

SHELETERED HOUSING SCHEMES AT YIEWSLEY COURT, YIEWSLEY AND THE GOULDINGS, UXBRIDGE

Cabinet Member(s)	Cllr Eddie Lavery
Cabinet Portfolio(s)	Cabinet Member for Residents' Services
Officer Contact(s)	Rod Smith – Central Services Directorate
Papers with report	Appendix 1 – The Council's sheltered housing portfolio Appendix 2 – Consultation summary outcome on proposed changes to the use of Yiewsley Court sheltered housing scheme Appendix 3 - Consultation summary outcome on proposed changes to the use of The Gouldings sheltered housing scheme

HEADLINES

Summary	Cabinet is asked to consider the decommissioning of two Council owned and managed sheltered housing schemes and redesignate the buildings for use as short-life accommodation for homeless households which will be managed by the Housing Management Service. This follows consultation with those affected and a related petition hearing.
Putting our Residents First Delivering on the Council Strategy 2022-2026	This report supports our ambition for residents / the Council of: Live in good quality, affordable homes in connected communities This report supports our commitments to residents of: Thriving, Healthy Households Housing Strategy 2022-2026 – Homelessness & Rough Sleeping Building Safety Policy 2022
Financial Cost	The HRA incentives cost of £285k is to be funded from HRA non 141 capital receipts as this project meets the criteria of transformation activities. The HRA capital build and conversion costs are to be funded from existing HRA capital budgets. This project will also deliver estimated cost savings of £190k per annum to the General Fund.
Relevant Select Committee	Residents' Services Select Committee
Relevant Ward(s)	Yiewsley and Uxbridge

RECOMMENDATIONS

That the Cabinet:

- 1) Considers the responses from the consultation as set out in the Appendices 2&3 and the related petition hearing that took place in January 2023;**
- 2) Agrees to the existing sheltered housing schemes at Yiewsley Court and The Gouldings being decommissioned and re-purposed as ‘short life’ accommodation within the Council’s managed housing portfolio;**
- 3) Note that Planning consent is required to implement the change of use to ‘short life’ and that Officers will, subject to a decision by Cabinet, submit the necessary application for determination;**
- 4) Agrees that tenants at Yiewsley Court be decanted to suitable alternative accommodation which best meets their needs and preferences and be paid Statutory Home Loss and Disturbance payments, where eligible;**
- 5) Agrees that tenants at The Gouldings be given the options to remain at The Gouldings as a general needs tenant or exercise the choice to be decanted to suitable alternative accommodation which best meets their needs and preferences;**
- 6) Delegates any further decisions required in respect of implementation of this matter to the Corporate Director of Central Services, in consultation with the Cabinet Member for Residents’ Services, noting that decisions relating to individual tenants will take account of any equalities issues.**

Reasons for recommendation

Following a review of housing dedicated to older people there is potentially an over-supply of age restricted accommodation within the managed housing portfolio. This category of accommodation includes; age restricted blocks of flats [for the over 55s], bungalows, sheltered housing schemes and extra care schemes. In terms of housing specifically for persons aged 60 years or over there are currently 1,541 units of accommodation. This includes 507 bungalows, 839 sheltered flats and 195 extra care flats. With 9,770 properties owned and managed by the Council, 16% of the Council’s housing stock is therefore dedicated to older people. The Council’s sheltered housing portfolio is set out in Appendix 1.

The number of properties which are void within the managed housing portfolio varies from week to week as tenancies end and are created. At the end of April 2023 there were 53 age restricted void properties. This represented 44% of all voids as at the end of April 2023 and included:

- Extra care – 29
- Sheltered – 8
- Bungalows - 16

At the end of August 2023 there were 42 age restricted void properties. This represented 42% of all voids and included:

- Extra care – 14
- Sheltered – 10
- Bungalows – 18

Whilst there has been a reduction in Extra Care Voids the number of other age restricted voids [sheltered and bungalows] remains fairly consistent over time.

There are 42 self-contained one-bedroom flats at The Gouldings and 25 at Yiewsley Court. Using these units of accommodation as short-life accommodation will increase overall supply and reduce pressure on the general fund costs associated with temporary accommodation. Short-life accommodation is property within the Housing Revenue Account which is dedicated for use by homeless households. Of the 21 sheltered housing schemes in management, Yiewlsey Court and The Gouldings are considered to be the most appropriate to bring forward for a decision on alternative use.

The Council has been directly managing a relatively small number of short-life occupation arrangements within the managed housing stock since 2014. At the end of March 2023 there were circa 282 short-life occupation arrangements in management. The Council plans to increase this number on a phased basis to an upper limit of circa 750 units. The Head of Housing Needs is working to identify and convert a total of 20 properties to short-life accommodation each month as and when they become empty. The total target portfolio number will exclude the units in management within the Council's dedicated temporary accommodation establishments at Marlborough Crescent and Saviours House.

The number of homeless households in temporary accommodation (TA) stood at 766 at the end of March 2023, of which 411 were in B&B. The B&B figure is 246 higher than the 165 households that were in B&B at the beginning of April 2022 and higher than at any other time.

