

# Building better Island homes

Isle of Wight  
housing strategy  
2004-2009



# Contents

<b>Annexe 1</b>	Housing Market Data	<b>3</b>
<b>Annexe 2</b>	Housing Market Research	<b>9</b>
<b>Annexe 3</b>	Special Needs Data	<b>10</b>
<b>Annexe 4</b>	Equalities and Diversity Data	<b>12</b>
<b>Annexe 5</b>	Supplementary Planning Guidance	<b>17</b>
<b>Annexe 6</b>	Housing Condition and Energy Efficiency Data	<b>18</b>
<b>Annexe 7</b>	Local Strategic Plan Priorities	<b>19</b>
<b>Annexe 8</b>	Income and Deprivation Data	<b>27</b>
<b>Annexe 9</b>	Consultation process and consultees	<b>30</b>
<b>Annexe 10</b>	Source Documents	<b>31</b>
<b>Annexe 11</b>	Performance against BVPI/Local Targets	<b>32</b>
<b>Annexe 12</b>	CPA review	<b>33</b>
<b>Annexe 13</b>	Membership of Steering Groups	<b>37</b>

# Annexe 1

## Housing market data

The Regional Market is shown in Table 0-1 below, which details the prices paid for the main categories of house types for the whole of the South East Region with comparisons against a different source of house price index data.

The Halifax data is based on actual sales of

mortgaged properties and the information is a real indication of actual prices prevailing in the purchases being made in the South East Region. The Land Registry data incorporates all sales transactions in the Region and more specifically in the Isle of Wight.

**Table 0-1 Average region & county house prices – All buyers 2003**

Property Type	South East region		South East region	
	Land Registry average price	Halifax average price	Land Registry average price	Land Registry % of sales
Terraced	151,254	164,607	150,592	29.9
Semi-detached	185,357	199,499	180,832	25.1
Detached	322,565	357,212	300,976	29.1
Bungalows	–	224,426	–	–
Flats & maisonettes	125,830	130,260	120,735	15.9
<b>All properties</b>	<b>194,923</b>	<b>212,605</b>	<b>197,127</b>	<b>100</b>

Source: Halifax House Price Index, 2nd Quarter 2003 & Land Registry Residential Property Price Report, 2nd Quarter 2003.  
\* Land Registry figures do not identify bungalows separately.

Prices vary between the different data sources and we would expect the Land Registry figures to be lower in all cases given that these figures include non-mortgaged sales.

The table below examines average house prices

for the Isle of Wight area recorded by the Land Registry in 2003 and 2001 and also the current volume of sales for the Isle of Wight and the increase in price by house type over the two year period.

**Table 0-2 Average house prices and sales for the Isle of Wight – All buyers 2003**

Property Type	2003		2001	Increase %
	Land Registry average price	Land Registry % of sales	Land Registry average price	
Terraced	117,423	21.8	76,615	53.3
Semi-detached	135,702	30.5	87,941	54.3
Detached	206,468	29	148,957	38.6
Flats & maisonettes	93,083	18.7	62,592	48.7
<b>All properties</b>	<b>144,299</b>	<b>100</b>	<b>99,327</b>	<b>45.3</b>

Source: Land Registry Residential Property Price Report, 2nd Quarter 2003/ 2nd Quarter 2001.

Whilst the overall house price increase in the Isle of Wight is 45.3% over the last two years, the price of terraced houses and flats – the access level stock, have increased by 53.3% and 48.7% respectively. Prices of flats have increased by 17.9% and terraced houses by 21.4% in the last year to June 2003.

The largest volume of sales in the Isle of Wight was for semi-detached properties (30.5%) selling at an average price of £135,702. Detached houses average £206,468 and are 29% of sales. Terraced houses average £117,423 and are 21.8% of sales. Flats / maisonettes sell at an average price of

£93,083 and account for 18.7% of sales. Due to the adequate volume of sales and lower cost of flats, we assess flats to be the main access property for first time buyers.

The sales levels of terraced properties (21.8%) and flats / maisonettes (18.7%) in 2003 are very similar to the 2001 levels at 21.6% and 19.7% respectively. Sales levels of semi-detached houses (30.5%) are up slightly on the 2001 level of 27.7%. Sales levels of detached houses (29%) in 2003 have dropped slightly since 2001, when they accounted for 31% of sales.

## Postcode level data

In order to further analyse house prices in the area we have divided the Isle of Wight into postcode areas and the wards contained within them are listed in Table 0-3.

**Table 0-3 Sub-area breakdown**

Postcode	Sub-areas
P030 2 P033 4 P030 3 P034 5 P030 4 P036 0 P033 1 P038 2 P033 3 P039 4	<b>Rural Area</b> Incl. Arreton, Bembridge, Brading, Chale, Brighstone
P030 1 P031 7 P030 2 P032 6 P030 3 P033 4 P030 4 P050 5 P030 5	<b>Newport</b>
P031 7 P031 8	<b>Cowes</b>
P032 6	<b>East Cowes</b>
P038 1 P038 3	<b>Ventnor</b>
P033 1 P033 3 P033 2 P033 4	<b>Ryde</b>
P039 0 P041 0 P040 9	<b>Freshwater and Totland</b>
P036 8 P037 7 P036 9 P038 9 P037 6 P039 0	<b>Sandown, Lake and Shanklin</b>

# Annexe 1

## Housing market data

### Average house prices/sales levels by postcode area

The table below examines average house prices for the Postcode areas recorded by the Land Registry.

The postcode data shows a much more detailed range of house prices than the data for the whole of the Isle of Wight but it should be borne in mind that some areas and figures relate to low samples.

**Table 0-4** Average house prices and sales for the Isle of Wight – All buyers 2003

Property Type	Rural		Newport		Cowes		East Cowes	
	Average price	% sales	Average price	% sales	Average price	% sales	Average price	% sales
Terraced	105,282	12.8	112,004	34.6	114,231	31.9	118,830	24.2
Semi-detached	136,110	37.2	134,463	31.9	148,303	37.4	139,994	29.0
Detached	238,926	41.5	211,337	22.6	179,247	19.8	171,425	22.6
Flats & maisonettes	74,852	8.5	96,929	10.9	112,183	10.9	121,493	24.2
<b>All properties</b>	<b>177,760</b>	<b>100</b>	<b>155,497</b>	<b>100</b>	<b>143,666</b>	<b>100</b>	<b>137,494</b>	<b>100</b>

  

Property Type	Ventnor		Ryde		Freshwater/Totland		Sandown/Lake/Shanklin	
	Average price	% sales	Average price	% sales	Average price	% sales	Average price	% sales
Terraced	103,500	10.5	101,834	17.3	200,637	18.6	120,477	11.3
Semi-detached	120,347	26.3	116,793	32.7	142,203	25.6	135,689	27.8
Detached	191,578	42.1	209,886	26.8	214,944	48.8	201,799	28.5
Flats & maisonettes	87,125	21.1	112,651	23.2	55,233	7	88,175	32.4
<b>All properties</b>	<b>144,556</b>	<b>100</b>	<b>138,524</b>	<b>100</b>	<b>175,483</b>	<b>100</b>	<b>139,143</b>	<b>100</b>

Source: Land Registry Residential Property Price Report, 2nd Quarter 2003.

