

Appendix A – Housing and Health Revised Action Plan

ACTION	OBJECTIVES / GOALS	RESPONSIBLE PERSON	HOW WILL WE MEASURE SUCCESS?	PROGRESS TO DATE
Ensure full compliance with the Regulator of Social Housing standards including Awaabs Law and Decent Homes 2.	<ul style="list-style-type: none">• Achieve full compliance with all consumer standards set by the Regulator of Social Housing.• Secure a positive regulatory inspection outcome, meeting C1 and C2 requirements.• Ensure timely compliance with statutory timescales.• Eliminate damp and mould issues.• Maintain all properties to meet the Decent Homes Standard 2.• Adhere to the Housing Health and Safety Rating System (HHSRS) across all housing stock.	Strategic Housing and Commissioning Manager, Shropshire Council	<ul style="list-style-type: none">• Structured governance through clear decision-making frameworks, documented policies, and regular governance reviews that ensure accountability and compliance.• Completion of annual Self-assessment against regulatory standards and publishing improvement plans where needed.• A positive regulatory inspection result, meeting C1 and C2 requirements• Collaborative working with ALMO demonstrated through joint action plans, shared performance monitoring, and consistent delivery of housing standards.• Completion of mandatory HHSRS training for all relevant staff, with competency checks and refresher sessions.	The 2025 self-assessment confirms compliance with C1 and C2 regulatory requirements, demonstrating strong governance and service standards. Housing stock is now fully compliant with Awaab’s Law, ensuring timely action on damp and mould issues. The Council is actively working towards achieving 90% of properties meeting the Decent Homes 2 standard, reflecting our commitment to quality and safety. In addition, HHSRS training has been booked for staff to strengthen expertise in hazard identification and compliance.

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Renters Right Act	<ul style="list-style-type: none"> Enforce new tenancy regime by preparing for the abolition of Section 21 no-fault evictions and introduction of assured periodic tenancies. Monitor landlord practices and respond to appeals or misuse of new Section 8 grounds. Maintain and manage the PRS database/portal Ensure landlords register on the national Private Rented Sector (PRS) portal and keep information up-to-date. Join and comply with the landlord Ombudsman scheme Enforce the legal requirement for landlords to be members of the Private Rented Sector Ombudsman, issue civil penalties for failures, and use Ombudsman resolutions to drive improvements. Implement enhanced enforcement powers and civil penalties Strengthen HHSRS enforcement Recruit and train enforcement officers, environmental health professionals, and legal staff. Develop streamlined processes, data analytics, and reporting systems to track enforcement actions and maintain transparency 	Housing Enforcement Principal Officer / Environmental Protection Manager, Shropshire Council	<ul style="list-style-type: none"> Enforce New Tenancy Regime by monitoring copies of updated tenancy agreements Maintain and Manage PRS Database/Portal by reporting percentage of landlords registered on the PRS portal Maintain a list of landlords registered with the Ombudsman. Keep record of civil penalties issued for non-membership. Review case summaries of disputes resolved through the Ombudsman. Evidence implementation of Enhanced Enforcement Powers and Civil Penalties through Inspection reports (including warrant and non-warrant entries), evidence of Rent Repayment Orders issued and amounts recovered and register of civil penalties applied and enforcement outcomes. Ensure meeting of Decent Homes Standard and Awaab's Law through property condition surveys and compliance certificates, logs of improvement notices served and completion within statutory timeframes and review of damp and mould case resolution reports. Ensure HHSRS Enforcement is strengthened through review of HHSRS inspection records and hazard assessments, notices 	Shropshire Council has proactively prepared to implement key provisions of the Renters' Rights Bill. The Council's webpages clearly communicate landlord duties under the updated legislation, including guidance on repairs, safety standards, illegal eviction, and tenancy conditions. Additionally, our environmental health team is actively monitoring landlord compliance, getting ready to issue civil penalties or pursue rent repayment orders as the new tenancy regime comes into force. Through staff training, staff and member briefings and collaborative working across teams Shropshire is ensuring a seamless transition into the enhanced regulatory landscape anticipated under the Renters' Rights Bill.