A B&B reduction Action Plan has been developed and regular meetings are tracking progress. Actions seek to both reduce the inflow of homeless people to B&B and to increase the number moving on to both private sector and social housing. This includes property acquisitions; case reviews to ensure options to prevent are fully explored; increased use of short life properties; engaging with providers to as far as possible minimise costs and other measures. It is the use of additional short life properties that is expected to make the most impact in reducing B&B usage and this is already showing positive results. The key aim is to shift TA supply from expensive nightly paid placements to cheaper placements, in particular using HRA short life properties.

At the end of March 2023 there were a total of 3,451 households on the Council's Housing Register. Of these households, 1,005 or 35% were in need of one bedroom accommodation. The vast majority of the Council's accommodation which is dedicated to older people is one bedroom accommodation. At the end of March 2023, the Housing Register profiler shows there are 569 applicants over 60 years of age who are in a one bed need with 347 having a band reason as 'Elderly Sheltered'.

This proposal would not help with accommodating those who have registered for sheltered housing. It would however still leave a considerable amount of other age restricted housing for

older people which we consider would be sufficient. The proposal would help to meet the needs of other household groups, from which there is considerable demand.

There are 569 applicants that are 60 years or over and have a one bed need. Of these 123 have been registered with a Band A, 45 have a Band B, 359 have a Band C and 42 a Band D.

Of the 569, there are 341 who are registered as wanting sheltered accommodation, however virtually all of these are registered with a Band C. One is registered with a Band B. Because they are lower priority and because most are not regularly bidding, some have been on the list for some time. Of the 341, there were 61 registered in 2022, 85 in 2021, 41 in 2020 and 154 earlier than 2020

If we concentrate on the 123 households with a Band A, none are registered as wanting sheltered accommodation. If an applicant has another reason for moving but has also indicated on their application that they would consider a move to sheltered, then sheltered will be shown as the band reason.

The vast majority of those in Band A are registered as under occupiers. This will include people who have responded to our requests for under occupiers to consider moving, many of which will have subsequently decided not to go ahead with a move. There are 103, Band A under occupiers. Of these 45 have never bid and only 9 have placed a bid during 2023. There is very little interest in sheltered accommodation shown by those bidding. Most of the bids are for bungalows, with some for flats and houses. There is only one bidder who has placed more than one bid for sheltered accommodation and one further bidder who is mostly interested in other accommodation but has made one sheltered bid.

Alternative options considered / risk management

To increase the number of properties used for short-life accommodation to address both supply and cost pressures associated with temporary accommodation it would be possible to just use a proportion or all new empty properties presenting as short-life. However, this approach would not bring forward a relatively large number of vacant properties at once and would not address the disproportionate amount of the Council's housing stock which is dedicated to older people. It should also be noted that not all elements of the Council's housing stock are totally suitable for short-life accommodation.

The Gouldings sheltered housing scheme is located within a mixed use 11 storey tower block containing 72 flats above the Pavillions shopping centre. A total of 30 flats within the block are all general needs flats and the remaining 42 comprise the sheltered housing scheme. The introduction of the Building Safety Act 2022 has radically changed approaches to managing and maintaining residential blocks of 18m in height and over. Landlords have a raft of new and additional statutory obligations to ensure that residents are fire safe, and buildings are well managed and maintained. The Council's approach to complying with the new building safety regime is set out in its Building Safety Policy and an associated Housing Management Offer to residents living in tower block accommodation. As part of this Offer the Council has been identifying individuals across its tower block portfolio who present as 'high risk' in the context of fire safety and or would be unable to self-evacuate from their tower block flat unaided in the event of a real fire situation or if ordered to do so by the Fire & Rescue Service.

The sheltered housing scheme at The Gouldings is unique in terms of being a sheltered housing scheme located within a tower block. The Building Safety Act 2022 categorises such blocks over 18m in height as ‘higher risk buildings’. Dedicating flats within a ‘higher risk building’ to older people who are more likely to be infirm and experience mobility and sensory issues presents greater levels of risk. In response to the Act the Council has changed its Social Housing Allocations Policy to prevent new tenants from moving into ‘higher risk buildings’ where they are unable to self-evacuate unaided. Decommissioning The Gouldings as accommodation dedicated for older people [sheltered housing] would be key in mitigating presenting risks.

Alternative schemes to Yiewsley Court were considered. Yiewsley Court is however one of the two smallest sheltered housing schemes owned and managed by the Council. Both of the smallest schemes comprise only 25 flats each. Yiewsley Court, Horton Road is also directly opposite Roberts Close sheltered housing scheme on Horton Road. Roberts Close is the Council’s second largest sheltered housing scheme containing 63 flats and in this context is over twice as large as Yiewsley Court and could be utilised for decant purposes. Table 1 shows the average turnover rate for Roberts Close over the previous two year period. The average rate was 14.3%.

Table 1 – Average turnover rate for Roberts Close 2021/22 to 2022/23

	21/22	21/22	21/22	21/22	22/23	22/23	22/23	22/23	
Roberts Close	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	2 year average
Stock	63	63	63	63	63	63	63	63	63
Void (at quarter end)	0	1	3	1	0	0	1	2	1
% void (at quarter end)	0.0%	1.6%	4.8%	1.6%	0.0%	0.0%	1.6%	3.2%	1.6%
Tenancy Starts	2	2	2	7	3	0	1	1	2.25
Tenancy Ends	0	3	4	5	2	0	2	2	2.25
Annual Turnover %				20.6%				7.9%	14.3%

Democratic compliance / previous authority.

