

## GLOSSARY OF TERMS

TERMS	MEANING
<b>Affordability Gap</b>	The difference between average incomes and average housing costs. It can be related specifically to individuals' circumstances. There is no formal definition to define the proportion of income to be dedicated for housing, although typically 25% of household income dedicated for housing costs is considered a sensible and sustainable level of expenditure.
<b>Affordable Housing</b>	Affordable housing is that provided, with subsidy, for people who are unable to resolve their housing need in the local housing sector market because of the relationship between housing costs and incomes. It is available at less than minimum market price and can include home ownership options and sub-market renting.
<b>Annual Lettings Plan/Local Lettings Plan</b>	<p>The Annual lettings plan shows the expected supply of social rented properties to let in the year - both through new build provision and re-lets. It also sets targets for which these vacancies should be let to. The idea is to ensure that there is a reasonable balance between lettings to new tenants and existing tenants wishing to transfer and between dealing with urgent cases and ensuring those in the needing band have an opportunity of being re-housed. The plan will assist in creating sustainable communities.</p> <p>Local lettings plans are agreed for each new housing development taking into account the annual lettings plan. They aim to ensure a balanced community is created by setting targets for lettings; between existing tenants; new applicants; age groups (including the ages of children) and by controlling initial child densities in a development. The targets will depend on the nature of the surrounding area and amenities available.</p>
<b>Asset Management Plans</b>	See Capital Strategy.
<b>Benchmarking</b>	The analysis of selected activities and processes, and their comparison with similar analysis for other organisations. Comparison with others, including best performers, through cost, resource and process benchmarking will be important to show authorities what can be achieved. It can help to develop performance indicators that are capable of comparing performance between authorities, help set realistically challenging targets for service improvement and provide ideas on methods of improving service delivery through comparison with the best performing organisations.

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<b>Best Value</b>	Best Value is a duty requiring council to review all the services that they provide for local people, including housing, and improve them by the best means available. The aim of Best Value is to bring about continuous improvement in the cost and quality of local authorities' services, and the aim to meet the needs and aspirations of local people. To achieve continuous improvement, local authorities will need to assess their services under four headings, <b>Challenge, Compare, Consult &amp; Compete</b> – why, how and by whom is a service being provided.
<b>Best Value Performance Indicators (BVPI)</b>	Performance indicators set by government that local authorities are required to submit as part of a national set of measures. BVPI's have to be included in best value performance plans.
<b>Best Value Performance Plan</b>	Local Authorities are required to produce an annual performance plan, which not only compares performance on key services against a benchmark set by central government, but to also show the comparative differences in cost and performance of key services with other similar authorities.
<b>Brownfield Sites</b>	A brownfield development site is any land or premises which has previously been used or developed and is not currently fully in use, although it may be partially occupied or utilised. It may also be vacant, derelict or contaminated. Therefore a brownfield site is not necessarily available for immediate use without intervention.
<b>Capital Strategy &amp; Asset Management Plans</b>	<p><b>Capital Strategy</b> – provides the policy framework for the operational work of asset management planning &amp; should –</p> <ul style="list-style-type: none"> <li>• show how the use of capital resources will contribute to service outcomes</li> <li>• ensure efficient and effective use of assets</li> <li>• ensure that issues relating to property and other assets are fully reflected in the Council's financial planning process</li> </ul> <p><b>Asset Management</b> - is the systematic preparation of plans to maximise the use of assets in terms of service benefits and financial return. The aim of asset management planning is to ensure that the opportunity cost of financial resources tied up in land and buildings is minimised and that capital and revenue expenditure is used efficiently and effectively. In terms of Housing Association property it also seeks to ensure that the best use is made of existing stock and that issues of obsolescence are addressed.</p>
<b>Care &amp; Repair</b>	See Home Improvement Agency
<b>Choice Based Lettings</b>	Choice based lettings replaces a points-based allocation system with a lettings service to provide more choice and involvement for applicants in selecting a new home. It is a much more transparent and customer-orientated approach to the allocation of properties.

