

# YIEWSLEY COURT, HORTON ROAD, YIEWLSEY - PETITION FOLLOWING CONSULTATION WITH TENANTS

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|---------------------------|---|
| <b>Cabinet Member</b>     | Councillor Eddie Lavery   |
| <b>Cabinet Portfolio</b>  | Cabinet Member for Residents' Services  |
| <b>Officer Contact</b>    | Rod Smith – Place Directorate   |
| <b>Papers with report</b> | Appendix 1 - Consultation summary outcome on proposed changes to the use of Yiewsley Court sheltered housing scheme |

## HEADLINES

|   |   |
|---|---|
| <b>Summary</b>  | To inform the Cabinet Member of the content of a petition received by the Council following consultation with sheltered housing tenants at Yiewsley Court.  |
| <b>Putting our Residents First</b><br><br><b>Delivering on the Council Strategy 2022-2026</b> | This report supports our ambition for residents / the Council of:<br><i>Live in good quality, affordable homes in connected communities</i><br><br>This report supports our commitments to residents of:<br><i>Thriving, Healthy Households</i> |
| <b>Financial Cost</b>   | No financial implications arising from the recommendations.   |
| <b>Relevant Select Committee</b>  | Residents' Services Select Committee  |
| <b>Relevant Ward</b>  | Yiewsley  |

## RECOMMENDATIONS

That the Cabinet Member for Residents' Services:

1. Meets with petitioners and listens to their views following consultation with tenants at Yiewsley Court sheltered housing scheme; and,
2. Subject to the outcome of the above, instructs officers to bring forward a comprehensive formal report to Cabinet for decision on the proposals for sheltered housing and which incorporates the consultation and feedback from residents.

## Reasons for recommendations

The recommendations enable the Cabinet Member to incorporate the content of the petition into the overall consultation feedback associated with a proposal to change the use of Yiewsley Court sheltered housing scheme.

## Alternative options considered / risk management

None at this stage.

## Select Committee comments

None at this stage.

## SUPPORTING INFORMATION

### The petition received

1. A petition with 336 signatures was submitted to the Council on behalf of and including residents of Yiewsley Court, Horton Road, Yiewsley. The petition includes signatures from residents living at Yiewsley Court and from residents living in the surrounding area under the following heading and preamble:

*“Proposed changes to the sheltered housing accommodation, Yiewsley Court*

*Hillingdon Council have undertaken a review of the housing it provides which is dedicated for use by older people. Following this review the Council believes that there is potentially an over-supply of accommodation specifically for older people and it may be appropriate to change the use of two of its existing sheltered housing schemes. We the undersigned residents object to the change of use and elderly residents being moved out of their homes and would like the Council to reconsider and keep Yiewsley Court as sheltered housing for the elderly.”*

2. There are 25 self-contained flats at Yiewsley Court. The petition contains a total of 20 signatures from Yiewsley Court residents which comprise a total of 17 households. One of the tenants is occupying Yiewsley Court on a temporary basis and is not a permanent tenant. Following submission of the petition a family member of one resident who signed the petition has contacted the Council on their behalf to request that their signature to the petition be removed on the basis that they did not understand what they were signing and if the Council reached a decision that Yiewsley Court should be decommissioned as sheltered accommodation, they will accept the decision and move to suitable alternative accommodation.

### Background

3. Towards the end of August 2022, the Council issued consultation letters to all tenants living at the Council’s sheltered housing scheme at Yiewsley Court. The letter set out that the Council had recently undertaken a review of the housing it provides which is dedicated for use by older people. This includes a number of age restricted blocks of flats, bungalows, sheltered housing schemes and extra care schemes. Following this review the Council

believes that there is potentially an over-supply of accommodation specifically for older people and it may be appropriate to change the use of two of its existing sheltered housing schemes. One of these schemes is Yiewsley Court.