Following the consultation, a petition was considered by the Cabinet Member for Residents’ Service on 19th January 2023 in relation to Yiewsley Court, as set out more fully later in the report.

Select Committee comments

None at this stage.

SUPPORTING INFORMATION

1. The Landlord Service continues to deploy a range of initiatives to make the best possible use of its limited supply of affordable accommodation. This includes financial incentives to tenants wishing to downsize and tenants wishing to get a foot on the property ladder. As part of its approach to asset management it also reviews categories of the housing stock which may be suitable for regeneration / redevelopment, disposal, conversion or extension. As part of these considerations, it also reviews the use of housing stock with a view to identifying where greater value can be obtained through a change of use, particularly where change can deliver efficiencies.
2. The Housing Management Service has recently developed a short-life housing management offer in response to the planned uplift in short-life accommodation across the managed housing portfolio. This offer will be delivered by a newly formed Housing Management Services Team [effective from April 2023] which will be delivering enhanced levels of housing management, supported by a staff to properties managed ratio of 1:150. The key objectives of the offer are to ensure robust compliance with tenancy obligations and tenancy sustainment. The short life offer was developed to be self-financing by charging short life tenants a service charge for furniture ranging from £22.12pw to £45.68pw and by charging all short life tenants a service charge for enhanced management at £9.12pw. The universal management charge commenced from 1st May 2023 and the furniture charge has been implemented incrementally for all new lettings from mid-May 2023. These costs are covered by Housing Benefit.
3. The proposal relating to Yiewsley Court, if approved, would require the scheme to be fully decanted prior to reletting flats on a short-life basis. The decant requirement would attract statutory Home Loss and Disturbance payments given that eligible tenants would be required to move if the scheme was decommissioned. Home Loss entitlement is currently £7,800 per tenant and, from experienced gained on the Council's two regeneration sites in Hayes, an average of £3k - £4k is required for Disturbance Payments linked to removals, disconnections / reconnections, carpets and curtains. One resident at Yiewsley Court occupies their flat on a temporary placement and as such would not attract statutory home loss or disturbance payment on the basis that they are not a secure tenant.
4. From a preliminary inspection of Yiewsley Court there is potential to create additional units of accommodation to let by utilising some of the shared facilities and remodelling existing flats including:
 - Creating two x 1 bed disabled units on the ground floor – using the communal lounge / kitchen and the guest room and adjacent buggy store
 - Create one small bedsit on the ground floor – using the laundry room and adjacent storage area
 - Create one small bedsit on the first floor – using the first-floor lounge and adjacent communal bathroom
 - Convert one x 1 bed into a 2-bed flat on the first floor – using the medical room / hair-dressing room adjacent one bedroom flat.

With the exception of converting the 1-bedroom flat into a 2-bedroom flat, the creation of the additional flats to let, including much needed temporary accommodation for wheelchair

users / bariatric clients, can be undertaken whilst the building is re-let as short-life accommodation. The budget estimate for this work is in the region £150k plus contingency and fees. There are currently disabled shower cubicles in each flat at Yiewsley Court. It may be advantageous to convert to ‘wet rooms’ on a rolling basis. The additional cost per flat would be approximately £6k.

5. The proposal relating to The Gouldings, which is currently a mixed-use block, is to decommission the sheltered housing and offer all tenants the choice to remain at the Gouldings as a general needs tenant. During the consultation period at The Gouldings approximately half of respondents commented that they would like to remain as general needs tenants if the building was decommissioned as sheltered housing. This would potentially bring forward approximately 20 units of short-life accommodation. However, if the scheme were to be decommissioned it is believed that this number would actually increase as services associated with sheltered housing status are withdrawn. Given that residents at The Gouldings would be able to exercise choice to remain as a general needs tenant or move into suitable alternative accommodation, they would not attract statutory Home Loss or Disturbance payments. The Council would however meet all reasonable costs associated with tenants who exercised the choice to move. Such costs are commonly in the region of £1,500 for tenants occupying one-bedroom flats.
6. If the schemes were decommissioned, dedicated Tenancy Management staff would work with tenants on an individual basis to develop a ‘move on plan’ which was tailored to their individual needs and preferences. Considerable decant experience has been developed in-house following the successful completion of the phase one regeneration decant programme in the Hayes area.

Financial Implications

This report recommends the existing sheltered housing schemes at Yiewsley Court and The Gouldings to be decommissioned and re-purposed as ‘short life’ accommodation within the Council’s managed housing portfolio, subject to planning consent. The proposals impact on the HRA revenue, HRA capital and General Fund homelessness areas, with initial investment within the HRA delivering ongoing savings to both the landlord account and General Fund.

Table 1: Summary of Financial Implications

HRA Implications	£'000
Decant Removal Costs	98
Homeless & Disturbance Payments	187
One-Off Investment	285
Additional Annual Rental Income	297
Payback Period (Years)	0.96

GF Implications	£'000
Temporary Accommodation Savings	190

The tenants at The Gouldings are to be given the option to remain at The Gouldings as a general needs tenant or exercise the choice to be decanted to suitable alternative accommodation which best meets their needs and preferences. Statutory home loss and disturbance payments are not

applicable to this group as they are given a choice. However, decant removal costs are applicable at £3-4k per household and assuming two thirds of households move then this would be a one-off cost of £98k.

