

14 June 2023 at 7.00 pm
Council Chamber, Argyle Road, Sevenoaks



Housing & Health Advisory Committee

At the above stated meeting the attached presentations were tabled for the following items

	Pages	Contact
8. Role of the Advisory Committee and Key Challenges	(Pages 1 - 4)	Sarah Robson Tel: 01732227129
9. West Kent Housing Update	(Pages 5 - 12)	Sarah Robson Tel: 01732227129

If you wish to obtain further factual information on any of the agenda items listed above, please contact the named officer prior to the day of the meeting.

Should you need this agenda or any of the reports in a different format, or have any other queries concerning this agenda or the meeting please contact Democratic Services on 01732 227000 or democratic.services@sevenoaks.gov.uk.

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Housing and Health Advisory Committee

Responsibilities and Challenges

June 2023

People and Places

Chief Officer: Sarah Robson

Housing (Alison Simmons)

Areas of Responsibility

- Housing Strategy and Enabling
- Housing Standards
- Housing Needs
- Homelessness
- Housing Register/Allocations
- Empty Homes
- Gypsy and Traveller sites
- Disabled Facilities Grant
- Energy Efficiency
- Fuel Poverty
- HERO
- Resettlement schemes

Issues and Future Challenges

- House prices are 40% higher than the county average
- Lower than average level of private rented accommodation (approx. 13% of residents live in the PRS).
- Above average level of older people in District and set to grow significantly, particularly amongst 65+ and 85+ groups.
- 673 applications live on Sevenoaks District Housing Register waiting for social housing.
- Have to cap Affordable Rents to Local Housing Allowance (LHA) levels to ensure affordability; housing associations aren't able to maximise revenue to forward-fund developments.
- West Kent Housing Association is the main housing association operating in the District.
- Impact of inflation, cost of living, high rents, private landlords leaving the market, affordable housing provision create a high demand for social housing and increase homelessness.
- Increased service demands from resettlement schemes (e.g. Homes for Ukraine, Afghan scheme)
- Kent County Council budget savings - impact on community / cost shunt to SDC.

Health (Kelly Webb)

Areas of Responsibility

- Sevenoaks District Health and Wellbeing Strategy and Action Plan
- One You healthy lifestyle advisors service
- Mental Health Strategy (internal/partners)
- Homes for Ukraine Scheme (with Housing team)
- Partnerships:
 - Health Action Team
 - Integrated Care Partnerships and Health & Care Partnerships
 - Local Children's Partnership

Issues and Future Challenges

- Swanley St Mary's within the 10% most deprived wards in Kent and the South East - there is affluence next to poverty, issues of rural isolation and areas in need of regeneration.
- Impact of cost of living on communities.
- Long-term impact of Covid on health and wellbeing, mental health, resilience.
- Kent County Council budget savings – impact on community / cost shunt to SDC.
- One You Funding from Kent Public Health – decrease in health prevention funding – the service is wholly funded by external funding.
- New Integrated Care Partnership structures and governance taking time to bed in.



WEST KENT HOUSING ASSOCIATION & SEVENOAKS DISTRICT COUNCIL

**Annual Liaison
Meeting
14 June 2023
Tracy Allison, CEO**



Our Vision

We provide great places to live and space for people to grow.



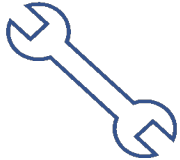
Our Mission

To create in Kent a prosperous, strong and sustainable society; a place of opportunity for all; where people can plan for their futures.

Our objectives

To deliver on our ambitions we will focus on the following objectives and measures for success.

Excellent services



We want to continue to deliver excellent services in a friendly, solution-focused way.

Successful communities



We want to provide homes and build communities residents are proud to live in, with better support to sustain a successful tenancy and manage life changes.

Grow and re-shape



We want to increase our homes in management to 10,000 by 2025 and begin to re-shape our property portfolio to better meet the current and future local needs across Kent and Medway.

Best in Kent



We want to be known as Kent's housing provider of choice.

We have 8,200 homes. All rented below market rent with 74% rented at c40% below market. 72% of the people we housed in 2021/2 are struggling, claiming benefits.

