabody Housing.
- ✓ We’ve worked closely with housing associations to deliver housing for social and affordable rent.
- ✓ We are following the Mayor of London’s threshold approach to viability and require developers to submit viability assessments when applying for planning permission, which are publically available, ensuring that affordable housing targets are met and provided on site.

## Centenary House

**On 11 October 2016, the Council's Cabinet approved the establishment of a council-owned housing development company as a means to deliver new housing in the borough and a financial return to the Council.**

Sixty Bricks is funded by finance of up to £100 million provided by the Council for development investment activities. In order to secure funding from the Council, Sixty Bricks must provide a satisfactory business case for each development or investment opportunity they want to pursue.

Through these development and investment activities, Sixty Bricks aims to bring a substantial financial return to the Council, which can then be reinvested back into new housing and regeneration in Waltham Forest. The company, Sixty Bricks, seeks to maximise the Council's delivery of affordable housing and provide greater opportunities for key workers and other priority target groups to reside in the borough.

The first housing project from Sixty Bricks will be a mixed tenure development of 45 new homes at Lena Kennedy Close in the north of the borough, providing a range of one, two and three bedroom homes including four homes that will be wheelchair accessible. Fifty per cent of the homes will be affordable, made up of a combination of shared ownership and social rent homes.

All private sale and shared-ownership new homes will be prioritised for local people and key workers in Waltham Forest. Planning permission was granted in October 2018 and includes conditions that the developer must work with the Council's job brokerage service Steps to Work and other training programmes so that all the construction work is offered to local workers, as well as investing in at least five apprenticeships.

With a start on site in March 2019, we anticipate completion within 18-24 months. The new development will be named Centenary House, to reflect the fact that the build will commence in the year that we are celebrating 100 years of Council Housing.



# Definitions of Affordable Housing

The **National Planning Policy Framework** (NPPF) has the following definitions for affordable housing (abridged):-

Affordable housing is housing for sale or rent, for those whose needs are not met by the market; and which complies with one or more of the following definitions:

- a) Affordable housing for rent:** the rent is set in accordance with the Government's rent policy for Social Rent or Affordable Rent, or is at least 20% below local market rents, with provisions to remain at an affordable price for future eligible households.
- b) Starter homes:** is as specified in Sections 2 and 3 of the Housing and Planning Act 2016 and any secondary legislation made under these sections.
- c) Discounted market sales housing:** is that sold at a discount of at least 20% below local market value.
- d) Other affordable routes to home ownership:** is housing provided for sale that provides a route to ownership for those who could not achieve home ownership through the market. It includes shared ownership, relevant equity loans, other low cost homes for sale (at a price equivalent to at least 20% below local market value) and rent to buy (which includes a period of intermediate rent).

A detailed guide to definitions and types of affordable housing is included as Appendix 3.

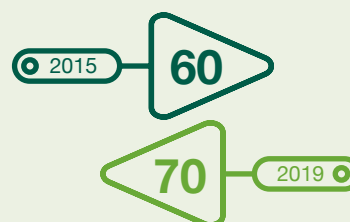
## What do we intend to do?

- We will continue to increase the development of homes on Council-owned land.
- We will deliver 50% affordable housing across the Council-led housing portfolio, including genuinely affordable homes let at social rents.
- We will build a new generation of council homes using a combination of our own resources and the £25.5m funding the Mayor of London awarded us as part of his Building Council Homes for Londoners programme.
- We will explore the Greater London Authority's developer-led funding route under its 2016-21 funding programme, supporting our planners to enable them to work with developers at an early stage to identify whether grant under the developer-led funding route can increase the level of affordable homes on S106 schemes.
- We will work with partners to identify sites and opportunities that can be combined for larger scale housing development, supported by the right infrastructure.
- We will review the capacity of all our estates to identify opportunities for development on existing council sites.
- We will explore opportunities to acquire and make use of small sites around the borough. This could include the use of modular housing.
- We are working towards a Housing Delivery action plan in response to the findings of our Strategic Housing delivery review. This is aimed at stimulating housing supply in a locally specific way to Waltham Forest Council underpinned by local evidence and research.

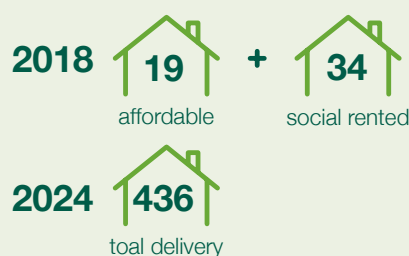
## Priority 2: Creating great places to live

We want to create high quality accommodation to meet housing need locally in sustainable locations where people want to live. This could be housing we already manage that needs updating or regenerating, or it could be new housing provided on development sites. We also intend to focus on bringing empty homes in the borough back into use – there are around 700 long term empty properties in Waltham Forest, which is a waste of a valuable housing resource as well as having a negative impact on the surrounding neighbourhood.

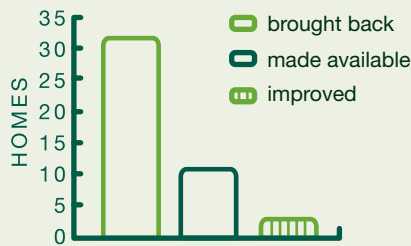
### Achievements



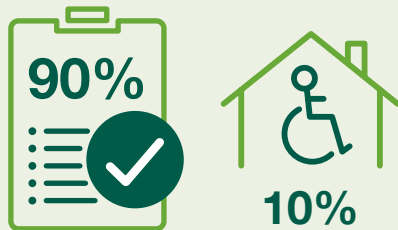
- ✓ We have completed 60 social rented homes since the start of the Council homebuilding programme in 2015, with a further 70 homes to be completed in 2019.



- ✓ We are working on an estate regeneration scheme at Marlowe Road, providing high quality new homes for social rent and shared ownership, which delivered 19 affordable homes and 34 social rented homes in 2018 and will deliver a total of 436 homes when it completes in 2024.



- ✓ We have brought 32 empty homes back into use since 2017, including 11 made available to families in housing need, as well as improving the condition of 3 empty homes through direct intervention. We have also established a new post in order to re-focus our work around empty property enforcement work.



- ✓ We have successfully met planning requirements to deliver 90% of homes that comply with Building Regulations regarding accessibility and adaptability, and 10% of homes that are suitable for wheelchair users.

## What do we intend to do?

- We have produced a Housing Compact which outlines our new partnership arrangements with housing associations operating in the borough to ensure that we work together to create great places to live.
- We will lead the way with exemplar design on Council-led housing.
- We will create spaces that are welcoming, well connected and robust.
- We will ensure that new housing is supported. by suitable local facilities.
- We will make sure that the number of empty residential homes does not exceed 1% of total housing stock in the borough.
- We will carry out a phased programme of street surveys to ensure that we hold accurate information regarding empty properties and second homes.
- As well as working in partnership with owners of empty homes, we will take enforcement action where necessary under Empty Dwelling Management Orders (EDMOs) and Compulsory Purchase Orders (CPOs).
- We will return 10 empty homes to beneficial use per year, renting to those who need them, including key workers.

## Marlowe Road Estate Regeneration

**Originally built in 1966, Marlowe Rd estate in Walthamstow was identified as a high priority estate for improvement in our estates review carried out in 2010.**

Following extensive consultation and a procurement process, work started in 2016 in partnership with Countryside Properties on this regeneration project which, when complete in 2024, will consist of:

- 436 new homes including 150 for social rent and 18 for shared ownership
- 1,119 square metres of commercial space including new shops
- A public plaza and children's play area
- A brand new home for Wood St library

- Landscaping and planting, including trees and a water feature
- New footpaths, cycle routes and bicycle parking

By December 2018, 34 social rented homes and 18 shared ownership homes had been handed over.

Heat and hot water to all of these properties is provided through an onsite energy centre that distributes energy to each unit. From May 2019 the first of three Combined Heat & Power units became operational which will allow the Council to generate hot water from the production of electricity which can be sold back to the National Grid, making further savings for both the Council and residents. Two other existing blocks will be connected to the energy centre by early 2020.

Waltham Forest Council has also received funding to extend the heat network to serve another local estate, which will be connected in Summer 2019, as well as a school and care home before the regeneration is complete.



## Priority 3: Supporting residents' needs and aspirations

When we were carrying out consultation for our housing strategy, we heard from a wide range of residents about their future housing aspirations. This has enabled us to develop this part of the document, ensuring that local residents help shape the future housing offer in Waltham Forest.

### Achievements

- ✓ We carried out research in 2017 to find out about the housing aspirations of young people in the borough.
- ✓ We have been successfully operating a Self-build and Custom Housebuilding Register since April 2016.
- ✓ We were awarded £36,750 from MCHLG to build capacity in the borough and are supporting nine community groups who are progressing plans for delivering community led housing in Waltham Forest.
- ✓ We are running a successful private sector licensing scheme.

### What do we intend to do?

- We will support young people's housing aspirations and create a housing offer which meets their needs.
- We will continue to actively support groups wanting to deliver community led housing.
- We will explore opportunities for the Council to develop a commercially managed private rented product through our development company Sixty Bricks.
- We will work with our developer partners to look at constructive ways in which they can contribute towards our Think Work and Think Family ambitions.

### Residents said:

"I feel there must be more good quality housing for elderly and vulnerable people, as well as more decent affordable housing for young people not yet on the housing ladder"

"Families need to support each other and if more children are forced out of the area due to high housing costs there is no support left for older residents"

"homes are not a separate issue – their inhabitants need good education, health care, work opportunities, transport and recreation/sport facilities."

## Community Led Housing

**One of the groups being supported by the Council as part of our commitment to Community Led Housing is the Fountain Self Build Group (FSBG) which is made up of 11 families – including 32 children – all of whom are Waltham Forest residents.**

Group members come from different backgrounds and ethnicities, some are single parents and some households include disabled family members. Members face the full range of challenges common to Waltham Forest and across the country, ranging from insecure tenancy agreements, disrepair in private rented accommodation and overcrowding. FSBG started with four families and recruited more members using promotional literature in local libraries and the local press.

The name was taken from an initial idea to have a shared fountain at the gateway to the proposed new community – which is still an aspiration (even if it is only as a mosaic).

In 2018, the group received a £3,000 grant from Waltham Forest Council to develop a business case and to set up as a formally constituted Community Interest Company (CIC) Limited by Guarantee. The objective is to create a sustainable community of genuinely affordable rented homes. This is where support for a Community-Led Housing schemes can make a real impact – FSBG aims to mobilise support, investment and energy that would otherwise not be available for house-building, and generate social value through the process.

By working together and facilitating access to training and skills improvement programmes, FSBG can empower its members to gain confidence in their actions and decision-making. The group is currently working in partnership with Waltham Forest Council to secure a suitable site and to identify a partner to lead the development and act as the long-term landlord.



## Priority 4: Contributing to the London Borough of Culture legacy

As the first London Borough of Culture, we have a year of events planned that aim to be fully inclusive for all. The Borough of Culture will leave behind a legacy of new investment, alongside the opportunities for work experience, training and skills for local residents.

### Achievements

- ✓ We were selected as the first London Borough of Culture 2019.
- ✓ We have developed plans for a year of cultural events in the community with access to all, from young to old and regardless of housing tenure.

### What do we intend to do?

- We will support and work towards the creation of a new cultural quarter in the south of the borough.
- We will engage with our partners to ensure that all residents are involved in our “People powering the London Borough of Culture” initiative.
- We will ensure that the London Borough of Culture 2019 is fully inclusive and creates a legacy for years to come.
- We celebrate 100 years of Council housing during our London Borough of Culture year tackling the stigma of social housing.

Meeting the corporate objectives of:	
Connecting Communities	Through Community led housing, creating new communities and a sense of place Tackling the stigma of Council housing
London Borough of Culture	Leveraging investment through new development and building a lasting legacy for our residents with our partners
Improving Life Chances	Creating housing options for young people. Working with our partners to create work experience/apprenticeships through all housing activities.



## Objective 2 – Tackling and preventing homelessness

# Objective 2 – Tackling and preventing homelessness

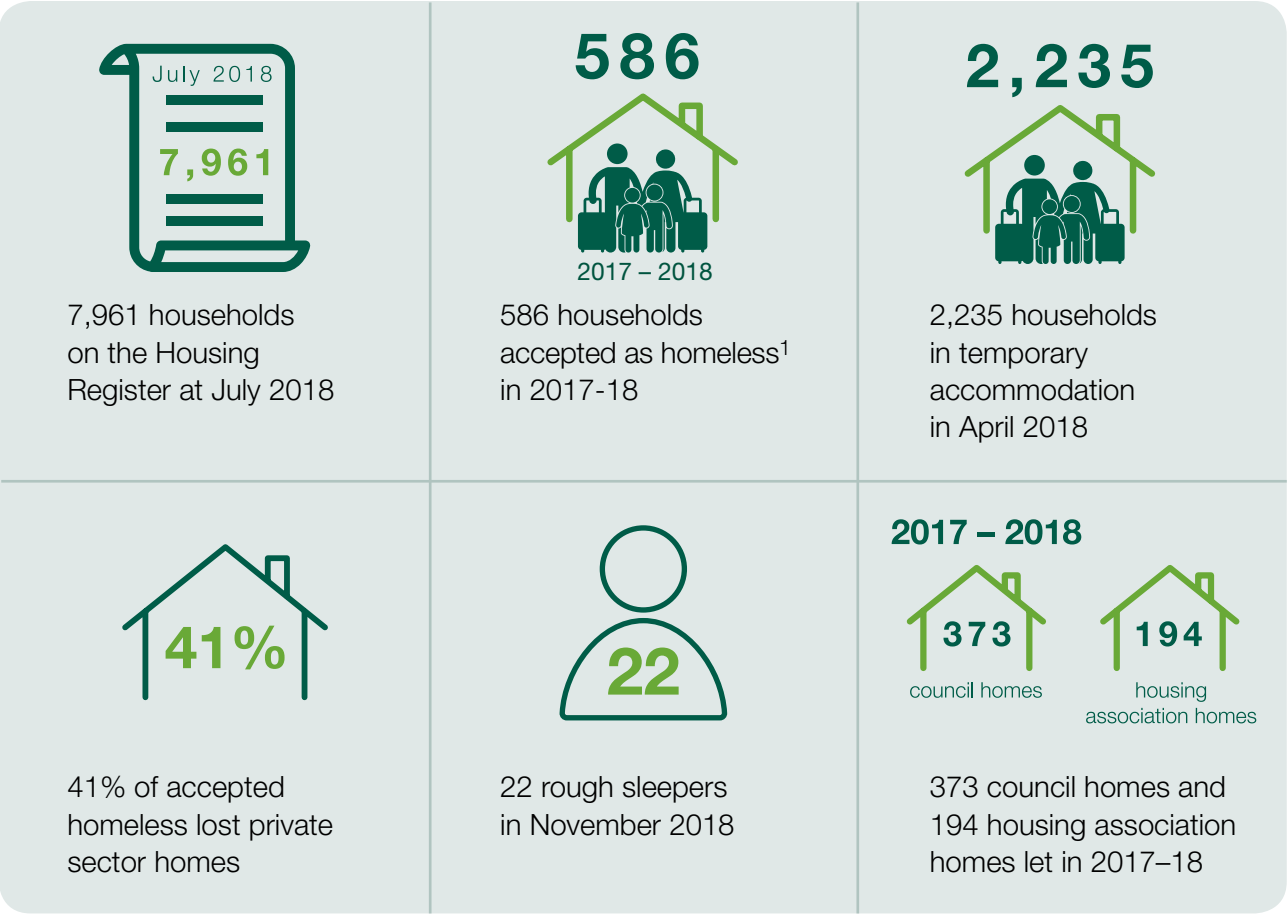
## Requirement to publish a homelessness strategy

The Homelessness Act 2002 introduced the requirement for local authorities to formulate and publish a Homelessness Strategy every five years based on the results of a Homelessness Review. This section sets out Waltham Forest’s strategy for tackling and preventing homelessness in our borough, within the context of our broader housing strategy.

## Homelessness Review

Our Homelessness Review is included as Appendix 2 to this document, and contains detailed information about levels and trends of homelessness in Waltham Forest:

One of the key findings of the Homelessness Review is that, in common with much of the country and London in particular, the ending of private sector tenancies has overtaken all other causes to become the biggest single driver of statutory homelessness. The widening gap between private rent levels and Local Housing Allowance (LHA) rates – which have been frozen for four years since April 2016 – poses a huge challenge both in preventing homelessness and in assisting those who do lose their homes. Any theory that restricting benefits levels would encourage landlords to reduce rents seems to have been ill-founded. In June 2018, the average monthly private sector rent for a two-bedroom home in Walthamstow was £1,441, while the LHA limit was £1,024 – a gap of £417 for a tenant claiming benefits. A lack of social housing means that local authorities are increasingly dependent on private sector housing as a solution to homelessness, and we cannot ignore the challenges posed by rising housing costs within the borough.



<sup>1</sup> Where the authority has accepted the “main homelessness duty” because it is satisfied that the applicant is eligible for assistance, unintentionally homeless and falls within a specified priority need group.

## Our key priorities

Our approach to dealing with homelessness in Waltham Forest will focus on the following four aims:

- ✓ Implementing the Homelessness Reduction Act – focus on prevention
- ✓ Providing suitable accommodation where homelessness cannot be prevented – reducing the need for temporary accommodation
- ✓ Ensuring support for vulnerable groups
- ✓ Tackling rough sleeping

## Priority 5: Implementing the Homelessness Reduction Act – focus on prevention

In force since April 2018, the Homelessness Reduction Act (HRA) places new duties on local authorities which mean that everyone who is homeless or at risk of homelessness will have access to help, irrespective of their priority need status, as long as they are eligible for assistance. One of the main changes is that we can offer help and advice at an earlier stage, and that we will carry out an assessment of all eligible applicants who are homeless or threatened with homelessness, regardless of priority need. The aim of this is to enable us to intervene early to prevent homelessness, but it also means that we are dealing with a much heavier caseload and need to adapt our working practices to maximise the benefits of the new Act.

A focus on prevention is the best solution for those who are threatened with becoming homeless as well as being a better use of limited finances than the provision of expensive temporary accommodation. We are committed to reducing the number of households requiring temporary accommodation by doing everything we can to address their housing problems before the situation reaches a crisis point.

## Residents said:

**“Early intervention is crucial to prevent people from becoming homeless”**

**“The Council needs to act sooner in the cycle from notice-to-quit to eviction.”**

**“Stop people being homeless by tackling the issues that can lead to homelessness such as unsuitable accommodation, rent in arrears etc”**

## Achievements

- ✓ A comprehensive range of homelessness prevention options including: working with the Private Sector team to address disrepair or harassment, supporting people to access benefits and/or support agencies, making referrals to Citizens’ Advice for money management advice and mediation with hosts and landlords.
- ✓ A homelessness prevention fund which can be used to prevent or delay homelessness; examples of this are one-off payments for clearing arrears, acquiring furniture or equipment to make existing homes suitable and incentives to landlords to extend tenancies.

- ✓ A redesigned customer reception area to create a more open-plan, customer friendly space and changes to our working practices to reduce waiting times.
- ✓ A new procedure manual for staff in response to the HRA, and training so that staff are fully aware of their obligations under the Act.
- ✓ A new computer system specifically for HRA implementation.
- ✓ Increased staff resources within Housing Solutions so that we are better able to cope with the additional demands that the HRA places on our service.

### What do we intend to do?

- We will review our provision of housing advice and identify gaps, enabling residents to approach us at an early stage to minimise the possibility of housing problems becoming a crisis; we will maximise the use of publicity including social media, to make people aware of our services, and at the same time ensuring that people have a realistic idea of the solutions that we can offer.
- We will seek to improve our partnership working with key stakeholders such as hospitals, probation services, children and adult services and the voluntary sector. Our aim is to develop protocols with all relevant services which incorporate a proactive approach with agencies identifying those in need of housing assistance at the earliest possible stage.
- We will closely monitor the implementation of the HRA, ensuring that all those who approach us receive tailored housing assistance based on their personal circumstances; we will continuously review our working practices to ensure that we are providing the best service for our residents.
- We will investigate the potential for information sharing with partners via our online Jigsaw system, to offer a more streamlined service to our residents.

## CASE STUDY

### Tackling Homelessness

**When the Ahmed family – a couple with five children – were asked to leave the home they had been privately renting for 10 years, they tried to find alternative accommodation but were unable to find a suitable home that was affordable for them.**

The landlord of the home they had been privately renting for 10 years required vacant possession so that he could carry out the extensive repairs that were needed. Mr and Mrs Ahmed eventually approached the Council's Housing Solutions team for help, and while the Housing Solutions team made every effort to find somewhere for them before they were evicted, the size of the property needed made this impossible.

The family were initially provided with temporary accommodation in South East London, as there were no suitably sized properties closer to Waltham Forest. They continued to look for a new home for themselves nearer to their support networks, and managed to find a four-bedroom property in Enfield. They were able to secure the home with assistance from the Council in paying the deposit and rent in advance, and have now settled in to their new home.

## **Priority 6: Providing suitable accommodation where homelessness cannot be prevented – reducing the need for temporary accommodation**

### **Residents said:**

**“More support needs to be given to those people in temporary housing because many are vulnerable and feel no sense of belonging.”**

**“Temporary housing is a huge failure in efficient use of resources. I’d support all efforts to minimise its use”**

**“Having been homeless I feel it is very important to provide social housing but people also need support in learning to take responsibility for bills, rent etc”**

An increase in the supply of truly affordable housing is fundamental in tackling homelessness, and our approach to this has been covered in detail in Objective 1 in this document. Those who have been accepted as homeless, or to whom the authority may have other duties under the HRA, have reasonable preference under our Housing Allocations Scheme which means they are entitled to bid for social housing along with other applicants on the Housing Register. However, we no longer have an adequate supply of social housing to meet the needs of all homeless households, and we also have to look to the private sector in order to find longer term solutions wherever possible.

In addition to providing long term solutions, the local authority also has a duty to provide interim or temporary accommodation (TA) to homeless households in certain circumstances. In March 2018, Waltham Forest Council provided 2,235 households with TA which shows a reduction from 2,287 in September 2017. However, the net cost to the Council in 2017-18 of providing TA and associated homelessness services rose to £5.26m.

While we seek to minimise the use of TA by preventing and relieving homelessness, our pledge to provide a decent roof over residents’ heads includes all types of accommodation and we are committed to securing good quality TA that people can afford where its use is unavoidable. Although we do have a limited number of hostel places and are able to use empty Council homes as TA in some circumstances, once again we are heavily dependent on using the private sector to meet these needs.

