



ST HELENS  
BOROUGH COUNCIL

QUALITY AND ACCESSIBLE  
HOMES FOR ALL

ST HELENS BOROUGH

HOUSING STRATEGY

2022-27



# FOREWORD

## I am proud to present the new Housing Strategy for St Helens Borough.

This Strategy clearly sets out our priorities for housing over the next five years, both in relation to the housing that we want built but also in relation to how our neighbourhoods can be improved and strengthened in the coming years.

The recent pandemic has demonstrated to us all the importance of having a safe, warm, good quality, positive place to live - we have all spent more time at home than ever before during periods of lockdown. It has also highlighted the strength of our local communities, reflected in the ethos of #StHelensTogether.

Emerging from this challenging time, we now have a period of opportunity to reset our expectations in relation to housing - with transformational regeneration planned for our town centres, a new Local Plan for the borough and clear priorities within our Borough Strategy, our Housing Strategy sets out the central role that housing will have in improving our borough.

This Strategy has been developed around the theme of 'Quality and Accessible Homes for All' - quality in the homes that we build, the investment that we make to existing homes and the neighbourhoods that we live in and homes are accessible in that we all have opportunities to live in a home that meets our needs and aspirations.

We will build on our strengths - our location at the heart of the North West, a track record of delivery, strong partnerships and most importantly our residents who are proud, resilient and committed to this borough. Together we will meet the challenges ahead - ensuring that we respond to the climate emergency and tackling the inequalities that remain in our borough to create the conditions that will enable St Helens and its residents to thrive.

This Strategy is our statement of intent, our list of actions over the coming years and has been co-produced with providers and partners to ensure this document reflects the goals and aspirations across the borough. Thank you to all of the agencies that shared their views and helped to develop this document.

I look forward to receiving your feedback on this Strategy and working together with you to deliver a better borough.



**Councillor Jeanie Bell**  
Cabinet Member - Safer, Stronger Communities

## VISION

As a strategic housing authority, St Helens Borough Council has a duty to meet the housing needs of the borough residents. This Housing Strategy sets out the vision and priorities for housing in St Helens for the next five-year period until 2027 and the actions that will be taken to meet local need.

The Strategy has the overarching vision of **'Quality and Accessible Homes for All'**.

The Strategy is a core supporting document of the St Helens Borough Strategy, which sets the vision for the Borough until 2030.

The Strategy directly supports all six of the priorities in the Borough Strategy of:

- Create Safe & Strong Communities and Neighbourhoods for All.
- Promote good health, independence, and care across our communities.
- Create green and vibrant places that reflect our heritage and culture.
- Support a strong, thriving, inclusive and well connected local economy.
- Ensure Children and Young People have a positive start in life.
- Be a responsible council.

WORKING TOGETHER FOR A BETTER BOROUGH, WITH PEOPLE AT THE HEART OF EVERYTHING WE DO BY IMPROVING PEOPLE'S LIVES TOGETHER AND CREATING DISTINCT, ATTRACTIVE, HEALTHY, SAFE, INCLUSIVE, AND ACCESSIBLE PLACES IN WHICH TO LIVE, WORK, VISIT AND INVEST.

# THE STRATEGY HAS THE OVERARCHING VISION OF 'QUALITY AND ACCESSIBLE HOMES FOR ALL'



The vision for this Strategy directly derives from the Borough Strategy, building on the themes of quality and accessibility:

## QUALITY

- We will partner with Housebuilders and Registered Providers who can deliver good quality and well-designed homes.
- We will support developments that provide a range of house types - with single person, bungalows and larger family homes our key priorities to meet housing needs.
- We will encourage developments that are sustainable and use new technologies to reduce carbon usage in the borough.
- We will invest and secure funding into improving the thermal efficiency of the homes in the borough and support vulnerable residents experiencing fuel poverty.
- We will use council land to deliver new homes that meet local housing needs.



## ACCESSIBLE

- We will maximise the geographic location of St Helens and its accessibility to the North West by creating homes that attract new residents and retain our existing residents by diversifying our housing offer.
- We will work in partnership to continue to deliver affordable homes across the borough - including developing homes that help residents access home ownership.
- We will invest in adapting existing properties to become accessible to meet the needs of residents with disabilities.
- We will provide support services to enable older residents to live in their own home for as long as possible.
- We will ensure that new build properties meet accessibility standards in their design.
- We will promote opportunities for residents to access employment in housing build and retrofit schemes and additional social value to our communities.
- We will continue to invest in and commission specialist accommodation for residents who require access to supported accommodation to achieve and maintain independent living.



# OUR LOCAL LANDSCAPE

St Helens Borough forms part of Merseyside and is one of the six local authority areas, along with Halton, Knowsley, Liverpool, Sefton, and Wirral that make up the Liverpool City Region. Its semi-rural nature makes for a very attractive place to live, with strong growth in new housing and increasing numbers of people choosing to live here.

Our current population of 181,000 residents<sup>1</sup> and 80,200 households is expected to grow steadily over the next 10-20 years, although at a lesser rate than that predicted for the North West and England. St Helens has an ageing population with projections suggesting that the number of residents aged 65 and over will increase by a quarter by 2043. The most rapid growth will be in the 75 plus population and numbers of people aged 85 years and over are projected to nearly double<sup>2</sup>.

Over the 10-year period 2020-2030, there is a projected 5% growth in the number of households equating to 407 households per annum<sup>3</sup>.

There are significant health challenges for the borough population, as the health of the population is not as good as it should be.

Life expectancy at birth for both males and females at 77.5 years and 81.0 years is significantly below national averages of 79.4 years (males) and 83.1 years (females)<sup>4</sup>. There are wide inequalities in life expectancy across St Helens.

The difference in life expectancy at birth for males between the highest ward (Eccleston) and lowest ward (Town Centre) is 10 years. For females, the difference between the highest ward (Billinge & Seneley Green) and lowest ward (Parr) is 8 years<sup>5</sup>. Mental health issues are also a significant issue in the local population.

In addition to health inequality, there are wider inequalities within the borough. The Index of Multiple Deprivation 2019 ranks St. Helens as the 26th most deprived local authority in England out of 317. Nearly a quarter of all neighbourhoods within the borough fall within the most 10% deprived of neighbourhoods nationally. The highest levels of multiple deprivation in the Borough are to be found around the Town Centre / Parr border, particularly the areas of Parr Stocks Road, Fingerpost, Ashtons Green, Pennine Drive and around Boundary Road / Napier Street / Lyon Street, as well Four Acre in Bold. There is a high prevalence of health, income, and employment deprivation.

	Households 2020	Households 2030	% Growth (2020-2030)	Average Annual Change
St Helens	80,153	84,219	5.0	407



## TENURE PROFILE

The table below shows the age profile of housing stock in St Helens. The majority of houses were built between 1930-1972, with most built between 1945-1964<sup>6</sup>.

Pre 1900	1900-1929	1930-1939	1945-1964	1965-1972	1972-1999	2000-onwards
11.6%	9.4%	13.4%	18.8%	15.9%	17.9%	12.7%

Source: Valuation Office Agency, Number of properties by Council Tax Band and property build period, March 2021.

<sup>1</sup> Office for National Statistics (ONS), 2020

<sup>4</sup> ONS, Life expectancy, 2018-20

<sup>2</sup> ONS, Population Projections, 2018

<sup>5</sup> ONS, Local Health.Org, 2015-19

<sup>3</sup> ONS, 2020

<sup>6</sup> Numbers are rounded and will not total 100%

In 2021, the Borough's dwelling stock comprised a total of 84,770 dwellings. The property type is as follows:

Property Type	Number	% Total Dwellings
Detached	10,230	12.1
Semi-detached	35,540	41.9
Terraced	26,880	31.7
Flats / Maisonettes	8,130	9.6
Bungalows	5,640	6.7
Other, e.g. annexe, houseboat, caravan	360	0.4

Source: Valuation Office Agency, Number of properties by Council Tax Band and property type, March 2021

As the table below demonstrates, the tenure profile is that over 60% of properties are owned, with a growing private rented sector and a fifth of all properties owned and managed by

Registered Providers. The private rented sector has experienced a 12% growth in the period 2012-2019.

Property Tenure	% Total Dwellings St Helens	% Total Dwellings England
Owned outright	37	35
Owned with mortgage or loan	30	30
Private rent	13	19
Social rent	21	17

Source: ONS, subnational estimates of dwelling by tenure, 2019 (NB percentages are rounded to nearest whole number).

## Profile of Council Tax Band by Ward

Band	A	B	C	D	E	F	G	H	I
Billinge & Seneley Green	19.8%	13.4%	45.4%	13%	5.2%	2%	0.8%	0%	0%
Blackbrook	42.7%	40.5%	13.7%	1.8%	1.6%	0.2%	0.2%	0%	0%
Bold	48.9%	24.9%	16.5%	5.5%	3.3%	0.9%	0.2%	0%	0%
Earlestown	54.1%	24.8%	11.1%	7%	2.6%	0%	0%	0%	0%
Eccleston	10.8%	9.7%	29.5%	25.4%	11.4%	9.5%	3.8%	0%	0%
Haydock	52.2%	25.6%	12.5%	6.1%	3.3%	0.6%	0.4%	0%	0%
Moss Bank	35%	33.5%	20.5%	8.3%	2.3%	0.4%	0%	0%	0%
Newton	39.5%	24.8%	18.4%	10.9%	6.3%	0.5%	0.3%	0%	0%
Parr	81.5%	12.2%	4.5%	1.6%	0%	0%	0%	0%	0%
Rainford	12.1%	17.5%	34.7%	15.5%	11.7%	6.6%	2.1%	0.3%	0%
Rainhill	15.7%	22.2%	37.8%	11.4%	6%	4.6%	2.6%	0%	0%
Sutton	43.1%	40%	11%	4%	1.8%	0.1%	0%	0%	0%
Thatto Heath	51.3%	17.7%	13.5%	6.8%	7.2%	3.1%	0.1%	0%	0%
Town Centre	77%	15.1%	5%	1.6%	1.1%	0.1%	0%	0%	0%
West Park	58.1%	17.7%	15.8%	4.2%	2.6%	1.8%	0.3%	0%	0%
Windle	40%	19.9%	19%	12%	5.2%	2.7%	1.2%	0%	0%

The table above highlights the current profile of properties by Council Tax Band according to Ward data. This demonstrates the small percentage of properties above Band E across most wards in the borough and the high volume of Band A and B properties in ward such as the Town Centre and Parr.

## LOCAL HOUSING MARKET

The housing market in St Helens has changed significantly since the previous Housing Strategy was developed. On average, the Land Registry report that house prices in St Helens are now £159,784. The average house price in St Helens has seen a 14% increase in the 12 months to August 2020 and a 29% increase in the last 5 years<sup>7</sup>.

However, online estate agents give a current average price paid value of £156,528 based on 1,012 sales in between January and December 2021. This represents a 0.5% decrease in the last 12-months but a 15% increase in the last 5 years. Online estate agents report the average price of £143,277 over the same time period. This is a 4% increase in sale prices on the previous year and 15% increase on the 2018 figure of £124,062.

