Appendix 1

Hillingdon Draft Housing Strategy 2021/22 to 2025/26

Consultation Report

1. On 8 July 2021 Cabinet approved the Draft Hillingdon Housing Strategy 2021/22 to 2025/26 for consultation. The consultation period ran from 19 to 26 September 2021. Considerable informal consultation was carried out prior to a complete draft being presented to Cabinet. The formal consultation process includes the following elements.

   - All staff email – A notice and a follow up reminder was placed in the all staff email to encourage staff to complete the survey.

   - Hillingdon People – An advertisement was placed in the July/August edition of Hillingdon People directing residents to the online survey.

   - Social media – Posts were made on Facebook, Instagram and Twitter. Engagement has been good with a reach of 21,482 and 448 clicks on Facebook, a reach of 2,600 on Instagram and 12,695 impressions on Twitter[1].

   - Online survey – An online survey was available on the council website 'Have your Say' page. The survey was sent to a wide range of colleagues across the council and in partner organisations and to residents who confirmed that we may contact them in this way. There were 83 responses to the online survey. An analysis of the responses is provided below.

   - LBH front line staff workshops – A consultation workshop was held with front line housing options and private sector staff on 12 August 2021. A further staff workshop was held on 22 September 2021 for tenancy management, risk management, housing revenue and charges, welfare reform and tenancy support, housing and enforcement and domestic abuse, community engagement, repairs, contract and compliance, planned works, voids, housing grants, and adaptations.

   - LBH meetings for key staff related to the five priorities – Five individual meetings have been held with a small number of key staff related to each of the strategies priorities. These were focused in particular on specific actions and key performance measures and to begin planning for implementation

   - Homelessness Forum – An online forum was held on 11 August 2021 focussed on the Housing Strategy Consultation. A wide range of statutory and voluntary organisations concerned with homelessness and related areas attended including mental health, older people, migrants, domestic abuse, disability and

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[1] "Post Reach" is the number of users who saw your specific Facebook or Instagram post. " Clicks" are the number of clicks on links to the dedicated page. Impressions on Twitter is a total tally of all the times the Tweet has been seen.

access to employment. A follow up individual consultation meeting was held with Homeless Link in relation to young people

- Landlord Forum – An online forum with landlords was held on 14 September 2021. This was focused on the Housing Strategy Consultation.

- Tenant and leaseholder service user workshops – two events have been held for tenants and leaseholders, one on the evening of 2 September 2021 and one during the afternoon of 16 September 2021.

- Service user meetings – Trinity have hosted a consultation session for service users. The meeting included council officers and was held on 21 September 2021. P3 have gathered feedback from their service users and directed them to the online questionnaire.

- A Community Services Network meeting discussed the housing strategy on 1 September 2021. This included representatives from H4All, local churches, residents associations and others from the voluntary sector community.

- Housing Associations Meetings – Individual meetings have been held with housing associations with stock in Hillingdon. These have concentrated on those with the larger stock numbers and the most active developers, but have also included a specialist older person's provider. Housing Associations active in the borough were also invited to complete the online survey.

Consultation Results

Online survey overview

2. The online survey has generated 83 responses. The proportions agreeing or disagreeing with the priorities and aims were as follows:

Table One

	Strongly agree/Agree	Neither agree nor disagree	Disagree/Strongly disagree
1 – Place Shaping	63%	17%	20%
2 – Affordable housing	69%	16%	16%
3 – Housing standards	76%	16%	8%
4 – Charter for social housing residents	67%	18%	14%
5 – Supporting independent living	71%	16%	13%

3. The survey respondents were made up of 22% council tenants, 1% in temporary accommodation, 14% private tenants, 8% housing association tenants and 54% owner occupiers. A majority were female - 55%, 34% were male and 11% prefer not to say. The most prevalent age bandings of respondents were 35 to 44 and 45 to 54. Only two respondents were under 25.

4. The proportions agreeing or disagreeing with the actions identified were as follows:

Table two

	Strongly agree/Agree	Neither agree nor disagree	Disagree/Strongly disagree
1 – Place Shaping	64%	19%	17%
2 – Affordable housing	55%	22%	24%
3 – Housing standards	70%	20%	10%
4 – Charter for social housing residents	61%	27%	12%
5 – Supporting independent living	67%	18%	14%

5. A more detailed breakdown of results from the online survey is included at appendix 1A.

6. In general, private rented sector tenants and housing association tenants were more likely to agree with the priorities and less likely to disagree than either council tenants or home-owners. For priority 4 relating to the charter for social housing, unsurprisingly council tenants were more likely to agree and private rented tenants and home-owners were less likely to agree. These are differences in the extent of agreement. All tenure groups supported all priorities in general.