In addition to a roof over their heads, we are aware that many of our homeless households are likely to need support to enable them to settle into their accommodation and to address the issues that may have led to their homelessness.

## Achievements

- ✓ We have reviewed our TA allocations policy which sets out the Council's approach to prioritising homeless households for TA according to its location. Benefit changes and rising rents mean that it is not possible for us to provide sufficient accommodation within the borough, and this policy ensures that we prioritise those who have the greatest need to be in or close to a particular location. Where a household needs to be moved away from a particular location for safety reasons, this will always be taken into account when deciding on temporary accommodation allocation.
- ✓ Alongside the boroughs of Enfield, Redbridge and Newham, Waltham Forest has developed a web-based Dynamic Purchasing System to secure temporary accommodation; by offering an efficient service to landlords, this maximises the potential for procurement of good standard accommodation.
- ✓ We conduct regular inspections of TA properties to ensure that the required standards are being met; inspections also include well-being checks for the benefit of residents.
- ✓ The Council offers rent deposit schemes as a solution for those who may be homeless or at risk of homelessness; this may be private sector accommodation procured and managed by the Council, or accommodation found by housing applicants through our self-help scheme.
- ✓ Wardley Lodge in Leytonstone has been acquired by the Council and converted into a hostel providing a much-needed additional 23 units of Council-owned accommodation for homeless households within the borough.
- ✓ We have set up a Joint Venture with Mears Group, "More Homes Waltham Forest", to purchase 400 new homes to house people who are in TA, discharge duty and provide them with settled homes.
- ✓ The Council has established a partnership with Local Space, with whom we will jointly purchase 65 units of accommodation.

## What do we intend to do?

- We will participate in the cross-borough Capital Letters initiative to maximise our private sector offer.
- We will review our procurement strategy, putting in place mechanisms for regular review and ensuring that data is available to maximise private rented sector offers thus reducing the use of TA.
- We will drive up standards in TA to reflect the needs of our clients, We will improve our efforts to use our TA in the most efficient way possible, by increasing the number of tenancy audits and improving void turnaround time, to ensure that accommodation is available for those who need it and to help us to ensure that the use of bed and breakfast accommodation for families is limited to emergency situations only, and never for more than six weeks.
- We will improve our access to private rented sector accommodation as a long term housing solution by improving our offer to landlords and raising their awareness of our offer, as well as investigating other options such as bond schemes and increased use of tenancy support.
- We will continue to improve efficiency of decision making, to minimise prolonged stays in TA.
- We will maximise funding opportunities for the provision of supported and specialist housing helping to meet the needs of those who are homeless and requiring additional support, including engagement with the GLA to access funding specifically targeted at delivering this type of accommodation.

## Priority 7: Ensuring support for vulnerable groups

Addressing homelessness requires more than just a roof over people's heads. In many cases, housing problems can result from, and cause, a range of complex issues; clients with physical or mental health and disability issues, those who have a history of offending or rough sleeping, or who may be fleeing domestic violence or leaving care for example, are likely to need additional support in order to prevent homelessness, or in order to resettlement and to retain their tenancy.

### Residents said:

“A multi team /providers approach is needed to solve the housing and related support issues in the borough. Long term solutions, not crisis intervention needs to be looked at”

“It's important to not just house [people] and leave them to it, but provide sufficient support alongside this so that they can keep themselves in a home”

“people are usually homeless because of complex needs that are not being addressed. I think tackling it from that entry point rather than just providing a roof, might be slower but it will be a much stronger and longer lasting solution for our more vulnerable citizens.”

### Achievements

- ✓ We fund and work in partnership with a range of organisations including St Mungo's, Solace Women's Aid, Citizens Advice, local hostels and supported housing providers.
- ✓ Housing teams work in partnership with strategic groups such as MAPPA (Multi-Agency Public Protection Arrangements) which deals with rehousing arrangements for offenders, MASH (Multi Agency Safeguarding Hub) which works with troubled families including those involved in crime and anti-social behaviour, and the Council's Gangs Prevention Programme.
- ✓ The Housing Solutions team provides a Tenancy and Resettlement Support Service, providing direct help to households with support needs in our temporary accommodation and longer term private sector accommodation. This includes supporting people into employment and training, as well as helping with benefit claims and signposting to other services such as health and education.
- ✓ We work with St Mungo's, YMCA, Change Grow Live (CGL) and other statutory, voluntary and third sector partners to tackle rough sleeping.
- ✓ Housing officers participate in MARAC (Multi-Agency Risk Assessment Conference) to share information and develop risk management plans for victims of domestic abuse.
- ✓ Safeguarding leads from Housing take part in the corporate Modern Slavery audit.

- ✓ We are jointly funding a post with the NHS to work directly with people being discharged from hospital.
- ✓ Housing Solutions work closely with Children's Services around housing options for looked after young people who are ready to leave care, so that they can move into suitable independent housing in a supported and seamless way.
- ✓ The Council provides support to disabled applicants by assisting them throughout the process of their housing application, ensuring that adapted properties are allocated appropriately.
- ✓ Within our own stock, our income maximisation team, community independent living officers and housing managers work with vulnerable residents to promote tenancy sustainment and to prevent homelessness.
- ✓ We established a pre-eviction panel resulting in three quarters of residents who attended the panel retaining their tenancy.

## What do we intend to do?

- We will be reviewing our contracts with Single Homeless providers to ensure the highest quality service for our residents in the context of the requirements of the Homelessness Reduction Act.
- We will make use of software options to ensure earlier referrals to the Tenancy Support and Resettlement Service, to extend the service to those who have not yet become homeless, as well as supporting more clients who have been rehoused into the private sector to sustain their tenancy.
- We will improve our information for young people about housing options available to them.
- We will develop a system for the joint procurement of temporary accommodation for Children's Services.
- We will investigate the appropriate provision for those with varying support needs who cannot sustain a tenancy.
- We will work in partnership to deliver the recommendations of Waltham Forest's Housing JSNA which focusses on
  - ensuring that homes promote health and wellbeing and meet the health-related needs of a household
  - strengthening early identification and support of residents at risk of homelessness
  - improving access to advice and early intervention by building capacity in the community and strengthening partnership working

## CASE STUDY

### Tenancy Sustainment

**Mr P was referred to a community independent living officer (CILO) by our housing repairs contractor who had been trying to access his home to install a new boiler.**

Mr P had multiple health and mobility problems, no heat/hot water, and was an extreme hoarder. The CILO worked with the contractor, DWP, health services, food bank, Adult Social Care, occupational therapists, Citizens Advice and the fire service to make his home safe and habitable and resolve his debt and benefit issues.

## Priority 8: Tackling rough sleeping

In April 2018 the Ministry for Housing, Communities & Local Government (MHCLG) announced a £30million investment to tackle rough sleeping. Waltham Forest were one of 84 local authorities to receive funding due to the increase in rough sleeping and this money is being used to tackle rough sleeping in the borough.

Our rough sleeping interventions reflect the Government's 'Rough sleeping strategy: prevention, intervention, recovery', published in August 2018 and they will contribute to its core aims of halving rough sleeping by 2022 and eradicating it by 2027.

Our interventions acknowledge there is not a 'one size fits all' approach to meet the needs of our street homeless. We are working together with external agencies to deliver tailored support to achieve positive outcomes.

We recognise that rough sleepers may have multiple complex needs, which in many cases prevent them from accessing the services they require the most, leading to isolation and increased vulnerability, in addition to their other key support needs.

### Residents said:

**"More hostel accommodation and information outreach services teams too"**

**"The needs of homeless people should be dealt with before 2027. Why does everything take so long to achieve? It is a disgrace that we have people without a place to call home."**

**"I think joined up approach with charities, drink and alcohol support, mental health team and housing"**

## CASE STUDY

### Support for Rough Sleepers

**Robert had been sleeping on the streets off and on since 2011 when the St Mungo's Outreach team encountered him in September 2018. With a history of family breakdown and substance misuse he had been known to outreach services in Waltham Forest and Harrow for a number of years.**

Robert was assessed as part of our Rough Sleepers Initiative and moved into an assessment bedspace at the YMCA. He was supported to obtain ID, open a bank account and claim benefits. Following an assessment of his support needs, he was also referred for help regarding his drug use to Change, Grow, Live (CGL).

It was agreed that Robert was not yet ready for independent accommodation and he was referred to a supported accommodation provider; after five weeks at the YMCA, he moved into a small shared house with weekly floating support as well as ongoing support from CGL. Robert will continue to receive support here and has now been referred to the St Mungos Clearing House Project, which will provide him with a housing association flat with floating support.



## Achievements

- ✓ We made a successful bid for government funding to reduce rough sleeping in the borough.
- ✓ Specifically, the funding has been used to:
  - Appoint a Rough Sleeping Initiative Coordinator
  - Commission a dedicated outreach team
  - Commission an assessment centre for rough sleepers to be accommodated for up to three months whilst their needs are assessed in full; including two bed spaces ring fenced for rough sleepers with no recourse to public funds
  - Provide rent deposit funding to enable rough sleepers to move on to tenancies within the private rented sector
  - Facilitate additional specialist support directly to rough sleepers on the street – such as mental health assessments and safeguarding interventions
  - Appoint intensive Supported Lettings Officers who will provide floating support to former rough sleepers to enable them to maintain their tenancies
  - Appoint specialist Rough Sleeper Navigators to work with our most entrenched and complex rough sleepers to give a continued single point of contact and support from the streets through to resettlement.
- ✓ We work in partnership with St Mungo's and YMCA Walthamstow around improving assessment processes and referrals. This includes the use of regular multi-disciplinary case conferences with drug and alcohol services, mental health services and other statutory, voluntary and third sector organisations.
- ✓ We provide funding for Branches, a 27 bedroom hostel for homeless people in Waltham Forest, which is operated by WFCNS, a registered charity providing support for rehousing, as well tackling underlying problems and providing access to services for education and training towards employment.
- ✓ We fund a Single Homeless Housing and Support Hub in the borough, operated by St Mungo's. It provides support to those who may be insecurely housed, street homeless, have received an eviction notice, or need support in finding accommodation or sustaining a tenancy. The service was commissioned based on evidence and feedback from 'No Second Night Out' and National Best Practice. Referrals can be made by a wide range of partner agencies and clients can also self-refer.
- ✓ The Council is developing an overarching Anti-Social Behaviour Strategy which will include an examination of our approach to rough sleeping.

What do we intend to do?

- We have secured funding for 2019-20 in order to continue our work and recently secured additional funding through the Rapid Rehousing Pathway to provide more intensive support to rough sleepers with complex needs as well as move-on.
- We will continue to work with a range of agencies already operating within the borough, including St Mungo’s, Branches, Homeless Link and YMCA to develop a targeted approach to dealing with rough sleeping.
- We will improve move-on options for former rough sleepers by facilitating access to private sector accommodation via Rent Deposits and by introducing a quota of social housing allocations for this group.
- We will explore the potential for operating Housing First/housing-led services for rough sleepers and seek grant funding to implement this.
- We will expand our step-down provision which currently consists of two flats in sheltered blocks reserved for people coming out of hospital – reducing bed-blocking and ensuring that people have suitable accommodation to move on to.

Meeting the corporate objectives of:	
Connecting Communities	Seeking secure housing solutions for homeless families so that they can establish long term links with their communities
London Borough of Culture	Ensuring that London Borough of Culture is fully inclusive and enables all members of the community to take part.
Improving Life Chances	Clear housing options for all and the opportunity for those who are homeless or living in temporary accommodation to secure a settled home.



## **Objective 3 –** Ensuring Decent, Safe and Healthy Homes

## Objective 3 – Ensuring Decent, Safe and Healthy Homes

**Housing has a significant impact on our health and wellbeing. We believe that every person in Waltham Forest should be able to live in a decent home that is safe and does not negatively impact their health.**

Substandard housing is a significant public health issue – it is estimated that poor housing costs the NHS £1.4bn per year.<sup>2</sup> Good quality, affordable housing with access to facilities, green space, active travel, etc. can facilitate healthy lifestyles conducive to healthy weight, good mental wellbeing and other outcomes.

Waltham Forest Council completed a Housing Joint Strategic Needs Assessment (JSNA) in February 2019. The JSNA gives an overview of the health and needs of our residents and highlights issues that must be addressed to help improve the health and wellbeing of the local population and reduce inequalities.

### The JSNA defines a healthy home as follows:

- affordable
- warm and dry
- an appropriate size
- safe and secure
- good indoor and outdoor air quality
- designed to promote healthy lifestyles
- connecting people with neighbours and communities
- meets the needs of people with disabilities and additional needs
- has responsible landlords and supported residents

Data from the Office for National Statistics (ONS) shows that in 2016, 51% of homes in the borough belong to owner occupiers; 17% are rented from the Council or housing associations and 32% are privately rented. More recent data suggests that the proportion of privately rented homes could be as high as 37%.<sup>3</sup> This chapter looks at how we will work to ensure that our residents live in good quality and healthy housing whether they own or rent their home.

### Our key priorities

To meet our objective of decent, safe and healthy homes for all, we will focus on three key areas:

- ✓ Investing in our own stock
- ✓ Improving standards in the private rented sector
- ✓ Supporting residents' health and independence

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<sup>2</sup> BRE (2015). The cost of poor housing to the NHS

<https://www.bre.co.uk/filelibrary/pdf/87741-Cost-of-Poor-Housing-Briefing-Paper-v3.pdf>

<sup>3</sup> Waltham Forest Tenure Intelligence Database 2018

## Priority 9: Investing in our own stock

As we launch this strategy in the year that we celebrate 100 years of Council homes, we welcome the opportunity to affirm our commitment to offering the best standard of accommodation to our residents.

Waltham Forest Housing owns around 12,000 homes, 10,000 of which are rented and 2,000 of which are leasehold properties sold under the Right to Buy. We also have two Tenant Management Organisations (TMOs) that manage 1,200 homes in total. The TMOs provide good quality locally based housing services to the residents living on their estates.

As well as increasing the supply of new homes, we are also focusing on maintaining and improving our existing stock and this will be highlighted as we progress our new repairs and maintenance contract during 2019. We are committed to achieving the highest possible standards for our residents.

The tragic events at Grenfell Tower in 2017 brought building safety under the spotlight; however, as a Council, we were in a good position, with fire safety already a priority and upgrade works already in place. We want to continue to ensure that residents feel confident that their homes are safe and this work will progress during the life of this strategy.

We know that 13% of residents in Waltham Forest live in fuel poverty. We want to improve the energy efficiency of our council homes to help reduce costs for our tenants and improve the warmth of their homes.

### Residents said:

**“All homes should be of good quality, with 100% safety and healthy homes be a priority first and foremost”**

**“Everybody deserves a decent, safe home, according to their needs, i.e. health, age etc.”**

**“Councils should set a good example, and not just expect smaller landlords to adhere to strict rules, they should too.”**

## Achievements

- ✓ Following the tragedy of the Grenfell Tower fire, we made sure all associated concerns raised about the safety of council homes had been addressed as part of our current fire safety programme.
- ✓ We commissioned a programme of drone surveys to check all external cladding and a programme to fit sprinklers in all our high priority blocks, with focus on our sheltered blocks.
- ✓ Prior to Grenfell, a programme to upgrade fire doors to 60 minutes fire resistance was already in place.
- ✓ We have in place a range of fire safety measures such as hard-wired smoke alarms, 100% gas safety certification, Property Information Box inspections, communal area inspections, announced and unannounced fire brigade visits, to help ensure parking arrangements do not compromise fire safety.
- ✓ We have enhanced our checks to ensure compartmentalisation of our flats to prevent potential rapid spread of a fire.
- ✓ We increased our resident engagement in relation to fire safety, as part of our regular estate walkabouts with residents and officers.
- ✓ We carried out extensive energy efficiency improvement works including replacing over 500 older conventional boilers with more fuel efficient condensing boilers to help reduce many of our residents' heating bills.
- ✓ We carried out 28 loft conversions, providing overcrowded households with much needed additional space.
- ✓ We carried out significant improvement works on three of our sheltered schemes, giving residents new kitchens, bathrooms and communal spaces and have identified three further schemes for improvement works to start in 2019.
- ✓ We are making best use of housing stock through the re-use of adapted council stock, property refurbishments that consider accessibility (such as sheltered housing), in addition to ensuring the appropriate design of new build accessible housing across tenure.

## Council Housing Conversion Programme

**As families grow, they can find they have outgrown their home. To help address this issue, the Council has developed a programme for converting or extending existing homes to relieve overcrowding.**

Up to January 2019 nearly 30 homes have been extended as part of this programme. It means that families can remain in their homes and in their communities, close to their friends, neighbours and

schools. To qualify for the programme, residents need to be registered on the Council's Transfer List with priority for overcrowding, and to live in the type of property that can be extended or converted. Residents stay in their home while the work is being carried out.

Many of the properties have benefited from loft conversions, but we are also able to add extensions. One example of this is the new side extension to one of our homes in Brookscroft Road, developed by our contractors Aston, which has provided the existing tenants with the four extra bedspaces they need, together with a second WC and a kitchen-diner big enough for the family (in the picture you can just make out the join in the roof finish where the new meets the original).



## What do we intend to do?

- We will implement our manifesto pledge to invest £60 million to improve our Council homes, including installing 1,200 new kitchens, 2,500 new bathrooms and 1,400 new central heating systems, benefiting 4,000 council homes in the borough.
- We will continue with our £5 million programme to install sprinklers in all our high rise blocks, and other blocks which may require them; a further 500 Council homes.
- We will continue to work with our contractors to deliver a high quality repairs and maintenance service to ensure residents are safe in their homes, have a decent roof over their heads and are helped to improve their life chances.
- We will improve service delivery with an increased focus on digital services :
  - We have put a new Repairs and Maintenance contract in place starting in April 2019. This will provide a much improved service which will include online booking and monitoring of repairs for tenants, text service updates, handy person service etc.
  - Better technology will increase our capacity for mobile working, enabling staff to be more responsive and to deliver services in a way that is more convenient for residents.
  - We will enable our residents to view more information online such as information about estate inspections, details about their tenancy, account balances.
- We will engage with any government proposals to improve the Decent Homes standard.
- We will develop our IT systems to improve the way we store and manage data.
- We will maintain our record of 100% gas safety compliance and 100% fire risk assessment compliance and will continue to deliver our programme of fire safety measures.
- We will reduce fuel poverty by introducing measures to improve energy efficiency in both new build and existing Council homes to reduce heating bills for residents.
- We will actively seek opportunities for additional energy efficiency improvement works alongside planned works and repairs and maintenance using Carbon Offset funding and other funding available to the council.
- We will develop the Marlowe Road heat network to include other buildings nearby helping them benefit from energy savings.
- We will carry out intensive investment in a number of our key estates.

## Priority 10: Improving standards in the private rented sector

There are more than 39,000 privately rented properties across the borough. We are committed to building a strong private rented sector in Waltham Forest, which provides security and stability for both tenants and landlords.

The Council welcomes the additional powers given to deal with non-compliant landlords, contained in the Housing and Planning Act 2016, which the Council intends to use to the fullest possible extent. However, we believe current regulatory powers lack coherence and, in isolation, do not provide the necessary tools to effectively regulate the private rented sector. We want to drive up housing standards and support good landlords and agents whilst striking the right balance on regulation.

In Waltham Forest we have a borough-wide selective licensing scheme, which requires privately rented properties to be licensed to operate in the borough. Landlords must comply with a set of conditions in order to be granted a licence which relate to the proper letting and management of the rented home.

Our scheme allows the Council to identify and hold non-compliant landlords to account. The primary purpose of the selective licensing scheme is to reduce increased levels of Anti-Social Behaviour associated with this sector, but it also helps us to drive up property standards and to increase the professionalism of landlords who rent in the borough.

Our licensing scheme is 'digital by default'; this has enabled us to minimise costs to our 10,000 registered landlords and means we can contact them quickly and easily. We have operated a 'light touch' approach to the regulation of responsible landlords and have used the intelligence available from our licensing database to target proactive audit inspections and enforcement action.

Using income from the licence fees, we have been able to recruit a larger team that would have otherwise not been possible, which has increased our capacity to intervene to improve standards in the private rented sector.

The Council has adopted a multi-disciplinary, multi-agency approach to enforcement in this sector that recognises that:

- In situations where an individual or business is non-compliant, experience has shown that this non-compliance is likely to cut across a range of legislative provisions, enforced by a range of enforcement officers, both within and outside of the Council organisation.
- The involvement of officers across a range of disciplines and organisations allows the best enforcement option to be identified and pursued. Such action will, where appropriate, involve parallel enforcement being taken across a range of service areas to maximise the legal/financial impact upon the non-compliant operator.
- The Council has a zero-tolerance approach to individuals or businesses that flout the law and effective multi-disciplinary, multi-agency working greatly enhances the prospect that non-compliant persons will not seek to operate in Waltham Forest.

### Residents said:

**“the enforcement of minimum standards is critical – poor quality landlords should be removed from being able to rent properties to any tenants”**

**“let Waltham Forest be a beacon of good practice and lead the way with this initiative”**

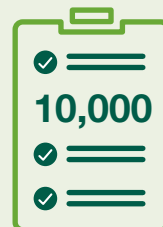
**“as a private landlord, I support the enforcement of reasonable standards for private rented housing”**

## Achievements

- ✓ We were among the first London boroughs to register with the Mayor of London's Rogue Landlord and Agent checker, an online database which enables private renters to check a prospective landlord or agent. The database contains records on prosecutions and enforcement action, and offers tenants a tool for reporting landlords.
- ✓ We have carried out regular and successful multi-agency 'raids' to addresses of mutual interest to the Council, police and immigration services.
- ✓ We are requiring landlords to address and prevent anti-social behaviour (ASB) connected with their properties as part of our licence conditions.
- ✓ We have held quarterly landlord forums to share information and provide support to our landlords.
- ✓ Lettings Waltham Forest (LWF), the Council's social lettings agency, introduced a Market Rent Product in 2016 to find privately rented properties to let to tenants at market rent levels. Tenants pay no fees and key workers are prioritised.
- ✓ We awarded a fuel poverty contract to HEET, the local fuel poverty charity, to continue their work to support fuel poor households across the borough in partnership with the NHS and Public Health.