Property Type	Average Property Price Paid - St Helens	Average Property Price Paid - North West	Average Property Price Paid - England
Detached	£272,374	£376,659	£479,781
Semi-Detached	£159,993	£221,236	£310,834
Terraced	£102,374	£155,037	£294,132
Flats	£90,916	£172,923	£299,681

Source: [www.zoopla.co.uk/house-prices/browse/merseyside/st-helens/](http://www.zoopla.co.uk/house-prices/browse/merseyside/st-helens/) - January - December 2021

The St Helens housing market is diverse, with a considerable average price difference dependent on location. In the 12 months to August 2021, the average house prices achieved in sales by locality varied from £90,360 to £188,518. This range can be seen across our localities<sup>7</sup>.

<sup>7</sup> Land Registry, August 2021

Locality	Average Property Price
Central St Helens	£90,360
Haydock & Blackbrook	£139,220
South St Helens	£146,389
Newton-le-Willows	£183,724
Rainhill & Bold	£188,518
West St Helens	£177,891
North St Helens	£187,613

Source: Land Registry, 2021

Whilst a strong housing market demonstrates interest and investment in the borough, for residents struggling to take the first step on the housing ladder, the gap between income and house prices results in the affordability ratio widening.

The median gross annual income of St Helens Residents is £28,094, which is below the North West average (£29,700) and the England average (£31,766)<sup>8</sup>. Further income inequality exists within different areas of the Borough.

The ratio of house price to income in 2020 was 4.98:1 (£140,000 house price to £28,094 average annual income). This was more affordable than the North West and England. The median price paid for a private rental property in St Helens is £550 per month, equating to 25% of a household's median salary<sup>9</sup>. St Helens is the most affordable area for housing in the Liverpool City Region. However, due to income disparity within the Borough housing affordability remains an issue for many people.

## DEMAND FOR AFFORDABLE HOUSING

Demand for social housing in St Helens is high, with 7,620 active applications on the UnderOneRoof Housing Allocations System (July 2021), with demand patterns indicating that the highest needs are for single bedroom accommodation, with 59% of people on the waiting list as single or couple only applicants.

Over recent years, newer models of affordable housing have been introduced, including shared ownership and rent to buy models, as well as the introduction of affordable rented housing.

<sup>8</sup> ONS, 2020

<sup>9</sup> Valuation Office Agency and ASHE, June 2021

This diversification of tenure options has been popular and positive in the borough, with new build schemes reporting positive sales and feedback on demand for the area.

The table below demonstrates the current level of demand for affordable housing in the borough, with a snapshot of the number of properties advertised by the UnderOneRoof lettings service during 2020/21 and the demand from applicants per advertised property.

St Helens Affordable Housing - Demand and Supply (2020-21)		
Bedrooms/ property type	Supply	Demand
	Number of properties advertised	Applicants demand per advert
Bedsit	3	75
1 bed	392	65
2 bed	338	110
3 bed	244	151
4+ bed	11	65
Bungalow	90 included in above	Included in property size
Adapted property	156 included in above	Included in property size





# POLICY FRAMEWORK

## NATIONAL FRAMEWORK FOR HOUSING

Whilst the current national Housing Strategy - Laying the Foundations (2011) - set out the framework for future housing delivery in England, there have since been a number of national policy developments that have influenced and shaped our local Strategy, including:

- The National Planning Policy Framework (2019) which highlights the requirement for local authorities to maintain a 5-year supply of land for housing delivery.
- Fixing our broken housing market - the Housing White Paper (2017).
- The Housing and Planning Act 2016.
- The Localism Act which encourages greater community involvement in planning for housing.

## LIVERPOOL CITY REGION HOUSING STRATEGY

The Liverpool City Region has set out its main housing priorities in the 'Our Housing Priorities 2019-2024' statement, in which there are five overarching priorities:

- Delivering more homes, improving housing choice and quality.
- Supporting our Ageing Population.
- Regenerating our Neighbourhoods.
- Improving the Quality of Renting.
- Tackling Homelessness.

The Liverpool City Region Housing Investment Statement identifies the need to rebalance the housing market across the City Region, identifying a need for both smaller and larger social rented properties, as well as larger 'Executive' homes.

The strategic objectives of both the 'Our Housing Priorities' Statement and the Housing Investment Strategy have informed the development of this Strategy – the actions identified in this Strategy are mutually supportive of the wider LCR approach towards housing and regeneration with all five of the overarching priorities included in our key actions.

## HOMES ENGLAND STRATEGIC PLAN

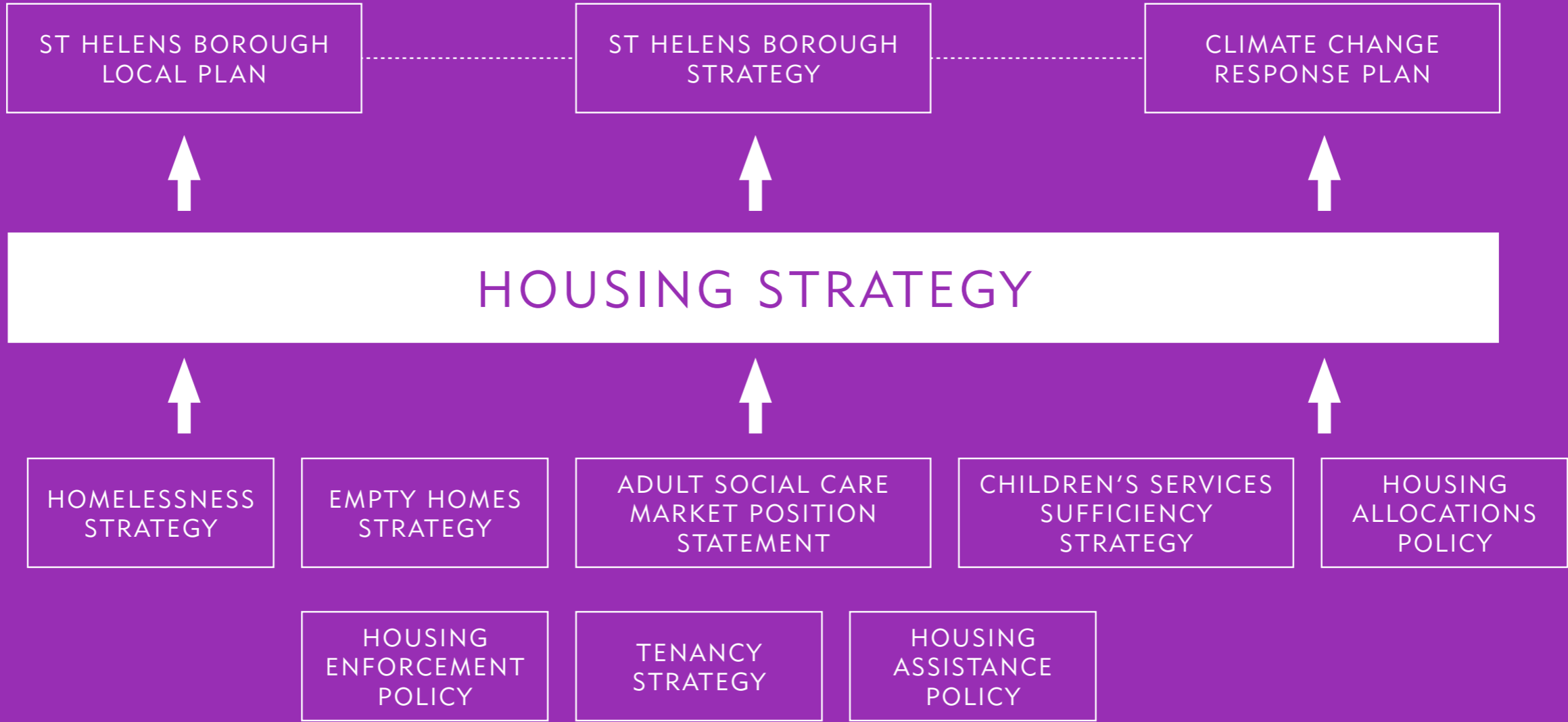
The housing delivery agent of Government has outlined its strategic investment priorities in its Strategic Plan 2018-23. Homes England recognise the local leadership role delivered by local authorities and signals the opportunities to work in partnership with local areas to turn visions into reality.

The priorities of Homes England resonate strongly with this Housing Strategy supporting the affordable housing market.

- Providing investment products, including for major infrastructure.
- Unlocking and enabling land.
- Delivering home ownership products, such as Help to Buy.
- Supporting modern methods of construction (MMC).
- Addressing the barriers facing smaller builders.
- Providing expert support to priority locations.

Homes England are a key stakeholder in the delivery of our housing strategy vision for the borough.

LOCAL POLICY FRAMEWORK



THE AIM OF THE HOUSING STRATEGY IS TO OUTLINE HOW THE PRIORITIES IN THE BOROUGH STRATEGY WILL BE DELIVERED BY THE BOROUGH'S HOUSING PARTNERSHIP. THE HOUSING STRATEGY SITS WITHIN THE CONTEXT OF THE LOCAL PLAN THAT SETS OUT THE SPATIAL AND NEED FOR HOUSING IN THE BOROUGH AND THE CLIMATE CHANGE RESPONSE PLAN THAT SETS OUT HOW THE COUNCIL WILL RESPOND TO THE CLIMATE EMERGENCY.

# MEETING HOUSING NEEDS

The St Helens Local Plan, informed by the most recent Strategic Housing Market Assessment (SHMA 2019), recognises an annual net need for an additional 486 homes per year.

The SHMA highlights that there is an annual need for 117 new affordable homes per year and recommends that most of this need relates to affordable and social rented properties.

The SHMA also recognises that some residents may struggle to access the housing market in St Helens, not due to house prices, which in some areas remain affordable based on an income / mortgage costs ratio, but due to capital costs required to access home ownership such as deposits / legal costs and mortgage lending requirements. It is therefore important that the affordable housing delivered in the borough also enables residents to access affordable home ownership.

The SHMA also reported the following:

- Rent levels in St Helens are generally low in comparison to national rates.
- Estimated 27%-28% increase in the population aged 65+ (accounting for at least 85% of total population growth).
- A 40%-41% increase in the number of older people with mobility problems (representing at least 21% of all population growth).
- An estimated 13%-15% increase in the number of people with a long-term health problem or disability.

In relation to the mix of affordable and market housing to be provided, the SHMA highlights the need for larger family homes for market housing and smaller one-bedroom properties for the affordable rented sector.

	1-bed	2-bed	3-bed	4+ bed
Market	0-15%	25-20%	50-55%	15-20%
Low-cost home ownership	10-15%	35-40%	40-45%	5-10%
Affordable housing (rented)	30-35%	30-35%	25-30%	5-10%

Source: SHMA, 2019

The findings and recommendations within the SHMA have informed and shaped the priorities within this Housing Strategy.



