

23 January 2019

## **HOUSING COMMITTEE**

A meeting of the Housing Committee will be held on **TUESDAY 5 FEBRUARY 2019** in the Council Chamber, Ebley Mill, Ebley Wharf, Stroud at **7.00 pm.**



Kathy O'Leary  
Chief Executive

**Please Note:** This meeting will be filmed for live or subsequent broadcast via the Council's internet site ([www.stroud.gov.uk](http://www.stroud.gov.uk)). By entering the Council Chamber you are consenting to being filmed. The whole of the meeting will be filmed except where there are confidential or exempt items, which may need to be considered in the absence of the press and public.

### **A G E N D A**

- 1 **APOLOGIES**  
To receive apologies for absence.
- 2 **DECLARATIONS OF INTEREST**  
To receive declarations of interest.
- 3 **MINUTES**  
To approve the minutes of the meeting held on 11 December 2018.
- 4 **PUBLIC QUESTION TIME**  
The Chair of Committee will answer questions from members of the public submitted in accordance with the Council's procedures.  
**DEADLINE FOR RECEIPT OF QUESTIONS**  
**Noon on THURSDAY 31 JANUARY 2019.**  
Questions must be submitted in writing to the Chief Executive, Democratic Services, Ebley Mill, Ebley Wharf, Stroud and sent by post or by Email: [democratic.services@stroud.gov.uk](mailto:democratic.services@stroud.gov.uk)
- 5 **WORK PROGRAMME**  
To consider the work programme.
- 6 **MEMBER REPORTS**
  - a) Housing Review Panel
  - b) Older Person's Strategy – Task and Finish Group (Final Report and presentation by Future Focus Research on the findings of the survey)

- 7 **OPTIONS FOR PROVIDING TEMPORARY ACCOMMODATION FOR HOMELESS HOUSEHOLDS IN THE STROUD DISTRICT**  
To seek authority for the purchase of a property in Stroud for conversion to temporary accommodation; and, to receive the Committee's view on further temporary accommodation provision in the District
- 8 **TENANT REPRESENTATIVES ON HOUSING COMMITTEE**  
To approve the tenant representatives elected to sit on Housing Committee.
- 9 **A VISION FOR SOCIAL HOUSING**  
To note The final report of Shelter's commission on the future of social housing "A Vision for Social Housing" and determine how its recommendations should be reflected in future work of the Committee. (Executive Summary attached).
- 10 **MEMBERS' QUESTIONS**  
See Agenda Item 4 for deadline for submission.

#### **Members of Housing Committee 2018-19**

**Councillor Chas Townley (Chair)**  
**Councillor Jenny Miles (Vice-Chair)**  
 Councillor Catherine Braun  
 Councillor Miranda Clifton  
 Councillor Jim Dewey  
 Councillor Chas Fellows

Councillor Colin Fryer  
 Councillor Julie Job  
 Councillor Norman Kay  
 Councillor Phil McAsey  
 Councillor Tom Skinner  
 Councillor Debbie Young

#### **Tenant Representatives**

Ian Allan

Sadie Tazewell

**HOUSING COMMITTEE****11 December 2018****7.00 pm – 9.20 pm****Council Chamber, Ebley Mill, Stroud****Minutes****3****Membership**

Councillor Chas Townley (Chair)	P	Councillor Colin Fryer	P
PCouncillor Jenny Miles (Vice-Chair)	P	Councillor Julie Job	P
Councillor Catherine Braun	P	Councillor Norman Kay	P
Councillor Miranda Clifton	P	Councillor Phil McAsey	A
Councillor Jim Dewey	A	Councillor Tom Skinner	A
Councillor Chas Fellows	A	Councillor Debbie Young	P
P = Present			
A = Absent			

**Tenant Representatives**

Ian Allan	P	Sadie Tazewell	A
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**Officers in Attendance**

Director of Development Services	Housing Renewal Manager
Principal Accountant	Senior Housing Strategy Officer
Head of Finance	Principal Neighbourhood Management Officer
New Homes and Regeneration Manager	Democratic Services Officer
Policy Implementation Manager	Head of Housing Services
Head of Contract Services	

**HC.027****APOLOGIES**

Apologies for absence were received from Councillors Dewey, Fellows, McCasey, Skinner and Sadie Tazewell.

**HC.028****DECLARATIONS OF INTEREST**

There were none.

**HC.029****MINUTES – 11 SEPTEMBER 2018****RESOLVED**

**That the minutes of the meeting held on 11 September 2018 are confirmed and signed as a correct record.**

**HC.030****PUBLIC QUESTION TIME**

Public questions were submitted. They were answered by Councillor Townley, Chair. Supplementary questions and answers were also answered. (Refer to the Council's [webcast](#) and [Item 4](#)).

**HC.031**                      **WORK PROGRAMME**

Discussion on the work programme took place, the following items were added to the programme for the 2018/19 and 2019/20 civic years:

- |                   |  |
|-------------------|--|
| 5 February 2019   | Homelessness Strategy, in relation to people in rent arrears who are residing in Women's refuges.<br>Tenant Representatives on Housing Committee |
| 9 April 2019      | Empty Homes presentation   |
| 11 June 2019      | Housing Strategy – review of the results of the consultation.<br>Star Survey   |
| 10 September 2019 | Tenant Involvement Strategy  |

Information Sheet – Houses in Multiple Occupation to be published before Committee on 9 April 2019.

During discussion, Councillor Fryer requested that there should be a regular item on the agenda for Tenant representatives to feedback to Committee, also where tenants are attending Committee items involving tenants should be put to the front of the agenda.

Committee agreed to discuss Item 10 on the agenda, at this point in the meeting.

**HC.032**                      **TENANT INVOLVEMENT AND EMPOWERMENT STRATEGY**

The Principal Neighbourhood Management Officer presented this report explaining that neighbourhood ambassadors had been involved in producing the strategy and work was being undertaken to ensure that all tenants have an opportunity to feed into the strategy. The process for appointing tenant representatives to Housing Committee had begun, the deadline date for applications had been extended and 28 responses had been received to date. A report will be presented to Committee in February.

Members asked questions relating to advertising tenant involvement and how people can get involved.

**RESOLVED                      To approve the Tenant Involvement and Empowerment Strategy.**

**HC.033**                      **MEMBER REPORTS**

- (a) Housing review panel – Councillor Townley updated Committee in relation to:
  - Arranging a visit to Exeter to look at Passivhaus;
  - Homelessness reduction – writing to the District MP's setting out concerns;
  - Overview of the Housing Strategy and perhaps arranging a visit to Bristol City Council who are building Passivhaus.
- (b) Performance Monitoring – Councillor Clifton updated Committee on the report circulated to Members prior to the meeting.
- (c) Older Person's Strategy – Councillor Miles updated Committee and explained that there was a meeting on 17 December 2018 at 4.00pm to discuss the results of the survey.

**HC.034****COUNCIL RESPONSES TO HOMELESSNESS**

The Policy Implementation Manager presented the report, explaining that the Homelessness Reduction Act 2017 placed new duties on Councils relating to homelessness. Support for rough sleepers is provided by the charity P3, and the Green Square Group have two HRA accommodation units available for those fleeing domestic violence.

Questions from Members included how the £1.2m funding for Gloucestershire to support the work with rough sleepers might be allocated. Councillor Young also pointed out that emergency shelter was available in Cirencester and it shows what other districts are doing to support rough sleepers.

Members thanked the team for the work being undertaken on this issue, which showed the priority the Council was giving to this issue.

**RESOLVED**

1. **To support the further investigation of options to deliver a temporary accommodation for homeless households; a further report to be brought before Housing Committee once options are clarified and costings known.**
2. **To locate suitable HRA properties to provide accommodation for former rough sleepers being supported via the Social Impact Bond.**

**HC.035****HOUSING STRATEGY 2019-2024**

The Policy Implementation Manager presented the Strategy explaining that an action plan would be produced following the consultation.

Members asked questions relating to number of households and tenures, need for bungalows and older persons housing.

An information meeting, with an invitation to all Members, would be arranged to discuss input into the Strategy.

**RESOLVED**

1. **To endorse the draft Housing Strategy for public consultation; and**
2. **grant delegated authority to the Policy Implementation Manager to make minor textual changes to the document prior to the commencement of consultation**

**HC.036****HOUSING COMMITTEE ESTIMATES – REVISED 2018/19 AND ORIGINAL 2019/20 AND HOUSING REVENUE ACCOUNT (HRA) MEDIUM TERM FINANCIAL PLAN 2018/19 – 2022/23**

Principal Accountant presented the report and explained issues such as the budgets for temporary accommodation, universal credit, service charges, and staffing contingencies. Also explained were the borrowing and repayment options for the HRA. Three options to repay the loans were presented: over 48 years, 60 years, or not at all.

Members asked questions relating to the HRA debt and repayment, universal credit, bad debt provision, cost of temporary accommodation. They requested a separate report on the provision for repayment of HRA borrowing, the Chair would discuss with officers to bring a series of options to Committee.

Councillor Young wanted it minuted that she would not be supporting the preferred option of repaying the debt over 60 years, but would support the recommendation.

**RECOMMENDED  
To Strategy and  
Resources  
Committee**

1. The revised General Fund Housing revenue budget for 2018/19 and original budget 2019/20 are approved.
2. The revised HRA revenue budget for 2018/19 and original budget 2019/20 are approved.
3. The movement to and from HRA balances and capital reserves as detailed in Appendix B and section Error! Reference source not found. are approved.
4. That from 1 April 2019:
  - i) Social rents and affordable rents are decreased by 1%, as calculated in accordance with legislation.
  - ii) Garage rents are increased by 2.4%.
  - iii) Landlord service charges are increased by 2.4%, except district heating charges which are increased by 14%, capped at £1 per week.

As detailed in Appendix A

5. That provision for repayment of HRA borrowing is made on an annual basis, with flexibility retained for this to be made from revenue, the Major Repairs Reserve, capital receipts, or any combination of these.
6. That the General Fund Housing Capital Programme, as detailed in Section Error! Reference source not found., be included in the Council's Capital Programme.
7. That the HRA Capital Programme for 2018/19 to 2022/23, as detailed in Appendix C, be included in the Council's Capital Programme.

**HC.037**

**MEMBERS' QUESTIONS**

There were none.

The meeting closed 9.20 pm.

Chair

**STROUD DISTRICT COUNCIL****HOUSING COMMITTEE****5 FEBRUARY 2019****WORK PROGRAMME****AGENDA  
ITEM NO****5**

<b>Date of meeting</b>	<b>Matters to be considered at the meeting</b>	<b>Notes</b>
<b>09.04.12</b>	Work Programme	Leads: Chair and Director of Tenant and Corporate Services
	Member Reports a) Housing Review Panel b) Performance Monitoring	Leads: Chair: Cllr Chas Townley Cllrs C Braun and M Clifton
	Older Person's Strategy	Sheltered Housing Project Manager
	Budget Monitoring Report 2018/19 Q3	Head of Housing Services and HRA Accountant
	De-pooling project	Tenancy Operations Manager
	Sheltered alarm system	Principal Sheltered Housing Officer
	HRA Delivery Plan	Top and HRA Accountant
	Tenancy Agreement	Tenancy Operations Manager
	Housing Committee Report to Council	Lead: Cllr Chas Townley
	Military Covenant	Head of Housing Services
	Empty Homes presentation	Contact: Cllr Chas Townley
	Depooling of Rent and Service Charges	Tenancy Operations Manager

**Information sheets sent to Committee Members**

<b>Date sent &amp; ref no</b>	<b>Topic</b>
4 June 2018 H-2018-2019-001	Income Collection 2016 to 2018
5 July 2018 H-2018-2019-002	Referrals to Support Agencies
7 September 2018 H-2018-2019-003	Income Management and Vulnerability Assessments
11 September 2018 H-2018-2019-004	Housing Green Paper
6 December 2018 H-2018-2019-005	Task and Finish Group – Older Person's Strategy
6 December 2018 H-2018-2019-006	Repairs and Maintenance Service Review 2020