4. The letter then set out the Council's approach to consulting with all residents at Yiewsley Court. The Council would separately be engaging with the Sheltered Housing Forum and seeking their feedback. The approach to consultation included:
  - Details of the proposals for change for Yiewsley Court
  - Details of the meeting planned with residents at Yiewsley Court
  - 'Questions and answers' and
  - An individual feedback form for residents to complete and return
5. During the consultation period staff from the Tenancy Management Team were on hand to assist tenants with completing and returning the feedback form and answering any questions that they may have about the proposal. Staff from the Sheltered Housing Team were not involved in the process. Residents who did not wish to attend the meeting at the scheme could request a 'one to one visit' in their own home. This offer was also available to those residents who were able to attend the residents' meeting.
6. The residents' meeting took place on 20 September 2022 and the consultation period formally ended on 30 September 2022. Notwithstanding this, there were a number of 'one to one' meetings and telephone calls which took place after 30 September to accommodate the needs of residents and to maximise the extent of feedback provided.
7. It was made clear to tenants in advance of and during the consultation period that the Council had not made any prior decision regarding the future use of the scheme, including the nature of any potential client group.
8. The feedback from the consultation exercise is summarised in Appendix 1 – Consultation summary outcome on proposed changes to the use of Yiewsley Court sheltered housing scheme. The feedback from the consultation exercise is central to the formal decision making process on the matter by the Cabinet / Cabinet Member for Residents' Services.

## **Financial Implications**

At this early stage, there are no financial implications arising from the recommendations contained in this report. The financial implications will be considered as part of any approved instructions to officers to bring forward a comprehensive report, which would potentially consider the business case for decommissioning and incorporating the feedback from residents.

## **RESIDENT BENEFIT & CONSULTATION**

### **The benefit or impact upon Hillingdon residents, service users and communities?**

To allow the Cabinet Member to consider the petitioners' request as part of the overall proposals and to provide feedback.

## **Consultation carried out or required**

The consultation carried out with residents satisfied the Council's duty under Section 105 of the Housing Act 1985. Under this section the Council has a legal obligation to consult its secure tenants on matters of housing management. This would include proposals to decommission a sheltered housing scheme and move tenants to suitable alternative accommodation.

## **CORPORATE CONSIDERATIONS**

### **Corporate Finance**

Corporate Finance has reviewed this report and there are no financial implications arising from the recommendation.

### **Legal**

Legal Services confirm that the legal implications are included in the body of the report. Further legal advice will be given as necessary to the Cabinet when any decision is made about the future of Yiewsley Court and other sheltered housing schemes.

### **Infrastructure / Asset Management**

None at this stage.

### **Comments from other relevant service areas**

None at this stage.

## **BACKGROUND PAPERS**

NIL.

## **TITLE OF ANY APPENDICES**

Appendix 1 – Consultation summary outcome on proposed changes to the use of Yiewsley Court sheltered housing scheme

# Appendix 1 - Consultation summary outcome on proposed changes to the use of Yiewsley Court sheltered housing scheme

## Methodology

On 25 August 2022, the Council sent a letter to all residents at Yiewsley Court setting out details of the proposals for change and the Council's engagement and consultation approach. The consultation survey was attached to the letter with responses expected by 26<sup>th</sup> September 2022. An open forum meeting was held at the scheme on 13 September 2022, giving residents the opportunity to ask questions or seek clarification on any element of the proposed changes.

## Summary of key findings

Yiewsley Court is made up of 25 properties, however 1 of the properties is currently occupied by a short-term temporary accommodation resident waiting to be rehoused, as such the consultation and feedback will cover residents living in 24 out of 25 properties.