## DELIVERY OF HOUSING

The table below highlights the number of net completions for each year since 2016/17 and the percentage of completions that are affordable homes delivered. Despite the impact of the

pandemic, 646 new homes were delivered in 2020/21, including 276 affordable homes such as the development of a new Extra Care scheme at Foundry Wharf.

### St Helens Housing Completions - (2016/17 - 2020/21)

Financial Year	Net Total Completions	Net Affordable Completions	% of Total Completions that are Affordable Homes
2020/2021	646	276	43%
2019/2020	758	192	25%
2018/2019	775	128	17%
2017/2018	408	80	20%
2016/2017	487	66	14%

The council has an overall target for the delivery of 90 net new affordable homes each year from 2022, rising to 100 per year from 2023 onwards.



# STRATEGIC HOUSING FUNCTIONS

St Helens Borough Council is not a housing provider in the borough, the council retains a number of statutory duties as a strategic housing authority.

Our Statutory Duties - the actions and activities that the council has to deliver - include the following:

- Periodically review the housing needs of the area in relation to housing conditions and the needs of the district.
- Awarding grants to disabled persons (subject to means testing and up to a prescribed maximum) to allow them to adapt their homes to meet their needs.
- Have a Housing Allocation scheme, publish a summary of it and allocate housing accommodation in accordance with the scheme.
- Make inquiries into cases of homelessness or threatened homelessness, to provide interim accommodation to people who are homeless and secure permanent accommodation for people who are eligible for assistance.
- Ensure that advice about homelessness and the prevention of homelessness is available free to everyone in their district.
- Publish a new homelessness strategy at least every 5 years and take it into account in discharging its functions.
- Inspect a dwelling to see if there are any hazards under the Housing Health and Safety Rating System and Take appropriate enforcement action where a category 1 hazard exists.
- Licence all Houses in Multiple Occupation where there are five or more persons in two or more households where there is sharing of facilities.
- Develop and publish a Tenancy Strategy for the borough.



# OUR PRIORITIES

This Strategy has been developed across five thematic areas, as demonstrated in the diagram below.



For each of these themes, we have included our key objectives, the wider delivery commitments that we have identified in partnership and also identified how we will measure our performance.



# TOWARDS NET ZERO

## OUR KEY OBJECTIVES

- Support the delivery of the Council Climate Response Plan and ambition to achieve Net Zero by 2040.
- Tackle fuel poverty in the borough with targeted activity for the residents in need of support.
- Maximise all funding opportunities to increase the sustainability of housing across all tenures to achieve net zero carbon target.

## TOGETHER, WE WILL ACHIEVE THE FOLLOWING:

- Enable several exemplar schemes in the borough that are ambitious and sector leading in the use of carbon neutral, energy efficient measures.
- Ensure readiness for schemes with our partners so that we attract and secure all possible additional funding to St Helens.
- Secure available grant funding to improve the carbon efficiency of existing homes - prioritising residents who need financial assistance to do so
- Enable the delivery of carbon retrofit measures to existing housing to reduce emissions on a fabric first basis – prioritising non-traditional build homes in the borough
- Promote and support initiatives and investment that deploy renewable energy sources – from local to large scale measures such as the exploration of heat networks in the borough.
- Improve our understanding of needs in our local areas by improved data collection and analysis
- Use our tools, including enforcement powers when required, to ensure that private landlords are meeting their obligations to improve the thermal efficiency of the homes they rent
- Ensure that all new homes built meet the Future Homes Standard
- Promote to residents the measures that they can take to improve the efficiency of their homes by offering advice, signposting and targeted local education campaigns.
- Promote design quality and sustainability of new build homes to improve the overall energy efficiency of our borough.



Baseline Domestic Carbon Emissions in St Helens have fallen from **290.1 kt CO<sub>2</sub> in 2015** to **256.2 kt CO<sub>2</sub> in 2019**.

Over **63,000** of our properties have an Energy Performance Rating of 'D' or below.

The average property within the borough emits **6826kg** per year of CO<sub>2</sub>.

A total of **253** properties have received energy efficiency improvement actions in 2020/21.



In July 2019, St Helens Borough Council declared a Climate Emergency, recognising the need to take urgent action at a local, national and international level to address the risks to the future from climate change. The council has demonstrated its commitment in this area - committing to achieve Carbon Net Zero by 2040.

In order to meet this commitment, a step change will be required in relation to housing – how we build and heat our homes are major contributors in the carbon usage in the borough. We also need to consider the potential impact of long-term climate change in our future developments, including mitigating risks from flooding and how houses can be designed to mitigate excess heat.

In October 2021, the Government published its 'Net Zero Strategy: Build Back Greener' and 'Heat and Buildings Strategy'. These include commitments to address all sources of emissions - stating that heating for homes and workspaces makes up one third of all emissions at present. The Government aims relating to domestic heating are that no gas boilers will be installed from 2035 and the new Strategy also provides further funding commitments for Social Housing Decarbonisation, Public Sector Decarbonisation and Home Upgrade Grants. The national Net Zero Strategy also outlines plans to upgrade fuel poor homes to EPC Band C by 2030 where reasonably practicable and setting long-term regulatory standards to upgrade Privately Rented Homes to EPC C by 2028 and considering setting a long-term regulatory standard for Social Housing, subject to consultation. This Strategy will align with the national priorities to ensure that we maximise opportunities for investment within the housing stock in the borough and to contribute towards this ambitious agenda.

## OUR HOMES ARE WARM AND COMFORTABLE, POWERED AND HEATED BY CLEAN, AFFORDABLE ENERGY.

GOVERNMENT NET ZERO STRATEGY, OCTOBER 2021

New build opportunities offer the ability to re-think how homes are built – we will ensure that sustainability is at the heart of future planning decisions and that the new places that we deliver will be more carbon efficient and reflect both our ambitions and practical measures that are going to be required as we adjust to the low carbon challenge.

As a council, we will utilise our land assets and investments to support developments that align with our ambitions in this area - we will work with partners that share the objectives to create exemplar neighbourhoods in both design and delivery. We will support partners to secure funding from Homes England who can meet these new expectations and build homes that are fit for the future.



By 2050, at least 80% of the housing stock that will exist then has already been built. This highlights the significant challenge to improve existing stock. We will support existing homes to adjust to the future changes to how we will heat and power our homes, with the introduction of low carbon heating technologies by provision of direct advice and assistance. We will offer support in achieving this behaviour change - local education and signposting during the future transitions that we will make as a nation and ensure that all of our residents are supported in this process.

Whilst the council is not a landlord, we will engage and encourage Registered Providers, who own 20% of the housing in the borough, to ensure that they access retrofit funding to reduce carbon emissions, starting with ensuring that their stock meets EPC Band C rating by 2030.

## WE ESTIMATE THAT APPROXIMATELY 11,750 OF OUR RESIDENTS ARE EXPERIENCING FUEL POVERTY AS AT 2019 BASED ON LOW INCOME AND LOW ENERGY EFFICIENCY

SOURCE: DECC, APRIL 2021

For the private rented sector, we will encourage landlords to introduce retrofit carbon reduction measures and ensure that legal minimum energy efficiency standards are achieved, including utilising enforcement measures when required.

As energy prices increase, the number of people experiencing fuel poverty is set to increase. The Affordable Warmth Service will work to reduce fuel poverty by assisting low-income households with energy efficiency improvements to reduce energy demands, reducing the unit cost of energy through switching suppliers and helping maximise household income.

In order to meet these ambitious targets, the council will work to secure funding to support residents who require financial support. As part of the Liverpool City Region, the council has joined with neighbouring areas and secured £1.3M of funding (with a further £2.367M bid for through the Sustainable Warmth Fund) for housing retrofit measures in St Helens borough for residents who are vulnerable or in need of financial support to improve their homes. We will continue this programme and will prioritise our non-traditional build stock, properties that are reliant on non-network fuel sources and concentrating on properties of energy rating EPC Band D and below.

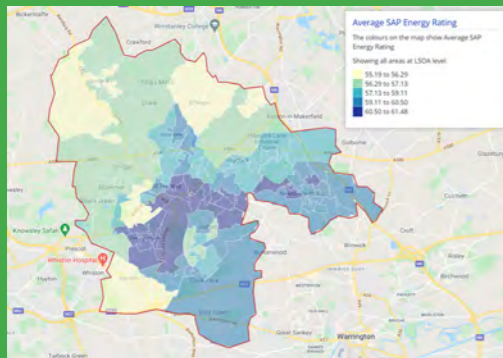
Whilst the council will use its knowledge, skills, experience and tools to meet this target, we will also continue to highlight to national government the scale of need and investment required to ensure that our homes are fit for the future. For St Helens, the Climate Commission is the strategic co-ordinating forum to lead this change with the support of the local housing sector to do so.



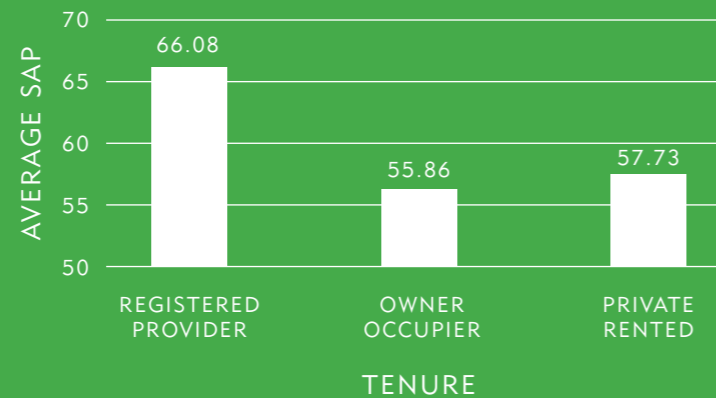
## WE WILL MEASURE OUR IMPACT BY:

- Increasing the number of homes that are improved through council-led retrofit schemes and resulting carbon emission reductions.
- Monitoring the engagement of the Registered Providers and landlords to deliver physical changes across their housing stock.
- Increasing the number of homes built to be net carbon neutral following introduction of the Future Homes Standard.
- Greater levels of funding secured for St Helens to invest into housing schemes.
- Delivery of exemplar new build net zero carbon sites in the borough.
- The improvement to average Standard Assessment Process (SAP) rating of all dwellings across the Borough.
- Using our data and intelligence to deliver activity across our localities to target investment to increase energy ratings in key neighbourhoods.

