Comprehensive Spending Review Briefing

21 October 2010
Introduction

On 20 October 2010, the government announced the Comprehensive Spending Review (CSR). Here we have set out the key features of the Spending Review for the housing and communities sector.

There is much speculation about the impact of the CSR on the housing sector and this paper presents only information that has been confirmed by government.

The CIH has designed a range of tools and analysis to assess the impacts of the Spending Review. Visit www.cih.org for more information and the latest Spending Review news and analysis.

Background

- The Spending Review confirms the allocation for government and the devolved administrations for the period April 2011-March 2015
- The overall outcome is that each government department will be cut by an average of 19 per cent (except health and overseas aid)
- The key focus is on reducing welfare costs and eliminating wasteful spending
- Critically, the review sets out how government will achieve its central objective of reducing the public spending deficit and delivering sound public finances. It also sets out the agenda for the government’s programme for reform and its new long-term vision for public services

Housing and CLG

£112.9bn funding has been allocated to CLG for housing and local authorities, comprising:
- £97.6bn for local authorities
- £15.3bn for housing

The CIH position

CIH shares the government’s ambition to reform the housing system. With 2 million families on waiting lists and first-time buyers locked out because prices are unaffordable, it is clear that the housing system needs to change. CIH welcomes the government’s commitment to the Supported People programme, Disabled Facilities Grant and homelessness services, as well as the continued funding for the Decent Homes programme, which is improving the nation’s social housing stock.
The main concern of the CIH is that cuts to public investment in housing over four years could see some of the most vulnerable people shouldering a disproportionate burden of the government’s deficit reduction measures. In particular, the cut to the new building programme down to £4.5 billion will have a major impact on the industry’s ability to deliver enough affordable homes for society.

The government announcement to create new flexible tenancies with intermediate rents at a proportion of market rents will support new house building in some areas, notably London and the South, but these new ‘affordable rents’ may not work in all housing markets and should not replace much-needed social housing lettings for people on low incomes, including carers and pensioners.

CIH, the NHF and Shelter are establishing a commission to look at the impact of these changes and we will work with government as these measures come in to force.

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### Housing investment – Summary of total budget

<table>
<thead>
<tr>
<th>Purpose</th>
<th>2011-2015</th>
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<tr>
<td><strong>Total investment in new affordable housing</strong></td>
<td>£4.5bn</td>
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<tr>
<td><strong>Empty Homes</strong></td>
<td>£100m</td>
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<td><strong>Mortgage rescue</strong></td>
<td>£200m</td>
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<td><strong>New Homes Bonus</strong></td>
<td>£900m</td>
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<td><strong>Regional growth fund (&quot;could support housing growth and regeneration&quot;)</strong></td>
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<td><strong>Decent Homes</strong></td>
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<td><strong>Homelessness grant</strong></td>
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<td><strong>Supporting people</strong></td>
<td>£6.5bn</td>
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<td><strong>Disabled Facilities Grants</strong></td>
<td>£725m</td>
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<td><strong>Better use of surplus public sector land</strong></td>
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<td><strong>HCA to work more closely with LAs</strong></td>
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<td><strong>New ‘affordable rent’ tenure – higher rents and fixed term tenancies</strong></td>
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Public service delivery, localism and the Big Society

The government believes that reform of public service delivery is necessary to reduce the national deficit and also to support the changed aspirations of a modern age. The government’s long-term vision for public services seeks to introduce a programme of far-reaching reform underpinned by the principles of:

- **Reform** – Radically reform public service delivery by shifting power from central government to the local level, as well as cutting out waste and spending taxpayers money wisely
- **Fairness** – Everyone in society will be expected to contribute to reducing the deficit whilst continuing to provide support to the most vulnerable
- **Growth** – Services that support growth will be prioritised, including science and skills and education

Summary of key announcements:

- Government will pay and tender for more services by results rather than providing them directly
- Public service provision will become more diverse
- Government will look to set proportions of specific services that should be delivered by non-state providers, such as adult social care, early years, community health, youth services, and interventions for the neediest families
- Communities will be given new rights to run services and own assets, especially where they might close or be cut back
- Public service workers will be given new rights to form cooperatives and mutuals to take over services they deliver
- Communities, citizens and volunteers will be supported to play a bigger role in shaping and providing services
- A new Transparency Framework for central government will be introduced
- £470m will be allocated to support capacity building in the community and voluntary sector
- £100m will be allocated to short-term support for voluntary organisations currently delivering public services
- Innovative equity investment opportunities for public services will be developed
- There will be further consultation on public service reform and delivery
- £200m will be made available to councils to accelerate reform of public services
- 40% of Lottery funding will go to the voluntary and community sector
CIH comment

