

ABOUT POOLE

How PHP is Contributing

PHP is a key partner in a range of strategic groups run by the Council. These include:

- ★ Older Peoples Services Steering Group
- ★ Sheltered Housing Review
- ★ Local Area Agreements
- ★ Poole Safer Together Partnership
- ★ Safer Neighbourhoods Group
- ★ Sustainable environment group
- ★ Stronger communities group
- ★ Children Services Board
- ★ Health and Wellbeing Group

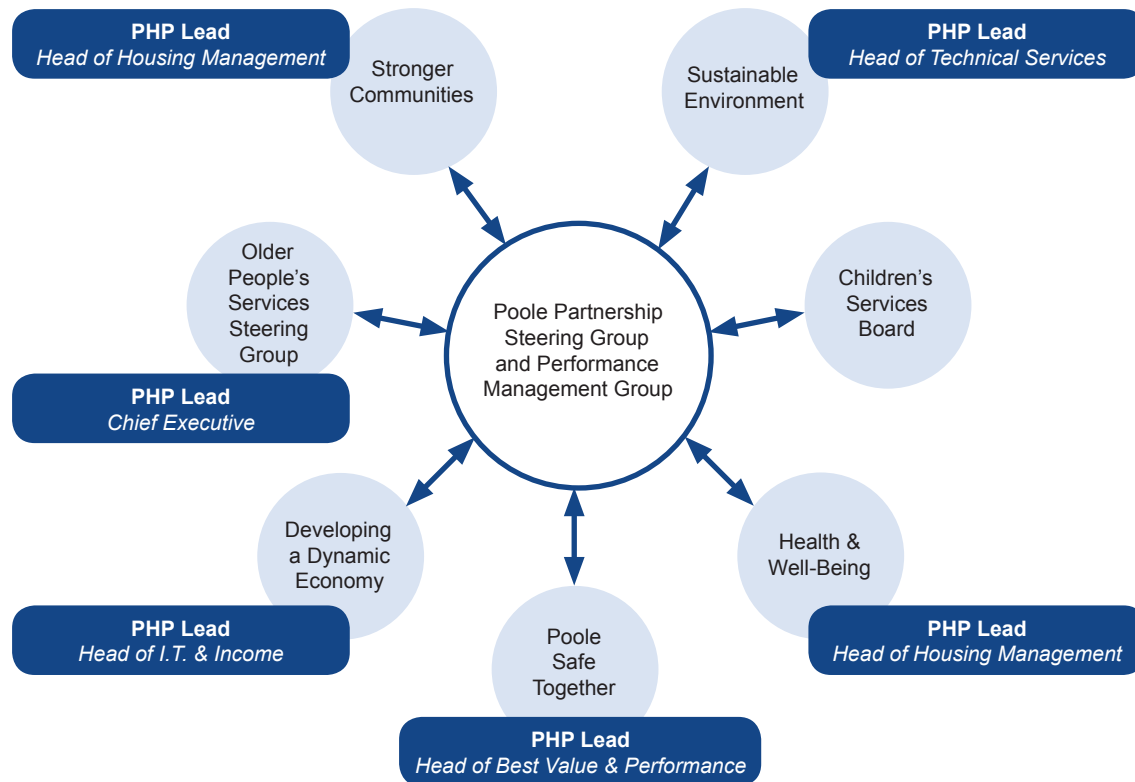
PHP staff work with a range of Council teams for example on Adult Education and employment initiatives. This is taken up the challenge of the Hills Report and is looking at training and employment opportunities for residents across the estates.

Some additional ways PHP is contributing to the Council's corporate strategy are shown in the table below:

