

HIA Recommendations	Comment
Provide care and support for older and vulnerable people	
Assessments for additional support needs should consider mental and physical health needs equally and consider many people have multiple additional support needs.	The Durham County Council Housing Market Position Statement has identified people with mental health issues and people with learning disabilities as key groups for particular consideration regarding the council's priorities to provide care and support for older and vulnerable people.
Explicit use of the Housing Act 1996 to define her/his vulnerability within support criteria.	The Housing Strategy has been updated to explicitly reference the Housing Act 1996
Identify children as vulnerable occupants within the home despite not directly being the tenant but who may have health needs and who are more vulnerable to housing quality by virtue of their age, physical size and autonomy.	Children are identified as key groups within the action plan, these include: raising standard in the Private rental sector with regard to PRS accidents at home; addressing poverty in a housing context, through the council's poverty plan and the child poverty plan; delivery of the Affordable Warmth Action Plan and the Warm Homes Campaign.
Extend criteria considerations to people with common long term conditions, and dementia explicitly.	People with Long-term conditions are a priority with regard to DKO housing and suitable housing.
Explore the use of technology to ensure safety and promote inclusion for people with sensory impairments.	Comment noted.
Adapting homes to meet people's needs should be preferable to moving people in order to enable the maintenance of social networks and continuity of services within communities.	The Housing Strategy supports people to live independently in their homes for as long as they wish. This is incorporated in the overarching outcomes to: 'Provide care and support for older and vulnerable people including adaptations to properties', and 'Provide housing products and support to meet the needs of people with disabilities.
Housing support available should be proactively promoted through a range of communications measures and in particular through health and social care interfaces such as discharge planning.	The Housing Strategy supports and promotes more joined up approach to sign post and promote. For example through MECC initiatives. Welfare officers give a triage service as standard to self-identified need, which is generally in the Private rental sector. DKO provides a social tenancy sign up pack. Each RP has their own pack. The housing strategy could work

	with partners to ensure consistency of provision across providers.
<p>Promote the support available for the housing application process and housing support that is available through community based services (i.e. not only health and social care) through a range of media formats and communications at community and voluntary sector locations / services</p>	<p>The aim of the council is to raise awareness of the scheme and attract more customers to DKO whilst improving accessibility to homes. Actions have been designed to improve DKO through: the use of evidence on an area by area basis regarding demand for social housing to analyse, scope and implement interventions; review the DKO application process; Investigate affordability for social housing in County Durham; and Improve the appearance and functionality of the customer website (including mobile site) to support access and ease of use for prospective tenants.</p> <p>Depending on the housing partner (eg Karbon, Believe Housing etc), the following is offered:</p> <ul style="list-style-type: none"> • Telephone applications • Home visits • Appointments at various access points (eg North Star have one in Barnard Castle, Believe Housing have workers across multiple offices) <p>Online applications can be submitted by all clients or by advocates or support workers. East Durham Homes complete online forms with customers in their Peterlee access point. For those who do not have access to online bidding, they can be added to an auto-bid facility on the system based on their preferences (Believe Housing staff bid for these applicants instead of using auto-bid and EDH have a vulnerable persons officer).</p> <p>Evidence (eg proof of address/ID) can be photographed and sent by email or text. Only if we have reason to believe the documents are fraudulent would we ask to see originals at that point – we ask to see originals at future point</p>

