



Telford & Wrekin
Co-operative Council

Protect, care and invest
to create a better borough

Telford and Wrekin's housing strategy

2025-2030

December 2025



FOREWORD

A decent home is the foundation on which people build their lives and communities thrive. That's the driving principle of our new housing strategy, which we're sharing with you today.

A decent place to live is the foundation on which people build their lives. If you've got a good quality home, then health, employment, educational achievement and a happy family life are often much easier to obtain.

It's been five years since we launched our last housing strategy. It was at a time when the world was in the depths of the covid pandemic and navigating unprecedented challenges from the demands on health and social care systems, the uncertainty of global economies and a level of disruption to education not seen before.

The pandemic also brought great uncertainty to the housing market, causing delays in the supply of building materials and the progress of developments, disrupting demand and affordability and putting pressures on both the rental and private markets.

Against the backdrop of the significant challenges of the last five years, we're immensely proud of what has

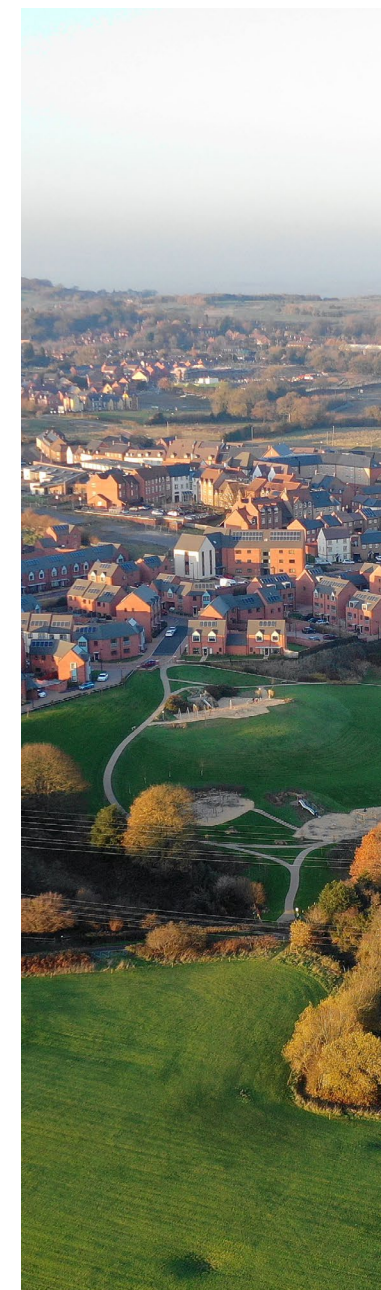
been achieved through our housing strategy for the benefit of residents in Telford and Wrekin.

In 2020 we set out three very clear objectives, to create sustainable, accessible, affordable and integrated communities, to make the best use of our existing homes and to provide homes to support and empower our most vulnerable people.

You can read in detail about how the many projects we've delivered against those objectives in detail on [page 9](#).

Some of the biggest achievements include bringing hundreds of empty homes back into use, preventing more than 2,000 people from becoming homeless and offering bespoke and specialist support to some of our most vulnerable residents. We've also built on our carbon credentials with the delivery of a number of sustainable projects.

We recognise there's always more to do and we are a Council that is continually striving to improve and is



always open to best practice and opportunities to learn.

As we set out our plan for the next five years, we need to think of more recent challenges too. We've seen rising energy bills, a cost-of-living crisis, the continued demand for housing and new Government targets for building homes.

In this housing strategy, which is currently at draft stage, we outline our objectives for the next five years. In fact, we've kept our objectives the same, with some minor adjustments to reflect feedback we've had on the 2020-2025 strategy.

If you turn to **page 32**, you'll be able to read about our plans for the next five years. Addressing homelessness and delivering housing to support our residents will remain a key priority as well as delivering sustainable housing projects, which support plans to reduce the Borough's carbon footprint and tackle climate change.

We recognise that we cannot deliver our objectives without the support of our partners at a local, regional and national level.

The next steps...

Before we finalise our new housing strategy, it's really important we get the views of local people and partners. We want to know what we've done well and

what we can improve on in the future. We're currently running an online consultation and would welcome your feedback.

This will allow us to create a real and meaningful document, that reflects the needs of our communities and support the Council's vision to protect, care and invest to create a better borough for all.



Councillor Richard Overton

Deputy Leader and Cabinet Member for Highways, Housing and Enforcement



Councillor Carolyn Healy

Cabinet Member for Neighbourhoods, Planning and Sustainability



CONTENTS

Introduction	5-9
Achievements since the adoption of our last strategy	9
Local context	10-15
Our housing market	12
Our housing conditions	15
Our housing achievements	16-29
Objective one 2020-2025: To create sustainable, accessible, affordable and integrated communities	17
Objective two 2020-2025: To make the BEST use of our existing homes	22
Objective three 2020-2025: To provide homes to support and empower our most vulnerable people	27
The national picture	30-31
Housing strategy 2025-2030	32-48
Objective one: To make the BEST use of our existing homes	33
Objective two: To support safe, clean, green, healthy, connected communities	38
Objective three: To provide homes to support and empower our most vulnerable people	42
Ensuring fairness	48

INTRODUCTION

Telford and Wrekin's housing strategy 2025-2030 is concerned with all types of housing, tenure and housing needs. It sets out our long-term vision for housing and the actions that we will take to address the housing needs of our Borough, seeking to ensure that every resident has access to safe, affordable, and quality housing. This strategy outlines our commitment to improving the availability and standard of housing, while also focusing on sustainability, community empowerment and economic regeneration.

Our vision is to create **vibrant, inclusive, healthy neighbourhoods where people can thrive**. To achieve this, we will work collaboratively with stakeholders, including residents, partners, local businesses, and government agencies. The strategy will maximise the potential of existing properties through refurbishment and regeneration as well as the development of new housing. It will also drive innovative solutions to create more sustainable homes able to adapt to changes in climate and to meet the diverse and changing needs of our population enabling people to live longer, independently, in their communities.

This document will appeal to a broad audience, including existing residents, those seeking to establish their home in the Borough, investors, developers, registered providers, town and parish councils, non-statutory and voluntary bodies.

Achieving the right balance of high-quality homes that are affordable, sustainable, and offer variety, choice, and accessibility is crucial for the economic prosperity, health, and well-being of the people in our Borough, while helping to address health inequalities.

Our housing strategy sets out three objectives:



We will achieve these objectives by:

Increasing housing supply

- 🏠 Boosting the number of new homes including affordable and specialist properties to meet the growing need of local people.

Enhancing quality and standards

- 🏠 Ensuring that all housing meets high standards of safety, comfort, and energy efficiency.

Promoting sustainable communities

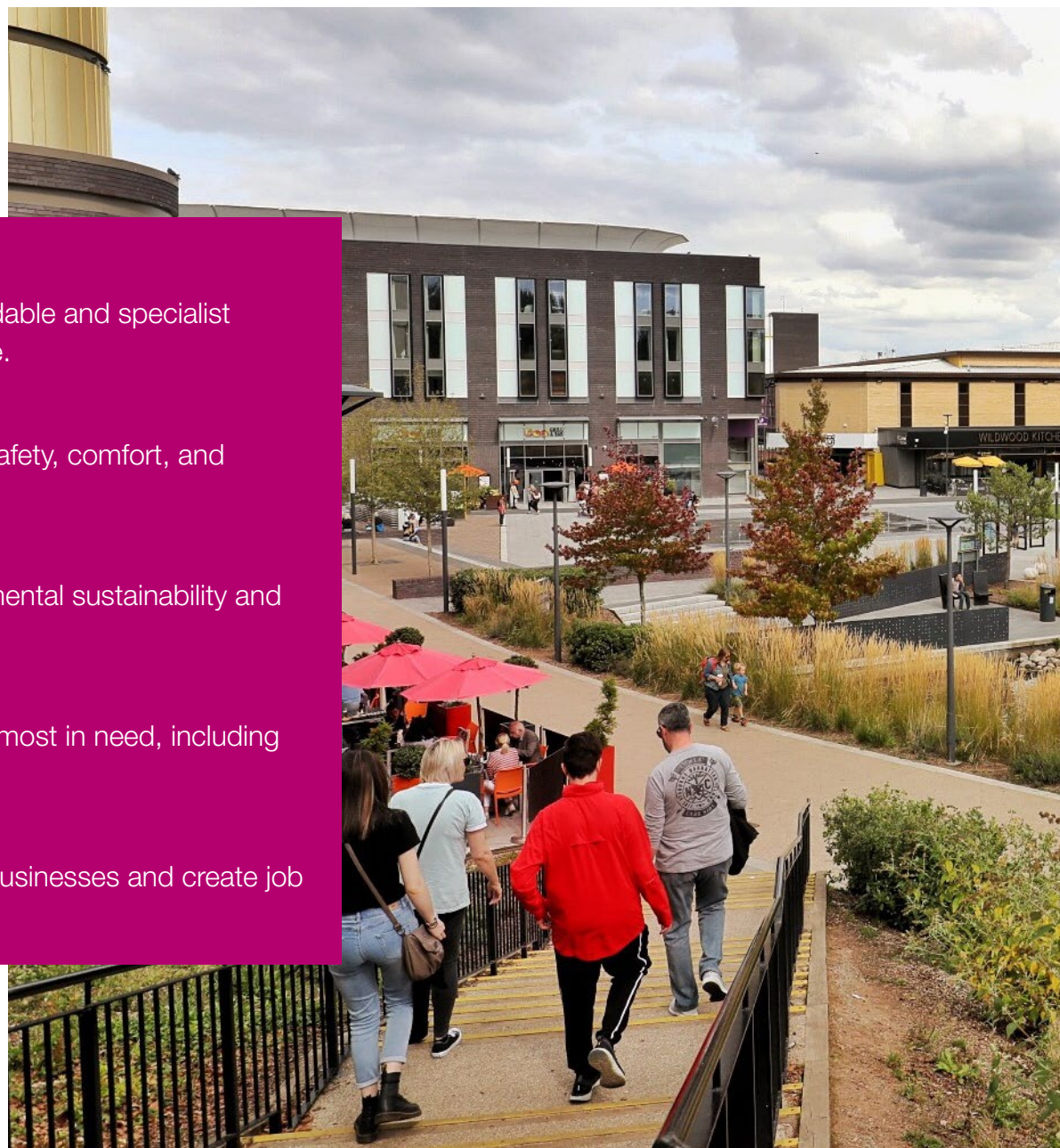
- 🏠 Developing housing solutions that support environmental sustainability and foster strong, connected communities.