## Access sales levels in the Isle of Wight

Access to the market is clearly dependent on availability, a factor, which is particularly critical for low income households who can only enter the market in any numbers where there is an adequate supply of affordable dwellings.

First-time buyers as new entrants to the Housing Market do not purchase houses at average prices as they do not have average incomes. Although average prices are useful for comparisons in general they are not the purchase levels used in assessing the ability of households to access local markets.

In broad terms new purchasers of either flats or terraced properties buy in the lowest quartile of prices i.e. the bottom 25%. We have therefore made the only comparison available from Land Registry data which is at Unitary Authority level for the Isle of Wight. In the Isle of Wight this is £96,000, 33.5% lower than the average of £144,299 in Table 0-2.

DCA have therefore undertaken a survey of the local estate agents to ascertain the cost of the cheapest units available both for private rent and for sale across 8 sub-areas. Because of the lack of supply available in the current housing market some samples are small.

Although the average price of a flat / maisonette according to the Land Registry survey is £93,083, access sales levels vary across the Isle of Wight with the lowest access price for a 1-bed property, starting at around £59,506 in Ryde and rising to £87,466 in Freshwater / Totland as can be seen in Table 0-5 above. 2-bed flats can be accessed at £82,450 in Ryde, £83,193 in Ventnor and up to £172,475 in Freshwater / Totland.

Terraced properties can be accessed at around £93,280 in Ryde rising to £142,500 in Freshwater / Totland for a 2-bed property. 3-bed terraced houses start at £103,475 in the Rural area and up to £131,150 in East Cowes.

**Table 0-5 Access sales levels in the Isle of Wight – October 2003**

Property Type	Rural	Newport	Cowes	East Cowes	Ventnor	Ryde	Freshwater/Totland	Sandown/Lake/Shanklin	Island-wide
1-Bed Flat	94,725	81,616	82,475	73,475	66,462	59,506	87,466	74,487	<b>77,526</b>
2-Bed Flat	100,000	101,930	131,333	93,750	83,193	82,450	172,475	104,975	<b>108,763</b>
2-Bed Terraced	97,475	106,633	109,491	117,500	112,988	93,280	142,500	113,725	<b>111,699</b>
3-Bed Terraced	103,475	116,616	128,475	131,150	121,317	114,225	153,125	119,950	<b>123,542</b>

DCA House Price Survey October 2003.

# Annexe 1

## Housing market data

### The private rented sector

We offer below a few comments on the private rented sector but must stress that the evidence available is largely empirical. We approached some of the main private renting agencies operating in the Isle of Wight and from the estate agency sources approached, we set out below the prevailing private sector rent levels.

It should be noted that the level of supply found for all types in the Freshwater / Totland area was particularly low and so this area has not been included for analysis in this section.

Access rental costs in the private rented sector vary by location within the Isle of Wight. The private rented sector can be accessed at £300 a month in Newport, £320 in Ryde, £340 in Ventnor and Cowes and £350 in Sandown / Lake / Shanklin and the Rural area. (see Table 0-6 above) for a one bedroom flat, the smallest unit. For a 2-bed flat, rents range from £375 per month in Sandown / Lake / Shanklin, £400 per month in Ryde, Rural, Newport, Cowes, £425 in East Cowes and £450 in Ventnor.

In the case of 2-bed terraced houses, we found that the access rent levels were £400 p.m. in the Rural area, Ryde and Cowes, £450 per month in Newport and Sandown / Lake / Shanklin and £475 per month in Ventnor. Access rent levels for 3-bed terraced houses start at £460 per month in Cowes, rising to £500 per month in Rural, Newport, Ventnor and Sandown / Lake / Shanklin.

There is evidence to suggest that landlords would not accommodate Housing Benefit / Income Support cases, however the decision does rest with the individual landlord concerned.

A range of property types are available in the sector as a whole and are found in a variety of locations within the Isle of Wight. It would appear that the difference in rent level between furnished and unfurnished property is marginal with respondents indicating they do charge only slightly more for furnished accommodation. They indicated that the difference in cost was marginal, although many agencies do not deal with furnished property due to the fire regulations involved.

**Table 0-6** Access rent levels in the Isle of Wight (£/Month) – October 2003

Property Type	Rural	Newport	Cowes	East Cowes	Ventnor	Ryde	Sandown/Lake/Shanklin	Island-wide
1-Bed Flat	350	300	340	350	340	320	350	<b>336</b>
2-Bed Flat	400	400	400	425	450	400	375	<b>407</b>
2-Bed Terraced	400	450	400	450	475	400	450	<b>432</b>
3-Bed Terraced	500	500	460	525	500	495	500	<b>497</b>

DCA House Price Survey October 2003.

## Conclusions

---

The annual rate of house price inflation in the Halifax Index in the South East Region at 30th June 2003 was 14.7%, below the UK average of 21.9%.

The Land Registry average price for all dwellings in the Isle of Wight Borough during the year was £144,299.

The largest volume of sales in the Isle of Wight was for semi-detached (30.5%) selling at an average price of £135,702. Detached houses average £206,468 and are 29% of sales. Terraced houses average £117,423 and are 21.8% of sales. Flats / maisonettes sell at an average price of £93,083 and account for 18.7% of sales. Due to lowest cost and an adequate volume of sales, we assess flats to be the main access property for first time buyers.

The increase in the cost of terraced houses (53.3%) and flats / maisonettes (48.7%) is massively in excess of wage inflation in the two year period. Access to market housing has therefore become more difficult for new households than it was in 2001 increasing the need for subsidised housing.

Mortgage interest rates are at their lowest level for over 45 years and people who cannot enter the market under these circumstances may never be able to do so, short of some collapse in the market or a significant change in their income level.

Further house price increases above wage inflation in 2003 would make access to market housing more difficult to achieve and would impact on households with marginal incomes most significantly.

# Annexe 2

## Housing market research – completed April 2003

### Executive Summary

---

- Adams Integra have been asked to consider areas for policy development on affordable housing, looking at market housing site viability and therefore ensuring continued land supply, whilst boosting the level of affordable housing provision on the Island.
  - In doing so we have familiarised ourselves with the issues faced by the Island in terms of housing and in particular affordable housing supply. We have examined the Islands economic background, population profile, geographical constraints, employment and wage profiles to ascertain whether there are additional factors coming into play relative to the mainland which affect development activity.
  - It is relevant to consider the Island against the context of the South East Region in terms of development activity and therefore look at policy in neighbouring Local Authority areas.
  - Developer based appraisals have been carried out to get a feel for the likely outcome of amending affordable housing policy in the key areas of thresholds and percentages. These have looked principally at the effects on land value, but as a secondary element at developer's profit, acknowledging the vital role that a sufficient profit level plays.
  - The findings confirm that increasing affordable housing requirements has a significant negative effect on land value (and therefore likely effect on land supply if pushed too far).
  - The Council acknowledges that the current policies and practices are not producing the required levels of affordable housing. Our initial view is that policy review ought to be considered, in the areas of:
    - A tiered approach to thresholds but generally a tightening to increase the capture of more smaller sites;
    - Adoption of a realistic proportion of 30% affordable housing across the board – acknowledging this to be below Housing Need Survey led requirement levels, but to a level not over-prejudicing site viability and therefore land supply. A balance is necessary;
    - A fresh look at the detail of affordable housing provision, to include an overhaul of the current restriction to 50% open market sales value – often unworkable for both the developers and affordable housing providers. Instead perhaps consider the clearer policy idea, aligned to mainland policies, of free land – thus reimbursing the developer's reasonable build costs and at least giving a cost neutral position on this;
    - A flexible approach to application of policy on a more site specific and viability sensitive basis. Possibly to include the part or full use of financial contributions in lieu of on site provision where practical;
    - A variety of tenure depending upon funding availability and case circumstances and potentially a more practical mathematical approach avoiding discussions on part units thrown up by the proportions.A detailed review of the approach in rural areas, which present significant issues, is encouraged.
- Finally the report runs through more general areas for consideration in terms of encouraging affordable housing supply through working practices, involving the development sector, maximising the use of public sector land and the like.