- 22 consultation forms were received out of a total of 24, representing 92% of eligible tenants.
- One consultation meeting was held, with 20 residents in attendance (83% of the total number of households).
- 20 out of 22 respondents attended the consultation meeting (91%)
- One home visit was made following a request from a family member to further discuss the proposal.
- 91% of respondents indicated they understood the proposal set out in the consultation document.
- 53% of residents had a one-to-one meeting to further discuss the proposal
- 60% of respondents found the meeting(s) helpful or very helpful. Below are extracts from residents regarding the meeting:
  - It answered the questions I had such as will we definitely be housed somewhere and not just kicked out.
  - It suits me. The sooner the better
  - The meeting was necessary to explain the process and current situation.
  - Fully explained what is happening at Yiewsley Court. Had 1-1 with Debbie Roscoe [Housing Manager] who explained that it is only at consultation
  - The meeting itself was useful and did answer some of the points but disruptive and without much structure but I hasten to add not all the fault of the Council representative. So I asked for a private meeting and got it.
- 18 out of 22 respondents have indicated they would need some level of support to move (82%)
- 4 out of 22 respondents need no support in moving (18%)  
Below are extracts from their responses.
  - Just the support of a dedicated officer with a removal team as indicated in the document. With packing boxes etc
  - Will need help taking down electrical fittings. Will need ground floor flat
  - Yes, if I go to independent living I would need a care line. I would rather go to sheltered accommodation in this area
  - Packing material e.g., boxes, tapes; Help to pack; Removal and moving everything including furniture; Unpacking and arranging of stuff at other place; Money required for all shifting/connections

- Financial support, as I have £350 fortnight state pension only. Physical support. I have no family around me or friends to help me pack or move.
- Packing and lifting and moving furniture plus packing boxes. Also, redirection of mail. Plus, care line and as a disabled person some help with the move, hopefully so I can keep the same hospitals and doctors.
- Residents were asked to make any comments they wish in relation to any aspects of the proposal for change. Below are extracts from the responses.
  - I would like to stay in the south area which I am familiar with, and it is close to my family.
  - I think that the compensation should have been offered on an amount of years at this property and not one offer for all as 20 years this has been my home.
  - It's a sudden change that was hard to accept at first. My wife and I if given a choice would prefer a bungalow closer to Hayes Town from where we can take only
  - Would like to go to Park View, Extra Care Scheme.
  - I'm not happy with Council decision but if I have to move so be it
  - I prefer not to move. If I have to move, then you should keep in mind my requirements. This is absolutely necessary. This can be done when and if needed (to select the place) Make sure you do this asap (if needed) so that there are no problems
  - I would like a like for like move to a similar sheltered housing scheme, preferably a bungalow or if none available a ground floor flat at Roberts Close. If the housing stock is out of balance in favour of older people, then it is good to correct this in favour of need and demand for properties.
  - Would like to move into a bungalow or Barr Lodge. As daughter lives in Yiewsley would like to be near her and family

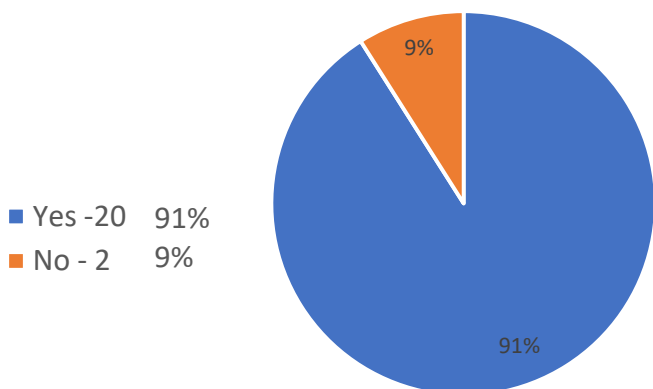
Comments made and the total number of responses to questions are shown in the Survey Results below.

### Survey results

Below are the questions and responses to the survey carried out.

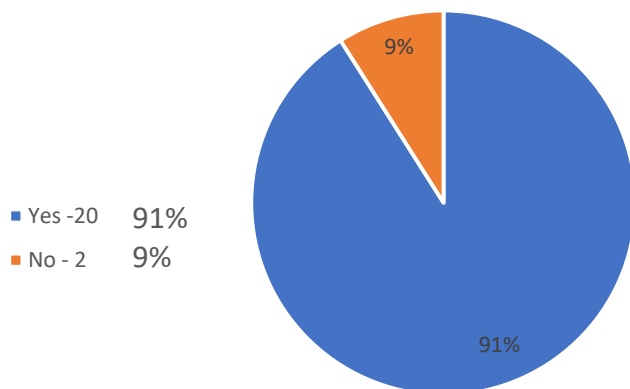
**1: Do you understand the proposal as set out in section 1 of the consultation document - 'details of the proposed change'?**

91% of respondents indicated they understood the proposal set out in the consultation document.



