Ipswich Housing Strategy 2025 - 2030

Annual Report: One Year On Plain English Version.

IPSWICH BOROUGH COUNCIL

Ipswich Borough Council's Housing Strategy was published in January 2025, with these five priorities:

1. Ensure housing of all types and tenures is available to meet housing need.
2. Improve the quality and standard of all housing.
3. Be an excellent landlord to our tenants.
4. Support households to maintain access to accommodation.
5. Ensure older persons have access to housing and services that meet their needs.

Since then, we have been working through our Action Plan, and this document aims to share what we have achieved with our tenants.

Priority One: Ensuring housing of all types and tenures is available to meet housing need.

Achievements

- We are making changes to the Council's new build design guide and specification to reduce the cost of new Council homes.
- We are working with Handford Homes to bring more affordable homes to Ipswich. · The Planning Policy team have published a Housing Delivery Action Plan, and they are working on a new Local Plan.
- 233 new affordable homes have been delivered at Bibb Way and Ravenswood. We have also bought 6 other properties to be used as social housing and temporary accommodation.
- We continue to develop the Ipswich Garden Suburb – we have already built many homes, of which over 200 are already being lived in, as well as a play area and two bridges over the train tracks.

Priority Two: Improve the quality and standard of all housing.

Achievements

- We completed a 'Tenant Census' of our Council tenants.
- The number of tenants that received 'Tenant Times', a newsletter produced by the Council for our tenants, has increased from 350 in 2024/25 to 968 in 2025/26.
- By March 2026, we had completed home condition checks on 73% of our Council homes.
- We invested £25 million into repairing, improving, and adapting our Council homes.
- We recruited four new Housing Officers.
- We have made sure all our Council homes follow the new requirements under Awaab's Law. We will be sharing more about this on our website through a visual Dashboard tool.
- We begun fire improvements across Council homes in January 2026.
- We have obtained Energy Performance Certificates (EPC) for over 4,000 of our Council homes and are working to obtain 3,000 more.

Priority Three - Be an excellent landlord to our tenants.

Achievements

- We have improved our Tenancy Satisfaction Measures, which are available here.
- We implemented a targeted Tenancy Visit programme, which focuses on visiting the Council tenants that need it more.
- We launched the new Neighbourhood Walks and Talkabouts programme in May 2025. This has helped us to fix various housing and tenancy issues.
- We organised eight Community Days events, which included litter picking and the removal of electricals and metal.
- We hired one new Tenant Engagement Officer to listen and work with tenants.
- We developed a new Language and Terminology approach, to help us be clear when we communicate with tenants. We are also using an 'Easy Read' approach in some situations.
- We launched 'Choices for Voices', a new way for Council tenants to take part and provide feedback and help shape services that affect them.
- We are trying to gather more and better data about our tenants.
- We signed up to the Stop Social Housing Stigma Campaign and have spoken to Council tenants to understand their views.
- We have improved the way Anti-Social Behaviour victims can contact us to get help.

For more information about what has been achieved and what we are working on to support our tenants, consult the Ipswich Borough Council Housing Services Annual Report 2025.

Priority Four – Support households to maintain access to accommodation.

Achievements

- We have reduced the length of time our Council homes are empty between tenants.
- We helped more than 30 Council tenants to move to a smaller home through the Tenant Incentive Scheme.

Priority Five – Ensure older persons have access to housing and services that meet their needs.

Achievements

- Once fire improvement repairs have been completed, a Sheltered Housing improvement programme will begin.
- We re-housed Council tenants living at Wingate House, one of our sheltered schemes to better homes. We are now working to do the same at Brooke Hall House and Cumberland Towers.