# Annexe 3

## Special needs data

### Needs mapping/analysis

---

Due to the tight deadlines for implementation of Supporting People and development of the strategy together with the complexity of gathering accurate, auditable and relevant needs data it was not possible to undertake a local needs mapping exercise. However, there has been some identification of local circumstances which has highlighted the following areas of need:-

**Older People** – currently there is no provision for frail elderly people on the island. The end result of this is that older people with high support needs are having to go prematurely into expensive residential care

**Homeless** – there is a high need for independent 1 & 2 bedroom dispersed (move on) housing with support for:

- young vulnerable homeless;
- people with a learning disability;

- people with mental health problems; and
- young single mothers

**Young offenders** – HAAS have identified a shortfall of 35 units of dispersed supported accommodation for ex-offenders

**Ex-offenders** (12 units) – identified as unmet need

**Substance misusers** (12 units) – identified as unmet need

**People with a learning disability** (16 units) – identified as unmet need

**People with mental health problems**

**Open access hostel for single non-priority homeless**

**Extra care – frail elderly** (24 units) – identified as unmet need

**Autistic adults** (4 units) – identified as unmet need

## Supporting People shadow strategy data

Client mix according to the primary group	ODPM Estimate for Isle of Wight				Actual Provision from Supply Mapping		Support Needs	
	Supported Accm.		Floating support		Supported Accm.	Floating support	Supported Accm.	Floating support
	Range: Low	High	Range: Low	High				
Older People with Support Needs	835	1683	10	220	1142	370	-541	150
Older People with Mental Health Problems/Dementia	<i>Included above in Older People with Support Needs</i>							
Frail Elderly	<i>Included above in Older People with Support Needs</i>							
People with Mental Health Problems	47	197	33	47	121	295	-76	248
People with Learning Difficulties	24	107	3	10	156	35	49	25
People with a physical (or sensory) Disability	18	123	0	1	39	850	-84	849
Single homeless people with support needs	2	94	2	63	101	0	7	-63
Rough sleepers	<i>Included above in Single homeless People with Support Needs</i>							
Travellers	<i>Included above in Single homeless People with Support Needs</i>							
People with Alcohol problems	10	14	0	2	93	130	79	128
People with Drug problems	4	36	1	3	0	0	-36	-3
Offenders or people at risk of offending	2	7	1	95	13	100	6	5
Mentally disordered offenders	<i>Included above in Offenders or people at risk of offending</i>							
Young people at risk or leaving care	16	42	5	38	98	0	56	-38
Women at risk of domestic violence	2	13	0	1	6	20	-7	19
People with HIV/AIDS	6	117	3	33	0	60	-117	27
Homeless families in need of support	1	20	0	2	55	100	35	98
Teenage parents	<i>Included above in Homeless families in need of support</i>							
Refugees	0	2	0	1	0	0	-2	-1
Generic	Not previously recorded				30 Excluded in Total	820 Excluded in Total		
<b>Total Client Count</b>	<b>967</b>	<b>2455</b>	<b>58</b>	<b>516</b>	<b>1827</b>	<b>1960</b>	<b>-628</b>	<b>1444</b>

# Annexe 4

## Equalities and diversity data

### Recommendations

Recommendations have been drawn from current community activities, residents' experiences and successful initiatives happening elsewhere as well as specific ideas which are suitable for the Isle of Wight.

### 5.1 Good practice already available

---

We have identified the following initiatives as being very proactive in promoting diversity.

**5.1.1** New immigrants to the island get a visit from the Health Advice Team.

#### **5.1.2 Education**

##### **Pre School**

Awareness of other cultures is raised using stories set in other countries and pictures and toys of all races. All schools should follow this lead, not just schools which have multi cultural/ multi faith children.

##### **Isle of Wight College**

The College tries to make sure that there are speakers of other languages.

The college computers are adapted to Chinese

##### **EAL**

Schools can refer children to the EAL service which includes direct teaching, building confidence of teachers, implementing and advising strategies, encouraging schools to see multi lingual child as a positive thing. There are also race issues which overlap the advice she gives to schools. Within one year the student is socially proficient.

##### **4 levels of support:**

- Direct teaching - 1 hour a week
- Direct teaching - 1 hour fortnight
- Monitoring - speak to teachers each term and suggest strategies
- Monitoring – Once a year
- Consultation – leave the schools to contact
- Half are receiving direct teaching

The EAL teacher organises visits to the Mosque for head teachers, most recently attracting 20 people! The aim is for schools to organise their own visits for the teachers and students. (Source: Claire Reid, EAL)

##### **Religious Education**

A High School conference on Judaism and the holocaust is planned for Jan 27th (national holocaust day). It is held at Medina High to raise awareness and will include speeches, visits, art, writing, exhibition and theatre.

**5.1.3** Presently multi cultural events are limited to the Quay Arts Centre, including African Arts which is aimed at adults. There was a Caribbean festival in Ventnor, at the Cricket Club. (Source: Sue Loveday, The Island Rainbow Community).

**5.1.4** The Salvation Army hall is available for any group to use at a reasonable fee. They also

collect items and sell items to raise funds for needy families.

5.1.5 Promote the use of the Hospital Multi faith prayer room with facilities for toilet and washing (Ready for Jan 2005).

5.1.6 National Age Concern has a strategy for social inclusion and IOW Age Concern are willing to be part of a project to include members of faith communities and ethnic minority communities. The four groups on the island cater for 50+ and offer social inclusion, including lunches, coffee mornings, bingo, info and advice. A mobile service goes to different areas and includes volunteers from their community. (Source: Felicite Booker, *Isle of Wight Age Concern*).

5.1.7 We have identified champions who are willing to work on joint projects with the council, to promote and celebrate diversity.