## **MEETINGS FOR CIVIC YEAR 2019/20**

<b>Date of meeting</b>	<b>Matters to be considered at the meeting</b>	<b>Notes</b>
<b>11.06.19</b>	Work Programme	Leads: Chair and Director of Tenant and Corporate Services
	Member Reports a) Housing Review Panel b) Performance Monitoring	Leads: Chair: Cllrs
	Housing Revenue Account (HRA) outturn 2018/19 – Summary of Variances.	Principal Accountant
	Properties at Gloucester Street and Bradley Street, Wotton-under-Edge	New Homes and Regeneration Manager
	Housing Strategy	Policy Implementation Manager
<b>10.09.19</b>	Work Programme	Leads: Chair and Director of Tenant and Corporate Services
	Member Reports a) Housing Review Panel b) Performance Monitoring	Leads: Chair: Cllrs
	Budget Monitoring Report 2019/20	Principal Accountant
	Tenant Involvement Strategy	Principal Neighbourhood Management Officer
<b>10.12.19</b>	Work Programme	Leads: Chair and Director of Tenant and Corporate Services
	Member Reports a) Housing Review Panel b) Performance Monitoring	Leads: Chair: Cllrs
	Housing Committee Estimates – Revised 2019/20 and Original 2020/21 and Housing Revenue Account (HRA) Medium Term Financial Plan 2018/19-2022/23	Principal Accountant
<b>11.02.20</b>	Work Programme	Leads: Chair and Director of Tenant and Corporate Services
	Member Reports a) Housing Review Panel b) Performance Monitoring	Leads: Chair: Cllrs
<b>31.03.20</b>	Work Programme	Leads: Chair and Director of Tenant and Corporate Services
	Member Reports a) Housing Review Panel b) Performance Monitoring	Leads: Chair: Cllrs
	Budget Monitoring Report 2018/19	Principal Accountant



**STROUD DISTRICT COUNCIL**  
**HOUSING COMMITTEE**

**AGENDA  
ITEM NO**

**5 FEBRUARY 2019**

**6b**

<b>Report Title</b>	<b>OLDER PERSON'S STRATEGY – TASK &amp; FINISH GROUP: FINAL REPORT</b>
<b>Purpose of Report</b>	To set out the Task & Finish Group's recommendations to the Housing Committee regarding the findings from the recent survey exploring the expectations of the 'next generation' in relation to the council's older people's accommodation.
<b>Decision(s)</b>	<b>The Task &amp; Finish Group recommends that the Committee RESOLVES to:</b> <b>a) Note this report and the findings of the survey;</b> <b>b) Approve the use of these findings so that they may shape the Older Person's Strategy;</b> <b>c) Agree the recommendations set out in paragraph 5 of this report.</b>
<b>Consultation and Feedback</b>	Detailed within the report
<b>Financial Implications and Risk Assessment</b>	Any costs associated with the recommendations in paragraph 5 would need to be met from existing resources where possible. Any additional funding requirement associated with the Older Person's Strategy should be considered as part of the wider HRA budget setting process to ensure affordability across the service.  Lucy Clothier, Principal Accountant Tel: 01453 754343 Email: <a href="mailto:Lucy.Clothier@stroud.gov.uk">Lucy.Clothier@stroud.gov.uk</a>
<b>Legal Implications</b>	The report contains a number of matters which the Committee is asked to note as well as a number of recommendations for future actions which are largely exploratory in nature. Consequently, there are no legal implications arising from this report; the legal implications of any substantive actions which arise from this project would be considered prior to their implementation.R1501D2101C2101  Mike Wallbank, Solicitor E-Mail: <a href="mailto:Mike.Wallbank@stroud.gov.uk">Mike.Wallbank@stroud.gov.uk</a>

<b>Report Author</b>	Kimberley Read, Project Manager in consultation with and on behalf of the Task & Finish Group Telephone: 01453 754175 Email: <a href="mailto:Kimberley.Read@stroud.gov.uk">Kimberley.Read@stroud.gov.uk</a>
<b>Options</b>	The Council can choose not to have a specific Older Person's Strategy but continue to accommodate any modernisation works in line with the Ark Report issued in 2015.
<b>Background Papers/ Appendices</b>	Appendix A - Terms of Reference Appendix B - Future Focus Report: Older Person's Survey

## 1. Background

- 1.1 At the September 2018 meeting the Housing Committee agreed to set up a task and finish group to explore 'the expectations of the next generation in relation to SDC's older people's accommodation'. It was agreed that the findings of the group would be developed into the emerging Older Person's Strategy.

## 2. Progress

- 2.1 At the initial task and finish group meeting, the group agreed the terms of reference and scope (Appendix A), as well as the method of the survey and questions. The group agreed to instruct Future Focus Research (FFR) to undertake a telephone survey of 500 Stroud district residents, to explore the expectations of the next generation in relation to SDC's older person's accommodation.
- 2.2 The second meeting was centred on a tour of some of SDC's existing sheltered housing accommodation (Malvern Gardens, Walter Preston Court both in Stroud and Sherborne House, Stonehouse). Following this tour the group recognised that SDC's existing sheltered stock lends itself to providing a range of accommodation, which will meet a diverse housing need, although some of the stock does not lend itself to housing for older people. The third meeting included a final presentation of the findings from FFR. In addition to the above, representatives of the group also visited Woodchester Valley Village, to explore best practice in the private sector.
- 2.3 Within the scope of the group, members were invited to agree some key strategic objectives for the older person's strategy as well as discussing suggestions for an alternative name for sheltered housing. The majority of the group agreed that '*Independent Living*' provided a better description of the level of support SDC are able to offer within existing resources and better reflects the needs of current and future residents.

## 3. Consultation

- 3.1 The purpose of the resident telephone consultation was to understand the views of a range of age groups across the wider community in terms of their expectations and aspirations for housing in older age.

- 3.2 The task and finish group agreed that 500 Stroud district residents would be interviewed; FFR adopted a 'quota sampling approach' which aimed to ensure that the final survey sample had been constructed to represent the target survey population (i.e. the adult population of the Stroud District area) based on the latest 2011 census data.
- 3.3 The consultation ran from 2 November 2018 until 26 November 2018. FFR achieved a full quota of responses which included a designated number of interviews per age group, based on the 2011 census data (the survey could be completed by anyone in the household who was over 18).
- 3.4 In order to ensure that all wards were covered, FFR grouped these into 7 geographic areas as outlined below (this is the same sampling methodology used successfully for the budget survey for the last 7 years).
- 3.5 FFR achieved the target number of interviews in each age and location group, and the results have been summarised in a report which is attached at Appendix B.

#### **4. Summary**

- 4.1 The following summarises the key outcomes of the survey:
  - 4.1.1 The survey found that two thirds of residents perceived the term 'Sheltered Housing' to be associated with older person's accommodation where 24 hour care is provided. There have been a number of changes to the sheltered housing service over the past 5 years, and the results of the survey suggest that there is a need to re-brand sheltered housing with something which reflects the current service on offer.
  - 4.1.2 The survey confirmed that 61% of residents interviewed, plan to retire in the Stroud district, with the majority having access to friends/family and/or social groups in the area.
  - 4.1.3 Accessibility in and around the home are important to most residents, with good access to healthcare and support services a high priority. When asked what else the communal lounge could be used for, health clinics were the most popular choice.
  - 4.1.4 The use of communal spaces by outside groups was not as popular, with only 37% of residents believing this would be a good idea.
  - 4.1.5 Access to Wi-Fi in communal areas was considered a priority by 77% of residents interviewed. SDC currently provides Wi-Fi access to tenants in all communal lounges and it is important that this is retained to ensure tenants are able to connect with friends and family.

## **5. Recommendation**

- 5.1 The task and finish group recommends that discussions held within the group and the findings of the survey be fed into the developing older person's strategy, this should include (but should not be limited to) the following key outcomes:
  - 5.1.1 Work towards the development of a range of accommodation for older people, rather than 'one size fits all'. This may involve the re-designation of some schemes which could potentially be linked to a hub scheme to ensure that access to services is not lost.
  - 5.1.2 Re-brand Sheltered Housing to Independent Living.
  - 5.1.3 Improve awareness of Independent Living to encourage households to downsize – schemes should become more desirable as a result of the Sheltered Modernisation Project which is improving communal areas and accessibility to these spaces.
  - 5.1.4 Consider conversion of communal areas, which are not utilised, to additional accommodation where those communal areas are not suitable to offer genuinely desired facilities for both residents and older people in the vicinity.
  - 5.1.5 Seek areas of improvement to the Council's asset management strategy to ensure that SDC's older person's accommodation enables rather than disables – allowing tenants to live as independently as possible.
  - 5.1.6 The older person's strategy should seek to enhance partnership working with external agencies to improve support and care provision across the district.
  - 5.1.7 Undertake further visits to other affordable housing providers to examine the range of accommodation and best practice on offer.
  - 5.1.8 Carry out focus groups with existing tenants to further examine specific areas within the survey.
- 5.2 It is currently anticipated that the draft Older Person's Strategy will be presented to Housing Committee in April 2019. The strategy will be used to shape the outcomes of the sheltered modernisation project and the service moving forward.

## **Older Person's Strategy – Task & Finish Group**

### **Terms of Reference**

#### **1. Members & Officers:**

Cllr Jenny Miles, Labour Party (Chair)  
Cllr Chas Townley, Labour Party  
Cllr Norman Kay, Green Party  
Cllr Julie Job, Conservative Party  
Cllr Phil McAsey, Conservative Party  
Ian Allan, Tenant Representative (optional)  
Sadie Tazewell, Tenant Representative (optional)

Kimberley Read, Sheltered Housing Project Manager  
Chris Horwood, Project Officer  
Petula Davis, Principal Projects Officer  
Lynne Mansell, Principal Sheltered Housing Officer  
Lucy Clothier, Principal Accountant  
Chris Eadie, Tenant Liaison Officer (additional resource if required)

#### **2. Scope of Group:**

**“To explore the expectations of the ‘next generation’ in relation to SDC’s older people’s housing.”**

The outcomes should enable SDC to develop an Older Person's Housing offer for its' current and future stock. The housing offer should be fit for purpose now and for future tenants and should enable flexibility within the stock to adapt to future demands.

The remit of the group does not extend to looking at new build sites, or sites for extra care. It is solely focussed on SDC's housing stock and does not cover private sector housing.

#### **3. Sources of Information:**

There are a variety of methods of gathering information, for example:

- Telephone survey (500 respondents) company would be procured and demographics considered when selecting numbers (phone survey company would analyse the feedback).

- Online survey – based on our website and linked to Facebook and other social media outlets (SDC would need to analyse feedback).
- Refer to feedback and analysis from the Gloucestershire County Council survey undertaken this year around 'Housing with Care'.
- Arrange site visits around some of the Sheltered Housing schemes. Invite SDC staff from other service areas and possibly tenants for feedback.

4. Deadline:

The group should work towards the following deadlines:

- To provide a verbal update at December Housing Committee.
- Provide a written report at February Housing Committee - the report will need to be ready for legal & financial imps by 15<sup>th</sup> January 2019 with the final report sent to Democratic Services by 22<sup>nd</sup> January 2019.

5. Visits:

It is recommended that the Task & Finish Group consider visiting a number of SDC's Sheltered Housing schemes to understand what the current housing offer for older people looks like. It is also recommended that the group visit Sherborne House, Stonehouse which has been modernised recently as a pilot project. This will help the group to understand what can be achieved. Schemes to visit should be agreed at the first meeting.

## **Agenda Item 6b - Appendix B**

**Old People's Accommodation Research 2018**

**Report**

**January 2019**

**Prepared For: Stroud District Council**

**Prepared By: Future Focus Research**  
[www.futurefocusresearch.co.uk](http://www.futurefocusresearch.co.uk)

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# 1. Approach to research

## 1.1 Research objectives

Stroud District Council commissioned Future Focus Research to seek the views of residents and tenants in the Stroud district, to find out what they would like from their accommodation to ensure that it is fit for purpose now and for the future.

## 1.2 Methodology

The research consisted of 500 ten minute telephone interviews with local residents. All interviews were conducted with a representative sample of residents aged 18 and over who live in the Stroud District Council area. The sample was based on the quota controls below, which reflect the demographic makeup of the Stroud District Council area. In addition, to ensure the views were obtained from individuals from all areas of the district, we targeted a proportionate number of interviews in each of the local areas, as follows:

- Gloucester Border Areas
- Stroud Central
- Stroud Border Areas, including Nailsworth
- Stonehouse
- Dursley
- Wotton-Under-Edge
- Berkeley

These areas are grouped together based on the Royal Mail post towns – see [Appendix A](#) for details of the postcodes. In addition to area, quotas were also set on age and gender as shown in table 1.1 below.

Table 1.1: Age and Gender quotas

Gender	
Male	49%
Female	51%
Age	
18 - 34	21%
35 – 54	37%
55 – 74	31%
75+	11%
<b>Total</b>	<b>100%</b>

The questionnaire was designed in conjunction with the Council to ensure the research was able to deliver the intended objectives. Interviews were conducted by a team of trained interviewers.