### By July 2018 we had:

- ✓ Completed around 10,000 property audits



- ✓ Issued approximately 25,000 property licences



- ✓ Prosecuted 94 landlords
- ✓ Issued 95 civil penalties using the new powers under the Housing and Planning Act since they came into force in April 2017

## CASE STUDY

### Improving Standards for Private Tenants

**When officers from the Council's licensing team inspected a privately rented home in Leyton in 2018 they found that there were no smoke alarms fitted anywhere in the property.**

The Council issued a civil penalty against Just Move Estates who initially appealed against it, claiming that tenants had removed the alarms. However the company subsequently withdrew the appeal and agreed to pay a fine of £10,000 plus legal costs of £750.00.

Waltham Forest was one of the first councils in London to take action against a landlord for failing to fit smoke alarms in a rented property under the Housing and Planning Act (2016).

## What do we intend to do?

- We will continue to improve private sector housing standards in the borough through landlord engagement, property licensing and enforcement where necessary.
- Subject to the results of stakeholder consultation and a decision to proceed with a further large scale scheme, we will make the necessary submission to Government for a new scheme to come into force in April 2020.
- We will work collaboratively with Government to test new enforcement powers and other initiatives and to highlight any areas for improvement.
- We will continue to use our Civil Penalty powers under the Housing and Planning Act 2016 as a sanction against those who fail to license properties and/or where housing standards are significantly below legal requirements. We will look to use other powers now available, such as Banning Orders and extended Rent Repayment Order provisions.
- We will continue to work collaboratively with other organisations to deal with housing issues such as beds in sheds and unauthorised and poorly managed Houses in Multiple Occupation (HMOs) operated by criminal landlords and agents.
- We will make Interim (and where appropriate, Final) Management Orders for unlicensed properties, enabling us to take over the management of a house in multiple occupation (HMO) where there is no fit and proper person available to manage it.
- We will support landlords to meet minimum energy efficiency standard (EPC band E) by April 2020.

## Priority 11: Supporting residents' health and independence

We want every resident to be able to live independently at home for as long as possible. Where this is not possible, we are committed to ensuring that there is sufficient specialist supported accommodation available. It is important that where residents are able to remain in their own homes, regardless of tenure, they are supported to do so.

This not only includes providing adaptations to their existing homes but also ensuring new homes provide accessible, inclusive environments to reduce social isolation, loneliness and promote healthy active lifestyles, as well as reducing fuel poverty and encouraging energy efficiency.

### Residents said:

**“It’s important to promote healthy living to meet changing needs, to provide support the enable people to lead active, healthy lives”**

**“more focus on energy efficient homes and access to green space and clean air”**

**“support for people struggling with fuel costs – advice, how to get the best deal...spot the warning signs of someone who may be living in a cold or poor quality home”**

## Achievements

- ✓ We spend £1 million per year on aids and adaptations via disabled facilities grants, this enables residents to stay in their homes for longer and stay independent.
- ✓ Our Local Area Co-ordination initiative is supporting individuals, families and communities to increase resilience and independence. Currently based in six wards across the borough, the Local Area Coordinators (LACs) work with older people, carers, and those with a disability or mental health needs, supporting them to identify and develop their strengths and skills and putting them in touch with local groups and organisations.
- ✓ We launched a Social Prescribing initiative where healthcare professionals refer people for non-medical support and information from statutory and voluntary organisations and have recently recruited a third social prescriber to the team who focusses on housing related issues.
- ✓ We successfully implemented the Council's first Fuel Poverty Strategy from 2015-18. This has improved our understanding of and response to fuel poverty.
- ✓ We have provided energy efficiency advice and promote energy switching via our website.
- ✓ We have jointly funded a local fuel poverty charity, HEET, with the NHS. HEET visit fuel-poor residents in their homes, helping them to save money on their energy bills and installing measures to improve energy efficiency, helping to make homes warmer to reduce the risk of cold-related illnesses.
- ✓ We successfully bid for funding for £500,000 to provide gas connections and new gas central heating system for 200 fuel-poor households across the borough.

## CASE STUDY

### Tackling Fuel Poverty

**David is 83 and suffers from dementia and poor hearing. He had been spending most of the day in his local McDonalds or sitting in his armchair with blankets piled on top of him. A neighbour reported their concerns to Adult Social Care who visited and found that David was very frail and that his home had no working heating or hot water, no security on the doors and a broken window.**

HEET visited to provide an electric heater and warmth pack. They found that David's G-rated boiler could not be fixed so they secured grants from Public Health, the Gas Safe charity, National Energy Action and the Council to pay for a new one. They got an engineer to fit an A-rated combi boiler with a timer and radiator valves and spent time with David to explain how to use the heating controls.

When David started to accidentally turn off his boiler, HEET and the social care team installed a tamper proof box over the mains socket. The carers who now regularly visit David have been trained to use the heating controls and to remove the tamper proof box if required.

HEET also helped to top up David's loft insulation and draught-proof the doors and windows. At his request, they replaced the broken window and upgraded the security to his doors and ground floor windows. When fitting LED light bulbs, HEET found the pendant in the living room was broken. David had been sitting in the dark in the evenings for many months. HEET replaced the pendant and fitted an LED bulb.

As well as this improving his health and comfort, the work carried out will save David around £440 per year on his fuel bills and will save about 1.5 tonnes of CO2.

## What do we intend to do?

- We will implement a new policy under the Regulatory Reform Order (2002) to enable us to use the non-mandatory element of the Disabled Facilities Grant to provide a range of measures which aim to maintain residents' independence, safety, health and wellbeing, such as home repairs grants, emergency adaptations for people coming out of hospital and relocation grants.
- We will continue to apply for and make use of external funding opportunities in partnership with our fuel poverty provider to help us support fuel poor residents.
- We will refresh our Fuel Poverty strategy focusing on ways to support fuel poor residents and improve domestic energy efficiency across all tenures.
- We will improve links between housing, health and adult social care to better support Waltham Forest residents of all tenures.
- We will require developers to undertake health impact assessments as part of planning applications.
- We will ensure that adult social care commissioners are involved in the review of all planning applications that exceed 25 units as well as any applications to change the use of a building where care is provided.
- We will work with planning policy to develop good guidance principles in relation to planning applications in particular C3 and support providers of services for those with learning disabilities (LD) and/or autistic spectrum disorder (ASD) in setting up supported living schemes in borough.

### Meeting the corporate objectives of:

<b>Connecting Communities</b>	Residents are able to stay independent and live in the community for longer
<b>London Borough of Culture</b>	Leveraging investment from new homes, creating new solutions and building a lasting legacy for our residents
<b>Improving Life Chances</b>	Children living in good quality accommodation will be healthier and able to fully benefit from education



**Objective 4 –**  
Think Family Think  
Housing Think  
Work – inclusive  
and sustainable  
neighbourhoods

ST. JAMES STREET  
BIG LOCAL

## Objective 4 – Think Family Think Housing Think Work – inclusive and sustainable neighbourhoods

**We want to create balanced communities with a mix of tenure type and size, good amenities and services and healthy places for people to live and work.**

As new developments are planned, housing, planning and health colleagues within the Council will work together to ensure that adequate facilities are provided alongside housing. This will include community facilities, health centres, schools and wherever possible, opportunities for work.

### Our key priorities

- ✓ Review and deliver housing that meets the needs of those requiring specialist supported housing
- ✓ Meeting the needs of our communities through resident engagement
- ✓ Ensuring that we have housing options available for those with a local connection including our younger residents
- ✓ New developments meeting the needs of the community
- ✓ Embracing economic growth and opportunities for work.

## Priority 12: Review and deliver housing that meets the needs of specific groups, including specialist supported housing

Helping people to live independently is an important priority in this strategy, whether they are living in the Council's sheltered housing, a supported housing scheme, in their own home or in a private nursing or residential facility. We want to ensure that our residents across all cohort groups including, but not limited to, older adults and those with mental health needs or learning disabilities have choices when they need support and we intend to deliver this through our action plan.

Historically housing strategies and Local Plans have focused purely in terms of identifying a specified number of 'units' with the work being led largely by planning and housing strategy teams in isolation. This strategy takes a different approach; we will work in a more integrated way by identifying the common priorities and demand across Housing, Planning, Social Care, Health and Regeneration services.

Over the course of the next year, we will be working with key partners and stakeholders to ensure that we understand the specialist housing needs of those living in the borough. This data will inform the emerging Local Plan and ensure that specialist housing needs are met on new developments across Waltham Forest. Developing a clearer picture of housing needs for autistic people, learning disabilities and people with mental health needs will ensure we are better positioned to understand and co-produce the right housing models and support people require in the future.

### Achievements

- ✓ We have upgraded older persons' housing at Holmcroft House, Boothby House and Lime Court.
- ✓ We have delivered two extra care schemes in partnership with housing association partners.
- ✓ We have transformed the relationship between Housing, Commissioning, Health and Planning to ensure that specialist housing need is met through the life of this Strategy.

Our new repairs contract for Council homes will include a strong focus on adding social value for residents of Waltham Forest. This will include:

- **The contractor will employ a dedicated Social Value manager for the contract**
- **Employment opportunities meeting local priorities with access to jobs and apprenticeships for local residents**
- **Development of bespoke training programmes tailored to meet the needs of Waltham Forest Council addressing key issues such as youth and ex-offenders, and homelessness.**
- **At least 5% of workforce enrolled on formalised apprenticeship, sponsored student or graduate schemes within five years**
- **Advice and mentoring for local schools and students**
- **Adoption of Supplier Diversity and Inclusion Code of Conduct**
- **Engagement with local suppliers and sub-contractors and support for local social enterprises, including capacity building, mentoring and purchase of products/services**
- **At least 10 days of training annually for Waltham Forest residents, including trades, training, debt management and tenancy training and English courses for speakers of other languages**
- **Supporting residents into employment via Work to Learn programme**
- **Supporting community based events and garden projects in the borough**
- **Volunteer support for local homelessness charities**
- **Participating in and supporting the Young People's Scrutiny Panel and residents' STAR panel**
- **Commitment to environmental targets such as reducing carbon emissions, energy efficiency and responsible waste management**
- **Energy bill clinics and literature to reduce fuel poverty, and water saving advice**
- **£1 online appointment incentive – as part of the introduction of an online Residents Portal for repairs reporting, the contractor will donate £1 to an agreed social value fund the first time each resident makes an online appointment**

## Doubleday Court

**Doubleday Court, Primrose Road, Leyton is a development of 12 self-contained flats with communal facilities and staff accommodation, designed and built for adults with learning disabilities.**

There are 10 x one-bedroom and two flats (one with one bedroom and the other with two bedrooms) for shared ownership for adults with long term disabilities. The scheme was built by Newlon Housing Trust and is managed by their supported housing care, support and housing management division Outward. It was built to provide better quality self-contained accommodation and support services for

residents who were previously living in shared accommodation in the borough.

Most of the residents of Doubleday Court have moved from this shared accommodation, with the shared ownership homes providing one person with the opportunity to move back to Waltham Forest where they grew up and have strong connections, and for the other a much more settled home. The scheme was supported through planning and development by Waltham Forest Council's Adult Social Care service, who continue to work closely with Newlon and Outward, with the 10 tenants' care packages commissioned by the Council. The development was approved by the Council's planning committee in December 2014. Work started on site in 2015 and was completed in March 2018, and the building was formally opened in July 2018.



## What do we intend to do?

### All supported housing needs

- We will undertake further engagement to identify the demand for supported housing as well as the preferred location of such provision and create the case for developing such provision along with a business case for investment.

### Older people

- The Council will continue to upgrade its sheltered housing schemes to meet current needs.
- We will continue to encourage residents to take part in activities in sheltered housing. This helps combat social isolation often experienced by older people living alone or supporting a partner with health issues.
- We will continue to require developers to build new homes to lifetime homes standards. These standards apply to all new housing, including blocks of flats for both social housing and private housing. We also require developers to provide an element of wheelchair accessible housing in new developments over 10 properties.
- We will use the planning system to ensure that all housing is developed to meet the current planning requirements in relation to building regulations and providing 90% to ADM(4) Category 2 'Accessible and Adaptable' and 10% to ADM(4) Category 3 Wheelchair Dwellings. It is important that we are aware of the features provided by each of these types of design and how they can assist us in meeting the needs of disabled residents whilst reducing future care and adaptation costs.
- We will develop design guidance to ensure that the design of new homes incorporates the needs of people requiring supported housing. This includes the layout and landscapes of development to ensure that it is safe, accessible and located close to transport links, inclusion of and specification for assistive technology as well as the design of housing to facilitate the best use of space to meet the needs of the client group.
- We will develop an accommodation offer for older owner-occupiers that most effectively responds to their needs whilst developing a financial and delivery model so that residents can retain their existing properties through a private rental scheme.
- We will work with our Registered Provider partners and the market to provide accommodation in a range of tenures to ensure there is sufficient choice in supply, regardless of assessed care need. There will be a specific focus on extra care provision that can currently only be accessed by service users with an assessed care need and referral. There is a known demand from older people living in the private rented sector and owner occupiers and this will be identified as future schemes are planned.

### Learning Disability and Mental Health

- As part of our consultation on the Housing Strategy, we met with providers of learning disability and mental health schemes in the borough and also spent time with service users living in Waltham Forest. It became apparent that ambitions varied, with many wanting to live independently rather than having to share facilities or live at home with family. Most young people with learning disabilities currently carry on living with their family into adulthood but this is not possible for some.
- Waltham Forest operates a progression and enablement model for residents with learning disabilities and a recovery model for residents with mental health needs. These models encourage people to move forward, set new goals, and develop independence, resilience and relationships that give their lives meaning. We are currently working with people and supporting them to step down to more independent living solutions to enable them to reach their individual potential.

## Learning Disability

- Waltham Forest has a large number of residents with learning disabilities/autism in residential care both in and out of the borough (approximately 150). As residential care is not cost effective and does not give people secure tenancies, we need to develop a range of good housing options and solutions so they are available to adults with learning disabilities/autism.
- We will ensure that residents with learning disabilities get fair access to social housing tenancies. The Community Learning Disability Team (CLDT) will encourage and support people to join the housing register and to access the support that is available to them in bidding for homes. Where appropriate, possibilities of moving on from high levels of supported accommodation to other locations with targeted support should be considered and adopted.
- We will work jointly with the Commissioning team to explore new service models to deliver housing that meets the needs of these residents. This work will include stimulating the market to increase the development of housing options for young people with Learning Disabilities to provide them with a community-based supported living offer as opposed to a residential placement.
- We will support more people to live in ordinary community settings, in good quality housing with their own front door and:
  - Provide specialist accommodation and adaptations as needed
  - Reduce the number of people living in residential care homes
  - Reduce the number of people placed out of borough in supported housing
  - Increase the number of people living in a range of different types of supported housing close to their family and community, including shared ownership, more specialist cluster schemes such as Keyring, Shared Lives and Extra Care Housing.
- Increase the number of people with learning disabilities who are home owners and tenants of ordinary “general needs” housing
- Make sure people with learning disabilities have the support they need to feel safe in their home.

## Mental Health

- We will work jointly with the Commissioning team to explore new service models to deliver housing that meets the needs of these residents. This includes supported living services and home-based support i.e. domiciliary care services for those 65+.
- We will work with planning policy to secure allocation of sites within the new Local Plan, in locations where demand has been identified, for housing that meets the needs of all our specific user groups including those with learning disabilities, autism, mental health needs, and older people.
- We will work across services including commissioning, adult social care, public health and the NHS to design and develop housing pathways which will use a recovery model to empower residents with mental health needs to live independently in the community.
- We will work with the commissioning team to explore new models of delivering accommodation to Mental Health service users, such as accommodation focused on niche needs and crisis houses to reduce the use of in-patient beds.
- A housing liaison officer will be based at hospitals in the borough to work alongside health colleagues to identify potential housing concerns among residents with mental health needs prior to discharge.

- Overall, we want residents with mental health needs to lead full and active lives and be supported to be independent as far as they can be. The right housing is a vital part of this, we want people to have choice and control over their support, have access to services that use resources creatively and focus on improving their quality of life. To achieve this, we will work across services to support residents to access a housing pathway which ultimately supports them to move into general needs housing.

### Autism/Autistic people without a Learning Disability

Currently Waltham Forest has no housing solutions solely targeted for autistic adults and has little data that tells us what the needs of this group are likely to be in the future. We know housing is an issue for them and often people stay living with parents due to challenges of living in shared accommodation or properties that don't meet their sensory needs i.e. lighting, sound proofing etc.

There is a small but growing national body of evidence indicating high numbers of autistic people amongst the homeless population.

#### **We are starting to address this by:**

- Re-establishing an autism partnership group
- Refreshing the autism strategy and delivery plan in 2019
- Developing JSNA chapter for autistic people
- Nationally there are growing models for good housing solutions for autistic people that take account of their sensory needs

#### **We will work with housing associations/ landlords/planners/builders/assistive technology organisations to ensure:**

- A good understanding of the needs of people who are autistic, particularly in relation to the effect of poor housing on general health and well-being, including sensory needs and mental health needs
- Accessible information is available to people who are autistic and their family carers on allocation criteria and how local decisions are made.

- people who are autistic have a forum that enables them to inform the Council what their needs are so they can influence housing designs and plans.
- people who are autistic and their family carers are involved in researching the benefits of assistive technology to meet individual need.

Waltham Forest is part of the Inner North East London Transforming Care Partnership (TCP), which comprises the local authorities and clinical commissioning groups in Hackney, Newham, Waltham Forest, Tower Hamlets and City of London.

The partnership is committed to an innovative approach to increase the housing choices for people with learning disabilities and/or autism who display behaviour that challenges. A housing project has been established to develop bespoke housing options with providers that have a track record in providing creative housing solutions for this cohort.

Commissioning, housing teams and planning will work together to ensure that there are appropriate housing options for this cohort going forward. The Waltham Forest Commissioning Team is exploring this area further in relation to potential joint working across the partnership and bids for NHSE capital for bespoke housing solutions.

### Crime and its impact on those with Mental Health, learning disabilities and autism

Gang activity affects service users in supported living including drug dealers seeking to expand their illicit business through “cuckooing”, which sees drug dealers take over the home of a vulnerable person and use it as their base for dealing. It is common for gangs to take over the addresses of vulnerable people by force or coercion. Often someone is supplied with drugs to initiate the relationship but others such as those with mental health issues or learning disabilities can also be targeted. Waltham Forest Council recognises this and works with housing teams and strategic groups in tackling this.

## Care leavers

Local authorities have a unique responsibility to the children they look after and their care leavers. In this context local authorities are often referred to as being the ‘corporate parent’ of these children and young people. The Government’s new statutory requirement of all local authorities is to keep supporting care leavers up until their 25th birthday. However the guidance is very clear that if the young person wants or requests support then the LA will continue to support the care leaver.

When a care leaver is ready to live independently, they apply to join the housing register and are given a high priority for social housing.

- We will use the future projections detailed in our evidence base when planning for future 1 bed accommodation in the borough over the coming years to meet the needs of care leavers.

## Gypsies, Travellers and Travelling show people

We currently have two sites in the borough for gypsies, travellers and travelling show people. These consist of one public site with 17 pitches and one private site with 4 pitches. They house a number of extended families and continue to grow as the families grow.

A housing needs assessment carried out in 2018 indicated a need for 2-9 additional pitches, depending on whether we consider the government’s definition or proposed GLA London Plan’s definition of need. This will be kept under review as the London Plan progresses.

## Priority 13: Meeting the needs of our communities through resident engagement

Our new Waltham Forest Housing resident involvement strategy commits to ensuring that residents are more involved in the Council’s decision making, as they are often better placed to decide how services are shaped, or to deliver them directly themselves

### Achievements

- ✓ We have established a new strategic resident involvement framework with a Strategic Tenants and Residents (STAR) panel, a Residents Complaints Panel and a new approach to resident led scrutiny with training to build competency.
- ✓ We have published our Resident Engagement Strategy.
- ✓ We hold regular successful Residents Days with involvement from all Council services.

### What do we intend to do?

- Our new involvement programme includes surveys that can be completed at home, use of social media, residents’ panels and selection of contractors.
- We will deliver a resident involvement strategy action plan.
- We will ensure that we are inclusive and representative, encouraging resident involvement regardless of age, disability, marriage or civil partnership, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation and will provide support for this
- We will meet the requirement in the Mayor of London’s good practice guide that any landlord seeking funding for estate regeneration involving the demolition of social homes must show that residents have supported their proposals through a ballot.
- We will create an environment where residents can shape our services.
- We will develop involvement opportunities to produce feedback that we can act on.
- We will ensure our approach leads to positive change for residents, communities and Waltham Forest Housing.



**As part of our programme of events in 2019 for London Borough of Culture we will be organising a range of housing focussed events including:**

- **East side story**

Based at Priory Court Community Centre, this is an exciting opportunity for young people aged 14-19 to participate in a programme of transformative youth development and creative performance workshops. The project is led by Raw Academy and Catalyst in Communities, who will be working with young people on local estates to support them to 'rewrite their own life stories'... to be filmed and broadcast by the BBC.

- **Attlee Terrace Sunken Garden**

Local community arts group The Drawing Shed has worked with residents of Attlee Terrace to develop a Sunken Garden. They're hosting fantastic and exciting creative events in the space over the year.

- **Sheltered Housing and Disability Events**

Activities will include digital learning, gardening events, movie afternoons, festive parties and special events to mark National Dignity Month, as well as the quarterly Disability Forum.

- **Mural/Art Projects**

Throughout 2019 we will be identifying sites on our housing estates and development sites which can be brought to life with colourful art/mural works.

- **Celebrating 100 years of Council Housing**

We are planning celebrations of the 100 years since the 1919 Addison Act which created the first council housing, which will be developed in partnership with our residents.

## Priority 14: Providing housing options available for those with a local connection including our younger residents

### Achievements

- ✓ We carried out research in summer 2017 to improve our understanding of the issues facing young people in securing housing in the borough.
- ✓ As part of the Youth Takeover challenge, young people told us about their understanding of housing options and gave feedback on the draft housing strategy.
- ✓ We have updated the Council's website to ensure that we provide information on the housing options available for young people.
- ✓ Local people are given priority to social housing with our housing allocations policy requiring residents to have lived or worked in the borough for two years or more.
- ✓ Lettings Waltham Forest launched a new service to provide decent and secure accommodation to Key Workers with zero fees for tenants, priority access to quality accommodation and deposits secured in Deposit Protection Scheme.