- Jenny Hopkins Holden – **SACRE**
- Rev Gregory Clifton Smith – **Multi faith**
- Claire Reid – **Language**
- Joyce Milford – **Race equality**
- Jane Turner – **Health**
- David Downer – **Buddhism**
- Fozizur Rahman – **Islam & BME**
- Louis Lawrence – **Judaism**
- Tony Cortes – **Filipino Health Workers**
- Ian Digby – **Baha'i community**
- Sue Loveday – **BME children**
- Becci Fysh – **International Students**
- Alex Paul – **Hospital Personnel**
- Felicite Booker – **Elderly community**

## 5.2 Recommendations to implement

---

5.2.1

- Isle of Wight Council may wish to publish and distribute newsletter re all the faith and BME groups
- Isle of Wight Council can signpost these groups via their website

5.2.2

- Interfaith events to encourage networking and awareness of faith and culture
- National commemorations such as Remembrance Day could include representatives from different faiths.
- Encourage activities such as Medina High School World Awareness Day.
- Gather people to learn about each others cultural backgrounds and share music literature and food. Make events suitable for different audiences, formal conference, informal party, stage shows.
- The local library services could be

encouraged to hold dignified exhibitions on different faiths.

- As in Eastern cultures, there should be an emphasis on celebrating age. Inter-generation forums to pass on life skills in tandem with inter faith and inter culture

5.2.3

- Identify champions to work on joint project together with the Council, to promote and celebrate diversity
- Identify role models in each community
- Implement counselling services from within each community

5.2.4

- Utilise Churches to deliver regeneration projects for everyone. They are central venues which can deliver training and advice surgeries.
- Utilise media to inform BME communities

# Annexe 4

## Equalities and diversity data

about services and educate the wider community about multi faith, multi cultural issues

- 5.2.5 • All faiths to take part in SACRE
- New frame work for multi faith post September 11th. Promote multi culture in schools in island via building links with schools in Portsmouth and Southampton.
- 5.2.6 • Via Local Strategic Partnerships, faith communities can be represented in various planning activities.
- Some cities hold very successful Inter-Faith annual services sponsored by the Local Authority (e.g. Bristol). This is a good way for faith communities to meet with each other and the local authority and share issues.
- Local Health Authority could be encouraged to support the “Multi-Faith room” at St Mary’s Hospital and the provision of chaplaincy services by representatives of Faith communities.
- The Council could sponsor more arts-related events on the island of a diverse cultural nature.
- 5.2.7 Explore avenues for encouraging Halal and Kosher butchers to deliver on the island or open outlets on the island itself. Council

could also encourage promoting afro hair products and make up businesses.

- 5.2.8 • Imam needs to improve English language, to attend ESOL classes at college.
- Promote up skilling to all faith leaders
- Communicate to open mosque longer hours, let women have access to the Mosque and use for training and social events.
- Mentoring services. Ethnic minorities on the Isle of Wight are more isolated. It is therefore beneficial to have a service which links people with others who have experienced the same issues. This involves building a trust between people.
- 5.2.9 • A real focus is needed on raising the confidence and skills of all individuals.
- Diversity and equality seminars for mainstream providers
- Training courses including workshops and toolkits
- Build resource library on diversity and equality issues
- Faith Regen UK can work with the Council to supply a customised Faith Community’s Toolkit and training to address the Islands issues of diversity and equality and distribute to the front of house staff.

## Census Data 2001

	Persons (IW Unitary Authority)
White: British	128,440
White: Irish	902
White: Other White	1,640
Mixed: White and Black Caribbean	270
Mixed: White and Black African	65
Mixed: White and Asian	243
Mixed: Other Mixed	141
Asian or Asian British: Indian	189
Asian or Asian British: Pakistani	88
Asian or Asian British: Bangladeshi	89
Asian or Asian British: Other Asian	66
Black or Black British: Caribbean	160
Black or Black British: African	109
Black or Black British: Other Black	35
Chinese or other ethnic group: Chinese	123
Chinese or other ethnic group: Other Ethnic Group	171

# Annexe 4

## Equalities and diversity data

### Ethnic monitoring on homelessness applications

	App- lication	Acc- epted	No. from last year's applications
Applications since 1 April	694	271	
Accepted	358	200	0
Referred to another authority	0	0	0
Referred from another authority	3	3	–
Found to be intentionally homeless	18	10	0
Not priority	167	3	0
Not homeless	79	50	0
Not eligible (estimated decision length – 26 days)	0	0	0
Closed	4	2	0
Pending	31	–	0
<b>Total</b>	<b>660</b>	<b>268</b>	<b>0</b>

Local connection under 6 months		
6-12 months	6	
3-5 years	6	
Employment	0	
Family associations	13	
Domestic violence	16	
Special circumstances	4	
No connection anywhere	2	
<b>Total</b>	<b>47</b>	
	Application	Accepted
0-6 months	100	47
6-12 months	34	18
1 year	23	14
2 years	27	10
3 years	17	12
4 years	15	13
5 years	19	15
Over 5 years	435	226
<b>Total</b>	<b>670</b>	<b>355</b>

Ethnic origin			
White, European	691	Bangladeshi	0
Pakistani	0	Carribbean	0
Other	2	African	1
Indian	1		

Rehoused since 1 April	App- lication	Acc- epted	Acceptances in priority need since 1 April	
South Wight Housing Association	62	33	One person households	147
Medina Housing Association	99	59	6+ person households	10
Vectis Housing Society	7	6	Total in priority need	358
Isle of Wight Housing Association	11	4	Total in priority need (6+)	10
North British Housing Association	2	0	Children or pregnant women	213
Stonham Housing Association	0	0	Children or pregnant women (6+)	10
Other	0	0	Elderly or disabled	53
<b>Total</b>	<b>181</b>	<b>102</b>	6+ households	10

# Annexe 5

## Supplementary planning guidance

The Unitary Development Plan (UDP) for the Island for the period 1996 – 2011 was adopted by the Council on 18 May 2001. As part of this process an assessment was made of housing land availability and sites were allocated for development as part of the adoption of this plan.

As part of this plan a section was devoted to the development of new housing schemes which can be found at Chapter 7 of the UDP.

**Policy H14** – Set out the overriding principles of Locally Affordable Housing as an Element of Housing Schemes.

*H14 On those sites allocated for residential development shown on the proposals map, and those which become available but are not currently available, the Council will seek to negotiate an element of affordable housing as part of the scheme.*

*The scale and type of provision will be considered in relation to local needs however, the Council is seeking to achieve 20% of housing on appropriate sites to be developed and handed over to a Registered Social Landlord at a discounted price (50% market value).*

*Mechanisms will need to be put in place to ensure such provision remains in affordable use in the long term. On suitable sites where the Council considers it preferable to provide affordable housing it may be prepared to*

*accept:*

**a)** *an appropriate contribution of serviced land which may also include built affordable housing units;*

**b)** *a financial contribution sufficient to enable a Housing Association to provide the agreed number of units, either by new building, or the purchase of existing stock.*

In June 2002 the Planning Authority undertook an Urban Capacity Study to assess the potential of the settlements on the Island to accommodate new development. The aim of this study was to provide a realistic estimate of the level of additional development that could potentially be accommodated within the existing urban areas on the Island.

This work was done further to the recommendations in the Housing Needs Survey 2001 that there be an increase in the percentage, of affordable housing required to be provided by a developer, from 20% to 35%.

Further to this recommendation a working group was set up between Housing and Planning to see how this matter could be taken forward.