## AVERAGE ENERGY RATING AT LOWER SUPER OUTPUT AREAS LEVEL



ST HELENS TOTAL HOUSING STOCK -  
AVERAGE SAP RATING BY TENURE (SAP 2012)



# IMPROVE HEALTH AND WELLBEING

## OUR KEY OBJECTIVES

- Prioritise the development of bungalows and homes for larger families to ensure that the housing stock is accessible for residents with additional needs.
- Secure over £2.5m per annum in adaptations to enable residents with disabilities to remain living independently at home.
- Improve and expand the assistive technology offer available to residents to support independent living

## TOGETHER, WE WILL ACHIEVE THE FOLLOWING:

- Ensure that the actions of the housing sector support the wider aims to tackle the health inequalities that exist in our borough.
- Use our enforcement powers to ensure that landlords carry out necessary works to remove serious housing hazards in and around the home.
- Work with external organisations to provide small scale emergency works and assistance to remove health related hazards in the homes of the Borough's most vulnerable residents.
- Reduce excess winter deaths and illnesses associated with fuel poverty by delivering future affordable warmth campaigns in partnership with Public Health.
- Expand the local offer from the Home Improvement Agency to offer an affordable, reliable, trusted service into our communities.
- Support Integrated Health & Social Care services in preventing hospital admissions, reducing admissions into residential care and supporting effective hospital discharge through the delivery of the Home Improvement Agency services.
- Ensure that residents using assistive technology are supported in the digital switchover process expected by 2025.
- Continue to offer tailored support for people experiencing homelessness and deliver an effective housing options service that works to prevent homelessness.
- Secure a sustainable legacy programme of delivery of the Housing First programme in the borough.
- A commitment to end rough sleeping during 2022.
- Support the delivery of a Pilot Recovery Housing Scheme in the borough for people who have overcome substance addiction.



**4.8** households per 1k population were classed as homeless in 2020/21.

*MHCLG, 2020/21*

Over **11,000** residents are experiencing fuel poverty in St Helens.

The total cost to remedy category 1 hazards in St Helens private sector housing is estimated to be **£13.6m**

The number of people aged 65 and over with a limiting long-term illness is expected to rise by

**3,000** by 2040.

*Poppi 2020*



The relationship between housing and health is well established with a strong public health need to ensure that homes are suitable, safe, healthy, connected and meet the needs of people during each stage of their lives. As well as improving the quality and accessibility of the housing in the borough, we also have clear ambitions to prevent homelessness and over recent years, have improved our response to the most severe instances of homelessness in rough sleeping in the borough.

This section of the Strategy outlines our approach to how housing can assist in the wider health and well-being ambitions for the borough.

St Helens as a population has a number of health-related challenges – it is the 8th most deprived Local Authority area for Health & Disability deprivation, manifesting in life expectation lower than the national average and higher rates of limiting long term conditions.

## WE HAVE AN AGEING POPULATION TOO, WITH AN EXPECTED RISE OF 26% IN THE 65+ AGE GROUP BY 2043.

This local context means that the housing we build, the services we commission and provide, and our housing related responses need to be focused on tackling the health inequalities that exist in the borough by providing interventions that enable people to live well and independently in homes that meet their needs.

With the focus on prevention, adopting a public health approach to housing will inform the houses that we enable - Homes England will encourage that publicly funded new build housing schemes meet the Building for a Healthy Life criteria within the National Design Guide, so that properties are well insulated, accessible and designed for a lifetime occupancy.

We have recognised the need to tackle over-occupation in our Housing Allocations Scheme and will assist households who are living in overcrowded conditions. The Private Housing Initiatives Team will ensure that standards in the private rented sector are raised - we will use our enforcement powers to act against landlords to ensure that the homes they let are free from hazards.

We will ensure that households experiencing fuel poverty are identified and assisted, so that we prevent housing-related excess winter deaths and enable residents to keep warm during winter months without fear of debt. Housing interventions to keep people warm, safe and free from cold and damp are an efficient use of resources. In terms of return on investment, the Kings Fund estimate that every £1 spent on improving homes saves the NHS £70 over 10 years.



During 2020/21 the Home Improvement Agency assisted 219 residents with benefit applications worth over **£1.5m.**

During 2020/21 over 400 properties were adapted and **120** Emergency Grant Works were approved by the council.

Over **200** people experiencing street homelessness or at risk of homelessness were provided with temporary accommodation as part of the pandemic.



Demographic data advises that our population is aging and as such, we need to consider how housing can support older residents to maintain living at home safely. St Helens Borough Council has enabled partners to deliver a number of extra care housing schemes in the borough as well as smaller settings for people living with dementia. Adult Social Care Services are developing a new Extra Care Housing Strategy and a revised Market Position Statement that will set out the needs and commissioning priorities for specialist accommodation for social care services.

We will prioritise and support developments and remodelling opportunities that deliver bungalow and adapted properties across all tenures, both for older people and adapted properties that can meet the needs of larger families that include children with disabilities. We aim to increase the number of adapted properties in the borough so that residents of all ages who require this property type, can access accommodation.

Housing is a fundamental basic need - the lack of a home can severely impact health and wellbeing. Over recent years, the council has delivered significant change in preventing and tackling homelessness, including the successful delivery of the Everyone In initiative during the pandemic in which all rough sleepers were provided with emergency accommodation.



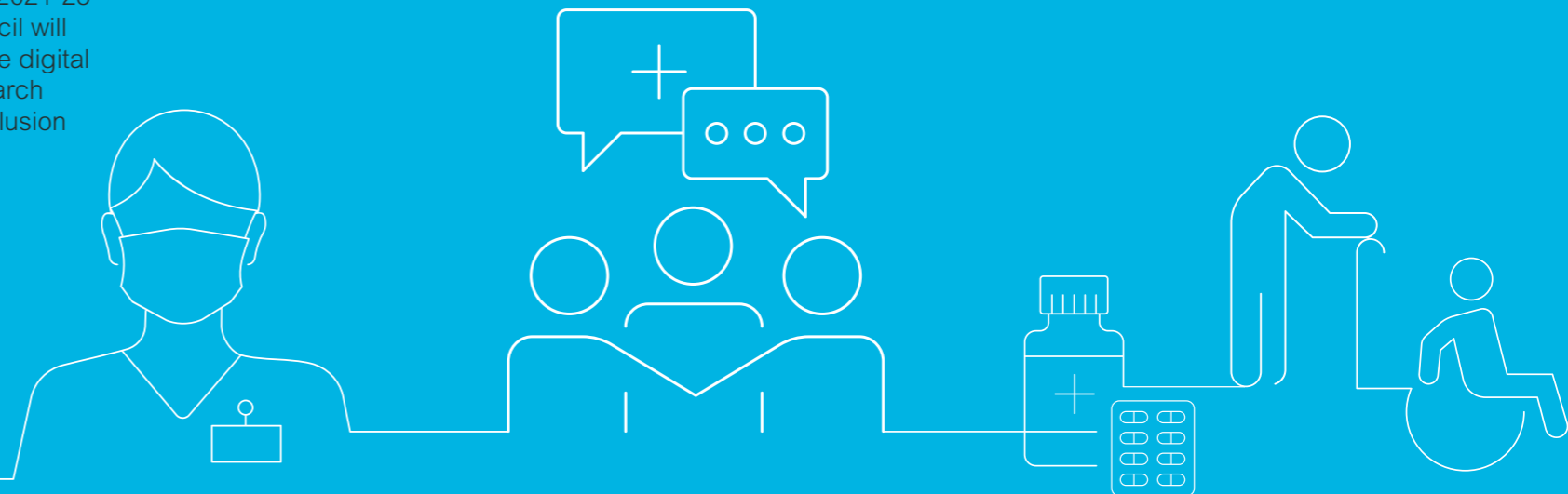
The introduction of the Housing First model across the Liverpool City Region, funded as a pilot by the DLUHC has enabled 36 residents with high support needs and a history of homelessness to be supported into securing accommodation. There is uncertainty for the long-term funding of this programme - we will continue to highlight the positive impact of this programme and complete an evaluation to identify a sustainable model for future delivery.

Our overall aim, in partnership with the sector, is to end rough sleeping during 2022. With further investment secured into new housing schemes such as Champions Court and Egerton Street from Homes England, there is a real opportunity for prevention, early intervention and tailored responses to ensure that no resident has to sleep rough on the streets of this borough.

We need our homes to be well connected, both in relation to physical design but also as digital access is now considered a 4th utility. Through the Liverpool City Region Digital Strategy 2021-23 and Action Plan, St Helens Borough Council will work to ensure digital inclusion and reduce digital poverty within the borough - through research and building an evidence base, digital inclusion programmes and dedicated, coordinated activities to address the gaps in on-going interventions.

## WE WILL MEASURE OUR IMPACT BY:

- Increasing the number of adapted homes in the borough.
- Increasing the number of households taken out of fuel poverty.
- Increasing the new homes built to quality design standards.
- Increase in the number of homes free from housing hazards.
- Increasing the number of cases where homelessness has been prevented.
- Reducing the number of rough sleepers in the borough to 0 by 2025.
- Delivering further units of accommodation for people experiencing homelessness and rough sleepers.



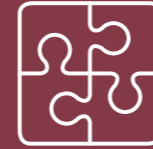
# DELIVERING REGENERATION & GROWTH

## OUR KEY OBJECTIVES

- Delivery of a minimum of 486 homes per year to meet identified housing needs.
- Secure a balance of delivery of both affordable and executive homes across the borough to ensure that there is a diverse housing offer to retain and attract new residents.
- Raise design standards for new build developments - recognising local heritage, neighbourhood design and promotion of best practice in our borough.

## TOGETHER, WE WILL ACHIEVE THE FOLLOWING:

- Prioritise the delivery of new affordable homes in the borough to meet the identified local housing needs, including maximising opportunities via Section 106 obligations on developments.
- Ensure that the housing developed as part of the wider town centre Regeneration in St Helens and Earlestown is transformative and an exemplar of town centre living.
- Engage and support Registered Providers who wish to build new affordable housing in St Helens through the Affordable Housing Programme.
- Develop a pipeline of housing schemes that can maximise the use of funding available through Homes England via Strategic Investment Funding, Strategic Partnerships and through Continuous Market Engagement.
- Ensure that our new strategic sites in the borough meet local housing needs and maximise opportunities for place shaping by the development of strong master planning and design guidance.
- Secure further investment funding into brownfield site remediation to enable future housing developments in the borough.
- Provide practical advice and support to local community based housing projects.
- Use council land and assets as a catalyst for regeneration in existing neighbourhoods.
- Promote the use of modern methods of construction to accelerate housing delivery.
- Support the delivery of the Liverpool City Region Housing Investment Strategy.



Our net annual housing need is **486** homes per annum.

In 2020/21 we delivered **276** affordable homes in partnership with Registered Providers

St Helens average house price was **£124,327** in 2016, compared to **£159,784** in August 2021, a 29% increase over 5 years.  
*Land Registry 2021*

There were **3,003** net housing completions in St Helens for the period 2015-20, 70% higher than in 2005-10.



## REGENERATION

This is a time of great opportunity for St Helens, with a once in a generation ability to transform our town centres. The council, working in partnership with the English Cities Fund (ECF), will commence on a significant redevelopment of both St Helens and Earlestown town centres. ECF is a national strategic joint venture set up by Homes England, Legal & General and leading developer, Muse Developments. Since 2001, ECF has been delivering some of the most complex and most successful urban regeneration projects across the UK and is working with St Helens Borough Council on this exciting project.

In 2021, St Helens was successful in applying for £25m of Government funding through the Town Deal - enabling projects to bring about the regeneration of the borough. One of these projects, Town Centre Living and Regeneration, will link to the work being done through the partnership with the ECF to transform St Helens town centres. From a housing perspective, we will secure the opportunity to develop new housing as part of the town centre regeneration through both new builds, repurposing of existing buildings and bringing forward housing development sites arising from the One Public Estate programme.