A sample size of 500 gives a margin of error of +/-4.4% at the 95% confidence interval. Therefore, if 50% of respondents give an answer to a question, we can be sure that the true value lies somewhere between 45.6% and 54.4%.

Please note where charts do not add up to 100 this is due to one of two reasons:

- The question was a multiple choice and respondents may have been given more than one answer
- Percentages have been rounded to the nearest whole percentage and therefore the total presented in the chart may sum to slightly more or less than 100%.

### 1.3 Who did we interview?

The profile of the 500 interviews is shown in table 1.2 below.

Table 1.2

Area	%	No. of respondents
Gloucester Border Areas	11%	54
Stroud Central	28%	139
Stroud Border Areas	22%	109
Stonehouse	12%	60
Dursley	16%	80
Wotton-under-Edge	7%	33
Berkeley	5%	25
<b>Gender</b>		
Male	49%	245
Female	51%	255
<b>Age</b>		
18 – 34	21%	105
35 – 54	37%	184
55 – 74	31%	153
75+	11%	55
Prefer not to say	1%	3
<b>Disability</b>		
Yes	16%	79
No	83%	416
Prefer not to say	1%	5
<b>Working status</b>		
Employed in Stroud district	45%	226
Employed outside Stroud district	12%	61
Unemployed and actively looking for paid employment	1%	3
Unemployed but not looking for paid employment	1%	4
Retired	28%	142
At school/college/university	11%	56
Other (e.g. house person, carer)	1%	4
Prefer not to say	1%	4
<b>Ethnicity</b>		
White or White British	90%	449
Other	9%	47
Prefer not to say	1%	4
<b>Total</b>	<b>100</b>	<b>500</b>

Where there are differences between any of the demographics, these have been highlighted in the report.

## 2. Summary

This section provides an overview of the findings of this survey:

### **Context**

- 61% definitely plan to retire in the Stroud DC area. Although those who are uncertain about their plans, not surprisingly, increases as age decreases
- Encouragingly the vast majority of those over the age of 55 know what their accommodation plans are for when they retire.
- The majority of residents have access to friends/family and/or social groups in Stroud DC

### **Perception of the Term 'Sheltered Housing'**

- Two thirds associated the term sheltered housing with older person's accommodation where 24 hour care is provided

### **Preference for Rural Town or Market Parish**

- Over a half don't currently have a preference for rural areas or a market town
- Of the remainder 30% preferred a market town and 12% preferred a rural parish

### **Accommodation Needs**

- All elements within the home were considered to be important by at least three quarters of residents
- Most important was a walk-in shower room and an intelligent alarm system
- When asked about communal facilities, the most important was parking and communal gardens
- Most respondents were not willing to pay extra for any facilities

### **Access to Services**

- Access to care and support services, shops, healthcare and transport were all considered to be important by the vast majority
- Access to leisure facilities was of lesser importance
- Opinion was divided on whether they would be prepared to travel to access facilities, but older residents were less likely

### **The Community**

- Security (both within the building and the groups) was important to most as was living amongst people their own age
- *Mixed communities* were of much lower importance

### **Communal Lounges**

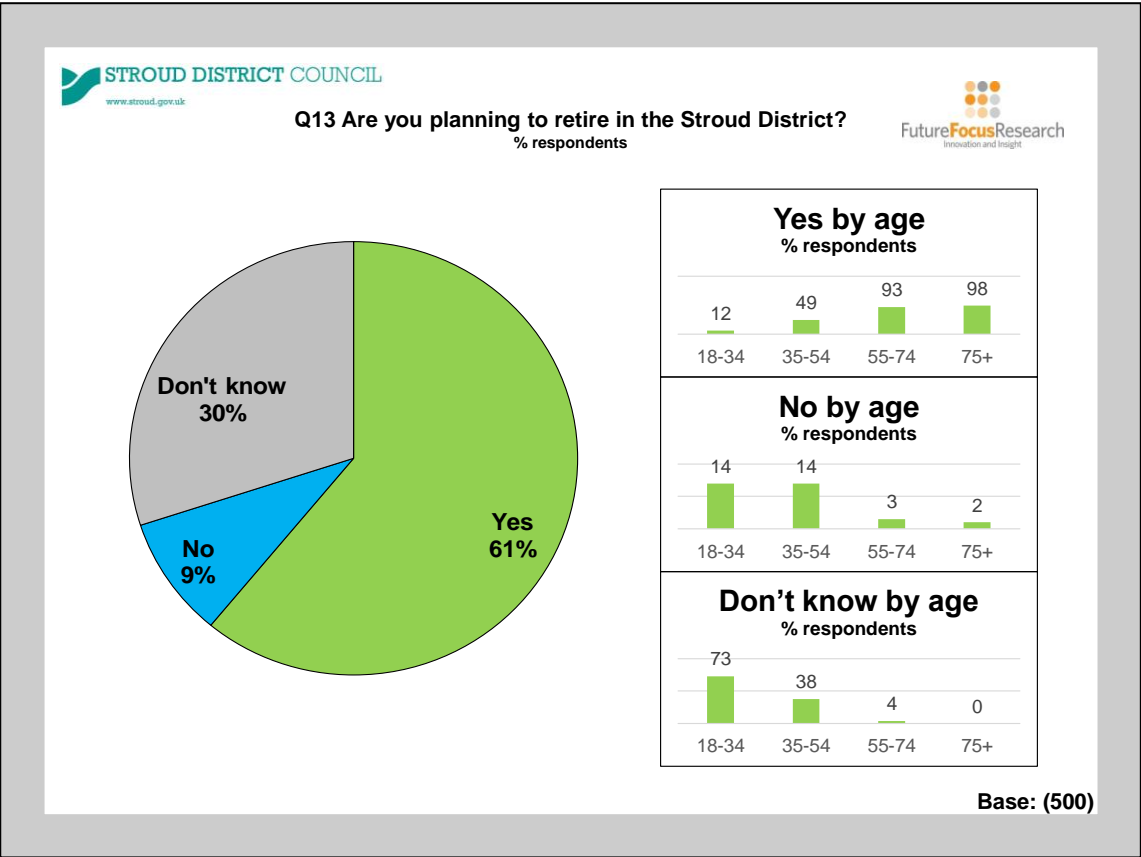
- Health clinics were the most popular choice for use of communal areas
- Just a third were in favour of letting communal areas to outside groups

### 3. Survey Findings

#### 3.1 Context

The following questions regarding retirement plans were asked at the end of the survey to ensure that they did not influence the respondent’s decision to take part in the survey or their response to any subsequent questions. However, we feel the findings from these questions are best presented upfront, as they provide a context to the results.

Respondents were asked whether they plan to retire within the Stroud District Council area. Overall, 61% said that they were, 9% said that they weren’t, and 30% did not know. See figure 3.1.

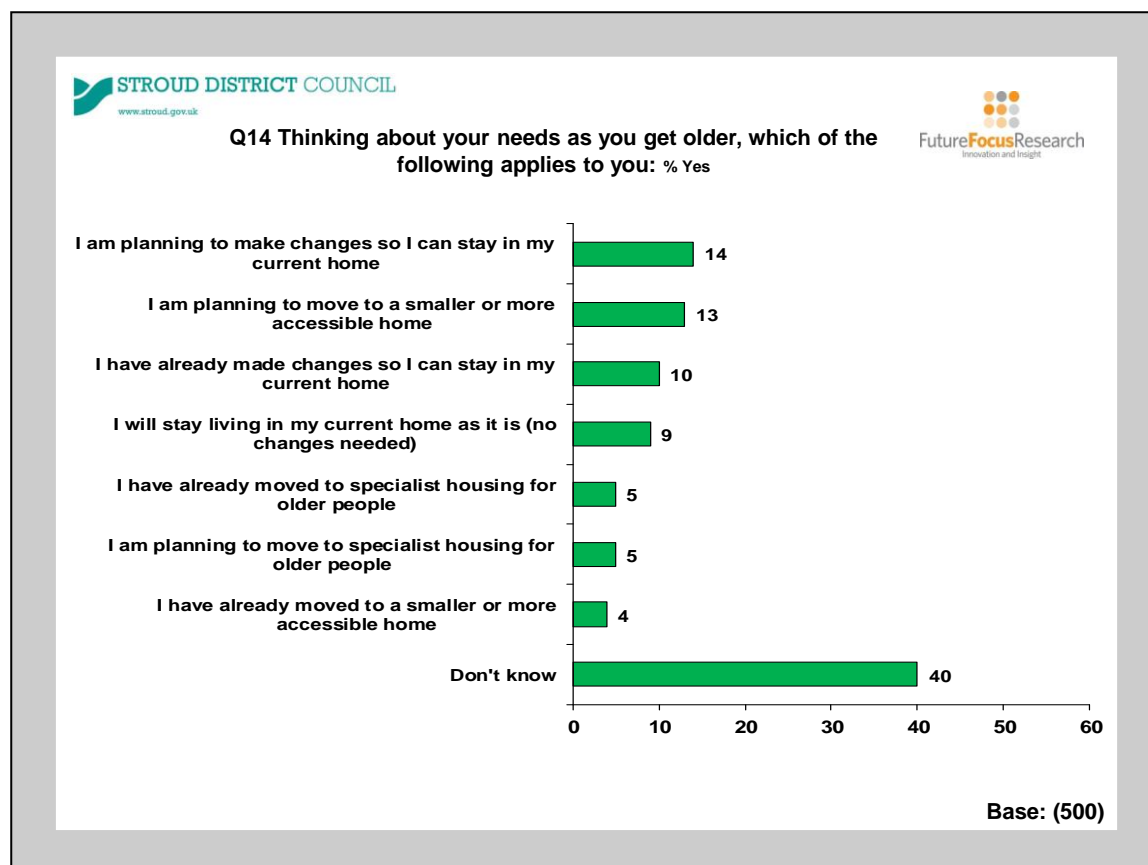


**Figure 3.1**

Perhaps not surprisingly, the percentage planning to retire within the Stroud area rises with age, from 12% of those aged 18-34, 49% of 35-54s, 93% of 55 – 74s and to 98% of those aged 75+. Almost three quarters of 18-34 year olds (73%) did not know what their plans for retirement are.

When asked about their housing plans for when they get older, 40% did not know what their plans were (rising to 50% of those aged 35 – 54 and to 93% of those aged 18-34).

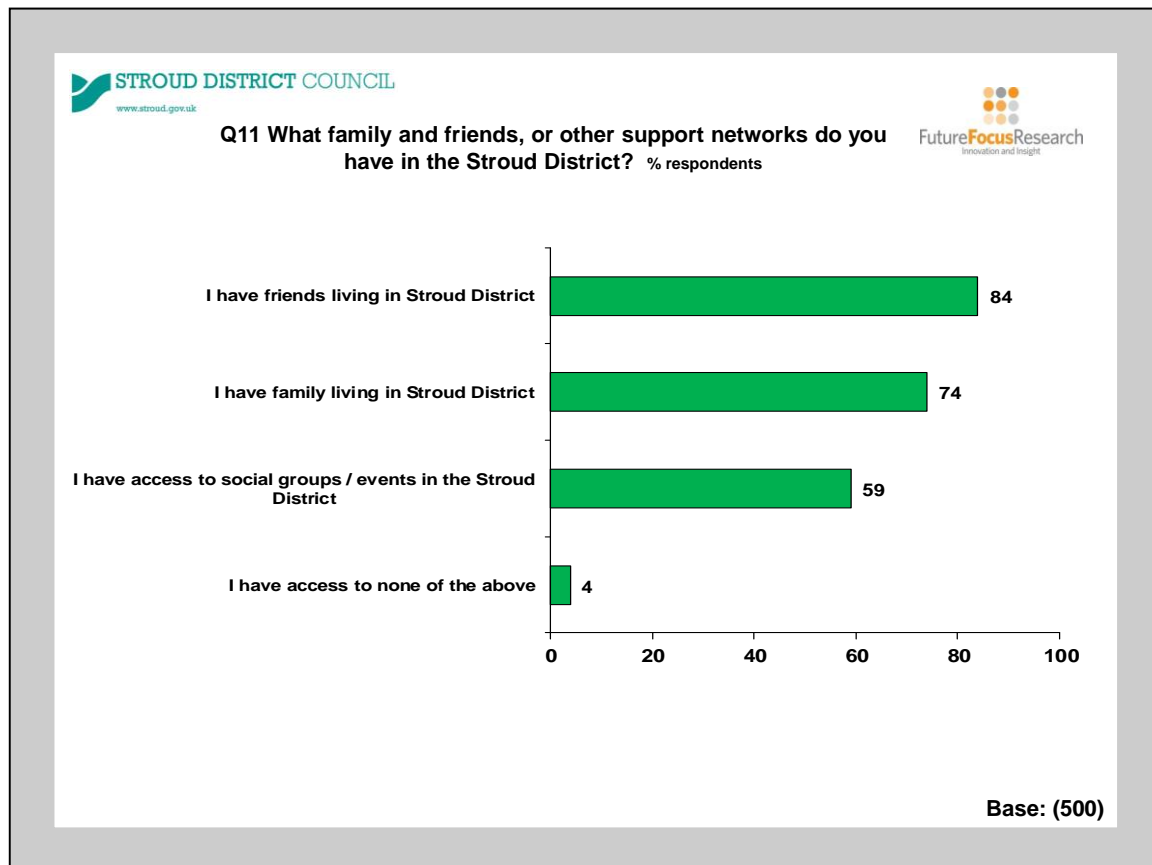
One in 20 respondents (5%) currently live in specialist housing for older people, rising to 24% (1 in 4) of those aged 75+. The same percentage (5%) told us that they were planning to move to specialist housing, rising to 9% amongst those aged 55 -74. See figure 3.2.



