



Public Document Pack STROUD DISTRICT COUNCIL

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19 June 2023

HOUSING COMMITTEE

A meeting of the Housing Committee will be held on **TUESDAY, 27 JUNE 2023** in the Council Chamber, Ebley Mill, Ebley Wharf, Stroud at **7.00 pm**

Kathy O'Leary
Chief Executive

Please Note: The meeting is being held in the Council Chamber at Stroud District Council and will be streamed live on the Council's [YouTube Channel](#). A recording of the meeting will be published onto the [Council's website](#). The whole of the meeting will be recorded except where there are confidential or exempt items, which may need to be considered in the absence of press and public.

If you wish to attend this meeting, please contact democratic.services@stroud.gov.uk.
This is to ensure adequate seating is available in the Council Chamber.

AGENDA

1. **APOLOGIES**
To receive apologies for absence.
2. **DECLARATION OF INTERESTS**
To receive declarations of interest.
3. **MINUTES (Pages 5 - 12)**
To approve the minutes of the meeting held on 28 March 2023.
4. **PUBLIC QUESTIONS**
The Chair of the Committee will answer questions from members of the public submitted in accordance with the Council's procedures.

DEADLINE FOR RECEIPT OF QUESTIONS Noon on Wednesday, 21 June 2023

Questions must be submitted to the Chief Executive, Democratic Services,
Ebley Mill, Ebley Wharf, Stroud and can be sent by email to
democratic.services@stroud.gov.uk

5. **MEMBERS' QUESTIONS**
See Agenda Item 4 for deadlines for submission.

6. **CANALSIDE SITE, A419, STONEHOUSE (Pages 13 - 48)**
To consider and note the Onion Collective's 'Common Ground in Stonehouse' consultation report and recommended next steps.
7. **INDEPENDENT LIVING STRATEGY 2023 - 2027 (Pages 49 - 160)**
To present members with the Independent Living Strategy in relation to Independent Living for people aged 55+.
8. **HOUSING REVENUE ACCOUNT OUTTURN 2022/23 (Pages 161 - 174)**
To present to the Committee the outturn position against the revenue budget and Capital programme for the Housing Revenue Account for 2022/23.
9. **DISTRICT HEATING SERVICE CHARGES (Pages 175 - 180)**
To update members on the service charges for Independent Living Scheme tenants with district heating systems.
10. **DAMP & MOULD SELF-ASSESSMENT (Pages 181 - 192)**
This report presents the Council's damp and mould self-assessment against the Housing Ombudsman's 26 recommendations taken from their spotlight report into damp and mould.
11. **APPOINTMENTS**
 - (a) Performance Monitors
To appoint two performance monitors for Civic Year 2023-24.
Performance monitors carry out a scrutiny role and are typically a member of the opposition political group or an independent Councillor. These appointed Members will examine the work of the Council and report back to Committee on the progress made against the Council plan.
12. **MEMBER / OFFICER REPORTS**
 - (a) Tenant Representatives (Verbal Report)
 - (b) Progress update on Key action plans (Cleaner Estates & Service Standards and tenant engagement) (Pages 193 - 194)
 - (c) Performance Monitoring (Pages 195 - 208)
13. **DRAFT WORK PROGRAMME (Pages 209 - 212)**
To consider the draft work programme.

Members of Housing Committee

Councillor Mattie Ross (Chair)

Councillor Stephen Davies
Councillor Katrina Davis
Councillor Colin Fryer
Councillor Lindsey Green
Councillor Jessie Hoskin

Councillor Lucas Schoemaker (Vice-Chair)

Councillor Christopher Jockel
Councillor Gary Luff
Councillor Jenny Miles
Councillor Loraine Patrick
Councillor Rich Wilsher

Tenant Representatives

Becky Adams

Mike Richter

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HOUSING COMMITTEE

Tuesday, 28 March 2023

7.00 - 10.08 pm

Council Chamber

Minutes

Membership

Councillor Mattie Ross (Chair)

Councillor Paula Baker
 * Councillor Katrina Davis
 Councillor Colin Fryer
 Councillor Lindsey Green
 Councillor Jessie Hoskin
 *Absent

Councillor Lucas Schoemaker (Vice-Chair)

Councillor Nicholas Housden
 Councillor Steve Hynd
 Councillor Christopher Jockel
 Councillor Jenny Miles
 * Councillor Loraine Patrick

Tenant Representatives

Becky Adams

Mike Richter

Officers in Attendance

Strategic Director of Communities
 Strategic Head of Housing
 Head of Property Services
 Housing Manager
 Accountancy Manager
 Principal Accountant

Service Delivery Manager
 Operations Manager
 Asset Operations Manager
 Income & Systems Manager
 Compliance and Assurance Manager
 Democratic Services & Elections Officer

HC.048 Apologies

Apologies for absence were received from Councillors Patrick and Davis.

HC.049 Declaration of Interests

There were none.

HC.050 Minutes

RESOLVED That the Minutes of the meeting held on 31 January 2023 were approved as a correct record.

HC.051 Public Question Time

There

were

none.

HC.052 **Members' Questions**

There were none.

HC.053 **Independent Living Strategy (Update)**

The Service Delivery Manager (Independent Living) introduced the report and explained that this was an update on the Strategy, previously known as the Older Peoples Housing Strategy. The final strategy would be presented to the Committee in June 2023. The main amendments were listed on page 14 of the reports pack.

Councillors asked question on the strategy and were provided with the following answers:

- They were working with the Housing Manager and the Senior Housing Advice Officer to gather more feedback from tenants from the beginning of the allocation process.
- There was a greater dissatisfaction from the residents in Dryleaze Court due to the loss of the communal area. The residents of this scheme had been granted full access to Dryleaze House.
- They were using a traffic light system to prioritise the schemes which required modernisation. A newsletter was due to be sent out to residents to provide an update on which scheme would be completed next.
- The Animal Welfare Officers had been working to address the issues with dog fouling on sites and offer advice to residents.
- There was a larger piece of consultation and investigation work that would need to be completed to assess which schemes benefited from and utilised their communal areas.

