



CHELTENHAM
BOROUGH COUNCIL

Housing, Homelessness & Rough Sleeping Strategy

2023 - 2028

cheltenham.gov.uk



Introduction

Cheltenham is a dynamic Regency town sitting on the edge of the Cotswolds within the county of Gloucestershire. It is rated as one of the best places to live in the UK, and we are very excited and ambitious for its future. Our Corporate Plan 2023-27 sets out these ambitions under 5 key priorities, as follows:

- Enhancing Cheltenham's reputation as the cyber capital of the UK, including the creation of a new Garden Community as part of our Golden Valley Development, which will create jobs and provide more new homes;
- Working with residents, communities and businesses to help make Cheltenham net zero by 2030;
- Increasing the number of affordable homes through our £180m Housing Investment Plan; and included within this priority is for us to work in partnership with others to reduce homelessness and rough sleeping;
- Ensuring residents, communities and businesses benefit from Cheltenham's future growth and prosperity; and
- Being a more modern, efficient and financially-sustainable council.

This Housing, Homelessness & Rough Sleeping Strategy will play a key role in supporting our Corporate Plan by:

- Increasing the provision of quality, sustainable and affordable housing;
- Making best use of existing housing;
- Reducing homelessness;
- Tackling rough sleeping; and
- Investing in our communities so that they remain safe, strong and healthy.

Our vision is for everyone to have a decent home that is safe and suitable, and for our communities to be resilient. In particular, we are proud of our £180m Housing Investment Plan, and as part of this plan we have set a target to provide 450 new council-owned affordable homes over the next 5 years via our Housing Revenue Account (HRA) Business Plan 2023-28. We are also committed to meeting our aspirations for becoming net zero carbon by 2030, and this aspiration is captured as a golden thread throughout our Housing, Homelessness & Rough Sleeping Strategy.

We are an ambitious local authority, but this ambition is set against a backdrop of increasing housing prices and rising rents in the private rented sector; both of which place more pressure on lower income households at a time when the cost of living generally is rising. These pressures can in turn lead to increased risks of homelessness and rough sleeping, and can damage our communities.

It follows that for us to succeed we must make the most of emerging opportunities. For instance,

we will ensure we are well placed to access grant funding to tackle rough sleeping and to support the decarbonisation of our council-owned homes. We will also deliver on our Golden Valley Development, which will provide high-quality homes, create new jobs and increase skills development opportunities for young people via our work with Gloucestershire College and the University of Gloucestershire, as well as supporting Cheltenham's economy by cementing our town as the cyber capital of the UK.

Finally, this strategy will only be successful through effective collaboration with our partners. We will continue to work closely with Cheltenham Borough Homes (CBH), with Registered Providers, our voluntary sector, and with other organisations such as the county council and our partners in health services, as well as with our neighbouring district authorities. Moreover, we will continue to build on these partnerships to ensure we are as effective as we can be in delivering against our priorities. We would like to thank all our partners who have worked with us to date in helping to make Cheltenham the amazing place that it is today.



Cllr Victoria Atherstone
Cabinet Member for Housing

About Cheltenham



Population has increased to **52,899 households** in 2021 (compared with 50,929 in 2011)



Tenure split as at 2021:

- 12% Social Rent
- 24 % Private Rented Sector
- 64% Owner Occupiers



Biggest growth area is the private rented sector, which has increased by **1,510 more households** over 10 years to 2021



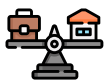
People from ethnic minority backgrounds have increased from **6% to 9%** of the population over 10 years to 2021



Population projected to increase by **8%** from 2021 to 2041, of which over 65s will increase by **47%**, and over 75s by **72%**



Since [2011 median house prices have risen by 51%](#); [c.f. local median incomes: 26% since 2011](#)



Median house prices in Cheltenham is **£295,000** as of September 2022;

9 x greater than median incomes for residents working in the Borough



[13% increase in median private sector rents for 2 & 3 beds](#) over 3 years from the period Oct 2019 to Sep 2022



[£850/month is median rent for a 2 bed in private sector](#) (Oct 2021-Sep 2022) compared with Local Housing Allowance (i.e. rent subsidy) of **£695/month**. For a 3 bed median rent is **£1075/month** compared with Local Housing Allowance of **£850/month**



6% of population have a life limiting long-term illness with a large impact on their lives



213 additional affordable wheelchair accessible homes are needed in Cheltenham Borough between 2021-2041 to meet projected housing need.



Pockets of St Marks and St Pauls were considered to be among the [top 10% most deprived areas in the country](#)

This compares with 21 areas (Lower Super Output Areas) in the 10% least deprived



c.2,500 households on the housing list for social housing



8 rough sleepers recorded in Cheltenham Borough during the [Autumn 2022 Rough Sleeping Snapshot](#)

Priority 1

We will increase our provision of quality, sustainable and affordable housing

Achievements (since 2019/20)



c.1150
homes built, **295** of which
were affordable



199
affordable homes delivered
above and beyond what would
have been delivered by market
forces alone (i.e. additionality)



145
affordable homes provided
by CBH (of which 124
is additionality)



13
private rented homes
provided by CBH

What are our opportunities?

- ✓ Cheltenham Borough Council (CBC) has a Housing Revenue Account (HRA) giving us scope to provide more affordable homes without relying on Registered Providers. This is supported by a £180m Housing Investment Plan;
- ✓ [The Golden Valley Development](#), which includes 45 hectares of CBC-owned land, in addition to other large strategic allocation sites situated to the northwest and west of Cheltenham;
- ✓ Potential access to £millions of grant funding from [Homes England via its 2021-2026 Affordable Homes Programme](#).
- ✓ Receipt of £2.36m grant from Department for Levelling Up, Housing & Communities (DLUHC) to CBC, to deliver 21 affordable homes during 2023/24 to assist Ukrainian and Afghan government initiatives via the [Local Authority Housing Fund](#);
- ✓ A wide range of strategic and operational partnerships, including health services, to help maximise delivery of affordable housing and ensure timely provision of specialist housing.

What are the challenges?

- ✓ Uncertainty over affordable housing delivery as a result of potential changes to national planning policy;
- ✓ Achieving high environmental and quality standards in new homes through the planning process;
- ✓ New [Right to Shared Ownership](#), and proposed extension of Right to Buy to include homes owned by Registered Providers;
- ✓ Increases in the costs of materials, as well as build costs associated with net zero carbon homes, potentially impacting on development viability for affordable homes;
- ✓ Land supply constraints within Cheltenham, coupled with long lead-in times associated with the delivery of homes on our Strategic Allocation Sites;
- ✓ Lack of government funding to explore regeneration opportunities.

