

Housing Strategy 2022 to 2027

Action Plan

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Summary of Key Actions

No.	Strategy Action	Specific actions/activity	Who leads?	When?
1	Housing services will contribute to and deliver our emerging Corporate Customer Commitment so service standards are clearly understood.	Support internal projects to produce clear service standards Develop Luton Housing Charter with HA partners	Service Director, Housing Head of Housing Strategy & Development	2022 2022
2	We will review our housing service delivery to align with the council's customer service approach.	Work with corporate colleagues on customer service offer	Service Director, Housing	2023
3	We will implement a new housing software system which allows for customer visibility, clear information and ensures building safety monitoring and compliance.	New system implemented	Service Director, Housing	2023
4	We will implement the ISO9000 quality assurance system to our housing services	Develop project plan to set up ISO9000 delivery including staffing resource	Service Director, Housing	2023

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5	A minimum of 425 net new homes a year in Luton as set out in the Luton Local Plan with a minimum of 20% affordable (85 per year).	Support sites to come forward Secure policy compliant affordable homes	Head of Housing Strategy & Development	Ongoing
6	A minimum of 900 council-led homes over the 2022-27 period, including at least 350 affordable homes.	Grow HRA capital programme to include new sites and acquisitions Continue to grow Foxhall Homes programme	Head of Housing Strategy & Development Foxhall Homes	Ongoing
7	Publish a Housing Supply Plan which sets out how we will maximise our capacity to deliver more homes and work with partners to build homes to meet Luton's housing needs, encouraging local labour and skills.	Review capacity Analyse financial requirements Publish Plan	Head of Housing Strategy & Development	2023
8	We will explore options to set up a company to acquire homes to offer at below market rents, increasing the council's ability to shape the rental offer in Luton.	Complete business case Establish company structure Commence acquisitions	Service Director, Housing	By end 2023
9	An aspiration to achieve 350 new affordable homes a year by the end of the strategy period, driven by council-led delivery, resulting in at least 700 lettings per year to affordable homes by 2027.	Roll out housing supply plan to meet additional affordable homes	Head of Housing Strategy & Development	Ongoing
10	60% of all new homes and 80% of council-led homes to be family sized (2 bedroom 4 person minimum) between 2022 and 2027.	Monitor house types as part of housing supply tracker.	Head of Housing Strategy & Development	Ongoing
11	A minimum 10% of new affordable homes to be wheelchair accessible.	Monitor house types as part of housing supply tracker	Head of Housing Strategy & Development	Ongoing
12	We will refresh our Article 4 protections around permitted development to respond to government changes, giving more oversight to homes created through building conversions.	Update Article 4 Directive in respect of town centre	Service Director, Sustainable Development	2023
13	We will create opportunities for delivery of a range of options for households seeking housing, who are	As part of Housing Supply Plan	Head of Housing Strategy & Development	2023

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	unlikely to receive an offer from our housing register; including improved pathways for tenants and applicants to access intermediate and low cost home ownership, keeping under review the role of First Homes.			
14	We will support self-build and meet statutory requirements to provide serviced plots.	Incorporate self-build into planning policy at next Local Plan. Monitor and support Self-Build Register. Consider provision of plots on unused council land.	Head of Housing Strategy & Development	Ongoing
15	Improve partnerships and communication with housing developers and affordable housing providers including potential community build projects, driving the progress of any stalled sites.	Monitor site progress in housing supply tracker. Identify lead contacts for each site. Proactive stakeholder work including developer forum.	Head of Housing Strategy & Development	Ongoing
16	We will keep under review the needs of people in Luton especially in relation to the large cohort of younger people in the town.	Use emerging census data to anticipate housing needs. Follow up youth engagement projects	Head of Housing Strategy & Development	Ongoing
17	We will monitor the impacts of changes to the planning system in particular the effects of First Homes, and introduce local restrictions if necessary.	Agree a review mechanism for First Homes. Bring forward local policy if relevant.	Service Director, Sustainable Development/ Head of Housing Strategy & Development	2023 2024
18	Number in temporary accommodation to reduce to under 700 by 2024 and under 500 by 2027.	Temporary accommodation kept under close review	Head of Housing Solutions	2024 and 2027
19	Accommodation will be safe secure and suitable for children in temporary accommodation.	All building safety compliance in place. Accommodation regularly reviewed.	Head of Housing Solutions	Ongoing
20	We will encourage and support families to move into rented homes within 2 years of entering temporary accommodation.	Support project for households in TA to move on	Head of Housing Solutions	Ongoing
21	All temporary accommodation to continue to meet building safety and compliance requirements.	Compliance monitoring in place.	Head of Housing Solutions	Ongoing