Supporting vulnerable populations

- 🏠 Providing targeted support and resources to those most in need, including the elderly, disabled, and low-income families.

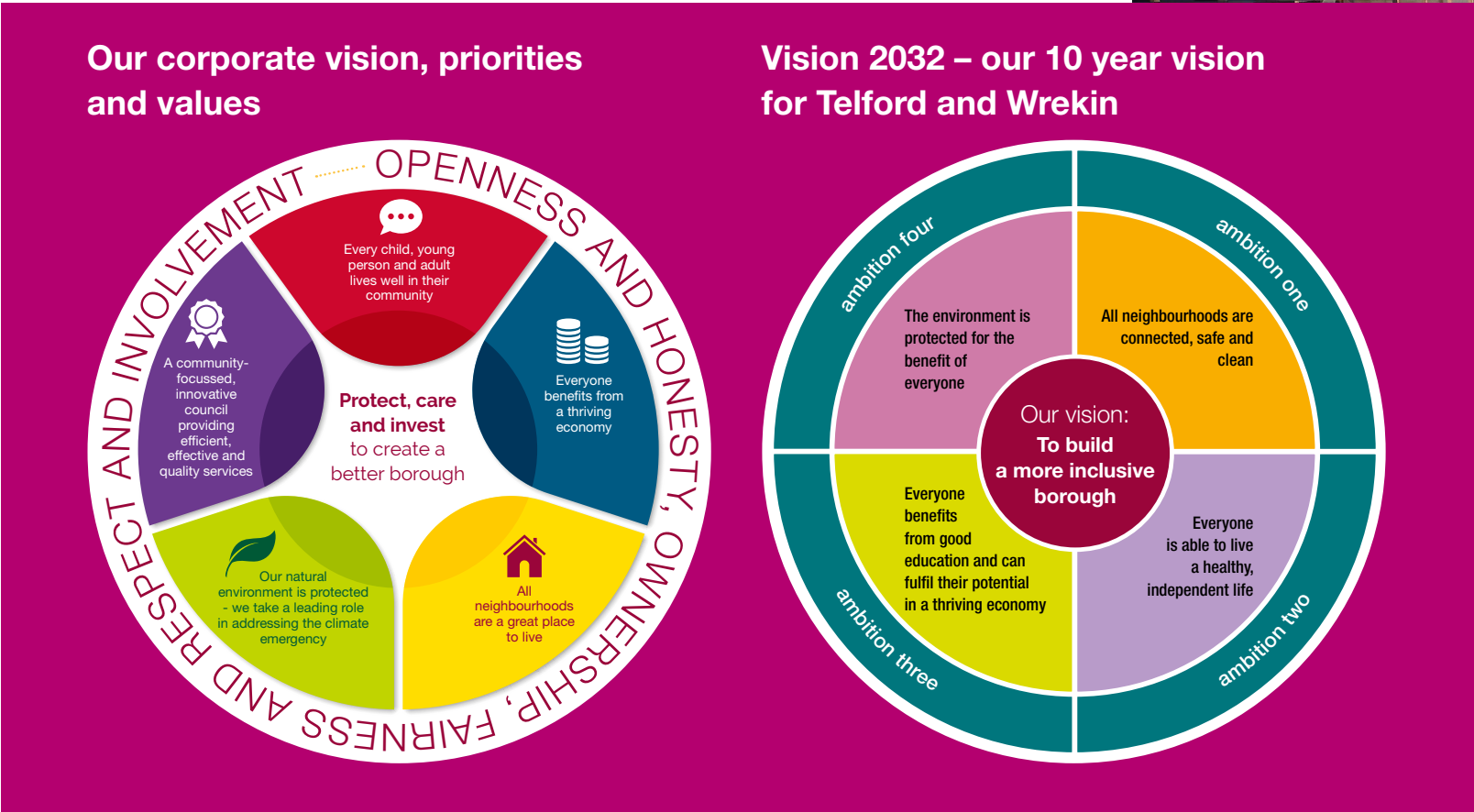
Encouraging economic regeneration

- 🏠 Leveraging housing development to support local businesses and create job opportunities.



Through this strategy, we are dedicated to making a positive lasting impact on the lives of our residents, fostering a sense of pride and belonging in our communities.

By addressing the current challenges and anticipating future needs, we aim to build a foundation for **a brighter, more equitable future for all.**



Housing runs at the heart of everything we do. A decent place to live, sets the foundation from which health, education and work can flourish. **Housing is the building block of thriving communities and neighbourhoods.**

Health and Wellbeing Board vision – happier, healthier fulfilled lives



Housing and homelessness are a key theme of our **Health and wellbeing strategy**. As a wider determinant of health, housing is critical to the way we live and our health and wellbeing outcomes and often referred to as ‘the causes of the causes’.



Better homes FOR ALL

Everyone deserves to live
in a better home

Our housing achievements – since the adoption of our last strategy

Delivering 312 long term empty properties back into use	Delivering 800 new homes for private rent and affordable rent through Nuplace to over 1,500 residents with a 95% tenant satisfaction rate	Refurbishing 56 properties through Telford & Wrekin Homes providing accommodation for some of our most vulnerable	Preventing or relieving the homelessness of over 4,000 people including 239 who were rough sleeping	Providing advice and support to over 7,000 fuel poor residents and grant funding 400 households to improve energy efficiency of their homes. Estimated CO2 savings 596 tonnes	Supporting 1,933 residents living in private rented properties, by engaging with landlords and eliminating over 1,200 hazards such as excess cold, damp & mould and electrical hazards
Improving the quality of 766 private rented properties through our building safer stronger communities programme	Delivering over 1,200 new and affordable homes each year	Supporting the delivery of over 600 homes for older people	Providing over 2,000 grants per annum to make adaptations to enable residents to live, independently at home	Secured an average of 30% affordable housing across all housing development	Conducting 30+ prosecutions and civil penalties for breaches of housing legislation

TELFORD AND WREKIN LOCAL CONTEXT

Telford and Wrekin is a successful and growing Borough with a diverse housing market and population and continuing housing needs.

A unitary Local Authority, located in the West Midlands, the Borough is a distinctive blend of urban and rural areas, with **green open spaces alongside contemporary housing developments and traditional market towns**. The Borough includes the central urban Telford area, the market town of Newport and large surrounding rural area that accounts for more than two thirds of the Borough's area. Along the banks of the River Severn in the south of the Borough is **Ironbridge, the birthplace of the industrial revolution** and now a **World Heritage site**.

Part of the Borough was designated as **Telford New Town** in 1968, growing rapidly in the 1960s to the 1970s, mainly through social rented housing provided by the Telford Development Corporation. Following the closure of the Development Corporation in the 1980s, growth has continued through new housing development by private developers and registered providers.

With a population of around 196,000¹, between 2014 and 2024 the Borough had the **greatest growth rate in population of all upper tier local authorities in the West Midlands**, increasing by 14.9% (25,300 people). This was twice the rate of growth in neighbouring Shropshire (7.4%). As the population grows it is also ageing, between 2014 and 2024 the Borough's population aged 65 and above grew by 27.6% compared to 12.0% for those aged between 16 and 64 and 13.7% for those aged 15 and under.

Internal migration from elsewhere in the UK now accounts for the greatest proportion of population increase in the Borough. Between 2023 and 2024 net internal migration to Telford and Wrekin was 1,750 people, with the majority arriving from the Black

**c196,000 population
in the Borough**

**The proportion of
the Borough's
population
aged 65 or above
grew by
27.6%**

**17%
of the Borough's
population were
from a
minority ethnic
background
compared with 10.5%
in 2011**

**24.5%
of residents
live in areas
ranked in the
20% most
deprived
nationally**

**In the 2021 Census
36,500
people
reported that
they had a
long-term
health problem
or disability**

¹<https://www.ons.gov.uk/peoplepopulationandcommunity/populationandmigration/populationestimates/bulletins/populationestimatesforenglandandwales/mid2024>

Country and Birmingham. By contrast, natural change (births minus deaths) accounted for a population increase of 250 people.