7. Male and female responses were broadly similar for all priorities other than for affordable housing where greater support for the priority was expressed by female respondents.

8. There is little discernible difference in responses by sexual orientation. The majority of respondents are either heterosexual or they prefer not to say, and the responses are broadly similar.

9. Most respondents were between the ages of 35 and 55. There were small numbers of older people and very small numbers aged under 25. Responses were similar across age groups. There was a slightly higher proportion in the older age group disagreeing with the affordable housing priority, although even amongst this group, there was three times as much agreement as disagreement and as the overall numbers were small, extrapolation is unreliable.

10. Most respondents identify as either Christian or not religious or no religion. There is no correlation between different religions and different types of response.

11. Both married and single people were in support of the priorities, however support is stronger amongst single people in relation to place shaping, affordable housing and independent living.

12. A significant proportion, one in four, of respondents were disabled. Disabled respondents exhibit higher levels of support for the place shaping and affordable housing priorities.

13. Almost half of respondents were White British or Irish or White Other. There were 17% of respondents who ticked preferred not to say in relation to their ethnicity. There was not discernible difference in responses between groups.

Consultation key themes

14. The following bullet points capture the main themes of the consultation feedback via the online survey and through other consultation events and mechanisms:

- Performance outcomes need to be measured and there is a need to ensure joined up activity, improved communication and active engagement.
- Comments in relation to the place shaping priority were mainly concerned with infrastructure, healthcare provision, access to GPs and other aspects of sustainability to accompany housing development; anti-social behaviour and criminality; local approaches and the green / climate change agenda.
- Respondents are concerned regarding an ongoing shortage of affordable housing. They are also concerned that it should be truly affordable and of a good size and standard. Concerns extend to the length of time taken to be housed via the social housing register; that access to the register should be permitted as a result of affordability alone and that support should be given to working households. Access to the private rented sector is also seen as problematic and there is a concern that local housing options should be available, and people should not have to move away.
- Keeping properties in good condition is an ongoing concern. More information needs to be made available to tenants regarding planned works. Poor housing conditions have wide impacts including on health, education well-being and on rent collection. Lettable standards are an issue. There are concerns regarding standards in the private rented sector and that enforcement action needs to be across services. Particular areas of concern are sub-divided dwellings, damp and mould and overcrowding. There is also disquiet regarding standards in new buildings especially in relation to the size of dwellings and new build via permitted development rights.
- Tenants want to be treated with respect, listened to and offered choice. A variety of methods should be used to ensure engagement. Communication is key and tenants should be empowered to do more for themselves. Communication and services for leaseholders need to be taken into account in the strategy.
- There was a consensus that more work needs to be done upstream in collaboration with Voluntary and Community Services as well DWP to help prevent homelessness in particular with cases that involve mental health concerns. This will involve joint working between housing, social care and health providers to act quickly and safely.
- An increase in engagement with the diverse community of Hillingdon will help in understanding their needs and how the local authority can be better situated in meeting their needs through the strategy. Outreach work in the community and faith centres will help reach those who are otherwise forgotten.

15. Bullet points providing more detailed feedback through the consultation is included below:

<u>General themes</u>

- Actions need to be measurable and delivered. Identifying outcomes, staff, resources and timescales.
- There is need for key performance commitments and detail of how the strategy will be implemented
- The strategy is ambitious and needs to be a living document which actionable, measurable, and smart.
- The strategy needs a geographical approach to take account of differing populations, poverty and housing needs in different parts of the borough
- Increase engagement with local groups/charities who engage with ethnic minorities. Involve diverse populations, faith leaders etc.
- Education of tenants of their roles and responsibilities is lacking.
- Lack of formal starter pack at tenancy inception results in false hope or understanding
- We need to be more joined up in our approach.
- Reinforce our message and communicate in an easily readable format
- Step-by-step guides on how to complete routine tasks in the home are online
- Need to look at creation of starter packs opposed to just pieces of paper
- Robust policy which every department investigates and can view, and maybe point out bits which kind of conflict among against each other so we can work as a Council rather than support teams.
- There is a lack of proactive work being done with landlords and tenants which inevitably leads to evictions which is when the council acts – but this is too late.
- More work needs to be done with landlords to bring them more in to the fold to restore confidence – possibly a landlord sub-group.
- Capital letters is not financially viable according to a landlord and better off renting on the open market.
- Claim by a landlord that other LA are offering 24 month rent bond on a 24-month AST.
- Unfurnished properties are becoming the norm and gives greater responsibility to new tenants to respect the property.
- Landlords are preferring to use section 21 to avoid counter claims and associated costs
- Tenants are also aware of the council's duty and feel there is no risk in making themselves "intentionally homeless".
- Inconsistency between housing officers and information given
- The vulnerable/elderly are often the people whose computers skills are poor - usually through no fault of their own. By digitising services, the Council will save money but exclude the very people it needs to help. The expectation is people 'read and understand' the information and in my experience of dealing with the Council, the documents are often lengthy, confusing and complicated to understand. Over reliance on computers is not good for people's mental health either. If Hillingdon Council is serious about supporting the vulnerable it needs to employ more people to assist the vulnerable directly and not rely on technology.