	<p>of offer. All partners offer low call rate or free telephone numbers to ring, and have call back service. Livin have an online chat facility.</p> <p>All of the above is available to all and/or based on vulnerabilities as opposed to where applicants live, but it can mitigate some of the issues those in rural areas may have. Partners are accommodating (within reason) when arranging viewings with applicants.</p>
Ensure eligibility for carers (informal / formal) to represent people who may require for additional support within processes.	This is already practice for DKO and other RPs
Ensure that system and procedures proactively enquiry regarding additional needs that individuals may have, including a range of physical, mental and social examples, so the emphasis of responsibility is not on the individual to only self-identify.	GP's have started charging for this. DKO does not request medical forms (as part of its desktop practice) unless there are medical claims by applicants. DKO does liaise with carers, social workers etc to gain such information.
Ensure that housing officers receive appropriate training on relevant aspects of their job and client groups' e.g. MECC, mental health first aid; dementia-friendly training; domestic violence etc. with support from health and social care partners.	Housing staff do receive training such as MECC. The housing strategy will support and promote any extra training and partnership working for housing and health staff, as an action.
Private and social landlords to include smoke free homes standards as part of their tenancy agreement to improve the health of non-smokers in the home, particularly children.	At present DKO and partners do not offer smoke free homes, tenants are allowed to smoke in their flats if they wish. There are no-smoking regulations in flats and communal areas.
Communal outdoor areas within housing estates should be protected fresh-air spaces where smoking is prohibited for the protection of children and vulnerable groups.	The Housing Strategy will discuss with partners to see how the council can support steps to make air cleaner for children and vulnerable groups.
Where tenants are identified as smokers, landlords should consider a referral to fire & rescue services for appropriate risk assessment and advice.	The Housing Strategy will present this recommendation to partners for further consideration.
Increase the number of DKO properties with wrap around support to support vulnerable people to achieve and maintain tenancies.	The Housing Strategy are in the process of working in partnership with providers and delivery groups to look into how it can promote a more joined

	up set of services including sign-posting and information.
Ensure people know about what succession tenancies are and how they can apply for them.	The Housing Strategy are in the process of working in partnership with providers and delivery groups to look into how it can promote a more joined up set of services including sign-posting and information.
Encourage the benefits of smoke-free, accessible and safe greenspace and garden areas to health and wellbeing of residents to housing providers, including physical activity promotion, play in childhood and mental wellbeing.	The Housing Strategy includes specific actions such as: supporting households to become smoke free, via delivery of activities such as Making Every Contact Count (MECC) to signpost residents to relevant and available services. Policy 27 of the emerging CDP sets out that development will be expected to maintain and protect, and where appropriate improve, the county's green infrastructure network, which will: maintain and improve biodiversity, landscape character, increase opportunities for healthy living and contribute to healthy ecosystems and climate change objectives. Provision for new residential development will be required to meet the standards of open spaces provision set out in the Open Space Needs Assessment.
Addressing poverty and the impacts of welfare reform in a housing context	
Build on existing good practice to support people find appropriate energy suppliers and assessment for fuel poverty support (top ups/discounts) – see below.	The council's award winning Warm Homes Campaign co-ordinates delivery of the County Durham Affordable Warmth Strategy and Action Plan by raising awareness, uptake and delivery of all local and national energy efficiency and fuel poverty programs to residents in County Durham. The Campaign has over 900 local community partners who help to generate referrals to the Warm Homes Team. As part of the Campaign, for all enquiries received, eligibility for a broad range of services will be considered including: <ul style="list-style-type: none"> • Energy Company Obligation (ECO) grants for boiler and heating replacements & wall and loft insulation measures;

	<ul style="list-style-type: none"> • Support with energy bills, access to low cost energy tariffs and switching energy companies; accessing the Warm Homes Discount, fuel debt write off support and advice; • Energy saving advice; • Benefit checks (from the Welfare Rights Team); fire safety checks (from Durham and Darlington Fire and Rescue Service); • Help for those living in a cold home with a cold related illness. <p>Other services provided as part of the initiative includes:</p> <ul style="list-style-type: none"> • Targeted interventions such as the joint working with Clinical Commissioning Groups to assist residents with a cold related illness or respiratory disease access grants; and joint working with Macmillan cancer support service - Joining the Dots, to support vulnerable clients with warm home applications. • Training for partner organisations; • Signposting to other services.
<p>Support for new tenants / people moving into their first independent home should be given an understanding/ knowledge of budgeting skills for people in the social/private rented sector.</p>	<p>The council's Managing Money Better Service provides free and impartial advice to save money on energy bills and to keep residents homes warm.</p>
<p>Allocations of homes should be considered in relation to access to support, including services and informal family support.</p>	<p>DKO already operate on this basis.</p>
<p>Where money management and budgeting is found to be difficult for individuals, or can be anticipated to be difficult, welfare support and housing providers should work to agree payment methods not dependent on individual behaviours or abilities.</p>	<p>All partners have specialised teams and/or officers for welfare support, and housing benefit/Universal Credit advice. All partners show discretion regarding access to social housing and rent collection depending on the individual and refer into DCC's Welfare Rights and Citizens Advice, where required. Budgeting and Benefit</p>