Councillor Schoemaker proposed, and Councillor Miles seconded.

Councillor Miles commended the team for their efforts.

Councillor Schoemaker commended the benefit to the community.

After being put to a vote, the Motion was carried unanimously.

RESOLVED To note the Tenant Satisfaction Survey results and actions moving forward.

HC.054 **BUDGET MONITORING REPORT 2022/23 QUARTER 3**

The Principal Accountant introduced the report and provided the quarter 3 update on Budget Monitoring which included:

- Page 148 highlighted the General Fund Revenue position which showed an underspend of £192k (Table 1).
- Page 149 detailed the General Fund Capital Programme which showed an underspend of £1,563k (Table 2).
- Table 3 on page 150 outlined the Housing Revenue Account which showed a projected net overspend of £46k.
- The Housing Revenue Account Capital Programme was detailed in Table 5 on page 153 and showed an underspend of £3,250k.

The following answers were given to Councillors in response to questions asked:

2022/23

- There were no acquisitions made due to the resource taken to locate and purchase appropriate properties. This was now a high priority in the current quarter and efforts had been made to increase resource.
- It was agreed to respond to Councillor Baker regarding the backlog of referrals from Occupational Health outside of the meeting.
- Residents who had use of the central district heating units were now eligible for subsidy.
- The £592k overspend listed in 5.7 for repairs and maintenance was not solely due to void properties. The Council had a responsibility as a landlord to undertake repairs.
- Page 154, paragraphs 6.9 – 6.13 detailed the new build and regeneration programme which had an underspend of £868k. This was largely due to delays with the projects causing the cost to be moved from the previous financial year into the current one.
- It was agreed to respond to Councillor Green with an estimated figure for the underspend of the Home Upgrade Grant works outside of the meeting.

Councillor Jockel proposed and Councillor Fryer seconded.

Councillor Housden highlighted the negative cost of the void properties.

After being put to a vote, the Motion was carried unanimously.

RESOLVED To note the outturn forecast for the General Fund and HRA revenue budgets and the Capital Programmes for this Committee.

HC.055 Social Housing Decarbonisation Fund

The Asset Operations Manager introduced the report and provided a brief update on the Social Housing Decarbonisation fund as detailed in the report and shared the following news with the Committee:

- An additional £1.7m had been secured for the Housing Revenue Account.
- SDC had been recognised for its excellence in retrofitting across the market by the Retrofit Academy Awards.

The Asset Operations Manager confirmed to Councillor Miles that the Non-traditional Homes Strategy was one of the programmes included within the retrofit works.

Councillor Green questioned whether the funding had been match funded and if so, how much? The Asset Operations Manager confirmed that £2,658,628 would need to be funded from Stroud District Council for wave 2.

Councillor Jockel proposed and Councillor Hynd seconded.

Councillors Hoskin, Hynd and Jockel commended the report and the Officers for their work.

After being put to a vote, the Motion was carried unanimously.

RESOLVED To note the contents of the paper.

HC.056 De-pooling of Rents and Service Charges

The Income & Systems Manager introduced the report and explained that the depooling of rents and service charges would allow for greater transparency of the services offered and

their costs to tenants. She explained there would be a large consultation period for tenants to share their views. She highlighted the following key points:

- Depooling would allow 100% of costs incurred through services offered to be recovered currently some costs were subsidised by the Housing Revenue Account.
- The charges would be included as part of the budget setting for the Committee to consider in December 2023.
- A gradual implementation was proposed as an option to support existing tenants with additional charges over the coming 3 years.
- The Committee was also being asked to approve the Rents and Service Charges Policy at appendix A which had been updated.

Councillor Housden asked for reassurance regarding the potential for some tenants to be at risk of greater costs. Officers confirmed that there was a potential for some tenants to receive an increase in costs due to the current subsidy however this would enable tenants to be aware of what services they receive and pay for them accordingly. Tenants would also be given the option to choose which services they require and therefore have greater control of their overall costs.

The following answers were given to Members in response to questions asked:

- The costs for services would be included in the benefit payments for tenants who qualify and there would be an additional hardship fund set up for vulnerable tenants.
- The charges would need to come back to Committee for approval before they could be implemented, and Councillors could still request to make further changes after the initial consultation period
- They would be holding surgeries in Housing Hubs for tenants to come in and ask questions. They would also be sending a refreshed rent notification which detailed the changes as well as completing door knocking in order to communicate directly with tenants.

Councillor Green questioned whether the resolution should be changed to reflect that the charges still needed to be approved. The Accountancy Manager explained that this was to start the process and would allow for the consultation to take place.

Councillor Jockel proposed an amendment to amend the resolution as follows:

The Committee resolves to approve: a) the **principle of depooling of rents with effect from 1 April 2024 and detail of service charges brought back to committee in December 2023;** b) new and re-let tenancies will be subject to the formula rent and service charges with effect from 1 April 2024; and c) the Rents and Service Charges Policy as at Appendix A. Councillor Housden seconded.

Councillors agreed to the amendment.

Councillor Jockel proposed and Councillor Housden seconded.

After being put to a vote, the Motion was carried unanimously.

RESOLVED To approve:

- a) the principle of depooling of rents with effect from 1 April 2024 and detail of service charges brought back to committee in December 2023;**
- b) new and re-let tenancies will be subject to the formula rent and service charges with effect from 1 April 2024; and**
- c) the Rents and Service Charges Policy as at Appendix A.**

Councillor Housden left the meeting.