### What do we intend to do?

- Implement our young persons' action plan, ensuring that housing options are clear, realistic and accessible.
- Create opportunities for key workers to access new housing.
- Investigate the development of intergenerational schemes and development of financial models for reduced rent or other charges in exchange for providing voluntary care and support to neighbours.
- Implement the Mayor of London's "first dibs" scheme on new housing for sale.
- Publish our new allocations policy which ensures that local people are given greater access housing available through the housing register.
- Raise awareness of the housing options available in the borough whether this is young people looking for their first flat, young families needing larger accommodation or older people looking to downsize.
- Our building programme outlined in Objective 1 of this document will ensure that homes are allocated in line with our manifesto pledge to build new council homes prioritising key workers and local residents.
- In order to maximise our residents' access to social housing in the borough, we will explore options for a Common Housing Register with our housing association partners.

### Residents said:

"Walthamstow's culture comes from the people who live and work in the borough, who were there from the start and made the market what it is. Let's keep the diversity strong in the borough, educate and support new and diverse generations to be able to afford their own homes."

"If we want to build a cohesive community then our children HAVE to be able to afford to rent or buy in our community. This will ensure longevity and sustainability as well as achieving inclusivity and cohesiveness."

## Priority 15: New developments meeting the needs of the community

As new developments progress, Planning, Housing, Commissioning and Health colleagues within the Council work together to ensure that adequate facilities are provided alongside housing. This includes supported housing, community facilities, health centres, schools and much needed open space.

### Achievements

- ✓ We have set up strategic groups, working across Council areas to ensure that the housing strategy and local plan complement each other and deliver much needed housing along with the right facilities.
- ✓ Reviews take place at the end of schemes to look at lessons learnt.

### What do we intend to do?

- The requirements set out in this housing strategy will guide the new local plan when sites are allocated; early discussions will be held with private developers and housing associations to ensure that we meet local need in future housing developments.
- There will be a clear focus on mixed development sites where more vulnerable residents can be housed and supported in a broader community context alongside more active older people, families and younger households. This creates the opportunities to develop intergenerational provision with an element of community-based care and support.
- Housing for vulnerable people will be developed within neighbourhoods designed to allow easy access to key amenities, shopping centres and good public transport where local environments and 'street scene' take full account of the needs of people with mobility, sensory, cognitive and neurodiverse impairments.
- To deliver the housing development programme envisaged by this plan within the context of accessible communities and neighbourhoods, robust and effective strategic partnership and leadership will be needed across the Council's Adult Social Care, Strategic Housing, Housing Development and Regeneration services, Statutory Planning Authority and external housing development partners and vehicles.

## Residents told us:

"I think it is extremely important that facilities, including shops, open space and recreational opportunities for young people, are provided alongside housing. I think it is important that people, especially young people, should be able to develop their skills."

"Can our infrastructure cope with the increasing numbers of people living in all these new homes? Are new GP surgeries and schools being built to accommodate people? Will public transport be able to cope?"

## Priority 16: Embracing economic growth

Economic growth has been significant in Waltham Forest in the last few years and we want to see the whole community benefiting from growth and change across the borough. A key part of this is to ensure that residents are able to develop their skills and find good local employment.

The Council has a key part to play in this, supporting local residents to find work and training and grow their skills.

## Achievements

- ✓ The Council held a successful Think Work summit, placing Waltham Forest as thought leaders in the “future of work” landscape.
- ✓ The Council has established an Apprenticeship programme.
- ✓ The Community hub launched at The Junction provides outreach services.

## What do we intend to do?

- We will continue to maximise the opportunities created by the apprenticeship levy to provide new training opportunities both within the Council and with our partners working in the borough.
- We will embrace the Mayor’s construction skills hub and the funding available and review how we can develop skills locally.
- We will develop Waltham Forest Springboard, a careers escalator supporting access to work and progression into better employment including “returnships” and mentoring support.
- We will develop careers for all including our Steps into Work programme to enable residents to secure employment and training.
- We will work with our Registered Provider (RP) partners through the RP compact to engage them in our corporate Think Work programme.

### Priority 17: Working across the Council and beyond to make Waltham Forest a safe place to live

The local authority, police and partners were given enhanced powers as part of the Anti-Social Behaviour, Crime and Policing Act 2014. As a Council we collectively strive to reduce anti-social behaviour (ASB) and its impact on the community and will work alongside the police and housing providers to respond to incidents of ASB.

#### What do we intend to do:

- We are looking to secure additional funding to increase capacity in enforcing anti-social behaviour.
- We will use an area-based approach which takes into consideration eight hotspot locations.
- We will focus on street-based and property-based anti-social behaviour
- We will work with the violence reduction partnership

Meeting the corporate objectives of:	
Connecting Communities	New housing developments creating a greater sense of place. Creating an environment where residents can shape our services Tackling the stigma of social housing Tackling Anti-social behaviour together
London Borough of Culture	Leveraging investment from new homes, creating new solutions and building a lasting legacy for our residents Opportunities to gain new skills or showcase current skills Taking London Borough of culture into older persons’ schemes, supported housing etc to ensure that it is fully inclusive.
Improving Life Chances	Through increased training and employment opportunities

## Sutherland Road Landlord Management Board

**The Sutherland Road Landlord Management Board provides an excellent example of successful partnership working in Waltham Forest.**

The Sutherland Road developments, part of the borough's Blackhorse Lane regeneration programme, has so far provided 500 affordable homes managed by three different housing associations – Peabody, L&Q and Christian Action.

The management board was initially set up in response to problems relating to fly tipping and anti-social behaviour. It consists of the three housing associations, ward councillors, council officers from a range of departments and the police all working together to address issues in the neighbourhood.

As well as identifying problems and working towards solutions, such as CCTV to cover the area, the board is able to facilitate joint projects to create opportunities for residents – for example, a successful employment fair was held for residents in 2018.

The success of the board, due in a large part to a commitment from all parties to deliver solutions to benefit the local community, has led to the model being rolled out across other wards in the borough.



# Monitoring the Strategy

The Housing strategy delivery plan and progress made will be reviewed six monthly by the Portfolio Lead Member. Housing Scrutiny and the STAR panel will also be provided with progress reports once a year.



# Glossary of Terms

Term	Explanation
<b>Accessible and adaptable homes</b>	Homes designed to meet the general needs of a range of occupants including some older and disabled people over their lifetime, such as those built to building regulations ADM (4), Volume 1: Dwellings, Category 2. These are general needs properties, not necessarily wheelchair accessible/ adaptable properties which require to be designed to a different standard e.g. in terms of circulation, space, adaptability and building regulations ADM (4) Category 3.
<b>Affordable Homes</b>	Homes for rent or purchase to eligible households whose needs are not met by the market. Eligibility is determined with regard to local incomes and local house prices. Examples include Social Rent, Affordable Rent and Shared Ownership.
<b>Affordable rented housing</b>	Affordable rented housing is let by local authorities or private registered providers of social housing to households who are eligible for social rented housing. Affordable Rent is subject to rent controls that require a rent (including any applicable service charges) of no more than 80 per cent of the local market rent.
<b>Banning Orders</b>	A new power for councils to ban criminal landlords from operating.
<b>Building Council Homes for Londoners</b>	The Mayor of London's programme dedicated to supporting councils to increase their capacity to deliver new-build programmes. The aim is to help start building at least 116,000 affordable homes across London by March 2022.
<b>Capital Letters</b>	A not-for-profit organisation that will procure accommodation on behalf of London boroughs in order to reduce competition between councils and produce better outcomes for London's homeless households.

Term	Explanation
<b>Carbon Offset Funding</b>	Grant or loan funding available for carbon reduction projects. Projects must demonstrate quantifiable carbon savings from a reduction in electricity and fossil fuel consumption or demonstrate carbon sequestration (e.g. through tree planting). The COF is funded through S106 payments received from developers who have demonstrated that they are unable to meet on-site carbon reduction targets required by planning policy and are therefore required to fund offsite measures.
<b>Community Led Housing</b>	Community led housing is where people and communities play a leading role in addressing their own housing needs. It could include new build, regeneration or the use of existing buildings.
<b>Compulsory Purchase Order</b>	The process that underpins the ability of certain public bodies to purchase land or property without the consent of the owner.
<b>Decent Homes Standard</b>	A nationally defined standard of housing quality that considers health and safety, the state of repair, the degree of thermal comfort and the state of facilities such as kitchens and bathrooms.
<b>Disabled Facilities Grant</b>	A grant provided through the 'Better Care Fund' which can enable disabled people to adapt their home to make it more suitable to meet their needs.
<b>Dynamic Purchasing System</b>	A Dynamic Purchasing System (DPS) is a completely electronic system used by a Contracting Authority (buyer) to purchase commonly used goods, works or services. Unlike a traditional framework, suppliers can apply to join at any time.
<b>Estate regeneration</b>	The process of physical renewal of social housing estates through a combination of refurbishment, investment, intensification, demolition and rebuilding.
<b>Extra care</b>	Homes with a level of on-site care, primarily for older people, where occupants are able to live in self-contained dwellings and where they have agreements that cover the provision of care, support, domestic, social, community or other services.

Term	Explanation
<b>Fuel poverty</b>	A household is considered to be in fuel poverty if their fuel costs are above average for the type of property they live in and, if they were to heat their home adequately, they would be left with an income below the official poverty line.
<b>Homelessness</b>	The state of a household being without accommodation that it has the right to occupy and/or that is suitable for their occupation.
<b>House in Multiple Occupation (HMO)</b>	<p>A house in multiple occupation (HMO) is a house that is occupied by people who do not form a single household. Examples include:</p> <ul style="list-style-type: none"> <li>• a house let as individual bed sitting rooms</li> <li>• a group of rooms on each floor let to single occupants</li> <li>• hostels, some hotels, guesthouses</li> <li>• lodgings, and shared houses</li> <li>• houses converted into self-contained flats</li> </ul>
<b>Housing association</b>	An independent, not-for-profit company set up to provide affordable homes for people in housing need.
<b>Impact assessment</b>	An exercise carried out to assess how a policy or strategy will affect various outcomes.
<b>Inclusive neighbourhoods</b>	Neighbourhoods that are welcoming, barrier free and inclusive for everyone, regardless of individuals' characteristics.
<b>Joint Strategic Needs Assessment (JSNA)</b>	A JSNA looks at the current and future health and care needs of local populations to inform and guide the planning and commissioning (buying) of health, well-being and social care services within a local authority area.
<b>Key workers</b>	Employees who provide a vital service for example in the police, health, education or other public sectors.

Term	Explanation
<b>Leasehold</b>	A form of property ownership where a property is leased from a freeholder.
<b>Local Housing Allowance</b>	The maximum amount of assistance with private rent a person who qualifies for housing benefit can receive. It is based on both the area lived in and the number of bedrooms needed.
<b>Local Plan</b>	The Local Plan sets out a framework for the future development of an area. It reviews how much new development is needed and where it will be built. It identifies which areas should be developed, what should be protected and how we might best mitigate the impacts and provide infrastructure to support development.
<b>Private rented sector</b>	Where homes are owned by companies or individuals and rented to tenants at market rents.
<b>Registered provider</b>	Registered providers include local authority landlords and private registered providers (such as not-for-profit housing associations and for-profit organisations).
<b>Rent Repayment order</b>	An order that allows a tenant or council to reclaim rent or Housing Benefit where a landlord commits certain offences.
<b>Right to Buy</b>	The right of most council tenants and some housing association tenants to purchase their homes at a discount.
<b>Rough sleeping</b>	Where a person (usually someone who is homeless) is bedded down or preparing to bed down in the open air, or in buildings or other space not designed for habitation.
<b>Self-build and Custom Housebuilding Register</b>	The Self-build and Custom Housebuilding Act 2015 (as amended by the Housing and Planning Act 2016) requires each relevant authority to keep a register of individuals and associations of individuals who are seeking to acquire serviced plots of land in the authority's area for their own self-build and custom housebuilding.
<b>Shared ownership</b>	A type of affordable housing when a purchaser buys a share of a new or existing property and pays rent for the remaining share.

Term	Explanation
<b>Social rent/social housing</b>	Low cost rented homes usually provided by councils and housing associations, with rents set within guidelines by the social housing regulator.
<b>Step Down accommodation</b>	Accommodation for people being discharged from hospital who have no ongoing medical need to stay in hospital but can't immediately return home.
<b>Strategic Housing Market Assessment (SHMA)</b>	A Strategic Housing Market Assessment (SHMA) is an assessment of future housing requirements in an area.
<b>Supported accommodation</b>	Housing which provides support as part of the conditions of living there. Residents might include young people leaving home or care, older people or persons with physical or learning disabilities who need support to live independently.
<b>Tenant Management Organisation (TMO)</b>	An organisation set up under the UK Government's Housing (Right to Manage) Regulations 1994, which allow residents of council or housing association homes in the UK to take over responsibility for the running of their homes.
<b>Tenure</b>	The conditions under which land or property is held or occupied. Typically Waltham Forest's housing is split into three tenures: social rented, private rented and owner occupied.

## **Appendices**

Appendix 1 – Evidence base

Appendix 2 – Homelessness review

Appendix 3 – Affordable Housing Definitions

Appendix 4 – List of information sources

# **Waltham Forest Housing Strategy**

## **Appendix 1**

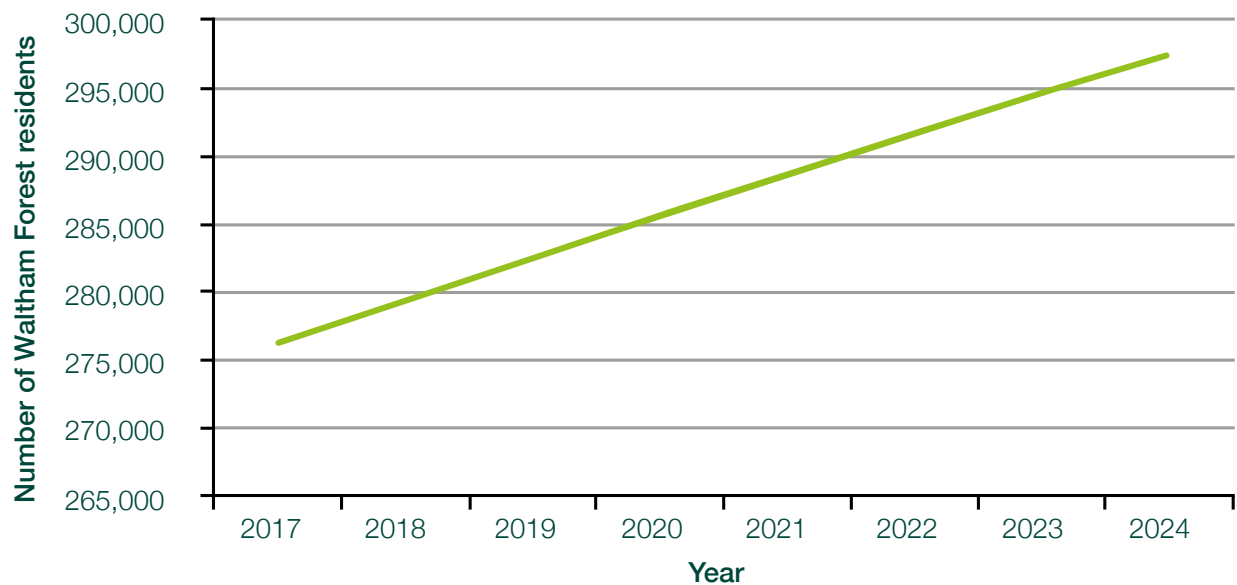
Evidence Base and Future  
Housing Requirements  
2019 – 2024



# Objective 1 – Supporting growth and aspirations within the borough

The population of Waltham Forest is increasing rapidly. The number of residents is predicted to rise from 276,158 residents in 2017 to 291,785 by 2022, an increase of over 15,600 (6%). The chart below shows the projected population of Waltham Forest from 2017 – 2024.

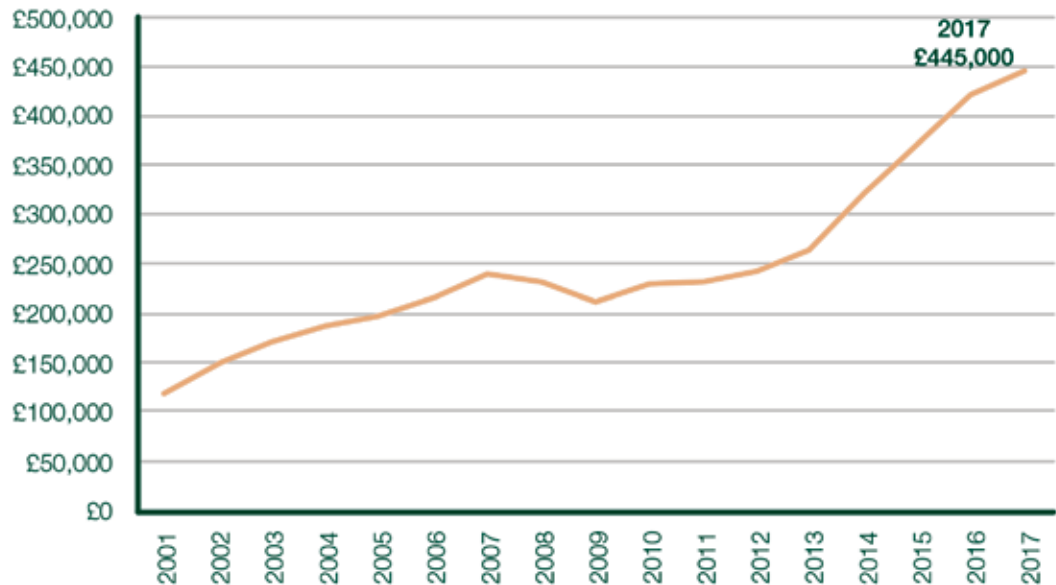
Population estimates 2016 – 2024



Source: GLA Population projections 2017

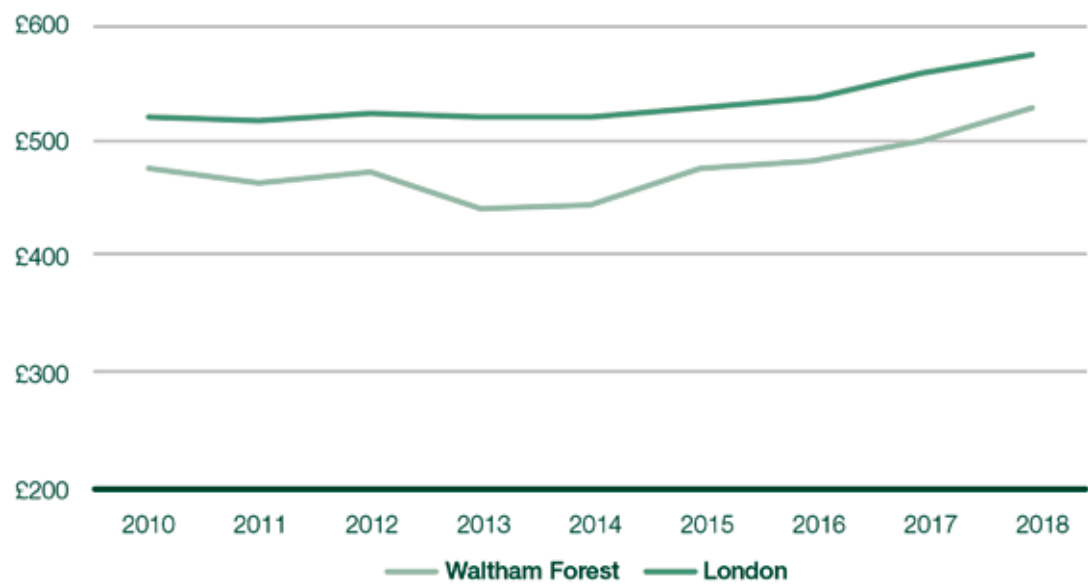
Median house prices have continued to rise in Waltham Forest, with a notable rise of £102,000 between 2014 and 2016. In 2017, the median house price reached £445,000 as shown below.

Median house prices in Waltham Forest (£)



Source: DCLG Land Registry, Median House Prices by borough

Resident-based median weekly earnings (£)



Source: Annual Survey of Hours and Earnings (ASHE), ONS

The chart above shows the variation in median weekly earnings of Waltham Forest residents since 2010, and compares with the median earnings for London as a whole. The ratio of house prices to earnings, shown below, has risen considerably over the past 10 years: from 7.63 in 2006, to 8.51 in 2011 to 14.19 in 2017.

Ratio of house prices to earnings



Source: ONS Ratio of House Prices to Earnings, Waltham Forest

Private renting is also becoming increasingly unaffordable: the average rent in the borough in 2017 was £1,250 per month, shown below. This is less than the average for Outer London (£1,295), but the average income is also lower in Waltham Forest.

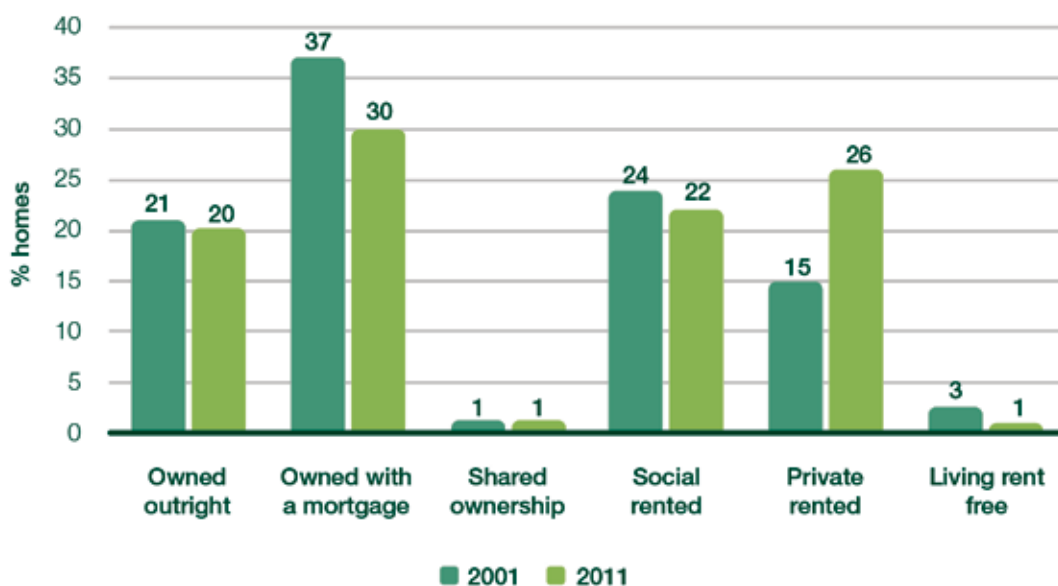
### Average private rent (£ per month)



Source: Valuation Office Agency Average Private Rents, Waltham Forest

The proportion of privately rented homes has increased, whilst the proportion of households in social rented properties has gradually decreased, as the comparison between 2001 and 2011 shows below.