The population of Telford and Wrekin is also becoming more ethnically diverse. In 2021, 17.0% of the Borough's population were from a minority ethnic background compared with 10.5% in 2011. The Borough also has a sizeable armed forces veteran community with 5.4% of the population aged 16 and above having previously served in the armed forces compared with 3.5% regionally and 3.8% nationally.

While some parts of Telford and Wrekin appear prosperous, there are clear differences across the Borough. **10.5% of the Borough's population live in areas ranked in the 20% least deprived in England, however 24.5% of residents live in areas ranked in the 20% most deprived nationally.** With 14.6% (11,320 households) living in fuel poverty, this compares to an average of 16.7% across the West Midlands and 11.4% in England. The majority of these

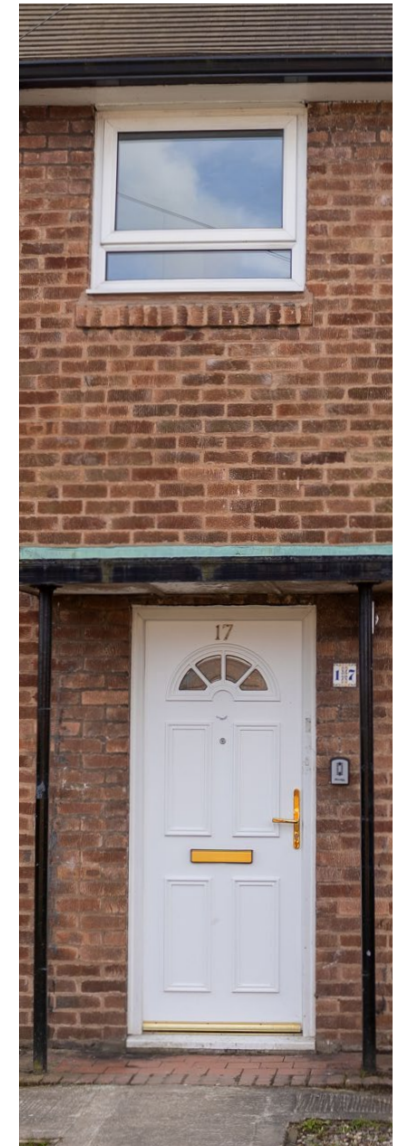
neighbourhoods are areas with new town estates built by the Development Corporation in the 1960s and 1970s.

The Borough's population faces some **significant health challenges**. Overall life expectancy and healthy life expectancy at birth is currently worse than that for England. In the 2021 Census 36,500 people reported that they had a long-term health problem or disability².

The Borough is home to **around 7,000 businesses**³ with key sectors including advanced manufacturing and agri-tech, defence, engineering, plastics, IT outsourcing and data centres, construction, retail, food and drink and tourism. Unemployment rates in the Borough are consistently **below the regional and national averages** and GVA per head in Telford and Wrekin is the third highest in the West Midlands region behind Solihull and Warwickshire.

More information and sources of our population data can be found at www.telford.gov.uk/insight

The Borough has a key role as an urban powerhouse within the sub region and as a competitive inward investment destination



Mafeking Road, Hadley

²<https://www.ons.gov.uk/census>

³<https://www.nomisweb.co.uk/reports/lmp/la/1946157172/report.aspx?town=telford>

Our housing market

The number of new homes being built in the Borough has been **growing at a faster rate than the regional and national average** growing by 17.5% between 2014 and 2024 compared to 8.7% for the West Midlands region and 9.5% for England⁴. Over the last three years the net number of additional dwellings in the Borough has grown by an average of 1,400 dwellings per year⁵. Around 60% of homes in the Borough are owner occupied and remain more affordable to buy than West Midlands and national average⁶. House prices are consistently lower with a median house price of £230,000 compared to £250,000 for the West Midlands and £300,000 for England (March 2025)⁷. The ratio of house prices to earnings in Telford and Wrekin is 6.1, compared to 6.9 for the West Midlands region and 7.7 for England⁸.

Around 60% of homes in the Borough are owner occupied and remain **more affordable to buy than West Midlands and national average**⁶. House prices are consistently lower with a median house price of £217,000 compared to £240,000 for the West Midlands and £290,000 for England (September 2024)⁷. The ratio of house prices to earnings



Nuplace residents, the Maher family

⁴<https://www.gov.uk/government/statistical-data-sets/live-tables-on-dwelling-stock-including-vacants>

⁵<https://www.gov.uk/government/statistics/housing-supply-net-additional-dwellings-england-2023-to-2024>

⁶<https://www.ons.gov.uk/census>

⁷<https://www.ons.gov.uk/peoplepopulationandcommunity/housing/datasets/medianhousepricesforadministrativegeographies>

⁸<https://www.ons.gov.uk/peoplepopulationandcommunity/housing/datasets/ratioofhousepricetoworkplacebasedearningslowerquartileandmedian>

in Telford and Wrekin is 6.1, compared to 6.9 for the West Midlands region and 7.7 for England⁹.

The rental sector – both private and social – makes up around **40% of housing stock** in Telford and Wrekin. In the 2021 Census, the proportion of rented homes in the Borough (39.2%) was greater than both England (37.6%) and the West Midlands region (36.2%).

14,000 homes (18%) in the Borough are rented from social housing landlords or registered providers. Housing Plus Group (formerly Wrekin Housing Group) are the largest provider but the market is diverse with a growing number of housing providers active in the Borough.

The **private rented sector accounts for around 1 in 5 homes** within Telford and Wrekin and is a key component of the Borough's housing market. There is considerable variation across the Borough with significant concentrations in the centre and south. These areas include the new town estates built in the 1960s and 1970s where many homes previously in the social rented sector were sold to their tenants. Census 2021 data showed that Woodside had the greatest proportion with 40% of homes privately rented. The lowest proportions were in Muxton and Lilleshall and Lawley, Horsehay and Lightmoor where 12% of households were privately rented. The sector is diverse catering for different housing needs including single property owners through to portfolio landlords.

The Council is now the Borough's single largest

private rent landlord providing rented homes for c.2,000 residents through its wholly owned company **Nuplace**.

The average monthly rent in Telford and Wrekin is **consistently lower than the regional and national averages**. In August 2025 the average monthly rent in the Borough was £808 compared to £935 for the West Midlands region and £1,403 for England⁹.

Private rented homes in the Borough are **more affordable than in other parts of the West Midlands and England**. In the year March 2024, private renters in Telford and Wrekin could expect to spend 25.2% of their income on an average-priced rented home compared to 29.2% for the West Midlands and 36.3% for England. For this period, Telford and Wrekin was the **fifth most affordable of thirty local authorities in the West Midlands** region¹⁰.

Affordable Homes

Despite the relative affordability of buying or renting a home in Telford & Wrekin compared to other parts of the country, many people still cannot afford to. There is an ongoing need for affordable housing to meet local demands Recent data indicates the necessity for around **700 new affordable homes annually** with the majority (75%) required for affordable or social rent.

Between 2020 and 2024 over **1,250 new affordable**



New College, Wellington

⁹<https://www.ons.gov.uk/economy/inflationandpriceindices/datasets/priceindexofprivaterentsukmonthlypricestatistics>

¹⁰<https://www.ons.gov.uk/peoplepopulationandcommunity/housing/bulletins/privaterentalaffordabilityengland/latest>

homes have been built but homes – particularly social housing – continue to be lost to the sector through sales and redevelopment.

While it is difficult to quantify the extent of shared accommodation in the Borough, we have seen an increase in licensed houses in multiple occupation (HMO). We now have **280 licensed HMOs** in the Borough. This is a 16% increase since the adoption of our last strategy. HMOs provide a vital housing solution for those seeking to establish their first home, starting employment or study and for those who only qualify for the shared room rate housing benefit.

Homelessness

Since the last Housing strategy, we have seen a **significant increase in people presenting as homeless**. In 2024/25 over 3151 households sought our advice of which 1248 we owed a duty too under the Homelessness Reduction Act. However, since the last strategy we have also seen an **increase in the number of people we have been able to relieve from homelessness** with 958 pa where we've prevented/relieved homelessness. As a result, over the past 12 months on average only 70 family each month people have had to be placed into emergency accommodation (B&B) per month. We have **increased the units of temporary accommodation** stock we own, which has reduced the numbers and amount of time people must spend in bed and breakfast. This includes a **dedicated eight unit women's refuge** to support those fleeing domestic abuse.



The main reasons given for the loss of previous accommodation include loss of private rented tenancy, breakdown of relationships, and domestic abuse

Our housing conditions

Telford and Wrekin's housing stock presents **a range of challenges**. A significant part of the Borough was developed as a new town but around long-established communities. 17% of the Borough's housing stock was constructed in the mid-1960s to mid-1970s but 1 in 3 of our homes have been built since 1990 – 15% since 2012.

Alongside this are older homes, 6% pre-dating 1900, including across the rural area and Newport.

Latest estimates put the proportion of non-decent homes in the Borough to be around 10% which is **significantly lower than the regional and all England average** of 15%¹¹. The challenges are greatest in the private rented sector with the lowest rates related to the local social housing sector. The **condition and quality of Telford's new town estates is a significant concern**; there has been investment into some areas to improve public infrastructure including rebuilt schools and local centres and a limited amount of new/replacement housing. There is a **pressing need to secure significant and sustained investment in the estates** to fully address the poor housing conditions.