We will also work with local Registered Providers to develop Area Based Action Plans to review our neighbourhoods, identify areas of opportunity and locations in need of specific support. We will adopt a transformative place-based approach to planning our responses to existing neighbourhoods, involving all partner agencies and avoiding piecemeal responses so that investment and interventions have impact and are sustainable.

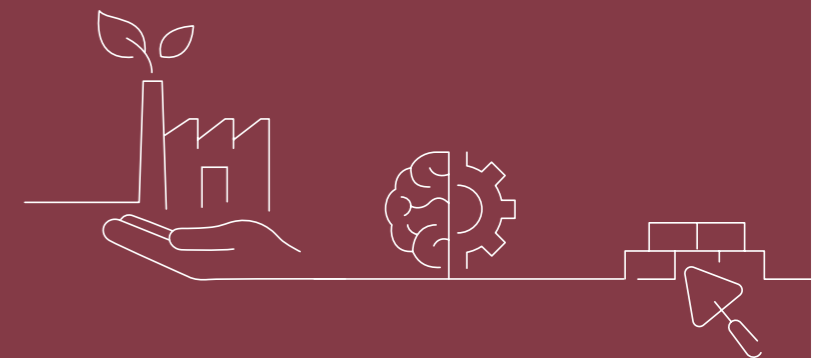
## GROWTH

The Core Strategy (2012) had a focus on providing quality housing in the Borough set out through its vision, strategic aims and objectives. Policy CP1, section 1xi) required, in terms of the quality of the built environment, and where appropriate, residential developments to achieve Buildings for Life rating of at least "good". Policy CH2 states that a suitable mix of high-quality housing will be provided to deliver sustainable communities in accordance with identified local needs, including the delivery of affordable housing and the delivery of a suitable housing mix and special needs housing.

The emerging Local Plan (Submission Draft 2019) will be amended by main modifications and is due to be finalised in 2022. This has a vision that by the end of the Plan period 'good quality new market and affordable housing will have been provided, broadening the housing stock, meeting local needs, providing safe and sustainable communities, and making the Borough a residential destination of choice'. To emphasise this, the Plan has strategic aims on 'ensuring quality development' and 'meeting housing needs', with strategic objectives supporting these, including 'to promote the creation of a well-designed environment by supporting proposals for high quality development'.

In terms of requiring high quality development, the Local Plan includes two relevant policies applicable to the development of new housing sites, Policies LPD01 - 'Ensuring Quality Development' and LPD02 - 'Design and Layout of New Housing'.

# IN TOTAL £12M HAS BEEN INVESTED INTO THE REGENERATION OF BROWNFIELD SITES FOR HOUSING IN ST HELENS



These policies set out a number of requirements to ensure high quality development is delivered over the Plan period.

Strategic sites identified within the Local Plan will bring for significant future house building developments, with 900 new homes in Moss Nook, 1,200 on a large site at Cowley and 3,000 in Bold with the potential for a new Garden Suburb.

The council has worked within the Liverpool City Region to secure significant amounts of funding for brownfield sites to be remediated and viable for housing delivery. This has included £2M funding at Moss Nook that has kickstarted this development of over 1000 new homes.

As a local landowner, the council will review its assets aligned to new development opportunities and will also invest funding secured via commuted sums to provide enabling funding or gap funding to progress strategic sites that deliver affordable homes into areas of housing need. This will include the provision of 'exemplar' sites that meet our ambitions and commitments to carbon reductions and building homes for the future.

Earlier in this document, we have outlined our priorities for meeting housing needs - recognising demographic factors, the existing stock in the borough and our changing housing market.

In line with the LCR Housing Investment Strategy, we will encourage the development of new executive housing in the borough and in recognition of the needs captured in the Strategic Housing Market Assessment, we will also prioritise delivery of affordable properties for single applicants.

Ensuring that the housing we build is well designed can not only create the sense of place, build on our local heritage and positively impact existing neighbourhoods, it can also 'futureproof' housing to meet some of the changes ahead - including climate change, future maintenance costs and an ageing population. Design is more than the external features of a property - it is ensuring that best practice, local needs and long-term considerations influence the homes that we build now, for the decades ahead. We will work with developers to innovate, to bring forward sustainable new homes that incorporate smart technology, designed and built for 21st century living.

The council will encourage the use of suitable Modern Methods of Construction (MMC) on sites, to accelerate the delivery of new build housing in the borough and to ensure that we maximise the available technologies for the construction process.



## AFFORDABLE HOUSING

The current levels of need for affordable rented housing are set out in this Strategy. We will ensure that we maximise opportunities for continued delivery of affordable homes across the borough via funding mechanisms such as Homes England Strategic Partnerships and Continuous Market Engagement. We will negotiate with developers for onsite delivery of homes via Section 106 agreements where applicable and ensure that any commuted sums are directly invested into the local delivery of housing in line with the priorities of this Strategy.

Affordable housing captures a range of housing options designed to assist people into a home that meets their needs - including residents aspiring to home ownership who may struggle to secure a mortgage due to the size of the deposit required or current house prices or for those who want to take a more gradual approach towards home ownership. National Government policy continues to promote home ownership and new models to access the market have been developed over recent years, with tenures including Affordable Rent, Shared Ownership, Shared Equity, Rent to Buy, and the new First Homes model to be launched in 2021/22.

We will promote all accessible routes to home ownership for our residents and refresh the current advice and assistance that we offer first time buyers, including the advice that we provide online and via social media.

We will work with developers to ensure that the affordable housing delivered on site meets local needs, offers opportunities for accessing home ownership and at first access, is affordable to local residents based on income and earnings data.

Under the emerging Local Plan, Policy LPC02 – 'Affordable Housing' sets out that proposals for new open market housing for sites of 10 or more dwellings will be required to deliver affordable housing, with the proportion of affordable housing delivered dependant on the location of the site and whether it is on greenfield or brownfield land.

## ASPIRATIONAL HOUSING

In order to achieve balanced housing markets, this Strategy will also support the development of new, aspirational executive housing in the borough. This approach will assist in diversifying the housing market in a number of our neighbourhoods by expanding the type of housing available, aligning the housing delivery in the borough to our plans for economic growth and ensure that there is a housing offer for all of our residents. This approach will assist in ensuring that existing residents can remain within the Borough to achieve their housing goals and to will also attract new residents to the borough, to bolster the Borough's workforce.

## COMMUNITY LED HOUSING

The council will provide advice and support to local community led projects that seek to deliver new build housing schemes for local residents. We will support projects that offer a true benefit for the local community in perpetuity and in which open community participation takes place throughout the process.

## LEASEHOLDERS

The Government has signalled its intention to bring forward legislation to review the protection for leaseholders of new build housing schemes. The council will provide advice to leaseholders during this legal process and as a landowner will ensure that we respond to any future directions from Government on this issue.

## SOCIAL VALUE / EMPLOYMENT

Growth and regeneration not only offer the opportunity to transform the physical landscape, but there are also opportunities to provide direct employment, invest into the local employment market and develop skills within our community for the future. We will work with both local organisations and the City Region to harness the potential for training and employment opportunities in housing and the wider associated sectors to ensure that local residents benefit. We will also encourage new developments and remodelling schemes to focus on social value, including the use of local contractors where possible and to consider the use of local supply chains.

## WE WILL MEASURE OUR IMPACT BY:

- Increasing the rate of annual new additional homes delivered by at least 486 units per annum.
- Increase the number of new affordable units, including affordable home ownership.
- Increase the number of first-time buyers assisted by affordable housing schemes built.
- Secure further external funding to support housing new build on brownfield sites.
- Increase the total amount of grant funding secured from Homes England for new housing schemes.
- Increasing the delivery of new housing schemes developed using the council's own land and resources for gap funding / viability.
- Evidence of the local employment opportunities generated by housing developments.
- Evidence of the local supply chains supported by new housing developments.
- Number of schemes using modern methods of construction in the borough.
- Number of community led housing schemes supported.



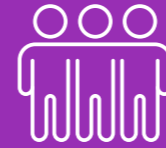
# CREATING COMMUNITIES

## OUR KEY OBJECTIVES

- Ensure that housing and housing providers are central to the development and delivery of a new localities model in the borough.
- Ensure that Houses in Multiple Occupation in the borough are suitable, safe, well managed and meet local housing needs by the creation of a new HMO Policy for the borough.
- Bring back into use long-term empty homes that have a detrimental impact on our neighbourhoods.

## TOGETHER, WE WILL ACHIEVE THE FOLLOWING:

- Ensure that future housing programmes and projects align with the principles of the Borough Community Engagement Strategy.
- Work with owners of vacant properties every year to enable them to bring their properties back into occupation.
- Reduce the number of empty homes each year during the period of this Strategy.
- Engage with landlords to work in partnership to improve the private rented housing offer in the borough.
- Develop a private landlord accreditation scheme for the borough.
- Provide advice and information to support landlords to improve the quality of their properties.
- Align future proactive landlord compliance initiatives both to our regeneration priorities of town centres and boroughwide - engaging this sector in the delivery of well managed properties.
- Work with our Community Safety Partners to respond to anti-social behaviour and noise nuisance in our neighbourhoods.
- Work in partnership with Merseyside Fire & Rescue Service to ensure that risks relating to fires are reduced and that high-risk properties are identified and addressed.
- Lead the Housing Sector in the alignment of our priorities with local policing priorities to keep our communities safer.
- Build strong and effective relationships with Registered Providers that demonstrate commitment to the area with a visible presence, investment in their stock and partnership working.
- Adopt and enforce a Zero Tolerance approach to Hate Crime and Domestic Abuse in the borough.
- Ensure that landlords that are failing to meet standards in accommodation management are addressed using enforcement processes.



There are currently **98**

Houses of Multiple Occupancy (HMOs), of which 49 meet licencing requirements.

There are **944** long term vacant properties in St Helens (Oct 2021)

The council's Housing Standards Team dealt with **270 referrals** for assistance during 2020/21.

A total of **202** properties were brought back to minimum standards (Category 1 housing hazards removed) in 2020/21.



The borough of St Helens is a landscape of strong, resilient, and proud communities of people who care about their families, friends, neighbours and their local area. This was demonstrated during the pandemic with the ethos of #StHelensTogether - the importance of helping each other and working collectively in our local communities was more important than ever before - protecting each other and looking after vulnerable residents.

Housing plays a vital role in strengthening our communities and localities. We all spend time in our homes - especially now with the widescale working from home. Pride of place is a key component in improving our shared places. Whilst future new build schemes will strengthen places and be an opportunity to improve and expand our neighbourhoods, it is vital that we also focus on improvements to our existing neighbourhoods.