Key facts

Affordable housing requirement from 2021-41:



3,874
homes (i.e. **194/year**
from 2021-41)



Of which **1,325**
(i.e. **66/year**) should
be Social Rent



31
specialist dwellings
required in Cheltenham
for Mental Health
services by 2035



25
specialist homes required in Cheltenham to
support households with learning disabilities:
25 by 2035



96
homes lost to Right to Buy (last 5 years)



2 four bed lets
over 12 months to April 2023, against 95
households requiring a 4 bedroom home in
silver band or higher;



145 two bed lets
over 12 months to April 2023, against 110
households requiring a 2 bedroom home in
silver band or higher

Our Goals

- ✓ Supporting CBC's aspiration to be net zero carbon by 2030;
- ✓ Ensuring that a sufficient supply and mix of sites is provided to meet housing need;
- ✓ Supporting the development of high quality, sustainable homes;
- ✓ Increasing the supply of Affordable Housing;
- ✓ Increasing the supply of private rented accommodation via Cheltenham Borough Homes.

We will support CBC's aspiration for Cheltenham to be net zero carbon by 2030 by:

- ✓ Collaborating with Local Authorities in the Joint Core Strategy area to review and revise the council's climate and sustainability policies impacting on the provision of housing, including affordable housing;
- ✓ Providing consistent guidance for all developers on expectations in relation to carbon reduction policies for new homes, via the new Joint Plan, which will replace the [Joint Core Strategy](#);
- ✓ Delivering new net zero carbon affordable homes on 100% of CBC owned land-led sites;
- ✓ Seeking to upgrade the specification of CBC-owned s106 affordable homes acquisitions to improve the carbon efficiencies of these homes.

We will seek to ensure that a sufficient supply and mix of sites is provided to meet housing need by:

- ✓ Developing an action plan to address the current deficiency in the 5 year housing land supply;
- ✓ Adopting a new Joint Plan across Cheltenham, Gloucester & Tewkesbury;
- ✓ Working with developers to help bring forward the Strategic Allocation Sites;
- ✓ Utilising land in CBC's ownership to support the delivery of affordable homes.

We will support the development of high quality, sustainable homes by:

- ✓ Seeking to ensure that the new Joint Plan:
 - Includes a requirement that a proportion of new homes are built to meet the needs of residents who will require accessible or adaptable accommodation, including wheelchair accessible accommodation;
 - Adopts the Nationally Described Space Standards (NDSS) for new homes;
 - Reduces fuel poverty through good design and by encouraging a fabric first approach;
- ✓ Publishing an Affordable Housing technical advice note and a separate First Homes technical advice note, to provide Registered Providers and developers with greater clarity over CBC's expectations for affordable delivery on new developments;
- ✓ Prioritising the delivery of social rented homes (where appropriate and viable) to reflect the evidence of local housing need;
- ✓ Ensuring there is greater provision of smaller (1 bedroom) and larger (4 bedroom +) accommodation when negotiating affordable housing provision with developers, whilst also having regard to the need for strong and sustainable communities.

We will increase the supply of Affordable Housing by:

- ✓ Continuing with the delivery of Council-owned homes through our £180m Housing Investment Plan. This will include:
 - Working in close collaboration with CBH to deliver affordable homes on the [Golden Valley Development](#), as part of CBC's overall land led development;
 - Exploring the provision of homes by way of Modern Methods of Construction (MMC), and its potential to scale up the speed and delivery of homes;
 - Acquisition of market homes for sale, such as ex-council homes previously lost through the Right to Buy;
 - Acquiring long term empty homes, if necessary by way of Compulsory Purchase Order, and converting into affordable homes;
 - Proactively identifying land for acquisition and development via CBH;
 - Exploring the potential to deliver more affordable homes as a result of regeneration opportunities;
 - Making best use of our commuted sums (i.e. funding provided in lieu of affordable homes) so that it drives additionality;
- ✓ Continuing to work with our Preferred Registered Housing Providers to maximize the delivery of affordable homes across our Strategic Allocation Sites in the event that viability is an issue;
- ✓ Where appropriate, supporting Registered Providers to access government grant funding to increase the delivery of affordable homes within new developments.

We will increase the supply of private rented accommodation via Cheltenham Borough Homes by:

- ✓ Exploring the potential for bulk purchase acquisitions via:
 - S106 developers - with the intention of securing discounts against market value;
 - Properties developed on the Golden Valley Development;
 - Properties available for sale elsewhere across the Borough (including properties requiring potential refurbishment and reconfiguration);
- ✓ Acquisition of individual properties, where viable;
- ✓ Undertaking a review of cost assumptions, including exploring the potential for providing houses in multiple occupation (HMOs).



Measures of success

- ✓ Number of new homes built
- ✓ Targets met or exceeded for the number of affordable homes delivered over 5 years to March 2028
- ✓ Provision of 450 CBC-owned affordable homes by 2028, through investment of a further £80m of CBC's £180m Housing Investment Plan via Cheltenham Borough Homes (CBH)
- ✓ Delivery of net zero carbon new homes on 100% of CBC land-led sites
- ✓ Increased provision of private rented sector homes managed by CBH - (base line targets to be set during 2023/24 as part of the review of cost assumptions)



Priority 2

We will make best use of our existing housing, improving the quality of homes and reducing carbon emissions

Achievements



703

households in private sector made safer
(in the last 12 months to end March 2023)
(as measured by the Housing Health and Safety Rating System)



124

households helped to downsize from larger family CBC accommodation
(over the last 5 years to March 2023)



Average SAP rating increase from **72.02** in 2018 to **73.3** as at March 2023 – top quartile performance



Secured **over £3m** of government decarbonisation grant funding programme through the [Social Housing Decarbonisation Fund \(SHDF\)](#) to support £7.4m retrofit programme across over 250 CBC-owned homes.

What are our opportunities?

- ✓ Collaborative housing partnerships which could enable CBC to secure future decarbonisation grant funding opportunities;
- ✓ Affordable Housing Partnership across the Joint Core Strategy (JCS) area (Cheltenham, Tewkesbury & Gloucester) which will help influence strategic direction of our Preferred Registered Providers, particularly in relation to reducing carbon emissions;
- ✓ [Social Housing Regulation Bill](#) and review of the Decent Homes Standard, improving standards, transparency and accountability of Local Housing Authorities and Registered Providers;
- ✓ The Government's '[A fairer private rented sector](#)' white paper which aims to improve standards and to end 'no fault' evictions;
- ✓ County-wide private sector housing partnership, facilitating joint commissioning opportunities and sharing best practice to help improve the quality of homes;
- ✓ One Public Estate partnership of public sector bodies working together to re-purpose surplus public estate for housing, regeneration and other local uses.

What are the challenges?