Percentage of non-decent homes

Area	Owner Occupied	Private Rented	Social
Telford and Wrekin	10.5	12.0	9.5
West Midlands	15.1	17.5	14.2
England	13.8	22.9	11.2

There is a correlation between energy efficiency and housing quality as well as health indicators. With a high proportion of newer homes, the energy efficiency of properties in the Borough is better than regionally and nationally¹². The social rented sector has the highest proportion of homes with an EPC rating of C or above with almost 3 in 4 homes meeting this standard.

Currently 1.5% of dwellings have the lowest energy efficiency rating with many located in the rural area.

Percentage of dwellings with EPC Band 'C' or above

Area	All Dwellings	Owner Occupied	Private Rented	Social
Telford and Wrekin	60.7	43.5	54.4	72.7
West Midlands	46.1	33.6	39.4	58.2
England	49.8	36.6	43.5	62.7

¹¹<https://www.gov.uk/government/statistics/english-housing-survey-local-authority-housing-stock-condition-modelling-2020>

¹²<https://www.ons.gov.uk/peoplepopulationandcommunity/housing/articles/energyefficiencyofhousinginenglandandwales/2024>

OUR HOUSING ACHIEVEMENTS

In our previous Strategy we set out three objectives:

Objective one 2020-2025

To create sustainable, accessible, affordable and integrated communities

Objective two 2020-2025

To make the BEST use of our existing homes

Objective three 2020-2025

To provide homes to support and empower our most vulnerable people

Working proactively with partners and communities we have made significant progress in implementing these objectives while recognising that there is more still to be done



Jenny Athersmith Gardens,
Dawley

OBJECTIVE ONE

2020-2025:

To create sustainable, accessible, affordable and integrated communities

PROGRESS AND IMPLEMENTATION

Since 2020 we have been undertaking a range of actions to support this objective linked to policy, delivery and partnership working:

Policy and regulatory

-  Securing 25%+ of affordable homes on all major development sites and supporting 100% affordable schemes.
-  Delivery of a new **Local plan** (submission draft) following two rounds of consultation, with a target of **over 20,200 new homes by 2040** (over 50% of the homes new homes are on sites that already have planning permission or are under construction) introducing new policies to shape the delivery of **new affordable and specialist homes**, whilst ensuring the right infrastructure is developed alongside new homes to create communities.
-  Implementing **Developer climate change supplementary planning Document** (SPD) - this has seen the Council lead the way with its focus on **sustainable developments** including Nuplace developments such as Donnington Wood Way which features on plot renewable energy generation and electric vehicle charging.
-  Implementing our **Specialist and supported supplementary planning document** requiring the delivery of **more adapted and accessible accommodation**.
-  Using our housing and planning powers to raise standards in our existing housing stock and that new housing developments meet need and **contribute positively towards our carbon reduction commitments** and ensure homes cost less to run for residents.

- Ensuring that there are **suitable homes for all**, especially for our most vulnerable residents including those fleeing domestic abuse, young people and those who have served in our armed forces.

Delivery

- Enabled the **delivery of 1,200+ new homes every year** (the third best nationally), partly by the use of Council land and assets.
- Accelerated the delivery of over 750 new homes, through our unique **Land Deal** with Homes England.
- Direct delivery by March 2025 of **608 new rented** homes through the Council's wholly owned company, Nuplace, **with a further 222 in delivery**.
- Providing **high quality rented accommodation** for over 1,500 residents, leading the private rental market with a consistently high satisfaction rate of 95%.

Nuplace and Telford & Wrekin Homes lead the private rental market with consistently high satisfaction rates



🏠 Delivering **multi-generational, mixed use, sustainable development** including energy efficient and affordable homes – 329 at Wildwalk, Donnington, in partnership with Lovell and Wrekin Housing Group.

🏠 **Regenerating 48 acres of brownfield land** and bringing back into use, 4,656sqm of redundant floorspace.

Partnership Working:

🏠 **Working in partnership** with Homes England, registered providers, private sector landlords, letting agents, developers, and voluntary and community groups to achieve successful communities.

🏠 Delivering a comprehensive, forward-thinking planning service dedicated to the **creation of sustainable communities** — powered by strategic tools like Planning Performance Agreements to streamline and elevate the planning process.

🏠 Working as **master developer on major regeneration schemes** such as Station Quarter, leveraging in public and private sector investment to support the creation of a new **city living** housing market.

🏠 **Securing £5.633m** from WMCA to support the delivery of 263 new homes within the Borough on brownfield sites.

🏠 Increased the number of new affordable homes for rent and shared ownership provided every year from 100 to 300, through **joint working with local housing associations and Homes England grant**.

🏠 Attracted **annual housing investment of over £5m** from Homes England.



CASE STUDY

WILD WALK, DONNINGTON

This mixed tenure development of 329 homes, off Donnington Wood Way, has seen the regeneration of a constrained 14.85ha brownfield site, peppered with 23 mineshafts.

The scheme was brought forward by a partnership including the Council, Nuplace Ltd, Lovell Partnerships Ltd and Wrekin Housing Group, supported by funding from the Local Enterprise Partnership and Homes England.

The housing mix and masterplan was developed by the Council to serve the needs of the local community. In line with the Council's Housing Strategy, the scheme focused on bridging gaps in housing provision, striving to create an intergenerational scheme that provides housing choice as needs change over time.

The site comprises of 186 affordable homes including Extra care, dementia care and supported living dwellings, 66 private rent homes alongside 77 for open market sale, providing housing choice for people of all ages and stages.

The supported living accommodation is located at the heart of the scheme and accommodates a **Community Hub** providing café and bistro facilities, space to work with free Wi-Fi as well as learning suites which can be used by local schools and community groups, alongside a fabulous new play facility to



Majestic Way, Aqueduct

foster inter-generational relationships that benefit all age groups.

The scheme also sets a benchmark in terms of its sustainable credentials, with all homes featuring **low carbon design, PV panels and EV charging points**. Nuplace also piloted the delivery of their first 18 **Future Homes properties***, reducing energy bills and running costs for residents.



***Future Homes:** The Future Homes Standard, is an amendment to Part L of the Building Regulations which has yet to come into force but which mandates that new homes be 'zero carbon-ready' and significantly more energy-efficient than those built under previous regulations. This means a focus on low-carbon heating, high-performance insulation, and potentially rooftop solar to reduce carbon emissions and energy bills.



Blossom Walk, Hadley

OBJECTIVE TWO

2020-2025:

To make the **BEST** use of our existing homes

PROGRESS AND IMPLEMENTATION

Taking a multi-agency approach we have together made great strides in improving the quality of the existing housing stock in the Borough.

Better Homes for All Programme

Under our programme we have:

-  Through our **'Engage, Educate, Enforce' approach** supported 1,933 residents in private rented properties, by engaging with landlords to improve their housing conditions, by eliminating 1,219 hazards, such as excess cold, damp and mould and electrical hazards.
-  Ensured all properties we inspect have the correct **minimum energy performance rating**.
-  Introduced the **Landlord, Tenant Co-Ordinator role** to support landlords and tenants to sustain tenancies.
-  Licensed 280 **houses in multiple occupation** (HMO) with regular targeted area-based campaigns.
-  Using a multi-agency data led approach undertaking targeted action to address the activities of our poorer performing landlords leading to **more than 30 prosecutions and penalty offences**.
-  Implemented **monthly multi agency exercises** with partners such as police and fire service, targeting known offenders associated with illegal practises.
-  Introduced a **Hoarding Panel** working across services to identify support and actions to address those whose lives are at risk due to hoarding.
-  Implemented a **Supported Accommodation Panel**, which reviews all providers seeking to establish or grow their supported accommodation ensuring conditions and support are compliant protecting the lives of our most vulnerable.

- 🏠 **Continually updating information on our website** with housing advice and support for landlords, tenants and homeowners.
- 🏠 In collaboration with our local credit union providing low-cost **Better homes for all loans** to support homeowners and landlords to carry out essential repairs to their properties.

Safer Stronger Communities

- 🏠 **Invested £2.5m into a Safer and Stronger Communities Programme** working with partners and residents to support the continued regeneration of our existing estates, reducing levels of crime by 10%, Police recorded ASB by 3%, fly tipping by 3% and noise complaints by 25% in 2024/25 compared with 2023/24.
- 🏠 **Proactively inspected 766 private rented properties**, improving housing standards and through work with communities reaching vulnerable tenants who may not have come to us.