Headlines 2022



Operating social housing margin 25.3%



Achieved 99% occupancy



Gearing 41.1%



Governance rating G1/V2



Average rent for general needs of £108.55 (52 weeks)



148 new homes delivered



£30m invested in new homes in 2022



Achieved arrears 2.17%



389 new homes in construction or in contract



Delivered 2.8 new homes into management every week



87.1% achieving 'right first time'



£75m loans available for future drawdown



Started 11 new tenancies every week



89% delivering on our repairs promise



Interest cover 138%



Increased homes in management to 8,201 (2021:8,065)



Voids turnaround at 63 days



£17m invested in our existing stock

Excellent services



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Grow and re-shape



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Overall Customer Satisfaction; 4.3 out of 5

Achieving arrears of 2.17% (sector average of 3.1)

Responsive repairs service: Improving satisfaction rating at 4.34 out of 5.

Complaints 357 (down), Compliments 436

Launched new communities offer: reshaped team to better support our residents, particularly those in financial hardship.

This included new team dedicated to providing intensive housing management support and a new fuel poverty role.

75% of our homes already meet EPC band C.

Taking a 'fabric first' approach, prioritising homes to benefit households most at risk from fuel poverty.

Delivered 148 new homes and have 389 in construction

Investor in People 'Gold' Reconfirmed

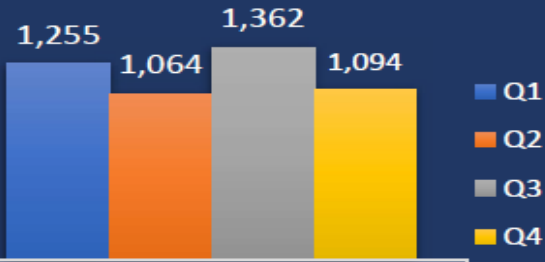
Finalist at UK Housing Awards for development Faversham

Winner at Kent Housing Group awards
- excellence in development and regeneration
- Julie Terry, Housing Professional of year.