- ✓ A need for more up to date information regarding standards in the private sector (via a housing conditions survey);
- ✓ Tackling disrepair and poor standards of accommodation in the private sector, particularly old and listed properties;
- ✓ Cost of materials, shortage of skilled labour, leading to increasing financial pressures on social housing providers;
- ✓ Cost of retrofitting existing homes and uncertainty of future decarbonisation grant funding;
- ✓ Ensuring our CBC-owned homes remain safe, taking account of new regulatory requirements to tackle, for example, damp and mould, fire safety, etc.

Key facts



228 homes

empty for 2 years or more, of which **103** are specialist retirement properties as at end of March 2023



Damp and Mould

0 CBC-owned homes with category 1 hazards;
66 CBC-owned homes with category 2 hazards as at Dec 2022



Estimated **122** properties with category 1 hazards in the private sector with damp and mould; and an estimated 300 with category 2 hazards (as at Dec 2022)



911

CBC-owned home have a SAP rating of D or below (as at end March 2023)

Our Goals

- ✓ Supporting CBC's aspiration for Cheltenham to be a net zero carbon Borough and Council by 2030;
- ✓ Providing higher quality CBC owned homes that are safe and well maintained;
- ✓ Improving standards in the private sector;
- ✓ Making best use of underutilised/surplus land and assets;
- ✓ Making best use of our existing homes and reducing the number of long-term empty homes.

We will support CBC's aspiration for Cheltenham to be net zero carbon by 2030 by:

- ✓ Investing in the retrofit of our existing CBC-owned homes to EPC C (or above) through a 'fabric first' approach. This approach will include maximising the use of government funding, for example, via the government's [Social Housing Decarbonisation Fund](#);
- ✓ Working collaboratively with other local authorities and Registered Providers to maximise decarbonisation (and other) grant funding opportunities to improve the energy efficiency of social housing across Cheltenham and beyond;
- ✓ Jointly commissioning, monitoring and reviewing the performance of our county-wide [Warm & Well](#) scheme to improve the energy efficiency of peoples' homes, particularly in the private sector;
- ✓ Considering environmental credentials within procurement exercises as part of social value;
- ✓ Examining opportunities to improve biodiversity, flood resilience and recycling through planned investment programmes of CBC-owned homes;
- ✓ Delivering on any other relevant activities to support [CBC's Climate Emergency Action Plan](#).

We will provide higher quality CBC-owned homes that are safe and well-maintained by:

- ✓ Embracing new and emerging legislation, including property compliance and health & safety standards (such as the reduction of damp and mould and maintaining fire safety), whilst also maintaining the [Decent Homes Standard](#) (and reviewing any new requirements in light of any [changes to this Standard](#));
- ✓ Developing further CBH's responsive repairs and maintenance service, thereby increasing customer satisfaction whilst also maintaining value for money. This will include implementing a repairs transformation project to improve technological efficiencies and how CBH engages with our tenants;
- ✓ Reviewing our voids standard and developing new ideas for improvement, following feedback from tenants and stakeholders;
- ✓ Publishing a new Asset Management Plan for CBC-owned homes, which will recommend taking a more proactive asset management approach towards our homes. For example, identifying homes that have significant negative Net Present Value and, where appropriate, seeking CBC approval to take forward any recommended options over the future of these homes;
- ✓ Maximising opportunities for the regeneration and redevelopment of housing estates and other sites across Cheltenham. This could include looking at changes in the use of land around the town.

We will improve standards in private sector housing by:

- ✓ Commissioning a county-wide Stock Condition Survey to ensure we have an up to date picture of standards in the private sector. We will review its findings and focus our resources on supporting any new emerging priorities;
- ✓ Ensuring tenants living in poor quality housing have access to advice and assistance about their options via CBC's commissioned advice and inclusion service, linking households with CBC's Enforcement Team where necessary. This will ensure that private sector landlords are aware of, and adhere to, their health & safety responsibilities, including tackling damp and mould issues;
- ✓ Continuing to rollout our programme of identifying and inspecting HMOs across the borough, to ensure they are licenced and meet regulatory requirements;
- ✓ Actively improving the safety of households as measured by the Housing, Health and Safety Rating System, by identifying properties and ensuring appropriate action is taken by the landlord;
- ✓ Improving standards in the private rented sector through CBC's accreditation scheme ['Fit to Rent'](#).

We will make best use of underutilised or surplus land and assets by:

- ✓ Working in partnership with public sector bodies via the One Public Estate programme, with a view to identifying surplus public estate for housing, regeneration and other local uses;
- ✓ Continuing to review our portfolio through [CBC's Asset Management Strategy 2022-27](#), in particular the assessment of assets as surplus which could contribute to our Corporate Priorities as part of the Housing Investment Plan;
- ✓ Taking enforcement action, where necessary, to bring privately owned derelict properties back into use;
- ✓ Working with partners to bring under-utilised sites and buildings such as shops, redundant offices and industrial units back into use (which could include potential residential use). This will include enabling development and regeneration opportunities to support more town centre living.

We will make best use of our existing homes and reduce the number of long term empty homes by:

- ✓ Embedding joint protocol arrangements with CBH over the potential acquisition of long term empty homes for use as affordable housing;
- ✓ Supporting households who wish to downsize from CBC-owned family-sized homes, via use of CBH's Help to Move Scheme;
- ✓ Facilitating downsizing across all CBC and Registered Provider rented homes via our [Homeseeker Plus Allocations Policy](#), and keeping this policy under review to ensure we continue to balance this priority with other competing housing needs.



Measures of success

- ✓ On track for all CBC-owned homes to meet at least a SAP C energy performance rating by 2030
- ✓ Upper quartile performance or above (as benchmarked with peers) on average SAP ratings across our CBH managed homes
- ✓ Top quartile performance (as benchmarked with peers) against [Tenant Satisfaction Measures](#) (perception surveys)
- ✓ 100% compliance with the [Regulator of Social Housing's Home Standard](#)
- ✓ Zero CBC-owned homes with Damp & Mould Category 1 Health & Safety Hazards (as measured by the Housing Health and Safety Ratings System)
- ✓ Number of long term empty homes brought back into use
- ✓ Number of households in the private sector where category 1 Health & Safety Standards have been removed
- ✓ Targets met or exceeded on:
 - Number of CBC-owned homes with Damp & Mould Category 2 Health & Safety Hazards
 - Number of households supported into downsizing from larger family homes
 - Number of households in the private sector made safer (as measured by the Housing Health & Safety Rating System)



Priority 3

We will tackle homelessness and the causes of homelessness

Achievements



284

homelessness preventions and relief from homelessness over 12 months to end Dec 2022; compared with 290 over same period to Dec 2021



46

homelessness acceptances over 12 months to end Dec 2022, compared with 27 over same period to Dec 2021 a **70% increase**



7

households in Temporary Accommodation as at end December 2022



5 single people and 0 families in Bed & Breakfast as at end December 2022



427 social housing lettings over 12 months to end December 2022



26

Ukraine guests re-matched to another sponsor following end of initial sponsor arrangement (as of end Jan)

What are our opportunities?