The Planning unit sought Legal opinion and it was decided to pursue the percentage of affordable units sought on a site prior to the introduction of the Local Development Framework.

The Analysis can be found at Annexe 2.

# Annexe 6

## Housing condition and energy efficiency data

### House condition survey 2002 undertaken by David Adamson

<b>Rate of housing unfitness:</b>	3.1% – approx. 1900 properties
<b>Private rented sector unfitness:</b>	11.0% – approx. 550 properties
<b>Dwellings needing repairs costing over £10,000:</b>	3.4% – approx. 2,000 properties
<b>Cost of bringing all private dwellings up to a reasonable standard:</b>	£11.49M
<b>Current cost of bringing all unfit properties to fitness and to retain within the housing stock for a period of 10 years:</b>	£17.41M
<b>Sap Rating as at 2002:</b>	49
<b>Total reduction in Home Energy under HECA 1995 as at 31/03/2003:</b>	11.26%
<b>Total percentage of households in Fuel Poverty as at 2002:</b>	7.4% – approx. 4500 properties

The Housing Department will continue to work in partnership with these programmes to ensure that it meets its Regeneration and renewal objectives as set out in our Housing Renewal Strategy.

# Annexe 7

## Local Strategic Plan priorities

### Theme 1 – Safer Island

---

**Theme Champion:** Eileen Monks

#### Aim 1: Road safety

To embed a culture of road safety in residents and visitors by all partnerships actively pursuing road safety as a long-term aim

#### Aim 2: Drug action

To use our resources proactively to avoid a drugs culture gripping the Island by consistent disruptive police activity, education, parental support and treatment

#### Aim 3: Burglary reduction

To recognise burglary as a strong indicator of the quality of life on the Island and securing low levels will inspire confidence in the community, the partnership and the police

#### Aim 4: Street/Domestic violence reduction

To undermine the trends behind street violence by reinforcing individual, commercial, group and community responsibilities

#### Aim 5: Licensing

To recognise that the growth in the night time economy will impact on public disorder, family life and public service resourcing as well as adding to the economic future

#### Aim 6: Young people

To integrate Island youth in contributing positively to the quality of life and community safety

#### Aim 7: Crime/ Fear of crime reduction

The Police working with the community to reduce crime and the fear of crime and public safety generally through public consultation, criminal intelligence and high visibility policing

## Theme 2 – Connected Island

---

**Theme Champion:** Steve Porter

### Aim 1: Improving access

Work with groups and individuals to ensure that the needs of pedestrians and those with mobility problems are catered for and improved as part of Planning and the Engineering process

### Aim 2: Public Transport

By working with public transport operators and others, seek to ensure that travel by bus, rail and taxi offers an alternative to car use and is safe and accessible for all users

### Aim 3: Integration

Improve transport integration by working with transport operators to ensure that easy timetabled connections can be made between different forms of transport

### Aim 4: Interchange

Working in partnership with transport providers, improve facilities at transport interchanges, bus stops, shelters, ferry terminals and stations

### Aim 5: Ticketing

Working with transport operators to encourage the provision and promotion of through ticketing and travel card schemes

### Aim 6: Travel/Transport information

Working with transport operators to provide the best, most appropriate, accurate, up to date and accessible travel and transport information both at the point of departure, and on the journey

### Aim 7: Cycling

Ensure that travel by cycle is safe, convenient and attractive and by working in partnerships with cycle groups and others ensure ongoing development of cycleways and improved facilities

### Aim 8: Travel plans

Working with employers and schools to establish sustainable travel plans for employees and pupils

### Aim 9: Cross Solent travel

Working with transport operators and others to facilitate cross Solent travel for those requiring off-Island healthcare, employment and training

### Aim 2: Environment

Building on work already carried out, explore in partnership with others the opportunities to introduce and encourage the use of vehicles powered by environmentally sound sustainable fuels and power sources

# Annexe 7

## Local Strategic Plan priorities

### Theme 3 – Healthy Island

---

**Theme Champion:** Val Anderson

#### Aim 1: Good quality and affordable housing for all

To ensure that Decent Homes are provided for residents by providing new affordable housing. To bring empty properties back into use and improve the Islands Housing Stock by the giving of assistance to householders to help with fuel poverty, disabled adaptations and to ensure that people remain in their own homes

#### Aim 2: Supporting families

Ensure that the early years provision for vulnerable children is maintained and increased across the Island. Develop and promote lifelong learning and community resources through school-based family learning initiatives. Support for children and families through the implementation of the Early Years and Childcare Development Plan, including the development of Children's Centres.

#### Aim 3: Better health for all

Reducing cancer and heart disease including the promotion of smoke free environments. Improving mental health with an aim of reducing suicide. Working with parents and toddler groups and schools to provide help, support and advice on oral health and healthy eating.

#### Aim 4: Promoting breastfeeding

Establish the employment of a breastfeeding counsellor including the development of community based networks to promote breastfeeding

#### Aim 5: Inclusion of older people

To develop and implement a healthy ageing programme which helps to promote independence and maintains a healthy lifestyle through exercise, volunteering and social events

#### Aim 6: Healthy living

Ensure the successful promotion and development of the Healthy Living Programme across the Island

#### Aim 7: Arts and Health

Continue to develop and deliver a range of programmes, which provide alternative solutions to health improvement and healthier lifestyles.

#### Aim 8: Accessible and affordable transport for all

To improve Cross-Solent travel options especially for healthcare and employment and training purposes

#### Aim 9: Improved recreational opportunities for all

To promote and develop active communities with particular emphasis on young people, ensuring that leisure facilities are affordable and accessible, including the extension of the junior one card scheme

## Theme 4 – Thriving Island

---

**Theme Champion:** Danny Fisher

### Aim 1: Infrastructure

Regenerating the Island's most deprived communities through creating higher level employment opportunities and improving infrastructure:

- Medina Valley – Cowes Waterfront
- Ryde
- Bay Area

### Aim 2: Jobs and the economy

To provide business support to develop world-class competitive businesses

### Aim 3: Learning and skills

Focus education and skills to support the development of the workforce required by the world class competitive businesses

### Aim 4: Sustainable environment

Promoting sustainable development to maintain and improve the rural environment.

# Annexe 7

## Local Strategic Plan priorities

### Theme 5 – Educated Island

---

**Theme Champion:** Jill Wareham

#### Aim 1: Raising aspirations

To release the learning potential and raise aspirations of all Island residents using a variety of educational /vocational programmes across the Island. Recognising the needs of students who have to work by encouraging them back into a learning environment by changing learning times to suit those needs. Increase the numbers of employers who offer learning opportunities

#### Aim 2: Information for young people

To develop a system of 'signposting' for young people, which includes information on high school and college curriculum, work based providers, employers and all possible destinations for 16 year olds

#### Aim 3: Quality standards

To increase the number of organisations working towards quality standards

#### Aim 4: Adult and community learning

To widen participation in learning and to increase availability and accessibility of learning in the community, enabling people to access 'informal' learning and increasing levels of Basic Skills. Build capacity in the Community and Voluntary Sector

#### Aim 5: Broadband

To enable access to Broadband in all areas of the Island to increase the learning potential of all Island residents

### Aim 6: Information advice and guidance (IAG)

Make IAG more available to raise awareness of learning opportunities

### Aim 7: Learning provision

To develop a database of learning provision for the Island, underpinning information for the IAG and co-ordination of provision

### Aim 8: Arts and health

Continue to develop and deliver a range of programmes, which provide alternative solutions to health improvement and healthier lifestyles.