- Localism offers some significant opportunities but it also poses real challenges around provision and management of housing and related services
- The localism and Big Society agendas will require new ways of working between local authorities and their partners (including housing providers and local communities). There will also be a need for strong local leadership to work with communities on difficult issues
- The transition is likely to take time to develop and will need continued funding so that local authorities, elected leaders and local people have the skills and capacity to ensure its success
- There will not be a one-size fits all approach to decentralisation and localism. Local authorities, housing organisations and the house-building industry will need to build strong relationships with local communities and local people

Housing professionals should think about:

- How they can contribute to building capacity of local communities and groups
- Whether their organisations can provide a wider range of local services
- Whether changing their organisational structure to increase community or staff power is feasible or attractive

Local government

Summary of key announcements:

- Government funding to local authorities will reduce by 7.1% per year over the next four years
- There is an expectation that local government will raise revenue itself (eg. from planning fees)
- Ring fences will be removed from all funding for 2011-12, except for schools and a new public health grant
- Core grants will be simplified, and £4bn of grants rolled into a formula grant
- Local authorities will have more power to determine spending and service decisions
- Funding will be provided for 2011-15 so council tax can be frozen for 2011-12 (funding assumes there is a 2.5% increase)
- Powers to implement Tax Increment Funding will be detailed soon
- Prudential borrowing will be retained, but LA capital expenditure is expected to fall by 30% by 2014-15
- Public Works Loan Board interest rates will be increased by 1%
- Self-financed capital expenditure will fall by 17% over four years
- Councils will be able to cease monitoring on Local Area Agreement targets, and those which are kept will not be monitored by government
CIH comment
- Reductions of this level and the removal of ring fencing will be very challenging for local authorities to manage, given competing service priorities and increased expectations
- Removal of ring fences gives welcome flexibility but there is a risk that housing services funded from the General Fund (including housing related support, housing strategy, private sector renewal and work with the private rented sector) are likely to lose much needed resources
- The destination and impact of funding should be reported on to track housing and support outcomes at local level

Housing professionals should think about:
- Development of strong relationships with local authorities and communities to ensure the value of essential housing services is recognised, including the contribution to economic recovery and growth
- Making sure housing services clearly demonstrate value for money and efficiency – developing new delivery models where necessary
- The potential impact of local government spending cuts on services provided in communities where housing professionals work

Care, support and health

Summary of key announcements:
- Personal budgets to support children with special education needs, disabilities, long term conditions and adult social care will be extended
- The government and NHS will give a further £1bn each over 4 years to fund joint working on social care for the most vulnerable and the elderly, including ‘reablement services’
- The Personal Social Services grant for social care will be increased to £2.4bn per year by 2014-15, and rolled into a formula grant
- £6bn will be allocated to funding the Supporting People programme over four years
- Provision for Disabled Facilities Grants will rise with inflation, with local authorities given more discretion for their allocation
- Local authorities will not need to reduce access to social care services

CIH comment
- Sustained investment in the Supporting People programme and Disabled Facilities Grants is a huge success for the housing sector
- The additional funding for adult social care will be helpful, given current demographic challenges, as will the commitment of NHS match funding to support joint work
- The removal of the ring fence for Supporting People is already showing that funding for vulnerable households may be invested in other public services which are considered to be of higher priority
Housing professionals should think about:

- Ways to maintain supported housing services in the face of potential local cuts
- Ways to ensure councils and NHS benefit from involvement of housing as a partner in delivering effective preventative services
- Ways to demonstrate the value and benefits of supported housing and its contribution to the government’s commitment to supporting the most vulnerable in society

**Regeneration and regional growth**

Summary of key announcements:

- The Regional Growth Fund will be extended to three years, and is increased to £1.4bn from the £1bn previously announced
  - RGF will support projects with potential for growth and employment, especially in areas that are dependent on the public sector
  - The first round of bids for RGF funding (capital and revenue) will be before March 2011 – the private sector and public-private partnerships can bid
  - Bids will be assessed by a panel chaired by Lord Heseltine
- Delivery of the European Regional Development Funding will be reformed and linked to the RGF where possible
- Government wants to ensure growth is driven by local business and communities
- Government wants to provide the means and incentives for local communities to benefit directly from economic development in their area
- Local Enterprise Partnerships will help develop the local economy