HC.057 **Tenant Engagement & Support**

The Housing Manager introduced the report and explained that the overall satisfaction of the services provided by Stroud District Council had fallen to 70% compared to 81% in 2019. She explained that the housing sector as a whole had seen a reduction since the Covid-19 Pandemic however these results were lower than that of comparable Councils. She informed the Committee that they had identified the following points for improvement and would be discussing these with tenants at the upcoming café conversations:

- Quality of the home.
- Cleanliness and Maintenance of communal areas.
- Response to repairs & maintenance.
- Satisfaction with customer service, dissatisfaction with the ability to speak with the right person.
- Communication had seen a drop in satisfaction to 56%.
- Satisfaction with complaint handling

The Strategic Director of Communities and the Chair of Housing commended the team for the report and the work they had completed.

In response to Councillor Baker, the Housing Manager explained that hybrid working wouldn't have had an affect on the availability of Officers. Housing Officers were out on patch more frequently and therefore away from the Office during that time.

Councillor Fryer proposed and Councillor Hynd seconded.

After being put to a vote, the Motion was carried unanimously.

RESOLVED To note the Tenant Satisfaction Survey results and actions moving forward.

HC.058 **Empty Council Homes Policy**

The Strategic Head of Housing introduced the report and explained that this Policy was created from the recommendations from the Audit carried out in 2022. The policy set out the process for managing void properties and applied to all council owned homes. He informed the Committee that the target to return voids back into use was 42 days and they were currently averaging a 37 day turnaround time for voids with minor works required.

In response to Councillor Green the Operations Manager confirmed that pre-void inspections were temporarily stopped during the Covid-19 pandemic due to the need to access the tenants home however these had now been back in place since the ease of restrictions.

Councillor Baker commended the policy and raised a question regarding the key return policy, that the tenant would be charged an additional week if they couldn't return the key on the Monday. In response to Councillor Baker the Housing Manager explained that the key was ideally returned to Ebley Mill however if the tenant was unable to travel then alternative arrangements could be made.

Mr Ritcher, Tenant Representative, questioned whether the outcomes of the Tenant Advisory Panel had been fed back to Officers and Tenants on the panel to show that their recommendations had been completed. The Housing Manager confirmed that it would be published on the website and would be included in the Key notes he also agreed to publish it in the Members Weekly update so all Councillors would be made aware.

Mr Ritcher further questioned whether it could be mentioned in the local press, it was agreed to look into this.

Councillor Miles started that she agreed that the policy should focus on the minor voids in order to return properties to use quicker however she questioned whether this would cause a backlog in the major voids. The Operations Manager explained that the major voids were still being addressed they were just progressing at a slower rate due to awaiting parts, utilities and the scale of works required.

In response to Councillor Jockel, the Operations Manager agreed to look into the possibility that any furniture left over could be donated to a furniture bank however it would need to be safe to do so.

In response to Councillor Green, the Operation Manager confirmed that there should be an additional 2 targets for a turnaround time for major voids and for a complete refurbishment.

Councillor Green requested the figures for any voids that were no longer financially viable. The Operations Manager confirmed they could be included going forward.

Councillor Baker proposed and Councillor Hynd seconded.

After being put to a vote, the Motion was carried unanimously.

RESOLVED To:

- a) **Approve the Empty Council Homes Policy.**
- b) **Note that the Policy will take effect from 01 April 2023.**

HC.059 Tenant Information & Property Update

The Housing Manager introduced the report and explained that a review of the Tenant Handbook was undertaken in February 2022 which resulted in the Handbook becoming available online. Since the publication, the information was not readily available in a handbook format and therefore the decision was taken to rename it to 'Tenant Information and Property Update'. The main changes included:

- Reference to Sheltered Housing had been amended to Independent Living.
 - Reference to Neighbourhood Management Officers had been changed to Housing Officers.
 - The permission required section had been highlighted to tenants.
 - Added permission to install hot tub in order to check the electricity supply.
 - Refusal for the permission to install wood burners due to the health and safety risks regarding use and maintenance.
 - Florescent lighting would be removed and replaced by the landlord, Stroud District Council (SDC).
 - Reminder that fences were the tenants responsibility and Stone Walls were SDC responsibility.
- In response to questions, the Officers confirmed the following:

2022/23

- If the fence fell down on a void property it would be SDC responsibility to mend before the house was rented out.
- They were working with the Tenant Participation Advisory Service (TPAS) to improve tenant engagement particularly with those who work during the day or had caring responsibilities.
- If a property already had a wood burner, they would be looking to block it up so it could not be used due to the risk of fire when not maintained correctly.

Councillor Fryer proposed and Councillor Jockel seconded.

After being put to a vote, the Motion was carried unanimously.

RESOLVED To accept and support the changes to the tenant handbook including its renaming to Tenant Information and Property Update.

The Chair asked members if they wished to continue the meeting given that the time was approaching 10pm and in accordance with the Councils' Constitution section 3 paragraph 6, members would need to vote in order to continue the meeting.

After being put to a vote, the Motion was carried.

RESOLVED To continue the meeting beyond 10pm.

HC.060 Canalside Site /A419 Stonehouse (Former Ship inn Site)

A report was circulated prior to the Committee meetings as part of the reports pack, there were no questions.

HC.061 Damp and Mould Policy

A report was circulated prior to the Committee meetings as part of the reports pack, there were no questions.

HC.062 Progress update on Key action plans (Cleaner Estates & Service Standards and tenant engagement)

An update was not requested and there were no questions.

HC.063 Performance Monitoring Q3

A report was circulated prior to the Committee meetings as part of the reports pack, there were no questions.

HC.064 Tenant Representatives

Ms Adams, Tenant Representative, at the request of the Independent Living tenants, raised concerns regarding the cost increases of the district heating systems. The Accountancy Manager confirmed that the charges would be monitored closely, and monthly metre readings would be provided to residents. If there was an opportunity to reduce the costs due to the gas price decreasing, then a further report would be brought to Committee in year. The costs had been based on the average cost for the year and would therefore not be reduced during the summertime.