The proposals include decanting the tenants at Yiewsley Court to suitable alternative accommodation which best meets their needs and preferences and be paid statutory home loss and disturbance payments, where eligible. The estimated cost of the home loss payments and disturbance for the occupied 24 properties is £187k.

Furthermore, this project is to be done with existing HRA staff resources.

The total estimated cost to the HRA in 2023/24 is £285k. The full year effect of moving existing households from Yiewsley Court and The Gouldings to other suitable HRA void properties is a reduction in void income loss i.e., a saving of £297k. The costs can be funded from uncommitted HRA non 141 capital receipts as this project meets the criteria for the flexible use of capital receipts to fund transformation activities.

By moving tenants from Yiewsley Court and the Gouldings into other vacant sheltered sites this will generate income and reduce void loss. It is not necessarily the case that these other sheltered voids including extra care properties and bungalows will all be let, and especially let quickly. There is likely to be underlying voids for these properties in any year. Also, with the decant they would be void for a shorter period, especially as we are doing a large decant.

A single 1 bed property acquired from the private sector for use as temporary accommodation costs the Council an average annual amount of £3.6k after subsidy income is allowed for. Approving the use of the properties at The Gouldings and Yiewsley for short-life accommodation will save the General Fund approximately £190k per year.

The proposed remodelling will increase the number of new units by 4 and will re-purpose a 1-bed into a 2-bed flat. The new units are eligible for 141 RTB Receipts and total works costs can be financed from the HRA Unallocated Acquisitions and Development 2023/24 budget of £24,326k. The repurposing of the 1-bed into a 2-bed property can be funded from the Extra Bedroom Extensions 2023/24 budget, for which there is currently unallocated resource of £1,185k. Any other works required to existing units would need to be funded from existing revenue and/or capital budgets for voids or works to stock.

RESIDENT BENEFIT & CONSULTATION

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

The Council is facing significant pressure to meet the needs of homeless households to which it owes a statutory duty under the Homelessness Act 2002. High-cost temporary forms of accommodation such as 'bed and breakfast' placements are expensive and can be poor quality and less than ideal for some households who have underlying and complex needs. Bringing forward additional units of short-life accommodation, which is good quality, in-borough and is professionally managed will contribute to the overall wellbeing of homeless households who are often disproportionately disadvantaged because of insecure and poor-quality housing. Access to the full range of enhanced housing management services on offer to short-life tenants will ensure

tailored support is provided and residents are supported to access appropriate services, enter employment, and live independently. Where short-life accommodation is brought forward as a block of accommodation, it is also efficient to provide on-site outreach services.

Consultation carried out or required

Consultation with residents at Yiewsley Court and The Gouldings took place between August and early October 2023. 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.

As part of the consultation exercise all residents were issued with a consultation pack containing; details of the proposals for change, details of the planned meeting date and time to be held with residents at the respective schemes, a 'questions and answers sheet' and an individual feedback form. All residents, irrespective of whether they wished to attend the resident's meeting, were offered a home visit to discuss the proposals. The consultation exercise was led by staff from the Housing Management Team rather than the Sheltered Housing Team.

A summary outcome from both consultation exercises is included as Appendix 2 and 3.

Following the consultation exercise, 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."

There are 25 self-contained flats at Yiewsley Court. The petition contained a total of 20 signatures from Yiewsley Court residents which represented a total of 17 households. One tenant is occupying Yiewsley Court on a temporary basis only. Following submission of the petition a family member of one resident who signed the petition 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.

The petition was considered by the Cabinet Member for Residents' Service on 19th January 2023. As part of the Petition Report the Cabinet Member was provided with information on the summary outcomes from the consultation exercise as set out in Appendix 2. The Cabinet Member listened

to the views of petitioners and instructed officers to bring forward a comprehensive formal report to Cabinet for decision on the decommissioning proposals for sheltered housing and which incorporates the consultation and feedback from residents.

CORPORATE CONSIDERATIONS

Corporate Finance

Corporate Finance have reviewed this report and concur with the Financial Implications set out above, noting the recommendation to agree to the existing sheltered housing schemes at Yiewsley Court and The Gouldings being decommissioned and re-purposed as 'short life' accommodation.

Furthermore, it is noted that the costs associated with decant removals and statutory home loss and disturbance payments, where eligible, will cost an estimated £285k, with this cost to be funded from uncommitted HRA non 141 capital receipts due to the transformation nature of the changes proposed in the recommendations. The anticipated General Fund saving is included in the approved budget for the Housing Service in line with the budget approved by Council in February 2023.

Legal

Section 105 of the Housing Act 1985 requires the Council to consult with tenants who are affected by a proposed change in the housing management practice or policy and for these views to be considered before a final decision is made by the Council.

Legal Services confirm that the Landlord Service have fully complied with section 105 of the Housing Act 1985 and that there are no legal impediments to Cabinet agreeing the recommendations set out in the report. Further, more detailed legal advice (including advice on any equalities issues) will be provided on a case-by-case basis as necessary.

Property

The Property & Estates team confirm that the information and proposals in the above report do not impede or work against any plans or proposals from the Asset Management or Property & Estates team or future strategies.

Comments from other relevant service areas

The Corporate Director of Adult Social Care & Health was consulted on the potential for alternative use of Yiewsley Court and The Gouldings for other client groups. Confirmation was received indicating that, from an Adult Social Care & Health perspective, there was no interest in the buildings for an alternative client group if decommissioned as sheltered housing.