**CIH comment**

- Regeneration has been hit particularly hard by the CSR, and will now have to compete for resources with other regional economic priorities. This will cause problems for some areas which desperately need investment to support regeneration
- The CSR suggests that the economic argument for investment in housing has not been won, and that further efforts to make this case are required

Housing professionals should think about:

- Developing relationships with Local Enterprise Partnerships which will provide strategic leadership on local economic priorities, and local businesses and communities who will drive growth in their local area
- Re-assessing existing schemes, future priorities and the available funding to enable continuation of schemes
- Alternative sources of funding
Housing supply

Summary of key announcements:

- New intermediate rental tenancies plus capital investment will support the building of up to 150,000 new affordable homes over the next 4 years.
- Reform of the planning system will put local authorities and local people in charge of decisions on new house-building in their local areas, increasing housing supply.
- Introduction of the New Homes Bonus scheme will mean communities benefit from new housing and economic development – matching the additional council tax from each new home for each of the following 6 years. Permission for homes granted now will count for the bonus.
- Plans to reduce the total regulatory burden on developers will be introduced.

CIH comment

- Intermediate rental homes provided by housing associations do have a role to play in increasing housing options, housing supply, and income diversity in communities, as shown in our recent report 'Widening the rental housing market'.
- Provision of intermediate rent to the same client group who usually access social rent raises questions about consistency of the terms being offered.
- There is too little information on the breakdown of capital investment to calculate the true impact of government’s proposals on new affordable housing supply, but our initial calculations suggest it will be difficult to deliver the government’s desired 150,000 properties using the proposed model.
- The additional income from creation of new intermediate rents will support house-building in some areas, but it will not work in all housing market areas e.g. where social and private rents are already very similar amounts.
- The interplay between site viability and affordability in areas with higher private rents may lead to increased pressure on the Housing Benefit bill (not all ‘affordable’ rents are actually affordable to local working people) and could lead ‘affordable rents’ to collide with the new caps on Local Housing Allowance.
- The new spending settlement makes very little funding available to support new social rented housing (less than £2.5bn over four years), so pressures for better use of existing stock will increase.
- The target of 150,000 new affordable homes over four years is lower than HCA’s last target of 50,000 per year, so demand pressure for affordable housing is likely to increase.
- The New Homes Bonus scheme offers the potential to increase growth and the delivery of new homes, but separate modelling carried out by CIH shows that although some local areas will benefit from the scheme others will see a significant reduction in their funding allocations (based on current rates of house building).
- Local authorities, local leaders, housing organisations and the house-building industry need to develop strong relationships with local people and communities to address the challenges of delivering new housing where this may be problematic
- We have a project underway to look at the potential and impacts of re-letting social homes at higher rents and findings will be available in early 2011

Housing professionals should think about:
- Whilst waiting for further detail on the ‘affordable rent’ model in November, you could consider:
  - Whether, and how, intermediate rents could help to meet housing need in your area, and how conversion of existing social homes to intermediate rent would affect communities over time
  - Whether local planning policy and development economics would currently be able to support delivery of intermediate rental homes
  - What proportion of market rent would actually be affordable relative to local incomes
  - For housing associations, whether your finances are currently structured to be able to support delivery of intermediate rental homes
- Our report, *Widening the rental housing market*, has some pointers for providers considering the merits of intermediate rent provision
- Local authorities will need to examine their current rates of house-building and assess how they could be affected by the new homes bonus scheme
- Local authorities collecting evidence for their local plans should make clear links between housing development and economic growth and clearly evidence the national and local benefits of house-building

**Existing social housing**

Summary of key announcements:
- There are no plans to change tenancy terms or rents for existing tenants
- Government wants to make social housing more responsive, flexible and fair so that a greater number of people are able to access social housing in a way that reflects their needs and changing circumstances - this suggests that permanent access to sub-market rents will end
- Social housing will be reformed to provide a more tailored response to individual need at lower cost
- Housing associations will be able to offer a growing proportion of new social tenants a new intermediate rent tenure called ‘affordable rent’ for a fixed period
- Investment via the Decent Homes programme will continue
- Government will reform the National Register of Social Housing which will reduce reporting requirements on social landlords