<p>Supporting Children & Young People</p> <ul style="list-style-type: none"> ★ Delivering Decent Homes; link to health and educational achievements ★ Developing estate planning including play facilities ★ Apprenticeships with contractors ★ Listening to the young; focus groups, participation focussed on youth needs and aspirations 	<p>Vibrant Economy</p> <ul style="list-style-type: none"> ★ £60m investment into economy ★ Training and employment opportunities with new contracts ★ Future additional freedoms and flexibilities for excellent ALMOs ★ Use of local companies and local labour ★ Working to improve employment opportunities for residents
<p>Clean, Green and Safe</p> <ul style="list-style-type: none"> ★ Safe and secure homes ★ Safe and pleasant estates ★ Energy strategy: fuel poverty, energy efficiency and sustainable energy ★ Secure by design investment ★ Quality cleaning contract ★ Caretaking/security services ★ Anti-social behaviour work ★ PHP Plus reward scheme ★ Joint working with Police and other partners on safer neighbourhoods initiative 	<p>Health and Well-Being</p> <ul style="list-style-type: none"> ★ Decent Homes ★ Well insulated and heated homes ★ Aids & Adaptations services ★ Supporting People services: <ul style="list-style-type: none"> • Tenancy Support • Sheltered housing • Extra-care housing ★ Hostels service review ★ Encouraging healthy living through gardening schemes ★ Tenancy Audits to identify those who are not coping
<p>Strengthening Communities</p> <ul style="list-style-type: none"> ★ Resident Involvement and community development ★ Resident-led Estate planning projects ★ Equalities work focus on hard to reach groups ★ Frequent newsletters and information ★ Rising satisfaction with ability to participate ★ Estate management team focus ★ Focus on strong, sustainable communities ★ Development of neighbourhood agreements 	<p>Efficient and Effective</p> <ul style="list-style-type: none"> ★ £3 Million savings in contract management ★ The lowest cost ALMO in the South West ★ Cost and Performance benchmarking with 60 best practice organisations ★ Savings from joint working with Bournemouth ★ All contracts subject to "value engineering" savings

ABOUT POOLE

Poole's Strategic Working Groups



Stronger Communities Partnership objectives:

- ★ Support the development of a cohesive community where people of different backgrounds get on well together and have a sense of belonging in their community.
- ★ Empower local people to have a greater voice and influence in decision making and to get involved in improving the quality of their own lives and the vibrancy of their community.
- ★ Develop and strengthen the voluntary, community and faith sectors.
- ★ Increase the level of volunteering in Poole.

Sustainable Environment Partnership objectives:

- ★ Reducing our carbon footprint
- ★ Protecting our natural environment
- ★ Improved accessibility and promoting sustainable travel
- ★ Maintaining local identity while delivering a high quality sustainable urban environment
- ★ Addressing fuel poverty

ABOUT POOLE

Older People's Services Steering Group objectives:

- ★ To focus on the contributions, aspirations and needs of older people (usually defined as those over retirement age) within our community and to facilitate strategies and shared actions which will address the requirements of a significant growth in the older population in Poole over the next twenty years.
- ★ Enable agencies to undertake comprehensive analysis of the contribution, aspirations, well-being and service requirements of older people and to provide a framework for coordination across agencies so effective plans are in place for investment in older people in our community to achieve agreed outcomes.
- ★ Provide a forum for collective performance management of the delivery of agreed outcomes and shared actions, particularly in the context of the Local Area Agreement.
- ★ Lead the process of long-term strategic planning and will devise a comprehensive strategy for engagement with older people throughout Poole's communities and across all relevant organisations. It will subsequently take accountability for the monitoring progress in delivery of the strategy, outcomes and agreed shared actions and for up-dating the strategy as required.

Health & Well Being Board objectives:

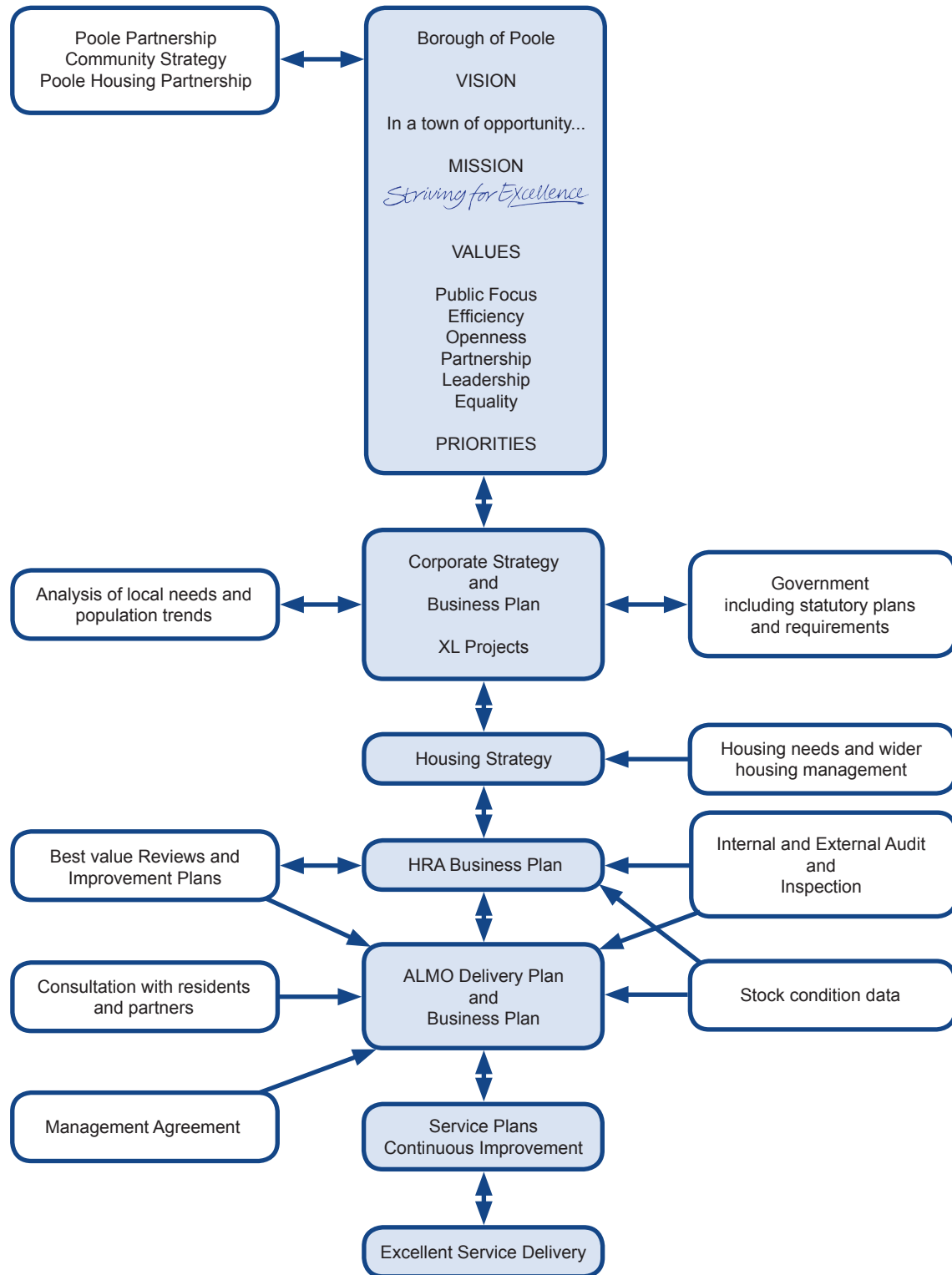
- ★ Reducing health inequalities
- ★ Reducing relative poverty
- ★ Improved health through healthier lifestyles
- ★ Promoting workplace health
- ★ Improved quality of life for carers and the people they care for
- ★ Promoting positive attitudes to disability and for disabled people to influence service providers
- ★ Improved mental health
- ★ Addressing homelessness, rough sleeping and securing decent homes for everyone

“PHP have the capacity in place in terms of the Board and staff, I.T. and an evolving performance management framework to be able to ensure the delivery of improvements”

Audit Commission 2005

ABOUT POOLE

HRA & ALMO Business Plans and Council Strategy



The National Context

The Housing Green Paper has set out the Government's plan to provide more affordable housing; an ambitious target of 3 million new homes by 2020 built to high standards of sustainability and a high proportion to be affordable.

One of the main changes is the ability of Councils to build new homes, either through an ALMO or through some other "special purpose vehicle".

The Housing Corporation has actively invited ALMOs to bid for grants to build new homes, and to consider managing Housing Association stock where this would raise the standards of management.

PHP would wish to develop plans to re-develop some of the less well designated stock with a view to developing better built homes, to a higher density, and with a tenure balance.

However, it is essential that the resources are in place to meet the investment needs of the existing stock. For this reason, the priority will be the Options Appraisal. Through the Appraisal we will be seeking the best option for:

- ★ Keeping all stock at the Decent Homes standard
- ★ Re-developing poor performing stock
- ★ Meeting the needs of future tenants on the housing register

The Government is piloting self-financing HRAs and has expressed doubt about, and recognises the need to review, the housing subsidy system.

The Housing and Regeneration Bill will establish the new Homes and Communities Agency which will combine new build, decent homes and regeneration.

The Government has applauded the ALMO sector for empowering and giving a voice to residents, and raising the standards of housing management.