- ✓ £380k Homelessness Prevention Grant funding 2023/24;
- ✓ Strong housing partnerships across districts, operationally and strategically;
- ✓ Domestic Abuse Partnership to coordinate a county-wide understanding of needs and commission housing-related services;
- ✓ Strong local Housing & Support Forum to consider new ideas, share good practice and to review key outcomes.

What are the challenges?

- ✓ Single person households are presenting as homeless with more complex needs, and often with multiple support needs;
- ✓ Anecdotally, private rented sector landlords are selling their homes, and private sector rents are continuing to rise, with the result that low income households are being increasingly priced out of this sector;
- ✓ Additional pressures on homelessness and housing need arising from global migration, such as from the wars in Ukraine and Afghanistan.

Key facts

(over 12 months to end Dec 2022)

Main reasons for loss of last settled accommodation:

- 1st** Loss of private rented accommodation
- 2nd** Asked to leave by family
- 3rd** Eviction from supported housing
- 4th** Domestic Abuse



58 veterans on the housing list for Cheltenham as at end December 2022, of which **7** households were in silver band or higher
(i.e. have an identified housing need)



56% of single people (146 out of 262) approaching as homeless to the local authority have a support need
86% of whom experience mental ill-health; **32%** experience alcohol dependency; **37%** have support needs relating to domestic abuse



11% (45 out of 414) of all homelessness applications were under 21 years old



3% of homelessness applications were from care leavers aged 18-20 years (14 out of 414); a further **4%** were over 21 years old



Approximately **2,500** households on waiting list at any given time, around **500** households in silver band or higher (i.e. with an identified housing need)



14% of all homelessness applications were from ex-offenders (58 out of 414)

18% are homeless immediately following release from prison; **35%** due to loss of Accommodation Based Support (i.e. high support); **91%** of ex-offenders had multiple support needs



74 single people were accommodated in emergency Bed & Breakfast accommodation; average length of stay was **25 days**



13 families accommodated in emergency B&B; average length of stay was **6 days**

Our Goals

- ✓ Working across partnerships to ensure there is a coordinated approach to supporting households with complex needs, including mental ill-health and drugs & alcohol misuse;
- ✓ Ensuring that appropriate accommodation and support services are available for survivors of domestic abuse;
- ✓ Identifying and responding to the housing needs of young people, including care leavers;
- ✓ Helping homeless households access the private rented sector;
- ✓ Seeking to minimise placements into Bed & Breakfast accommodation, particularly out of Borough placements, and time spent in less suitable accommodation;
- ✓ Continuing to embrace the [Gloucestershire Armed Forces Covenant](#);
- ✓ Ensuring that systems and partnerships remain effective and agile in the face of newly emerging challenges.

We will work across partnerships to ensure there is a coordinated approach to supporting households with complex needs (including mental ill-health and drugs & alcohol misuse) by:

- ✓ Promoting early reporting of 'Duty to Refer' by partner organisations, so that an assessment of homelessness can be undertaken earlier. There will be a particular focus on ensuring earlier referrals by probation services;
- ✓ Reviewing operational partnerships to ensure that households' support needs around mental ill-health and drugs & alcohol misuse are identified and better met, so that households are more able to maintain their accommodation;
- ✓ Reviewing the effectiveness of non-commissioned, Intensive Housing Management (IHM) accommodation - focussing on those not regulated by the Regulator of Social Housing - to improve standards where necessary;
- ✓ Being open to exploring with partners, the county council and other district authorities alternative commissioning models for delivering support services;
- ✓ Ensuring CBH Housing Options Service's Housing Interventions Officers continue to provide a proactive approach to working with households with more complex needs, working flexibly across areas and systems to mitigate against risks of homelessness.

We will identify and respond to the housing needs of young people, including care leavers, by:

- ✓ Ensuring that advice and assistance is available on a timely basis to enable households to remain in their family home when it is safe for them to do so;
- ✓ Keeping under review the outcomes of our grant funded Gloucestershire Nightstop service, as a provider of emergency accommodation for young people via host families;
- ✓ Working across partnerships to ensure pathways into and out of supported housing for young people remain effective;
- ✓ Implementing our county-wide housing protocol for 16-17 year olds to ensure effective joint working across housing and children's services in the event of homelessness;
- ✓ Implementing our countywide housing protocol for care leavers, ensuring that a trauma-informed approach is taken to evaluating their housing needs.

We will ensure that appropriate accommodation and support services are available for survivors of domestic abuse by:

- ✓ Raising awareness of domestic abuse, and the services available, amongst teams across relevant agencies to ensure appropriate responses are undertaken at the first opportunity;
- ✓ Making information available about national and local domestic abuse support services on media channels so they are accessible for all;
- ✓ Commissioning places of safety accommodation, alongside specialist domestic abuse support services;
- ✓ Commissioning target hardening and sanctuary services so that survivors of domestic abuse feel safer in their homes;
- ✓ Embedding the county-wide Domestic Abuse Interventions Officers within CBH's Housing Options Service to ensure there is specialist operational support as survivors are guided through the housing pathways;
- ✓ Implementing and keeping under review CBH's Domestic Abuse Policy, which supports tenants experiencing domestic abuse and takes action against perpetrators;
- ✓ Ensuring our county-wide domestic abuse partnerships and jointly commissioned arrangements are effective in supporting the aims and objectives of Gloucestershire's Domestic Abuse Strategy;
- ✓ Supporting partners in reviewing the housing needs of survivors of domestic abuse and assisting in the development of an updated Gloucestershire Domestic Abuse Strategy, post 2024.

We will help homeless households access the private rented sector by:

- ✓ Enabling households who are homeless, or threatened with homelessness, to access private rented accommodation via our Deposit Loan Scheme;
- ✓ Keeping flexible the range of assistance CBH's Housing Options Service is able to make available to households, so that it remains effective as a homelessness prevention measure;
- ✓ Maintaining a dedicated role within CBH's Housing Options Service to strengthen relationships with private landlords;
- ✓ Ensuring that households with shortfalls in their rent can seek Discretionary Housing Payments on a short-term basis, while alternative housing options are being considered.