			<p>served and prosecution outcomes for non-compliance and staff training completion records on HHSRS.</p> <ul style="list-style-type: none">• Expand Investigation and Inspection Capabilities via records of inspections conducted without prior notice, documentation of information requests to third parties (banks, contractors) and evidence of enforcement actions resulting from investigations.• Upgrade Local Capacity and Governance by recruitment and training records for enforcement officers and EHO staff.	
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Partnership Working and Market Shaping:	<ul style="list-style-type: none"> • Collaborate to identify, develop, and incentivize sites for accessible, specialist, and mainstream housing. • Increase delivery of additional mainstream housing which caters for people who need an accessible home and/or wheelchair adapted homes. • Increased delivery of housing that is capable of adaptation over time to meet people's changing needs. • Encourage the development of multi-generational homes that promote supportive neighbourhoods for older people and people with health and care needs. 	Strategic Housing and Commissioning Manager, Shropshire Council	<ul style="list-style-type: none"> • Regular reporting on House2Home outcomes. • Development of Adaptations Register supported by all registered housing associations • Evidence of meeting Housing LIN Recommendations. • Building Stronger Relationships with RPs evidenced via minutes of partnership meetings and joint action plans and case studies of collaborative projects or co-funded initiatives. • Successful bid for Affordable Homes Funding. • Ongoing work with the West Midlands Combined Authority • Evidence of collaborative Working Across Council through cross-departmental meeting records and integrated action plans and evidence of shared outcomes in housing, health, and social care. • Publication of Local Plan. • Completion of Strategic Housing Review. 	Shropshire Council has made significant progress in advancing housing options that meet diverse needs. We have collaborated with partners to identify and incentivize sites for accessible, specialist, and mainstream housing, ensuring developments reflect local demand. We have a growing pipeline of properties designed for future adaptability to support changing needs over time. The Council is also actively encouraging multi-generational housing schemes that foster supportive communities for older residents and those with health and care requirements, aligning with our commitment to inclusive and sustainable neighbourhoods.

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Improve Hospital Discharge Options:	<ul style="list-style-type: none"> Work with Housing providers to commission housing that enables people to 'step down' from hospital or psychiatric inpatient settings and to develop housing-related services to support hospital discharge (ie, rapid home adaptations and 'decluttering'. 	Senior Housing Options Officer / Homeless Operations Manager, Shropshire Council	<ul style="list-style-type: none"> Review and update the Hospital Pathway. Increase timely 'Duty to Refer' referrals from Hospital colleagues. Increase number of Multi-Disciplinary Meetings prior to discharge. Implement a rapid Home Adaptations process. Commission decluttering / deep clean teams linked to hospital discharge lists; integrate with fire service and social care risk assessments. Commission specialist Mental Health Step-Down & Tenancy Sustainment. Develop lived experience group. Undertake Cost-Benefit & System Impact work. 	Shropshire Council has demonstrated significant progress in supporting hospital discharge through a well-established pathway developed with hospital social workers via the statutory "duty to refer" process.

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Develop housing for essential workers including the care sector.	<ul style="list-style-type: none"> Identify and secure suitable sites for key worker housing through Local Plan allocations and strategic land acquisition. Work with Registered Providers and developers to deliver affordable rental and shared ownership homes specifically prioritised for essential workers. Incorporate key worker housing quotas into Section 106 agreements and planning policy for major developments. Develop financial incentives and funding models (e.g., discounted rents, shared equity schemes) to make housing accessible for care sector staff. Ensure homes meet location and design standards that reduce commuting times and support retention of care workers in rural and urban areas. Collaborate with health and social care partners to forecast demand and align housing delivery with workforce planning. Monitor and report delivery progress against agreed targets for essential worker housing annually. 	Strategic Housing and Commissioning Manager, Shropshire Council	<ul style="list-style-type: none"> Develop a range of Housing options including Shared Ownership, Affordable Housing and Private Rented Sector. Review allocations policy and key worker definition. Further develop the Kettle mortgage product in conjunction with Cornovii Developments Limited. Consideration of key worker need in all new developments. Build stronger relationship with RP's. 	Shropshire Council has taken significant steps to support essential workers, including those in the care sector, by prioritising housing that enables them to live and work locally. As part of the reviewed Housing Strategy there is an aim to Support Key Workers via work with developers, registered providers, and its housing company (Cornovii) to deliver high-quality, affordable homes tailored to local workforce needs. For example, Cornovii has launched a private rent product explicitly giving priority to key workers, veterans, and individuals with a local connection.

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Remodelling and Innovation in Existing and New Housing	<ul style="list-style-type: none"> • Work with providers to remodel or redevelop outdated specialist housing (e.g., care homes, sheltered housing) to better meet future needs. • Encourage both private and social sector developers to align with commissioners' intentions and support the development of housing that meets identified needs. • Promote the HAPPI design principles for both new-build mainstream and specialist housing in order for it to be attractive to older people and people with disabilities. 	Strategic Housing and Commissioning Manager, Shropshire Council	<ul style="list-style-type: none"> • Develop case studies of outcomes delivered with Adult Social Care. • Align housing design and policy with Housing LIN best practice and recommendations in commissioned report. • Develop formal partnership agreements, regular joint delivery boards, and co-funded housing schemes with local housing providers • Regularly report at Social Housing Forum • Successful bid for Affordable Homes Funding. • Ongoing work with the West Midlands Combined Authority • Evidence of collaborative Working through cross-agency meeting records and integrated action plans and evidence of shared outcomes in housing, health, and social care. 	Shropshire Council has made substantial progress in remodelling and innovating both existing and new housing to enhance energy efficiency, design quality, and sustainability. A key achievement is the first phase of a £2 million retrofit decarbonisation project in Gobowen, completed in partnership with STAR Housing; 26 homes received external wall insulation, upgraded windows, roofing improvements, ventilation systems, and new doors, raising their EPC ratings to Band C and significantly reducing energy costs and improving resident wellbeing. Additionally, STAR Housing successfully secured £9.4 million from the government's Warm Homes: Social Housing Fund to retrofit and decarbonise 1,300 affordable homes across Shropshire by 2028. These efforts reflect a clear shift towards a modernised, climate-resilient housing stock that supports health, safety, and future-proof living.