From 2022 onwards, St Helens Borough Council and partner agencies will reshape services - moving delivery closer to our communities, recognising that whilst there are common services that we all share, there are differences in our neighbourhoods that should shape how we respond to local needs. A new 'Locality' approach to delivery will focus on the strengths of our local areas, opportunities to re-think service delivery alongside residents and to prioritise the services that will make a difference in each area. This new approach will be supported by both the Voluntary & Community Sector and Registered Housing Providers in each of the identified areas, to align with their Neighbourhood Plans and priorities and working with Tenants & Residents Associations and Community Groups.

## ST HELENS LOCALITIES



In 2020, the Safer St Helens Executive was established, bringing together the Community Safety Partnership for the borough. In 'creating communities' we will ensure that the partnership continues to work together to address how housing can assist in reducing crime and disorder, raising resident confidence in perceptions of safety and share priorities for action including tackling perpetrators of anti-social behaviour including using enforcement powers such as eviction when required, working to 'design out' crime in both new and existing housing schemes and in identification and support for vulnerable residents. Our Housing partners in St Helens will support our Local Policing Team to continue to proactively respond to prevent criminal and anti-social behaviour, protect vulnerable residents and pursue the perpetrators of criminal behaviours that harm our residents or communities.

Ensuring that residents are safe at home is a key priority for all the partners in St Helens and reducing risks of domestic fires is a daily function of Merseyside Fire Service. Following the tragic fire at Grenfell Tower in London, all the high-rise residential buildings have been reviewed in St Helens to ensure that any cladding related risks are identified. We also will continue to work with MFS to identify vulnerable residents, including residents who are hoarding to ensure that they receive support across agencies to reduce their risk of accidental fires. We will continue to work with MFRS on their programme of Home Safety Visits and in ensuring the Homes in Multiple Occupation are safe and meeting the fire safety requirements.

St Helens currently has 98 Houses in Multiple Occupation, of which 25 do not require a mandatory licence, 49 are licenced and a further 24 are at various stages of the licencing process. Whilst the provision of this type of accommodation can provide an alternative housing option for some of our residents, the council wants to ensure that the development of these properties, the design of this property type and density of use means that the safety and management of properties need to be robust. If HMO properties are well managed and good quality then they should assist in meeting housing needs and providing a housing offer to residents. Over recent years there has been a growth in property conversions to HMOs in the borough - whilst the council will work with partners to bring empty properties back into use, we will use our enforcement powers to ensure that properties are inspected and act against any HMO owners that fail to manage their properties effectively. Housing Services will also explore our planning powers around limiting the numbers of

HMOs in areas to ensure that there are no high concentration areas in the borough. This activity will be co-ordinated through the development of a new HMO Policy for the borough. There are currently 34 Registered Housing Providers in St Helens - with levels of housing from 13,092 owned and managed by Torus which equates to 73% of social housing in the borough to several Registered Providers who own and manage a small number of properties. St Helens Borough council welcomes this wide range of providers who have invested in the borough, however we want to work alongside Registered Providers who offer an effective housing management response, including investing in their existing housing stock to keep good standards of accommodation. We will establish a new Registered Provider Network for the borough to bring together this sector and share opportunities for neighbourhood planning via our new Localities approach. We will support Registered Housing Providers with initiatives that may impact our communities, including any stock clearance, neighbourhood activities, and community safety initiatives.

One of the most visible signs of neighbourhood stress can be the number of empty and derelict homes. Empty Homes are a wasted resource and those that have stood vacant for a long time and fallen into disrepair can become a focus for anti-social behaviour, arson and nuisance which impacts the immediate street and neighbourhood. Whilst there are no areas of housing market failure in St Helens, the number of long-term empty homes remains a challenge, despite a dedicated response from the council to engage, encourage and then enforce against any owners who allow vacant properties to fall into disrepair. This proactive response to the challenge of empty

homes has resulted in 360 properties being brought back into use between 2017-2021. We will continue to use our powers and all of the tools available to prioritise the empty properties that cause a detriment to the wider neighbourhood.

The Private Rented Sector has grown considerably since the previous Housing Strategy, with an estimated 14% of the properties in the borough now let privately. A well-managed private rented sector is a core part of the local housing market, offering short- and long-term accommodation with flexibility for residents, with most landlords offering a responsive service to the area. However, there remains a number of landlords who fail to keep their properties safe from hazards and fail to respond to management issues with their tenants. The council will continue to offer support and action for tenants who are living in poor quality private rented properties, with the Housing Standards Team and the Private Landlord Liaison Officer continuing to work across the partnership to co-ordinate effective responses to address these issues.

For responsible landlords, we will offer advice on their responsibilities around housing standards and minimum energy standards via our webpage resources and through targeted intervention.

Homes can be expensive to maintain and some owner occupiers, particularly those who are vulnerable and on lower incomes, may struggle to afford repairs. The Government no longer provides capital funding for renovation grants however we recognise there may be some situations in which housing hazards are a particular risk to a vulnerable householder, particularly where there are health concerns. Lack of heating is one such example where this

could be highly detrimental to someone with a respiratory condition. In such circumstances, we will work in partnership with Adult Social Care, health agencies and community groups to ensure that we find practical solutions via the Housing Assistance Policy to protect the most vulnerable residents from housing related hazards.

Whilst our borough is an area of strong communities, there are harms within our local area that we have to identify and address. St Helens Borough Council and its partners have recognised that Domestic Abuse is often a hidden harm, surrounded by silence, that has a major impact on the wellbeing of our communities, including children. This Strategy aligns with the wider Domestic Abuse Strategy for the borough and will ensure that housing partners support the aim to 'stop the silence', support victim / survivors with suitable safe accommodation and take action against perpetrators of domestic abuse.

All residents should feel safe in their own home and in their local community. Housing providers in St Helens will also be supported to take a zero-tolerance approach to all hate crime in the area. Residents are encouraged to report hate crime incidents and housing providers can often be central to ensuring that victims are supported and in ensuring that perpetrators of hate crime are prosecuted.

## WE WILL MEASURE OUR IMPACT BY:

- Increasing the numbers of long-term vacant properties brought back into use by 5% every year.
- Reducing the number of empty homes each year of this Strategy period.
- Increasing the number of landlords who engage with the council to raise standards in the private rented sector.
- Delivering at least 4 joint campaigns with MFRS on Fire Safety every year with an increase in the number of vulnerable residents identified and supported.
- Increase the number of licensable HMOs meeting required standards to 100%.
- Monitor the impact of the new HMO Policy for the borough.
- Increasing the number of cases successfully resolved by the Private Landlord Liaison Officer to at least 80% of all cases.
- Evidence of effectiveness of joint campaign between the council and the Local Policing Team.
- Increasing opportunities for community led improvement to our localities, including supporting community-led housing initiatives.
- The number of victim / survivors of domestic abuse and hate crimes supported to access safe accommodation.
- The actions taken against perpetrators of domestic abuse and hate crime in the borough.



# SUPPORTED & SPECIALIST HOUSING

## OUR KEY OBJECTIVES

- Ensure that housing has a key role in the wider priority of tackling inequalities in the borough.
- Strengthen the response to new providers of exempt accommodation to ensure that vulnerable residents are safeguarded and that investment is targeted to meet local needs.
- Review the existing programme of delivery of housing related support to ensure quality accommodation and improved outcomes are being delivered to service users.

## TOGETHER, WE WILL ACHIEVE THE FOLLOWING:

- Commission and invest in a wide range of supported and specialist accommodation to meet the needs of residents in the borough.
- Provide aids and adaptations and use the latest digital assistive technology to make existing homes suitable for people to remain living independently and safely at home for as long as possible.
- Support the delivery of the Adult Social Care Market Position Statement objectives.
- Secure grant funding to enable the delivery of specialist accommodation in line with commissioning priorities.
- Assist in the strategic review of the housing offer for older people in the borough including the further provision of extra care housing in the borough - ensuring that there is innovation in delivery.
- Deliver direct services to enable residents to remain independent in own homes.
- Use planning and building control provisions to ensure all new build dwellings are wheelchair accessible.
- Support service commissioners in meeting identified gaps in accommodation for specific needs groups.
- Gain a better understanding of the needs of Veterans in the borough to ensure that ex-forces personnel are supported into suitable accommodation.
- Deliver an effective and inclusive Resettlement Service for Refugees and work effectively with agencies delivering support to asylum seekers in the borough.
- Enable Children's Social Care to support new and existing Foster Carers in housing related assistance or options for Foster.
- Develop and deliver a Care Leavers Accommodation Strategy to ensure that the children that we have looked after reside in suitable accommodation and are protected against homelessness
- Support the delivery of accommodated based priorities within Children's Social Care in relation to the need for residential settings and edge of care service.



The SHMA, 2019 indicates a potential need for 1,200 units of specialist housing in St Helens, or

**70 units** per year between 2016-2033.

Over **2300** residents receive housing related support from the former Supporting People Programme.

Almost **1,000** properties occupied as 'exempt' supported accommodation.

The Supporting People programme assisted **477 clients** into independent living in 2020/21.



The latest Strategic Housing Market Assessment (2019) highlighted that St Helens has a higher level of residents who have a disability when compared with the national position, and that an ageing population means that the number of people with disabilities is expected to increase substantially in the future.

Census data will be released from March 2022 onwards and will provide a valuable updated insight into the health and social care needs of our communities and will assist in future service planning.

St Helens Borough Council continues to commission and fund a housing related support programme (previously known as the Supporting People programme) for the provision of both accommodation-based services and outreach provision. This programme delivers £4.6m of funding directly into the provision of hostels, refuge, specialist and move-on accommodation meeting the needs of a number of service users including people experiencing homelessness, teenage parents, survivors of domestic abuse and residents with physical and learning disabilities. During the lifetime of this Strategy, the programme will be reviewed to ensure that the services we commission are relevant, meet local needs, offer value for money and most importantly, deliver the best outcomes for some of the most vulnerable residents in our borough.

Over recent years, the landscape for the provision of supported and specialist accommodation has diversified, with new organisations establishing a local presence to open schemes for vulnerable residents outside of the traditional commissioning frameworks. This is a national shift in activity and has recently impacted St Helens. A small

number of HMOs are being established as 'exempt accommodation' for use as supported accommodation funded through the Housing Benefit framework. The council is concerned that there may be a potential for these unregulated settings to grow in this borough and to have an adverse impact on both the vulnerable residents residing in the properties but also without effective management, this could also impact the wider community. We will respond to this issue by working closely with safeguarding partners, Revenues & Benefits, Regulatory Services, and other partner agencies to develop a local protocol on exempt accommodation and to scrutinise the support offers in place by non-commissioned organisations.

Our population data outlined earlier in the Strategy highlights the demographic shifts that will take place in St Helens over the coming period, we will have an ageing population, resulting in the need to plan ahead on the housing offer for our older residents to make the most effective use of the housing and support available. Our overarching aim is to enable people to remain living in their own homes safely and for as long as possible. For when independent living is no longer an option, we will work with Adult Social Care to review the housing offer for older people, reviewing the need for future extra care provision and specialist accommodation for older people living with dementia. We will ensure that our service make the best use of the new and emerging technology and align the future priorities alongside opportunities in telehealth. St Helens has benefited from forward planning our accommodation and care offer to older people to secure four now operational extra care schemes in the borough and we will build on this



National projections suggest a **21%** increase in demand for Supported Housing between 2020-2030 for older people and working age clients.