**CIH comment**
- Continued investment in Decent Homes is excellent news, and will help councils to deliver on promises already made to tenants
- Moves to provide a wider range of sub-market housing to meet different needs are welcome and necessary
- The plans for reform of social housing are still sketchy, but they have the potential to fundamentally change the sector as existing social housing is re-let as 'affordable rent'
- Housing professionals and tenants must be at the forefront of shaping these reforms and determining the ongoing purpose of social and affordable housing

Housing professionals should think about:
- What you would like to happen to social housing in your area, and nationally
- What a wider range of sub-market housing could deliver for your organisation and the communities you work in

**Housing Revenue Account / council housing**

Summary of key announcements:
- HRA reform is going ahead, but the detail has still not been published
- Details of a revised debt settlement, plans for the allocation of debt between authorities, and proposals for the day to day operation of the new HRA self financing regime are expected to be published in November
- Resources for disabled housing adaptations in council stock will be built into reform
- The proposal to allow Right to Buy receipts to be 100% retained locally will be suspended for the forthcoming CSR period at least. The 75% pooled element will be retained by government, with Treasury receiving all 75%
- The PWLB (Public Works Loan Board) rates chargeable will increase by 0.83% to 1% above UK gilt rates

**CIH comment**
- We welcome the continued commitment of government to the implementation of council housing finance reform, and look forward to the publication of the details of how it will work
- We are concerned that the delay in settling HRA reform means that the deal could become progressively more difficult. We are keen to work with government and the sector to understand the full implications of the CSR on council housing finance
- The proposal to retain Right to Buy receipts could cause genuine pressures for authorities which will have debt in the new system but
where government will still retain 75% of the receipts if properties are sold. The retention of any amount of RTB receipts by government is unsustainable to self financing plans and could cause unforeseen additional pressures on wider council capital programmes

- The increase in PWLB rates will inevitably present plans with significant extra costs in the long term, especially with large amounts of debt being taken on by many authorities, and limit the benefits that the move to a local system could otherwise bring
- The intention to provide for newly arising need in the provision of aids and adaptations within the HRA settlement is welcome and could mitigate the increase in the amount of debt settlement

Housing professionals should think about:
- Preparing to re-model the impact of the HRA reform proposals once they are published
- Assessing the impact of higher borrowing rates on planned prudential borrowing
- Our longer note on HRA and the CSR may help you

Welfare and benefits

Summary of key announcements:
- The government is going to save £7bn a year from spending on welfare and benefits by 2014-15. They have committed to making sure it pays to work
- The Universal Credit will replace the current system of means tested working age benefits and tax credits over the next two parliaments
- £2 billion will be allocated over the next four years to fund the implementation of the Universal Credit. Further details will be set out in a forthcoming DWP White Paper
- Household benefit payments for couples and lone parent households will be capped at around £500 per week from 2013
- Household benefit payments for single adult households will be capped around £350 per week (Disability Living Allowance claimants, War Widows, and working families claiming the working tax credits will be exempt from the cap) (both caps save £495m by 2015)
- The age threshold for the Shared Room Rate in Housing Benefit will be increased from 25 to 35, saving £570m by 2015 and expected to affect 88,000 people
- A one-year time limit will be introduced for contributory Employment and Support Allowance for those in the Work Related Activity Group
- Spending on Council Tax Benefit will be reduced by 10 per cent and delivery localised from 2013, saving £975m by 2015
- Government will consider giving local authorities greater flexibilities to manage pressures on council tax from 2013 – it seems that working age eligibility can change, and local authorities can keep savings
- The mobility component of Disability Living Allowance will be removed for people in residential care
• The temporary increases to Cold Weather Payments provided in the past two winters will be made permanent
• Winter fuel payments will be retained
• Temporary changes to the Support for Mortgage Interest scheme will be extended until January 2012. These are the reduced waiting period for new working age claimants of 13 weeks and the increased limit on eligible mortgage capital to £200,000
• A new approach to tackling benefit fraud and error will be introduced