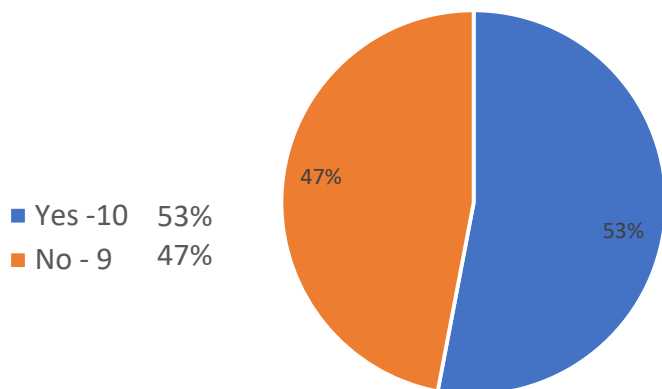
**2: Were you able to attend the planned meeting with residents at Yiewsley Court?**

91% of respondents indicated that they attended the pre-consultation meeting



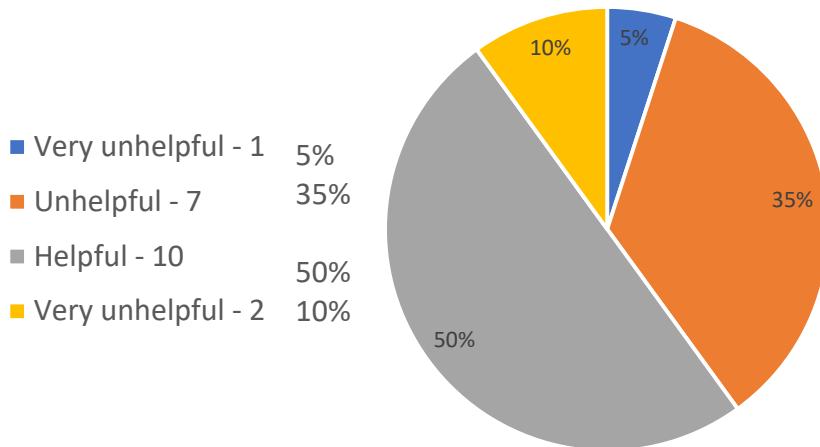
**3: Did you have a 'one to one' meeting with a member of staff to discuss the proposal?**

53% had one-to-one meetings with Council officers.



**4: How did you find the meeting(s) you attended regarding the proposal?**

60% of respondents indicated they found the meeting either very helpful or helpful.



**5: Thinking about the answer you gave in Q4 above, can you explain why in your own words?**

20 responses were received.

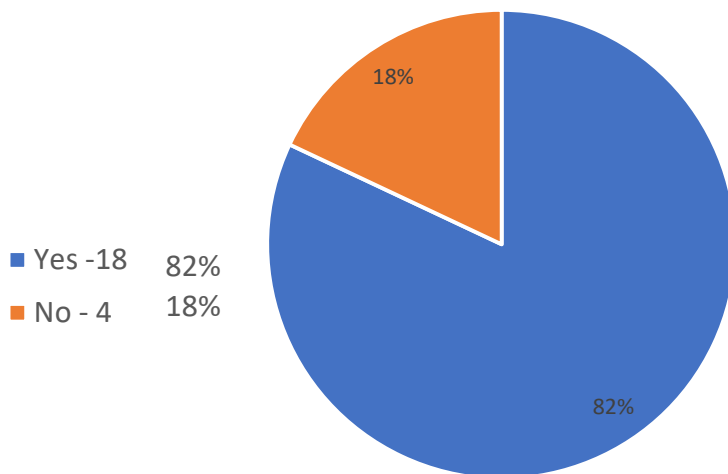
| ID | Responses   |
|----|---|
| 1  | It was helpful but needed more information. Questions raised by others regarding the future could not be answered.  |
| 2  | Meeting very (illegible) and noisy and no clarity and without structure   |
| 3  | The Council official explained and answered all questions with due and careful considerations. In the one to one section, all doubts were cleared.  |
| 4  | My wife is not feeling well and we are happy here at Yiewsley Court   |
| 5  | The person that held the meeting just told us what was in the document. The lady could not give us any answers that some of us wanted   |
| 6  | (Additional note for Question 3: One to one meeting was with Sandra. She was very helpful). Most people were disappointed that there was a lack of senior management present at the meeting. Also no definite answers on timescales if the proposals go ahead. There was great concern that young people would be moved in on a temporary basis whilst residents were waiting to be rehoused. |
| 7  | The representatives explain all properly? and answered the question   |
| 8  | The meeting was a total waste of time   |



