

## **Existing RSL Partnership Agreement Performance**

The benefits of the partnership agreement have been very positive in Northampton and have generated a better working relationship with RSL partners. The following is a summary of some of the key achievements the partnership has provided to date<sup>1</sup>:

### **Summary**

- 261 dwellings put through Choice Based Lettings, of which 215 were new affordable homes developed;
- Support with the Mortgage Rescue scheme to help people remain in their own homes;
- Implemented Neighbourhood Management initiatives such as CASPAR+, which is helping the communities in Spring Boroughs
- Partnership working with NHS reprovision project to help 31 clients with severe learning disabilities in existing care homes;
- Development of a community engagement strategy for residents; and
- Building the first code for sustainable homes level 6 in England;
- Financial support for the Northampton Credit Union by providing them with funding to raise their profile amongst the residents of Northampton;
- Signed up to promoting the Horizons scheme to provide financial and agency support for disadvantaged single parent families;
- Signed up to the Sanctuary scheme to provide safe rooms within properties for customers experiencing domestic violence; and
- Launch of a Supported Lodgings service to provide host families and support for 16-25 year olds who are homeless or threatened with homeless.

### **East Midlands Housing Association**

- Up to September 2009, put 142 dwellings through CBL
- Developed 35 shared ownership units and 23 social rented units
- New Neighbourhood Liaison Officer appointed to encourage annual estate walkabouts with residents and the police

### **Metropolitan Housing Partnership**

- 21 dwellings put through CBL system, and prior to CBL worked in partnership with Northampton Borough Council on Upton Mill Scheme and Bloomsbury to pilot CBL.

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<sup>1</sup> All Partner RSL's were surveyed, however Guinness Midsummer HA did not have enough time to reply, and therefore the summary does not reflect their information.

- Affordable Homes delivered include 12 rented units and 13 shared ownership units on Upton Mill site and 24 rented units, 17 shared ownership and 25 First Time Buyer Initiative dwellings on Bloomsbury House.
- Within the above affordable dwellings, developed the first dwellings in the country at Code for Sustainable Homes level 6 at Upton, which means zero carbon levels emitted.
- Work closely with residents at Upton, and hold resident meetings on a frequent basis. This includes starter visits to new tenants, to check everything is ok, and subsequent visits there after.
- Regular estate inspections and estate walkabouts with the local PCSO

#### **LHA – Asra Housing Association**

- Advertised 16 dwellings through CBL system and prior to this held a standard nominations agreement with the Council
- Contributed £5,750 along with CASPAR towards the expansion of Credit Union memberships in the Castle area.
- Work closely with CASPAR+ initiative to engage youth workers and community liaison staff to look at neighbourhood management strategies for the area.
- Have an active resident training programme that links specific training to the various roles that residents play in the governance structure

#### **Orbit Heart of England**

- Completed 6 affordable homes since April 2008.
- Advertised 29 properties through the CBL system since July 2008.
- Developed a Homelessness Strategy and Action Plan which prioritises a number of key actions in relation to the prevention of homelessness, especially joint working.
- Developed a local residents involvement strategy around community engagement, to allow residents to influence service delivery

#### **Bedfordshire Pilgrims Housing Association**

- Advertised 29 homes through the Northampton CBL scheme since July 2008, and continue to offer advice to the Council through the CBL review group.
- Taking part in the Mortgage Rescue scheme in Northampton and have already completed one sale with a further 22 cases being considered.
- Operate a money advice team that offer welfare, benefit and debt advice to all residents.
- Have a Family intervention officer that work with challenging families to help modify their behaviour in order to prevent homelessness through breach of their tenancies.

- Entered into a management agreement with Aldwyck to manage the completed development of 29 flats at St Pauls, Semilong Road.
- Have a dedicated Employment Support Co-ordinator who offers information, Advice and Guidance (IAG) with the aim of getting people back into employment.
- Framework agreement that committed to using local labour force in the construction of new developments.
- New development in Great Billing, is using the Ecodan air source heat pump system to provide each property with their heat and hot water. This will provide a more sustainable solution for low cost, low carbon domestic heating and hot water.
- Introduced a scheme called Cash 4 communities, where residents and community groups can bid for money to support the community.
- Currently developing 7 affordable homes in Billing area and involved with the County Council to transfer 8 care homes to BPHA to refurbish and create self contained flats and shared accommodation for 31 clients who have severe learning disabilities as part of the NHS reprovion project in Northamptonshire.

### **Servite Houses**

- Advertised 24 dwellings through the CBL system since July 2008
- Developed 24 new affordable dwellings at Upton since April 2008
- Work closely with support providers, to ensure vulnerable clients have the right amount of support to sustain their tenancies.
- Starting to role out an Estate Champion Scheme

### **Home Housing Group**

- In Northampton, have a dedicated Housing Income Management Officer who helps maximise people's income by providing assistance with Housing Benefit Claims and welfare benefit enquiries.
- Stonham are part of the Home Group that offer support and advice to vulnerable clients in Northampton.
- Home are supportive of the Council's own initiatives around prevention and attended the Council's 'recession day', where Stonham held a stall.
- Stonham are currently assisting the Community Law services, CAB and the Credit Union in their applications to access additional financial resources from Home's £250,000 'Supporting Communities' Grant Fund. The CAB bid has been successful and will part fund a Volunteer Support Worker for 3 years. This person will be responsible for recruiting 5 additional volunteers per year, which would assist in helping 900 new clients per year.
- Provided Northampton Credit Union with £5,000 for 2009/10 to raise the Credit Unions profile amongst the residents of Northampton through leaflet campaigns.

- Signed up to promoting the Horizons Scheme, which aims to provide financial support for disadvantaged single parent families. The scheme has three strands, Money, Budgeting and Education and work, and is geared towards helping parents make the transition out of debt and poverty.
- Part of the Sanctuary Scheme to provide safe rooms within properties for customers experiencing domestic violence.
- Recently set up a persistent prolific offenders service in-conjunction with probation, police, the prison service and CAN.
- Involved with a supported lodgings service which was operational on the 5<sup>th</sup> October 2009, to provide host families and support for 16-25 year olds in direct response to the finding that one 16/17 year old a week was identified as losing their tenancy.
- Help homelessness prevention agenda with structured SMART support plans for all of our Stonham clients.
- Signed up to the Northampton Data Sharing Protocol, providing the police with key information regarding ASB.
- Introduced Starter Tenancies in 5 of our largest schemes in Northampton and where possible refer customers to mediation services to assist in sustaining their tenancy.
- Through Stoneham's SMILE (Stonham makes independent living easier) programme, a group of clients meet on a monthly basis to provide feedback to Supporting People, Stonham and other agencies