Priority one: Place shaping

- Need for a strong focus on sustainability and for consideration of wider impacts of housing i.e. noise, traffic, pollution, availability of GPs, schools etc.
- Respond to needs of different localities and communities
- Increase CCTV coverage in south of the borough to deter ASB and criminal activity.
- There is an increased demand for space within new developments in homes and to include communal space
- Build stronger communities and family environments
- There is a lack of youth services and facilities leading to ASB
- Maybe make more use of green spaces for the purposes of housing considering LBH is the second largest borough in London but lease densely populated.
- How does Hillingdon Council deal with anti-social behaviour to neighbouring properties from a social housing tenant?
- A lack of infrastructure to accompany new homes. Increase in pollution
- Population density and associate criminality are too high
- Hayes Town regeneration should be accompanied by a rebuild of the shopping area
- Priority 1 should be expanding and enforcing green policies to protect our environment, vs reacting to climate change. I.e. current flat residents have no access to food recycling or green recycling, help to replace gas boilers, making high streets pedestrianised etc

Priority two: Increasing Access to Affordable Housing

- Affordable housing to be truly affordable, but also to include options for younger, working, low and middle income earners to access housing options including via the housing register
- Those overcrowded wait too long for housing. Some needing 3 bedrooms would accept 2
- Consider assistance with deposits for working households to free-up social housing
- Form closer working relationships with housing associations to work collaboratively i.e. in relation to under-occupation and over-crowding
- Work in conjunction with housing associations on approach to downsizing
- Long wait time on housing register even with a band A. Despite new builds and regeneration projects, the wait times have not reduced. Ensure expectations are realistic by publishing time on the housing register by property bed size
- There is severe overcrowding and due to affordability, no other prospects than an out of borough move, which is not wanted as residents have links to the borough with employment and education.
- Need for clearer information on bid outcomes and likely prospects for social housing lettings
- An increase in out of borough buyers purchasing properties in Hillingdon, with it becoming far more desirable, is reducing options for Hillingdon residents
- Migration to the borough in general, is increasing demand for housing
- Houses are being preferred over flats for those who can afford them

- There has been a shortage of social housing for a number of years and no prospect of this being resolved
- Need to identify specific resources to deliver new homes
- Consideration to be given to include qualification criteria for the housing register which would enable someone to join based on affordability alone.
- More elderly people are working and no longer require old style community rooms. The demographic is changing, and they are now more likely to require Wi-Fi and gyms and other leisure facilities. The offer needs to develop to reflect that.
- Supply of sheltered housing is more readily available than general needs.
- Access to PRS remain difficult due to complex requirements from landlords and some reluctance to housing those on Universal Credit. (Balanced against this, single UC claimants over 35 can claim 1 bed rate for shared accommodation – a more attractive prospect for landlords) Build to rent schemes with an affordable discounted rent component can assist in increasing affordable PRS supply.
- Early pathway planning should take place to consider move on requirements
- Downsizing can be deterred by the type of properties available. A lot of the one bed properties are very small and after viewing, potential downsizers decide to stay where they are. There is a need for a more bespoke and better offer
- Landlords are looking for bonds/rent guarantees to help house residents through the local authority in affordable housing
- Not enough social housing
- How do the council calculate what's affordable? It's affordable if you are on £20k to £30k
- Limited housing for unaccompanied asylum seekers
- Difficult for young people to privately rent as can't afford to put up a month's rent in advance and a deposit. Guarantors required
- More initiatives for single working people
- Benefits/rewards for Local residents that are working
- Split between affordable and market housing needs to include a higher proportion of affordable
- Affordable homes are being bought by foreign investors and rented out at higher rents
- Fuel poverty is also caused by greedy energy companies. We have already been warned of a huge increase in energy cost this winter.
- Hillingdon has a high percent of larger families without suitable homes because of the lack of investment in social housing over the last 30 years. Why penalise tenants that are part of the Hillingdon community, worked hard for what they have achieved. Raised their families in these homes and now are being blamed for the shortage of Social Housing. Hillingdon has a diverse community which is made up with from many cultures and communities but the right to be housed in this borough should stay with those that have lived longest in Hillingdon.
- Its important new housing is of "good quality", and not of the "rabbit hutch" variety seen on new private developments across the borough. These ultra-low-quality developments (often 'permitted development' of old commercial premises) result in increased ASB, decreased quality-of-life for residents (through lack of indoor and outdoor space, natural light, inadequate living conditions with poor ventilation, no

bike storage, no/inadequate parking, no bin/refuse storage). Priority Two is too broad in its current form and could facilitate more "rabbit hutch" developments effectively turning parts of borough into slums.