The Local Planning Authority has advised that any change of use from sheltered housing or persons over 65 to short-life accommodation would require planning permission. From a review of the Use Classes Order, it is considered that short-life accommodation would constitute a Sui Generis use and would not fall under the current Class C2 classification (existing sheltered

housing would fall under this designation - residential accommodation with elements of care being provided).

Local Policy DMH 8 Sheltered Housing and Care Homes set out policies for providing new sheltered housing schemes. It does not include any criteria for assessing the loss of such developments. However, the most recent Strategic Housing Market Assessment identifies the need for 3,200 specialist older person housing units of various types over 2014-36. The London Plan also sets out annualised strategic benchmarks for each local authority to provide specialist housing for older people. The annual figure for Hillingdon 2017-2029 is 180 per annum. This indicates an ongoing level of need, and it would be critical for evidence to justify the loss of this sheltered accommodation in the context of a wider estimated need. This could include evidence about the location, suitability, or any other material considerations. The Housing Service would need to demonstrate that the loss of the existing sheltered schemes would not lead to a shortfall in this form of accommodation within the Borough.

There are no specific policies around the need or provision of short-life accommodation. From discussions with the Housing Service, it is understood that this accommodation is intended to meet the needs of specific types of homeless households. More detailed evidence of need and benefits of the proposed change of use would be required to support the switching of use from one housing group to meet the needs of another. If this was provided, it is unlikely that there would be in principle objections to the proposal.

It was confirmed that the existing sheltered housing units are social rented tenancies and the proposed change of use also provide social rented units which is supported, and necessary to meet planning policy requirements.

This form of Planning application would involve a public consultation process with a potential three-to-four-month decision making process given that the planning submission would need to be referred to Planning Committee for final decision. It is also recommended that a Housing-led consultation/ engagement is carried out with affected residents in advance of the planning submission to identify any additional issues that may need to be addressed.

BACKGROUND PAPERS

[Petition Hearing – 19 January 2023](#)

Appendix 1 – The Council’s sheltered housing portfolio

<p>North area</p>	<p>Ascott Court, Eastcote Barden Court, Harefield James Court, Northwood Missouri Court, Eastcote Rylestone, Harefield St Catherine Farm Court, Ruislip The Buntings, Ickenham Wallis House, Ruislip</p>
<p>Central area</p>	<p>Cobden Close, Uxbridge Darrell Charles Court, Uxbridge Mandela Court, Cowley Michael Shersby House, Hillingdon Sibley Court, Hillingdon The Gouldings, Uxbridge</p>
<p>South area</p>	<p>Barr Lodge, Yiewsley Childs Court, Hayes Drayton Court, West Drayton Langworth Drive, Hayes Manor Hose, Hayes Roberts Close, West Drayton Yiewsley Court, Yiewsley</p>

Appendix 2 - 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 26th September 2022. An open forum meeting was held at the scheme on 20th 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 will 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 a number 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 must 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

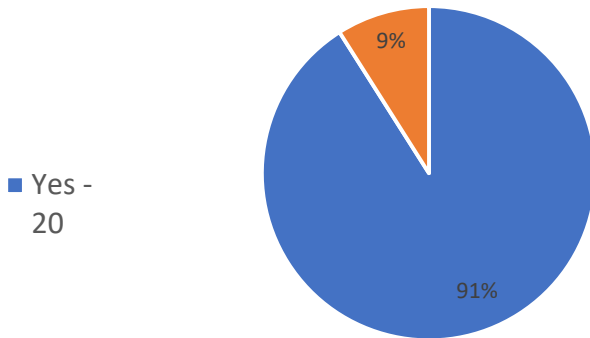
Comments made and the total number of responses to questions are shown in the Survey Results below.

Survey results

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

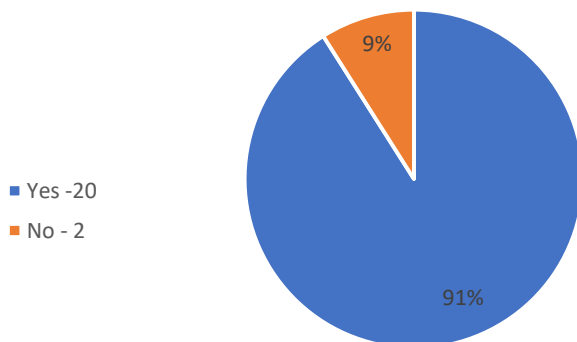
1: Do you understand the proposal as set out in section 1 of the consultation document - 'details of the proposed change'?

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



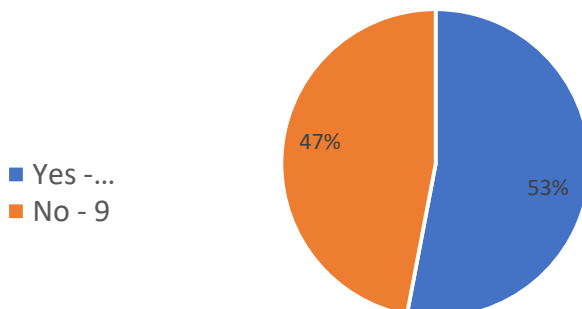
2: Were you able to attend the planned meeting with residents at Yiewsley Court?