**ID Responses**

|    |   |
|----|---|
| 9  | The meeting was lip service. The decision has been obviously made and we as the residents should know what is happening and not a manager is sent out who cannot answer all the questions that needed answered  |
| 10 | N/A. Not planning to attend the meeting   |
| 11 | N/A responses to Questions 3 and 4. I was unable to attend as I had a hospital appointment. I also heard from my neighbour that only one person who represented the Council. There was no one else for a one to one conversation for residents. They were told we have to go by March; no conversation. |
| 12 | We are (me and my wife) just settled peacefully and now again we cannot think about moving away and we are not that age to even think about it. Please leave us peacefully. Thank you.  |
| 13 | The meeting only repeated the information that was in the consultation letter with only a few minor pieces of information that were not included in the letter so we are all still left in limbo not knowing what is going to happen.   |
| 14 | I am living here 5 years. I am happy (at) Yiewsley Court. I do not want to move if I don't have to.   |
| 15 | The meeting itself was useful and did answer some of the points but disruptive and without much structure but I hasten to add not all the fault of the Council representative. So I asked for a private meeting and got it.   |
| 16 | It suits me. The sooner the better  |
| 17 | It answered the questions I had such as will we definitely be housed somewhere and not just kicked out.   |
| 18 | The meeting was necessary to explain the process and current situation.   |
| 19 | To my understanding my nan has to leave with no option to remain. This is what we took from the meeting   |
| 20 | Fully explained what is happening at Yiewsley Court. Had 1-1 with Debbie who explained that it is only at consultation stage  |

**6: If the proposal goes ahead do you think you will need extra support from the Council?**



**7: If yes, can you outline what extra support you think you might need.**

18 responses were received

**ID Responses**

|   |  |
|---|--|
| 1 | Help moving. Would like a bungalow with a garden as I like gardening. Only 64 years old and would like not to be in sheltered housing  |
| 2 | I pray the Council grant me my heart desires. (1) Preferred and house of my needs (2) Areas of my choice   |
| 3 | I do not want to move  |
| 4 | Just the support of a dedicated officer with a removal team as indicated in the document. With packing boxes etc   |
| 5 | XXX has severe learning difficulties and a mental age of 10. His brother and sister-in-law oversee him. He will need to be in a safe environment as he has no sense of danger. He will need sheltered accommodation in an internal building in the Yiewsley/West Drayton area. He needs familiar surroundings as he becomes very unsettled otherwise. He has lived in this area over 40 years. He must not be offered another area as he would lose network of support |
| 6 | Will there be help taken down electrical fittings. Will need ground floor flat   |
| 7 | Yes, if I go to independent living I would need a care line. I would rather go to sheltered accommodation in this area   |
| 8 | Help to move, forward post etc, which your document has said will be available. No change in support regarding health at this stage (1.9.2022).  |

## ID Responses

|    |  |
|----|--|
| 9  | Financial support, as I have £350 fortnight state pension only. Physical support. I have no family around me or friends to help me pack or move.   |
| 10 | We are not willing to move away. (Please note no answer given to Question 6)   |
| 11 | Packing material e.g. boxes, tapes; Help to pack; Removal and moving everything including furniture; Unpacking and arranging of stuff at other place; Money required for all shifting/connections                |
| 12 | Packing furniture. Remove my things and van. Child Court Hayes or any way in Hayes   |
| 13 | packing and lifting and moving furniture plus packing boxes. Also, redirection of mail. Plus care line and as a disabled person some help with the move, hopefully so I can keep the same hospitals and doctors. |
| 14 | Removal vehicle. I cannot afford removal or excessive costs  |
| 15 | Punjabi interpreter  |
| 16 | I need support to move my belongings. I need an alternative placement. I need to look at my long-term needs and find the right place. I don't want to move unnecessary   |
| 17 | Removals   |
| 18 | I am in my 90's and I find this is going to be hard moving at my age (96). Would need removal costs.   |