- Focuses too much on rented and social housing and not much for affordable housing to buy.
- Any new development should include at least 50% affordable housing (whether for rent or sell). New development should have easy access to public transport.

Priority three: Leading on Improving Housing Standards

- The need to address poor property conditions in existing council and housing association homes
- Ensuring good quality and space standards, indoor and outdoor in new developments
- Sub-dividing of properties and a lack of proper facilities such as water pressure needs to be looked at in relation to addressing private sector standards. Flats above shops in a poor condition and converted outbuildings are further areas of concern.
- Concerns regarding office to residential conversions and the standard of accommodation provided
- Ongoing issues in relation to cladding
- Family homes being lost through conversion to HMOs
- Much of market housing, being small and sold to investors off plan that the council has little influence over
- Covid-19 has impacted on the housing market with space in and around the home critical
- Overcrowding is an issue that has become more prominent and highlighted during the pandemic
- Partnership working needs to be across enforcement services to address housing standards in the private sector. Poor building works lead to damp and mould as well as fire safety concerns with room sizes being an issue. There are professional rogue landlords who are consistently breaching rules.
- Continue work in identifying safety issues in the PRS including in relation to cladding
- Better stakeholder work and more of a holistic approach is being undertaken whilst working alongside organisations such LFB who are being consulted on an ongoing basis.
- Main issues in the private rented sector are overcrowding, excess cold and fire safety issues including cladding and dangerous structures.
- It would be good to have some ongoing liaison with new tenants placed for the first few weeks and months. Help with how to manage a home i.e. the impact of wet washing on damp and mould growth.
- Hoarding is a big concern with vulnerable households as a fire risk and vermin risk. If urgent it escalates to the high-risk MASH.

- Neighbour issues range from concern about a person to requests to move them. Safeguarding concerns will be reported and sometimes this is needed 3 or 4 times to build up a picture.
- YMCA use a tool to look at a variety of aspects of independent living skills. Sometimes just one blip can derail to the whole process and conversely sometimes one thing will click and everything will fall in line.
- We are looking to implement a referral mechanism for professionals through to the private sector housing team. Early identification is key to resolving problems.
- Would like clarity and access to Hillingdon grants towards housing improvements and DFG in the private sector.
- Why do landlords have to provide electrical safety certs but not social landlords – discrimination.
- Some landlords do ensure properties are at a high standard before lettings are made.
- Landlords should be allowed to report environmental issues to the local authority without the tenant present to be more proactive.
- Quality of shared accommodation not good for what is affordable
- The impacts of poor housing could be made more explicit. i.e. poor housing detrimental to health and well-being. Being overcrowded can have impacts on children's education and development as well as impacting on adults and in particular mental health.
- There's nothing new about improving homes – constant cycle.
- Would be nice to have some sort of planned project where we have all the all the kitchens that are overdue.
- If kitchens, bathrooms, roofs were replaced slot at regular intervals we would not have such demand on our service when they break.
- The reports that we've sent up I've got a little graph where it's saying housing where it's becoming non decency level rising.
- Private landlords are expected to attend properties regularly so how does a LA follow suit.
- There is the link between someone living in poor health, poor housing conditions with their well-being and their ongoing relationship with their tenancy management officer.
- Repairs does have an impact on arrears recovery as tenants don't pay their rent because they say that repairs have not been done and this ends up with legal taking cases to court because tenants aren't paying their rent.
- Repairs in older properties can result in larger scale repairs if appropriate parts are no longer available. This keeps contractors on site for longer and contributes to repairs backlogs.
- There's a direct correlation with all social housing throughout the area of where despite landlords maintaining their service provision or hitting their targets, doing the same amount of repairs here in year, there's still a direct link that resident expectations are increasing despite performing the same for last 10-20 years.
- Tenant expectations of reporting online 24 hours a day means they want 24 hours a day service – not realistic.