### Aim 9: Accessible and affordable transport for all

To improve Cross-Solent travel options especially for healthcare and employment and training purposes

### Aim 10: Improved recreational opportunities for all

To promote and develop active communities with particular emphasis on young people, ensuring that leisure facilities are affordable and accessible, including the extension of the junior one card scheme

### Aim 11: Funding

Co-ordination of funding for learning and skills on the Island, to avoid duplication and increased breadth of provision across the Island. Extra staffing support for the Isle of Wight Learning Partnership (IWLP)

### Aim 12: Centres of excellence

Increase centres of excellence across the Island including Employer Learning Hubs in different sectors such as electronics, automotive construction, care and tourism to provide vocational provision, meeting the needs of employers and business

# Annexe 7

## Local Strategic Plan priorities

### Theme 6 – Leisure Island

---

**Theme Champion:** Simon Dabell

#### Aim 1: Grow the value of tourism to the Island's economy

To extend the length of the tourist season. Agree common activity measures and compile a common research register. Agree roles and responsibilities of all sectors in tourism development. Enhance the status of tourism within the Island community

#### Aim 2: Island image

Define an Island image and brand to inform all Island marketing and promotional activity. A common brand and image to be agreed by all partners

#### Aim 3: Create a tourism development plan

To work with all partners in the development of a tourism development plan

#### Aim 4: Island tourism products

To raise quality standards across the tourism industry. Maximise the use of the electronic destination management system. Increase the awareness of environmental responsibility Islandwide. Improving accessibility across tourism and related activities by improving approaches to visitor and traffic management. Closer integration of events delivery in support of tourism objectives. Review of existing policies, which support the retention of poor quality accommodation

#### Aim 5: Infrastructure

Upgrade the infrastructure of the island's key tourist gateways and towns

#### Aim 6: Skills and training

Extend the range and scope of available basic training opportunities including business skills. Implement the Centre for Vocational Excellence in Hospitality.

#### Aim 7: Leisure activity

Increase the capacity of local communities to deliver leisure activity. Organise an annual forum for local cultural groups and organisations

#### Aim 8: Cultural strategy

Implementation of the cultural strategy. Develop and establish an Island Cultural Forum linking cultural interest groups and key public sector agencies

#### Aim 9: Cultural facilities

To maintain and improve cultural facilities and opportunities. Prepare an asset register of cultural facilities including a practical profile and cultural impact analysis. Development of a new all weather leisure attraction

#### Aim 10: Island's heritage

Sustain and promoting the Island's environment and heritage. Create a parks and beach management strategy.

#### Aim 11: Healthy lifestyle

Encourage lifelong learning, healthy lifestyle and social cohesion. Adoption of an Island play development strategy

## Theme 7 – Attractive Island

---

**Theme Champion:** Terry Butcher

### Aim 1: Planning and design

Developing Supplementary Planning Guidance (SPG) for design, buildings in rural areas etc.

### Aim 2: Sustainability

Preparation of Masterplan for allocated housing site at Pan, Newport.

### Aim 3: Financial regime

Lobbying Government to amend the financial regime applied to the Housing Corporation on social housing development on the Island

### Aim 4: Travel plans

Develop and promote the introduction of integrated employer travel plans. Cutting car use for short journeys and school runs by bringing in safe routes to school travel plans.

### Aim 5: Infrastructure

Improving coach facilities, routing and signage. Designating and maintaining freight routes to cut the impact of HGVs on the environment and economy.

### Aim 6: Environment

Producing the AONB Management Plan and securing its implementation

# Annexe 8

## Income and deprivation data

Headline figures taken from Census 2001 data supplied by ONS:

### Population

	Value
<b>Total number of people</b>	<b>132731</b>
Males	63697
Females	69034
Aged 0 to 15	24149
Aged 16 to 74	93393
Aged 75 and over	15189

	Value	Eng & Wal Rank/376 (proportion)	Regional Rank/67 (proportion)
Change since 1991	6800	134	26
Number of people per hectare	3.5	219	41

### People, Places and Families

Marital status (all people aged 16 and over)	Value	Eng & Wal Rank/376 (proportion)	Regional Rank/67 (proportion)
Single people (never married)	26135	289	55
Married or re-married people	57095	237	47
Separated or divorced	13430	24	6
Widowed	11922	14	6

Transport (all households)	Value	Eng & Wal Rank/376 (proportion)	Regional Rank/67 (proportion)
Households without car/van	14191	139	11
Household with 1 car or van	27385	35	2
Household with 2 or more cars/vans	15943	251	59

Composition (all households)	Value	Eng & Wal Rank/376 (proportion)	Regional Rank/67 (proportion)
One person households	18052	77	11
Married couple households	19494	309	56
Cohabiting couple households	4317	294	54
Lone parent households:			
<i>with dependent children</i>	3516	147	14
<i>with non-dependent children only</i>	1717	141	11
All other households	10423	45	11

Ethnic Group (all people)	Value	Eng & Wal Rank/376 (proportion)	Regional Rank/67 (proportion)
White	130982	100	2
Largest minority ethnic group(s) – Mixed White and Black Caribbean	270	–	–

Place of birth (all people)	Value	Eng & Wal Rank/376 (proportion)	Regional Rank/67 (proportion)
Born in UK	127432	148	2
Born elsewhere in EU (inc RO.Ireland)	2216	184	59
Born outside EU	3083	239	66

Religion (all people)	Value	Eng & Wal Rank/376 (proportion)	Regional Rank/67 (proportion)
Christian	97851	238	40
Buddhist	233	196	55
Hindu	130	280	64
Jewish	127	186	57
Muslim	367	236	62
Sikh	33	314	62
Other	599	36	12
No religion	22920	73	11
Religion not stated	10471	121	19

## Health

(all people)	Value	Eng & Wal Rank/376 (proportion)	Regional Rank/67 (proportion)
Limiting long-term illness	29149	54	3
General health 'not good'	12913	119	4

(all people)	Value	Eng & Wal Rank/376 (proportion)	Regional Rank/67 (proportion)
People providing unpaid care	14364	108	2
Providing unpaid care 50 or more hrs/wk	3276	83	2

# Annexe 8

## Income and deprivation data

### Work

Status (all people aged 16-74)	Value	Eng & Wal Rank/376 (proportion)	Regional Rank/67 (proportion)
Employed	52909	303	62
Unemployed	3375	100	4
Long-term unemployed	1162	78	4
Student (economically active)	1855	273	61
Retired	17652	15	3
Student (economically inactive)	2784	242	39
Looking after home/family	6283	120	31
Permanently sick or disabled	5381	124	3
Other inactive	3154	81	3

Travel to work (all people aged 16-74 in employment)	Value	Eng & Wal Rank/376 (proportion)	Regional Rank/67 (proportion)
Travel to work by car	32748	301	57
Travel to work by public transport	2863	269	66