The Service Delivery Manager stated that the team were available to be contacted should anyone need any support.

HC.065 **Work Programme**

There were no questions or comments on the Work Programme.

The meeting closed at 10.08 pm

Chair

STROUD DISTRICT COUNCIL

HOUSING COMMITTEE

TUESDAY, 27 JUNE 2023

Report Title	Canalside Site, A419, Stonehouse			
Purpose of Report	To consider and note the Onion Collective's 'Common Ground in Stonehouse' consultation report and recommended next steps.			
Decision(s)	<p>The Committee RESOLVES to:</p> <p>a) note the Common Ground Report at Appendix A and endorse the stepping stones set out on page 17 of the report as a basis for moving forward with the community.</p> <p>b) remove the Canalside site, A419, Stonehouse (former Ship Inn site) from the new build programme and</p> <p>RECOMMENDS to Strategy and Resources Committee:</p> <p>c) that the Committee considers appropriating the site from the Housing Revenue Account (HRA) into the General Fund to enable an option to be granted to the community to transfer the site for community use; subject to a further report setting out the reasons for granting such an option and a timetable and conditions for doing so.</p> <p>d) that the capital funding allocated to the Canalside site, including the receipt to the HRA from an appropriation of the site, be earmarked for future investment in affordable housing in the local area.</p>			
Consultation and Feedback	Numerous stakeholders have been consulted and the feedback is contained within the report at Appendix A, including recommendations for further consultation.			
Report Author	Alison Fisk, Head of Property Services Tel: 01453 756621 Email: alison.fisk@stroud.gov.uk			
Options	<p>The other options are to retain the site in the HRA and either</p> <p>a) progress a planning application for new build development on the site or</p> <p>b) dispose of the site on the open market</p> <p>These have been discounted at this stage in view of the Council motion asking for non-housing options to be explored and the view from stakeholders set out in the Common Ground report at Appendix A.</p>			
Background Papers	None			
Appendices	Appendix A – Onion Collective: Common Ground in Stonehouse Appendix B – Equalities Impact Assessment			
Implications (further details at the end of the report)	Financial	Legal	Equality	Environmental
	Yes	Yes	Yes	Yes

1. INTRODUCTION / BACKGROUND

- 1.1 The purpose of this report is to consider the outcome of the initial consultation with regard to this site as set out in the Onion Collective's 'Common Ground in Stonehouse' report at Appendix A, further to the approved motion to Council in July last year (CL. 016) and the update to committee in March this year.
- 1.2 The Council motion requested a report to Housing Committee on options for a suitable use for the former Ship Inn site in Stonehouse that:
 1. *Considers non-housing uses.*
 2. *Builds upon the District Council's Canal Strategy and this Council's previous consultations for all its canal side sites in this area and, in light of the Stonehouse Town Council survey, continues to engage with the community and other stakeholders in exploring potential future uses for the site.*
 3. *Invests any value from the site, if the site is not used for council housing, into affordable housing in the local area.*
- 1.3 Based on this document the council appointed consultants, DHUD, who set out a proposal for delivering this work (working with other consultants) which includes the following broad areas:
 - a) Stakeholder and community engagement and identification of common ground
 - b) Identification of strategic opportunities (multi-site approach)
 - c) Strategic viability and Delivery Testing
 - d) Co-Design of Former Ship Inn site options

The cost of this consultancy work is anticipated to be £74,000 and is being met from the council's General Fund Regeneration Reserve.

- 1.4 This report considers the outcome of the first stage of this commission i.e. the outcome of the initial stakeholder and community engagement and identification of common ground.
- 1.5 It was anticipated that further public consultation would have taken place at this point and the initial strategic design work would have commenced, but it has become clear through the initial meetings with stakeholders that more work needs to be done and progress made on rebuilding relationships, before this work can usefully begin and that the community will need support and guidance to move forward.

2. Common Ground Report

- 2.1 Consultation : For this initial consultation Onion Collective offered to meet with a defined stakeholder group either '*who had expressed an interest in the site or those who are working in and around Stonehouse in related fields*' suggested by this council and Stroud Town Council. These were:
 - a) Group 1: Stonehouse Town Council, including Stonehouse in Bloom
 - b) Group 2: ShiPs group (Ship Inn Project Stonehouse)
 - c) Group 3: Ward Councillors and Stroud Council leader
 - d) Group 4: SDC officers.(Planning Strategy, Conservation and Development Mgt, Canal Project, Finance, New Build, Property Services, Youth Council, Physical Activity and Health Development, 3 Strategic Directors)
 - e) Group 5: Canals/Environment - SVCC, Cotswold Canals Trust, Gloucestershire Wildlife Trust

- f) Group 6: Leisure - Stroud Valley Canoe Club, Stonehouse Walking Festival, Boatmobility, SUP Stroud, Phoenix Angling Club
- g) Group 7: Community - St Cyrs Church, All Pulling Together, Stonehouse Women's Institute, Stonehouse Rotary Club, Fair Shares
- h) Group 8: Services - Stonehouse Library, Barnwood Trust, Allsorts, Little Angels Nursery, the Door, Sunflower Suicide
- i) Group 9 - Culture - Stonehouse History Group
- j) Group 10 - Stroud Youth Council
- k) Group 11 - Landowners - William Morris School, Stroud Auction Rooms, Wycliffe, Stonehouse Court, Hitchins.