- We need to understand our tenants, their tech savviness etc so we can approach them differently.
- Cap of £18k on property works to bring to minimum standard and that includes the costs for doing your asbestos check your electrical check so all of your statutory checks here APCS and then once you paid out for them that left you pretty much £500 to just do's bare essentials now.
- Council should monitor the quality of rented housing in the private sector that includes building safety, population density and energy efficiency
- There appears to be a lack of communication to council tenants regarding updating of properties within the current housing stock. A document had been available online showing a proposed timetable of potential updates by ward and road e.g. roof, external doors etc. Reviews are useful but without implementation and investment priority one will not deliver any tangible benefits.
- Regular stock checks of housing to ensure compliance and standards are being met.
- LBH needs to consider more than fire safety. Consider the disruption, noise, traffic and pollution associated with building these houses. Consider the impact to the local area due to the increase in population - traffic, noise, ASB, resources (including those from the NHS and Met Police).
- Outside space is as important as indoors. Having a place to sit and socialise (for example a garden) is important.
- There are no Hillingdon entries on the Rogue Landlord Database. Hillingdon needs to bring prosecutions to ensure these landlords and agents are convicted and can then be flagged as a Rogue Landlord, warning other potential tenants. Otherwise they will continue to operate without consequence.
- Maximum energy efficiency for council housing is clearly very helpful, but action for other types of property is also critical. For private rented properties, the Council has a duty to enforce minimum energy efficiency standards and Hillingdon should do this. Licensing the private rented sector could also be helpful, but if this is not done comprehensively, then those in areas where there is licensing might see their rents increase and not be able to afford them.

Priority four: Embracing the Charter for Social Housing Residents

- Treat people as human beings who deserve to be listened to, not rushed and offered choice
- Tenant engagement should be done through focus groups and tenant participation forum who would be representative of tenants.
- Presently tenancy engagement team carry out surveys and are key.
- Maybe a different approach of what tenants want, so it may be best to go out, speak to them, see what they want, what they need, but what makes them feel more comfortable in their community, what things they believe will enhance their role.
- Tenant experience surveys are good to see where there are any gaps in the service.
- We need to look at capturing tenant/leasehold information digitally to plan for the next 2-5 years.

- There's a big disparity between the expectations of a lot of our residents and what we can provide them with especially when they are vulnerable.
- Creation of tenant forums to hear their opinions is a one to be explored.
- Information held in some parts of the council is not necessarily shared as a matter of course. In some instances, this might include important information i.e. when a resident has died.
- Those who need to be heard are brushed aside by those who complain about petty things
- Communication with residents is key as it helps to manage people's expectations.
- I think this is a rare area where the council is very poor. Tenants should be empowered to carryout works such as painting and cleaning graffiti themselves to show how they value their homes and communal areas.
- There is a lack of coverage in the strategy in relation to communication with and the service offered to leaseholders

Priority five: Supporting Independent Living

- Need for more wheelchair/accessible properties for disabled people under 60 as well as for older people
- There is a need for additional support and AI and machine learning needs to be harnessed to assist those who are vulnerable.
- A need for greater support for those in temporary accommodation prior to a tenancy sign up to help reduce tenancy failure
- More work needs to be done upstream on homeless prevention and act at an early stage
- A need for more upstream work to be done with hospitals to prevent homelessness on discharge
- Consider bringing JCP into the service in the form of clinics and work collaboratively alongside housing services, to address issues related to unemployment, UC claims and affordability issues including those linked to furlough.
- The likelihood of increased homelessness, with evictions restarting
- A build-up of unsustainable debt and need for money advice
- Concerns regarding those with mental health problems exacerbated by circumstances related to Covid and employment issues
- A big increase in co-morbidity, particularly drug and alcohol problems and mental health
- Concern that people with mental health problems are being evicted for not paying rent. Need for a way to fast track someone with a severe mental health problem into housing - a link between mental health charities and the council so that serious issues are picked up and a safe environment is provided quickly. May need to consider temporary solutions in some instances. Need to ensure good joint working between housing, social care, and mental health. This is also important from a safeguarding perspective
- Consider how best to locate housing for those with mental health/behaviour issues in a way that allows targeted support, minimises issues with neighbours and helps to sustain tenancies.

- What additional support can be provided in the community to help sustain tenancies
- Suggestion that the strategy makes greater reference to a Trauma Informed Approach across voluntary and statutory services
- The local authority working towards DAHA accreditation is seen as a positive move
- Homeless households long wait to be accommodated
- Additional options to sheltered housing need to be considered and options should also take account of the needs for family carers.
- Need to consider LBH demographic and the expectation for certain cultures to live and care for their elders
- Consideration to be made for residents who may struggle with language barriers or technology to have transparency on options.
- There is a need for further engagement and transparency with local groups to explain what independent living is and what it means
- Further work needs to be done with partners to manage expectations. For example, working with Social Care, Young People's Team, to ensure that they are aware of likely waiting times for properties in the social and reduce false hope and to encourage working proactively to promote the private rented sector for suitable accommodation options.
- Operationally more work can be done upstream at triage stage to signpost and work intensively with households before a homelessness duty is owed.
- Look at offering residents support with UC and other benefits to prevent them from getting into arrears and to help with money management at the point of making an application to help them budget their finances before they move into accommodation.
- Suggested reverting back to an almost hand holding service like previous years in particular when it comes to harassment, ASB or illegal eviction cases.
- Suggested introduction of a tenancy management support service to prepare individuals for possible moves while they are still in temporary accommodation to help reduce tenancy failure.
- More work could be done with befriending services or Voluntary Community Services
- Suggestion that the strategy makes greater reference to a Trauma Informed Approach across voluntary and statutory services so there is a similar theme running through services across the borough with a raised awareness of trauma.
- May also want to think about gender-informed approaches (the proportion of female rough sleepers is higher at the airport than in general amongst rough sleepers)
- Seek a common approach across London to the placement of households under section 17 of the Children Act, to avoid, as far as possible, negative homelessness decisions and additional pressure on social care services
- There is an issue regarding mental incapacity and a resulting inability of a person to end their tenancy
- Sad to see that we don't do a lot of tenant engagement and get a lot of feedback so it's good to hear that it is very much on the agenda