<b>Community Legal Service Partnership</b>	The aim of the Community Legal Service Partnership is to improve access for the public to quality information and advice and legal services through local networks of services supported by co-ordinated funding, and based on an assessment of local needs.
<b>Community Plan</b>	A statement of the needs and priorities of local communities that provides a basis on which local agencies can plan new and future activities on. See also Local Strategic Partnership.
<b>Community Safety Strategy</b>	The Crime and Disorder Act (1998) placed a duty on local authorities to consider the effect of crime and disorder, and to do all that it reasonably can to prevent criminal or disorderly acts. The production of a multi agency community safety strategy seeks to identify sources and causes of crime and plan for their reduction.
<b>Commutated Sums</b>	See Developers Contributions.
<b>Comprehensive Performance Assessment (CPA)</b>	Introduced in December 2001, the performance of all councils will be assessed and a judgment made on the local authority's capacity to improve. The assessments will build on existing audits and inspections and be carried out by the Audit Commission.
<b>Concealed Households ('Hidden Homeless')</b>	People in need of housing, who are currently sharing accommodation with another household and who have failed to register their need through the housing register. 'Hidden homeless' in the UK can include people who are living in bed and breakfasts, squats, or sleeping on friends' sofas.
<b>Corporate Strategy</b>	Eastleigh Borough Council Corporate Strategy sets out the aims and key priorities for all areas, and the actions we propose to take to achieve them. It provides the focus for the development of service plans and action plans for staff, the people who ultimately put it into action and the ways in which we will work with our residents and communities to address these needs. The strategy is driven by our primary purpose – to improve the quality of life for all local people.
<b>'Debt Free' Local Authority</b>	An authority is debt-free if (a) at 31 March 2003, the authority's credit ceiling was nil or a negative amount and (b) at 1 April 2003, the authority had no money outstanding by way of external borrowing other than short-term borrowing or hard to redeem debt, as defined in Regulation 154 of the Local Authorities (Capital Finance) Regulations 1997. Eastleigh Borough Council is a 'debt free' authority.
<b>Developers Contributions/Commutated Sums</b>	Planning policy guidance notes provide guidance on the use of developers' contributions in relation to specific aspects of development. Developers' contributions can include the provision of affordable housing (mixed), transportation contributions, environmental and landscape improvements, public open space (if not provided on site), social and recreational facilities, education and health facilities, nature conservation and biodiversity schemes.

<b>Disabled Facilities Grants (DFG)</b>	A mandatory means tested grant to enable adaptations to be carried out to allow a disabled person to continue to live independently in their own home.
<b>District Core Group</b>	This is the district level decision-making body with strategic overview of the implementation of the Supporting People programme. The programme is concerned with the funding and commissioning of housing related support services within the borough.
<b>District Inclusive Forum (DIF)</b>	Has responsibility for assessing the need for supported housing within the Borough and prioritising bids for new schemes or changes to existing provision. The group comprises of representatives from social services, the health sector, and the housing authority alongside service providers. It is supported by client specific sub-groups.
<b>Diversifying Tenure</b>	Changing the tenure mix in a certain area, moving away from a single tenure bias to create more mixed and balanced communities..
<b>DIYSO</b>	Do It Yourself Shared Ownership – This is a programme under which housing register applicants identify existing properties that they purchase on a shared ownership basis with one of our partner Registered Social Landlords (RSL).
<b>Empty Property Strategy</b>	This strategy provides an assessment of the number of empty properties within the housing authority area and options available for bringing them back into use, or for converting them to other uses.
<b>Fitness Standard</b>	Generic term used for physical standards that dwellings must meet for them not to be classed as unfit for human habitation. This includes being structurally stable, free from disrepair and dampness, adequate provision for lighting, heating & ventilation, adequate piped supply of wholesome water, satisfactory facilities for preparation & cooking of food, suitably located WC, bath or shower & wash hand basin with a supply of hot & cold water for the exclusive use of the occupants and an effective system for the draining of foul, waste & surface water.
<b>Floating Support</b>	Provision of support to people in their own homes rather than provided through a specialised project or service. It is person rather than scheme specific, and usually covers low level of support such as budgeting, advocacy or life skills.
<b>Greenfield Sites</b>	A greenfield development site is land that has not been previously developed and usually outside of the existing urban edge.
<b>Health Improvement Programmes (HimP)</b>	A multi agency strategy produced by the Health Authority to address the health and social well being of those within its area.
<b>Homebuy</b>	Homebuy is a low cost home ownership scheme designed to help housing register applicants buy a suitable home on the open market. It enables them to buy at 75% of the value with the remaining 25% being an interest free loan. No rent is paid on the 25% loan. Repayment of the loan of 25% of current value is made when the property is sold.