Qualifications (all people aged 16-74)	Value	Eng & Wal Rank/376 (proportion)	Regional Rank/67 (proportion)
Qualifications at degree level or higher	14259	262	55
No qualifications	28197	143	9

### Housing

(all households)	Value	Eng & Wal Rank/376 (proportion)	Regional Rank/67 (proportion)
Number of households with residents	57519	126	13
Number of people per hectare	3.5	219	41
Average household size	2.24	336	60
Vacant household spaces	1733	211	24

(all households)	Value	Eng & Wal Rank/376 (proportion)	Regional Rank/67 (proportion)
Owner-occupied	44265	81	26
Without central heating	8662	31	2
Without own bath/shower & toilet	305	71	16
Overcrowding indicator	2774	161	39

**Percentage of population in owner occupation: 82%**

**The total percentage of families whose Head of Household income is less than £8000 per annum: 17.9% at 2002**

# Annexe 9

## Consultation process and consultees

### Housing Strategy Consultees

---

- Cheltenham Developments
- Commissioning and Partnerships
- Dalton Enterprises
- Eastleigh Housing Association
- GOSE
- Housing Advice Centre
- Island Cottages
- Isle of Wight Housing Association
- Isle of Wight Partnership
- Medina Housing Association
- Newey and Eyre
- New Horizons
- Occupational Therapy
- Pennington Consultants
- Real World Trust
- ROCC
- Rural Community Council
- Solent Housing Co-operative
- South Wight Housing Association
- Stonham Housing Association
- Sydenhams
- Vectis Housing Association
- Women's Refuge
- **Isle of Wight Council**
  - Community Partnership
  - Development Control
  - Environmental Health
  - Homelessness Team
  - Housing Renewal Team
  - Independent Support Project
  - Legal Services (Land Law)
  - Members of the Council
  - Physical Disability Team
  - Planning Policy
  - Supporting People

# Annexe 10

## Source documents

- Adams Integra, 2004, Affordable Housing and Planning Issues
- Census, 2001, ONS
- DTLR, 2002, Homelessness Strategies – A good Practice Handbook
- DTLR, 2002. More Than a Roof – A report into tackling homelessness
- Housing Corporation, 2003, South East Regional Investment Strategy 2003/4
- Isle of Wight Council, 2001, Island Futures
- Isle of Wight Council, 2001, Social Inclusion Strategy 2001-5
- Isle of Wight Council, 2002, The effects of being an island: The Isle of Wight
- Isle of Wight Council, 2002, Young People's Housing Strategy 2003-4
- Isle of Wight Council, 2002, Black and Minority Ethnic Housing Strategy 2003-4
- Isle of Wight Council, 2002, Equality and Diversity Policy
- Isle of Wight Council, 2002, Domestic Violence Strategy 2002-3
- Isle of Wight Council, 2002, Empty Property Strategy 2003-6
- Isle of Wight Council, 2002, Housing Strategy 2003-6
- Isle of Wight Council, 2003, Race Equality Scheme
- Isle of Wight Council, 2003, Housing Renewal Strategy
- Isle of Wight Council, 2003, Annual Action Statement 2003/4
- Isle of Wight House Condition Survey, 2002,
- Isle of Wight Housing Needs Survey, 2001, DCA
- Isle of Wight Housing Needs Survey Update, 2003, DCA
- Indices of Deprivation for districts in England, 2000, ONS
- Isle of Wight PCT & NHS Trust, Local Healthcare Strategy, 2004
- SEEDA, 2002, Regional Economic Strategy for South East England 2002-2012
- SEEDA, 2003, The Economic Impacts Of Housing Affordability
- SEERA, 2004, Assessing Housing Needs in the South East
- South East Regional Housing Board, SE Regional Housing Strategy 2004/5, 2005/6
- South East Regional Housing Board, 2004, Green Paper

# Annexe 11

## Performance against BVPI/local targets

Performance indicators		Targets					Outturn			
PI Number	Description	2000/ 2001	2001/ 2002	2002/ 2003	2003/ 2004	2004/ 2005	2000/ 2001	2001/ 2002	2002/ 2003	2003/ 2004
BVPI 062	The proportion of unfit private sector dwellings made fit or demolished as a direct result of action by the local authority	nk	nk	1.4%	1.5%	1.6%	nk	1.3%	2.7%	2.4%
BVPI 064	The number of private sector vacant dwellings that are returned into occupation	nk	nk	32	32	32	nk	nk	35	41
BVPI 183 part 1	The Average length of stay in (I) Bed and Breakfast accommodation with dependent children or a pregnant woman and which are unintentionally homeless and in priority need	nk	nk	14	14	6	nk	nk	14	14
BVPI 183 part 2	The Average length of stay in hostel accommodation of households with dependent children or a pregnant woman and which are unintentionally homeless and in priority need	nk	nk	0	0	0	nk	nk	0	0

# Annexe 12

## CPA review

The following text has been taken from the Audit Commission Inspection undertaken August 2002.

### Summary

---

- 1 The Isle of Wight is a predominantly rural island off the south coast of England. It is a well-known holiday resort and hosts the world-famous Cowes regatta.
- 2 The island has very high levels of deprivation compared to most of the south east of England. It has the lowest Gross Domestic Product per head in the whole of the UK except for Mid-Glamorgan and the lowest average male earnings in the UK, due to an economy based upon seasonal and part-time work. The level of unemployment at 4.8 per cent is well above the national average and 18 per cent of households are reliant upon income support.
- 3 The Isle of Wight Council is a unitary Council created in 1995. There are 48 Councillors, with control in the hands of a coalition of 19 Liberal Democrats and 11 independents known as 'Island First'. The remaining members comprise 12 Conservatives, 4 Labour and 2 independent Councillors.
- 4 The Council has no direct landlord responsibilities, since the housing stocks of the Medina and South Wight Borough Councils (who existed prior to the creation of the unitary Isle of Wight Council) were transferred to two housing associations in 1990. It retains responsibility for the strategic housing service, including the funding of new affordable housing developments, as well as the homelessness, advice and housing register services.
- 5 Housing is part of the Social Services and Housing Department. Homelessness and advice services are provided by a mix of the in-house team and external providers of temporary accommodation and independent housing advice. The in-house team consists of a Senior Housing Officer, three Housing Officers, the Allocations and Register Officer, two administrative assistants and a receptionist.
- 6 The overall revenue budget for housing is £2.85 million, but the majority of this is paid out in housing benefits.
- 7 The budget for the homelessness and advice service is £671,000 net of income. The total amount spent on bed and breakfast was £902,000, of which over £380,000 is paid directly by the Council. The Council also provides grant aid of £36,000 to the Island Housing Advice Centre for housing advice, plus £3,000 for the management of a rental deposits scheme. Grants of £78,000 are paid to housing associations for the management of temporary accommodation.

## Scoring the service

---

8 We have assessed the Council as providing a 'fair' one-star service that has 'promising' prospects for improvement. Our judgements are based on the evidence obtained during the inspection and are outlined below.