### Housing tenure in Waltham Forest



Source: Census 2001 Table KS018 and Census 2011 Table KS402EW (SHMA-LBWF, 2017)

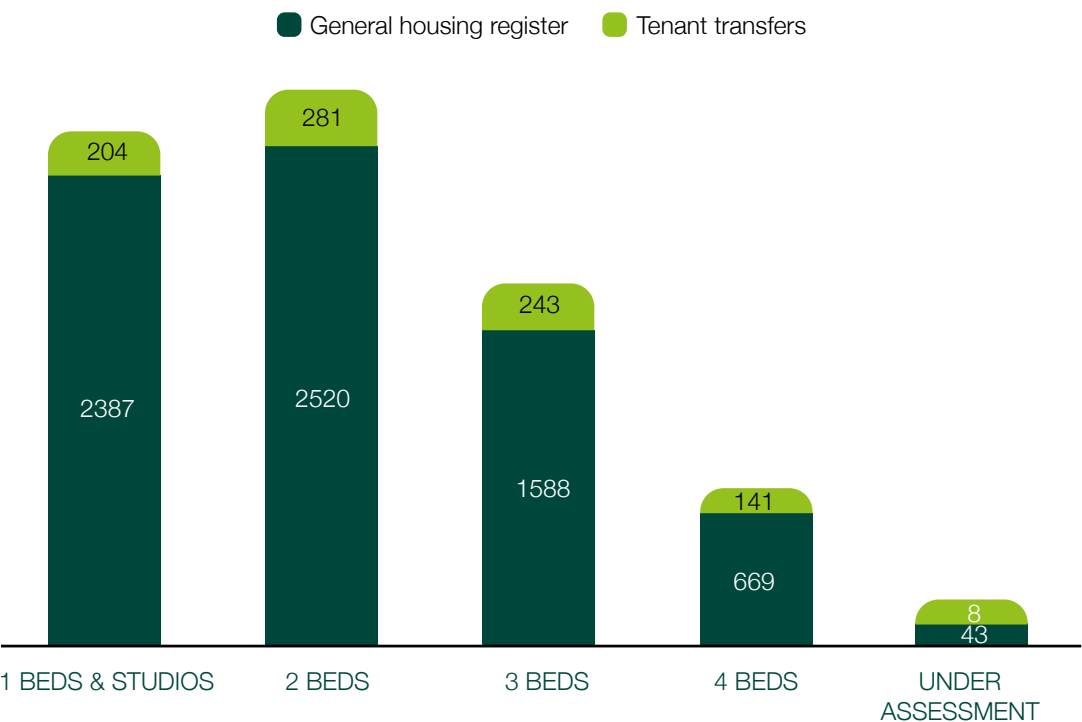
Households by tenure (%)



ONS Housing Tenure of Households, Waltham Forest 2016

In January 2019 there were 8084 households on Waltham Forest’s housing register waiting for a council home and over 2200 households living in temporary accommodation. The development of new housing for our residents is one of our key priorities in our Housing Strategy.

Council housing register (Jan 2019)



Source: Waltham Forest Housing data, January 2019

This table shows the number of households on the council housing register as of January 2019, categorised by size of property required. The tenant transfers show the number of social tenants waiting for a move to a different sized home.

There is a high demand for family-sized accommodation in the Borough as evidenced in the Strategic Housing Market Assessment 2017.

Annual need by size				
Property size	1 bed	2 bed	3 bed	4+ bed
Social rent	365	572	151	75
Intermediate options	0	127	411	173

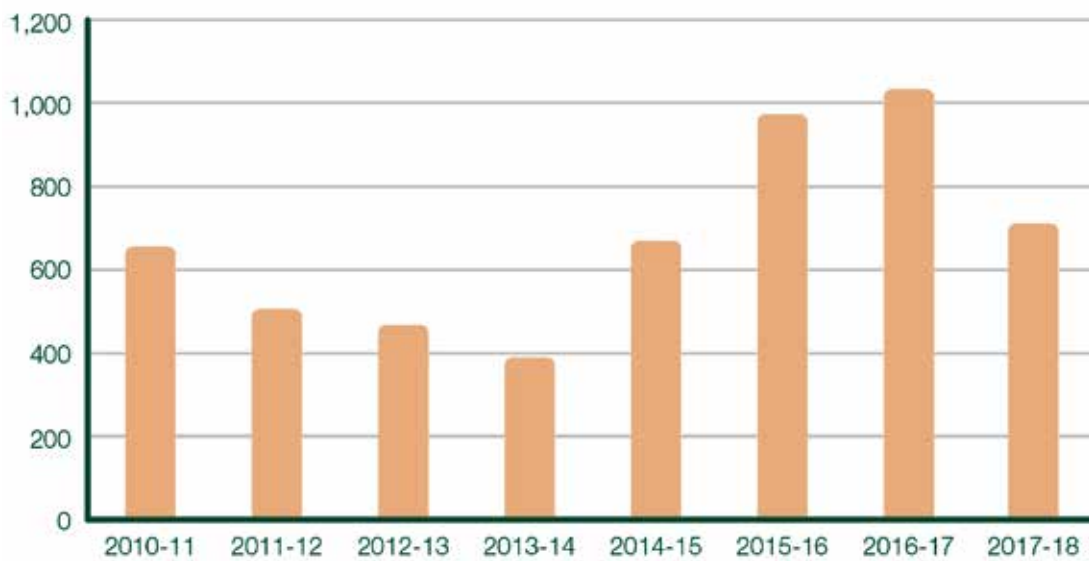
Source: SHMA 2017, Page 11

To meet this need, the Council requires a range of property sizes to be provided in line with Policy DM5 and the table below.

Preferred Housing Mix				
Property size	1 bed 2 person	2 bed 4 person	3 bed 5/7 person	4 bed
Market	20%	30%	40%	10%
Intermediate	20%	40%	30%	10%
Social rent/ affordable rent	20%	30%	40%	10%

Source: LB of Waltham Forest Affordable housing and viability SPD, P17

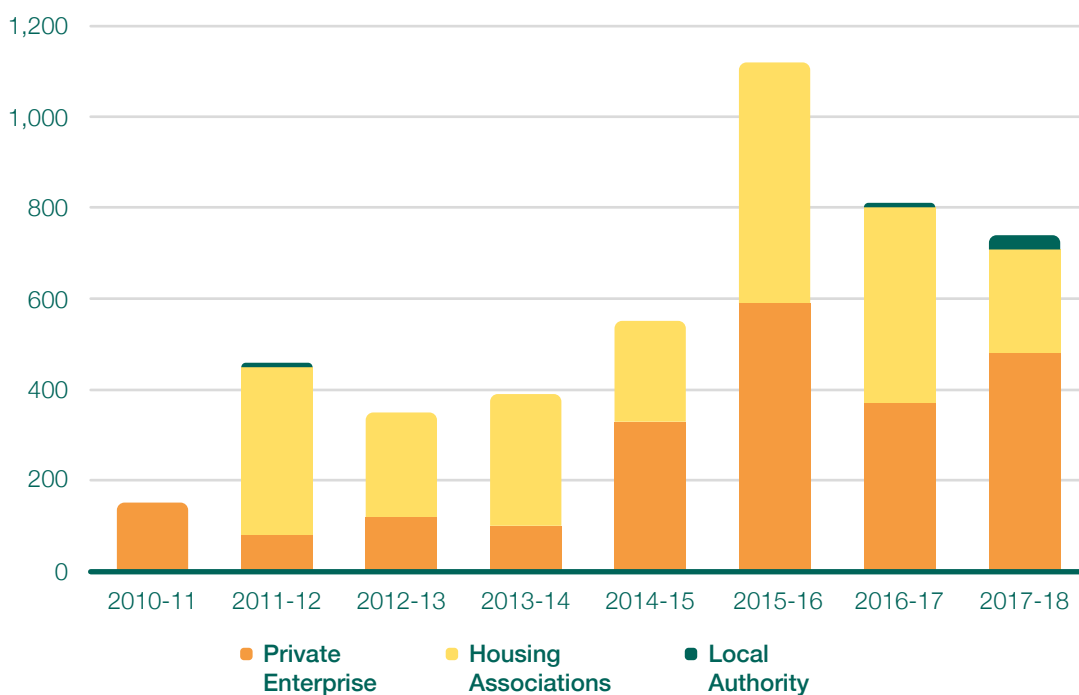
### Net additional dwellings in Waltham Forest



Source: DCLG Net additional dwellings by local authority district

The chart above shows the net additional dwellings in Waltham Forest each year between 2010 and 2018. Net additions measure the absolute increase in stock, including other losses and gains (such as conversions, changes of use and demolitions).

### Permanent new-build dwellings completed in Waltham Forest



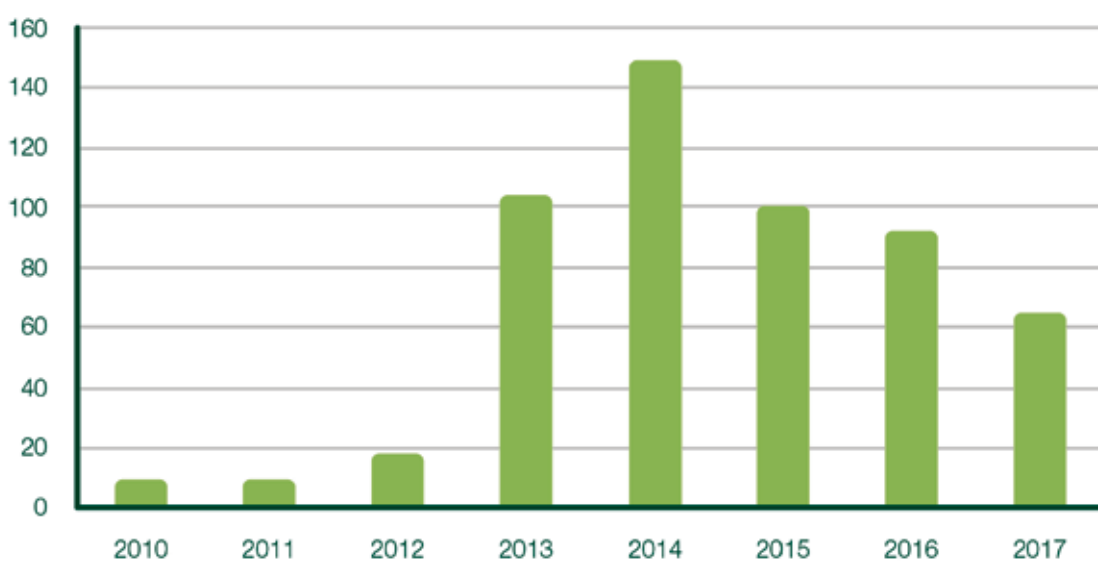
Source: DCLG Housebuilding: permanent dwellings completed 2010-2018

### Projected affordable housing new supply in Waltham Forest 2018/19 – 2022-23 (as of September 2018)



Source: Waltham Forest Housing Overview January 2019

### Right to buy purchases 2010 – 2017



Source: MHCLG Right to buy sales: Live tables

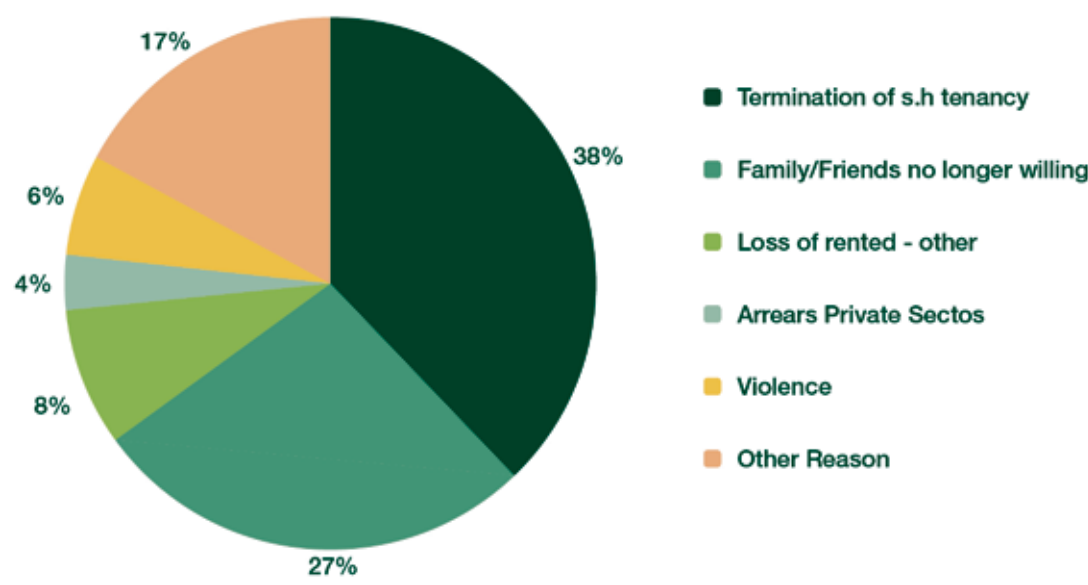
The table above shows the number of Waltham Forest council homes purchased under the Right to buy between 2010 and 2017.

# Objective 2 – Tackling and preventing homelessness

We have used our Homelessness Review 2017/18 as our evidence base for Objective 2 of the Housing Strategy. The Homelessness Review outlines key information about homelessness in the borough and can be found as Appendix 3 of this document.

The chart below shows the reasons for homelessness of the households to whom the Council accepted a full duty in 2017-18. The most common cause was the loss of a private tenancy.

Reasons for homelessness in Waltham Forest 2017-2018



Source: Waltham Forest Homelessness Review 2018 – Reasons for Homelessness (Acceptances) 2017-18

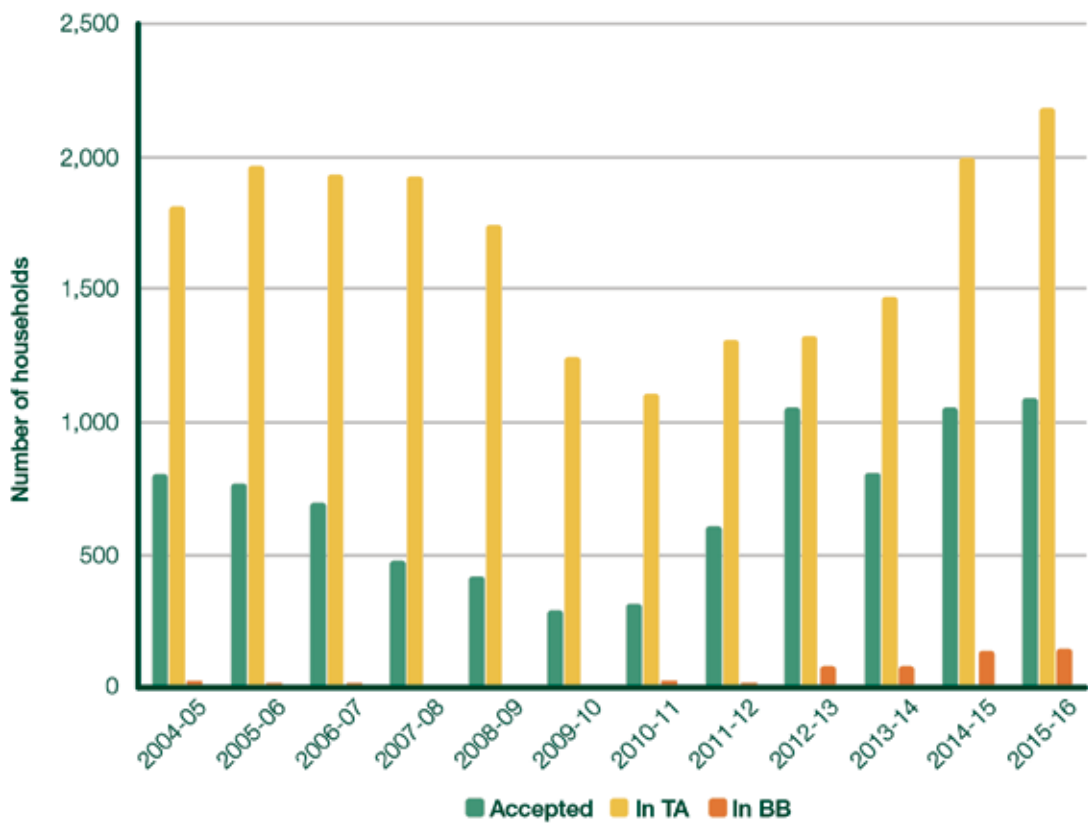
Rough sleeping has increased considerably across London. In Waltham Forest, an estimated 44 people were sleeping rough in Waltham Forest at the time of the 2017 count. The table below shows the increase in number of people sleeping rough from 2010 to 2017.

	2010	2011	2012	2013	2014	2015	2016	2017
Total	2	4	15	3	10	33	47	44
% change from previous year	–	100	275	-80	233	230	42	-6

Source: Waltham Forest Homelessness Review 2018

The number of households in temporary accommodation has also increased. The chart below shows the number of households accepted as homeless and living in temporary accommodation between 2004 and 2016. Following a significant reduction between 2005-6 and 2010-11, the chart demonstrates that numbers have steadily increased.

Use of temporary accommodation in Waltham Forest



Source: Waltham Forest Homelessness Review 2018 – Use of temporary accommodation

## Objective 3: Ensuring Decent, Safe and Healthy Homes

We believe that every person in Waltham Forest should be able to live in a decent home that is safe and does not negatively impact their health.

Waltham Forest’s Housing Joint Strategic Needs Assessment (JSNA), which can be found on the Council’s website, provides an extensive evidence base for this section of our Housing Strategy.

ONS data shows that in 2016, 51% of homes in the borough belonged to owner occupiers; 17% were rented from the Council or housing associations and 32% were privately rented.

### Household by tenure (%)



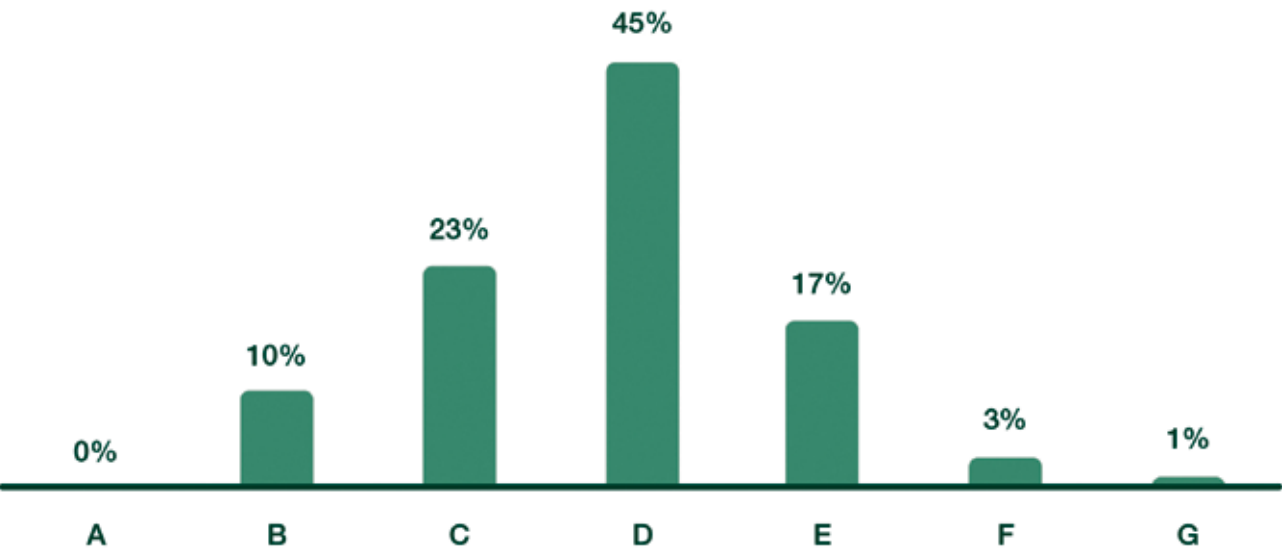
Source: ONS Housing Tenure of Households, Waltham Forest 2016

Our strategy includes commitments to work to address fuel poverty experienced by residents of different tenures across the borough. In Waltham Forest the proportion of households who are fuel poor is approximately 13.5%, which is higher than the average for London of 10% as shown by the table below.

Area	Estimated number of households	Estimated number of fuel poor households	Proportion of households fuel poor (%)
Waltham Forest	101,243	13,658	13.5%
London	3,416,139	341,094	10.0%

Source: ONS Sub-regional fuel poverty data across all tenures (2016)

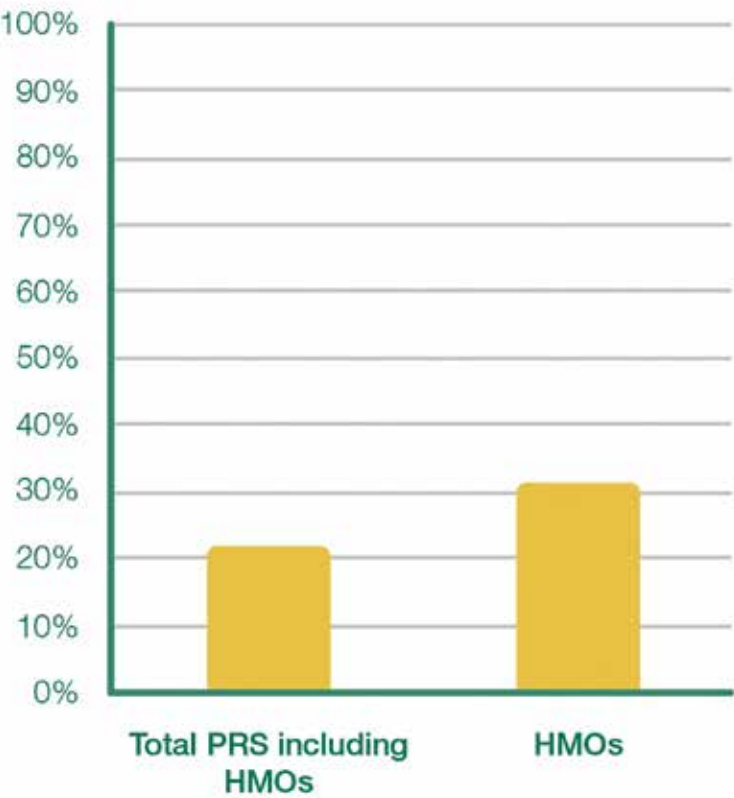
EPC by energy efficiency rating 2008 – 2018



Source: Energy Performance of Buildings Certificates (DCLG)

The table above shows the energy efficiency ratings of 76,831 Domestic EPC certificates lodged on the EPC register in Waltham Forest between 2008 and 2018. Ratings come on a scale of A-G, with A being highly efficient and G being very inefficient. Over 65% of these certificates were rated D or below.