CIH comment
• Reform of the Shared Room Rent will exclude large numbers of single claimants from the private rented sector - not all housing markets offer sufficient shared accommodation, and demand for shared accommodation will now increase
• Single people under 35 who become unemployed now face losing their home just as they need stability to look for a new job
• Single homeless people will be particularly badly affected - for many homeless single people the private rented sector is the only option
• The effect of this reform will be multiplied when the restriction is combined with the measure to limit the LHA to the 30th percentile rent
• At present there are very few details on the Council Tax Benefit reforms and it is not yet clear how the 10% savings will be achieved. The announcement probably signals the end of council tax benefit as national scheme with regulations set by the UK government – it is likely that this has been done to help move to a Universal Credit model which is administered centrally
• If, under the Universal Credit, local authority involvement in housing benefit is ended, it suggests that help with housing costs will no longer be based on actual rents but something that is much more rough and ready such as regional averages. If this is the case it will be much wider reaching than any of the 2010 budget reforms
• The extension of Support for Mortgage Interest is a positive step. Although overall claimant count has now started to fall, the scheme will provide valuable support for marginal homeowners who were unable to afford payment protection insurance whilst working

Housing professionals should think about:
• The likely impact of Shared Room Rent reform at local level
• The potential impact of Universal Credit on housing management and development finance
• Ways to communicate the extension of SMI to existing and potential new claimants
Your communities

Summary of key announcements:

- Adult apprenticeship funding will be increased by £250m per year by 2014-15
- Sure Start funding will be protected in cash terms, and there will be new investment in Sure Start health visitors. Sure Start will refocus on the most disadvantaged groups and more community providers will be introduced
- 15 hours of early years education and care will be made available to all disadvantaged two year olds from 2012
- The Work Programme, delivered through specialist providers, will help people facing barriers to employment
- Community budgets will be established in 16 local areas to pool budgets for families with complex needs – this will be rolled out to all areas by 2015
- The National Citizen Service scheme will be piloted
- More government services will be delivered through the Post Office
- A national campaign to help transform the lives of families with multiple problems will be introduced
- Continued support will be provided for adult numeracy and literacy skills
- Spending on adult community learning will be protected and reformed
- Train to Gain will be abolished
- Police forces will become more accountable to local communities, through elected Police and Crime Commissioners and are expected to increase the focus on ASB
- £530m will be allocated to support the UK broadband network, benefiting 2m households including in remote communities

CIH comment

- The commitment to supporting the most disadvantaged families in society is welcome, including the emphasis on early learners
- The extension of apprenticeships should fit well with worklessness initiatives offered by housing providers
- Integrated focus on families with complex needs should benefit front-line housing professionals and the communities in which they work

Housing professionals should think about:

- The potential impact of cuts to public services that contribute to the well-being of communities on front-line housing services and housing-plus services
- Greater strategic working with local stakeholders and agencies which needs to include identifying shared priorities, intelligence and new ways of working
Your working conditions

Summary of key announcements:
- Reforms to public sector pension contributions and benefits will continue
- There will be practical support for public sector workers facing redundancy

Smaller central government

Summary of key announcements:
- Government Office network will be closed
- Working Neighbourhoods Fund will be abolished
- Growth Area funding will be abolished
- The Thames Gateway programme will be abolished
- The TSA will be closed and further reform of social housing regulation will take place

CIH comments:
- These announcements are not new, though most will impact on housing providers in some way
- Ministers have listened to the concerns of the housing sector - in particular guaranteeing the independent status of regulation, the importance of economic viability, value for money and governance and a continued focus on co-regulation

Housing professionals should think about:
- Ways to maintain focus on co-regulation at local level without pressure from a national body
- Building and developing active tenant groups
- Maximising value for money in all housing services

Environment

Summary of key announcements:
- There will be a reiterated commitment to introducing a Renewable Heat Incentive from 2011 to stimulate the uptake of low carbon technologies, with £860 million funding available. The department of Climate Change (DECC) anticipated that this will lead to a more-than-tenfold increase of renewable heat over the coming decade
- The Warm Front Programme will be scaled down over the next two years, with a budget of £110 million in 2011/-12 and £100 million in 2012-13
- From 2013, the Green Deal will replace Warm Front, and a new obligation will be imposed on energy providers – this will help households improve their energy efficiency with no up-front costs. Phasing out Warm Front is estimated to save £345 million by 2013-14.
• The Government has also announced an independent review of the fuel poverty target and definition before the end of the year
• From April 2011, energy suppliers will further be required to help the most vulnerable fuel poor households through Social Price Support. The total support for this measure will be £250 million in 2011-12, increasing to £310 million in 2014-15
• A refocused Feed-in-Tariff (FiT) on the most cost-effective low-carbon technologies will lead to savings of £40 million in 2014-15. Reducing the support for lower value innovation and technology projects is estimated to save £70 million a year on average over the Spending Review period
• £1bn funding will be made available for a UK-wide green investment bank – this will catalyse private sector investment in green infrastructure. Testing of this model will be completed by spring 2011