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22	Rough sleeping to reduce to zero by 2027.	As per Rough Sleeping Strategy	Head of Housing Solutions	2027
23	Increase income to and expand Luton Lets Squared to support successful private sector discharges to 150 properties a year.	Grow business into house sales Build relationships with landlords	Head of Housing Solutions	2024
24	Retain and strengthen partnerships including Luton Homeless Partnerships.	Regular attendance and support for partnerships. Commissioning to be well organised and managed.	Head of Housing Solutions	Ongoing
25	Complete and implement system change approach to improve outcomes for vulnerable people at risk of rough sleeping	As per Rough Sleeping Strategy	Head of Housing Solutions	2023
26	Delivery of complex needs accommodation/specialist supported housing for women directly or with partners	Work with partners to establish clear brief Identify funding opportunities	Head of Housing Strategy & Development/ Head of Housing Solutions	2023-4
27	Work with community partners and education settings to support awareness of housing issues for younger people in the town.	Discuss options with partners Roll out information and activities	Head of Housing Strategy & Development/ Head of Housing Solutions	2023 2024
28	Council homes to meet EPC Band C by 2025	Continue to roll out energy improvements	Head of BTS	2025
29	A minimum of 400 private homes per year to receive efficiency/ decarbonisation improvements via external funding schemes	Promotion of funding options. Work with funders and installers to increase takeup.	Domestic Energy Efficiency Manager	Ongoing
30	No temporary accommodation will be used if it has an EPC rating of D or below	Monitor and review temporary accommodation stock.	Head of Housing Solutions	Ongoing
31	Consult on additional HMO licensing and implement if appropriate	Consultation Monitor any rollout of HMO licensing.	Head of Private Sector Housing	2023 - 2025
32	Consult on selective licensing to cover South ward and implement if appropriate.	Consultation Monitor any selective licensing scheme and takeup.	Head of Private Sector Housing	2023 - 2025
33	Evaluate current licensing arrangements and Government White Paper	Roll out new licensing and review after 12 months	Head of Private	2024

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	proposals to inform an extension of licensing across the borough.	Consider potential for an extension	Sector Housing	2025
34	Review the options to limit the prevalence of HMOs in specific areas.	Review potential Article 4 Directive during 2023, and bring forward following review.	Service Director, Sustainable Development	2023
35	Bring 40 empty homes a year into use through council intervention	Liaise with owners. Access to discretionary support. Enforcement and advice.	Head of Private Sector Housing	Ongoing
36	Review opportunities to use ring fenced Council Tax income on empty homes to support work to bring homes into use.	Review approach in other areas, to target empty homes using Council Tax income and implement locally	Head of Private Sector Housing	2023
37	At least 300 Statutory Notices resolved per year	Monitor enforcement action.	Head of Private Sector Housing	Ongoing
38	Annual increase in homes which are licensed and inspected	Monitor enforcement activities.	Head of Private Sector Housing	Ongoing
39	New homes developed by the Council or Foxhall Homes to be minimum EPC band B by 2025	Clarify design standards.	Service Director, Housing / Head of Housing Strategy & Development	2025
40	EV charging points to be incorporated in all new housing developments and provision in council estates to be improved.	Identify locations in council estates Align with corporate approach to EV providers	Service Director, Housing / Head of Housing Operations	2022 2024
41	The council will take an active role in ensuring that sufficient training and skilled labour is available locally to support retrofit activities.	Partnership work with colleges and installers.	Domestic Energy Efficiency Manager	2023
42	Refresh our asset management plan to include our selected options for the replacement of gas boilers across the council housing stock by 2026.	Publish asset plan	Head of BTS	2026
43	As a landlord we will observe all new building safety compliance requirements	Amend our building safety approach to keep pace with new regulations	Head of BTS	Ongoing