Private rented homes with a Category 1 Hazard



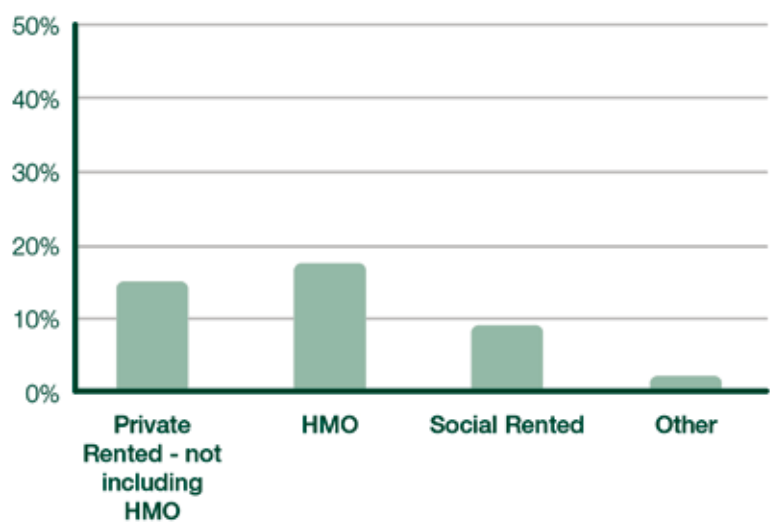
Recent data on the private rented sector in Waltham Forest predicts that 21.7% of privately rented homes have a Category 1 Health and Safety hazard.

The Housing Health and Safety Rating System (HHSRS) assesses 29 housing hazards and the effect that each may have on the health and safety of current or future occupants of the property. If a hazard is a serious and immediate risk to a person's health and safety, this is known as a Category 1 hazard.

22% of all private rented properties and 31% of Houses of Multiple Occupation (HMOs) are predicted to have a Category 1 Hazard.

Source: Waltham Forest Tenure Intelligence Database 2018

### Properties with at least one recorded ASB incident since 2013 (%)



Data from the Waltham Forest Tenure Intelligence Database 2018 shows the number of predicted privately rented properties with at least one actual ASB incident recorded on Civica, our ASB case management system.

18% of predicted HMOs, 15% of predicted PRS and 9% of social rented properties had at least one actual ASB incident recorded at the property.

Waltham Forest Tenure Intelligence Database 2018

We are committed to investing in our own stock and improving services for our own tenants and leaseholders. The charts below provide information about our performance as a social landlord in 2017/18.

### Compliance data for council housing stock over 2017/18

#### Percentage of high risk properties with a risk assessment



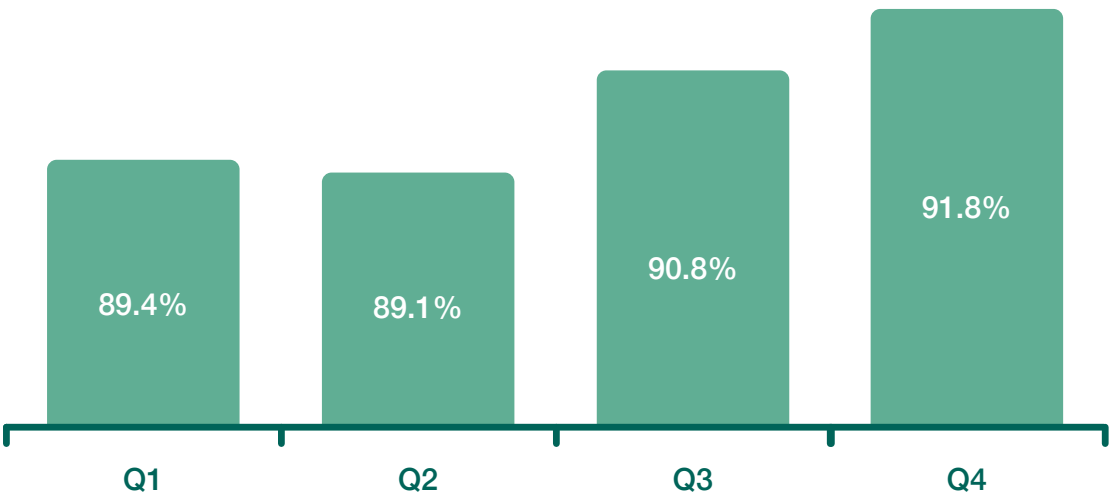
**Number of consecutive months of gas compliance – 84 (as at March 2018).**

Number of annual gas checks completed as a percentage of those due



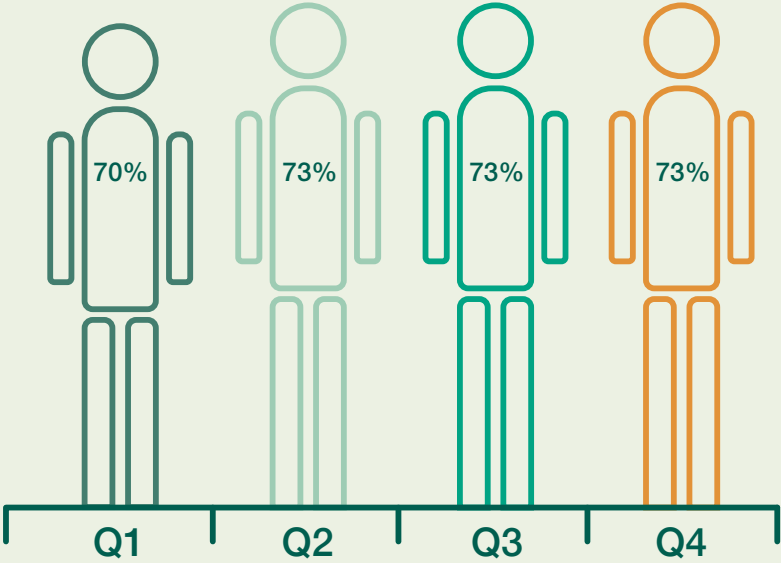
**Council Housing Stock performance data 2017/18**

Percentage of repairs completed at first visit



Every 3 months, we collate detailed performance data to find out how well we are providing a range of services to residents. We use this information, alongside qualitative feedback from residents, to improve our services.

**Percentage of Waltham Forest Housing tenants satisfied with the overall level of service they received in 2017-18.**



## Objective 4: Think Family Think Housing Think Work – inclusive and sustainable neighbourhoods

Alongside our need for affordable housing, our evidence base also shows a need for specialist supported housing and wheelchair units.

### Wheelchair units

As new developments are built, we expect through planning requirements to deliver 90% of homes that meet Building Regulations Category 2: Accessible and Adaptable, and 10% of homes that meet Category 3: wheelchair user dwellings.

The Waltham Forest Strategic Housing Market Assessment (SHMA) (December 2017) shows that a steady increase in the number of households with disabled members is forecast between now and 2030, particularly of those aged 65 plus. 450 households have unmet wheelchair accessible accommodation requirements and that there is a mismatch between the numbers needing social/affordable wheelchair accessible stock, and the allocations to that stock.

### Older People

The ageing society poses one of our greatest housing challenges. GLA population projections (based on 2016 data indicate that in 2019 there are just over 30,000 people over 65 living in Waltham Forest, and that by 2039 this will have risen to 47,500. The same data indicates that the 2019 figure of 4,200 over 85s will rise to 7,800 by 2039.

Within this context the housing needs and future requirements of older people in Waltham Forest are complex and diverse and the predicted rise in its population over 65 years poses a significant challenge to health and social care commissioning unless innovative housing and support solutions are developed.

## Older Persons' Housing Supply

Housing Provider Type	Units	% of supply
Housing Association – Rented Sheltered	571	31%
Council – Rented Sheltered	455	25%
Charity – Rented Sheltered	42	2%
Leaseholder – Owned Sheltered	253	14%
Extra Care – Rent	89	5%
Intensive Housing Support – Rent	250	13%
Non Sheltered – Rented	194	10%
	<b>1854</b>	<b>100%</b>

Source: LBWF Housing Commissioning Plan, P12

## Older People – future need

Forecasting models suggest that an additional 880 housing units designed for older people will need to be developed over the next 8 to 10 years, and the SHMA indicates that this need includes 136 units with higher space standards and a higher percentage of wheelchair accessible units for older people with more complex support and care needs (enhanced and extra care housing).

Within this context this commissioning plan anticipates service and funding changes, to deliver savings to invest in the future development of attractive and well-designed housing with extra care support.

Waltham Forest's Older Person Housing and Commissioning Plan 2018-23 suggests that the equivalent of two new housing schemes for rent for people with complex needs and which provide extra care support are needed in and near Walthamstow Central and Leyton over the next 8-10 years.

## Learning Disability

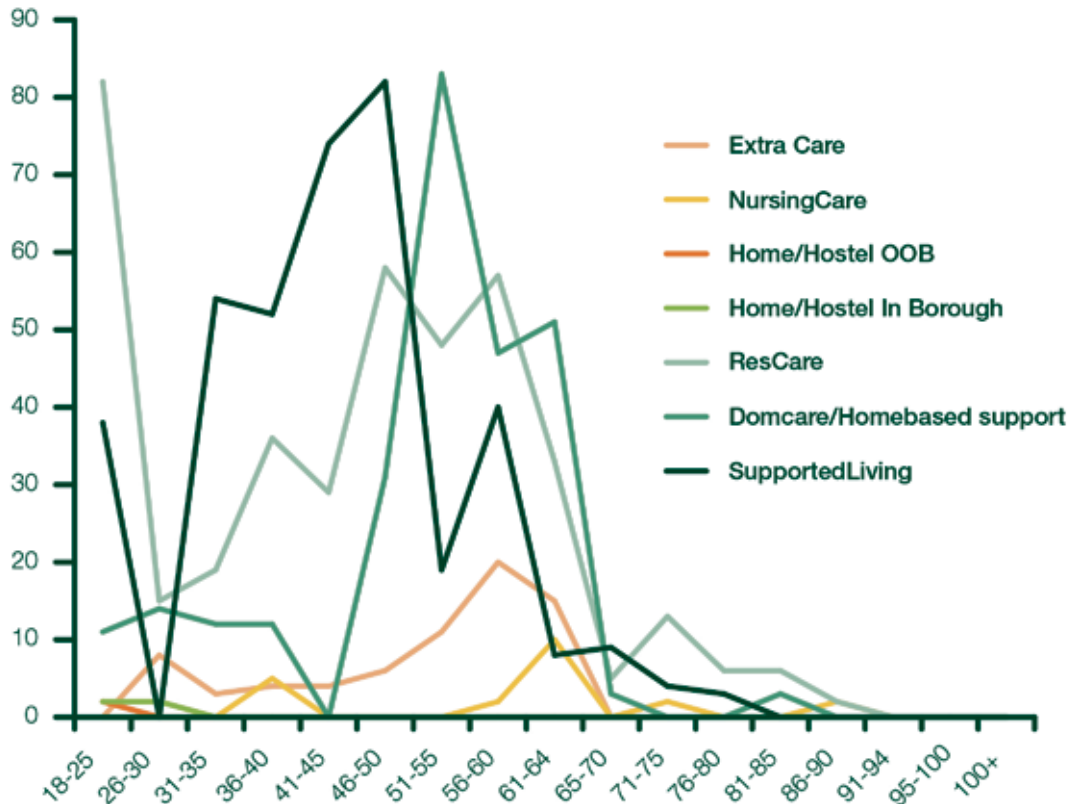
Analysis of Waltham Forest adult social care service users in August 2018 indicates an age range of 18-94. This analysis also shows a higher number of service users aged below 55, with a reduction in number of users in the over-55 age group.

The table below illustrates a high level of learning disability service users in supported living services across the 44-55 age groups and a high rate receiving domiciliary care in the 35-45 age group. There is also a marked increase in service user number receiving extra care in 50-60 age group compared to all preceding age categories.

We anticipate a need for 50 further units of accommodation, the majority of which would be supported living for people with learning disability over next 5-10 years. However, we also want to actively promote access to general needs housing, shared lives and other types of settled accommodation with flexible models of support. This will cater for people progressing from residential care and those younger people transitioning to adult services to access settled accommodation.

## Clients with learning difficulties usage of different services by age groups in 2018

### Clients with Learning difficulties: service usage by type and age group 2018



Source: Adult and Social Care Strategic Commissioning, LBWF, 2018.

## Mental Health

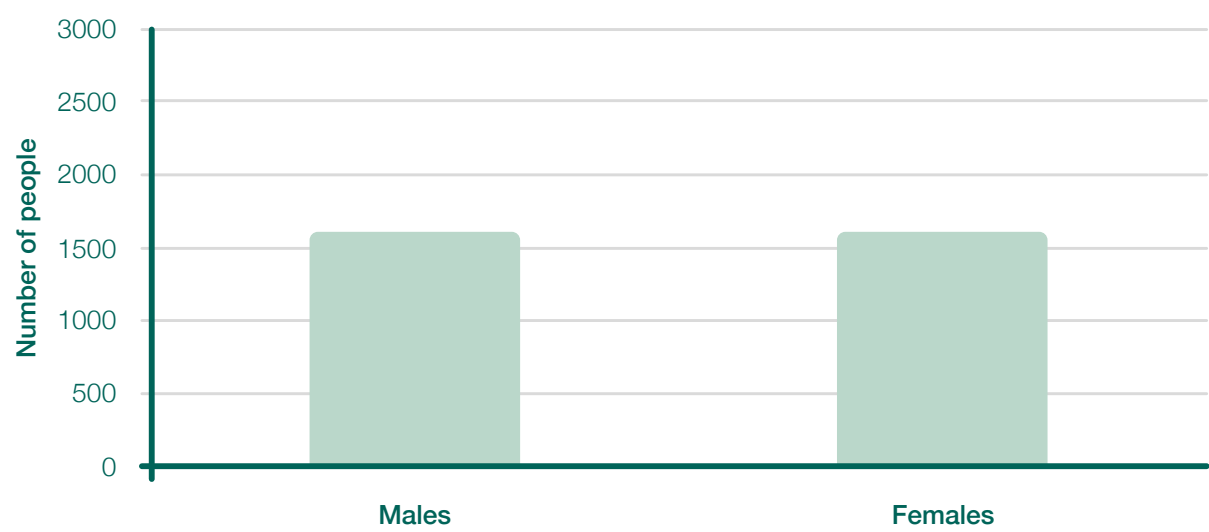
It is estimated that 1 in 4 people experience a mental health disorder. NICE guidance estimates that 1 in 100 people experience a severe and enduring mental health condition. Thus it is estimated that 2711 people in Waltham Forest have severe and enduring mental health needs based on the 2011 census population data.

Mental health accommodation demand is expected to remain much the same over the next five-ten years. Presently we commission a mix of block contracted and spot purchased supported living services for people with mental health needs, equating to approximately 150 units of accommodation with support purchased by LBWF in borough.

## Autism

The latest estimated prevalence of autism amongst adults aged 16+ in the borough is seen in the below figure.

**Estimated number of people (16+) with Autism in Waltham Forest, 2018**



Source: LBWF Adult Social Care Commissioning Plan.

## Young people leaving care

The figures below show that the current number of looked after children indicate an increased future accommodation need for this group.

Age	Number of Care Leavers
Age 18	63
Age 19	53
Age 20	54
Age 21	39
Age 22	17
Age 23	12
Age 24	9
Age 25	3
<b>Total</b>	<b>250</b>

Source: Corporate parenting team

Current numbers of looked after children (Future need)	
Age14	22
Age15	36
Age16	43
Age17	69

Source: Corporate parenting team

## Gypsies, Travellers and Travelling showpeople

A housing needs assessment was carried out by Opinion Research Services (ORS) in November/December 2018 and showed the following requirements for additional sites:

Additional need for Gypsy, Traveller and travelling showpeople households in Waltham Forest 2018-2033.

Status	Total pitches
Meet PPTS Planning Definition	2
Undetermined	0
Do not meet PPTS Planning Definition (but do meet London Plan definition)	7
<b>TOTAL</b>	<b>9</b>

The table above shows two different figures. The government's Planning Policy for Travellers' Sites (PPTS) introduced a revised definition of a Traveller for planning purposes in 2015. To meet the revised PPTS definition, households need to demonstrate that household members travel for work purposes, or for seeking work, and stay away from their usual place of residence when doing so, or that family members have travelled for work in the past and have stopped travelling temporarily due to education, ill health or old age.

The draft London Plan (2017) is proposing a more far reaching definition of a Traveller for planning purposes. This will include:

- All households living on sites and yards including those who have ceased travelling temporarily and permanently.
- Households living in bricks and mortar whose existing accommodation is unsuitable for them by virtue of their cultural preference not to live in bricks and mortar accommodation.

The ORS study completed an assessment of need using the PPTS planning definition alongside the draft London Plan definition. This gives an indication of potential increased levels of need that the Council may need to consider should the draft London Plan definition be adopted. This will be kept under review as the London Plan progresses.

# **London Borough of Waltham Forest**

## **Appendix 2**

### Homelessness Review 2018

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# 1 Introduction

Waltham Forest Council's last Homelessness Review was carried out in 2012 as part of the research for our Homelessness Strategy for 2013-18. This document serves as an update to that review and will contribute towards our revised strategy.

## 1.1 Requirement to develop a review and strategy

The Homelessness Act 2002 (HA 2002) includes a requirement that all local authorities must undertake a Homelessness Review and develop and publish a Homelessness Strategy every five years.

Local authorities are required to consider the following as part of their Homelessness Review:

- The current and future trends of homelessness in the Borough.
- The services provided which help to prevent homelessness, help to find accommodation, or provide support for homeless people, including support to prevent them from becoming homeless again.
- The resources available to the authority, including housing and social services, other public authorities, voluntary organisations and other agencies for providing these services.

Our current homelessness strategy expires at the end of 2018. The strategy will be reviewed as a whole and included within the LBWF Housing Strategy for 2019-24. Our homelessness review and our new strategy will take into account the additional duties introduced through the Homelessness Reduction Act 2017.

## 1.2 Aims of the 2013 – 18 Strategy

The 2013-18 homelessness strategy set out the framework within which homelessness services would be delivered during that period.

The key objectives of the 2013-18 strategy were:

- Preventing homelessness and promoting alternative housing options
- Developing a response to the government's programme of welfare reform
- Providing appropriate accommodation and support for homeless households
- Supporting vulnerable people

## 1.3 Changes over the period of the 2013-18 Strategy

Since our last homelessness strategy there have been a number of factors which have impacted on our ability to manage homelessness in the borough. The most significant impact has been felt from:

- Welfare reform – including the introduction and reduction of the overall benefit cap, bedroom tax, roll-out of universal credit, freezing of local housing allowance, shared accommodation rate for under 35s, personal independent payments and changes to council tax benefit.
- Local house price/rental increases – in Waltham Forest, house prices have doubled since 2009, and median private sector rents increased by over 25% between 2012 and 2016 – rises that cannot be met by housing benefit due to the LHA freeze.

## 1.4 Achievements since our last homelessness strategy

Despite these challenges, there have been a significant number of achievements since 2013:

- The delivery of the housing solutions service has been brought back in-house and along with the rest of housing, has merged into the Families and Homes directorate.
- The service has been restructured to place a greater emphasis on prevention work, which resulted in a reduction in the number of homelessness acceptances and an increase of successful prevention interventions in 2017/18.
- We have formalised our policies for the acquisition and allocation of temporary accommodation, and for the discharge of homelessness duty into the private sector.
- We have developed a range of local partnerships, including the sub-regional New Leaf and New Routes projects, and the single homelessness hub operated locally by St Mungo's.
- We have refurbished our reception area in order to provide a more streamlined and user-friendly service for our clients.
- We have engaged with referral agencies and partners to review pathways into the service to ensure that they are sufficiently robust to meet the requirements of the Homelessness Reduction Act, as well as redesigning our information and publicity material.

## 1.5 Homelessness Reduction Act

Coming into force from April 2018, the Homelessness Reduction Act (HRA) places new duties on local authorities so that everyone who is homeless or at risk of homelessness will have access to help, irrespective of their priority need status, as long as they are eligible for assistance. The Act amends part VII of the Housing Act 1996. The HRA changes the way local authorities deliver homelessness services in the following ways:

- Before the HRA, a person was defined as “threatened with homelessness” if s/he was likely to become homeless with 28 days. The Act doubles this to 56 days, meaning that local authorities must intervene earlier.
- Before the HRA, authorities had to ensure that free advice and information relating to homelessness/prevention of homelessness was available to everyone in the district. The Act makes this requirement more robust, and specifies that there must be advice on preventing homelessness, securing accommodation and the rights of people who are homeless/threatened with homelessness. Authorities must be able to be tailored to meet the needs of particular groups at increased risk of homelessness.
- Authorities must carry out an assessment of all eligible applicants who are homeless/threatened with homelessness, irrespective of priority need. This must include the circumstances leading to homelessness, consideration of any support needs, and a personalised plan setting out steps for the applicant and the Council to take to ensure accommodation is secured and/or retained.
- The Council will now have a duty to help all eligible homeless applicants to secure accommodation for a period of at least 6 months, regardless of whether they are ‘intentionally homeless’ or in priority need. Those in priority need will be provided with interim accommodation whilst steps are taking place to secure future accommodation.
- Applicants are required to cooperate with the Council’s attempts to prevent or relieve their homelessness.