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



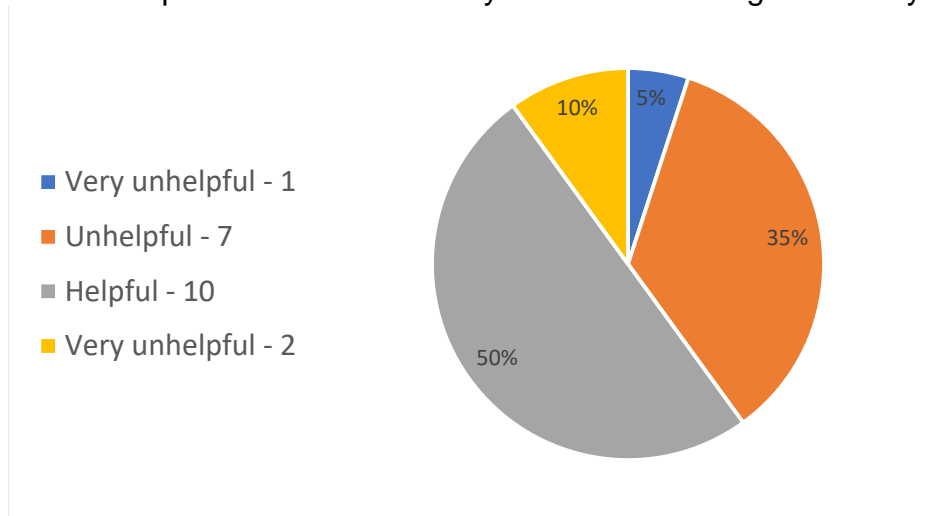
3: Did you have a 'one to one' meeting with a member of staff to discuss the proposal?

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?

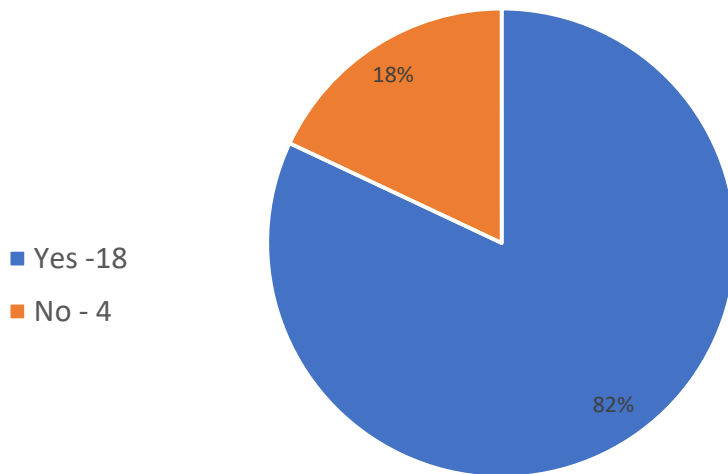
20 responses were received.

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
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

ID Responses

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?
(82% said Yes and 18% said No)



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 will 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 are 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 a number of years at this property and not one offer for all as 20 years this has been my home.
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! PLEASE NOTE: Additional notes attached to the form by responder

ID Responses

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

Appendix 3 - Consultation summary outcome on proposed changes to the use of The Gouldings sheltered housing scheme

Methodology

The Council has a duty to consult with residents prior to any decision of this nature being made. On 25 August 2022, the Council sent a letter to all residents at The Gouldings 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 26th September 2022. An open forum meeting was held at the scheme on 20 September 2022, prior to the start of the consultation, giving residents the opportunity to ask questions or seek clarification on any element of the proposed changes.

Summary of key findings

The consultation involved 41 properties.

- 38 consultation forms were received out of a total of 41, representing 93% of eligible tenants.
- One consultation meeting was held, with 19 residents in attendance (46% of the total number of households).
- 19 out of 38 respondents attended the pre-consultation meeting (50%)
- 97% of respondents indicated they understood the proposal set out in the consultation document.
- 57% of residents had a one-to-one meeting to further discuss the proposal
- 80% of respondents found the meeting(s) helpful or very helpful. Below are a few comments from residents regarding the meeting:
 - I can make a decision on my stay thanks to the meeting
 - It made the plans clearer and several questions asked were answered.
 - Meeting was ok. I understood what was being said.
 - It would have been more helpful if the Hillingdon reps were not being interrupted by the tenants about things that had nothing to do with the meeting.
 - I found some answers limited
 - Detailed explanations regarding all my questions i.e., time frame, removal costings, lifelines and bungalow choice guidance. Meeting kept to plan.
 - The Gouldings should be for single people or families. No disabled people with health issues
- When asked if residents would like to remain as general needs tenants or move to suitable alternative accommodation of their choice. 36 out of 38 residents responded with:
 - 53% of respondents indicating that they would like to remain as general needs tenant
 - 31% of respondents indicating that would like to move to a suitable alternative accommodation
 - 17% of respondents we undecided
- 27 out of 38 residents responded to the question of whether residents would need support in moving should the proposal goes ahead.
 - 16 out of 27 respondents have indicated they would need some level of support to move (59%)

- 11 out of 27 respondents need no support in moving (41%)

Residents indicated that support will be needed mainly with removal and expenses. Below are extracts from their responses:

- *“Money for move. Help with packing + unpacking +transport/removal van.”*
 - *“I have only lived here about two and a half years, so the flat is newly decorated with new carpets throughout. I could not afford such a large outlay at a new property.”*
 - *“Help with moving to new alternative, suitable place that I would like to move to the new building. I need a place easy to access as I'm old and need lift, a safe area and access to shopping”*
 - *“Don't want to move. May need extra support. Will need tele-care which is helpful”*
 - *“Financial: to pay for things like internet, comms lines, etc (need to see the place first). Also, furniture not fitting new place”*
- 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.
 - They were very helpful in the way everything was explained
 - My choice would be an age restricted bungalow please. Thank you.
 - Ok with move. Would like to move to bungalow
 - 1) Sheltered facilities should be open until last sheltered tenant has moved 2) I can decide to stay if no suitable move found
 - Would like to remain as sheltered tenant
 - If I decide to remain will my rent increase? And if so, by how much? As I am I worried about my money.
 - Thank you for giving choices to sheltered residents. I wish to remain at The Gouldings as a General Tenant.
 - Good idea due to fire hazard
 - Needs time to think
 - I am willing to move but am very wary of certain areas so my first choice would be The Buntings, Ickenham (where I come from) or at a pinch Darrell Charles Court, Uxbridge
 - I would only move to a bungalow. Would like to remain in Uxbridge, Hillingdon, Hayes only.
 - I fully understand the situation the council is in.

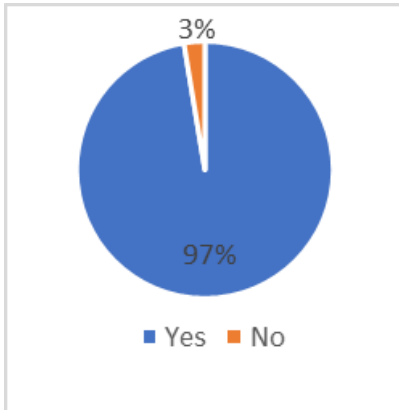
Comments made and the total number of responses to questions are shown in the Survey Results below.

Survey results

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

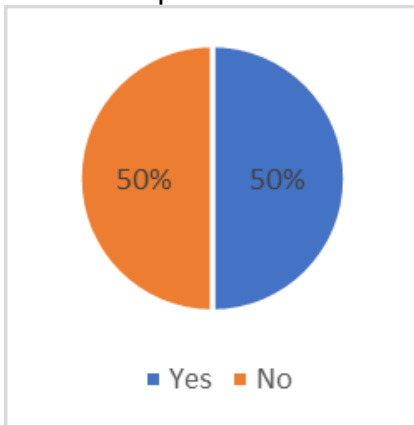
1: Do you understand the proposal as set out in section 1 of the consultation document - 'details of the proposed change'?

97% of respondents indicated they understood the proposal set out in the consultation document.



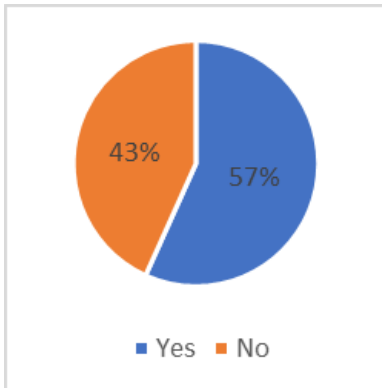
2: Were you able to attend the planned meeting with residents at The Gouldings?

50% of respondents indicated that they attended the pre-consultation meeting



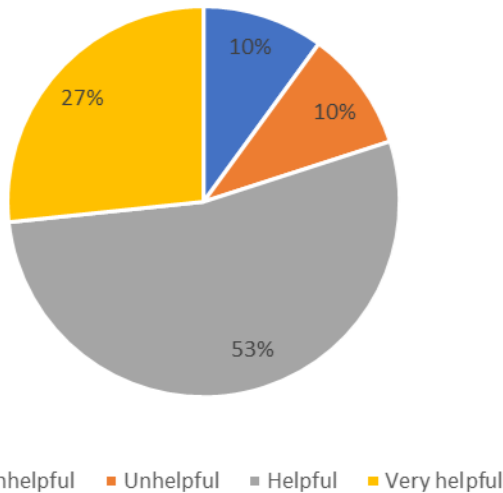
3: Did you have a 'one to one' meeting with a member of staff to discuss the proposal?

57% had one-to-one meetings with Council officers.



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

80% of respondents indicated they found the meeting either very helpful or helpful useful.



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

ID Responses

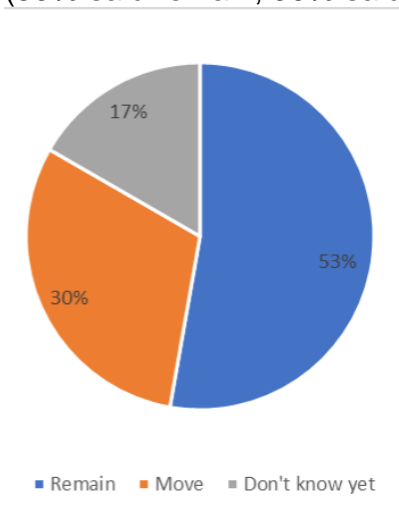
1	It would have been more helpful if the Hillingdon reps were not being interrupted by the tenants about things that had nothing to do with the meeting.
2	Goulding should be for single people or families. No disabled people with health issues
3	N/A
4	Was able to understand the proposals
5	Detailed explanations regarding all my questions i.e., time frame, removal costings, lifelines and bungalow choice guidance. Meeting kept to plan.
6	Meeting was ok. I understood what was being said.
7	Able to answer questions
8	Because everything was fully explained
9	The meeting was very unhelpful far because all the facility is (illegible) like shops, hospital, shopping (illegible) metro station, support, etc
10	Most questions were answered (satisfactorily?)