**Figure 3.2**

The vast majority of respondents (96%) said that they had either friends, family or access to social groups in the Stroud area, see figure 3.3.

Figure 3.3

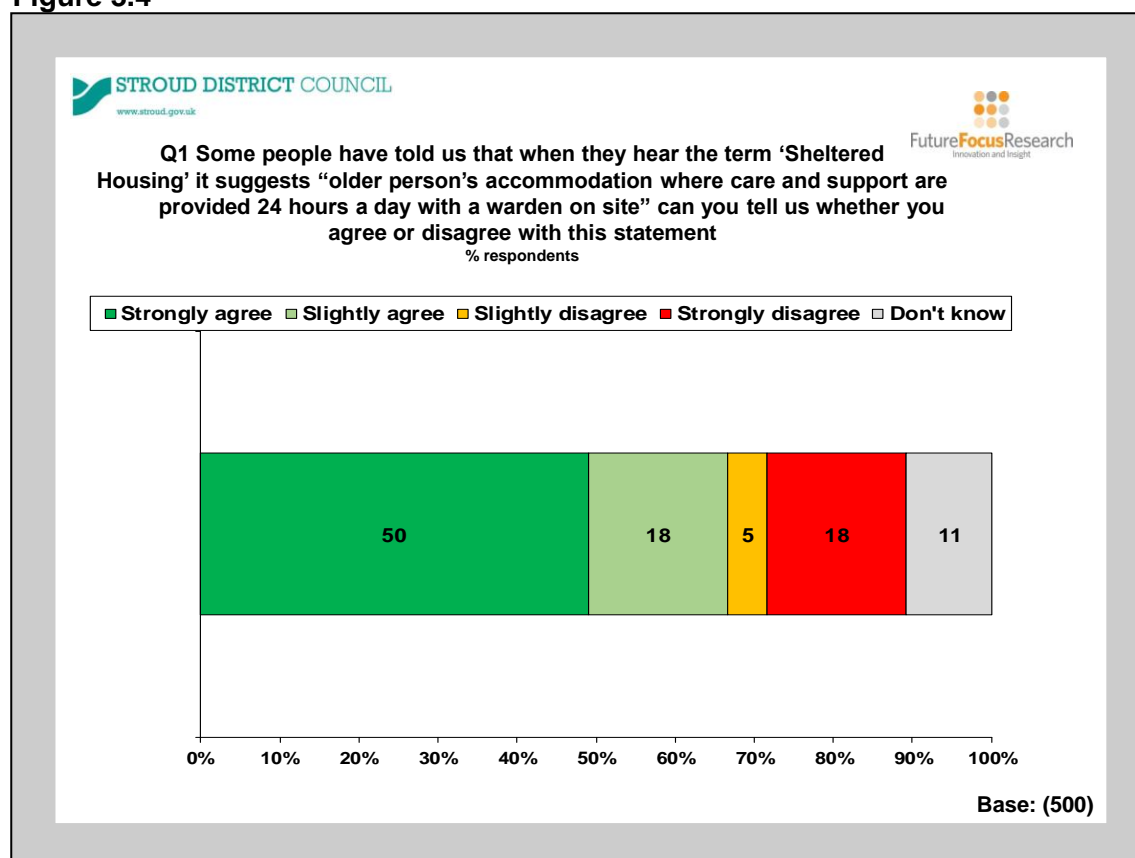


### 3.2 Perceptions of the Term ‘Sheltered Housing’

Over two thirds of respondents (68%) agreed, either strongly or slightly, that the term ‘sheltered housing’ suggests older person’s accommodation where care and support are provided 24 hours a day. See figure 3.4.

Men were slightly more likely than women to agree (73% compared to 64%), as were those aged 35 – 54 (79%) and 18 – 34 (76%).

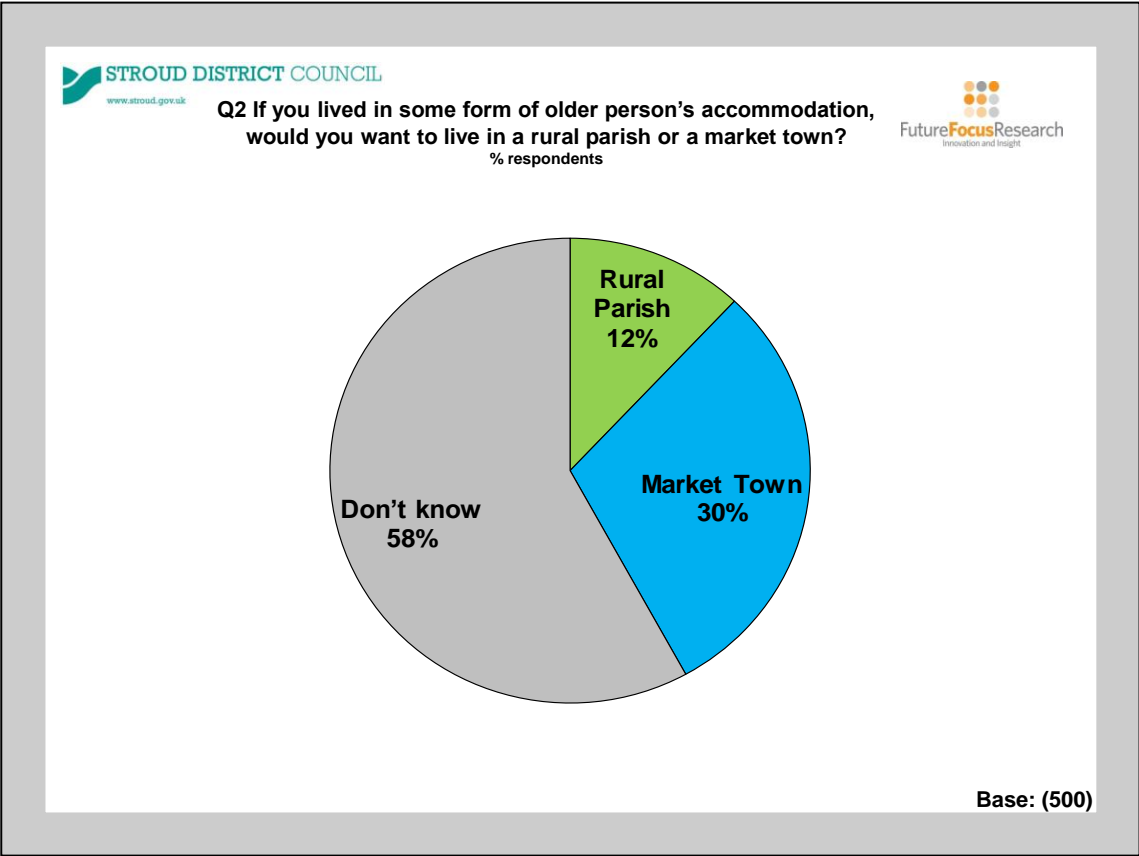
Figure 3.4



### 3.3 Preference for Market Town/Rural Location

Respondents were then asked whether they would choose a market town or a rural parish if they were to live in some form of older person’s accommodation in the future. Almost 6 in 10 (58%) did not know where they would choose, this rose to 81% amongst 18 – 34 year olds. Of the remainder, 30% would choose a market town and 12% would choose a rural parish. See figure 3.5.

Figure 3.5



When asked the reason for their preference, the main reason given for choosing a market town was that *it's close to shops/healthcare/amenities* (72%) and the main reason given for choosing a rural parish was that they had *always lived there* (34%), see table 3.1.

Table 3.1

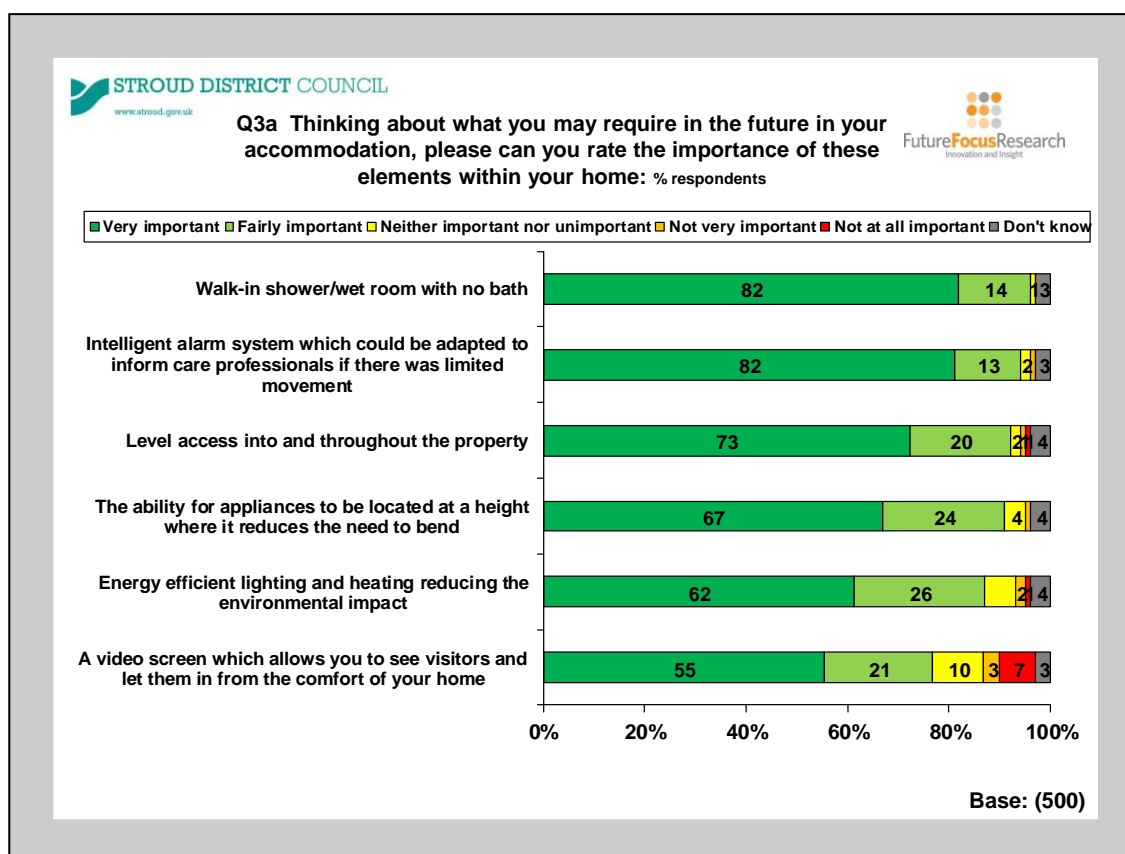
Reasons - Market Town (Base: 151)			Reasons - Rural (Base:61)		
Close to shops/health/amenities	72%	109	Always lived there	34%	21
Always lived there	10%	15	Safer	11%	7
Busy/less isolated	7%	11	Like the countryside	23%	14
Safer	3%	4	Quieter/Relaxing	18%	11
Near/friends family	1%	2	Prefer way of life	8%	5
Quieter	1%	2	Near friends/family	3%	2
Don't know	5%	8	Don't know	2%	1

3.4 Accommodation Needs



Respondents were asked to rate the importance of a list of different elements within their home. Most important was a *walk-in shower room with no bath* (96% very or fairly important), see figure 3.6. This was followed by:

- *An intelligent alarm system* (95%)
- *Level access into and throughout the property* (93%)
- *The ability for appliances to be located at a height where it reduces the need to bend* (91%)
- *Energy efficient lighting and heating reducing the environmental impact* (88%)
- *A video screen which allows you to see visitors and let them in from the comfort of your home* (76%)