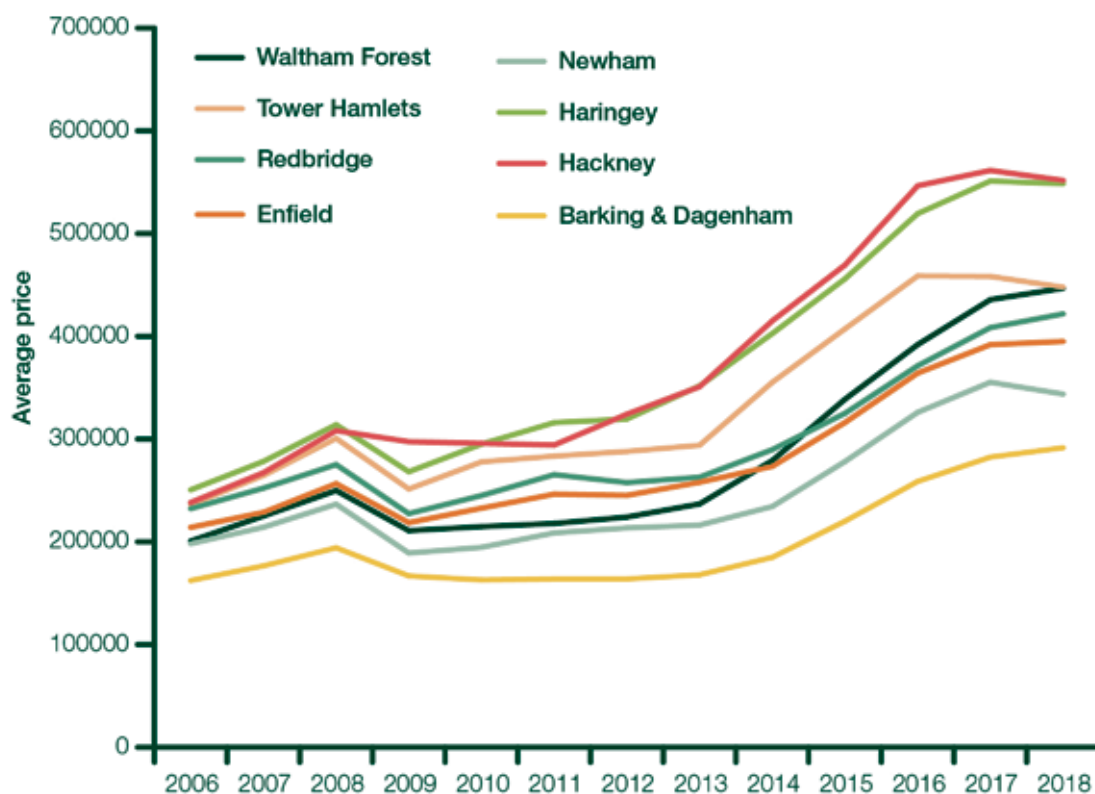
While the Council welcomes the increased focus on prevention, which matches our established approach, there are concerns that additional government funding will not be adequate to cover the increased workload.

## 2 Housing affordability in Waltham Forest

### 2.1 House Prices

House prices in Waltham Forest have risen steeply, doubling between 2009 and 2016, although increases are slowing down somewhat at the time of writing. In April 2018 the average house price in Waltham Forest was £434,534<sup>1</sup>. The chart below shows that although prices in Waltham Forest are still lower than some neighbouring boroughs, the rate of increase has been very steep.

Chart 1: House Price Increases



Source: HM Land Registry, Price Paid Data, Crown Copyright 2016

<sup>1</sup> UK House Price index

## 2.2 Private Sector Rents

The growing popularity of Waltham Forest coupled with rapid rises in property prices indicated above is fuelling a corresponding increase in private rent levels, putting these properties out of reach of households on lower incomes. Although there is no comprehensive source of data on rent levels compared to the Land Registry for house prices, the table below illustrates the disparity between market rents and Local Housing Allowance (housing benefit levels) in the Walthamstow and Leyton area. There will be variations for other parts of the borough such as Chingford and Leytonstone.

Table 1: Private rents in Walthamstow, Leytonstone and Leyton (Outer E London Broad Rental Market Area)

Property size	<sup>2</sup> Average monthly rent Walthamstow	Average monthly rent Leytonstone	<sup>3</sup> Average monthly rent Leyton	<sup>4</sup> Monthly Local Housing Allowance (Outer East London BRMA)
One bed	£1068	£1068	£1215	£811.41
Two bed	£1441	£1401	£1599	£1024.70
Three bed	£1806	£1680	£2043	£1280.9
Four bed	£2397	£2370	£2272	£1524.51
Five bed	£2629	£1746	£2640	£1524.51

<sup>2</sup> Home.co.uk accessed 9.7.18

<sup>3</sup> Home.co.uk accessed 9.7.18

<sup>4</sup> lha-direct.voa.gov.uk

Table 2: Private rents in Chingford (Outer NE London Broad Rental Market Area)

Property size	Average monthly rent Chingford	<sup>6</sup> Monthly Local Housing Allowance (Outer North East London BRMA)
One bed	£1076	£694.37
Two bed	£1349	£859.73
Three bed	£1693	£1081.90
Four bed	£2139	£1396
Five bed	£3416	£1396

## 3 Demand for social housing

### 3.1 Housing Register

Demand for social housing continues to exceed supply, which means that residents and homeless applicants can face a long wait for accommodation. In July 2018 there were a total of 7961 applicants on the Housing Register, and the chart below illustrates the breakdown of property size required.

Table 3: Housing Register July 2018

	1 beds & studios	2 beds	3 beds	4+ beds	Under assessment	Total all sizes
<b>Housing Register</b>	2260	2668	1530	656	32	<b>7146</b>
<b>Council Tenant transfers</b>	201	266	225	115	8	<b>815</b>
<b>Totals</b>	<b>2461</b>	<b>2934</b>	<b>1755</b>	<b>771</b>	<b>40</b>	<b>7961</b>

### 3.2 Housing Allocations

The Council's Housing Allocations Scheme sets out who is eligible to be on the Housing Register (sometimes called the waiting list), and how the Council decides what priority applicants will have and what type of accommodation they require, based on their household circumstances. In accordance with Part 7 of the Housing Act 1996, and the Homeless Reduction Act 2018, reasonable preference is given to certain categories of people who are homeless.

A number of vulnerable groups may also be awarded additional preference on the Housing Register including:

- Applicants from supported housing schemes nominated for move-on accommodation
- Applicants referred under the Channel quota, the Safe and Secure quotas or the MAPPA quota
- Applicants referred under the Rehabilitation (alcohol and substance misuse quota)
- Applicants referred under the Veteran's Nomination Scheme
- Applicants awaiting urgent discharge eg from hospital
- Care Leavers

## 4 Homelessness Demand

In common with all London boroughs, Waltham Forest is faced with an increasing homelessness problem. In 2017/18 the borough had 1220 homelessness approaches, and accepted 586 residents as homeless and in priority need.

However, the figures show that Waltham Forest managed to achieve a reduction in the number of acceptances in 2017/18 compared to 2016/17 (586 acceptances compared to 820). Despite this, the increase in numbers of households living in temporary accommodation shows that there is an ongoing problem in finding alternative long-term accommodation solutions for homeless households.

Table 4: Waltham Forest: Numbers in temporary accommodation; the number of homelessness acceptances and the number of homelessness preventions.

Number in temporary accommodation				
Year	Number in temporary accommodation	Number in TA per 1000 hh	Number in TA per 1000 hh London rank 33 boroughs	Number in TA per 1000 hh nearest neighbour rank 16 boroughs
14/15	1990	19.50	26	11
15/16	2181	21.07	24	11
16/17	2299	21.71	26	11
17/18	2235	20.77	27	12

Source: (MHCLG 2018)

Homeless Acceptances				
Year	Number of acceptances	Acceptances per 1000 hh	Acceptances per 1000 hh London rank 33 boroughs	Acceptances per 1000 hh nearest neighbour rank 16 boroughs
14/15	1051	10.30	32	15
15/16	1087	10.50	31	14
16/17	820	7.74	31	14
17/18	586	5.45	27	13

Source: (MHCLG 2018)

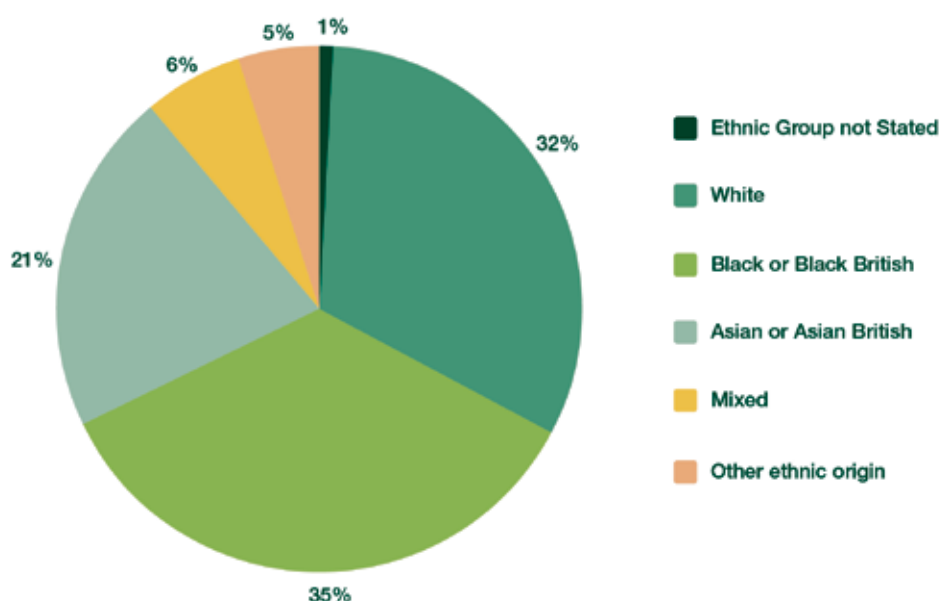
Homelessness Preventions				
Year	Number of preventions	Preventions per 1000 hh	Preventions per 1000 hh rank 33 boroughs	Preventions per 1000 hh nearest neighbour rank 16 boroughs
14/15	1003	9.85	25	10
15/16	1361	13.15	28	11
16/17	1851	17.48	31	14
17/18	1576	14.65	29	12

Source: (MHCLG 2018)

#### 4.1 Homelessness acceptances: diversity

Based on 2016 estimates, half of Waltham Forest's population is from BAME groups and half from White (including non-UK White) groups.<sup>7</sup> However, the chart below shows that only 33% of accepted homeless households are from White UK backgrounds, meaning that those from other ethnic backgrounds are disproportionately represented in our homelessness figures.

Chart 2: ethnicity of homelessness acceptances 2017-18

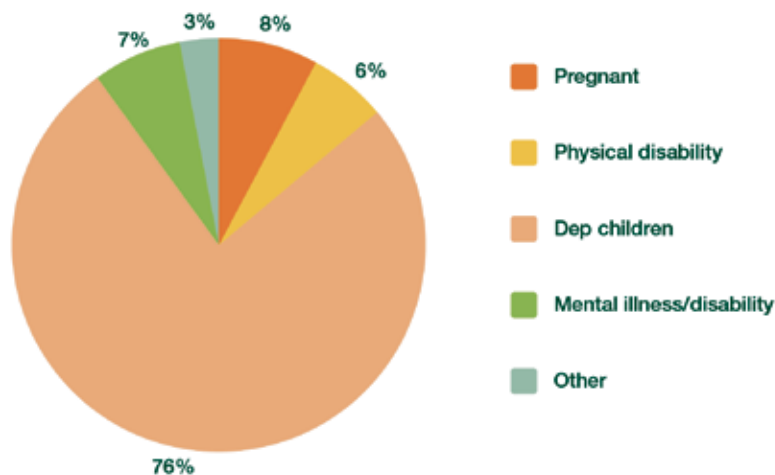


<sup>7</sup> Waltham Forest JSNA 2018

## 4.2 Homelessness acceptances: priority need

The chart below shows that 76% of homelessness acceptances were in priority need because of having dependent children. If we add in acceptances where a household member was pregnant, but there were no existing children in the household, this rises to 84%.

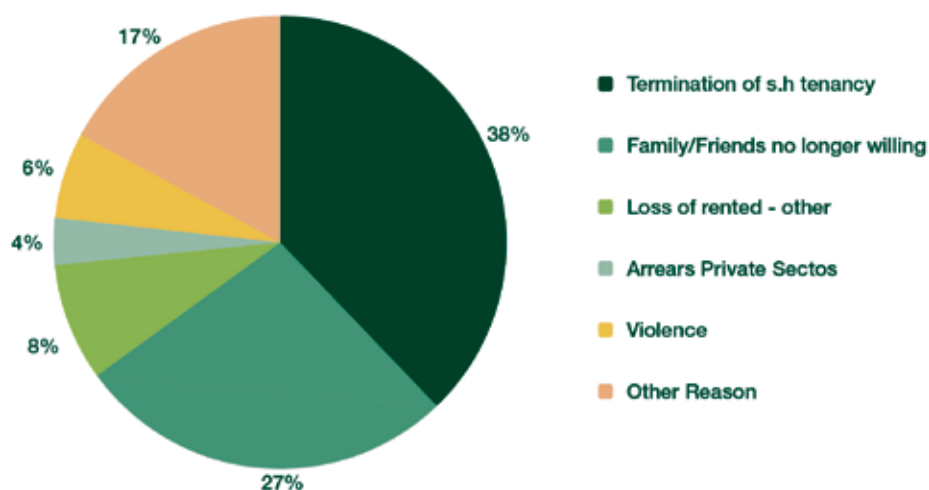
Chart 3: priority need of acceptances 2017-18



## 4.3 Homeless acceptances – reasons for homelessness

In 2017-18 38% of households accepted as homeless had lost private rented accommodation, and a further 4% lost their homes as a result of private sector arrears. This percentage has increased significantly since our last homelessness review when loss of private rented homes accounted for 31% of acceptances (2010-11 figures). This reflects a national trend, with the increase being higher in areas of rising private rent costs. The National Audit Office report on homelessness found that the ending of private sector tenancies has overtaken all other causes to become the biggest single driver of statutory homelessness in England.<sup>8</sup>

Chart 4: Reasons for homelessness (acceptances) 2017-18



<sup>8</sup> National Audit Office Homelessness Report 2017

## 4.4 Rough sleeping

For the purposes of rough sleeping counts and estimates, rough sleepers are defined as follows:

- People sleeping, about to bed down (sitting on/ in or standing next to their bedding) or actually bedded down in the open air (such as on the streets, in tents, doorways, parks, bus shelters or encampments).
- People in buildings or other places not designed for habitation (such as stairwells, barns, sheds, car parks, cars, derelict boats, stations, or “bashes” which are makeshift shelters, often comprised of cardboard boxes).  
The definition does not include people in hostels or shelters, people in campsites or other sites used for recreational purposes or organised protest, squatters or travellers.

London Street Rescue/Thames Reach work closely with Waltham Forest Council, advising on assessment processes and working to improve referrals. As part of this work, Waltham Forest has introduced regular, multi-disciplinary case conferences with key partners such as drug and alcohol misuse services.

The table below shows that the number of rough sleepers in Waltham Forest at the time of the 2017 count was estimated at 44, based on a desk top exercise, which represents a slight decrease from 2016. The rate of 0.41 per household is higher than the London average of 0.31 per household.<sup>9</sup>

Table 5: Rough Sleeping in Waltham Forest 2010-2017

	2010	2011	2012	2013	2014	2015	2016	2017
<b>Total</b>	2	4	15	3	10	33	47	44
<i>% change from previous year</i>		100	275	-80	233	230	42	-6
<b>2017 rough sleeping rate (per 1,000 households)</b>								0.41
<b>Gender</b>								
Males	–	–	–	–	–	–	–	36
Females	–	–	–	–	–	–	–	8
Gender not known	–	–	–	–	–	–	–	0
<b>Nationality</b>								
UK nationals	–	–	–	–	–	–	–	25
EU non-UK nationals	–	–	–	–	–	–	–	6
Non-EU nationals	–	–	–	–	–	–	–	3
Nationality unknown	–	–	–	–	–	–	–	10
<b>Age</b>								
Under 25	–	–	–	–	–	–	–	2
Over 25	–	–	–	–	–	–	–	37
Age not known	–	–	–	–	–	–	–	5

<sup>9</sup> <https://www.gov.uk/government/statistics/rough-sleeping-in-england-autumn-2017>

## 5 Supply of social housing

### 5.1 Council homes

Data for April 2018 shows that there are 10007 Council homes for social rent in Waltham Forest. A total of 95 Council homes – just under 1% of total stock – were sold under the Right to Buy during 2017-18. These figures are broken down by bed size as shown in Table 6:

Table 6: Council homes in Waltham Forest – total stock and sold under Right to Buy<sup>10</sup>

	Bedsit	1 bed	2 bed	3 bed	4 bed	5 bed	6 bed+	Total
<b>Council stock April 18</b>	546	3091	3152	2936	246	28	8	<b>10007</b>
<b>Sold under RTB 2017-18</b>	–	21	14	17 (3 bed +)				<b>52</b>

<sup>10</sup> [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/674338/Local\\_Authority\\_Housing\\_Statistics\\_data\\_returns\\_2016\\_to\\_2017.xlsx](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/674338/Local_Authority_Housing_Statistics_data_returns_2016_to_2017.xlsx)

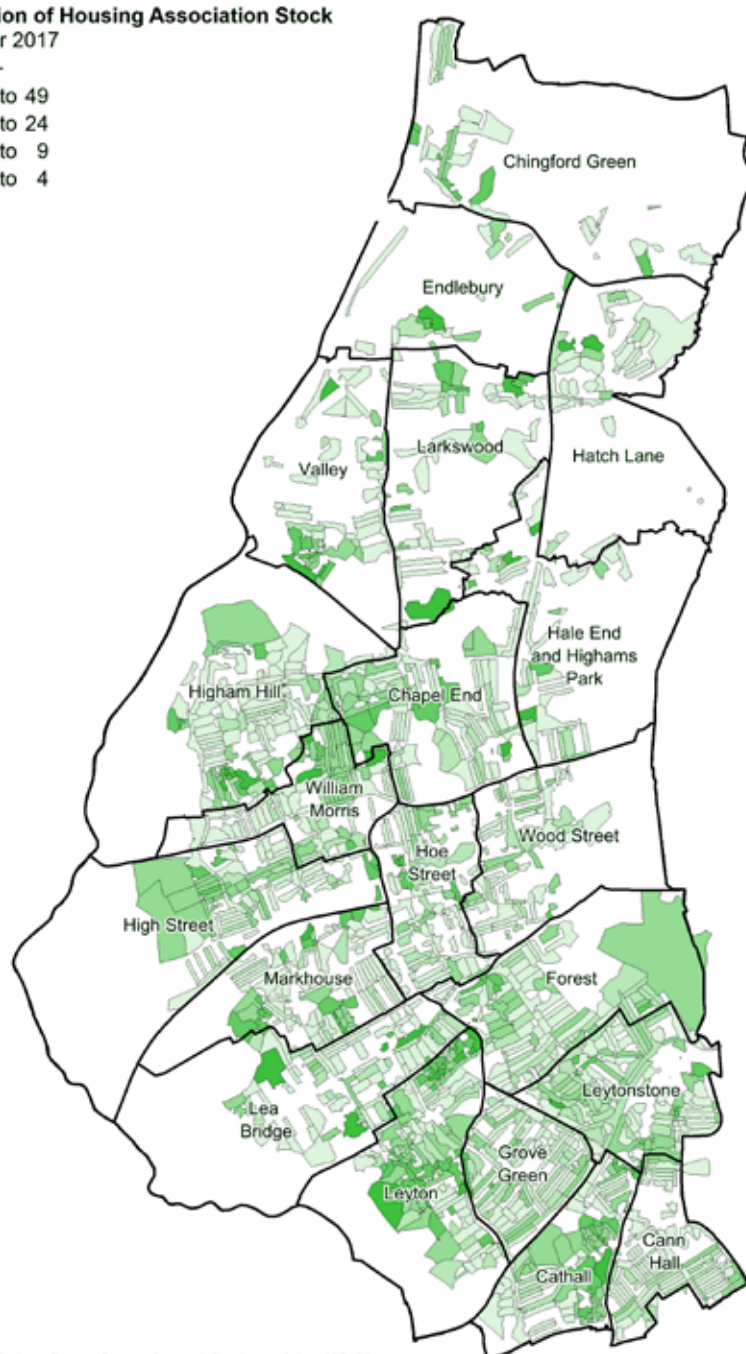
## 5.2 Housing Association homes

In addition there are approximately 13,000 housing association homes in the borough, as illustrated below, owned and managed by around 30 housing associations.

## 5.3 Social Lettings 2016-17

In 2017-18 the total number of lettings of social housing in Waltham Forest to applicants on our Housing Register, including homeless households, was 567, made up of 373 local authority homes and 194 housing association homes.

**Distribution of Housing Association Stock**  
November 2017



Contains OS data Crown Copyright and database rights (2017)

## 6 Private Rented Sector

### 6.1 Selective Licensing in Waltham Forest

The private rented sector (PRS) in Waltham Forest increased from 15% in 2001 to 26% in 2011<sup>11</sup>, and is now estimated to make up around 30% of households in the borough. Waltham Forest Council operates a selective licensing scheme, which means that all private rented homes in the borough must be licensed. As well as reducing anti-social behaviour, this scheme brings private rented properties into a programme to ensure decent standards are maintained. In partnership with other Council departments including Council Tax and Planning, the licensing scheme has uncovered a number of practices such as fake 'lodgers', lettings to fake 'tenants' and multiple room sub-letting. It has identified cases of 'beds in sheds' and other planning violations, and takes a robust line on using its Housing Act enforcement powers where appropriate. As part of this scheme, Cambridge House have been contracted to provide support for residents and undertake preventative work (see para 8.1 for more information about Cambridge House).

Increases in private rents as referred to earlier in this document have contributed to the homelessness problem in the borough. In addition, the high rents make it harder for the Council to use the private rented sector as a solution to homelessness, as the rents charged in the borough are less likely to be affordable to people on benefits or low wages.

### 6.2 Lettings Waltham Forest

Lettings Waltham Forest (LWF), the Council's in-house lettings agency, has launched a service providing decent and secure private rented accommodation for key workers. LWF offers a range of incentives to landlords who can provide suitable properties, and benefits to tenants include zero fees and priority access to quality accommodation. More details about the scheme can be found on the LWF website.