ID Responses

11	Proposal is okay since I have not been using any services except the washing machine
12	It made the plans clearer and several questions asked were answered.
13	It explained why the changes are being made as per your letter
14	I was late in attending the meeting. I phoned to catch up with the officer concerned. It is my wish to remain at the Gouldings.
15	At least I can stay where I like to be. If I need help, I know it would be welcome to my needs I'm where I need to be- doctors - shops which I need mostly
16	Please put up a sign to London transport + fire brigade not to use basement
17	Did not know about meeting because he could not read letter
18	I could not attend the meeting due to road traffic accident on 09/09/22
19	Still does not understand but wants to stay
20	I can make a decision on my stay thanks to the meeting
21	N/A Not applicable Unable to attend meeting
22	I found some answers limited

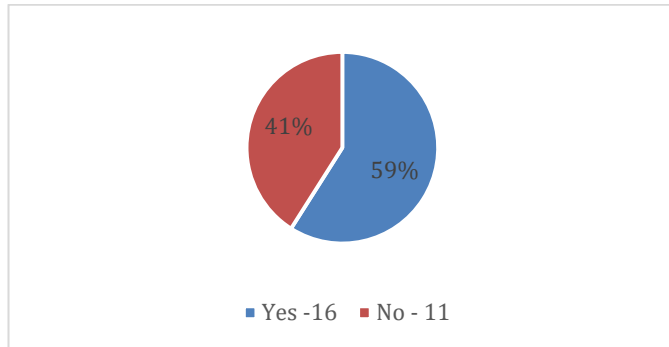
6: If the proposal is agreed, do you think at this early stage you would be minded to remain at The Gouldings as a general needs tenant, or move to suitable alternative accommodation of your choice, such as another sheltered scheme?

(53% said remain, 30% said move and 17 % said don't know yet)



7: If the proposal goes ahead and you think you might be minded to move to suitable alternative accommodation of your choice, do you think you will need any extra support from the Council?

55% of respondents indicated that they would require extra support should the proposal go ahead.



8: If yes, please explain what extra support you might need.

56% of respondents indicated that they would need support with moving/expenses.

1	I will need help to move as I live on my own and I am disabled.
2	Support on my mental health as it is severe. Yes, I would like to move. The suitable accommodation be (illegible) on my health and visits from the housing officer
3	Help with moving to new alternative, suitable place that I would like to move to the new building. I need a place easy to access as I'm old and need lift, a safe area and access to shopping
4	Would need a lifeline grab rails
5	To help move. Packing, removal + unpacking
6	Money for move. Help with packing + unpacking +transport/removal van. Property to be adapted for disabilities
7	I have only lived here about two and a half years, so the flat is newly decorated with new carpets throughout. I could not afford such a large outlay at a new property
8	Moving expenses
9	Financial: to pay for things like internet, comms lines, etc (need to see the place first). Also, furniture not fitting new place
10	Considering my disability, I would need support at the moment I cannot be specific
11	I fully hope to remain at this property

12	Not willing to move, I am opting to remain at the Goulding as a General Tenant. I requested from the Day one I moved as I work F/time and pay rent. I opted from Day one to be exempted/opted not to be checked
13	Don't want to move. May need extra support. Will need tele-care which is helpful
14	Not decided yet
15	With removal
16	With removals

9: 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'.

ID Responses

1	I fully understand the situation the council is in.
2	Yes. Free text messages on information on help and support
3	They were very helpful in the way everything was explained
4	My choice would be an age restricted bungalow please. I would be able to move before or after Christmas. Thank you.
5	I would only move to a bungalow. Would like to remain in Uxbridge, Hillingdon Hayes only
6	Ok with move. Would like to move to bungalow
7	I am willing to move but am very wary of certain areas so my first choice would be The Buntings, Ickenham (where I come from) or at a pinch Darrell Charles Court, Uxbridge
8	I don't understand
9	1) Sheltered facilities should be open until last sheltered tenant has moved 2) I can decide to stay if no suitable move found
10	I do not want to move under any circumstances. If I were forced to I would need full reimbursement of all costs of moving in only 7 months ago plus all costs of relocation. If the change goes ahead the loss of laundry facilities will impact upon me the hardest (a personal washing machine is expensive and the power usage very high). There are no local facilities and online services are exorbitant.
11	Would like to remain as sheltered tenant

ID Responses

12	If I decide to remain will my rent increase? And if so, by how much? As I am I worries about my money? As I received the £150 to help! But don't understand why I didn't get the £325 cost of living aid
13	Thank you for giving choices to sheltered residents. I wish to remain at The Gouldings as a General Tenant. I opted out on daily checks in 2015.
14	Can I have pipe walk installed if needed?
15	Good idea due to fire hazard (Additional comment in Question 6: going to see Grassy Meadows today)
16	When is he going to move
17	No. Don't want to move
18	Not sure yet (in relation to Question 7)
19	Needs time to think