- There's nothing new about tenant engagement, disabilities, autism, learning difficulties, mental health issues, drug, alcohol but it's just about being able to be very strategic about which ones you know what and the funding available to help with these issues
- More frontline staff and supporting them is achievable considering customer contact centre will be reducing their support
- There is a high number of vulnerable tenants with severe mental health or range of mental health issues
- Move on from supported housing not always considered via move on panel. Need to ensure consistency
- Interpretation of allocation policy unnecessarily harsh in application. Two weeks out of borough can disqualify from 10-year criteria. Unclear communication regarding impact
- Afghan refugees - A request for transparency on the numbers expected in Hillingdon and what are the plans to be published.
- Afghan refugees - where is the infrastructure for schools, GP services etc., this is a huge pressure on the council.
- Landlords are offering properties within LBH to other local authorities due to superior financial packages.
- Tenant/Tenancy training is a positive step and follows what other local authorities are doing to empower new tenants.
- Can housed homeless household have allocated housing officers similar to Tenancy management officer for socially housed tenants.
- More schemes and funding for young people moving on
- More supported accommodation needed for 18 to 25-year olds
- Communicate better / Housing benefit is often an issue. Difficult to understand how the amount they should pay is worked out.
- A higher proportion of accessible properties (wheelchair or step-free) for people who are under 60 should also be considered.
- Why is everything aimed towards extreme groups? What are you doing for tenants who work full time, try to help their families who aren't earning massive money? We just get overlooked every time.
- This area should be widened to include those of other disabilities, vulnerabilities and those suffering from addiction.
- People who are under 60 with a disability should be added to this list. Those who may have additional support needs but are independent and not in need or a carer or social services care plan. They are often overlooked when housing considerations are made.
- More work is required to establish appropriate sustainable housing for specific groups especially; same day housing to prevent people sleeping rough, therapeutic communities to assist people with addiction issues, next step housing for people leaving mental health units and housing for people that currently have no recourse to public funds.
- The current housing pathway is heavily reliant on exempt accommodation supported housing funding and is consequently vulnerable to a change in funding

arrangements.

Appendix 1A

Detailed results of Online Survey

To what extent do you agree with priority no. and its aims?

Place Shaping

	Strongly agree/Agree	**Neither agree nor disagree**	**Disagree/Strongly disagree**
All respondents	52	14	17
	63%	17%	20%
Council tenants	12	2	4
Living in temporary accommodation	1	0	0
Private tenants	6	2	0
Housing association tenants	5	0	1
Home-owners	20	1	11
Male	21	2	4
Female	28	9	9
Prefer not to say	3	2	4
Heterosexual / straight	42	6	12
Bisexual	2	0	0
Gay man	2	0	0
Gay woman / Lesbian	0	1	0
Other/Prefer not to say	5	5	4
Under 25	2	0	0
26 – 34	6	2	2
35 – 44	13	2	5
45 – 54	10	3	2
55 – 64	2	3	2
65+	6	2	1
Prefer not to say	3	0	4
Sikh	2	0	0
Buddhist	0	0	0
Christian	16	3	4
Hindu	1	1	0
Humanist	0	0	0
Jewish	0	0	0
Muslim	4	0	0

No religion / not religious	15	5	6
Other/Prefer not to say	4	3	6
Single	14	5	1
Civil partnership	1	0	0
Divorced	5	1	1
Married	22	5	10
Separated	2	0	0
Widowed	2	0	0
Prefer not to say	6	3	5
Disability (Yes)	14	2	2
Disability (No)	38	10	14
Asian or British Asian - Bangladeshi	2	0	0
Asian or British Asian – Indian	6	2	0
Asian or British Asian – Other	0	0	0
Asian or British Asian – Pakistani	1	0	0
Black or Black British – African	3	0	0
Black or Black British – Caribbean	3	0	0
Black or Black British – Somalian	1	0	0
Black or Black British – Other	0	0	0
African & Caribbean	1	0	0
Chinese	0	0	0
Chinese – Other	0	0	0
Mixed other background	0	0	1
Mixed White/Asian	1	0	0
Mixed White/Black African	0	0	0
Mixed White/Black Caribbean	0	0	0
White – British/Irish	20	7	9
White other	2		1
Albanian	0	0	0