2.2 The stakeholders engaged with were:

- Stonehouse Town Council
- SHiPS
- Stonehouse in Bloom
- All Pulling Together
- Stonehouse WI
- Stonehouse history group
- Stonehouse Court Hotel
- Wycliffe College
- Stonehouse Walking Festival
- Boatmobility
- Stroud Valleys Project
- The Door
- Sunflower Suicide
- SVCC
- Cotswolds Canals Trust
- Canals Connected
- SDC – officers (cross-service) and members

2.3 Their report recognises (see Further Consultation section) that whilst the consultation bought in a wide range of stakeholders and '*multiple voices, ideas and insights*' it was also constrained due to time limits and availability of individuals; and that more community engagement needs to be undertaken in particular with young people, businesses, the charitable/social sector and communities in Bridgend.

2.4 Identifying shared concerns /areas of potential The concerns that came out of these conversations are set out on page 7 of the report, grouped into themes of social infrastructure, physical challenges, economic development, emotion & identity and agency & power; and the areas of potential (page 8), captured under economic possibilities, natural capital and community strength.

2.5 Catalysing Positive Energy: These have then been used by the consultants to produce a set of long-term outcomes, medium term outputs and short term activities that could help to find a way to move from the differing opinions and entrenched positions taken by some stakeholders to start to develop viable options for the future use of this site (these are set out in pages 10 to 16).

2.6 The long-term community outcomes identified, closely align to our Council Plan priorities of Environment and Climate Change, Community Resilience and Wellbeing and Economy, Recovery and Regeneration

3. Identification of opportunities (multi-site approach) This site has clearly become the focus of the many concerns and opportunities identified by stakeholders and as set out in

the report, but it is of a relatively small size and can not deliver all the changes and opportunities which those consulted identified. The wider strategic work , which is also part of this consultancy proposal, will look beyond this site (supporting the Working Group) , including those other sites along Wharfdale Way and the canal, owned by this council, as well as others that have been suggested through the consultation process.

- 3.1 The council has previously undertaken improvements to its other sites along the canal, working with the Town Council and Gloucestershire Wildlife Trust as part of the Wild Town's project, improving their biodiversity, demolishing garages to create more parking and green areas and more recently investing in new play equipment on the play area at Wharfdale Way to encourage wider public use of all these areas. This wider strategic review will build on this investment and start to link these sites to the former Ship Inn site, the town and other sites highlighted by stakeholders.
- 3.2 DHUD have identified 4 strategic aims for exploring the future purpose of the former Ship Inn Site, which they have summarised as follows:
 - i. The former Ship Inn site should be designed in response to the distinctive character and conditions of the canal at this location and respect the fact that other locations along the canal are suitable for different strategic purposes. Although the towpath runs along the southern bank, renewed use of the former Ship Inn site will only be able to stimulate activity along the northern bank;
 - ii. There are a number of focal points along the Stonehouse stretch of canal of which the former Ship Inn site is one, coupled with the major crossing of the A419 close to the north of the canal;
 - iii. Together the design of the former Ship Inn site and the major crossing of the A419 and its surroundings should respect the fact that this is the primary gateway for the town into the canal corridor and it should serve a purpose in conduiting activity into and along the canal corridor. It is only in part a destination for the town and should be designed in tandem with other interventions enabling people to move along and experience the canal corridor in different ways;
 - iv. The design of the former Ship Inn site must reflect the fact that this is a location where people and nature intersect. This provides excellent opportunities for people to connect with nature, but it also presents the challenge of being able to enhance habitats and diversifying species along the canal corridor

4. Next Steps

- 4.1 The Onion Collective are clear that the former Ship Inn site has become '*about community voice*' and that there is now a great opportunity to harness the community's energy surrounding the site's future use in a positive way, and for the council to continue its support to help the community to achieve this.
- 4.2 Moving forward the consultants recognise that this consultation and '*report represents only a stage in the journey*' but that '*everyone wants a resolution that is positive for the town and most people share a sense of what that might look like , in terms of the change that is sought if not necessarily the detail of any eventual scheme*'.
- 4.3 The report sets out a series of stepping stones (pg 17) which are:

IMPACT: Agree shared community outcomes based on the findings of this report as guiding aims.

DEMOCRATIC: Agree decision trajectory in principle based on SDC's General Fund Account appropriating the site from the HRA at market value. Agree in principle to provide an option to pass the site to the community subject to timetable and conditions.

GOVERNANCE: Establish Working Group (WG) for the site with representatives from Town Council and ShIPS moving towards constituted community anchor organisation, alongside key stakeholders.

ENGAGEMENT: Further consultation with sections of the community who have been insufficiently involved to date: young people, businesses, charities/social sector, community in Bridgend. Open public engagement once concept designs in place.

SUPPORT: Engage a local support organisation to guide consultation, viability/business planning, social value calculations, funding options, risks analysis.

CO-DESIGN: Undertake co-design processes already commissioned with the WG to focus on building concept options to explore scale/potential/phasing to feed business planning workstream.

MEANWHILE USE: Consider licence via Town Council to enable initial clearing and initial build with funds potentially from the canal regeneration project's capital community engagement budget and to allow for social action to begin now and for trust, collaboration and agency to develop.

- 4.4 Key for this Committee and this Council is to acknowledge and note the report, to draw a line under the differences of opinion and provide the community with the confidence and opportunity to develop options for uses for the site which could lead to the community taking ownership of the site, subject to timescales and conditions being met.
- 4.5 The Council motion requested a report on other suitable options for this site that considered non-housing uses and the types of uses suggested for the site do not currently include affordable housing. In order to enable the community to work up these options into an agreed, sustainable future use and to facilitate a potential future transfer to the community, the site would need to be taken out of the affordable housing New Build Programme. It would then be for Strategy and Resources Committee to consider appropriating the site at market value into the General Fund. An independent formal valuation will be commissioned to confirm the market value at that point.
- 4.6 The timetable and conditions that the community will need to achieve and the type and level of ongoing support offered, will then be considerations for Strategy and Resources Committee and any later decision to transfer the site to the local community would have to meet the legal obligations placed upon the council for this type of transfer.
- 4.7 It is important to note that the value of the site to the HRA will be maintained through the appropriation and used to support appropriate investment in affordable housing in the local area in line with the Council motion. Further updates on this will be reported to Housing Committee and the (increasing) need for more affordable homes, nationally as well as locally is also recognised in the Common Ground Report and the Equalities Impact Assessment at Appendix B.
- 4.8 In addition to the council decisions required, the Onion Collective has also recommended that a working group is set up to look at the site. The Director of Communities will be representing the council on the working group, with the canal project's community engagement officer also invited.
- 4.9 The more general 'community need' identified by the Onion Collective and its generous offer to Stonehouse to be part of its Understory programme (mapping community connections and social capital) could be used to initiate a place building discussion; supporting the town and working in parallel to the former Ship Inn Site working group as

part of this council's Community Connected/Asset Based Community Development approach.