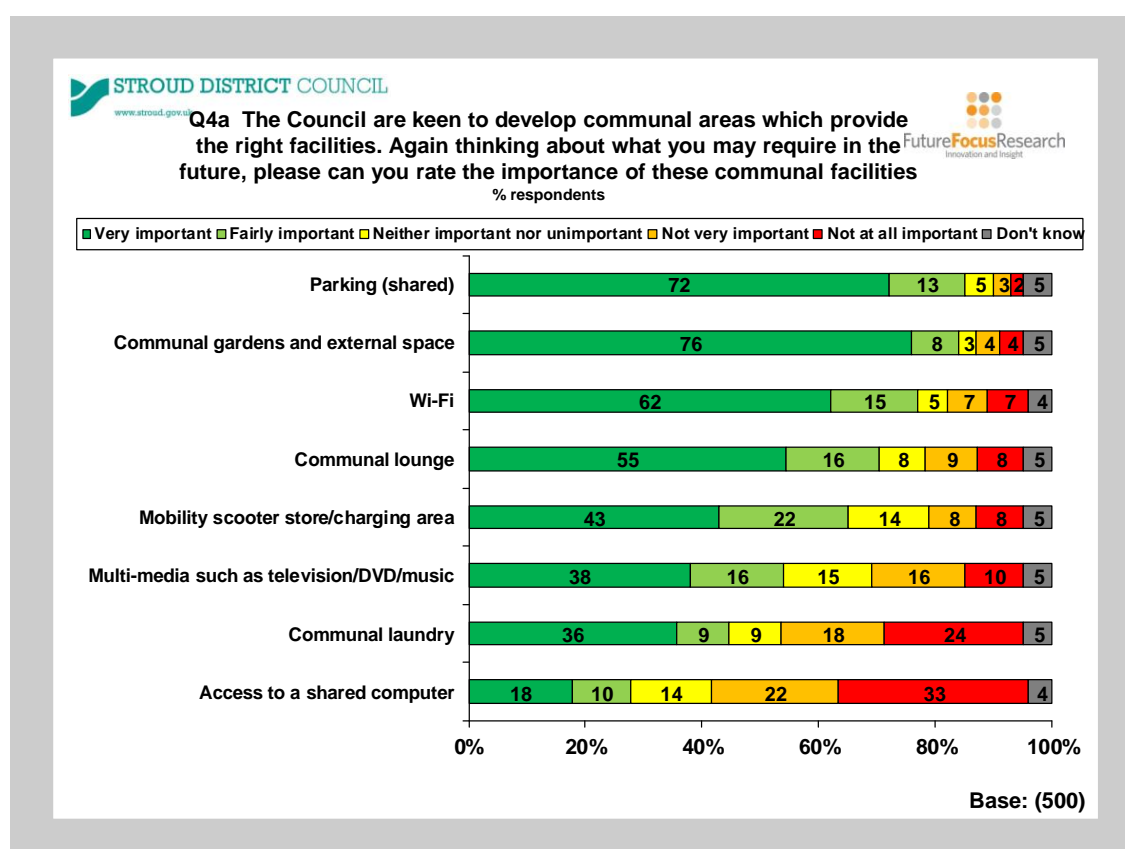
### See Figure 3.6

Those aged 18-34 were more likely to not know how important each of these elements would be than the other age groups (at least 10%).

Whilst men and women rated most elements equally as important, a *video screen* was more important to women than men (81% compared to 72%).

Respondents were then asked to rate the importance of a list of communal facilities. Most important was *parking* (85% very or fairly important) and *communal gardens and external space* (84%), see figure 3.7. These were followed by:

- *Wi-Fi* (77%)
- *Communal Lounge* (71%)
- *Mobility scooter store/charging area* (65%)
- *Multi-media such as television/DVD/music* (54%)
- *Communal laundry* (45%)
- *Access to a shared computer* (28%)



See Figure 3.7

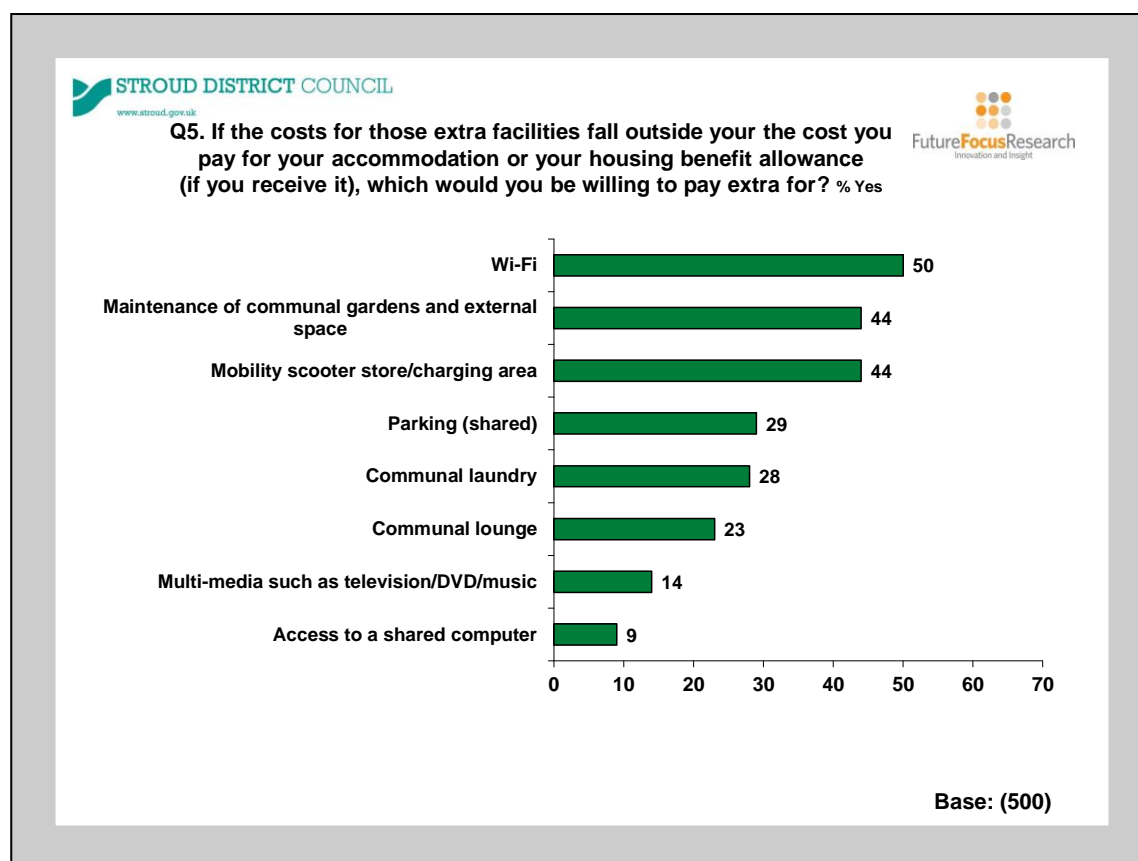
Those aged 18-34 were more likely to not know how important each of these elements would be than the other age groups (at least 15%). The only other notable age difference was that those over 75 were least likely to consider *Wi-Fi* as important (56%).

With the exception of *Wi-Fi* and *parking*, women were more likely to rate all other facilities as more important than men.

### 3.5 Paying for Additional Facilities

Respondents were then asked whether they would be willing to pay extra for any facilities. At least a half were not willing to pay extra for any of the facilities, see figure 3.8.

A half (50%) were willing to pay extra for *Wi-Fi* and 44% were willing to pay extra for *maintenance of communal gardens and external space* and a *mobility scooter store/charging area*.



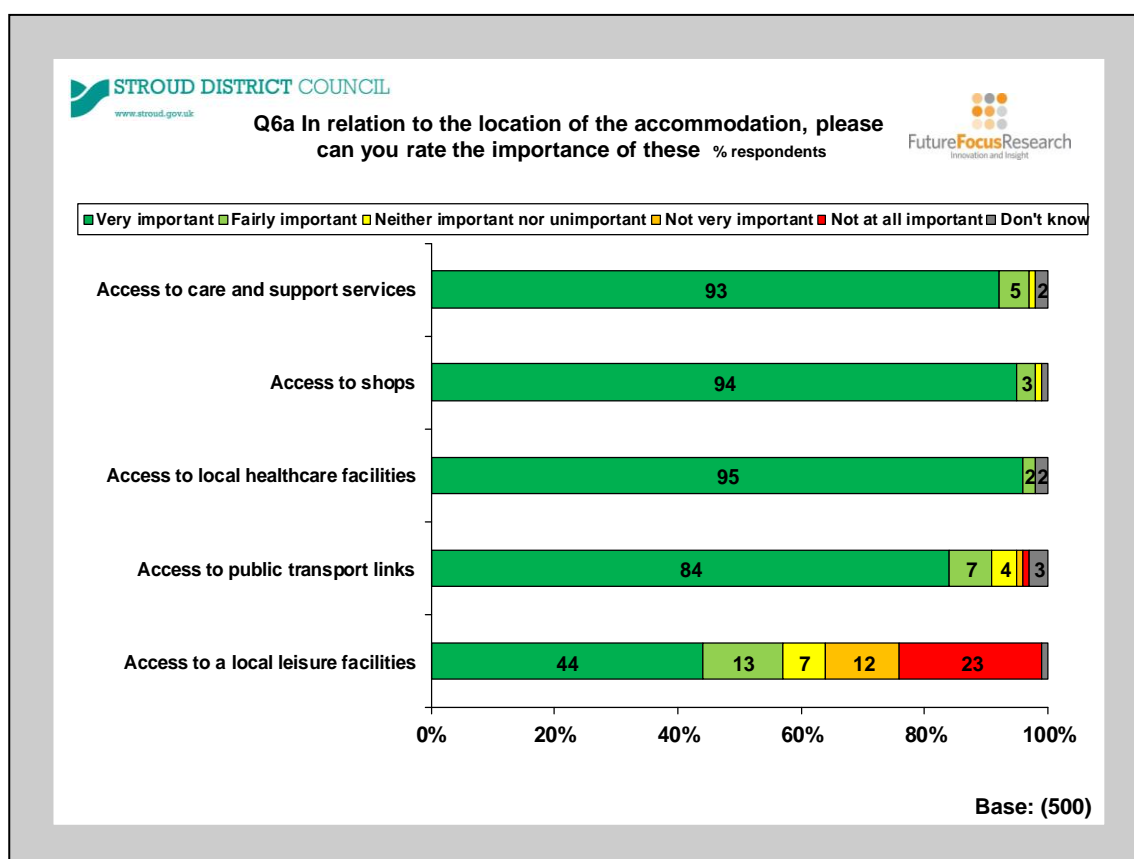
**Figure 3.8**

Those aged 18-34 were most likely to not know if they would be willing to pay extra for facilities (at least 10%).

In general, women were more likely than men to say that they would pay extra for things (with the exception of *Wi-Fi*).

### 3.6 Access to Services

Respondents were asked to rate the importance of access to different services in terms of the location of the accommodation. Most important was *access to care and support services* (98% very or fairly important), *shops* (97%) and *local healthcare facilities* (97%). Access to *public transport links* was important to 91% of respondents. Of least importance was access to *local leisure facilities* (56%), however, this was more important to those aged 18-34 (69%) and to women (64%).