Long Term Empty Properties

We understand that now more than ever, every empty property is a wasted resource whilst attracting anti-social behaviour and blight to neighbourhoods. Since our last housing strategy we adopted a **Long-term empty property strategy**, giving us a challenging target to bring 375 long term and problematic empty properties back into use by 2026. Since the adoption of the strategy, we have:

- 🏠 Brought **321 long term empty properties back into use** targeting those empty longest and most problematic and providing new homes for families



Queen Street, Wellington

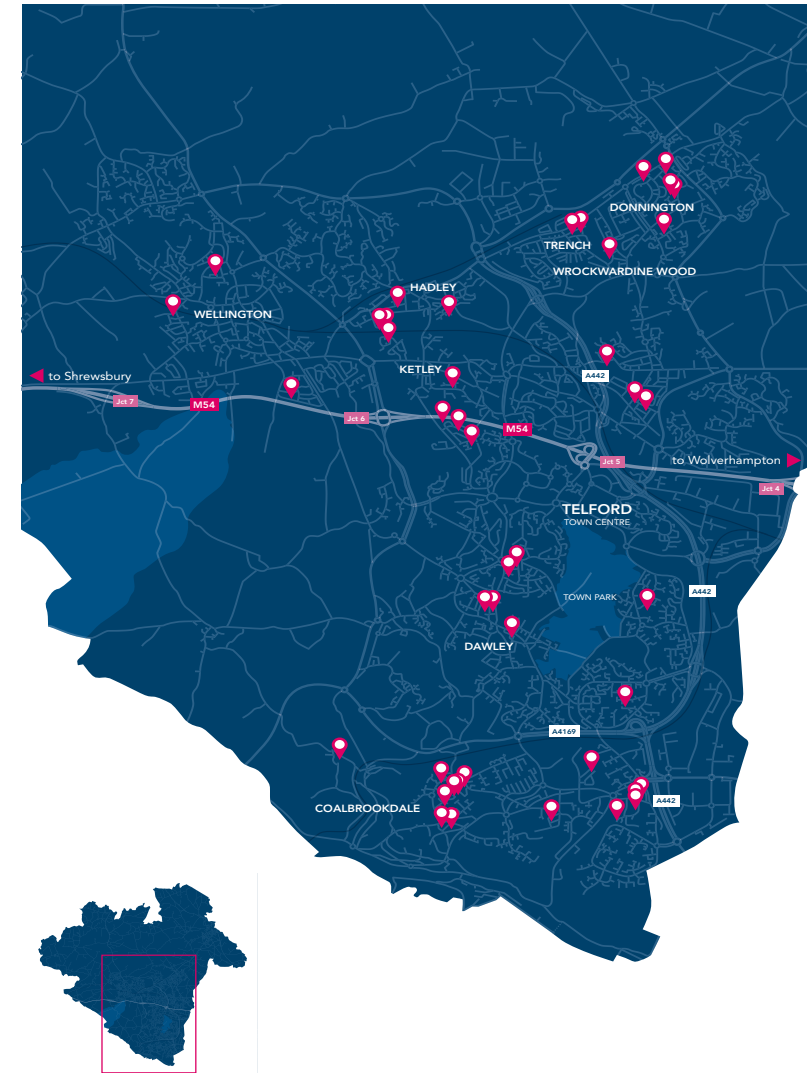
and people at risk of homelessness.

- 🏠 Acquired **a number of former social rented properties** to meet the specific needs of our residents.
- 🏠 Extended our **Better homes for all loan** for people wanting to bring empty properties back into use.

Telford & Wrekin Homes

Established in 2021 as a sub brand of **Nuplace**, it has **acquired and brought back into use 56 properties across the Borough**. We are:

- 🏠 **Investing in and protecting existing housing stock** through high quality renovations, which help to address issues of poor housing in communities.
- 🏠 **Raising standards in the private rented sector** including in some of our most deprived neighbourhoods, demonstrating high quality property and tenancy management on a broader geographic scale.
- 🏠 Providing a **home for life** for tenants with a focus on providing housing options for a range of priority client groups, including those leaving temporary accommodation, and to support those providing foster placements.



Making the BEST use of our existing homes:

Properties acquired to end March 2025 as part of Nuplace's Telford & Wrekin Homes programme

CASE STUDY

NUPLACE PROPERTY

Making the BEST use of our existing homes: Internal and external transformation of an empty home acquired as part of Nuplace's Telford & Wrekin Homes programme. Now being resided in by a local family.



Regent Street, Madeley



Nuplace competition winner, Leo

Affordable warmth and climate change

In 2021 we adopted our **Affordable warmth strategy**. The subsequent energy price rises, and ongoing cost of living challenges have impacted across communities but disproportionately lower-income households. We have provided support by:

- 🏠 Funding a dedicated **Telford energy advice phone line** provided by a local energy charity (Marches Energy Agency) which has supported over 7000 fuel poor households, including advice, home visits, provision of energy saving devices and referrals to other agencies including Telford Crisis Support.
- 🏠 Directly **providing thousands of energy saving light bulbs**.
- 🏠 **Channelled external grant** to support 367 households to improve energy efficiency of their homes by retrofitting measures such as insulation, double glazing, solar panels, air source heat pumps etc, with an estimated CO2 savings 596 tonnes.
- 🏠 Ensuring all properties receiving measures have the **correct ventilation measures** to eliminate damp and mould and excess heat in line with our climate change action plan.
- 🏠 **Retrofitted many of our temporary accommodation properties** bringing them to up to an EPC rating of C.
- 🏠 The Council has **invested £470,000 into the Warm and Well Telford scheme**, directly supporting 'in the gap' fuel poor households, who do not qualify for central government funding but are still classed as being in fuel poverty. We have retrofitted a number of properties with windows, doors and smart radiator controls.
- 🏠 Using our **emergency welfare assistance to distribute gas and electric vouchers** to over 437 people on low incomes in an emergency situation.
- 🏠 Through our **Financial Welfare Partnership Group**, working with partners to ensure residents are receiving consistent, up to date advice and making referrals to maximise income and benefits including hardship funds.



Octavia Court, Dawley

OBJECTIVE THREE

2020-2025:

To provide homes to support and empower our most vulnerable people

PROGRESS AND IMPLEMENTATION

Homeless prevention and relief

-  Preventing or relieving the homelessness of **over 4,000 people and families** including 239 who were rough sleeping.
-  Directly investing to acquire **over 80 units of accommodation to prevent homelessness**, including Housing First (housing with support aimed at housing complex cases) and temporary accommodation minimising the use of B&B emergency accommodation and length of stay.
-  Through the **Rough Sleeper Task** working collaboratively to provide wrap around, bespoke support and accommodation offer.
-  Providing **flexible solutions to prevent or relieve homelessness** through incentives such as rent guarantee schemes, rent deposit payments and supporting clients with rent in advance.
-  Providing **Tenancy sustainment team** to work with the most vulnerable tenants to ensure they develop skills to help them manage and maintain their tenancies going forward, preventing further homelessness.

Support for key groups

-  Providing **safe accommodation and specialist support** to victims fleeing domestic violence with specialist domestic abuse support to help clients to feel safe and supported to find their future suitable accommodation.
-  Through new nomination agreements delivering **300%+ increase in successful nominations to social housing** prioritising for those most in need.
-  Used our allocations policy to give **priority to those fleeing domestic abuse, care leavers, and armed forces veterans**.

Specialist and supported accommodation provision

- 🏠 Implementing a **Specialist and supported accommodation strategy** to effectively stimulate and guide the supply of accommodation to meet the needs of our vulnerable residents.
- 🏠 Supporting the delivery of **over 600 homes for older people** including housing for sale, shared ownership, affordable and social rents and c.300 units of social and affordable **Extra care housing**.
- 🏠 Delivery of **80 units of supported accommodation to meet the needs of those with mental health needs or learning disabilities**.
- 🏠 Delivery of **supported accommodation for children in, and leaving, care**.
- 🏠 **Developed bespoke solutions** across key partners to address accommodation barriers for foster carers, children and young people and families with disabilities and large families.

Our Independent living offer

- 🏠 Under our Independent Living offer provided **2,313 grants to adapt people's home** to help residents live as independently as possible.
- 🏠 Continued the work of our Independent living centre providing advice and support on how residents can use **equipment and technology** to make their home safe and accessible.
- 🏠 ASC strive to **encourage individuals to remain living in their own homes** safely, reducing and minimising risks for as long as possible. For those who require additional support options such as extra care living are explored as part of aspirational outcomes for those we support
- 🏠 Continued to commit ongoing local authority funding for non-statutory, preventative housing related support to **help the most vulnerable to live independently**.

Housing solutions for foster carers

Telford & Wrekin Co-operative Council | Protect, care and invest to create a better borough

Telford Fostering

Helping to create more homes for the vulnerable children and young people of Telford and Wrekin.

Ofsted Outstanding Provider

Who can apply?

Anyone can apply, regardless of your occupier status. You can apply if you are:

- a homeowner
- with a registered social landlord
- with a private landlord
- in a Wrekin Housing Group property.

How we can meet your needs and increase our capacity to care.

- with adaptations to your home
- supporting you with a house move
- supporting you in conversations with your landlord.

CASE STUDY

ENABLING A PERSON TO BUILD THEIR LIFE

In 2019 Mr A was a successful businessman with his own company, living with his family in a three bedroom home.

At the end of 2019 Mr A started to go through some challenges with his business losing a major client and falling into debt. At the start of 2020 Mr A went through a series of stressful events that led to an emotional breakdown. He lost his business, house, and family leaving just with his dog and no belongings.

He felt very isolated and alone resulting in him living rough and addicted to alcohol and drugs. Rock bottom came in Aug 2022 when he was found on the wrong side of a bridge wanting to end his life his life. After receiving support to withdraw from addiction and rebuilding his relationship with his Mum he was offered a property specifically for rough sleepers under the RSAP Programme (known as **Telford Housing First**) - a two year project to support people to become tenant ready. Mr A moved into a one bed flat with his dog.

Through personalised support from a Council Tenancy sustainment officer, he is rebuilding his life and having been previously in the armed forces, also now supported by the charity **Soldiers, Sailors, Airmen and Families Association**.

Mr A is ready to move on at the end of the project and will be fully supported into his permanent home.



Giving people who have experienced homelessness, chronic health and social care needs a stable home to rebuild their lives.