9 We judge the service to be fair because:

- The service is generally accessible and the Independent Housing Advice Centre (IHAC) is an example of positive practice and good value for money.
- Service users felt that initial contact with the Council was good, with things explained to them; they spoke highly of the quality of the self-contained flats; the quality of landlords was variously described as 'brilliant' and 'supportive'.
- The landlords of bed and breakfast were satisfied with the speed of payment of invoices and the positive working relationship that existed between themselves and the Council. Work to address the problem of domestic violence extends well beyond the provision of a Refuge.
- Joint working has produced some important new services, such as the hostel for Drug and Alcohol users.

The Council has a clear understanding of the difficulties that it faces and has tried to take account of the many groups and strategic aims that it is trying to address. An important start has been made in addressing the needs of a diverse population, by the Council aiming to achieve the highest standards in respect of the Council for Racial Equality's Standard for local government.

10 However, we also found that:

- The number of people living in temporary accommodation is very high.
- Service users complained about some staff

attitudes, communications and the size of the temporary accommodation that they had to occupy for periods sometimes in excess of a year.

- There are few service standards and they are not publicised.
- Service users have not been involved in developing them.
- Attitudes to customers and the services that they receive are inconsistent because there are no systems in place to check for consistency and compliance with the legislation.
- The Council's own preventive work is weak, by turning away people who are not immediately threatened with homelessness and not visiting applicants at their homes to check the accuracy of what the Council is being told.
- The Council's recent decision not to house women escaping domestic violence locally if they do not have a local connection is silting up the refuge and damaging an otherwise positive relationship.
- The Council has been slow to develop PPG3 sites, rural exceptions sites and advice services to older owner-occupiers. In spite of the opportunities to find out about long-standing good practice through national conferences and professional groups it has only recently (in its pilot best value review) identified what it will aim to replicate. The Council's statistical return to government states that there were no completions of PPG3 sites in 2000/01 and only seven in previous years.
- In producing so many strategies and plans, insufficient time has been given to consulting with service users and identifying in detail what long-term actions and targets are

# Annexe 12

## CPA review

needed if it is to reduce the numbers in temporary accommodation.

- There are several organisations aiming to develop floating support schemes and the work needs to be co-ordinated, to avoid confusion and duplication.
- The Council has done very little to find out about the size and needs of the black and minority ethnic population.

11 We have found promising prospects that the service will improve. Inspectors found some positive aspects to the leadership and focus of the service: Councillors and senior management are committed to improving the service.

Corporate planning arrangements are improving.

There is evidence that the Council is now prepared to make difficult decisions and invest more in the service. The Council has learnt from the experience of early reviews of its services. The Council drew up an improvement plan before the inspection had been completed and the plan addresses the most important issues that the inspection had highlighted – namely prevention, reductions in the numbers in bed and breakfast, customer care and performance

management.

Top-level commitment to the service is demonstrated by the inclusion of a target to reduce the time spent in bed and breakfast in the Public Service Agreement being drafted.

The plan is fully resourced and the responsibility of named Councillors and officers for its implementation is clearly stated.

The weaknesses in the quality of the data that it relies upon are to be addressed by the new IT system.

Some actions, such as the implementation of the new IT system and the recruitment of a new head of service are well advanced.

12 But we cannot be certain that the service will definitely improve because: the Council has yet to translate its aims and objectives into improvements in the standards of services as customers experience them;

While there is a short-term plan to reduce the numbers in bed and breakfast, it is not clear how longer-term reductions in homelessness will be addressed; and the improvements in the performance management of contractors and staff are not yet fully implemented.

## Recommendations

13 To rise to the challenge of continuous improvement Councils need inspection reports that offer practical pointers for improvement. In this context, we feel that the Council should now take action to resolve a number of general, political, managerial and partnership issues.

13 We recommend that the Council should:  
Reduce the numbers in bed and breakfast

accommodation by:

- investing in short and long term improvements in reducing the incidence of homelessness, particularly on families;
- developing an improved housing strategy to attract more resources;
- vigorously exploiting all opportunities for additional investment in housing;
- considering changes to the allocations policy;

and

- setting, monitoring and achieving targets for the rehousing of people from bed and breakfast over the longer-term.

Improve customer satisfaction by:

- improving the quality and range of advice leaflets;
- better communication with people once they

have been placed in temporary accommodation;

- allowing service users to influence and monitor service standards;
- establishing a dialogue with the groups most at risk of social exclusion; and
- improving the image of the service and ensure that customers receive a consistently high standard of service.

# Annexe 13

## Membership of steering groups

<b>Group</b>	<b>Role</b>
Hampshire and Isle of Wight Advisory Committee (CIEH)	Member
Strategic Housing Officers Group (SHOG)	Member
Southern Home Energy Conservation Network (SHECANe)	Member
SE Regional HECA Fourm	Steering Group Member
South East Large Scale Voluntary Transfer Group	Member
Hampshire and Isle of Wight Homelessness and Housing Advice Group	Member
Hampshire and Isle of Wight Empty Property Forum	Secretary

If you would like this document translated, please contact us on 01983 823056 or 01983 823057

Arabic

إذا رغبت في الحصول على نسخة مترجمة من هذه الوثيقة يرجى الاتصال بنا على 01983 823056 أو 01983 823057.

Bengali

আপনি যদি এই প্রমাণপত্র (ডকুমেন্ট) অনুবাদ করানো চান, তাহলে অনুগ্রহ করে আমাদেরকে 01983 823056 অথবা 01983 823057 নম্বরে যোগাযোগ করুন

Chinese

如果你希望翻譯這份文件，請與我們聯繫。聯係電話：01983 823056，01983 823057

French

Si vous désirez que ce document soit traduit, contactez-nous s'il vous plait au 01983 823056 ou au 01983 823057.

German

Falls Sie eine Übersetzung dieses Dokuments wünschen, wenden Sie sich bitte unter einer der folgenden Rufnummern an uns: 01983 823056 oder 01983 823057

Hindi

यदि आप इस दस्तावेज़ का अनुवाद चाहते हैं, तो कृपया टेलिफोन नम्बर 01983 823056 या 01983 823057 पर सम्पर्क कीजिए।

Italian

Se desiderate la traduzione di questo documento, contattateci allo 01983 823056 oppure allo 01983 823057

Punjabi

ਜੇਕਰ ਤੁਸੀਂ ਇਸ ਦਸਤਾਵੇਜ਼ ਦਾ ਅਨੁਵਾਦ ਚਾਹੁੰਦੇ ਹੋ, ਤਾਂ ਕ੍ਰਿਪਾ ਕਰਕੇ ਟੈਲੀਫੋਨ ਨੰਬਰ 01983 823056 ਜਾਂ 01983 823057 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Spanish

Si desea una traducción de este documento por favor llame al numero de teléfono 01983 823056 o 01983 823057.

Urdu

اگر آپ اس دستاویز کا ترجمہ کروانا چاہتے ہیں تو براہ مہربانی ٹیلیفون نمبر 01983 823056 یا 01983 823057 پر رابطہ کریں

This publication is also available in Braille, large print, and on audio cassette. For further details please call 823065.



### Housing Services Section

7 High Street  
Newport  
Isle of Wight  
PO30 1SS