We will seek to minimise placements into Bed & Breakfast accommodation, particularly out of Borough placements, and time spent in less suitable accommodation by:

- ✓ Identifying and exploring additional provision of new emergency accommodation solutions within Cheltenham;
- ✓ Monitoring and keeping under regular review our temporary accommodation provision to ensure it adequately reflects local needs;
- ✓ Minimising the need for emergency accommodation such as Bed & Breakfast (and temporary accommodation) by implementing a range of effective prevention measures as set out in this strategy.

We will continue to embrace the Gloucestershire Armed Forces Covenant by:

- ✓ Actively monitoring national good practice guidelines so that local approaches remain aligned;
- ✓ Ensuring there is dedicated provision of [social housing for veterans](#) within CBC-owned accommodation for as long as is required.
- ✓ Keeping under review the potential to expand our social housing provision of homes for veterans, should local housing needs support this;
- ✓ Ensuring our [Homeseeker Plus Allocations Policy](#) continues to remain up to date and adapts to any future changes to regulations.

We will ensure that systems and partnerships remain effective and agile in the face of newly emerging challenges by:

- ✓ Working with CBH's Housing Options Team, and partners across the county, to ensure any additional DLUHC funding opportunities are directed into the most appropriate homelessness prevention initiatives;
- ✓ Close working between CBC and CBH's Housing Options Service to ensure this service continues to support our priorities and delivers on key outcomes;
- ✓ Increasing transparency and accountability among partners of our commissioned services via Cheltenham's Housing & Support Forum;
- ✓ Expanding the breadth of membership of our Housing & Support Forum so that people with lived experience have the opportunity to contribute, and can challenge the status quo;
- ✓ Keeping under review the effectiveness of our county-wide housing partnerships, and changing them when necessary.



Measures of success

- ✓ Targets met or exceeded on:
 - Homelessness preventions and reliefs
 - Number of homelessness applications where a full housing duty is subsequently owed
 - Numbers in temporary and emergency accommodation

Priority 4

We will seek to prevent rough sleeping; and when it occurs, ensure that it is rare and non-recurring

Achievements



£3 million

secured across the county in government funding, over 3 years to end March 2025



107

rough sleepers housed in Cheltenham's Somewhere Safe to Stay Hub over 12 months to Dec 2022, of which:

82 were locally connected to Gloucestershire, and **71** were locally connected to Cheltenham



516

Streetlink referrals from members of the public reporting rough sleeping across Gloucestershire over 12 months to Dec 2022. Commissioned services response rate: 100% in 9 months to Dec 2022.



8

rough sleepers supported in CBC-owned accommodation via CBC-CBH Housing-Led initiative

What are our opportunities?

- ✓ Strong strategic and operational partnerships and effective monitoring arrangements across jointly commissioned services;
- ✓ Funding to end of March 2025, providing greater certainty for commissioners and commissioned services;
- ✓ A focus on trauma-informed services within Cheltenham's housing-led accommodation for rough sleepers with complex needs, providing opportunities to embed learning.

What are the challenges?

- ✓ Funding is still relatively short term and whilst there is focus on prevention, there needs to be greater investment in areas such as mental health support services and services for young people who have experienced trauma.
- ✓ The reasons people become rough sleepers are complex, requiring a wide range of bespoke interventions and solutions.

Key facts



Nationally, the number of rough sleepers was **3,069** in Autumn 2022; this compares with **1,768** in 2010, though down from the peak of **4,751** in 2017



8 rough sleepers at the last official count for Cheltenham – no significant change in trend in last 5 years



At any one time over last 12 months, Cheltenham has had between **2 and 19 rough sleepers** (to end of December)

Main reasons for rough sleeping over 12 months to end Dec 2022, in order of prevalence:

1st Breakdown of relationship with friends and family

2nd Eviction from supported housing

3rd Loss of private rented accommodation

Our Goals

- ✓ Working collaboratively across strategic partnerships to ensure the effective commissioning of services;
- ✓ Strengthening pathways and specialist support services to prevent rough sleepers from returning to the streets;
- ✓ Developing our emergency accommodation provision offer;
- ✓ Enhancing our operational partnerships to ensure that interventions are better coordinated.

We will work collaboratively across strategic partnerships to ensure the effective commissioning of services by:

- ✓ Commissioning, monitoring and reviewing county-wide rough sleeping services, in line with our Rough Sleeping Initiative grant funding award 2022-25 as follows:
 - Rough Sleeper Outreach and Support Service, with its focus on helping support rough sleepers into accommodation;
 - Provision of our Somewhere Safe to Stay hubs, which provide an initial place to stay on a short-term basis, whilst support needs are assessed and appropriate move-on accommodation is identified;
 - Delivery of Enhanced Housing Support Services, offering intensive housing support to rough sleepers in accommodation provided under the government's [Next Steps Accommodation Programme \(NSAP\)](#) and CBC's Housing led accommodation;
- ✓ Increasing our Housing led provision within CBC-owned homes by a further 6 dwellings by end March 2024. This will be for rough sleepers with highly complex needs, coupled with a dedicated trauma-informed support service provided by CBH, and will be in addition to the 6 entrenched rough sleepers already supported through our housing led initiative;
- ✓ Agreeing an exit plan for the NSAP provision, in the event that the government's revenue funding for support services for this accommodation ends in March 2024;
- ✓ Working with commissioners of support services, such as Accommodation Based Support and Community Based Support, so that gaps in service provision are understood and acted upon;
- ✓ Identifying new funding opportunities, post March 2025, to facilitate the continued commissioning of rough sleeping support services;
- ✓ Ensuring our county-wide strategic partnerships remain agile, responding effectively to new challenges as they emerge.

We will strengthen pathways and specialist support services to prevent rough sleepers from returning to the streets by:

- ✓ Ensuring hospital in-reach support services discharge rough sleepers into temporary or emergency accommodation, such as our Somewhere Safe to Stay hubs;
- ✓ Integrating the new countywide Multiple Disadvantage and Homelessness Outreach Team across key service areas, including our Somewhere Safe to Stay hubs, temporary & emergency accommodation and our housing-led accommodation, in order to ensure better access to mental health and adult social care provision;
- ✓ Strengthening pathways with probation services for those leaving prison and at risk of homelessness or rough sleeping;
- ✓ Closely integrating CBH's Housing Options Service with local Accommodation Based Support providers to minimise the risk of evictions.

We will develop our emergency accommodation provision offer by:

- ✓ Ensuring, wherever possible, there is an offer of emergency accommodation to anyone found to be rough sleeping, using our powers under the Housing Act, rather than falling back on statutory homelessness duties;
- ✓ Reviewing our Severe Weather Emergency Accommodation Protocol (SWEP) with partners across the county, so that we are aligned with good practice principles;
- ✓ Examining the potential for additional emergency accommodation provision within the district, such as housing pods;
- ✓ Reviewing outcomes of our commissioned services and seek to embed new learning in future commissioning arrangements.