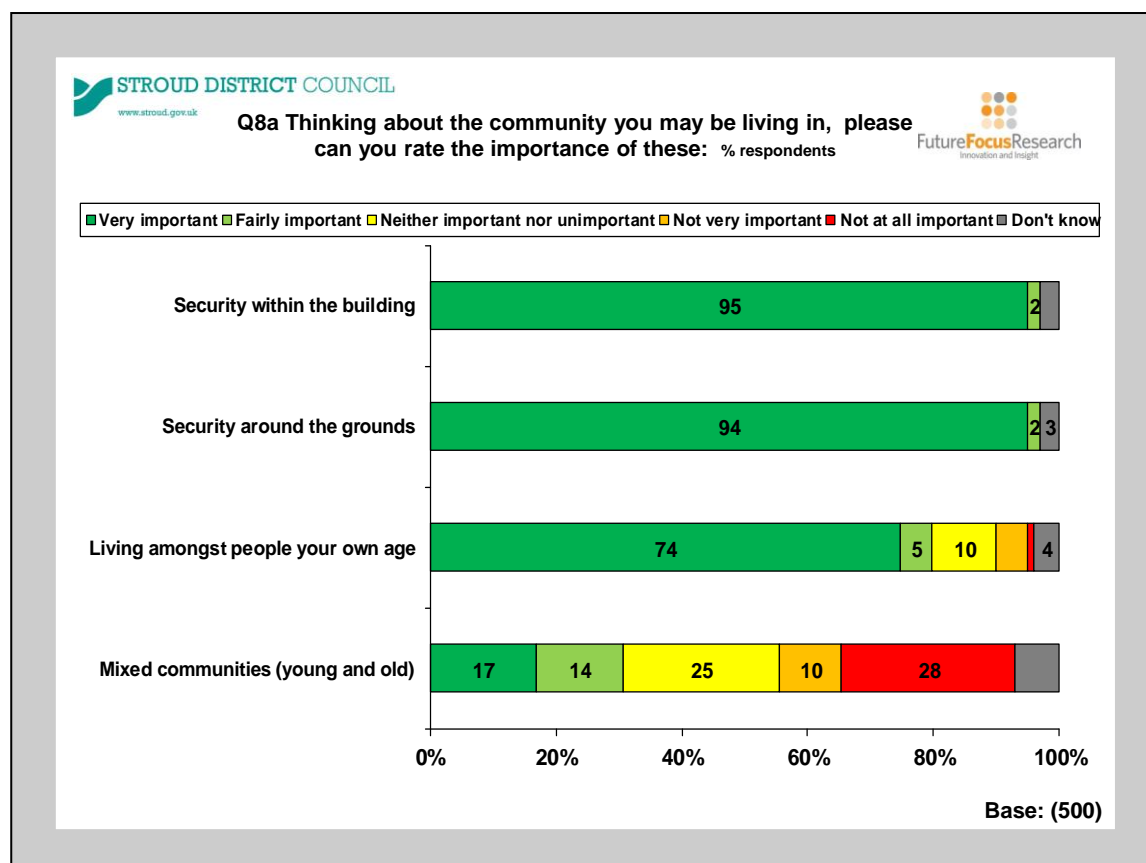


**Figure 3.9**

Just under a half (46%) said that they were prepared to travel to access these facilities, and a similar percentage (48%) said that they would not (6% did not know). Those over 75 were least likely to say they would travel to access facilities with 64% saying that they wouldn't.

### 3.7 The Community

Respondents were asked to rate the importance of different elements within the community that they may be living in. Most important was *security both within the building* (95% very or fairly important) and *around the grounds* (94%). *Living amongst people your own age* was important to 79% of respondents. *Mixed communities* were of much lower importance (31%).

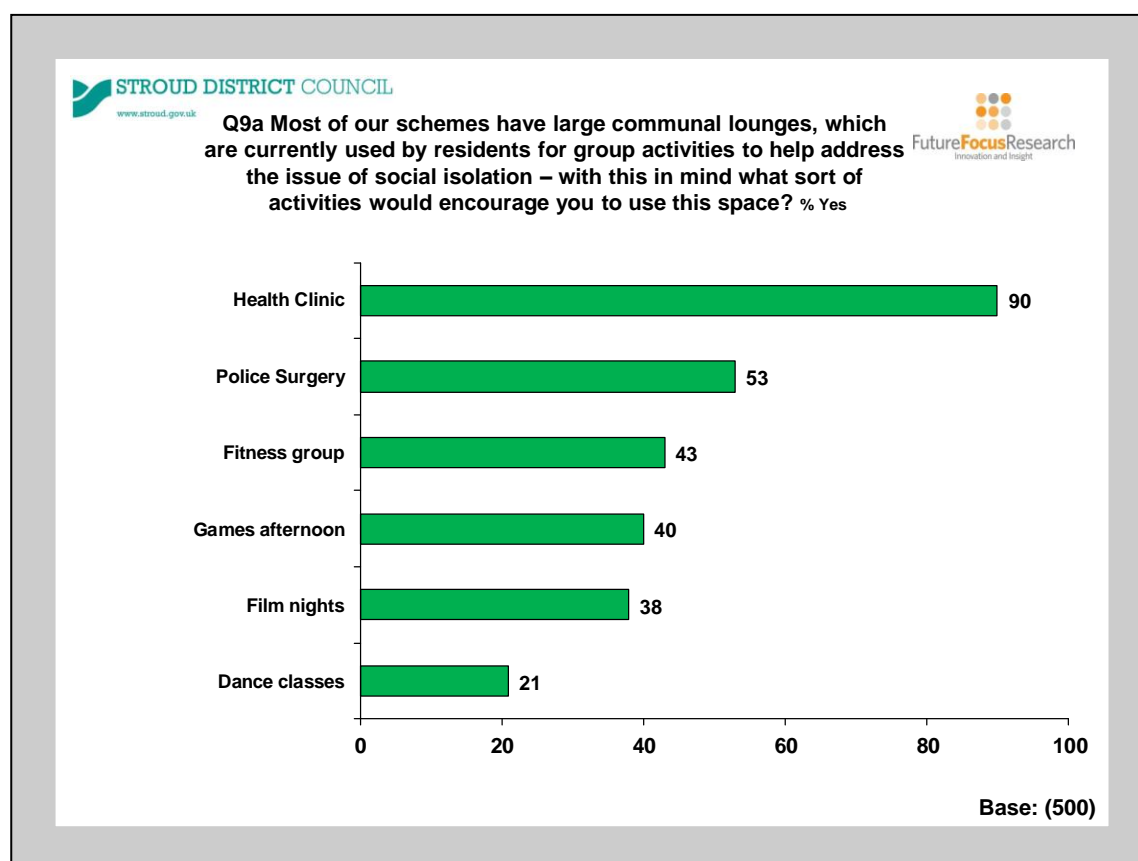


**Figure 3.10**

As previously, those aged 18-34 were most likely to not know how important each of these elements would be (at least 11%).

### 3.8 Communal Lounges

Respondents were asked what sort of activities would encourage them to use the communal lounges. *Health clinics* were the most popular option with 90% saying that they would use these. This was followed by *police surgery* (53%), *fitness group* (43%), *games afternoon* (40%), *films nights* (38%) and lastly *dance classes* (21%). See figure 3.11



**Figure 3.11**

When asked, just 37% think it would be a good idea to let the communal space to outside groups, whilst 47% did not think it was a good idea and 16% did not know.

## Appendix A      Local area postcodes

Ref	Area Name	Postcodes
1.	Gloucester Border areas	GL2.2, 2.3, 2.4, 2.7, 3.4, 4.0, 4.8
2.	Stroud Central	GL5.1, to GL5.5
3.	Stroud Border Areas	GL6.0 to GL6.9
4.	Stonehouse	GL10.2, 10.3
5.	Dursley	GL11.4 to GL11.6
6.	Wotton-Under-Edge	GL12.7, 12.8
7.	Berkeley	GL13.9

**STROUD DISTRICT COUNCIL**  
**HOUSING COMMITTEE**

**AGENDA  
ITEM NO**

**5 FEBRUARY 2019**

**7**

<b>Report Title</b>	<b>OPTIONS FOR PROVIDING TEMPORARY ACCOMMODATION FOR HOMELESS HOUSEHOLDS IN THE STROUD DISTRICT.</b>
<b>Purpose of Report</b>	To seek authority for the purchase of a property in Stroud for conversion to temporary accommodation; and, to receive the Committee's view on further temporary accommodation provision in the District.
<b>Decision(s)</b>	<p><b>The Committee RESOLVES to:</b></p> <ul style="list-style-type: none"> <li><b>(1) Support the further exploration of utilising HRA properties as temporary accommodation for homeless families; and</b></li> <li><b>(2) Support the further exploration of providing additional specialist temporary accommodation within the district,</b></li> </ul> <p><b>AND</b></p> <p><b>The Committee RECOMMENDS to Strategy &amp; Resources and to Council that delegated authority is granted to the Head of Property Services in consultation with the Head of Finance and Chairs of Housing and Strategy and Resources Committee:</b></p> <ul style="list-style-type: none"> <li><b>(1) to purchase the former Salvation Army building in Stroud utilising the General Fund; and</b></li> <li><b>(2) To commission the conversion of this property into temporary accommodation; and</b></li> <li><b>(3) To commission the management of the completed property as temporary accommodation for homeless households.</b></li> </ul> <p><b>Subject to a business case being made and due diligence being undertaken.</b></p>



<b>Consultation and Feedback</b>	A report was brought to December Housing Committee regarding homelessness and temporary accommodation. Discussion at this Committee showed strong support for the provision of temporary accommodation for homeless households within the Stroud District.
<b>Financial Implications and Risk Assessment</b>	<p>This report sets out some potential options that could be utilised to alleviate the use of temporary accommodation in the private rented sector. Each of these options would have different costs, benefits and risks and should members approve the exploration of these options, a full business case would need to be drawn up for each option. Any costs associated with the development of a business case would need to come from existing resources, and is likely to be predominantly officer time.</p> <p>Any new capital programme would need Council approval once a business case demonstrates the benefits of proceeding.</p> <p>Any changes in use of existing revenue budget would need to adhere to the scheme of virement in the Financial Regulations.</p> <p>Lucy Clothier, Principal Accountant Tel: 01453 754343 Email: <a href="mailto:lucy.clothier@stroud.gov.uk">lucy.clothier@stroud.gov.uk</a></p> <p><b>Risk Assessment:</b> the provisions of this report should help to mitigate the risk to the council and to individuals facing homelessness. The health risks of homelessness and rough sleeping are well-known and the provision of appropriate accommodation can alleviate this risk.</p>
<b>Legal Implications</b>	<p>As is identified below, the Council is under a statutory duty to provide temporary accommodation for homeless persons in certain circumstances. Such temporary accommodation can take a variety of different forms, as is identified in the report. The Council has a general entitlement to acquire land, which could be used to discharge this duty.</p> <p>It is noted that it is proposed to fund the proposed acquisition from the General Fund. As such, the Strategy and Resources Committee will need to approve the necessary spending and the appropriate amendment/s to the Medium Term Financial Plan. Members may wish to consider whether it is possible to do this in the absence of any current indication of the likely acquisition costs.</p>

	<p>Moreover, whilst land acquisitions do not fall under the auspices of the public procurement regime, the Local Government Act 1999 imposes a duty on local authorities to “<i>make arrangements to secure continuous improvement in the way in which its functions are exercised, having regard to a combination of economy, efficiency and effectiveness</i>”. Whilst there is a clear urgency in the need to provide temporary accommodation, members may nevertheless wish to make further enquiries as to the relative costs/benefits of the 3 options identified in the report before making a final decision regarding this matter in order to discharge that duty. <small>.R1501D2101C2101</small></p> <p>Mike Wallbank Solicitor Tel: 01453 754362 Email: Mike.Wallbank@stroud.gov.uk</p>
<b>Report Authors</b>	<p>Pippa Stroud, Policy Implementation Manager Tel: 01453 754099 Email: <a href="mailto:pippa.stroud@stroud.gov.uk">pippa.stroud@stroud.gov.uk</a></p> <p>Lucy Clothier, Principal Accountant Tel: 01453 754343 Email: <a href="mailto:lucy.clothier@stroud.gov.uk">lucy.clothier@stroud.gov.uk</a></p>
<b>Options</b>	<p>The council has a statutory duty to carry out certain activities in relation to homelessness. One of these is to provide temporary accommodation to qualifying homeless households. At present, private sector provision outside the district is relied on to accommodate these households. This could continue but may not represent good value nor provide as good accommodation as more permanent housing provision appropriate to the needs of those households.</p>
<b>Performance Management Follow Up</b>	<p>Regular update reports on progress will be brought to Housing Review Panel.</p>
<b>Background Papers/ Appendices</b>	<p><b>Housing Committee</b> 11<sup>th</sup> December 2018: <a href="https://www.stroud.gov.uk/media/970788/item-7-council-responses-to-homelessness.pdf">https://www.stroud.gov.uk/media/970788/item-7-council-responses-to-homelessness.pdf</a></p>

## 1. INTRODUCTION / BACKGROUND

- 1.1 In December 2018, Housing Committee considered a report which, amongst other things, gave an update on the Homelessness Reduction Act and the additional requirements for temporary accommodation resulting from it. Following the introduction of the Homelessness Reduction Act, the budget expended on temporary accommodation has increased considerably, and shows no sign of reducing. At present,

households are accommodated in a mixture of accommodation provided by private sector landlords and ranging from use of Travelodge hotels to private 'bed and breakfast' style facilities. The majority of this accommodation is located outside the Stroud district and, at times of high pressure, can be as far away as Bristol or Worcester.