<b>Homechoice</b>	Eastleigh Homechoice provides information on all housing association homes available for rent within the Borough of Eastleigh. Advertisements for private rented housing and low cost home ownership schemes will also be included from time to time. To choose a property, applicants need to make themselves familiar with the scheme rules and then pick out a home that meets their needs. The site is updated every Tuesday by 2.00pm (or Wednesday when there is a bank holiday). See Choice based lettings.
<b>Home Energy Conservation Act (HECA)</b>	Home Energy Conservation Act (1996) requires local authorities to establish a strategy to reduce CO <sup>2</sup> emissions by 30% within their area over a 10-year period. This strategy is monitored alongside the Housing Strategy and HIP process. Activities within Eastleigh including assisting and advising households to energy efficiency products and educational and promotional work.
<b>Home Improvement Agency (HIA)</b>	Provides a care and repair scheme primarily for those residents of the Borough who are elderly or disabled but also for those who would, for other reasons, have difficulty in applying for grants or other source of funding. The purpose of the scheme is to assist and advice these categories of residents on measures to assist tem to stay in their own home and raise funds for necessary works through the grant system and other private sector sources. Home Repair and Disabled Facilities Grants are particularly applicable to this and such grants can be administered through the Home Improvement Agency.
<b>HOMESWAP</b>	HOMESWAP is the UK-wide register of council, housing association and housing co-operative tenants who want to swap homes. You can check the HOMESWAP lists at Eastleigh Borough Council Civic Offices. These are updated <b>each month</b> and give details of people wanting to move into your area. On registration details will be shown on the HOMESWAP lists in the area(s) applicants want to move to. HOMESWAP is a self-help scheme, and when applicants receive details of possible swap partners, it is up to them to make contact. Before swapping homes applicants <b>must</b> have permission from their landlord.
<b>Houses in Multiple Occupation (HMO)</b>	Properties that are occupied by persons who do not form a single household and in which they share basic amenities. Residents will possess separate tenancies or licenses. They can include shared houses, bedsits and hostels.
<b>Housing Association</b>	See Registered Social Landlord.
<b>Housing Corporation</b>	The Housing Corporation is responsible for investing public money in registered social landlords – and for protecting that investment and ensuring it provides decent homes and services for residents. The Housing Corporation invests in registered social landlords to provide homes that meet local needs. Through regulation it seeks to ensure that people will want, and be able, to live in these homes, now and in the future.
<b>Housing Corporation Approved Development Programme</b>	The Housing Corporation's annual budget of grant –aid and other investment for Registered Social Landlords. From October 2003 this will be incorporated within the Regional Housing Boards investment programme.

<b>Housing Needs Survey (HNS)</b>	The survey provides an assessment of housing need for an area, including the extent and pattern of need. In addition it examines both aspirations and demands for the communities and households of the Borough. It covers all forms of tenure and considers the link between housing costs and income levels. It provides robust information at a local level in accordance with PPG3, to guide the location of new housing provision and support Local Plan Policies.
<b>Housing Strategy Board (HSB)</b>	This is a formal partnership whose aim is to produce an annual Housing Strategy that reflects the needs of the community and for which partners are accountable for the delivery of key actions relating to their own organisation. The board comprises of a core group of representatives from within the authority and other relevant bodies including Social Services, Health, Housing Associations, GOSE and the Housing Corporation.
<b>IDeA (Improvement &amp; Development Agency)</b>	Helps councils individually and collectively to continuously improve services. It is funded partly by revenue support grant (RSG) – an amount of money given by central government to local authorities each year - and earned income through consultancy. The IDeA works with authorities themselves, the private sector, not for profit organizations and other parts of the public sector.
<b>IDeA Peer Group Review</b>	A team of senior staff from all sectors and senior councillors visit a council and assess it against an 'ideal', fully effective local authority. The team produces a report analysing strengths, best practice and areas of concern in leadership, community and democratic engagement, and performance management.
<b>Joint Commissioning Agreement (JCA)</b>	This is a three way partnership between the Council, the Housing Corporation and partner Registered Social Landlords whose broad purpose is to ensure a strategic, integrated, cost effective and Best Value approach to the provision of affordable housing activities in the Borough and the development of sustainable local communities. It jointly agrees our investment priorities but is not a legally binding document being a statement of intent by the parties to it.