We will enhance our operational partnerships to ensure that interventions are better coordinated by:

- ✓ Developing bespoke action plans for entrenched rough sleepers, keeping progress under regular review and updating them regularly;
- ✓ Identifying sooner those individuals known to be at risk of rough sleeping from family and friends and private rented accommodation;
- ✓ Embedding CBH's Housing Options Service within our local Somewhere Safe to Stay hub to help rough sleepers progress on their pathway towards independent living;
- ✓ Working collaboratively across districts to ensure there is a consistent approach to carrying out our annual rough sleeping count for DLUHC;
- ✓ Ensuring relevant services work together when tackling issues such as anti-social behaviour and belongings left on the streets;
- ✓ Promoting [Streetlink](#) in order to ensure there continues to be rapid intervention for newly identified rough sleepers;
- ✓ Exploring alternatives to begging initiatives, [e.g. Billy Chip](#).



Measures of success

- ✓ Targets met or exceeded on reducing the number of rough sleepers in Cheltenham
- ✓ Targets met on Housing-Led homes for rough sleepers within CBC-owned accommodation



Priority 5

We will invest in our communities to help make them safer, stronger and healthier

Achievements

(over 12 months to end March 2023)



228
lifeline alarms fitted into vulnerable peoples' homes



100%
of all anti-social behaviour cases (**78**) successfully resolved for CBC tenants



58
disabled adaptation grants fitted



£6.8m
of Social Value generated across Cheltenham (CBH)



162
people helped into work and training (CBH)



Through Warm & Well:

- **732 households** supported with energy advice;
- **63 energy saving** home improvements;
- energy-saving improvements over **12 months** leading to lifetime savings of **1,406 tonnes CO2**



Approximately **200 sponsors** across Cheltenham have welcomed, or are preparing to welcome, Ukrainians into their homes as part of the government's Sponsorship Scheme

What are our opportunities?

- ✓ [Cheltenham Zero Partnership](#), working together to achieve net-zero carbon emissions by 2030;
- ✓ The Communities Partnership, creating opportunities for people and communities to thrive;
- ✓ Community Safety Partnership, enabling the police and other agencies to work together to reduce crime and disorder;
- ✓ Gloucestershire Strategic Housing Partnership, bringing together district authorities, the county council and health services to capitalise on opportunities for joint commissioning, and be sighted on emerging issues;
- ✓ Gloucestershire Strategic Migration Partnership, ensuring there is a coordinated response to meeting the needs of asylum seekers and refugees across the county.

What are the challenges?

- ✓ Ageing population;
- ✓ Cost of living crisis;
- ✓ Global displacement;
- ✓ Mitigating the impacts of climate changes such as flooding and overheating.

Key facts



[The Consumer Price Index \(CPI\)](#) stood at **10.1%** as of September 2022



139 clients requiring charitable help and foodbanks between October and December 2022, compared with **65** during July and September 2022

19.2% of households in Cheltenham considered to be in fuel poverty in 2022



Nationally, **2.6 million** [adults were often or always lonely](#) as of April 2020



Digital exclusion - **6-8%** of adults in Gloucestershire are estimated to be effectively offline. [Pockets in Hesters Way, Arle and Oakley have been identified as high risk areas for digital exclusion.](#)

Our Goals

- ✓ Supporting CBC's aspiration for Cheltenham to be a net zero carbon Borough and Council by 2030;
- ✓ Helping communities most affected by the cost of living crisis;
- ✓ Collaborating with partner organisations to tackle issues associated with child poverty, via the 'No Child Left Behind' (NCLB) initiative;
- ✓ Delivering initiatives to help prevent or alleviate mental ill-health;
- ✓ Tackling and preventing anti-social behaviour;
- ✓ Embedding Social Value and ensuring existing communities benefit from the economic opportunities generated by the Golden Valley Development;
- ✓ Ensuring Cheltenham continues to be a welcoming town of sanctuary for Asylum Seekers and Refugees;
- ✓ Creating opportunities for independent and healthy living for our vulnerable residents;
- ✓ Delivering on a range of project and activity-based initiatives to further support the development of resilient and vibrant communities.

We will support CBC's aspiration for Cheltenham to be a Net Zero Carbon Borough and Council by 2030 by:

- ✓ Helping communities become more environmentally aware through a range of activities, such as CBH's neighbourhood works programmes to deliver improved waste reduction and recycling;
- ✓ Increasing biodiversity gain through a variety of community-led initiatives across CBC's communal spaces;
- ✓ Jointly commissioning Warm & Well services to support the take-up of energy efficiency measures and to raise awareness of grant support for eligible residents;
- ✓ Investing in improvements to park homes, particularly improved insulation, via the [County Council's Better Care Fund](#);
- ✓ Delivering other relevant community-based activities, as agreed, to support CBC's Climate Emergency Action Plan.

We will help communities most affected by the cost of living crisis, by:

- ✓ Supporting the Facing Hardship, a financial inclusion group that will ensure strategic oversight of community support and provision. This will enable CBC to better understand our overall community response, and to review trends and gaps in provision;
- ✓ Providing advice and support services to help tenants into employment and training via CBH's Employment Initiative Team. We will examine how we can bolster this service further by exploring external funding opportunities;
- ✓ Commissioning and reviewing our Advice and Inclusion Service (which provides debt, benefits, financial inclusion and housing rights advice);
- ✓ Ensuring CBC tenants are supported on their energy usage, (including advice on their bills and savings) via CBH's Benefits and Money Advisors;
- ✓ Working in collaboration with local partners and schools to strengthen the reach of CBH's Benefit and Money Advice service among our tenants;
- ✓ Collaborating with partners to support the delivery of a range of community-led initiatives, such as the:
 - Food project with wiggly worm (healthy cooking on a budget); and
 - Warm spaces project (during colder months)

We will collaborate with partner organisations to tackle issues associated with child poverty, via the ‘No Child Left Behind (NCLB) initiative by:

- ✓ Supporting the county council’s annual [Holiday Activity and Food \(HAF\) programme](#)
- ✓ Supporting, and keeping under review, our detached youth worth project (currently being delivered by Inspire to Aspire);
- ✓ Delivering our Adverse Childhood Experience/trauma-informed programmes to support young people to resilience;
- ✓ Supporting the annual [No Child Left Behind \(NCLB\) award ceremony](#) to celebrate the achievements of our communities;
- ✓ Working with Cheltenham’s Communities Partnership to identify emerging priorities and to agree any additional activities for young people.