4775

People supported
by Communities work

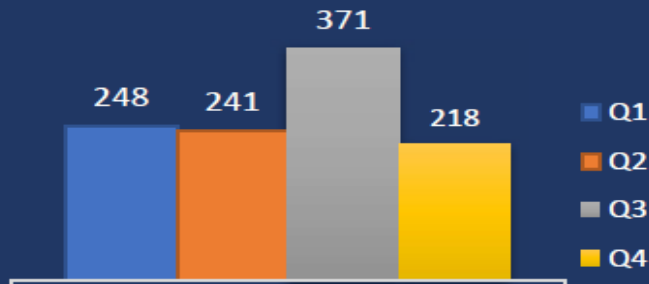


People supported
by Communities work



1078

Support interventions
to sustain tenancies

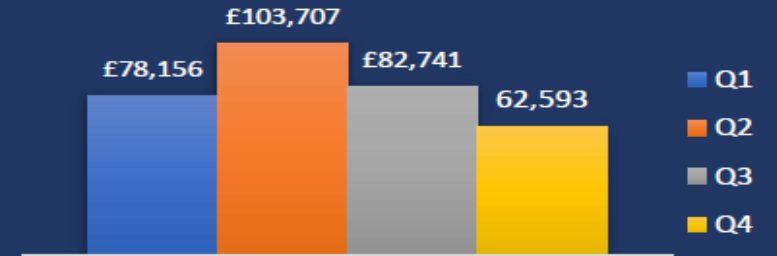


Support interventions to sustain
tenancies



£327,197

Quantifiable value
generated for West Kent



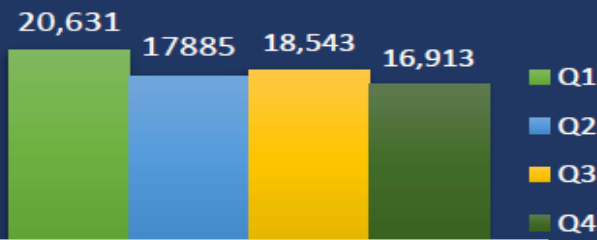
Quantifiable value generated for WKHA

Abacus Environmental Impact

73972



KG diverted from landfill



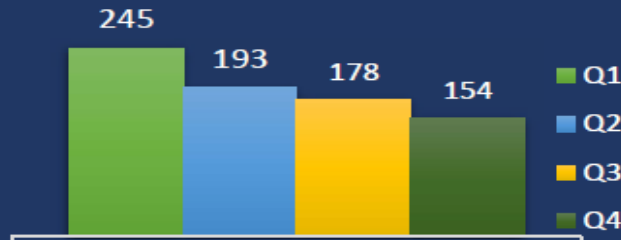
KG diverted from landfill

Abacus Environmental Impact

770



Recycled furniture donations



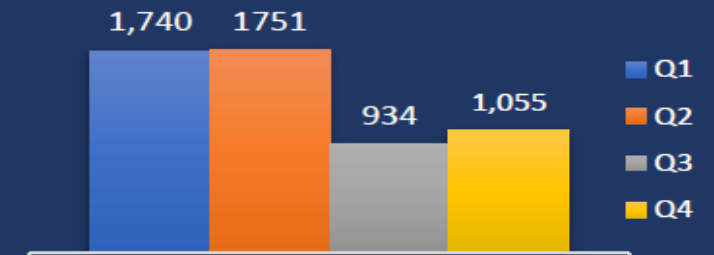
Recycled donations

KCC Youth Contract

5480



Support interventions
with young people



Interventions



67

Active partnerships

Damp and Mould – our proactive approach to support Residents

From Summer 2022:

Cost of Living concerns- ability to heat homes will impact likelihood damp, mould.
 Identified all properties that could be at high risk. Surveyor visits, Green Doctor advice.
