



# IPSWICH HOUSING STRATEGY 2019-2024 **APPENDIX 1**

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## ACTION PLAN

## Appendix 1: Action Plan

May 2019

Priorities:

- Enabling building of houses of all tenures
- Improving access to and quality of existing housing
- Meeting the housing needs of all communities and meeting the challenges of an ageing population
- Prevention of homelessness and rough sleeping

ACTIONS TO DELIVER TARGET:	SERVICE AREA OF IBC:
<b>ENABLING BUILDING OF HOUSES OF ALL TENURES</b>	
<b>IBC to aspire to build 1000 homes in ten years:</b>	
Housing Company to provide a range of different tenures in order to cross subsidise the construction of social housing.	Handford Homes
<b>IMPROVING ACCESS TO AND QUALITY OF EXISTING HOUSING:</b>	
<b>Enhance Ipswich as an attractive place to invest in the Private Rented Sector:</b>	
Develop our understanding of and engage with the sector to enhance Ipswich as an attractive place to invest in the Private Rented Sector.	Policy and Strategy
<b>Improving access to the Private Rented Sector:</b>	
Develop the Rent Guarantee Scheme in line with best practice guidelines.	Housing Advice
Develop proactive relationships and work collaboratively with the Private Rented Sector for mutual benefit and to improve <i>access</i> to the Private Rented Sector.	Housing Advice
<b>Improve standards in the Private Rented Sector:</b>	
Address Private Sector Housing service requests from tenants and landlords within target timeframes.	Private Sector Housing
Promote and develop the Empty Homes Policy.	Private Sector Housing
Develop proactive relationships and work collaboratively with the Private Rented Sector for mutual benefit and to improve <i>standards</i> in the Private Rented Sector.	Private Sector Housing
Promote mobile home site inspections and licences.	Private Sector Housing
To further implement the provisions of the Housing and Planning Act 2016.	Private Sector Housing
<b>Improve standards and use of IBC stock:</b>	
Invest in our housing stock and develop the Ipswich Standard.	Maintenance and Contracts
Optimise matching of adapted stock to those most in need.	Housing Advice
Review and update all Maintenance and Contracts policies to ensure that the service is best placed to meet the needs of IBC tenants.	Maintenance and Contracts

Development of the planned maintenance programme for Council Housing.	Maintenance and Contracts
Implement new Asset Management Strategy	Maintenance and Contracts
<b>MEETING THE HOUSING NEEDS OF ALL COMMUNITIES AND MEETING THE CHALLENGES OF AN AGEING POPULATION</b>	
<b>Review of accommodation to meet the needs of older people:</b>	
Undertake a comprehensive review of IBC Sheltered Housing to evaluate how successfully the current model is meeting the needs of our sheltered housing tenants.	Tenancy Services
Explore how we can best help our older IBC tenants to sustain their independence and health and wellbeing through a range of programmes and measures.	Tenancy Services
Explore the use of Assistive Technology to enable independent living for our older tenants in both IBC sheltered housing and general needs accommodation.	Tenancy Services
Develop a multi-agency approach for the provision of specialist older persons housing.	Tenancy Services
<b>Suitable accommodation for all:</b>	
Continue to build wheelchair standard accommodation on new council house schemes to actively increase IBC stock of this type of accommodation.	Capital Projects. Handford Homes
Improve and develop effective case-based partner working particularly with Mental Health Services and Suffolk County Council Learning Disability Teams.	Housing Options. Tenancy Services
Tenancy Services to proactively support vulnerable tenants via established working practices and continued partnership working.	Tenancy Services
Achieve dementia friendly Council status and work towards becoming a dementia friendly town.	Housing Advice
Promote adapting both Council and Private properties to support independent living for all.	Private Sector Housing. Maintenance and Contracts.
Promote effective partnership working to meet the needs of Gypsies and Travellers in Ipswich.	Policy and Strategy
Develop effective support programmes with partners for Ipswich residents affected by Universal Credit and benefit cuts.	Housing Options. Tenancy Services.
Improve access to Housing Services via a new service wide IT system 'Housing Online.'	Business Support Unit
Embed and implement the new Tenancy Services Income Management Strategy.	Tenancy Services
Review and improve business processes to enhance quality, range and responsiveness of Housing Services.	Business Support Unit
Review and develop IBC Tenant Engagement	Tenancy Services

Strategy.	
<b>PREVENTION OF HOMELESSNESS AND ROUGH SLEEPING</b>	
<b>Continue to prevent homelessness:</b>	
Implement the Homelessness and Rough Sleeping Strategy 2019-2024.	Housing Options. Policy and Strategy.
<b>IN ORDER TO ACHIEVE ALL OF THE ABOVE AIMS WE NEED TO INCREASE MEANINGFUL PARTNERSHIP WORKING</b>	
<b>Increase meaningful partnership working across all areas of Housing Services:</b>	
Review and improve outcomes for Ipswich residents who cannot return to their homes due to unsuitability.	Housing Options. Tenancy Services.
Improve financial capability of Ipswich residents by working collaboratively with partner agencies. To include Department for Work and Pensions (Specifically around benefit cuts and Universal Credit), and the Financial Inclusion and Advice Service at Suffolk County Council, Housing Benefit at IBC and Anglia Care Trust.	Housing Options. Tenancy Services.
Develop existing relationships with Adult and Community Services and Children and Young Peoples Services at Suffolk County Council.	Housing Options.
<b>MONITORING AND GOVERNANCE</b>	
Annual review and report on the Housing Strategy and Action Plan progress to inform future planning.	Policy and Strategy
Further develop the central data hub within Housing Services to improve decision making.	Policy and Strategy
Review all policies and strategies within Housing Services and implement.	Policy and Strategy