5. CONCLUSION

- 5.1 The Council has provided considerable investment and support to the local community by its improvement of other sites along the canal in Stonehouse and commissioning the consultancy work, led by DHUD. The Onion Collective's Common Ground report is only part of that support. More advice and work will continue under this commission to help the community progress.
- 5.2 This first stage has given an opportunity for stakeholders to put forward their (sometimes opposing) views, but there is a common desire to find a positive solution and shared outcomes for Stonehouse as a wider community. There is now a clear way forward which is in line with the Council motion and provides positive opportunities to look at the future use of this and other sites in the local area. Strong and well-founded community involvement in considering the opportunities identified through the Onion Collective consultation will be critical.
- 5.3 It is recommended that in order to garner the community energy that has centred around this site and allow the community the opportunity to develop its own plans, this Committee removes the site from the new build programme and, should Strategy and Resources agree to appropriate the site, reinvests the value into affordable housing in the local area.

6. IMPLICATIONS

6.1 Financial Implications

- 6.1.1 This report recommends removing the Canalside site (former Ship Inn site) from the HRA new build programme. By removing the site from the new build programme and engaging the community in developing non housing options for the site, the Council would no longer be holding the land for housing purposes and the site should be appropriated from the HRA to the General Fund. This report recommends this action to Strategy and Resources Committee.
- 6.1.2 Any appropriation of land must be at full market value, so as not to breach the HRA ringfence which is in place to protect both tenants and council tax payers from subsidising the other. Although the appropriation is an accounting entry as the land remains in the ownership of the Council, this will have real financial cost to the General Fund. By approving the appropriation of the land, Strategy and Resources Committee would need to allocate funding in the General Fund to support the transfer of the site. This funding would then be available for capital purposes in the HRA. The General Fund would also be responsible for any future costs associated with the site.
- 6.1.3 The Canalside site is currently in the new build programme with a capital budget of £1.816m. This site was originally going to be funded with Homes England grant funding, alongside borrowing and some HRA capital receipts.
- 6.1.4 This report recommends that both the capital budget and funding from the appropriation of the site are earmarked for affordable housing in the local area. This would remain subject to the financial viability of any new/replacement schemes and the availability of any required subsidy, such as Homes England grant funding or HRA capital receipts.

Lucy Clothier, Accountancy Manager

Tel: 01453 766321 Email: lucy.clothier@stroud.gov.uk

6.2 Legal Implications

Appropriation

- 6.2.1 Section 122 of the Local Government Act 1972 provides that a Council may appropriate land from one purpose to another if immediately before the appropriation the land is no longer required for the purpose for which it is held.
- 6.2.2 If the land is open space, S122(a) requires the Council to advertise its intention to appropriate the open space for two consecutive weeks and consider the representations made by the public.
- 6.2.3 Because the land is being appropriated out of the HRA, under Section 19(2) of the Housing Act 1985 the Council must obtain the Secretary of State's consent before a house, or part of a house can be appropriated for any other purpose, and appropriate adjustments must be made to the HRA.

Meanwhile use

- 6.2.4 The Onion Collective's report suggests granting a short-term licence to the Town Council. In drafting such a licence, consideration should be given to ensuring that no relationship of landlord and tenant is created. The easiest way to do this would be to ensure that the Town Council does not have exclusive possession of the land. If the intention is to give exclusive possession to the Town Council then alternatives should be considered such as granting the Town Council a short term lease contracted out of the provisions of sections 24 to 28 of the Landlord and Tenant Act 1954.
- 6.2.5 In granting any lease of Licence, consideration should be given to s123 of the Local Government act 1972 which requires the Council to obtain the best consideration reasonably obtainable for any land it disposes of. However, any licence or short-term lease is not likely to fall within the definition of disposal for these purposes.
- 6.2.6 If a lease is granted to the Town Council and the land is open space, s123(A) of the Local Government Act 1972 requires that the Council advertise the disposal for two consecutive weeks in a newspaper circulating in the area in which the land is situated and considers any objections received.

Long-term use

- 6.2.7 It is noted that the long-term use of the site has not yet been decided. It is recommended that legal advice is obtained in respect of any future use once a decision has been made in this regard.

One Legal,

Email: legalservices@onelegal.org.uk

6.3 Equality Implications

An EIA has been carried out by Officers in relation to the decision made in this report and due regard will be given to any implications identified in it.

6.4 Environmental Implications

The following sets out details of significant implications identified by officers:

No future land use has been agreed for the site, but it is home to various protected species and legislation regarding their protected status must be followed if any meanwhile uses take place.

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onioncollective
COMMON GROUND IN STONEHOUSE

May 2023

“Collaboration is not about gluing together existing egos. It’s about the ideas that never existed until after everyone entered the room.”

Unknown

INTRODUCTION

In February 2023, Onion Collective were appointed by Stroud District Council (SDC) as part of a wider team to undertake engagement and strategic placemaking work in order to facilitate site proposals for the former Ship Inn site at Stonehouse. This followed a motion at SDC's Full Council to consider non-housing uses for the site in response to community ambition.