 Dedicated role. Key measure tracked by Board.

From December 2022:

- ❖ Damp & Mould Information – in all communications ‘contact us if you have an issue’
- ❖ Ease of reporting – new on line form and dedicated e-mail address
- ❖ Advice & Guidance – Update documentation on website and leaflets for staff to share with residents.
- ❖ Campaigns – Continue to gain trust and confidence
- ❖ Damp & Mould Policy/Process – Consult with resident's scrutiny panel and input learning from real cases
- ❖ Where problems found, supply monitors so residents can be aware of humidity
- ❖ Joined up working with tenancy support- early signs, referrals process working well
- ❖ Review the use of dehumidifiers and other solutions such as window stickers

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Places to live. Space to grow.



Strategic Partnership Agreement 2020-2023

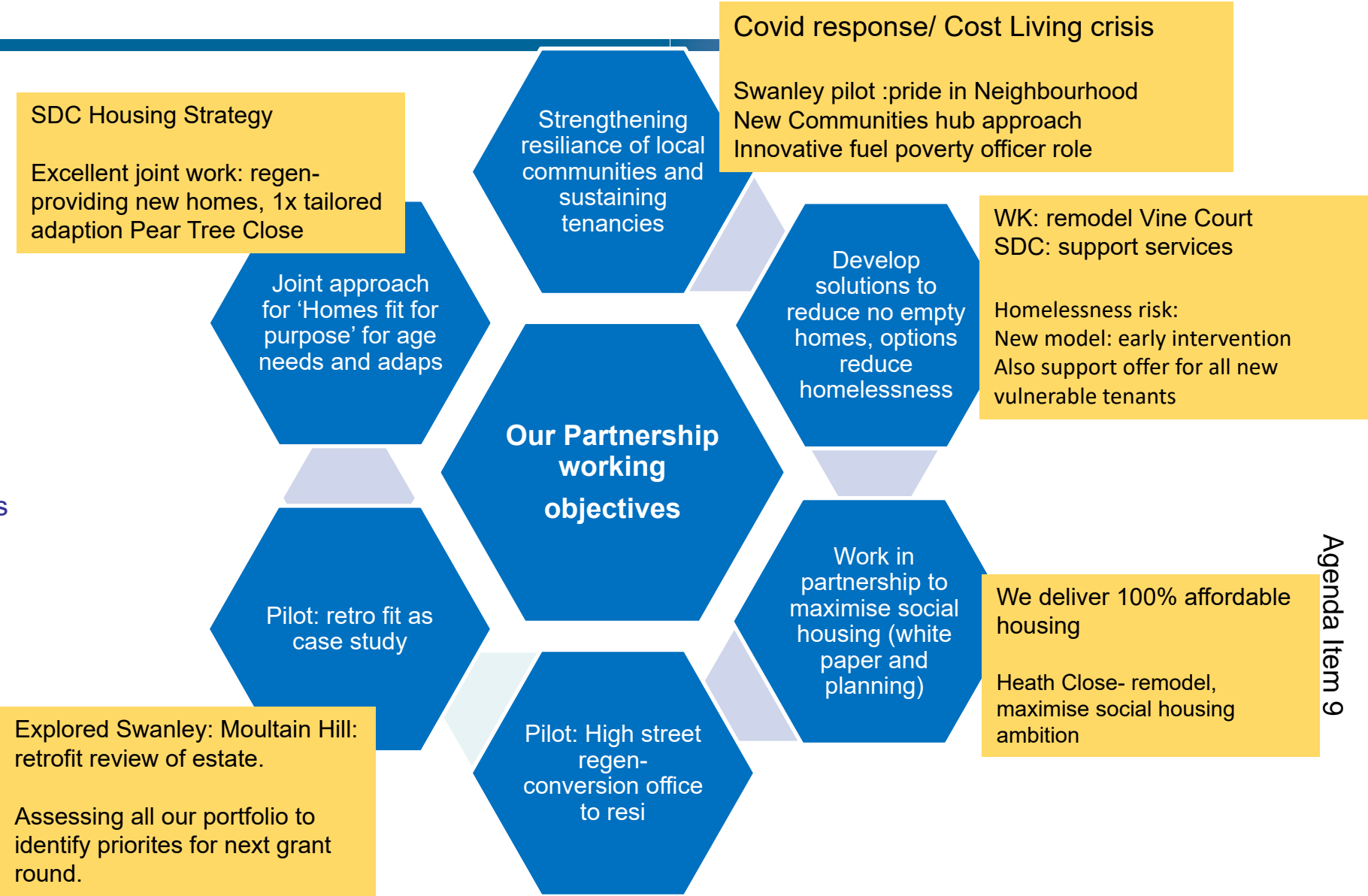
Delivering on our common ambition for;