THE NATIONAL PICTURE

The national policy context for housing is complex and changing with key themes summarised below:

- 🏠 There remains a significant focus on the development of new housing nationwide, with central government setting an ambitious target of 1.5 million homes to be built nationwide in the next five years, with a particular focus on social and affordable housing options with a new **Affordable Homes Programme**.
- 🏠 Through planning and housing policy targeting all providers to **increase and expedite new housing delivery**.
- 🏠 New policies, such as the future homes standard, to shape housing design, quality, physical accessibility, environmental performance, and safety.
- 🏠 Welfare reform changes are continuing, however planned changes to the funding of specialist housing have **not** been introduced.
- 🏠 New National Planning Policy Framework focussed on increasing the quality and quantity of supported, specialist and affordable housing provision through up-to-date **Local Development Plans**.
- 🏠 Through the introduction of the **Supported Housing (Regulatory Oversight) Act 2023**, implementing a new framework for regulating supported exempt

accommodation in England and Wales.

- 🏠 Additional regulation of the rented sector is proposed through the **Renters' Rights Bill**, with the **abolition of Section 21 'no fault' evictions** and tenancies moving from fixed term to periodic.
- 🏠 Central government are also consulting on making all private rented properties a **minimum EPC rating of C**.
- 🏠 The government also plans to introduce new rules for housing conditions and disrepair by extending the **Decent Homes Standard** and **Awaab's law** to the private rented sector.
- 🏠 There continues to be limited national funding for housing renewal and improvement, with the exception of **Disabled Facilities Grants** and related measures.

Cost of Living

It is estimated that the **cost of living nationally will continue to rise** over the next few years driven by energy prices and influenced by international political instability, increasing demand and rising production costs.



Freestone Avenue, St Georges

Affordability

As the population continues to increase and people live longer, **house prices are expected to continue increasing**, while financial uncertainty will continue to make borrowing difficult. This means home ownership will continue to be **unattainable** for many.

Social housing providers also report financial challenges with increasing and maintaining their housing supply.



Housing being built as part of
our Telford Land Deal

HOUSING STRATEGY 2025 - 2030

A huge amount has been achieved since we adopted our first strategy, and we have built a strong foundation of partnership working and co-production and from this a deep knowledge base of the housing picture and challenges in our Borough.

In developing this draft strategy, we have talked to a range of partners and those with lived experience to understand their priorities and concerns at this point. Some of the challenges we have heard relate to the increasing complexity of lives and how this is impacting housing choices, the need for homes that can adapt through life and that will support people live independently longer whether in old age or with health concerns, in their communities, and the impact on some of our most vulnerable including children and young people and armed forces veterans. Affordability, housing quality particularly in key areas of the Borough and also how we minimise and adapt to climate change, continue to be key themes.

Following review and the ongoing commitment of partners we are proposing to retain the existing objectives but with some updates to further emphasise health, safety, community and how we work to achieve carbon neutrality by 2030.

The following sections outline how we propose to address these objectives over the next five years.





OBJECTIVE ONE:

To make the **BEST** use
of our existing homes



To maintain progress towards this objective, we will continue to improve property conditions by:

Improving standards – Better homes for all

- 🏠 **Educate and engage** with landlords and tenants to provide the best outcomes and sustain tenancies.
- 🏠 **Working closely with partners** in Homeless Services, Citizens Advice Bureau, Marches Energy Agency to help private tenants struggling with the cost of living crisis, putting them at risk of homelessness.
- 🏠 Ensuring all properties we inspect are **safe and free from hazards**, with a particular emphasis on damp and mould, excess cold and overcrowding.
- 🏠 Ensure all properties are **compliant with gas, electrical, smoke, carbon monoxide** and **minimum energy efficiency standards**.
- 🏠 Programme of **surveying all blocks of flats** in the Borough to ensure fire safety.
- 🏠 Respond to the changing regulatory landscape by implementing the **Renters' Rights Bill, Decent homes standard** and **Awaab's Law**.
- 🏠 Work with our social landlords to ensure they are **compliant with the social housing regulator**.
- 🏠 Continue to work with partners to **support owners of hoarded properties**.
- 🏠 Under the Supported Housing (Regulatory Oversight) Act 2023 **improve the quality and standards of supported housing** by implementing licensing schemes, national standards, and continue to focus the work of our expert advisory panel.
- 🏠 **Continue to communicate our services** through public events, social media channels and our website.

- 🏠 Work with partners to **reach people who may not have access to our services** due to issues such as digital exclusion and language barriers.

Building safer, stronger communities

- 🏠 Working with partners in our **'safer stronger' areas** with high levels of private renting to ensure safety in properties and support community cohesion.
- 🏠 Building a programme of **education and support** for residents where English is not their first language.

Houses in multiple occupation (HMO)

- 🏠 Continue **mandatory HMO licensing** in the Borough and ensure compliance with licence conditions.
- 🏠 To continue to **monitor and manage the number of HMOs** in the Borough building on an evidence base for the introduction for further licensing schemes and article 4 directions.
- 🏠 Work with partners, through our safer stronger programme on programmes of education in key estates, to **limit any negative impacts of HMOs**, such as overcrowding and anti-social behaviour.
- 🏠 Focusing **Multi Agency Operations on HMOs**

associated with overcrowding and anti-social behaviour.

New town legacy

- 🏠 Continuing programme of work to promote completed action plan for Sutton Hill with partner agencies and bodies, including Homes England, West Midlands Combined Authority and RP partners to **lobby government for investment**.
- 🏠 Concentrating proactive programme of **tenant and landlord education** to ensure safety in private rented properties, using enforcement as a last resort, where compliance is not forthcoming.
- 🏠 Focussing energy efficiency government grants in new town estates to **improve energy efficiency of properties**.

Financial support

- 🏠 Continue to offer our **Better homes for all loan for households** struggling to carry out essential repairs to their property.
- 🏠 Continue to provide financial support through our **financial welfare support group** for struggling homeowners and tenants.



Hills Lane Drive, Madeley

Enforcement

- 🏠 Ensuring we take **robust enforcement action** against landlords where compliance is not forthcoming.
- 🏠 Through partnership multi agency work, we will continue with our **proactive, intelligence based, targeted enforcement**.

Partnership working

- 🏠 Build on our partnership working with private sector landlords to provide **advice and support** for our most vulnerable tenants.
- 🏠 We will work with partners to **identify and protect vulnerable tenants** such as older renters, victims of human trafficking, modern day slavery and individuals working through international recruitment agencies who are at greater risk of exploitation by criminal landlords.

Affordable warmth strategy

- 🏠 **Support the Telford Energy Advice line** for our residents who are in fuel poverty or at risk of becoming fuel poor.
- 🏠 Direct **delivery of retrofit measures through targeting investment** from the government's Warm Homes programme to eligible properties.
- 🏠 Delivery of measures to **support fuel poor households** through the Council funded **Warm and well Telford** scheme.

- 🏠 Expand the Council's **emergency boiler programme** for vulnerable residents with no heating provision.
- 🏠 Maximise grants through the **Energy company obligation grants**
- 🏠 In collaboration with Marches Energy Agency, **help the 'able to pay' market navigate the complex market of retrofit**, through surveys, advice and the provision of the 'retrofit home' operating as a show home for people to go and experience different measures.
- 🏠 Promoting **green measures to landlords** in the private rented sector.

Long term empty property strategy

- 🏠 Meet our target of **bringing 375 long term empty properties back into use** by June 2026.
- 🏠 Publishing a new **Empty property strategy in 2026** setting ourselves another ambitious target focusing on the properties which have been empty the longest.
- 🏠 To continue working with national bodies to **lobby government** to make bringing empty properties back into use and raise awareness of the importance of this work, by **making it a statutory requirement**.

Better homes for later life

Working in partnership with Age UK Shropshire Telford & Wrekin implement a scheme for our older residents providing:

- 🏠 **trusted support and advice** for those who may find themselves inappropriately housed.
- 🏠 support to navigate the complex market of repairs, working with our **procured contractors**.
- 🏠 Through Telford & Wrekin Homes exploring options to **support people downsize through acquisition or lease** and to find more suitable accommodation releasing larger properties to meet family's needs.

Direct delivery

- 🏠 Continuing to **grow our Telford & Wrekin Homes portfolio of refurbished properties** working with local Registered Providers to acquire and seek to retain affordable housing stock particularly in key parts of the Borough. Delivering a minimum of 100 acquisitions by 2027/28.
- 🏠 Exploring the implementation of a **retrofit programme on Nuplace's existing estates**, including the installation of PVs and batteries to reduce their carbon footprint and reduce energy bills for tenants.



Southwater Way, Telford

Case Study

Warm & Well Telford

Warm & Well Telford is an energy efficiency scheme for Telford and Wrekin households funded by Telford & Wrekin Council.

Householder A applied for the Warm & Well scheme as their front door was wooden and rotting away letting in draughts, in addition to old and ineffective TRVs.

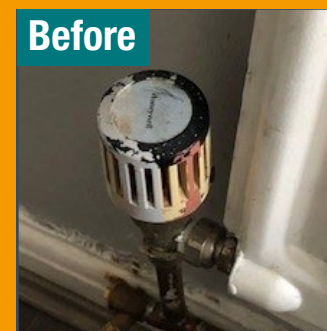
Through the scheme both the front door and TVRs were replaced, with householder A commenting, “Excellent service, work was carried out very neat and very happy with the service”.