	<p>calculators are offered on the Durham Key Options website to customers who want to self-assess their own finance and benefits available. These tools are also utilised by housing staff to run through affordability with prospective tenants.</p>
<p>Build and develop links with public transport providers, employer transport schemes, active travel options, and car-shares schemes to enable routine travel / access across Co. Durham to maximise employment opportunities for working age people.</p>	<p>As part of new developments, Policy 22 in the emerging CDP – ‘Delivering Sustainable Transport’ requests for travel plans, priority for active travel and refers to the need to car share schemes as well as the need for having better public transport links and improved relationships with public transport operators. The council has developed a Sustainable transport delivery plan for Durham City that looks at enabling and extending sustainable methods of transport. This also includes work and school travel planning as part of the plan.</p> <p>The council also has a Cycling and Walking Strategy (2019) and a Parking and Accessibility Standards (2019) document, which ask for greater levels of car sharing/EV charging.</p> <p>The housing strategy will continue to support development in the links between people and sustainable transport and the application of Policy 22 on new developments to further build these links.</p>
<p>Explore opportunities to make initial allowances and delayed payments during the first few weeks of tenancy to enable people to receive their first pay check / welfare payments to prevent barriers to food / transport or heating.</p>	<p>Partners do judge each case individually and use their discretion to assist where possible. This recommendation could be put forward for discussion with partners.</p>
<p>Steps should be taken to raise awareness amongst providers and landlords about the high proportion of people who are working poor but living in social housing and therefore the specific impact of the bedroom tax on this group, focused on advocacy for tenants on UC</p>	<p>RP’s are already aware of these issues. This is being further addressed through the strategy outcome ‘Addressing Poverty in a housing context and the impacts of welfare reform in a housing context’ and the underlying actions: Enable delivery of</p>

<p>revisions and reducing stigma associated with social housing.</p>	<p>the Council's Poverty Plan and Child Poverty Plan, within a housing context; Work with landlords to enable greater understanding of the impact of poverty; Review and extend and raise awareness of the FAP</p>
<p>Offering financial support / incentives to older owner-occupying residents so that they can make improvements or update their property can make homes safer and warmer for their duration, reducing risk of illness as well as increase the value of the asset for any potential care provision required in the future. Enhancing dilapidated properties can also increase the attractiveness of streets, increasing value of housing stock enabling social good.</p>	<p>The Warm Homes Campaign assists with delivery of the County Durham Fuel Poverty Strategy to assist low income and fuel poor households to have a warm and healthy indoor environment and lower energy bills by delivering grant programmes for energy efficient boilers, central heating, wall and loft insulation measures and accessing cheaper energy tariffs.</p> <p>Disabled facilities grants (DFG) assist people to live independently by helping to fund suitable adaptations to their properties Following an assessment, any recommendations will be sent to the Home Improvement Agency, who will check if the occupational therapist's recommendations are feasible, reasonable and practicable.</p> <p>The Home Improvement Agency supports residents who are elderly, disabled or on low incomes to repair, maintain or adapt their homes. The Home Improvement Agency manages the relationship between the householder and contractors to ensure that scheduled works are value for money and meet the householder's and the council's requirements</p> <p>The Home Improvement Agency helps its customers to identify the building work required to future proof their home and helps to identify the funding sources available. Repairs and adaptations can be carried out through a person's own resources, grant and loan from the council and in some cases charitable or benevolent funding depending on circumstances.</p>