Kosovan	0	0	
Other European background	2	0	1
Any other Ethnic group	3	1	1
Prefer not to say	6	4	4
Not known	1	0	0

Affordable housing

	Strongly agree/Agree	Neither agree nor disagree	Disagree/Strongly disagree
All respondents	57	13	13
	69%	16%	16%
Council tenants	13	3	3
Living in temporary accommodation	1	0	0
Private tenants	10	0	1
Housing association tenants	7	0	0
Home-owners	26	10	9
Male	16	6	6
Female	39	5	2
Prefer not to say	2	2	5
Heterosexual / straight	46	9	8
Bisexual	2	0	0
Gay man	2	0	0
Gay woman / Lesbian	1	0	0
Other/Prefer not to say	6	4	5
Under 25	2	0	0
26 – 34	10	1	2
35 – 44	17	4	1
45 – 54	16	2	2
55 – 64	6	2	2
65+	4	3	2
Prefer not to say	2	1	4
Sikh	2	0	0
Buddhist	0	0	0
Christian	19	5	2
Hindu	1	1	1
Humanist	0	0	0
Jewish	0	0	0
Muslim	6	0	0
No religion / not religious	22	5	5
Other/Prefer not to say	7	2	5

Single	17	2	1
Civil partnership	1	0	0
Divorced	5	1	1
Married	24	7	6
Separated	2	0	0
Widowed	2	0	0
Prefer not to say	6	3	5
Disability (Yes)	14	3	2
Disability (No)	43	7	11
Asian or British Asian - Bangladeshi	2	0	0
Asian or British Asian – Indian	4	2	2
Asian or British Asian – Other	0	0	0
Asian or British Asian – Pakistani	1	0	0
Black or Black British – African	3	0	0
Black or Black British – Caribbean	3	0	0
Black or Black British – Somalian	1	0	0
Black or Black British – Other	0	0	0
African & Caribbean	1	0	0
Chinese	0	0	0
Chinese – Other	0	0	0
Mixed other background	0	0	1
Mixed White/Asian	1	0	0
Mixed White/Black African	0	0	0
Mixed White/Black Caribbean	0	0	0
White – British/Irish	25	7	4
White other	2	1	0
Albanian	0	0	0
Kosovan	0	0	0
Other European background	2	0	1
Any other Ethnic group	5	0	0

| Prefer not to say | 6 | 3 | 5 |
| Not known | 1 | 0 | 0 |

Housing Standards

	Strongly agree/Agree	Neither agree nor disagree	Disagree/Strongly disagree
All respondents	63	13	7
	76%	16%	8%
Council tenants	14	1	3
Living in temporary accommodation	1	0	0
Private tenants	8	3	1
Housing association tenants	6	1	0
Home-owners	34	8	3
Male	23	3	2
Female	36	8	2
Prefer not to say	4	2	3
Heterosexual / straight	50	9	4
Bisexual	2	0	0
Gay man	2	0	0
Gay woman / Lesbian	0	1	0
Other/Prefer not to say	9	3	3
Under 25	2	0	0
26 – 34	9	3	1
35 – 44	18	4	0
45 – 54	14	4	2
55 – 64	10	0	0
65+	6	2	1
Prefer not to say	4	0	3
Sikh	2	0	0
Buddhist	0	0	0
Christian	22	2	2
Hindu	2	1	0
Humanist	0	0	0
Jewish	0	0	0
Muslim	6	0	0
No religion / not religious	23	8	1
Other/Prefer not to say	8	2	4

Single	18	1	1
Civil partnership	1	0	0
Divorced	5	1	1
Married	27	8	2
Separated	2	0	0
Widowed	2	0	0
Prefer not to say	8	3	3
Disability (Yes)	15	3	2
Disability (No)	48	10	5
Asian or British Asian - Bangladeshi	2	0	0
Asian or British Asian – Indian	6	2	0
Asian or British Asian – Other	0	0	0
Asian or British Asian – Pakistani	1	0	0
Black or Black British – African	3	0	0
Black or Black British – Caribbean	3	0	0
Black or Black British – Somalian	1	0	0
Black or Black British – Other	0	0	0
African & Caribbean	1	0	0
Chinese	0	0	0
Chinese – Other	0	0	0
Mixed other background	0	0	1
Mixed White/Asian	1	0	0
Mixed White/Black African	0	0	0
Mixed White/Black Caribbean	0	0	0
White – British/Irish	27	7	2
White other	2	1	0
Albanian	0	0	0
Kosovan	0	0	0
Other European background	2	0	1
Any other Ethnic group	5	0	0