*PSSRU, 2017*

**94%** of St Helens care leavers, aged 19-21 years are in suitable accommodation (2020/21).

**96%** of St Helens adults, aged 18-69 years, with learning disabilities are in settled accommodation (2020/21).

**6,200** people aged 18-64 years in St Helens, are predicted to have impaired mobility (*PANSI, 2020*)



success to ensure that our housing offer for older people includes a whole spectrum of support from aids and adaptations through to sheltered housing and extra care settings.

Under the emerging Local Plan, Policy LPC01 - 'Housing Mix' requires proposals for new housing on greenfield sites, which would deliver 25 or more new dwellings to apply the optional standards as set out in Parts M4(2) and M4(3) of the Building Regulations 2010 (as amended) so that at least 20% of the new dwellings across the whole site must be designed to the "adaptable" standard set out in Part M4(2)a and at least 5% of the new dwellings across the whole site must be designed to the "wheelchair user" adaptable dwellings standard set out in Part M4(3). The council will work with partners to facilitate the provision of bungalows, and specialist and supported housing for elderly and vulnerable people. "In order to ensure that there are sufficient accommodation options for residents with learning disabilities and autism, Housing Services will engage via the Transforming Care agenda to maximise any opportunities for the development of new services and align joint projects together with the Cheshire and Mersey Health Partnership

As a Corporate Parent, the council has a duty and responsibility to ensure, as all parents do, that when children leave their care, that they have a suitable place to live and the opportunity to live in a home that meets their individual needs. Over recent years, the council has ensured that 94% of care leavers live in suitable accommodation, however our ambition is to ensure that ALL of the young people we look after making a positive

start into adulthood. We will deliver a Care Leavers Accommodation Strategy and work to support Children's Social Care to strengthen the offer to young people and if things go wrong, we will develop a second chance protocol with housing providers to ensure that no care leavers become homeless.

In line with the St Helens Borough Council Community Covenant to our Armed Forces, we will work to improve the existing offer to veterans in housing needs. Whilst our current data collection on homelessness and applications for social housing does not demonstrate unmet needs, we respect the anecdotal and partner evidence that veterans in the borough need additional assistance. We will work with specialist partners to improve our information and advice and if there is evidence of existing need, we will explore commissioning a specialist housing offer for veterans in the borough with an experienced organisation.

The council has an established Refugee Resettlement Service working to support Refugees who have secured a place of safety in this borough. The Service has developed capacity with a network of support agencies over recent years to support both Refugees and Asylum Seekers. We will continue to work with partners, including our faith and voluntary sector partners to ensure the successful resettlement of refugees and those seeking asylum who are accommodated in our borough. Our Refugee Resettlement Service will continue to lead on the positive work that has taken place to promote community integration and cohesion.

The council will continue to operate a specific long term accommodation site for residents from the Gypsy and Travellers communities in line with our statutory duties. Our Gypsy / Traveller Liaison Officer continues to offer outreach support to this community and works in partnership

with agencies to ensure that the needs of this community are considered and met. In addition, we will work with housing providers to support transition planning into Adult Services for young people with additional needs.

## WE WILL MEASURE OUR IMPACT BY:

- Increased number of bungalows and larger family homes available in the borough.
- Increase the numbers of residents living in suitable supported housing.
- Completion of the service reviews to deliver remodelled or redeveloped settings.
- Increasing the number of residents achieving or maintaining independence.
- Increasing the amount of Grant funding secured to enable new schemes to meet needs.
- Increasing the number of Veterans that we support into accommodation.
- Increasing the percentage of our care leavers that live in suitable accommodation.
- Reducing the number of care leavers who experience homelessness.
- Enabling resettled refugee households to access health education employment and housing support services.

# GOVERNANCE AND MONITORING OUR PERFORMANCE



This Housing Strategy has been co-produced with the wider housing and community partners in St Helens via a series of workshops during Summer / Autumn 2021.

In line with our Community Engagement Strategy, we will consult on this draft document with residents and stakeholders during January and February 2022, seeking feedback via a range of consultation mechanisms and we will produce a final Housing Strategy in March 2022.



The flowchart opposite demonstrates the governance arrangements for the Housing Strategy. In relation to future monitoring of the outcomes delivered, this will be undertaken annually by the St Helens Place Board via oversight in an annual report / statement on Housing in the borough. The Housing Partnership for St Helens will monitor the delivery of this Strategy and our performance indicators from 2022/23 will align with the actions within this Strategy. Operational groups of Registered Providers and organisations responding to homelessness will provide input and feedback into this document also.

Regular updates on the progress of this Strategy will also be provided to the Cabinet Member.




# OUR KEY ACTIONS

This Implementation Plan has been developed to capture the Key Actions within each of the thematic objectives of the Housing Strategy. The Plan will be monitored, and progress reported to the St Helens Place Board on an annual basis.




PRIORITY: TOWARDS CARBON NET ZERO							
ACTION	SUPPORTING ACTIVITY	LEAD OFFICER	MILESTONES	OUTCOMES TO BE ACHIEVED	DEPENDENCIES	TIMESCALES	ALIGNMENT TO UN SUSTAINABLE DEVELOPMENT GOALS
Support the delivery of the council's Climate Response Plan and ambition to achieve Net Zero by 2040	<ul style="list-style-type: none"> <li>Engagement with housing providers and encouragement to invest in meeting net zero targets</li> <li>Delivery of awareness education / calls to action and campaigns to residents on behaviour change required</li> <li>Secure additional funding to invest in measures that improve efficiency of housing stock</li> </ul>	Assistant Director - Housing & Communities	<ul style="list-style-type: none"> <li>Exemplar schemes in partnership with Registered Providers to be delivered during 2023</li> <li>Campaign delivery on an annual basis</li> </ul>	<ul style="list-style-type: none"> <li>At least three exemplar housing schemes to be delivered in 2023</li> <li>Reduction in the number of properties in borough meeting EPC level D and below</li> <li>Effective encouragement of landlords to invest in meeting net zero</li> <li>Number of campaigns delivered</li> </ul>	<ul style="list-style-type: none"> <li>Funding to deliver from national government</li> <li>Partner commitment</li> <li>Skills and experience within sectors</li> <li>Supply chain security</li> <li>National and local timescales for delivery</li> </ul>	Annual activity delivered against 2040 deadline	
Tackle fuel poverty in the borough with targeted activity for the residents in need of support	<ul style="list-style-type: none"> <li>Delivery of campaigns targeting residents in fuel poverty</li> <li>Co-operation with Public Health on delivery of interventions to reduce excess winter deaths due to cold</li> <li>Continuation of emergency grants assistance</li> </ul>	Head of Housing	<ul style="list-style-type: none"> <li>Warm Homes Discount campaign delivered annually</li> <li>Save Energy Advice Line available to all St Helens residents</li> </ul>	<ul style="list-style-type: none"> <li>8,000 homes directly contacted annually to promote Warm Homes Discount</li> <li>Achieve over £1M income maximisation per annum for low-income households</li> <li>Fuel poverty levels reduced below national and regional comparators</li> <li>Number of homes improved and requiring less energy to heat</li> </ul>	<ul style="list-style-type: none"> <li>Funding available</li> <li>Identification of vulnerable households</li> <li>Energy cost stability</li> </ul>	Annual activity 2022 onwards  Biannual reporting under Home Energy Conservation Act (HECA)	






**PRIORITY: TOWARDS CARBON NET ZERO**

ACTION	SUPPORTING ACTIVITY	LEAD OFFICER	MILESTONES	OUTCOMES TO BE ACHIEVED	DEPENDENCIES	TIMESCALES	ALIGNMENT TO UN SUSTAINABLE DEVELOPMENT GOALS
<p>Maximise all funding opportunities to increase the sustainability of housing across all tenure to achieve the net zero carbon target</p>	<ul style="list-style-type: none"> <li>Ensure all opportunities for external funding are secured to invest in improving existing homes</li> </ul>	<p>Head of Housing</p>	<ul style="list-style-type: none"> <li>Apply for all available external funding</li> <li>Retrofit measures and carbon emissions reduced from existing low energy efficient homes</li> </ul>	<ul style="list-style-type: none"> <li>Amount of investment secured by the council and its partners</li> <li>Number of properties improved</li> <li>Number of measures delivered</li> <li>Reduction in the number of properties in borough meeting EPC level D and below</li> </ul>	<ul style="list-style-type: none"> <li>Short term funding programmes</li> <li>Competitive funding programme</li> <li>Skills and experience</li> <li>Supply chain security</li> </ul>	<p>Annual activity 2022 onwards</p>	




**PRIORITY: IMPROVING HEALTH & WELLBEING**

ACTION	SUPPORTING ACTIVITY	LEAD OFFICER	MILESTONES	OUTCOMES TO BE ACHIEVED	DEPENDENCIES	TIMESCALES	ALIGNMENT TO UN SUSTAINABLE DEVELOPMENT GOALS
<p>Prioritise the development of bungalows and homes for larger families to ensure that the housing stock is accessible for residents with additional needs</p>	<ul style="list-style-type: none"> <li>Engagement with Registered Providers to identify site opportunities to deliver specific house types</li> <li>Utilisation of council assets to prioritise delivery of bungalow and larger family homes</li> <li>Effective commissioning with Adult Social Care to ensure best use of properties available</li> </ul>	<p>Assistant Director - Housing &amp; Communities</p>	<ul style="list-style-type: none"> <li>Setting out needs / demand to sectors</li> <li>Engagement with Planning Services to outline needs</li> <li>Enabling activity on suitable sites</li> <li>Grant funding secured to deliver</li> </ul>	<ul style="list-style-type: none"> <li>Increase in the number of bungalows delivered as a % of overall net new homes</li> <li>Increase in the number of larger family homes delivered as a % of all net new homes</li> </ul>	<ul style="list-style-type: none"> <li>Developer and Registered Provider commitment</li> <li>Site availability and potential constraints</li> <li>Grant funding to meet additional costs for property types</li> </ul>	<p>Enabling activity from 2022 - delivery from 2023</p>	
<p>Secure over £2.5m per annum (subject to future budget allocation) in adaptations to enable residents with disabilities</p>	<ul style="list-style-type: none"> <li>Continued delivery of an effective Housing Support service to deliver aids and adaptations in the borough</li> <li>Continued delivery of Home Improvement Agency (HIA) services</li> </ul>	<p>Head of Housing</p>	<ul style="list-style-type: none"> <li>Major adaptations delivered through disabled facility grants (DFGs) following Occupational Therapist referral</li> <li>Residents receive adaptation services via HIA</li> </ul>	<ul style="list-style-type: none"> <li>100% of DFGs approved and delivered within agreed timescales</li> <li>Number of HIA interventions (to reduce falls, avoid hospital admissions and prevent delayed hospital discharge)</li> </ul>	<ul style="list-style-type: none"> <li>OT referrals</li> <li>Contractor availability</li> <li>Materials supply chain</li> </ul>	<p>Annual activity 2022 onwards</p>	
<p>Improve and expand the assistive technology offer available to residents to support independent living</p>	<ul style="list-style-type: none"> <li>Continued delivery of Home Improvement Agency services</li> <li>Support vulnerable residents to prepare for the digital switch by 2025</li> </ul>	<p>Head of Housing</p>	<ul style="list-style-type: none"> <li>Digital transformation of Careline complete through installation of next generation equipment</li> <li>Maximise opportunities for digital care and smart technology to allow continued independent living at home</li> </ul>	<ul style="list-style-type: none"> <li>100% or analogue devices upgraded to digital before 2025</li> <li>Online shop available through HIA for able-to-pay digital customers by end of 2022/23</li> </ul>	<ul style="list-style-type: none"> <li>Regional switch from analogue to digital telephone lines</li> <li>Cost of digital lifeline equipment</li> </ul>	<p>Before 2025</p>	