<p>Promote and develop links within communities to furniture cooperatives, food banks and clothing banks to ensure people can access necessary resources to properly furnish their homes and thrive in communities.</p>	<p>The Housing Strategy will work with partners and delivery groups to develop further links, promotion and sign-posting on to community groups, organisations and co-operatives.</p>
<p>Identify smoking status and amount spent on smoking as part of affordability assessment. Information on the financial gains from quitting could also be shared at this point</p>	<p>The Housing Strategy will support households to become smoke free, via delivery of activities such as Making Every Contact Count (MECC) to signpost residents to relevant and available services.</p>
<p>Social housing providers to engage with specialist stop smoking services to ensure tenants have access to a free specialist service.</p>	<p>Programmes such as MECC have been delivered as an approach to support workforce connectivity with the health and wellbeing agenda. As part of this information on smoking cessation will be made available should tenants express an interest in quitting smoking.</p>
<p>Encourage and promote the benefits of greenspace and garden areas to health and wellbeing of residents particularly as a free approach to be physically active, childhood activities and promotion of mental wellbeing.</p>	<p>Policy 27 of the emerging CDP sets out that development will be expected to maintain and protect, and where appropriate improve, the county's green infrastructure network, which will: maintain and improve biodiversity, landscape character, increase opportunities for healthy living and contribute to healthy ecosystems and climate change objectives. Provision for new residential development will be required to meet the standards of open spaces provision set out in the Open Space Needs Assessment.</p>
<p>Ensure Durham Key Options Choice Based Lettings is accessible and easy to use for the residents of County Durham</p>	
<p>Re-brand DKO to make more recognisable and convey to the user what it is</p>	<p>The DKO brand is already recognisable and known service the council website sign-posts towards DKO through a housing search on the site. There is however still work to be done. DKO advertise in Durham County News quarterly. DKO will continue to work more effectively with DCC to promote the DKO brand.</p>
<p>Undertake a PR campaign across Co. Durham targeting across the life stage and range of properties on offer.</p>	<p>The Housing strategy will promote the good work that the DKO service</p>

	<p>already carries out and services it provides. DKO has updated its website to provide a more user friendly service.</p>
<p>Undertake training of relevant professionals who can support people to complete their applications.</p>	<p>DKO are trained to support people to complete their applications. The Housing Strategy will continue to support ongoing training and development.</p>
<p>Ensure that the support available to apply for DKO is widely promoted for people in a range of locations / services, particularly to those who do not have access to technology or the necessary computer literacy skills to complete the application form.</p>	<p>The aim of the council is to raise awareness of the scheme and attract more customers to DKO whilst improving accessibility to homes. Actions have been designed to improve DKO through: the use of evidence on an area by area basis regarding demand for social housing to analyse, scope and implement interventions; review the DKO application process; Investigate affordability for social housing in County Durham; and Improve the appearance and functionality of the customer website (including mobile site) to support access and ease of use for prospective tenants. Depending on the housing partner (eg Karbon, Believe Housing etc), the following is offered:</p> <ul style="list-style-type: none"> • Telephone applications • Home visits • Appointments at various access points (eg North Star just have one in Barnard Castle, as small provider in County Durham, but Believe Housing have workers across multiple offices) <p>Online applications can be submitted by all clients or by advocates or support workers. East Durham Homes complete online forms with customers in their Peterlee access point. For those who do not have access to online bidding, they can be added to an auto-bid facility on the system based on their preferences (Believe Housing staff bid for these applicants</p>

	<p>instead of using auto-bid and EDH have a vulnerable person's officer).</p> <p>Evidence (eg proof of address/ID) can be photographed and sent by email or text. Only if DKO have reason to believe the documents are fraudulent would DKO ask to see originals at that point – DKO ask to see originals at future point of offer.</p> <p>DKO has recently gone live with an added service on their website which allows clients to attach evidence to their DKO portal at any point in their application process, once they have logged in.</p> <p>All of the above is available to all and/or based on vulnerabilities as opposed to where applicants live. Partners are accommodating (within reason) when arranging viewings with applicants.</p>
<p>Streamline the application process to reduce the length of time for applications to at least that of the private rented sector.</p>	<p>The application has already been streamlined from 30 to 12 pages, due to feedback DKO will continue to make efforts to streamline the application form.</p>
<p>Ensure that systems and staff training can respond to identifying urgent housing needs for vulnerable people (e.g. those fleeing domestic violence) and mechanisms are in place for appropriate referral or immediate placement / support where necessary.</p>	<p>Durham Key Options has a section in its procedures for Vulnerable Persons – both awareness and how to assess and refer. This is accompanied with a partnership assessment form, leading to referrals to relevant organisations. Some partners have specific vulnerable persons' officers and other partners ensure all staff are trained to deal with a range of vulnerabilities. Homeless applicants (or where they may be threatened with homelessness) are automatically referred by the CBL IT system to Housing Solutions, for contact to be made to offer specialist advice (this includes victims of DV). All partners are in the middle of agreeing a Commitment to Refer in County</p>