Householder B, an elderly person living with a terminal health condition, applied to the scheme as their bay window was very old and the living room always felt cold.

Their window was replaced through the scheme with

householder b commenting, “Brilliant job, So pleased, thanks very much. Fitters came on time and have done a lovely job, left site very clean and tidy. Thanks so much”.

The scheme is seen by many as excellent and a help to those who are struggling financially.





OBJECTIVE TWO:

To support safe,
clean, green, healthy,
connected communities



We are committed to ensuring that in all roles the Council plays in relation to housing deliver, that we focus on the creation of safe, vibrant, interconnected places where people feel a sense of belonging and support.

Our approach goes beyond simply constructing buildings and focuses on fostering social connections, local amenities, and shared spaces that promote community engagement and preserve and enhance the environment. In order to continue to secure delivery against this objective we will:

Local plan

The Council are finalising the review of the **Telford and Wrekin local plan** which is anticipated to reach formal Examination in Public in 2026. The plan sets out the Council's **overall vision and growth strategy for the Borough up to 2040**. It proposes sites for future housing and employment, policies to shape the tenure, type and standard of housing to be delivered and maintains a focus on developing It is anticipated that 20,200 net new homes (including affordable homes) will be delivered by 2040 with over 50% of these already under construction or with planning permission.

Through the policies in the local plan, we will:

- Take a **data led approach** to assessing and quantifying the local evidence base around the housing needs of our community including young, elderly and of limited physically ability, including the Economic and Housing Development Needs Assessment (EHDNA) and the Gypsy and Traveller Accommodation Assessment (GTAA).

- 🏠 Use this evidence base to support the development and adoption of new and updated policies that secure the delivery of a range of housing types and sizes to nationally space standards that **meet the diverse housing needs of residents including elderly, less mobile and care leavers**.
- 🏠 Maintain delivery of **affordable homes for social and affordable rent and share ownership**, whilst maximising other routes to delivery such as through Homes England grant via Registered Provider partners.
- 🏠 Implement new policy to **use Section 106 funding to help fund affordable homes to meet unmet need**, including housing for people with dementia, care leavers and larger families.
- 🏠 Implement new policy to support the delivery of proposals for **new town estate regeneration schemes** to provide a strong policy framework which will help support the principle of regeneration and future funding bids.
- 🏠 Develop and adopt new policies that will address stalled development sites that blight local communities to regenerate brownfield land and provide new homes in accessible locations. This will strengthen the Councils approach in the use of Compulsory Purchase Order powers where necessary to **bring 'problem' buildings and sites back into productive use**.
- 🏠 Work to increase the supply of housing that provides **flexibility in the long term** by being delivered, wherever possible, to:
 - 🏠 The Nationally Described Space Standard (NDSS).
 - 🏠 Part M (4) Category 2 of the Building Regulations (roughly equivalent to the 'Lifetime Homes Standard').
 - 🏠 Part M (4) Category 3 (wheelchair standard).
- 🏠 Secure more sustainable development through the implementation of the Climate Change Supplementary Planning Document, linked to the Borough's **Climate change action plan**, including a focus on building fabric and



Principal Point, Wellington

design, including clean energy generation building on our track record of solar PV on Nuplace properties, as well as improved footpaths, cycleways, public transport links and biodiverse spaces to support the creation of green, well-connected communities.

- 🏠 Examine opportunities to **increase housing supply through new approaches**, for example, community-based housing.
- 🏠 Continue to implement the adopted Homes for All Supplementary Planning Document to secure delivery of **adapted accessible accommodation and all age friendly estate design**.
- 🏠 Engage constructively with other adjacent regional local authorities and other stakeholder agencies to **maximise learning and partnering opportunities in the field of housing delivery**.
- 🏠 Work with the construction industry (including SME companies) and training providers to **address skills gaps in the Borough's workforce**, including housing design, construction and new building technologies, such as modular construction.
- 🏠 Work with house builders to embed **modern methods of construction** into their development plans where this can speed up delivery, address viability and affordability issues and **contribute towards the Council's carbon reduction commitments**.

Delivery

- 🏠 **Maintaining housing supply at c1,000/pa** - aligning with Governments planning reforms and ensuring this meets local

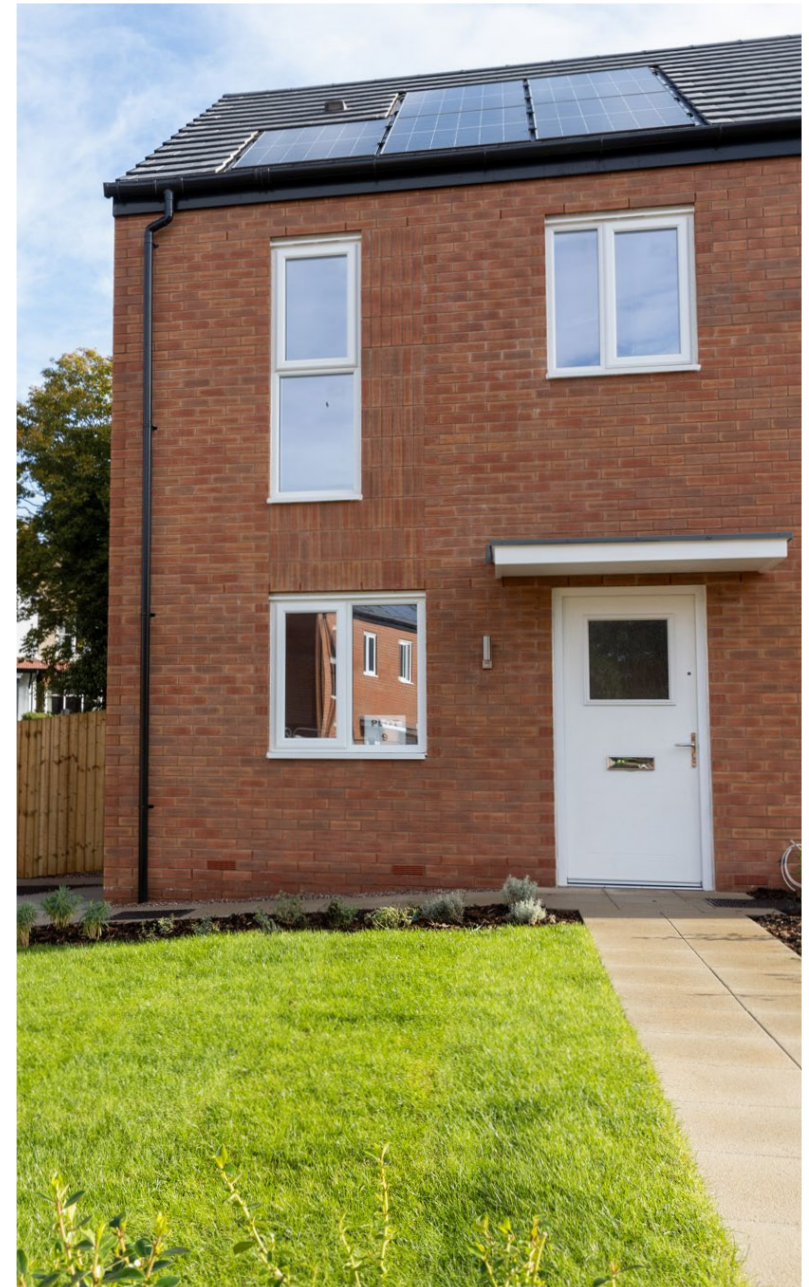
housing need. Continuing to deliver high quality and sustainable private and affordable rent homes through Nuplace, bringing the portfolio to over 1,000, including delivering properties to higher accessibility standards setting a market standard.

- 🏠 Creating a new model of town centre living delivering new affordable and rented homes at **Station Quarter** in the Telford town centre and reviewing opportunities to deliver further homes in the town centre directly and in partnership.
- 🏠 Supporting the **regeneration of our Borough towns** creating new opportunities for housing to create vibrant mixed-use centres with a focus on Oakengates Theatre Quarter and Wellington creating vibrant mixed-use centres bringing new housing and vitality into our key centres.
- 🏠 Enabling the delivery of **affordable homes in rural areas** through planning exception policies and puts arrangements in place to give priority to existing residents of these areas, or those with a strong local connection.
- 🏠 Working with the WMCA to **secure investment to unlock stalled brownfield sites** that blight communities and undermine viability and housing delivery. Working with development partners to ensure new housing site allocations deliver sustainable, connected communities supported by necessary infrastructure.
- 🏠 Working with affordable providers through initiatives such as Telford and Wrekin Homes to **retain good quality stock and slow losses**.

Partnership working

- 🏠 Focus on **safe, clean, well-maintained neighbourhoods** continuing to drive safer, stronger communities programme with a key focus on housing standards.
- 🏠 Continue to support skills development in the Construction Sector through the **Built by you initiative**, a partnership between the Council, Lovell Partnership and Telford College providing training and support to help people gain valuable qualifications and skills for careers in the construction industry.
- 🏠 Provide a **supportive and 'business friendly'** development management approach including providing pre-application advice, support and viability assessment.
- 🏠 Assist developers to **deliver schemes that are stalled and/or with unimplemented planning consents** through access to a range of support and funding.
- 🏠 Early engagement with housing associations to support their development programmes and help ensure that their proposals will **most effectively meet local needs**.
- 🏠 **Co-ordinate and secures external investment** from Homes England and the West Midlands Combined Authority.