**8: Please make any comments you wish in relation to any aspects of the proposal set out in section 1 of the consultation document - 'details of the proposals for change'.**

20 responses were received

## ID Responses

|   |  |
|---|--|
| 1 | I would pay to get out of here, as I need a ground floor property due to my dementia and frontal lobe syndrome. Property is not suitable due to noise that affects my mental health. Light sleeper. Would like to live in West Drayton for family support. |
| 2 | I'm not happy with Council decision but if I have to move so be it   |
| 3 | None   |
| 4 | I find it very hard to understand why you are thinking of doing this to the elderly. We have worked hard all our lives all we want to do is enjoy our retirement years   |

## ID Responses

|    |   |
|----|---|
| 5  | XXX needs to be rehoused into Roberts Close, first choice, or Barr Lodge, second choice. He needs sheltered housing, a flat that is in an internal building for his safety and protection. He needs to retain his network of support for his learning disabilities and so remain in the Yiewsley/West Drayton area.   |
| 6  | Would like to move into a bungalow or Barr Lodge. As daughter lives in Yiewsley would like to be near her and family  |
| 7  | The decision was already made before the letter was sent out. I have lived here for 14 years; this is my home. I cannot afford to pay for electric, water and gas in independent living. I do not want to move. This is my home!  |
| 8  | I would like a like for like move to a similar sheltered housing scheme, preferably a bungalow or if none available a ground floor flat at Roberts Close. If the housing stock is out of balance in favour of older people, then it is good to correct this in favour of need and demand for properties.  |
| 9  | Yiewsley Court was opened in 1964 to house the elderly only. It is shameful and disgraceful that you can make a plan like this on backs of elderly people. It sounds to me like a constructive eviction. The right protocol and process followed but in the end no support given. Residents have lived here some of them 15 to 20 years. This is their home. They are already frail and very vulnerable with some who don't have family or friends to help of which I am one. This will also affect them mentally. Worrying and anxious on losing their home. It just shows all of us who live here what you think of elderly people. It is shameful. |
| 10 | We have no idea   |
| 11 | I prefer not to move. If I have to move then you should keep in mind my requirements. This is absolutely necessary. This can be done when and if needed (to select the place) Make sure you do this asap (if needed) so that there are no problems  |
| 12 | I am not happy about this proposal and like many others do not wish to move from my flat if at all possible. The proposal has caused much anxiety and distress amongst the residents at Yiewsley Court many of whom are elderly and like me do not wish to be forcibly moved from their homes of many years. Please consider this proposal very carefully and think about the anxiety and distress that has been caused to the residents of this small and intimate accommodation block   |
| 13 | I want (like) this sheltered house  |
| 14 | I think that the compensation should have been offered on an amount of years at this property and not one offer for all as 20 years this has been my home.  |

## ID Responses

|    |   |
|----|---|
| 15 | I don't suit communal living. I was never vetted properly or told of the extreme noise I would have to put up with etc. Could not afford to move!<br>PLEASE NOTE: Additional notes attached to the form by responder  |
| 16 | -It's a sudden change that was hard to accept at first _My wife and I if given a choice would prefer a bungalow closer to Hayes Town from where we can take only  |
| 17 | I would like to stay in the south area which I am familiar with and it is close to my family.   |
| 18 | I would rather stay but if I'm forced to move then she would need to stay by me (Kirsty) as I'm her carer. The place we would be looking at would be Barr Lodge at Royal Lane (inside sheltered accommodation) depending on more information i.e. same set up, size, communal |
| 19 | I don't really want to move due to my age   |
| 20 | Would like to go to Park View   |

**M Finney**  
**Regulation & Engagement Manager**