We will deliver initiatives to help prevent or alleviate mental ill-health by:

- ✓ Continuing our [support for ‘Heads UP’](#) to promote understanding, raise awareness and break the stigma that can be associated with mental ill-health;
- ✓ Developing gardening projects for CBC tenants;
- ✓ Developing [CBH’s weekly Ability Hub](#)
- ✓ Collaborating with partners to develop a sports strategy which will promote physical activity;
- ✓ Supporting the delivery of a community-based health equity project to work with the local community in West Cheltenham.

We will tackle and prevent anti-social behaviour by:

- ✓ Promoting the safety of women and girls via the coordination of a new ‘women & girls feel safe and respected’ working group;
- ✓ Ensuring, via our Solace Team, that intelligence and good practice is shared among partners and support agencies, in order to bring about swift action that put victims first, and which provide sustainable solutions for communities;
- ✓ Maintaining a dedicated anti-social behaviour team within CBH, with its continued focus on resolving issues in collaboration with partners;
- ✓ Enhancing targeted youth provision, to ensure that support is provided at the right time, thereby preventing issues from escalating;
- ✓ Reviewing the requirement for Local Lettings Plans on site-specific areas;
- ✓ Collaborating with [Preferred Registered Providers](#), via our Affordable Housing Partnership, to embed good practice ahead of developments on the Strategic Allocations.

We will embed Social Value and ensure that existing communities benefit from the economic opportunities generated by the Golden Valley Development by:

- ✓ Employing a CBC stakeholder management lead to support the Golden Valley Development that will build relationships between local residents, community groups and cyber-tech businesses;
- ✓ Working with partners (including schools and colleges) to raise awareness of, and build enthusiasm for, future opportunities within our local communities;
- ✓ Ensuring our communities have opportunities to influence the shape of the Golden Valley plans through more effective and accessible engagement.

We will ensure Cheltenham continues to be a welcoming town of sanctuary for Asylum Seekers and Refugees by:

- ✓ Developing and keeping under review a new county-wide Strategic Migration Partnership, with the purpose of ensuring there is:
 - Appropriate commissioning of support services for Asylum Seekers and Refugees;
 - Strong strategic oversight over the implementation of the government's [Homes for Ukraine Scheme](#);
 - A coordinated approach to supporting the government's [Asylum Seeker Dispersal Programme](#);
 - A collective understanding and agreement over how districts and the county council can best support the government's emerging refugee resettlement initiatives.

We will create opportunities for independent and healthy living for our vulnerable residents by:

- ✓ Facilitating large scale adaptations to homes, via means-tested [Disabled Facilities Grants](#);
- ✓ Promoting awareness and uptake of [CBC's Lifeline Alarm Service](#)
- ✓ Adopting a flexible and proactive approach to the use of Better Care Fund resources, in order to improve accessibility of communal spaces and community buildings as well as individual homes;
- ✓ Ensuring that affordable homes already adapted for disabled use are re-let to residents with disabilities;
- ✓ Identifying and agreeing the implementation of additional initiatives, as needed, via our county-wide housing & health partnerships.

We will deliver on a range of projects and activities to further support the development of resilient and vibrant communities by:

- ✓ Promoting and supporting the design of high quality, mixed tenure neighbourhoods when looking at proposed new developments;
- ✓ Working with Registered Providers to ensure that new homes and communities are managed effectively;
- ✓ Considering a range of different forms of housing, for example self-build and cohousing schemes, where evidenced by local needs;
- ✓ Working across the county to ensure there is fair access and inclusion towards meeting the needs of the gypsy, roma and traveller communities;
- ✓ Expanding support for residents to work closely with each other and partners, to take ownership of their communities and create more sustainable neighbourhood-led groups;
- ✓ Evaluating options around how we can support the Big Local and Saracens Football Club to take forward the development of a new sustainable community facility in St Peter's and the Moors;
- ✓ Developing and implementing a range of place-based community investment plans, via CBH, to reflect the needs and aspirations of those communities;
- ✓ Supporting households who are digitally excluded, via CBH's digi-den services in Hesters Way.



Measures of success

- ✓ Top quartile performance (as benchmarked with peers) against the Regulator of Social Housing's Tenant Satisfaction Measures (perception surveys);
- ✓ Targets met or exceeded on:
 - Social value generated across Cheltenham
 - Number of people helped into work and training
 - Number of lifeline alarms fitted
 - Number of Disabled Facility Grants
 - % ASB cases successfully resolved

Glossary

Term	Meaning
Accommodation Based Support:	Refers to supported accommodation for vulnerable young people and adults with complex needs who are at risk of homelessness. Referrals can be made through a dedicated referral process which is assessed by a panel of partner agencies before allocating to a range of available specialist supported housing providers.
Additionality:	Refers to affordable housing delivered above and beyond the social housing provision that would normally be provided through market delivery alone. In Cheltenham Borough, either 35% or 40% affordable housing requirements are sought on-site, dependent on the site context.
Affordable Housing:	Refers to housing which can be for either rent or sale, for those whose needs are not met by the market. It includes different tenures, including social rent, affordable rent and shared ownership, among others. It can be a new-build property or a private sector property that has been purchased for use as an affordable home.
Better Care Fund:	The Better Care Fund was launched in 2015 to join up the NHS, social care and housing services so that older people, and those with complex needs, can manage their own health and wellbeing and live independently in their communities for as long as possible.
Category 1 and 2 Health Hazards:	Are ratings given by local authorities to homes which possess hazards, as classified by the Health and safety standards for rented homes (HHSRS) system. The rating attributed to hazards are based upon the chance and severity of harm, and whether the potential harm poses greater risk to children or older people. Category 1 Hazards are more serious and require Councils to take action. Category 2 hazards can also be acted upon by local authorities.
Decent Homes Standard:	The Decent Homes Standard requires that dwellings should, as a minimum, meet the current statutory minimum standards for housing, be in a reasonable state of repair, have reasonably modern facilities and services and should provide a reasonable degree of thermal comfort.
Disabled Facilities Grant:	The statutory Disabled Facilities Grant regime provides the framework that enables the council to administer grants for aids and adaptations to help residents remain independent in their own home for longer.
Discretionary Housing Payments:	Is money paid by Councils to residents if they are struggling to pay their full rent, or if they do not have enough money to afford a deposit or rent in advance on a property.
Energy Performance Certificate (EPC):	An Energy Performance Certificate (EPC) gives a property an energy efficiency rating ranging from A (most efficient) to G (least efficient) and is valid for 10 years.