	<p>Durham – a non-legislated procedure coming out of the recent Duty to Refer. This document confirms their willingness to tackle homelessness with Durham County Council.</p>
<p>Ensure that any changes to the application process or to design/functionality of accessing the application process involves service users/ customers to ensure that the service is tailored to the needs of service users and can be accessed by potential users.</p>	<p>This is a standard process and all partners will be invited to return comments from their customers and customer involvement teams, during any consultation on the application process (and the form itself).</p>
<p>Increase the supply and support in homes for people with chaotic/complex needs. Ensure holistic assessment of individuals and families to ensure they are given the right support/services to achieve and sustain tenancies</p>	<p>The council is exploring the centralisation of housing products through a Local Letting Agency (LLA). This LLA scheme will secure access to decent, affordable private rental accommodation for households with complex needs and on low incomes who would previously have been likely to access social housing. They also generate income to cover operational costs.</p> <p>DKO is also undertaking a small pilot with BELIEVE housing group called 'New Start' which will support people with complex needs to secure and maintain a tenancy over the space of a year.</p>
<p>Expanding DKO to be a place where everyone can access all properties (including private landlords) not just social housing</p>	<p>This is already the case with DKO. DKO also advertises affordable home ownership and mutual exchange on its website.</p>
<p>Increase understanding of professionals, CVS and people in co. Durham the role of affordable housing (DKO) to support:</p> <ul style="list-style-type: none"> • People who have welfare/medical needs; • people to get onto the housing ladder; and • people who want to live and stay in County Durham 	<p>DKO is available on a priority basis. DKO evaluates on a case by case base. It draws upon evidence from professional and occupational health.</p>
<p>Property allocations should consider the needs of young families as they are likely to expand or have changing needs as children grow to promote appropriate development and privacy in childhood</p>	<p>DKO does allow for mixed gender families, in line with housing benefit rules.</p> <p>DKO does allow for those who are in work and earning £15,000 or more to apply for 3 bed homes.</p>

<p>(e.g. mixed gender families have separate bedrooms for boys and girls).</p>	<p>DKO does have exemptions in place such as if an extra bedroom is needed on medical grounds or because of carer needs.</p>
<p>Raise quality standards within the private rented sector</p>	
<p>Target investment and information / advice services to vulnerable households living in the private sector.</p>	<p>The Homelessness Review identifies that often decent private rented accommodation is hard for single people to access, it is often unaffordable; clients are asked for rent up front and it is sometimes difficult to find landlords that accept those with convictions or vulnerabilities/needs. The provision of support services is set out as one of the three aims within the Homelessness strategy and support, advice and signposting is already provided to private rented sector tenants by teams within Housing Solutions (Private Rented Sector team, Family Intervention Project (FIP) keyworkers, Housing Options and Planned Exits (HOPE) officers and where appropriate Housing Advice Line and Housing Officers). Currently FIP, Housing Advice Line and HOPE roles are being reviewed as part of the strategy action plan to ensure an effective support provision is delivered to vulnerable and often complex clients both in private rented sector and social housing. Durham have led on a successful regional Rapid Rehousing Pathway bid from MHCLG. The funding will allow for two tenancy sustainment officer posts who will provide support for vulnerable people who have secured housing after leaving the streets in order to maintain their tenancy. A Local Lettings Agency for Durham will also be established as part of the fund, housing will be leased by private landlords to Durham County Council so that vulnerable people can leave the streets and access housing with support. Durham County Council currently have two selective licensing areas and are currently working on a business case</p>