**PRIORITY: DELIVERING REGENERATION & GROWTH**

ACTION	SUPPORTING ACTIVITY	LEAD OFFICER	MILESTONES	OUTCOMES TO BE ACHIEVED	DEPENDENCIES	TIMESCALES	ALIGNMENT TO UN SUSTAINABLE DEVELOPMENT GOALS
Delivery of a minimum of 486 homes per year to meet identified housing needs	<ul style="list-style-type: none"> <li>Co-ordinated response by Place Directorate to create conditions to support delivery</li> <li>Consideration of council owned sites to meet housing need / provide capacity</li> <li>Productive partnerships with Registered Providers and Developers</li> </ul>	Director of Communities	<ul style="list-style-type: none"> <li>Programme engagement timescales e.g. Continuous Market Engagement</li> <li>Investment secured to enable brownfield sites to be progressed</li> </ul>	<ul style="list-style-type: none"> <li>Additional funding secured</li> <li>Additional units delivered</li> <li>Annual target monitoring</li> </ul>	<ul style="list-style-type: none"> <li>Market confidence in investment</li> <li>Suitable sites and ability to overcome site constraints</li> <li>Supply chain security</li> </ul>	From 2022 with an annual review of delivery  Key Performance Indicator for the Directorate	
Secure a balance of delivery of both affordable and executive homes across the borough to ensure that there is a diverse housing offer to retain and attract new residents	<ul style="list-style-type: none"> <li>Support Registered Providers to secure additional funding from Homes England</li> <li>Monitor the affordability of new homes delivered</li> <li>Monitor pipeline of sites to progress</li> </ul>	Assistant Directors - Housing & Communities and Regeneration	<ul style="list-style-type: none"> <li>Engagement with Registered Providers via new Forum</li> <li>Partnership working between Housing &amp; Planning re: affordable pipeline</li> <li>Engagement with Homes England</li> <li>Annual review of outputs delivered</li> </ul>	<ul style="list-style-type: none"> <li>% of new homes delivered that are affordable</li> <li>Annual report to detail range of housing provision delivered</li> </ul>	<ul style="list-style-type: none"> <li>Site suitability and constraints</li> <li>Securing grant funding and investment</li> <li>Prioritisation of Registered Providers to respond to opportunities</li> </ul>	From 2022 with an annual review of delivery  Key Performance Indicator for the Directorate	
Raise design standards for new build developments - recognising local heritage, neighbourhood design and promotion of best practice in our borough	<ul style="list-style-type: none"> <li>St Helens Local Plan</li> <li>Building Regulations and changes to Approved Documents</li> <li>Homes England design standards for grant-funded affordable housing</li> </ul>	Assistant Directors - Housing & Communities and Regeneration	<ul style="list-style-type: none"> <li>Adoption of St Helens Local Plan</li> <li>Local delivery of the Government's Affordable Homes Programme 2021-2026</li> </ul>	<ul style="list-style-type: none"> <li>Adoption of policies LPD01 - 'Ensuring Quality Development' and LPD02 - 'Design and Layout of New Housing'</li> <li>At least 107 affordable homes built per annum all to Homes England design standard</li> </ul>	<ul style="list-style-type: none"> <li>Affordability of housing</li> <li>Housing build costs</li> <li>Future Homes Standard</li> </ul>	From 2022	



**PRIORITY: CREATING COMMUNITIES**

ACTION	SUPPORTING ACTIVITY	LEAD OFFICER	MILESTONES	OUTCOMES TO BE ACHIEVED	DEPENDENCIES	TIMESCALES	ALIGNMENT TO UN SUSTAINABLE DEVELOPMENT GOALS
Ensure that housing and housing providers are central to the development and delivery of a new localities model in the borough	<ul style="list-style-type: none"> <li>Engagement with Registered Providers as part of Localities development</li> <li>Agree Area Action Plans with housing stakeholders</li> <li>Maximise opportunities to align investment and activity to support overall locality led objectives</li> </ul>	Director of Communities	<ul style="list-style-type: none"> <li>Localities model agreed</li> <li>Locality profiles agreed with Registered Provider input</li> <li>Agreed housing led action planning</li> </ul>	<ul style="list-style-type: none"> <li>Co-ordinated activity across four localities</li> <li>Improved resident satisfaction in locality</li> <li>Shared intelligence and datasets to guide investment decisions</li> </ul>	<ul style="list-style-type: none"> <li>Partner commitment</li> <li>Data availability</li> <li>Resident engagement</li> </ul>	Locality model operational from 2022	
Ensure that Houses in Multiple Occupation in the borough are suitable, safe, well managed and meet local housing needs by the creation of a new HMO Policy for the borough	<ul style="list-style-type: none"> <li>Mandatory HMO licensing</li> <li>Local growth in exempt supported accommodation</li> </ul>	Assistant Director - Housing & Communities	<ul style="list-style-type: none"> <li>HMOs inspected and licensed</li> <li>Identification of the number of exempt supported accommodation providers and units</li> </ul>	<ul style="list-style-type: none"> <li>100% of licensable HMOs inspected and licensed</li> <li>HMO policy adopted</li> </ul>	<ul style="list-style-type: none"> <li>Government policy regarding regulation of Exempt Supported Accommodation Providers</li> <li>Home Office use of the private rented sector as dispersed accommodation</li> </ul>	HMO Policy drafted and adopted by September 2022 with annual review	
Prioritise enforcement action against owners of long-term empty homes that have a detrimental impact on our neighbourhoods	<ul style="list-style-type: none"> <li>Proactively target long-term vacant (empty over 2 years)</li> <li>Investigate service requests concerning empty properties</li> <li>Direct formal action to bring about the return to use of the most problematic empty properties</li> </ul>	Head of Housing	<ul style="list-style-type: none"> <li>Year on year reduction in empty property numbers</li> <li>Use of Compulsory Purchase and other enforcement powers</li> </ul>	<ul style="list-style-type: none"> <li>Minimum 50 empty properties returned to use per annum</li> <li>Action taken to remedy 100% of cases where empty property causing nuisance</li> </ul>	<ul style="list-style-type: none"> <li>St Helens Empty Homes Strategy</li> <li>Legal Services capacity</li> </ul>	Annual activity 2022 onwards Key Performance Indicator for the Directorate	

**PRIORITY: SUPPORTED & SPECIALIST HOUSING**

ACTION	SUPPORTING ACTIVITY	LEAD OFFICER	MILESTONES	OUTCOMES TO BE ACHIEVED	DEPENDENCIES	TIMESCALES	ALIGNMENT TO UN SUSTAINABLE DEVELOPMENT GOALS
Ensure that housing has a key role in the wider priority of tackling inequalities in the borough	<ul style="list-style-type: none"> <li>• Delivery of housing adaptations service by HIA</li> <li>• Bringing forward specialist supported housing schemes based on need in conjunction with registered housing providers</li> <li>• Supporting People programme for excluded groups and people with social care needs</li> </ul>	Director of Communities	<ul style="list-style-type: none"> <li>• Delivery of Supporting People programme</li> <li>• New housing schemes to meet needs identified in Market Position Statement</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 600 major disabled adaptations per annum</li> <li>• Over 2,000 individuals supported per annum in supported accommodation</li> <li>• New specialist accommodation built to meet need identified in the St Housing Market Needs Assessment</li> </ul>	<ul style="list-style-type: none"> <li>• Market position statement identification of need</li> <li>• Policy position in relation to Exempt Supported Accommodation</li> <li>• Demographics and aging population and need of residents with disabilities</li> </ul>	Annual activity 2022 onwards	
Strengthen the response to new providers of exempt accommodation to ensure that vulnerable residents are safeguarded, and that investment is targeted to meet local needs	<ul style="list-style-type: none"> <li>• Development of Exempt Accommodation Policy across the council</li> <li>• Engagement with all new exempt accommodation providers to set out expectations</li> <li>• Evidence of monitoring and action taken as required to providers not meeting expected standards</li> </ul>	Assistant Director - Housing & Communities	<ul style="list-style-type: none"> <li>• Current baseline established</li> <li>• Agreed process map between council services</li> <li>• New Policy drafted and adopted</li> <li>• Ongoing monitoring and action where required</li> </ul>	<ul style="list-style-type: none"> <li>• Reduction in complaints / concerns re: exempt accommodation</li> <li>• Evidence of action taken to raise standards in sector</li> </ul>		Policy drafted and adopted by December 2022	

**PRIORITY: SUPPORTED & SPECIALIST HOUSING**

ACTION	SUPPORTING ACTIVITY	LEAD OFFICER	MILESTONES	OUTCOMES TO BE ACHIEVED	DEPENDENCIES	TIMESCALES	ALIGNMENT TO UN SUSTAINABLE DEVELOPMENT GOALS
<p>Review the existing programme of delivery of housing related support to ensure quality accommodation and improved outcomes are being delivered to service users</p>	<ul style="list-style-type: none"> <li>Review of existing Supporting People programme</li> <li>Commissioning plans established post March 2023</li> <li>New monitoring and outcomes framework implemented</li> </ul>	<p>Assistant Director - Housing &amp; Communities</p>	<ul style="list-style-type: none"> <li>Service Reviews - January 2022 - December 2022</li> <li>Commissioning Plan published December 2022</li> <li>New monitoring framework - March 2023</li> <li>Annual Review of funding programme post March 2023</li> </ul>	<ul style="list-style-type: none"> <li>Refresh of existing programme</li> <li>Co-commissioning with Adult Social Care and wider partners agreed</li> <li>Ascertain value for money of grant funding invested</li> <li>New outcomes framework and enhanced monitoring</li> <li>Gaps in provision identified and Commissioning Plan published</li> </ul>	<ul style="list-style-type: none"> <li>Future funding of supported housing</li> <li>National policy re: supported housing and funding</li> <li>Sector response to change</li> </ul> <p>Market testing outcomes</p>	<p>Commencement from January 2022</p> <p>Completion of reviews December 2022</p> <p>Commissioning Plan December 2022</p> <p>New Framework March 2023</p>	 



**#STHELENSTOGETHER**



**ST HELENS**  
BOROUGH COUNCIL