The past year has seen significant developments from Government relating to the future roles of ALMOs.

The Hill's Report in 2007 was an important assessment of social housing. It found:

- ★ Social housing has improved in the last ten years
- ★ Satisfaction is static or down
- ★ Lettings increasingly going to homeless
- ★ Tenants face difficulties moving to find work
- ★ Unemployment and economic inactivity is highest amongst tenants
- ★ Landlords should diversify stock
- ★ Landlords should focus on employment opportunities for residents

The Board has discussed the Hill's Report recommendations with a view to building them into our work. This is our financial inclusion work as well as projects being run jointly with other agencies such as Adult Education.

ABOUT POOLE

The Local Housing Market and Our Residents

There is ongoing and buoyant demand for affordable housing in Poole. Data from the housing register and lettings information suggests high demand for all but a limited number of properties and property types.

There are nonetheless some areas of stock at risk from a changing pattern of demand and these issues will be considered in the sheltered housing review and the housing options appraisal.

A third of the stock we manage is sheltered housing and within this there is a small proportion of properties that not suitable to meet the needs of future residents as identified in recent reviews of older persons strategy, the most obvious example being bedsit accommodation.

There are distinct demographic trends in our communities. A little over 50% of our tenants are over 65 and 31% over 75 years. This presents us with challenges relating to their many support needs now, and into the future.

There are comparatively fewer families in the 25-45 demographic. However, most new tenants for general needs properties are under 25.

During 2006/07 the number of Council homes let were 443. This represents a small increase on 2005/06 figure of 420. This is regarded as an indicator of increasing demand for PHP properties, but could also be an indicator of dissatisfaction.

However, the main driver for the increase has been an increase in transfers as a result of new affordable housing built in the town centre; a positive development that has created an opportunity of desperately needed transfers.



The number of re-lets represented just over 1% of applicants on the housing register as at 1st April 2007 which again indicates a healthy demand for PHP properties, but reflects the shortage of affordable housing.

In the context of local private sector rents of between £700 and £800 per month for a 3 bedroomed house, the average rent of a similar PHP property of £66.00 offers very good value for money for households on low income.

One of the clear issues for PHP over the next 4 years is the active marketing of the homes and services that are provided and we are committed to working with the Borough of Poole on the choices available to existing and prospective tenants.

We plan to carry out a project to encourage and incentivise more people to re-locate to smaller accommodation to provide more desperately needed family accommodation.

ABOUT POOLE

Poole is an area of very high housing need and has one of the greatest gaps between home prices and average income (Joseph Rowntree).

By tenure, Poole is 81% owner-occupied, 9% private rented, 7% Council/ALMO and 3% Housing Association.

Average income for Poole is £29,703 (medium income £23,600) but for Council/PHP/RSL tenants is £10,200.

The Housing Register has 4,100 households waiting with the average waiting time for a 2 bed (the highest need) of 3.9 years and 11 years for a 3 bed house.

Affordability is a major issue in the town:

	Minimum house price	Minimum rent per week
1 bed	£110,000	£114
2 bed	£176,000	£156
3 bed	£220,000	£183
4 bed	£285,000	£230

NB The average house price is £266k which is 28% higher than the national average.

“Collection rates for rent and service charges are high and the approach to collection is customer focused and sensitive to the needs of vulnerable tenants or those with financial difficulties”

Audit Commission 2005

Some statistics on our customers:

Age

The resident population contains a high percentage of people aged over 75 years (31% of the population compared to 7.5% for England and Wales).

The population is generally older than both local and national averages. For Poole generally by 2028, the proportion of those 50+ will rise from 40% to 47% with a decrease from 38% to 34% of those aged 20-44

Income

89% of PHPs residents have income of less than £20k. 65% of tenants receive housing benefit (38% full housing benefit and 27% partial housing benefit).

The figures for 2006/07 were 60% of tenants receive housing benefit, 34% full housing benefit and 26% partial housing benefit)

Health

55% of current PHP tenants have or live with someone who has long standing illness, disability or infirmity (this figure is higher than Poole at 18% and England 33%.

13% of PHP residents are registered disabled or permanently sick

Deprivation

The correlation is strong between the location of our stock and the incidence of deprivation.

4 out of Poole's 91 super output areas are within the 25% most deprived in England and these 4 areas contain a significantly high proportion of PHP managed property