	<p>and evidence report which will look to increase the Selective Licensing areas across the County. For tenants selective licensing can lead to:</p> <ul style="list-style-type: none"> •more reliable, longer term tenancies, •better quality and safer property standards, •less empty properties, •reduced levels of homelessness, •increased property and rent values, •safer, more pleasant areas to live due to lower levels of crime, littering and other anti-social activity.
<p>The private rented sector standards should consider requirements to address the quality of physical space in relation to energy efficiency and space. Outdoor spaces for safe lightening, security and greenspace should also be considered within private rental offers.</p>	<p>New housing spatial standards for all new build homes and for affordable housing and intermediate products are forming an evidence base for the emerging CDP regarding sustainable design, which takes into account the need for quality space.</p>
<p>All private rental households should receive standard communications to make them aware of:</p> <ul style="list-style-type: none"> o the Tenancy Deposit Scheme and legal responsibilities of all landlord, irrespective of license status, o Energy efficiency measures, including fuel poverty supplements o Mechanisms to report inappropriate or unfair behaviour of landlords who have significant power imbalance. 	<p>As a service the housing team provide general advice and guidance to private landlords. We provide information on relevant legislative updates via press releases, in association with other teams such as Trading Standards and in the County Durham News.</p> <p>Members of the Private Landlord Accreditation Scheme sign up to a code of practice which contains conditions relating to management standards, property conditions and the landlord being of good character. Details of Tenant Deposit requirements are contained within this code of practice together with other legislative requirements. This Code of Practice is freely available from the team and on the website as part of the application process. As part of a membership pack landlords are provided with template documentation and advice and guidance on legislative requirements, we also provide information to members via quarterly newsletters,</p>

	<p>quarterly forums, training sessions and targeted e-mails.</p> <p>Inappropriate or unfair behaviour of landlords and reported by tenants would be via the Housing Advice Line in the first instance, which is the front line service to Housing Solutions. Any practice in relation to unfair management practices, retaliatory eviction, illegal eviction or harassment would be passed to our team for investigation and discussion with the landlord. Any concerns relating to property disrepair would be reported to EHCP.</p> <p>The warm homes campaign works with partners to spread awareness of the energy efficiency measures delivered by the council.</p> <p>The Housing Strategy will discuss with partners the prospect of collating a standardised set of communications for tenants when they move into properties so that information is on hand if required.</p>
<p>Developmental work with private sector landlords to make inclusive eligibility criteria should be undertaken to reduce stigmatisation of specific groups, learning from social housing approaches to make adaptations and offer appropriate support for vulnerable groups.</p>	<p>As part of membership to the private landlord accreditation scheme landlords receive quarterly newsletters with up to date information. There is also a quarterly landlords forum and a programme of free training available to members.</p> <p>A further membership benefit of the Private Landlord Accreditation Scheme is the ability to advertise member's empty properties via Durham Key Options, choice based lettings system. Landlord with properties in selective licensing designations can also advertise via this vehicle. As part of this process member landlord are encouraged to accept clients in receipt of benefit and with appropriate support in place. An equal opportunities policy is being developed in</p>