Defining outcomes is often the most important thing you can do in securing both impact and funding. It is our experience that effective community empowerment projects and initiatives only flourish when there exists a coherent and shared vision which guides the process - providing a solid understanding of the reason for the work that is founded on a collective view of the change that is sought as a result of any activity. Our role within this process is primarily to undertake stakeholder engagement work with a range of interested parties and to find the common ground around which alternative proposals could be framed and pursued.

Community ownership and stewardship of land and buildings can be a powerful force for social change - addressing cultural, environmental, social and economic objectives at the same time as building community voice, agency and power. At the same time, it can be hard - the time and energy needed to bring successful community projects into existence and the skills and expertise needed to ensure the long-term sustainability and viability of a project are all significant, and are often beset with challenges and hurdles. A shared understanding of the long-term impact of the work is a necessary but not sufficient condition for success, as we explore later in this report. The starting point, however, is to identify a collective vision that parties can get behind as a focus for activity and decision-making, and a driver of partnership-working and hope.

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Agenda Item 6

Tai Chi

Kelvin Players Hall
253 Gloucester Road
Bishopston :
Tuesdays 10:15 am
Thursdays 6:30 pm
Starts 18 / 20 September

Henleaze School
Park Grove, Henleaze :
Wednesdays 6:30 pm
Starts 19 September

www.bristoltaic...

0117 949395
0781 156679

MUSIC SINGING LESSONS BRISTOL PRESENTS
SUMMER WORKSHOPS
@ FACTORY STUDIOS
20 JULY - 31 AUG 2018
www.schulclassess.co.uk

We are super excited to present 2 intensive music workshops this summer! Includes live singing, vocal harmony, song writing, piano, guitar, and more. Through the Ages Drama workshop series. Don't miss out see our website for details.

ABOUT ONION COLLECTIVE

Onion Collective CIC is a social enterprise which was founded in 2012 in an effort to bring forward community regeneration of key sites in our home town of Watchet in Somerset. Over a ten-year period, Onion Collective have devised, funded (£10m+) and delivered a series of projects - asset-transferring a number of important sites into community use - for heritage, culture and enterprise - everything from a paper mill to artist studios and a boat museum. It is now regarded as one of the country's leading place-based community businesses, with its projects, most notably East Quay, held up as an exemplar for community-led revival, despite a rural, deprived and isolated location.

Alongside our own projects, the collective occasionally supports other organisations including local authorities, funding bodies and community organisations with community development work to advise, catalyse and generate community initiatives capable of transforming the fortunes of places for the new economy. We use our experience of delivery on the ground to help other communities build things for themselves. One of the things that we are often asked to do, as is the case here in Stonehouse, is support community engagement and consultation to find exciting and empowering solutions that communities want. We do this using a well-tested logic framework process which starts by identifying shared outcomes for action to clarify the impact a community desires and to translate that into tangible projects, outputs and goals (and if necessary monitoring indicators, evaluation methods, assumptions and risks). We also work across project development and feasibility, business planning, social impact, funding strategy, evaluation and capital build delivery.

We believe a different kind of economy - one that is kinder, more connected and climate-positive - is not only possible but coming into being and our work is towards that future.





1



2



6



3



4



5

1) Onion's four original founders at the opening of our first capital project in Watchet - an old Brunel-designed boat museum asset transferred from the District Council into community ownership and now operated in a partnership between Onion Collective, a local heritage group and the Town Council.

2) A jubilant community build team on completion of the pavillion at Splash Point - built by hand with 50 community volunteers over three days, bringing an overgrown unloved site back into public use.

3) Celebrating the granting of planning permission for East Quay in June 2018 after a 5-year journey.

4) Directors Jess and Georgie on site during the construction of East Quay, a £7.3m cultural and community building, which opened in 2021, now in community hands - held on a 100 year lease from the District Council and funded through grants from the Coastal Communities Fund, Arts Council and others.

5) View of East Quay across the harbour, designed by Invisible Studio, and now home to two galleries, a print studio, paper mill, eleven workshops/studios, a restaurant, a learning space and five accommodation pods - all revenues returned to the project to secure long-term viability.

6) Poster for a series of symposiums we ran in partnership with Power To Change exploring new models of economic and social development and how community businesses can bring about change.

OUR APPROACH

It is our experience that the key to successful community development is genuine inclusion and meaningful empowerment that acknowledges the validity of the community as guardians of shared spaces. Our approach is always to start with an open dialogue and work through a process based on four principles or stages: respect, connect, reflect and direct to seek a shared and deliverable outcome. This staged approach is inspired by the writings of Tyson Yunkaporta in his powerful book *Sand Talk* in which he talks about a process in which public authorities working with Aboriginal communities often started instead by directing activity and only later, through a process of reflecting and connection, came respect the value of community and their knowledge.

For us, the starting point for any engagement is **respect** for those people with whom you are wanting to build relationships and engagement. This means listening carefully and openly, and allowing people to talk and express their existing ideas or concerns as valid. Secondly, the purpose of conversations is to find ways to **connect** the ambitions, hopes, dreams and fears of multiple voices with regard to a site and wider opportunities. These conversations are open-minded and broad-ranging, and again mindful of the validity of previous experiences. Thirdly, the process aims to solidify collective ambitions by helping parties to **reflect** on common ground in a structured vision built on excitement and hope for a better outcome. A final task is to **direct** - not in the sense of telling stakeholders what to do but by offering tangible roadmaps for action that give direction and momentum that can move beyond possibilities into practical and deliverable ideas.