Prefer not to say	8	3	3
Not known	1	0	0

Charter for social housing residents

	Strongly agree/Agree	Neither agree nor disagree	Disagree/Strongly disagree
All respondents	56	15	12
	67%	18%	14%
Council tenants	11	3	4
Living in temporary accommodation	1	0	0
Private tenants	4	2	3
Housing association tenants	4	2	0
Home-owners	32	8	5
Male	14	1	3
Female	16	5	1
Prefer not to say	2	2	1
Heterosexual/ straight	24	4	4
Bisexual	0	0	0
Gay man	1	0	0
Gay woman / Lesbian	0	1	0
Other/Prefer not to say	7	3	1
Under 25	1	0	0
26 – 34	4	0	1
35 – 44	9	3	1
45 – 54	5	2	0
55 – 64	5	0	0
65+	5	2	2
Prefer not to say	3	1	1
Sikh	2	0	0
Buddhist	0	0	0
Christian	9	1	4
Hindu	2	1	0
Humanist	0	0	0
Jewish	0	0	0
Muslim	0	0	0
No religion / not religious	16	4	0
Other/Prefer not to say	3	2	1

Single	7	0	1
Civil partnership	1	0	0
Divorced	1	1	0
Married	16	4	3
Separated	1	0	0
Widowed	2	0	0
Prefer not to say	4	3	1
Disability (Yes)	4	1	2
Disability (No)	28	7	3
Asian or British Asian - Bangladeshi	1	0	0
Asian or British Asian – Indian	5	2	0
Asian or British Asian – Other	0	0	0
Asian or British Asian – Pakistani	0	0	0
Black or Black British – African	1	0	0
Black or Black British – Caribbean	0	0	0
Black or Black British – Somalian	0	0	0
Black or Black British – Other	0	0	0
African & Caribbean	0	0	0
Chinese	0	0	0
Chinese – Other	0	0	0
Mixed other background	0	0	1
Mixed White/Asian	0	0	0
Mixed White/Black African	0	0	0
Mixed White/Black Caribbean	0	0	0
White – British/Irish	18	4	2
White other	2	0	1
Albanian	0	0	0
Kosovan	0	0	0
Other European background	0	0	1
Any other Ethnic group	2	0	0

Prefer not to say	3	2	0
Not known	0	0	0

Independent Living

	Strongly agree/Agree	Neither agree nor disagree	Disagree/Strongly disagree
All respondents	59	12	11
	71%	16%	13%
Council tenants	12	4	3
Living in temporary accommodation	1	0	0
Private tenants	8	0	3
Housing association tenants	5	2	0
Home-owners	33	7	5
Male	19	4	5
Female	36	7	3
Prefer not to say	4	2	3
Heterosexual / straight	46	9	8
Bisexual	2	0	0
Gay man	2	0	0
Gay woman / Lesbian	0	1	0
Other/Prefer not to say	9	3	3
Under 25	2	0	0
26 – 34	6	1	2
35 – 44	15	2	3
45 – 54	12	2	2
55 – 64	6	1	0
65+	3	3	1
Prefer not to say	2	0	0
Sikh	2	0	0
Buddhist	0	0	0
Christian	18	2	2
Hindu	1	0	2
Humanist	0	0	0
Jewish	0	0	0
Muslim	4	2	0
No religion / not religious	19	3	3
Other/Prefer not to say	2	2	1

Single	12	1	1
Civil partnership	0	0	0
Divorced	4	1	1
Married	23	7	5
Separated	2	0	0
Widowed	2	0	0
Prefer not to say	3	0	1
Disability (Yes)	8	3	1
Disability (No)	38	5	5
Asian or British Asian - Bangladeshi	1	1	0
Asian or British Asian – Indian	4	0	2
Asian or British Asian – Other	0	0	0
Asian or British Asian – Pakistani	0	1	0
Black or Black British – African	3	0	0
Black or Black British – Caribbean	2	0	0
Black or Black British – Somalian	1	0	0
Black or Black British – Other	0	0	0
African & Caribbean	1	0	0
Chinese	0	0	0
Chinese – Other	0	0	0
Mixed other background	0	0	0
Mixed White/Asian	1	0	0
Mixed White/Black African	0	0	0
Mixed White/Black Caribbean	0	0	0
White – British/Irish	19	5	4
White other	2	0	0
Albanian	0	0	0
Kosovan	0	0	0
Other European background	1	0	1
Any other Ethnic group	3	0	0

Prefer not to say	5	1	0
Not known	0	1	1