	<p>Prior to letting property landlords must check prospective tenants have the right to stay in the UK.</p> <p>Landlords are encouraged to advertise their vacant properties through Durham Key Options and homeless and prevention officers use only accredited landlords to accommodate homeless people or those threatened with homelessness. The Rent Deposit Guarantee Scheme and empty homes loans are only available to accredited landlords, which are an incentive for landlords to join the scheme.</p> <p>The council's Home Improvement Agency can make property adaptations following an occupational therapist referral.</p>
<p>Social housing providers to engage with specialist stop smoking services to ensure tenants have access to a specialist service.</p>	<p>The Housing Strategy includes specific actions such as: supporting households to become smoke free, via delivery of activities such as Making Every Contact Count (MECC) to signpost residents to relevant and available services.</p>
<p>Explore opportunities to gain insights from private renters on the service experience e.g. service user questionnaires offered through letting agents.</p>	<p>The Homelessness Strategy aims to establish whether support services are meeting the need of those who are referred and will do this by gaining customer feedback and service user questionnaires. The feedback will be obtained from those who have contacted Housing Solutions with a housing need, from service users in supported accommodation and those who have received some form floating support. As of yet we have not targeted private renters on their service experience.</p>
<p>Improve energy efficiency of properties to ensure County Durham has a stock of warm, healthy and energy efficient homes.</p>	
<p>Build on existing good practice to support people find appropriate energy suppliers and assessment for fuel poverty support (top ups / discounts) through primary care disease registers of vulnerable groups (e.g. Silverdale Pilot).</p>	<p>The Housing Strategy will continue to support the existing good practice and award winning schemes that are delivered to improve the energy efficiency of properties, reduce levels of fuel poverty and to ensure Count</p>

	<p>Durham has a stock of warm, healthy and energy efficient homes The Affordable Warmth Action Plan will run up to 2020.</p> <p>An updated Stock Condition Survey will give an up to date evaluation of housing stock in County Durham to help monitor progress made by these actions in the strategy. The survey will also be using a Housing Health and Safety Rating System (HHSRS).</p> <p>A geographically focused approach based evidence of those locations with high concentrations of Housing Health and Safety Rating System (HHSRS) issues, is considered appropriate. Interventions will also be informed by evidence on empty homes</p>
<p>Specifically target the roles of health and social care providers to deliver the NICE guidelines for fuel poverty advice and referral pathways.</p>	<p>The Housing team are working with Public Health and the Clinical Commissioning Groups to reduce the levels of cold related illness and excess winter deaths by targeting vulnerable households for assistance to make their homes warmer and healthier.</p>
<p>Work with health and social care providers to combine winter warmth messages associated with both the seasonal influenza vaccine and fuel efficiency measures at vulnerable groups.</p>	<p>The housing team are working in partnership with GP Surgeries to write to patients with COPD or Asthma recommending that they contact the Warm Homes Campaign for assistance</p>
<p>Raise awareness of fuel poverty affecting not only older people, but particularly single parent families and single occupancy households amongst professionals and the public.</p>	<p>The council's award winning Warm Homes Campaign co-ordinates delivery of the County Durham Affordable Warmth Strategy and Action Plan by raising awareness, uptake and delivery of all local and national energy efficiency and fuel poverty programs to residents in County Durham. The Campaign has over 900 local community partners who help to generate referrals to the Warm Homes Team.</p> <p>CCG Warm Homes Champions have been recruited to help raise awareness</p>

	<p>of the assistance available to households.</p> <p>The Housing Strategy will continue to work with partners to promote and develop the delivery of such schemes.</p>
<p>Increase the energy efficiency of Durham's social housing stock to reduce the amount of energy that is needed to heat the home adequately.</p>	<p>The Warm Homes Campaign and Managing Money Better scheme works towards the delivery of this recommendation.</p> <p>Work with the Housing Forum is ongoing to encourage social housing providers to provide help and support to their tenants.</p>
<p>Work towards zero carbon standards and eradicate fuel poverty in existing housing through investment in energy efficiency, renewable energy and appropriate advice.</p>	<p>The Warm Homes Campaign works towards the delivery of this recommendation. As part of this scheme opportunities are explored for a Council loan scheme to enable residents to invest in zero carbon standards thereby reducing their energy bills thus paying for the loan product.</p>
<p>Target older people who live in their own home owner proactively with advice on fuel efficiency and fuel poverty support available.</p>	<p>The Warm Homes Campaign assists with delivery of the County Durham Fuel Poverty Strategy to assist low income and fuel poor households to have a warm and healthy indoor environment and lower energy bills by delivering grant programmes for energy efficient boilers, central heating, wall and loft insulation measures and accessing cheaper energy tariffs.</p> <p>The Managing Money Better Initiative also provides free and impartial advice to save money on energy bills and to keep residents homes warm. These programmes are also targeted at older people.</p>