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<b>Key Workers</b>	There is no agreed standard definition of key workers and the scope of the definition varies depending on the affordable housing scheme. The Starter Homes Initiative has a very restricted definition of a key worker with priority categories for assistance defined as teachers, police, nurses and other essential health staff. Within the allocation process however, proposals were accepted for the funding of other key workers including social workers, fire fighters, occupational therapists and transport workers. 'Key workers' generally describe workers who provide an essential service to the community, are on modest incomes and are unable to buy housing on the open market. Following recent research on recruitment and retention difficulties across a range of occupations, more local authorities are now widening the definition to include other key public and private sector occupants.
<b>Large Scale Voluntary Transfer Authority (LSVT)</b>	A housing authority that has transferred the ownership and management of their housing stock to another landlord, usually a Housing Association. It may also have externalised other housing activities such as the housing register and the homelessness function. Eastleigh Borough Council transferred its stock only in 1996.
<b>Large Scale Voluntary Transfer Authority (LSVT) Receipt</b>	Money received by the borough council from the sale of its housing stock. The sale is usually made to a Housing Association or to a new 'stand alone' company formed by former local authority staff.
<b>Local Agenda 21</b>	Every local authority has to have a local agenda 21 strategy, which is a local action plan to show how the council will work with its communities towards environmentally friendly sustainable development.
<b>Local Area Committee</b>	There are five Local Area Committees whose primary role is to undertake the devolved responsibilities of Eastleigh Borough Council, and to encourage greater democratic participation. These are crucial to the delivery of the Community Plan and in helping to turn the priorities of the Local Strategic Partnership into reality.
<b>Local Authority Social Housing Grant (LASHG)</b>	A capital grant channelled to a Registered Social Landlord (RSL) through a local authority to subsidise the cost of providing units of social housing. The amount of the grant was subsequently reimbursed to the Local Authority by the Housing Corporation. The amount of the grant had to be set against credit approvals. This scheme ended on 1 April 2003 and there are currently in place transitional arrangements that will run until March 2005. These resources will now be allocated by the Regional Housing Board.
<b>Local Information Network Connexions Service (LINCS)</b>	A one-stop shop advice service for young people aged between 13-25 years in central Eastleigh.
<b>Local Plan (LP)</b>	A local plan provides a detailed framework for planning policy and proposals for specific sites over a 10-year period. Local plans fit within the strategic framework of the County Council Structure Plan and the Regional Planning Guidance, also taking into account the general advice in Government guidance.

	A local plan consists of a written statement and a proposals map. The written statement contains general policies relating to the use and development of land as well as specific proposals for sites and areas. In particular, it allocates sites to meet the requirement for housing set out in the structure plan. The proposals map identifies precise area of land to which policies and site-specific proposals apply.
<b>Local Plan Sites</b>	Each Local Plan is required to identify land supply for development purposes. In the case of housing a minimum 5 years land supply should be available. In calculating the need for land, account is taken of sites within the urban edge and those that could be used as an extension to the urban edge. By definition these tend to be green field sites. Within the Plan certain sites will be singled out for development purposes and detailed briefs attached about the form that the development is to take.
<b>Local Strategic Partnership</b>	A local strategic partnership (LSP) is a single body that brings together at a local level the different parts of the public sector as well as the private, business, community and voluntary sectors so that different initiatives and services support each other and work together. It is a non-statutory, non-executive organization and operates at a level enabling strategic decisions to be taken and is close enough to individual neighbourhoods to allow actions to be determined at community level. It should be aligned with local authority boundaries.
<b>Low Cost Home Ownership</b>	Property available for people whose incomes, whilst insufficient to buy or rent on the open market, can afford housing which has a level of subsidy to reduce cost below general market levels. Examples of low cost home ownership include shared equity schemes and property provided by developers at an agreed discount below full market value (e.g. at 80%). The first purchaser is the only beneficiary of the subsidy unless sale agreements are made into fixed equity shared ownership or continually resold on the open market at that discount via a section 106 agreement.
<b>Market Renting</b>	Properties without capital public subsidy and where the rents are theoretically determined by supply and demand forces of the market.
<b>Office of the Deputy Prime Minister (ODPM)</b>	Government office with responsibility for local government & the regions, as well as regeneration, social exclusion, housing and planning.
<b>Planning Policy Guidance Note 3 (PPG3)</b>	Planning Policy Guidance 3 (2000) outlines the central government planning policies in relation to residential development. Such guidance forms the basis of guidance on the provision of housing related matters within the local plan.