- 1.2 The cost of individual placements vary with the average cost for a single or couple at £190 per week, and £415 per week for families. The budget for Bed and Breakfast cost has been increased significantly for 2019/20, in line with current levels of usage. The income budget (from Housing Benefit) has also been increased from next year, but there is a net cost assumed of £71k.
- 1.3 In addition, accommodating homeless households away from schools, support networks or places of employment can be detrimental to the life chances of that household.

## **2. ISSUES FOR CONSIDERATION**

- 2.1 A number of avenues have been explored in order to find the most appropriate and cost-effective solution to providing temporary accommodation for homeless households. It is estimated that 12 units of temporary accommodation are required.
- 2.2 Three potential options are explored in this report.  
They are:
  1. Build, or commission and lease, a purpose-built building
  2. Convert an existing building for use as temporary accommodation
  3. Convert existing HRA dwellings for use as temporary accommodation
- 2.3 All of these options would give new units of temporary accommodation in the district, but with different cost implications, and different service levels.
- 2.4 They are not mutually exclusive and could be used in combination with each other.
- 2.5 By providing temporary accommodation in-house, or through a Housing Association, it is likely that more of the cost of temporary accommodation is reclaimable through Housing Benefit. This is because Housing Benefit in the private rented sector is limited by the Local Housing Allowance rate, albeit under a slight variation to longer term rents. However Housing Benefit may not cover all aspects of management or additional support so there would still be a net cost to the Council.

### **3. OPTION 1 – COMMISSION A PURPOSE BUILT BUILDING**

The commissioning and / or building of a bespoke temporary accommodation unit in Stroud utilising council funding or private investment, with management provided by a local Registered Provider.

- 3.1 The Council could either consider taking on the building of the temporary accommodation itself, or commissioning this work externally. This would require a site to be identified and acquired, funding secured and building works procured, resulting in a long lead in time before accommodation could be available. It would however provide modern accommodation built to current energy efficiency standards.
- 3.2 Private investment would allow a purpose built temporary accommodation unit to be built in the district with no upfront cost from SDC. However, lease costs would be payable to the private investor for a number of years (for example 40), at which point the freehold would revert to SDC. Over that time the lease payments are likely to be inflated annually, linked to RPI, and would be payable irrespective of occupancy.
- 3.3 A management agreement would also need to be put in place at additional cost.

### **4. OPTION 2 – CONVERT AN EXISTING DWELLING**

The purchase and conversion of an existing building by a Registered Provider, either funded by the Council or utilising the resources available to the Registered Provider, and with management to be supplied by that Registered Provider. If funded by the Council, the property would become an asset in our ownership.

- 4.1 The purchase and conversion of a property would mean an upfront capital cost to the authority. If this capital cost is funded from borrowing there would be a long term impact on revenue from Minimum Revenue Provision (MRP) and interest payments. It is likely that this would be considerably lower than the lease payments payable under Option 1 and potentially lower or similar to the costs of the council funded a new build itself depending on the size, age, condition and location of the property.
- 4.2 An opportunity to purchase a housing unit from the Salvation Army in Stroud has arisen. This unit has been empty for some time and the Salvation Army has indicated that they would welcome its purchase to provide temporary accommodation. A local registered provider has visited the property and assessed it as being eminently suitable for conversion for this use. The location of this unit, close to all the amenities of the town centre, makes it ideal for this use.
- 4.3 At time of writing the report, detailed costings for the management of this unit as temporary accommodation are still awaited from the registered provider. A verbal update will be provided at the Committee and this option

will only progress if a business case can be made to support this course of action.

## **5. OPTION 3 – CONVERT FURTHER HRA STOCK TO TEMPORARY ACCOMMODATION**

- 5.1 At present, an HRA property in Stroud has undergone works to make it suitable for use as temporary accommodation; the intention is that it will be managed as such by a private company leasing the property and then making it available for the placement of homeless households.
- 5.2 Further general needs stock in the HRA could be converted for use as temporary accommodation. Whilst this reduce/s the number of units of long term accommodation there is potential social value in a few number of units being used for this purpose.
- 5.3 If it were to be considered on a larger scale, the relaxing of the debt cap means that the loss of units could potentially be offset with replacement stock being purchased on the open market. This would be subject to appropriate housing being available.
- 5.4 This accommodation is only suitable for households without support needs, or where support can be provided through another organisation, as the cost of providing this support over a small number of dwellings would be too costly.

## **6. CONCLUSION / RECOMMENDATION**

- 6.1 It is likely that the most suitable solution overall lies with a combination of some of the above approaches.
- 6.2 Given the pressing need to provide temporary accommodation, a phased approach could be adopted, with the purchase and conversion of the former Salvation Army unit to take place as soon as is practicable, the letting of a small number of HRA general needs properties to continue with additional accommodation brought on-stream afterwards.
- 6.3 Options to provide more units of temporary accommodation than may strictly be needed by Stroud residents are also worthy of further consideration. Any unused units could be offered to our neighbouring local authorities in order to help them meet their accommodation needs and could generate a surplus back to the Council's General Fund. A business case determining the potential benefits against the risks would need to be drawn up to support this.

## HOUSING COMMITTEE

5 FEBRUARY 2019

8

<b>Report Title</b>	<b>TENANT REPRESENTATIVES ON HOUSING COMMITTEE</b>
<b>Purpose of Report</b>	Feedback to Housing Committee to provide an update from the Independent Tenant Assessor and assessments undertaken by tenants.
<b>Decisions</b>	<b>Committee RESOLVES: To approve the Tenant Representatives elected for Housing Committee and recommend the appointment to full Council.</b>
<b>Consultation and Feedback</b>	<ul style="list-style-type: none"> <li>• Chair &amp; Vice Chair of Housing Committee</li> <li>• Neighbourhood Ambassadors</li> <li>• Tenant Representatives on Housing Committee</li> </ul>
<b>Financial Implications and Risk Assessment</b>	<p>There are no financial implications arising directly from this report. All proposals are within the existing budget.</p> <p>Lucy Clothier, Principal Accountant Tel: 01453 754343 Email: <a href="mailto:lucy.clothier@stroud.gov.uk">lucy.clothier@stroud.gov.uk</a></p> <p>Risk Assessment The regulator for social housing administers compliance with the tenant involvement and empowerment standard which requires providers to ensure that tenants are given a wide range of opportunities to influence and be involved in decisions relating to housing related services including policies. This process is fully compliant with that approach.</p>
<b>Legal Implications</b>	<p>The Regulator of Social Housing Regulatory Framework for Social Housing in England requires the Council (as a Registered Provider of Social Housing) to ensure tenants are given a wide range of opportunities to influence and be involved in the management of their homes, the formulation of policies and the making of decisions about how housing landlord services are delivered. In accordance with the constitution:</p> <p><i>“The two co-opted members act as representatives of the Council tenants and are entitled to speak (but not vote) on matters concerning Council housing.”</i></p> <p>This is a decision to be taken by Full Council as it is regarding the composition of Housing Committee.</p> <p>Any scoring process and assessment will need to be done consistently and fairly; some record as to that process will need to be kept in line with the Council’s retention policy in order to justify any selection if needed.</p>

	Craig Hallett, Solicitor & Deputy Monitoring Officer Tel: 01453 754364 Email: <a href="mailto:craig.hallett@stroud.gov.uk">craig.hallett@stroud.gov.uk</a> R15.01C21.01D22.01
<b>Report Author</b>	Michelle Elliott, Principal Neighbourhood Management Officer Tel; 01453 754113 Email: <a href="mailto:michelle.elliott@stroud.gov.uk">michelle.elliott@stroud.gov.uk</a>
<b>Background Papers / Appendices</b>	Appendix 1 Letter to tenants Appendix 2 Discussion topics Appendix 3 Scoring criteria Appendix 4 Assessment scores

## 1. Background

- 1.1 Tenant Involvement is a key regulatory compliance requirement as part of co-regulation, supporting tenants and improving the services we provide. Tenant Services recognise the benefits of tenant involvement in enhancing the communities in which they live and providing social value to individuals, improving wellbeing, increasing confidence and involving tenants in issues which matter and are transparent.
- 1.2 Following the paper to Housing Committee in June 2016, it was agreed that two tenants would be co-opted onto the Housing Committee membership and would have rights to speak on housing matters. Ian Allan and Sadie Tazewell were appointed for a period of two years. This period is now completed and we have procured an Independent Tenant Advisor to work with our tenants to choose two new representatives.

## 2. Introduction

- 2.1 As the 2 year process has come to a conclusion we are now looking to recruit two new tenants for a further 2 years to be co-opted on to Housing Committee.
- 2.2 Tenants were invited to be involved with the procurement of the Independent Tenant Advisor and scrutinised proposals from TPAS, HQN and Jon Warnock before approving Jon Warnock as the chosen Independent Tenant Advisor.

## 3. Tenant Consultation

- 3.1 All tenants received information inviting them to consider the opportunity to apply for the tenant positions on Housing Committee (see Appendix 1). The process was made accessible to all and interested tenants were asked to call our Independent Tenant Advisor to register their interest.
- 3.2 31 Tenants registered their interest and after further discussion 21 tenants have agreed to attend the assessment evening.
- 3.3 An assessment evening has been arranged on 15 January 2019, where tenants will meet together and in small groups will discuss various housing related topics ( Appendix 2). There will be a facilitator to lead each group and tenants will be scored on their input to the discussion.

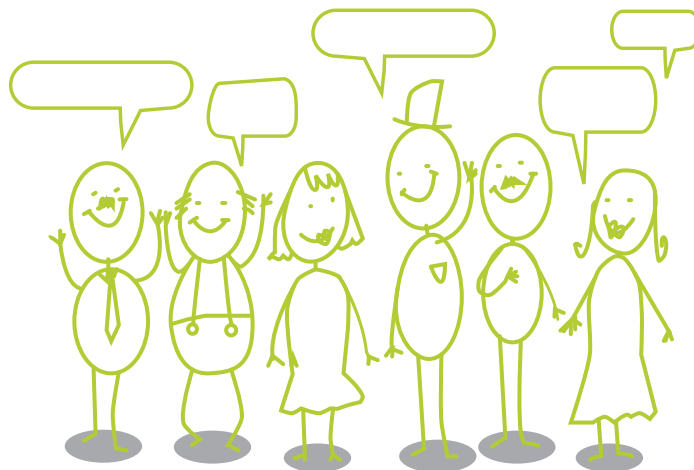
- 3.4 A small group of our Neighbourhood Ambassadors and Tenant Voids & Repairs Inspectors will be involved in the evening and have received training from our Independent Tenant Advisor in order that they can score the discussions (Appendix 3 & 4). They have found this process informative and instructive.
- 3.5 Following the discussions on the evening, the scoring matrix will be shared with candidates. The Independent Tenant Advisor will then invite the tenants who have scored well to an informal discussion. Two Neighbourhood Ambassadors will also attend this discussion and two representatives will be chosen.

#### **4. Summary**

- 4.1 Following recommendation from Housing Committee in September 2018, we have ensured that the process for applying to be a tenant representative is straightforward and transparent. With 31 responses we have now made contact with some tenants that we have not communicated with before and it is hoped that all tenants who have shown an interest in this role may be interested in working with us in other roles.



# Tenants' Voice Vacancies



## Stroud District Council Housing Committee

We are looking for **two tenant volunteers** to be the voice of tenants at Housing Committee meetings.

This important role would involve you listening to what other tenants are saying and representing their views at five Housing Committee meetings a year. As well as influencing committee decisions and helping to make housing services better for tenants you would get the chance to:

- ☐ help others who don't have a voice
- ☐ feel valued and part of a team
- ☐ boost your confidence and self esteem
- ☐ put to use your existing skills
- ☐ gain new skills, knowledge and experience

You would be provided with all the support and training you need and all 'out of pocket' expenses would be covered.

To find out more, please visit [www.stroud.gov.uk/tenantvoice](http://www.stroud.gov.uk/tenantvoice) or contact, **Jon Warnock**, Independent Tenant Advisor, by phone or text on **07963564561** or email: [jon.warnock1@gmail.com](mailto:jon.warnock1@gmail.com).

We hope you feel able to put yourself forward for this fantastic opportunity and join us in making a difference.

If you would like to be considered for the role of Tenants' Voice just fill in your details below, then follow the folding directions and post your reply **by Sunday 2nd December** – no stamp needed!

First name: ..... Last name: .....

Address: .....

Town: ..... Postcode: .....

Contact no.: .....

Email: .....