Term	Meaning
‘Fabric First’ Approach:	Is defined as an approach to building design that maximises the performance of the components and materials that make up the building fabric itself, before considering the use of mechanical or electrical building systems. The primary aim of taking a Fabric First approach is to minimise the need for energy consumption by optimising solar gain, maximising air tightness and natural ventilation, amongst other approaches.
‘Fit to Rent’ scheme:	The ‘Fit to Rent’ scheme is a scheme in Cheltenham which aims to encourage good practice in the private rental market by giving approval to properties that meet required standards and a management code of practice. The scheme recognises good quality, well managed private lettings which landlords and letting agents offer.
Homeseeker Plus:	Homeseeker Plus is a choice based lettings (CBL) scheme run by the seven local authorities in partnership with the majority of Social Housing Landlords operating within Gloucestershire and West Oxfordshire. The online application scheme manages the allocation of rented affordable housing in the partnership area.
Homes England:	The Government's housing accelerator, helping to improve neighbourhoods and grow communities. Homes England are responsible for increasing the number of new homes built in England, including homes for market, sale or rent.
Home Standard:	The Home Standard sets expectations for registered providers of social housing to provide tenants with quality accommodation and a cost-effective repairs and maintenance service.
House in Multiple Occupation (HMO):	Is defined as a property rented out by at least 3 people who are not from a single household (such as a family) but share facilities like the bathroom and kitchen.
Housing-led accommodation:	Supporting homeless people with complex needs by offering accommodation as quickly as possible (even though they may not be tenancy ready) and providing them with the support they need to sustain their accommodation.
Housing Health and Safety Rating System (HHSRS):	This is a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any deficiencies identified in dwellings.
Housing Revenue Account (HRA):	The Housing Revenue Account (HRA) is intended to record expenditure and income on running a council's own housing stock and closely related services or facilities, which are provided primarily for the benefit of the council's own tenants.

Term	Meaning
Joint Core Strategy:	The Joint Core Strategy is the strategic plan covering the JCS area (the administrative areas of Cheltenham Borough Council, Gloucester City Council and Tewkesbury Borough Council respectively). The JCS sets out the long-term vision, and objectives together with strategic policies up to 2031. These policies provide a strategic planning framework for the JCS area.
Modern Methods of Construction:	Is a collective term used to describe a number of approaches to construction, (such as mass production and factory assembly) that offer an alternative to traditional construction on-site.
Nationally Described Space Standards:	Are the Government’s optional technical space standards which deals with internal space within new dwellings and is suitable for application across all tenures. The NDSS determines the gross internal area of new dwellings at a defined occupancy level, including storage, bedrooms and floor to ceiling height.
Net Present Value:	Net Present Value is the difference between the present value of cash inflows and the present value of cash outflows over a period of time. It considers the rental income from homes against the cost to maintain them and therefore identifies whether they are financially viable. This information can then be used to identify homes where option appraisals may be required prior to significant capital investment.
Net Zero Carbon Homes:	Can be defined as homes that contribute no additional carbon dioxide into the atmosphere during use. In practice, these homes are likely to lead to far lower energy bills for residents, supporting the Council’s objectives in tackling fuel poverty.
Next Steps Accommodation Programme:	Is a Government Funding Programme that enables rough sleepers to access more sustainable interim accommodation options until longer-term accommodation options have been put into place. The NSAP funding stream includes both capital and revenue funding to help with property costs and support for people entering into new tenancies.
Preferred Registered Providers:	Are defined as Registered Providers who have been selected by the JCS authorities as preferred partners to deliver, manage and maintain affordable housing on the JCS Strategic Allocation Sites to a high standard following a comprehensive evaluation process.
Private Rented Sector (PRS):	The Private Rented Sector (PRS) is a classification of housing in the UK. Private Rented accommodation is generally property owned by a landlord and leased to a tenant. The landlord could be an individual, a property company or an institutional investor.

Term	Meaning
Regulator of Social Housing (RSH):	Is an executive, non-departmental public body sponsored by the Department for Levelling Up, Housing & Communities which promotes and regulates a viable, well governed and efficient social housing sector, thereby enabling this sector to deliver and maintain affordable homes of appropriate quality that meet a range of housing needs.
Registered Providers:	Are defined as independent societies, bodies of trustees or companies in England established for the purpose of providing low-cost social housing for people in housing need on a non-profit-making basis.
Social Housing Decarbonisation Fund (SHDF):	Is a £3.8bn fund provided by Government to local authorities over a 10-year period, to improve the energy performance of social rented homes.
Somewhere Safe to Stay Hub:	A safe place to stay for people identified as rough sleeping in Gloucestershire. This is a direct-access service providing short-term accommodation and support to help people exit the streets safely and sustainably. This safe place allows time for specialist support staff to explore suitable accommodation options which meets their needs.
Strategic Allocation Sites:	Are defined as seven large-scale allocated sites through the Joint Core Strategy on the edge of existing urban areas surrounding Cheltenham, Tewkesbury and Gloucester that will make a significant contribution towards meeting the objectives and requirements of the Joint Core Strategy, especially in regards to fulfilling the scale and distribution of development across the JCS area to meet housing, employment and economic needs.
Streetlink:	Is a website, app based and phone service available in England that allows members of the public to connect people sleeping rough with local support services to provide rough-sleepers with valuable assistance and support.
Technical Advice Note:	Is a document which provides detailed planning advice on certain subjects, such as the delivery of affordable housing. When preparing and making decisions, local authorities and decision makers are required to take these documents into account and give them material weight in the overall decision-making process.
Tenant Satisfaction Measures:	Are measurements intended to make a landlord's performance more visible to tenants in the affordable housing sector, thereby helping tenants to hold their landlords to account. The Tenant Satisfaction Measures are split into five general categories, these being: keeping properties in good repair, maintaining building safety, respectful and helpful engagement, effective handling of complaints and responsible neighbourhood management.

Sources

Source Name	Source
Food Bank Usage Data:	Cheltenham Citizens Advice Bureau (CAB) data
Homelessness Reliefs and Preventions:	CBH Database
House Price Data:	House price to residence-based earnings ratio from the Office of National Statistics (ONS)
Household Population Data:	2022 Census Data from the Office of National Statistics (ONS):
Household Tenures:	2022 Census Data from the Office of National Statistics (ONS):
Housing Register Statistics:	Data collated from CBC's Housing Register.
Indices of Multiple Deprivation 2019 Data:	Data provided by the Ministry of Housing, Communities and Local Government (GOV.UK)

Source Name	Source
Lettings Data:	CBH Database
New Affordable Housing Supply:	CBC Database
Number of households in fuel poverty:	Severn Wye Energy Agency – Cheltenham data
Population Forecasts:	2020 Gloucestershire Local Housing Need Assessment (LHNA)
Private Rental Market Statistics:	Office of National Statistics (ONS)
Rough Sleeping Snapshot:	Data provided by the Department for Levelling Up, Housing and Communities (DLUHC)
Rough Sleeping Data:	CBC Database
Ukraine Statistics:	CBC Database



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