Page 11

- Tackling homelessness and temporary accommodation
- Providing new homes for vulnerable / low-income groups
- Pathways from social and affordable rent into home ownership.



Places to live. Space to grow.

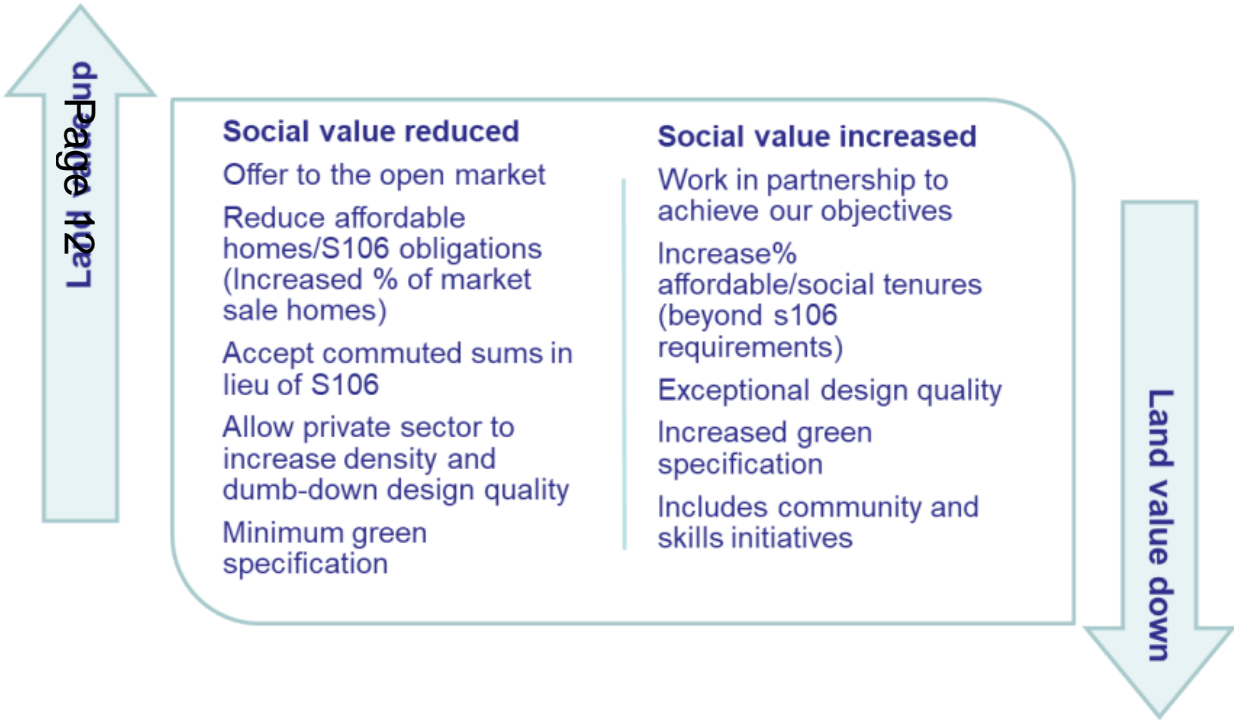


Agenda Item 9

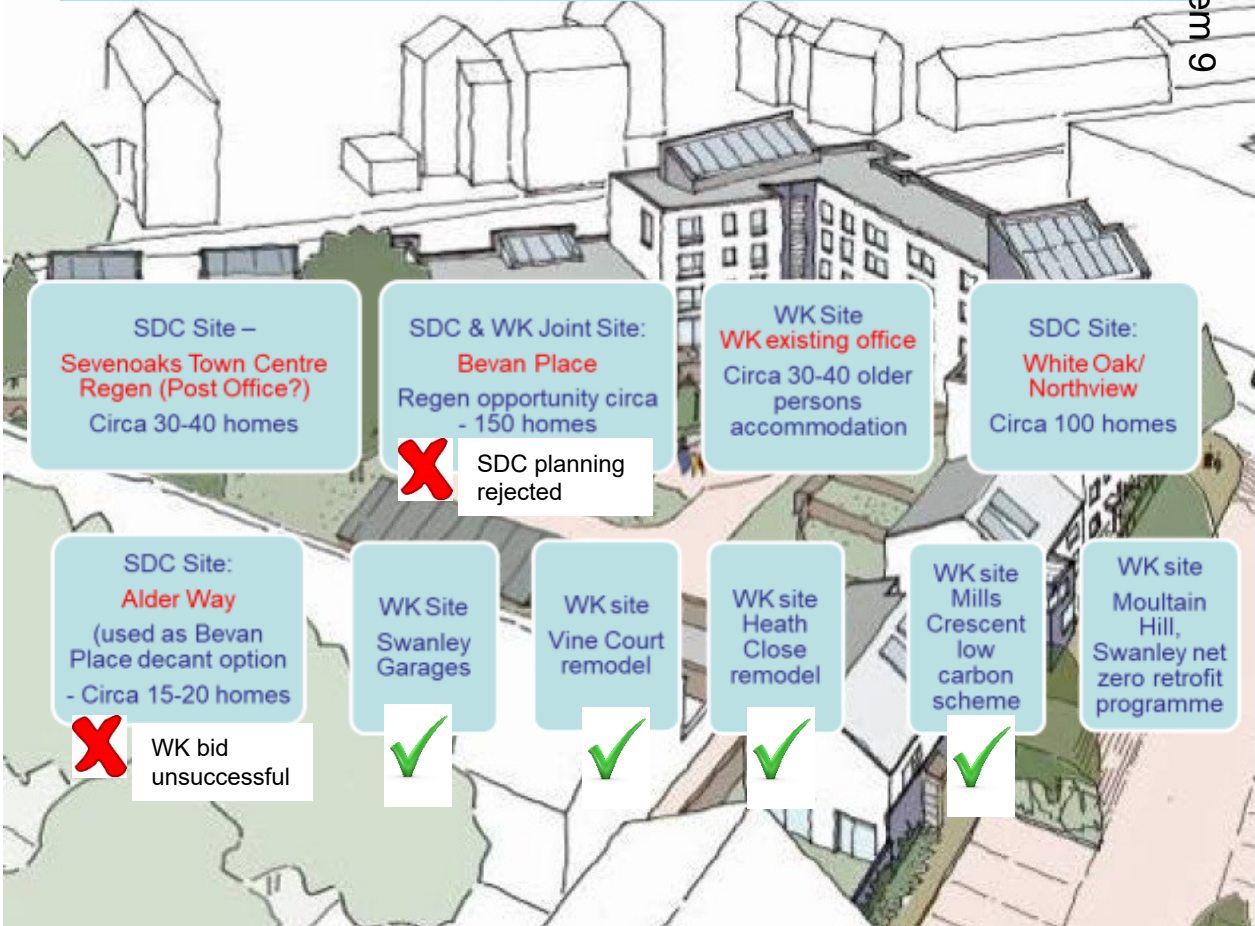
Vision for a Partnership Approach for new homes in 2021-progress

Agenda Item 9

SDC strategic decision:
Seek to maximise social value potential?



If so; site sequencing potential
Scope; for 400-500 new homes over 5-8 years



Places to live. Space to grow.