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<sup>11</sup> 2011 Census

## 7 Temporary Accommodation in Waltham Forest

### 7.1 Temporary accommodation policies

In September 2015, Waltham Forest Council revised its policies regulating the acquisition and allocation of temporary accommodation (TA) for homeless applicants. The allocation policy sets out the Council's policy for the prioritisation of homeless households for temporary accommodation according to its location, including key principles for assessing suitability of accommodation and guidelines on location of accommodation. It also contains information about information and support available to applicants placed outside the borough. The acquisition policy sets out the Council's policy for the acquisition of privately owned properties for use as temporary accommodation, including key principles, instructions to suppliers and processes for acquisition.

These policies can be viewed on the Waltham Forest Council website.

### 7.2 Use of temporary accommodation

At the end of March 2018 there were a total of 2235 households in TA secured by Waltham Forest, broken down as follows:

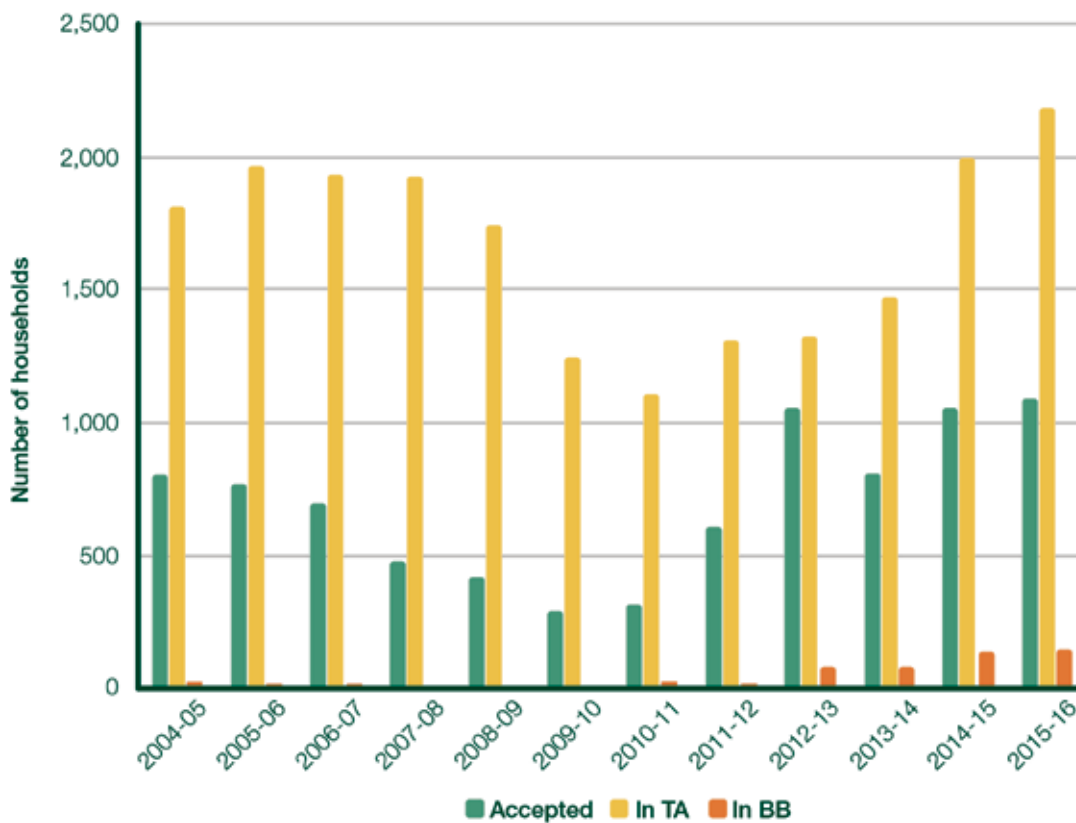
Table 7: Use of temporary accommodation 2018<sup>12</sup>

Type of temporary accommodation	Number of households
<b>Nightly paid (shared facilities)</b>	56
<b>Nightly paid (self-contained)</b>	1205
<b>Hostel</b>	135
<b>Refuge</b>	7
<b>Private Sector leased</b>	592
<b>Council stock</b>	227
<b>Housing association stock</b>	13
<b>Total</b>	<b>2235</b>

<sup>12</sup> MHCLG 2018

The chart below shows the trends in the use of temporary accommodation by Waltham Forest Council. Following significant reductions between 2005-6 and 2010-11, the chart demonstrates that numbers have steadily increased.

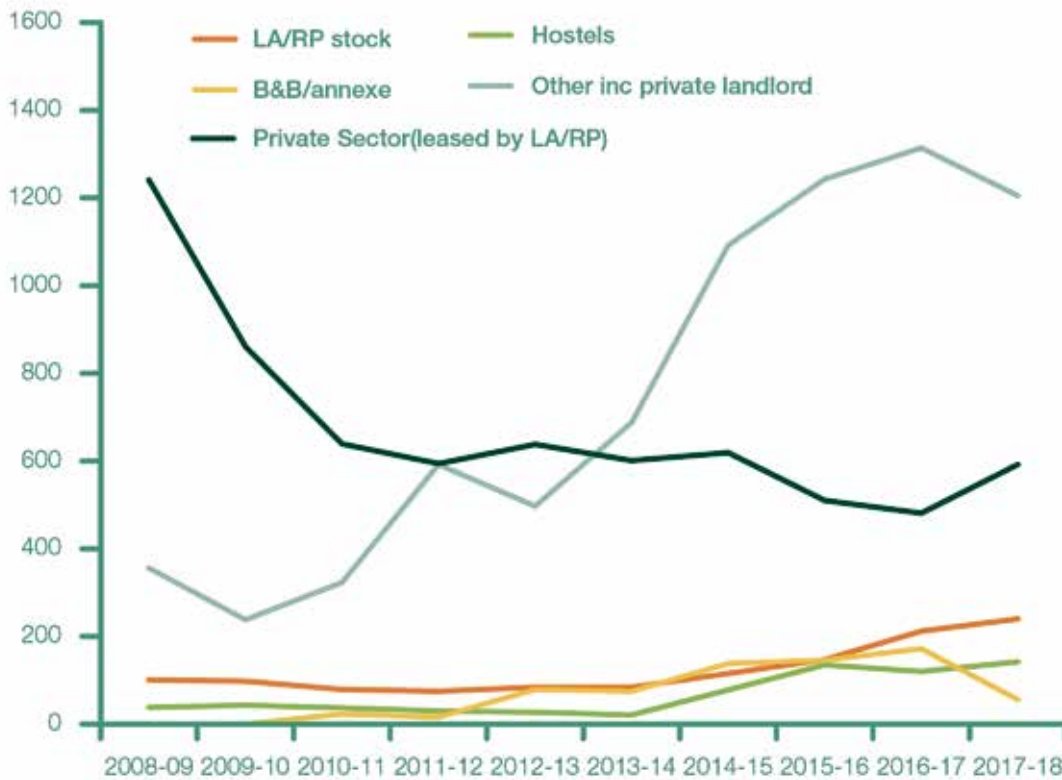
Chart 5 – Use of temporary accommodation



Source: DCLG Live Table 784

The chart on the next page shows changes in the types of accommodation used for temporary accommodation and shows that the rise in numbers illustrated in Chart 5 above coincides with a decline in the use of leased accommodation and sharp increases in the use of more costly nightly paid private sector accommodation.

Chart 6: The role of the private sector in provision of temporary accommodation in Waltham Forest.



### 7.3 Council owned temporary accommodation

The Council owns 151 units of hostel accommodation in 12 different locations:

- Three larger hostels for families (with 23, 39 and 40 units respectively) three smaller hostels for families (18 units of which 3 units that are suitable for people with mobility problems)
- three refuges (13 units in total)
- one male only hostel (6 units)
- one hostel for teenage mothers (6 units)
- one hostel with 3 family units and 3 units for emergency accommodation

In addition, the Council uses void units of its own housing stock for temporary accommodation in some circumstances, for example where secure tenants are moving out of an estate earmarked for regeneration.

## **7.4 Temporary Accommodation Resettlement and Support (TARS) Service**

All households provided with temporary accommodation are assessed in order to identify any support or resettlement needs. Households with identified support needs (for example, those with mental or physical health issues or learning disabilities, those with substance misuse issues, care leavers, and older people) will be offered an interview with the Support Service, and a support plan will be prepared if appropriate to address identified needs. Support will be provided in relation to these needs, e.g. accessing GPs, health visitors, education and Children Centres. Clients may also be referred to Employment and Training services.

Achievements by the TARS service during 2017-18 include assisting 98 TA residents off the benefit cap by supporting them into work or assisting them to apply for an exempting benefit. During that period, the team also enabled TA residents to access additional income totalling £180,243 from grants, charity payments and extra benefits.

## 8 Services in Waltham Forest

The Prevention and Assessment Service is based within the Council's Housing Solutions team and services are delivered from Housing Services at Cedar Wood House. There is an emergency out-of-hours service from 6pm (24 hours at weekends and bank holidays when office is closed). Home visits can be arranged for people who are physically incapable of visiting the office. There is a wide range of information on housing advice and options on the Council's website.

Customers requiring housing advice can be seen on a drop-in basis where necessary or by appointment if their need is not urgent. Housing Services can provide advice on a wide range of issues including

- Being asked to leave by landlord/friends/family
- Rent arrears
- Mortgage arrears
- Discrimination, harassment and illegal eviction
- Relationship breakdown
- Housing Benefit issues
- Domestic violence issues

### 8.1 Working in Partnership

The Council works closely with a range of partners in the borough including:

#### St Mungo's Waltham Forest Hub

Waltham Forest Council funds a Single Homeless Housing and Support Hub in the borough, operated by St Mungo's. It provides support to those who may be insecurely housed, street homeless, have received an eviction notice, or need support in finding accommodation or sustaining a tenancy. The service also offers advocacy with landlords and runs training programmes around employability, tenancy sustainment, and health and wellbeing.

#### Cambridge House

Cambridge House's Safer Renting Team has been contracted by the Council to provide early targeted outreach advice and advocacy to private tenants. Where appropriate, the team can refer tenants to other specialist services, including legal aid or pro bono solicitors. They work closely with the property licensing team and also deliver training and support to Council officers working in the field of homelessness.

#### Ashiana

Ashiana Network receives funding from Waltham Forest Council towards its service which delivers specialist refuge, advice, support and counselling services for black and minority ethnic women and girls affected by domestic violence, sexual violence, forced marriage, honour based violence, female genital mutilation and women who have no recourse to public funds.

#### Refuge

Refuge is a national organisation which supports women, children & men with a range of services, including refuges, independent advocacy, community outreach & culturally specific services; it has a contract with Waltham Forest for the provision of refuge units.

### Aid

Solace Women's Aid runs the Independent Domestic Violence Advocacy Service in Waltham Forest providing support to high risk victims who have suffered from emotional, verbal, physical, sexual or financial abuse as well as coercive control.

### Citizens Advice

Waltham Forest Council has a contract with Citizens Advice Waltham Forest to provide financial advice and debt counselling to Council tenants, temporary accommodation residents and homeless applicants to enable them to keep their homes. Citizens Advice also delivers money management workshops for our customers and training for Council staff.

### SAHA – Stephen House

SAHA receive funding from the Council to provide support and accommodation for young single homeless people between the ages of 16 and 21 who have medium high support needs.

### New Leaf/New Routes

This is a sub-regional project delivered through a successful joint funding bid by the East London Housing Partnership to the MHCLG Homelessness Prevention Programme. New Leaf seeks to intervene at an early stage to prevent homelessness for households living in private rented sector (PRS) accommodation, regardless of priority need status. New Routes seeks to assist individuals and couples with low support needs who are at imminent risk of rough sleeping to access PRS accommodation via pre-tenancy training and a Personalised Housing Plan.

### Branches

Branches is a 27 bedroom hostel for homeless people in Waltham Forest which receives funding from Waltham Forest Council, It is operated by WFCNS, a registered charity providing support for rehousing, as well tackling underlying problems and providing access to services for education and training towards employment.

### East London Women's Project

East London Women's Project (ELWP) is shared, supported accommodation for single women (aged 18 or over) survivors of domestic violence, or other forms of gender based violence or abuse, who have multiple support needs. One room in ELWP is available for women with no recourse to public funds. The eight East London boroughs making up East London Housing Partnership (including Waltham Forest) jointly commissioned St Mungo's, Praxis and AVA to deliver ELWP.

## 8.2 Waltham Forest Directory

The full range of support services available to Waltham Forest residents can be found in the online Waltham Forest Directory.

# Appendix 3

## Definitions of Affordable Housing

The **National Planning Policy Framework** (NPPF) sets out the Government's planning policies for England and how these should be applied. The most recent NPPF published in July 2018 has the following definitions for affordable housing (abridged):-

Affordable housing is housing for sale or rent, for those whose needs are not met by the market; and which complies with one or more of the following definitions:

- a) **Affordable housing for rent:** the rent is set in accordance with the Government's rent policy for Social Rent or Affordable Rent, or is at least 20% below local market rents, with provisions to remain at an affordable price for future eligible households.
- b) **Starter homes:** is as specified in Sections 2 and 3 of the Housing and Planning Act 2016 and any secondary legislation made under these sections.
- c) **Discounted market sales housing:** is that sold at a discount of at least 20% below local market value.
- d) **Other affordable routes to home ownership:** is housing provided for sale that provides a route to ownership for those who could not achieve home ownership through the market. It includes shared ownership, relevant equity loans, other low cost homes for sale (at a price equivalent to at least 20% below local market value) and rent to buy (which includes a period of intermediate rent).

The current **London Plan** definition of affordable housing is consistent with the now superseded 2012 NPPF and is:

Affordable housing is Social Rented, Affordable Rented and Intermediate Housing, provided to eligible households whose needs are not met by the market. Eligibility is determined with regard to local incomes and local house prices. Affordable housing should include provisions to remain at an affordable price for future eligible households or for the subsidy to be recycled for alternative affordable housing provision.

The affordable housing products that meet these descriptions are summarised in the table on the following pages:

## Affordable Housing Products (1)

Product Name	Description	Period	Income & Eligibility (London Specific)	Provider
<b>Social Rent</b> (Target Rent)	(Target) Rents determined through national rent regime and capped (currently at 50% of open market rents)	Secure or fixed term tenancies; Properties held as affordable rent in perpetuity but LA homes subject to the tenant's right to buy at a discount	Lowest income (less than £25k/PA); Eligibility assessed through Council Housing Allocation Policy	Local Authority Registered Provider
<b>Affordable Rent</b>	Over 50% but less than 80% of open market rents	Usually five year fixed tenancies; Properties held as affordable rent in perpetuity through legal obligations	Usually require income in excess of £25k/PA though eligibility starts at £20k/PA	Registered Provider Local Authority
<b>Intermediate Rent</b>	Over 80% but less than open market rents	Assured shorthold tenancies (one year fixed);	Usually require income in excess of £35k/PA though eligibility starts at £20k/PA	Registered Provider
Affordable Home Ownership: <b>Shared Ownership</b>	RP/LA retains 25-75% equity on 1st purchase and charges a subsidised rent on this	For period of ownership; purchaser can increase equity share to 100% ownership	Income between £25k-£90k/PA (single and joint)	Registered Provider Local Authority
Affordable Home Ownership: <b>Shared Equity</b>	Purchase up to 80% of the market value of a home	For period of ownership; usually cannot purchase balance of equity; 'discount' passed on to future purchaser	Income between £25k-£90k/PA (single and joint)	House Builder Local Authority
Affordable Home Ownership: <b>Equity Loan (Help to Buy)</b> (Government is counting this as affordable housing)	40% equity loan to buy open market home (20% outside London), interest free for first five years	Interest payable on equity loan after year five, loan repayable on sale of property at proportion of equity loan	Income between £25k-£90k/PA (single and joint); 5% deposit and 55% mortgage, maximum property value £600,000	House Builder Government

## Affordable Housing Products (2)

Product Name	Description	Period	Income & Eligibility (London Specific)	Provider
<b>London Affordable Rent</b> GLA scheme introduced in GLA 2016-21 Affordable Housing Programme)	Target Rents determined through national rent regime (same as social rents)	Fixed term tenancy (maximum of five years)	Lowest income (less than £25k/PA);	Registered Provider
<b>London Living Rent</b> (Rent to Buy) (GLA scheme introduced in GLA 2016-21 AHP)	Rent determined by GLA formula including borough average income and ward market rent	Minimum three year tenancy; tenants encouraged to save for a deposit to purchase home through the landlord	Income between £25k-£60k/PA (single and joint)	Registered Provider
<b>Discounted Market Rent</b> (Build to Rent)	Rents at less than 80% of open market rents; some capped at LLR or Local Housing Allowance	Assured shorthold tenancies of up to five years; rent discount period 15 years to perpetuity	Income up to £90k/PA; Agreed local eligibility criteria	Developer Professional Private Landlord
<b>Discounted Market Sale</b>	Purchase at 80% or less of market value; usually 'compact' homes	For period of ownership; 'discount' passed on to future purchaser through restrictive covenant	Income between £40k-£90k/PA (single and joint)	Developer
<b>Community Land Trust</b>	Purchasers only buy 'bricks & mortar', effectively a minimum 30% discount on open market value	Land held in trust in perpetuity, resales of homes to other eligible households	According to scheme, income and local connection	Community Land Trust
<b>Starter Homes</b>	20% discount on open market home	Waiting for government definition/guidance	Must have minimum 5% deposit and 75% mortgage	Developer

# **Appendix 4**

## **List of information sources**

for the Housing  
Strategy 2019 – 24

## Waltham Forest

### Waltham Forest Housing Strategy 2008-2028

<https://walthamforest.gov.uk/sites/default/files/WalthamForest%20Housing%20Strategy%202008-28.pdf>

### Joint Strategic Needs Assessment <https://walthamforest.gov.uk/>

### Waltham Forest Strategic Housing Market Assessment December 2017

<https://walthamforest.gov.uk/sites/default/files/Waltham%20Forest%20-%20Strategic%20Housing%20Land%20Availability%20Assessment%202017.pdf>

### Creating Futures: Our new Corporate Strategy Waltham Forest January 2018

[https://foresthub.walthamforest.gov.uk/sites/default/files/creating\\_futures\\_strategy.pdf](https://foresthub.walthamforest.gov.uk/sites/default/files/creating_futures_strategy.pdf)

### Creating Futures for Young People: Our Plan to Improve Life Chances September 2018

<https://www.walthamforest.gov.uk/sites/default/files/Life%20Chances%20Council%20Response.pdf>

### Waltham Forest Economic Growth Strategy 2016 – 2020

[https://walthamforest.gov.uk/sites/default/files/Economic\\_Growth\\_Strategy\\_Report\\_2016\\_20\\_0.pdf](https://walthamforest.gov.uk/sites/default/files/Economic_Growth_Strategy_Report_2016_20_0.pdf)

### Housing for Young People in Waltham Forest Commissioned research December 2017

[https://walthamforest.gov.uk/sites/default/files/WF%20young%20people\\_FINAL\\_15%20Dec%2017%20%281%29.pdf](https://walthamforest.gov.uk/sites/default/files/WF%20young%20people_FINAL_15%20Dec%2017%20%281%29.pdf)

### Waltham Forest Housing Resident Involvement Strategy 2018-2021

<https://walthamforest.gov.uk/sites/default/files/Resident%20Involvement%20Strategy%202018-2021.pdf>

### Think Family 2020

[https://democracy.walthamforest.gov.uk/documents/s52460/WFC155779\\_Family%20Strategy%20Report\\_v7noMarks.pdf](https://democracy.walthamforest.gov.uk/documents/s52460/WFC155779_Family%20Strategy%20Report_v7noMarks.pdf)

## Mayor of London

### Mayor of London Housing Strategy May 2018

[https://www.london.gov.uk/sites/default/files/2018\\_lhs\\_london\\_housing\\_strategy.pdf](https://www.london.gov.uk/sites/default/files/2018_lhs_london_housing_strategy.pdf)

### London Plan

<https://www.london.gov.uk/what-we-do/planning/london-plan/new-london-plan>

### Building Council Homes for Londoners

[https://www.london.gov.uk/sites/default/files/building\\_council\\_homes\\_for\\_londoners\\_16\\_may.pdf](https://www.london.gov.uk/sites/default/files/building_council_homes_for_londoners_16_may.pdf)

### Affordable Housing and Viability SPG

[https://www.london.gov.uk/sites/default/files/ah\\_viability\\_spg\\_20170816.pdf](https://www.london.gov.uk/sites/default/files/ah_viability_spg_20170816.pdf)

## National Government

### A new deal for social housing Green Paper August 2018

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/733605/A\\_new\\_deal\\_for\\_social\\_housing\\_web\\_accessible.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/733605/A_new_deal_for_social_housing_web_accessible.pdf)

### MHCLG Rough Sleeping Strategy August 2018

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/733421/Rough-Sleeping-Strategy\\_WEB.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/733421/Rough-Sleeping-Strategy_WEB.pdf)

### National Planning Policy Framework February 2019

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/779764/NPPF\\_Feb\\_2019\\_web.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/779764/NPPF_Feb_2019_web.pdf)

### Planning Policy for Traveller sites August 2015

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/457420/Final\\_planning\\_and\\_travellers\\_policy.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/457420/Final_planning_and_travellers_policy.pdf)

### Rough Sleeping Strategy – MHCLG

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/733421/Rough-Sleeping-Strategy\\_WEB.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/733421/Rough-Sleeping-Strategy_WEB.pdf)

### Building a Safer Future – Independent Review of Building Regulations and Fire Safety

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/707785/Building\\_a\\_Safer\\_Future\\_-\\_web.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/707785/Building_a_Safer_Future_-_web.pdf)

## Legislation

### Infrastructure Act 2015

<https://services.parliament.uk/bills/2014-15/infrastructure.html>

### Care Act 2014

<http://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

### Welfare Reform Act 2012

<http://www.legislation.gov.uk/ukpga/2012/5/contents/enacted>

### Housing and Planning Act 2016

<http://www.legislation.gov.uk/ukpga/2016/22/contents/enacted>

### Building Regulations 2015

[http://www.legislation.gov.uk/uksi/2015/767/pdfs/uksi\\_20150767\\_en.pdf](http://www.legislation.gov.uk/uksi/2015/767/pdfs/uksi_20150767_en.pdf)

### Homelessness Reduction Act 2017

<http://www.legislation.gov.uk/ukpga/2017/13/contents/enacted>

### Regulatory Reform Order (2002)

<http://www.legislation.gov.uk/uksi/2002/1860/made>

### Anti-social Behaviour, Crime and Policing Act 2014

<http://www.legislation.gov.uk/ukpga/2014/12/contents/enacted>



[www.walthamforest.gov.uk](http://www.walthamforest.gov.uk)