<b>Private Sector Renewal (PSR)</b>	A generic term used to cover different schemes in the regeneration of communities, specifically linked to the improvement of homes and properties where there is disrepair or unfitness.
<b>Quality Mark</b>	The Quality Mark is part of the Community Legal Service, whose aim is to improve access for the public to quality information and advice and legal services through local networks of services supported by co-ordinated funding, and based on an assessment of local needs. The Quality Mark is the quality standard that will underpin all the Community Legal Services, so that members of the public who need legal information, advice and other help can rely on receiving a quality assured service. To be awarded the Quality Mark and be able to display the Quality Mark logo, organisations need to demonstrate that they meet the standard required for the type of service being delivered.
<b>Regional Housing Board</b>	The Government's Communities Plan set out proposals to change the way in which resources would be allocated to fund new affordable housing developments. Rather than being allocated through the Approved Development and Housing Investment Programmes, all investment is now to be allocated through a new body – The Regional Housing Board. Work is currently underway by the Board to develop a Regional Housing Strategy and investment plan.
<b>Regional Housing Strategy</b>	The government stated in its 'Communities Plan' that housing investment would, from April 2004 onwards, be allocated on a regional basis. Investment decisions will be based on regional priorities as articulated in the Regional Housing Strategy. The Regional Housing Strategy has yet to be finalized but it is anticipated that it will reflect the priorities within the current South East Regional Housing Statement (RHS) 2002.
<b>Registered Social Landlord (RSL)</b>	This is the name for social landlords that are registered with the Housing Corporation – most are housing associations, but there are also trusts, co-operatives and companies. Housing associations are run as businesses but they do not trade for profit. Any surplus is ploughed back into the organisation to maintain existing homes and to help finance new ones.
<b>Regulatory Reform Order</b>	Changes to the private sector renewal grants legislation come into effect on 18 July 2003 which gives local authorities broad powers to provide a range of measures such as advice, information and loans designed to assist home owners with the maintenance and repair of their homes. The Council has adopted a new financial assistance policy to take account of these changes focusing on making loans available to home owners rather than grants.
<b>Section 106 agreement</b>	A planning obligation or agreement under the Town & Country Planning Acts where planning approval is granted subject to a voluntary agreement between the local planning authority and the developer. It will determine the method of achieving a quota of affordable housing on a development site.
<b>Social Exclusion</b>	Term used about people or the areas they live in that experience high crime, poor housing, high unemployment, low incomes etc. Rather than focus on these areas individually, the government is trying to

	approach social exclusion as a whole. The Social Exclusion Unit does much of this work. Social Inclusion is the term used to describe the process of combating social exclusion
<b>Social Housing Agreement (SHA)</b>	Partner RSL's and those with stock in the Borough are encouraged to sign up to the Social Housing Agreement and commit to providing a service which is in keeping with the principles of delivering and managing good quality affordable housing to meet the housing needs of Borough residents.
<b>Social Housing Programme</b>	A proposed enabling programme of social housing which is housing of a high standard provided to rent (or on a shared ownership basis) at below market cost for households in need by local authorities or registered social landlords. It operates on a basis of accepted and regulated standards of good practice in relation to physical conditions, management, allocation, equal opportunities and accountability to tenants and other stakeholders.
<b>Social Rented Housing</b>	Housing of a high standard which is provided for rent at below market cost for households in housing need by local authorities or registered social landlords. It operates on a basis of accepted and regulated standards of good practice in relation to physical conditions, management, allocation, equal opportunities and accountability. The Housing Corporation sets the maximum rent levels.
<b>Starter Home Initiative (SHI)</b>	The Starter Home Initiative (SHI) aims to help around 10,000 key workers, particularly nurses, teachers and the police, to buy homes in urban and rural areas where high prices would otherwise prevent them from living in or near to the communities they serve. Under the Initiative assistance such as equity loans, interest free loans and shared ownership will be available to help with house purchase. The type of assistance available will vary from area to area dependent on the type of scheme being offered by local scheme managers. See also Keyworkers.
<b>Strategic Housing Authority</b>	Local government tasked with housing responsibilities, can be unitary, metropolitan, borough, district or new town. It was defined in the Housing and Local Government Act 1988 and places a requirement on local authority's to determine the housing needs in their areas.
<b>Supplementary Planning Guidance</b>	From time to time, the Council publishes supplementary planning guidance (SPG) to amplify the guidance in Local Plans. The guidance can take the form of leaflets relating to specific issues or development briefs and provide detailed guidance on particular development areas or sites and will be taken into account in the determination of planning applications. The preparation of SPG is usually subject to public consultation.
<b>Supported Housing</b>	Supported Housing is accommodation where an individual receives support to enable them to live independently in the community and is usually linked to the provision of housing for specific client groups.
<b>Supporting People</b>	New mechanism for the funding of the costs of care and support services for people living in supported or independent accommodation. These costs are separated from those related to housing costs and funded through a separate funding stream.

<p><b>Sustainable Communities Plan</b></p>	<p>This sets out the Government's vision in regard to meeting the demand for new housing in the Country. It sets out proposals to ensure that housing needs are met within a sustainable framework and in the South East the focus is largely upon the delivery of more housing not only in the growth areas but across the whole region. The main implications for Eastleigh are those relating to the funding proposals.</p>
<p><b>Sustainable Development</b></p>	<p>A process of planning in local authorities that integrates social, economic and environmental perspectives, and includes significant discussion with the communities involved. The aim is to improve quality of life without compromising the future.</p>