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44	We will grow our tenant engagement and meet all expectations of the Social Housing Regulator on consumer regulation.	Tenant board and scrutiny group strengthened. New residents associations. Training for staff and tenants	Head of Housing Operations	Ongoing
45	We will continue to involve tenants from all across the town and respond to the findings of the regular STAR survey.	STAR action plan enacted New STAR survey in 2024	Head of Housing Operations	2022/23 2024
46	We will encourage council tenants to organise and promote the option of tenant management organisations, including co-operatives, under the Right to Manage.	Tenant Participation team to work with active tenants on tenant management options	Head of Housing Operations	Ongoing
47	An active programme of tenancy audits will ensure contact with 1800 tenants each year.	Tenancy audits to be completed.	Head of Housing Operations	Ongoing
48	Rollout of Healthy Estates Strategy to improve external environments on council estates.	Keep strategy under review and work with partners on specific projects	Head of Housing Operations	Ongoing
49	Housing Services to be linked to our Child Friendly Town activities.	Liaise with CFT strategy as it emerges	Service Director, Housing	Ongoing
50	We will publish action plans setting out how we will identify appropriate sites near to facilities and deliver specialist accommodation to meet specialist needs; including people with learning disabilities and autism, , young people transitioning from Children's Services, care leavers, people with mental illness and complex needs, and older people.	Detailed plans to be published for consultation	Head of Housing Strategy & Development	2023
51	We will collaborate with partners on tenancy information and sustainment projects for young people leaving care.	Housing advice and sustainment information collated	Head of Housing Solutions	2023
52	We will support Children's Services in the provision of specialist step up and step down accommodation.	Additional specialist accommodation identified and acquired/let	Service Director, Housing	Ongoing
53	We will complete the programme of refurbishment	Complete all refurbishment projects.	Head of BTS	2027

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	of our sheltered housing schemes.			
54	We will consult with tenants in sheltered housing as part of a review of staffing and services with options around more active on-site staffing with a broader role. These options will also be considered in light of HRA resources and the impact on costs to tenants.	Consultation with tenants.	Head of Housing Operations	2023
55	We will increase partnership working with health services to target support in line with the frailty framework.	Establish working relationship with BLMK to support strategic actions	Head of Housing Strategy & Development	Ongoing
56	Satisfaction with adaptations at 95% or above.	Monitor adaptations activity and satisfaction.	Adaptions Manager	Ongoing
57	Work with partners including Adult Social Care to improve advice and information for older people about housing options, and explore all opportunities to develop specialist senior living accommodation, including extra care where required.	Convene partners and carry out engagement project to target information and interventions Additional older person provision in planning or on site	Head of Housing Strategy & Development	2022/23 2027
58	Delivery of specialist accommodation for mental health and complex needs.	Establish brief Seek funding Deliver scheme	Head of Housing Strategy & Development	Ongoing
59	ATS to be active in developing assistive technology options for people.	Increase collaboration with social care	ATS Manager	Ongoing
60	Achieve DAHA accreditation by 2023.	Submit accreditation application	Head of Housing Strategy & Development	2023
61	We will collaborate with partners in the criminal justice system to support housing solutions to help reduce reoffending.	Liaise with Probation and other partners on the housing elements of the Reducing Reoffending Strategy.	Head of Housing Strategy & Development	Ongoing
62	We will grow and commit to both established and new partnerships which support the physical and mental wellbeing of residents.	Active partner in multi-agency working on mental health	Service Director, Housing	Ongoing