CIH comment
• The introduction of a Renewable Heat Incentive and the Green Deal are welcome but more detail is needed including the actual tariff payments
• These initiatives have the potential to contribute to the target of reducing carbon emissions and offer benefits to households and housing providers – individual households could benefit from reduced heating costs and providers could further improve the condition of their properties beyond the Decent Homes Standard
• As the Warm Front Programme is to be scaled down over the next two years, it is important to ensure that the monies still available are targeted at the most vulnerable households

Housing providers should consider:
• Exploring options to become delivery agents for the Green Deal
• Ways to ensure the most vulnerable benefit from funding for home improvements

Devolved administrations (Scotland, Wales and Northern Ireland)

Spending decisions on housing, homelessness, regeneration etc are devolved in the UK, and so the Spending Review does not confirm specific departmental spending allocations or policy decisions outside of England.

Responsibility for council tax will be devolved to Scotland and Wales when it is reformed in England.
The block grant allocated to governments in Scotland, Wales and Northern Ireland has been confirmed as:

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The reductions to overall devolved budgets are slightly less than the UK average. They face a cumulative real terms reduction of 7% to revenue budgets.

The devolved administrations will make their own decisions on how to allocate this funding over the next few weeks, with confirmation of funding settlements to departments by mid-November. CIH Scotland, Cymru, and Northern Ireland will be working closely with the devolved administrations over this period, to achieve the best possible settlement for housing and related issues.

**Coming soon**

- More detail on ‘affordable rent’ and social housing reform
- More detail on Council Tax Benefit reform – in 2010
- Departmental business plans published in November 2010 will present:
  - Vision and priorities
  - Structural reform plan for 2011-13
  - Key indicators against which data will be published to show cost and impact of public services and department activities – in use from April 2011
- Consultation on key indicators for government departments
- Consultation on new homes bonus – November 2010
- Reform white paper, looking at government reform and service delivery – early 2011
- Local growth white paper, looking at:
  - Government’s strategy to ensure all places benefit from sustainable economic growth
  - Implementation of Tax Increment Financing
  - Local Enterprise Partnerships
  - Planning reform
  - Incentives to support growth
  - Regional economic policy
- Government strategy for tackling child poverty – March 2011
- Consultation on major reforms to legal aid
- Commission on the funding of long term care – reports July 2011
- An independent review of the fuel poverty target and definition – started by end 2010
- DWP white paper on benefit reform / universal credit
Localism bill – November 2010
  o Planning reforms including presumption in favour of development and responsiveness to new communities

CIH working for you

CIH worked in partnership with NHF and NFA to prepare a detailed submission to the CSR which was submitted to government in August.

Throughout the summer we have been in dialogue with government and officials to make the case for housing and influence the outcome of the Spending Review.

We are pleased that our efforts have secured fairly stable funding for Supporting People, Disabled Facilities Grant, and homelessness; and that our call for greater flexibilities has been heeded. We are concerned about the future of investment in affordable housing and cuts to local services. We are keen to see more detail about the social housing reform programme and council housing finance reform as soon as possible – these will fundamentally affect our sector.

In the immediate aftermath of the CSR we are:
  • Working with senior housing professionals to unpick the implications and discuss appropriate sector responses
  • Enabling wider sector debate through our housing futures website
  • Working with the trade and mainstream media to support analysis and commentary on the impact of the CSR.

You may be interested in:
  • Our CSR analysis seminars
  • ConsultCIH services on HRA business planning
  • HB calculator & analysis
  • HouseMark services including:
    o The provision of cost information to allow landlords, their tenants and other interested parties to benchmark performance and drive value for money improvements
    o The provision of timely, useful performance information to tenants to enable effective scrutiny and to shape service delivery, including local offers
    o The undertaking of robust and honest self-assessments of performance

For more information on emerging policy ideas and issues see our Housing Futures website.

Contact details
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