MOISTEN HERE TO SEAL



# Tenant Voices – Have Your Say



Freepost Plus RTZT-SJLZ-RLJT  
Tenant Voices - Tenant Services  
Stroud District Council  
Ebley Mill  
Ebley Wharf  
STROUD  
GL5 4UB

# Have you got what it takes?

**Tenant's Voice  
Taster Session Discussion Topics**

- 1. What are the key issues facing our communities?**
  - How should the council prioritise these issues?
  - How should the council resolve conflicting demands?
  - How are these issues likely to change in the future?
  
- 2. Is the web-site, email, texts and social media the future of communication for the Council?**
  - What are the pros and cons of communicating with tenants through digital media?
  - Should the council phase out traditional communication methods and rely entirely on social media?
  - Should the council charge tenants who want to receive paper correspondence?
  
- 3. Should certain groups of people be denied access to council housing in order to help reduced the waiting list?**
  - What are the pros and cons of such a restriction?
  - How might such restrictions impact upon the council?
  - What other options are there to reduce the waiting list?

**Criteria 1 Ability to understand the topic being discussed.**

- 5 Fully understands the topic.
- 4 Good understanding of the topic.
- 3 Some understanding of the topic.
- 2 Very limited understanding of the topic
- 1 Confused about the topic.

**Criteria 2 Ability to contribute to the discussion**

- 5 Makes very confident and clearly expressed contributions.
- 4 Contributes well and with some confidence.
- 3 Makes some contribution but not always clearly expressed and lacks confidence
- 2 Makes limited contribution.
- 1 Makes no contribution.

**Criteria 3 Ability to allow others to contribute to the discussion.**

- 5 Listens and encourages others to contribute.
- 4 Listens to others and responds to their contribution,
- 3 Listens to others
- 2 Listens to others but is dismissive of their contribution.
- 1 Fails to listen to others and prevents their contribution.

**Criteria 4 Ability to stay focused on the topic**

- 5 Fully focused on topic and brings discussion back on track.
- 4 Keeps focused on topic inspite of distractions
- 3 Can be easily distracted but generally stays on topic.
- 2 Takes the discussion off topic on one occasion.
- 1 Continuously takes the discussion off topic.

**Criteria 5 Ability to empathise with others perspective.**

- 5 Shows high level of understanding of others needs and aspirations.
- 4 Shows some understanding of others needs and aspirations but generally focuses on own.
- 3 Focuses on own needs and aspirations.
- 2 Shows limited understanding and is dismissive of needs and aspirations of others.
- 1 Shows no understanding and is discriminatory towards of needs and aspirations of others.

# Tenant's VoiceTaster Session Assessment Form

# Appendix 4

ASSESSOR  
NAME:

TABLE NUMBER:

ROUND No.

CANDIDATE Name / No.	UNDERSTAND TOPIC	CONTRIBUTE TO DISCUSSION	ALLOW OTHERS TO CONTRIBUTE	STAY FOCUSSED ON TOPIC	EMPATHISE WITH OTHERS	TOTAL SCORE
	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	
	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	
	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	
	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	
	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	

# Tenant's VoiceTaster Session Assessment Form

# Appendix 4

CANDIDATE No.	UNDERSTAND TOPIC	CONTRIBUTE TO DISCUSSION	ALLOW OTHERS TO CONTRIBUTE	STAY FOCUSED ON TOPIC	EMPATHISE WITH OTHERS	TOTAL SCORE
	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	
	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	
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	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	
	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	<p>1 2 3 4 5</p> <p>Notes:</p>	

Building for our future

# A vision for social housing

The final report of Shelter's commission  
on the future of social housing

## Executive summary



Shelter

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**This commission came together in the aftermath of the Grenfell Tower fire to answer a question, neglected for too long by successive governments: what is the future of social housing?**



## What is the future of social housing?

Today, we live in a country that is feeling the effects of 40 years of failure in housing policy. The failure in that time to provide a clear answer to this question of the future of social housing has been at the heart of the problems in our housing system, and has had an impact on almost every other part of the system. The drop in the numbers of young families moving into ownership, the rise of pensioners in insecure unaffordable private rentals, and the homelessness that scars our society.

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**31,000**

More than 31,000 people  
took part in our consultation.

We are a group of independent commissioners from across the political spectrum and from a diverse range of backgrounds. Over the last year, the process of the investigation we have undertaken has been wide as well as deep. More than 31,000 people took part in our Big Conversation. We spoke to many, surveyed thousands, and a wide variety of individuals and organisations submitted evidence, from the National Housing Federation to Mind, the mental health charity.

That investigation has shown in vivid detail the housing crisis as it exists in England today. As we set out in Chapter 1, it is a crisis principally of those who rent, not through choice, but because of the unaffordability of housing for would-be homeowners has left millions in insecure and expensive rented accommodation. Most private renters on low incomes struggle to afford their rent, so too many cut back on food or clothing, or go into a spiral of debt they have little hope of escaping. With private renters afforded little legal protection from eviction, families are forced to move home and school, with a devastating impact on their children's education. And private renting can be very unsafe: most private renters face problems with their homes that can include electrical hazards, damp, and pest infestation. One in seven private rented homes pose an immediate threat to health and safety. If private renters make a formal complaint, research suggests there's a 50:50 chance they'll be handed an eviction notice within six months.

Stigma and prejudice linked to housing are rife. When social renters have issues, their complaints can go nowhere and too many feel powerless to influence the decisions made about their homes. And in the private market, the practice of refusing to rent homes to those receiving benefits is widespread.

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**277,000**

277,000 people are now homeless in England on a given night.

At the sharpest end of the crisis, more and more people are being left homeless. An alarming 277,000 people are now homeless in England, most commonly because they've lost their private rented home.

How have we got here? In Chapter 2, we examine the trends of rising prices, falling ownership and an expanding – but increasingly unfit – private rented sector, paid for by a rapidly rising housing benefit bill.

In Chapters 3 and 4 we set out how the roots of the current housing crisis are found in the decline of social housing over the last 40 years. From the Second World War and through to 1980, Conservative and Labour governments were building an average of around 126,000 social homes every year. Last year, only 6,463 new social homes were delivered. This decline in social housing has been a major factor in many of the problems we now face:

- the failure to build enough homes overall to meet demand and the additional impact on prices, as the private sector has never been able to plug the gap left by the decline in social housebuilding. Over the past five years, housebuilding has averaged 166,000 a year, yet government wants to deliver 300,000 homes a year
- huge waiting lists for social homes. The residualisation of social housing has turned it into a sector only for people in the most need, yet today, 277,000 people are still homeless
- the explosion in the numbers renting privately, unable to buy or access social housing
- the huge rises in welfare costs to government, driven by more people renting privately at higher costs

None of these are outcomes which any government has ever planned or sought, but all of them are the result of the choices of successive governments. No party has ever argued for the explosion in private renting or the rising cost accompanying it, yet without a radically different approach we face a future in which:

- a generation of young families will be trapped renting privately for their whole lives. More and more will face living in dangerous accommodation or going into debt, and only half of today's young people are likely to ever own their own home
- more and more people will grow old in private rentals. By 2040, as many as one-third of 60-year-olds could be renting privately, facing unaffordable rent increases or eviction at any point
- billions more in welfare costs will be paid to private landlords due to a lack of more affordable social housing
- over the next twenty years, hundreds of thousands more people will be forced into homelessness by insecure tenancies and sky-high housing costs

### **We cannot go on like this**

This commission recommends a decisive and generational shift in housing policy. We need to move towards a programme of investment and reform, based on a new vision for social housing at the heart of a working housing system. In Chapter 5, we set out this modern vision of social housing; one which builds on the original principles espoused by both Harold Macmillan and Aneurin Bevan and also addresses the 21st Century social and economic challenges.

Our vision is of investment in social housing that meets both needs and aspirations. It extends the offer of a secure social home to many more families – and many more people reaching

retirement, who would benefit from a lower-cost, secure tenancy. This is an opportunity to learn not just from our history, but also from the best of international experience (countries such as Singapore, Denmark, and Austria), to create a new generation of housing equipped to meet the new challenges of modern economies and ageing societies.

In Chapter 6 we describe the reforms we believe are needed to achieve this – to ensure the services that renters receive are up to standard, to bring the consumer regulation of housing in line with other sectors and to hold landlords to account. Residents must have a voice, both in key decisions and when things go wrong. We need **a new regulator working across social and private renting to protect residents, and to set and properly enforce common standards. A new national tenants' organisation or union** is needed, **to give social housing residents a voice** at a regional and national level.

In Chapter 7 we describe the **urgent reforms that must take place in private renting** to accompany a reformed social housing sector, with greater protection from eviction and improved standards overall.

And in Chapter 8, we recommend **a historic renewal of social housing**, with a 20-year programme to deliver **3.1 million more social homes**. This will allow the benefits of social housing to be offered much more widely, providing both security for those in need, and also a step up for young families trying to get on and save for their future.

It is a vision which will provide new hope for those in greatest housing difficulty, such as people who are homeless and disabled people. It will also provide opportunities for young families trapped out of ownership, and for those reaching retirement and looking at the prospect of older age in insecure, unaffordable, unsuitable private renting.

## **Our vision for social housing**

To fund this programme, we recommend that all political parties rediscover publicly built housing as a key pillar of our national infrastructure. A home is the foundation of individual success in life, and a programme of home building can be the foundation of similar national success.

Different governments will undoubtedly take different judgements about the balance of tax, spend and borrowing. In this report, Capital Economics set out in detail the costs and benefits of a 20-year social home building programme if it is funded in the early years through borrowing (as all infrastructure programmes tend to be) and then pays back through returns to government, savings in the welfare system and increased tax receipts.

Over twenty years, Capital Economics show the gross additional cost is on average £10.7 billion per year. However, this gross cost will be reduced, firstly by the direct benefits to government of increased infrastructure spending and savings in the welfare system, and secondly by the returns to government arising from the knock-on economic benefits across the economy.

If all these savings to government are considered, Capital Economics estimate the maximum net cost to government in the most expensive year could be much lower – £5.4 billion. And on this basis, Capital Economics assess that if funded in the early years through borrowing, the programme pays back in full over 39 years.

This would represent a substantial investment, but we believe it is essential to meet the needs of people across our country. In comparison, government currently spends £21 billion annually on housing benefit, and budgets £62 billion on capital expenditure annually.

3.1m households need  
a social home





**'I don't know how I'm ever going to be better off. I'd love to live in social housing but I don't stand a chance.'**

Kirsty

**Kirsty's story**

Kirsty, 26, lives with her daughters aged five and two. She split from their dad a year ago, and is now struggling to afford her privately rented flat in Harlow.

'The first property we moved into was in terrible condition. We could never keep the place warm as it was single-glazed and the doors had holes in. Then the heating broke, and we spent a month over Christmas without any heating. My little girl had an operation during that time and she had to come home from hospital to a flat with no heating. The landlord just wasn't willing to fix anything.

In the end we had to move, which cost me so much money I've now only got £6 in my bank account. My rent is £900 a month and this was the cheapest flat on RightMove all summer. I get £640 a month in housing benefit and the rest I have to make up from my other benefits. The kids get the food they need and I eat the leftovers or whatever I can afford. We can't go on holidays or have days out – my rent is just too high for me to be able to do anything.

I'd love to work but I just can't afford the childcare. It feels like whatever avenue I take I lose at something – I chose to have kids but I didn't know I'd be doing it on my own. I'm on the waiting list for social housing but I'm so low down – I just don't know how I'm ever going to be better off.'



To help deliver the social housing we need, government must also:

- reform the Land Compensation Act 1961 so that landowners are paid a fair price for their land rather than a price it might achieve with planning permission it does not have
- replace any social housing sold in future and continue to invest in repairs and maintenance, ensuring that these homes are a national asset for generations to come
- deliver social housing as part of mixed communities that do not visibly distinguish social homes from others in the same development, avoiding design which excludes or stigmatises, such as through different entrances for social renters

The time for the government to act is now. In the shadow of the Grenfell Tower fire and ten years on from the financial crash, with the nation divided by a worsening housing crisis affecting more and more people, the appetite for change has never been greater. With government about to undertake a five-year spending review, and current spending on housing shockingly inefficient, a new political consensus on social housing is needed.

As commissioners we started with many different perspectives, but we have reached a consensus in our findings which we hope foreshadows a new national consensus. We believe this vision is the only way the government can meet its 300,000 target for new homes each year. It will provide an affordable, stable home for 3.1 million households. It will save £60 billion in benefit costs over thirty years. It will command huge public support. It will, more than any other change, properly address the housing crisis and give people hope for the future. We have a historic opportunity to change the path we are on, and we urge all political parties to adopt these plans.