The Council will continue to use all its powers and to review opportunities to intervene in the housing market including directly delivering new homes where there is a specific housing need or market failure, and it makes service or financial sense. This will include through both Nuplace and under the Council's Registered Provider status. The latter is anticipated to focus on delivery of more specialist accommodation.





OBJECTIVE THREE:

To provide homes to support and empower our most vulnerable people



Everyone should have the opportunity to access good quality and affordable housing to meet their needs, but for some of our most vulnerable residents this is particularly challenging.

This may be due to health or age, their family situation or because of resulting circumstances including addiction, rent arrears and homelessness. The Council will continue to work with local housing associations, developers and other organisations to provide **quality homes for all, including the most vulnerable**, and to work with individuals and families to support them into accommodation.

In addition to supporting the delivery of suitable homes for all, the Council will continue to strive to ensure that our available housing across the Borough is **prioritised for those most in need**.

Our focus will always remain on **working to prevent homelessness** and in cases where prevention isn't possible, or people are not ready to engage our aim will be to work across agencies to **support and move people into independence as swiftly as possible**.

Whilst the delivery of housing to support and empower our most vulnerable people has accelerated, it is acknowledged that there remain several gaps that future housing delivery should look to meet. The Council will be working closely with partners to ensure that ongoing housing delivery is **targeted** to fill these gaps and ensure the Borough has a **variety of accommodation**.

To support this objective the Council will be making data about the need for specialist and supported accommodation **available online**, in the next 12 months, **for developers and registered providers to use to shape supply**. This will also be shared with Planning Officers to consider in negotiating affordable housing contributions

and with Homes England and funding partners to prioritise their investment. We will support this through an annual review of delivery against forecast demand and will also include, where possible, a geographical representation of existing supply and remaining gaps. Regularly updated and easily accessible data will help to ensure it remains as accurate and up to date as possible and can continue to effectively stimulate the required future housing delivery for our vulnerable people.

To meet this objective the Council will:

1. Continue to prevent and relieve homelessness and support the most vulnerable clients to become tenant ready

-  Work closely with clients, landlords and registered providers to **understand any tenancies at risk** and work in partnership to negotiate, mediate and prevent homelessness where possible.
-  Work with those who **have lived experience** to coproduce future services.
-  Continually **reviewing our temporary accommodation usage** and consider purchasing additional units to meet our severe weather emergency protocol requirements to ensure there is sufficient supply to minimise the use of emergency accommodation and B&B.

 Support clients to **access funds towards housing costs** to prevent and relieve homelessness.

 Support local homeless charities and third sector organisations by **providing funding to deliver services** for homeless clients and those sleeping rough.

 Provide a homelessness and housing advice service, with a strong **emphasis on preventing and relieving homelessness**.

 Continue to **fund and provide housing related support to clients** to enable them to learn life skills to manage a tenancy, understand what it means to be a good tenant and prevent homelessness.

 Utilise the **local authority funded short term supported accommodation services** to accommodate individuals who are not tenant ready and through the delivery of support progress them to be tenant ready within a maximum of two years.

 Ensure our Supported Accommodation offers good quality support and accommodation and work with partners to **continually monitor and review effectiveness**.

 Work closely with supported accommodation providers to support individuals who have progressed to be able to live independently,



Mafeking Road, Hadley

to **access move on accommodation** via our nominations into social housing.

-  Provide **target hardening schemes** to enhance the security of a residence to increase safety, to enable victims of domestic abuse to remain living at home safely.
-  Ensure that **there is a place of safety available** through emergency accommodation for all people experiencing domestic abuse, in accordance with the Council's **Domestic abuse policy** and our status as a **White Ribbon Town**.
-  Work with veterans and care leavers to explore models such as **Housing First, Shared Lives** as additional accommodation options.
-  Continue to operate the multi-agency Rough Sleeper Task Force to support those **most vulnerable** living on the streets to **access accommodation and support**.
-  Provide emergency accommodation and support to those faced with **sleeping rough during severe weather**.

2. Help people identify and secure suitable accommodation

-  Work with our local Registered Social Landlords using the joint nominations agreements to ensure continued **local authority priority to refer into affordable and social rented accommodation** for those most in need.
-  Will proactively work with ex-Service personnel and their families to provide the support to find suitable housing, in accordance with the Council's **Armed Forces Community Covenant**, ensuring access to funded housing related support services and giving additional

priority for Veterans via our nominations into social housing.

-  Continue to develop a wider range of initiatives to support care leavers in finding move-on accommodation with approved Landlords, in accordance with the Council's **Care Leaver's Covenant** ensuring access to funded housing related support services and giving additional priority for Veterans via our nominations into social housing.
-  Provide wrap around support to unsure victims of domestic abuse are **supported to find safe and secure move on accommodation**.
-  Co-ordinate access into our **Specialist and supported accommodation** to ensure access for those most in need.
-  Work closely with Adult and Children's Social Care services to **identify those unsuitably housed** and work in partnership on a case by case to identify accommodation solutions.
-  Provide **support to foster carers to overcome accommodation barriers** that may prevent them from continuing to foster or from accepting additional placements.
-  Work with Children's Services to closely monitor those children who will become care leavers and ensure **identification of suitable accommodation** in a timely manner.
-  Ensure support services **help people to access employment and education, increasing affordability and future housing options**.
-  Ensure information on our website is up to date allowing individuals to **understand the variety of accommodation options available**.

3. Continue to work with key partners to deliver good quality accommodation that meets the needs of older and vulnerable people

- 🏠 Work with partners to **influence the future supply of affordable and social housing that targets areas of unmet need** including increasing one bed and four+ bed.
- 🏠 Work with partners to influence the future supply of adapted affordable and social housing that can **meet the needs of our ageing population and those with physical disabilities** including those adults and children living with families and requiring larger properties.
- 🏠 Focus further delivery to ensure a good geographical spread across the Borough **supporting people to remain in the local communities**.
- 🏠 **Identifying more affordable models of one bed self-contained accommodation** that can be used to support vulnerable groups such as care leavers and veterans to live independently.
- 🏠 Explore delivery of high-quality HMO models of service that can be used **specifically for our care leavers**.
- 🏠 **Expand our Housing First approach** to care leavers and other groups that may find it more difficult to secure a tenancy.
- 🏠 Support Housing providers and developers to continue delivery of **older people specific accommodation** across the Borough with a focus on delivery of retirement and extra care for owner occupiers and bespoke models of extra care that can support those older people with dementia to remain living in their own accommodation, including with loved ones where desired.
- 🏠 **Stimulate the market to continue to deliver a range of accommodation offers for older people** including for sale, shared ownership, market and affordable/social rent models.



- 🏠 Continue to promote the delivery of supported accommodation to **meet the identified needs of our vulnerable groups** such as those with mental health needs and learning disability and Autism.
- 🏠 Explore the expansion of extra care and sheltered housing models that currently focus on over 55's to an **all-age model to offer a long term supported accommodation model for other vulnerable groups**.
- 🏠 Use the Supported Housing (Regulatory Oversight) Act 2023 to manage the local market and increase the oversight of **quality and quantity of supported accommodation provision**.
- 🏠 **Review and streamline our supporting independent living offer** including Disabled Facilities Grants and will work to make this as efficient and accessible as possible.
- 🏠 Ensure we have **one point of contact for housing information and advice including good quality information on our website and links to our Independent Living Centre**. Supporting people to understand and access available accommodation options and to adapt and make homes more accessible to promote independent living.
- 🏠 **Support housing partners to access available funding** for ongoing housing delivery that meets local need.
- 🏠 **Provide emergency accommodation** to those faced with rough sleeping, during severe weather conditions and to provide support to access long term accommodation offers.



CASE STUDY

MS C

Ms C moved into Telford & Wrekin Council's women's refuge due to having a baby and being unable to stay with the baby's father due to domestic abuse. There was historical domestic abuse between the baby's father and his ex partners. Social services raised concerns due to the history of the father and the vulnerability of Ms C and her new baby.

Ms C came into refuge after leaving the hospital with baby. She was very nervous about being a first time Mum and having no home. She said her experience was 'very interesting from the other side' as she previously worked at a different refuge on security. She said 'it was very relaxed and it was nice to be in a house where she could ask for help if needed'.

Whilst in the refuge Ms C received support around domestic abuse. She was supported in accessing Claire's law and is still receiving support around the outcome of the findings. She was supported in finding a new home for herself and her new born baby, and received help with tenancy start up. Ms C was supported in applying for and receiving further support from welfare crisis who provided her with essential items for her to be able to start up her new home. Ms C was helped with setting up her bills and informing the local council that she had moved.

Ms C said 'My experience was positive. My family has now settled down and life is easier'. She said she knows how to access support in the future if it is needed.



Queen Street, Wellington

Ensuring fairness

This strategy is about how we can work to deliver housing for all. In setting out our proposals we have paid due regard to the **Public Sector Equality Duty**, ensuring that equality considerations have been embedded throughout the process. We have actively considered how our decisions and actions will affect people with different protected characteristics, and have sought to eliminate discrimination, advance equality of opportunity, and foster good relations within the communities we serve, particularly in relation to access to safe, affordable, and suitable housing in line with our statutory responsibilities under **s149 Equality Act 2010**.