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Work with housing funders such as Homes England to further identify and secure capital funding to develop specialist housing.	<ul style="list-style-type: none"> Establish formal engagement with Homes England through quarterly strategic meetings and partnership agreements focused on specialist housing delivery. Submit funding bids aligned to Homes England programmes (e.g., Affordable Homes Programme, Specialist Housing Fund) with robust business cases and cost-benefit analysis Develop pipeline of specialist housing sites supported by feasibility studies and planning consents to meet Homes England criteria. Ensure compliance with Homes England design and quality standards for all funded schemes, including accessibility and sustainability requirements. Monitor and report on funded project delivery through quarterly progress reports and KPI dashboards shared with Homes England and internal governance boards. Leverage match funding and partnership contributions to maximise investment impact and demonstrate value for money. 	Strategic Housing and Commissioning Manager, Shropshire Council	<ul style="list-style-type: none"> Successful bid for Affordable Homes Funding. Successful bid for MHCLG funding. Ongoing work with the West Midlands Combined Authority. Completion of Weston Court development. Establish formal engagement with Homes England and regular meetings planned into diaries. Work with Housing partners to develop pipeline of specialist housing sites. Demonstrate compliance with Homes England design and quality standards. Monitor and report on funded project delivery. Work with partners to leverage match funding and contributions. Undertake Cost–Benefit & System Impact work. 	<ul style="list-style-type: none"> Shropshire Council successful bid for and secured funding for Coton Hill House which is a 25 bed self-contained temporary accommodation scheme which opened in November 2025 along with 3 dispersed domestic abuse units. Work is in process regarding submission of the Affordable Homes Funding bid.

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Strategic Planning and Evidence-Based Policy	<ul style="list-style-type: none"> • Use local data to identify the future housing needs of older people and working-age adults with health and care needs. • Ensure these needs are explicitly referenced in the council's Local Plan and supplementary planning documents, setting clear expectations for housing providers regarding accessible and adaptable housing standards. 	Strategic Housing and Commissioning Manager, Shropshire Council	<ul style="list-style-type: none"> • Review and publication of Shropshire Council Housing strategy • Publication of Shropshire Local plan and review of the Supplementary Planning Guidance. • Completion of Strategic Housing Review. 	Housing Strategy and Local Plan are currently being reviewed and due to be published during 2026.

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Increase awareness of Adaptations by:	<ul style="list-style-type: none"> • Undertake a local publicity campaign to promote the existence of home improvement, adaptation and related services to ensure these services are easily accessible to older people and other people with health and care needs. • Ensure that there is clear and comprehensive information, targeted to the local demographic about how to access home improvement and adaptations, equipment and aids. • Consider how to develop and offer an enhanced home improvement and adaptations service. • Ensure that the type and range of home adaptations offered are as attractive as possible to avoid any stigma associated with having adaptations at home. 	Senior Private Sector Housing Officer, Shropshire Council	<ul style="list-style-type: none"> • Review and publication of updated Housing Adaptations Policy. • Development and implementation of local publicity campaign. • Completion of Strategic Housing Review. • Undertake Cost–Benefit & System Impact work. 	Shropshire Council has continued to deliver significant improvements through its Disabled Facilities Grant programme, by enhancing its discretionary powers and developing a local offer. This has streamlined processes to reduce waiting times, and strengthened partnerships with occupational therapists and contractors to ensure timely delivery. These efforts have improved quality of life for vulnerable residents, supported hospital discharge, and reduced the need for residential care placements, aligning with the Council’s commitment to inclusive housing and health outcomes.

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Tackling housing and associated health inequalities:	<ul style="list-style-type: none"> • Review the condition and standards of social and private housing in the local area. • Establish referral pathways for energy efficiency and home improvement programmes. • Provide accessible information and advice about improving housing conditions and access to any grants/funding to tackle cold homes. • Set up a 'Warm and Well' service to improve people's homes through interventions to avoid and/or minimise the likelihood of health issues arising from people living in cold and/or damp homes. • Make use of the mandatory HMO licencing scheme to ensure shared accommodation, is safe and identify opportunities to improve housing standards. 	Principal Affordable Warmth and Energy Efficiency Officer, Shropshire Council	<ul style="list-style-type: none"> • Record and evidence: <ul style="list-style-type: none"> • % of Allocated energy efficiency funding delivered. • No. of residents accessing advice and support surrounding housing condition and AWEE. • No. of Cat 1 Hazards identified and resolved • Work with registered Housing Associations regarding reports of Damp and Mould and EPC banding. • No. of private rented homes by SAP (Standard Assessment Procedure) band? • Publish case studies demonstrating examples of work to date. 	Shropshire Council currently commissions the Keep Shropshire Warm service ensuring residents have advice on and support to apply for energy efficiency programme including providing insulation, heating upgrades, and referrals to national schemes to combat fuel poverty and cold homes.