At this initial stage, engagement work has focused on a defined stakeholder group of individuals and organisations - either those with an expressed interest in the site or those who are working in and around the Stonehouse community in related fields. Small group conversations were held over four days with the stakeholders listed. Certainly, there are some gaps, and we later make recommendations for further engagement work, but we felt comfortable and confident that a good, broadly representative cross-section of viewpoints have been sought and collated. What is also revealed is that there is undoubtedly a huge amount of common ground in terms of both a shared understanding of the challenges and opportunities present in Stonehouse, and of the potential for impact in certain areas, with identifiable commonality around hopes, dreams and change over time.

STAKEHOLDER CONVERSATIONS

- Stonehouse Town Council
- Stroud District Council
- Elected members
- SHIPS
- Community organisations
- Service providers
- Leisure providers
- Environmental groups
- Youth representatives
- Local landowners



THEORETICAL NARRATIVES

SOCIAL INFRASTRUCTURE

The factors that support economic development are well-known: for example, capital investment, skills and education and most obviously, physical infrastructure. In his excellent book, *Palaces for the People* (2020), Eric Klinenborg argues persuasively for the related importance of 'social infrastructure' alongside physical infrastructure in effective social development and resilience. According to Klinenborg, robust social infrastructure fosters social capital and supports community life. By contrast, degraded, weak social infrastructure inhibits social activity, leaving families and individuals to fend for themselves. A lack of social infrastructure discourages interaction and impedes mutual support while places where casual interaction is a feature of everyday life do better.

Instinctively, we think of social infrastructure as predominantly within the public sector or voluntary and charitable sectors (represented by schools, libraries, hospitals, parks and by churches, community organisations, cultural hubs). But the experience of Covid highlighted a different story — that what matters most is whether something supports associational life and with it community attachment. Local publicans repurposed their kitchens to provide meals for the elderly and those isolating. Greengrocers delivered parcels to doorsteps. Taxis became community cars. Strong social infrastructure was a central factor in creating resilience. As multiple crises loom from the cost of living crisis to climate catastrophe, the implications are obvious.

The pandemic also highlighted that it is not just spaces and buildings that constitute social infrastructure but social capital - an interconnected network of people, organisations, relationships and friendships that matter. Social capital comes in many forms - bonding, bridging and linking - each is important in different ways and supports community thriving.

ATTACHMENT ECONOMICS

At Onion Collective we frame our work in terms of what we call 'attachment economics'. Attachment theory teaches us that as children, good, strong, solid relationships are what enable us to feel safe to explore, investigate and discover our place in the world. Without them, we focus our energy on relationships that are dysfunctional or missing, focused on fear and hurt. For children, the response to weak attachments is usually either to disengage or to lash out - apathy or anger. We argue that the same is true at a societal level.

Three dimensions of attachment are critical to providing a stabilising sense of place in the world for most people. These are attachments to *place*, attachments to *people* and attachments to *nature*. Place-based attachments are a near universal feature of the human experience, giving us roots, directly connecting us to the spaces in which we live and grounding our experiences in territory that we call home. The second area is the relational - attachment to people. This personalises our experience of place and through which it evolves. Thirdly, we are attached to the wider context of our home - to the natural environment, at a very localised but also a planetary scale. A fourth dimension, attachment through *time*, interacts with each of the other three, reflecting ancestry and shared heritage of the places we inhabit, but also, crucially, our commitment to those who follow on after us, representing a care being taken for those that are not yet born or have not yet moved in.

These four layers of attachments taken together create community - nothing more complex than people in a place in the world through time. It is through community that we feel rooted and secure; through community that we belong. Threats to these types of attachment are consequently felt deeply and rife with emotion. This is witnessed in a reduction in belonging, connection and sense of value experienced in many communities, and expressed as resentment and grief, and in anger, division and blame.

COMMUNITY EMPOWERMENT

Community empowerment and agency hold immense value in fostering social cohesion, sustainable development, and overall well-being. When communities are empowered, they gain the ability to actively shape their own destiny, make decisions that affect their lives, and mobilise resources and initiatives that address their unique needs and aspirations. Empowered communities possess a sense of ownership, pride, and collective responsibility, leading to increased social capital and cohesion. This, in turn, strengthens social networks, builds trust, and promotes collaboration, resulting in more effective problem-solving and collective action. Ultimately, community empowerment and agency are crucial in creating resilient and thriving communities that can actively contribute to their own development

Developed in 1969, Sherry Arnstein's ladder of participation is perhaps the most famous conceptual framework that illustrates different levels of citizen participation in decision-making processes. The ladder consists of eight rungs representing varying degrees of citizen power and influence. At the lower rungs, participation is minimal and tokenistic, with citizens having little or no influence. As the ladder progresses, citizens move towards higher rungs, including "informing," "consultation," and "partnership," where their voices are acknowledged and taken into account. The highest rungs of "delegated power" and "citizen control" represent full empowerment, where citizens actively share decision-making authority with institutions.

There is a significant movement in the UK in support of this top rung activity - most commonly now described as community business or community enterprise activity, and supported financially and in national policy by the Power To Change Trust, an off-shoot of the National Lottery Fund. Across the country, community businesses are demonstrating how attached enterprises can bring about change, create jobs, prioritise people and the environment, and rebuild connections between economics and society.

IDENTIFYING SHARED CONCERNS

The stakeholder conversations which we undertook followed a fairly uniform format, inviting attendees to discuss problems and challenges in and around the town, as well as possible opportunities for change. They subsequently explored the former Ship Inn site in more detail to understand how it was viewed in the community, to help identify constraints and difficulties. Finally, groups were invited to conceive a different future - to imagine what the site could become ten years into the future, assuming all hurdles could be overcome. This process helps to reach a common understanding of the change that people would like to see and possible routes to its achievement. Here, we set out identified concerns and possibilities (not always wholly shared); subsequently, we have translated these into shared outcomes, impact and activities that could help to bring about change.

ECONOMIC DEVELOPMENT

- Overshadowed by dominance of Stroud on doorstep
- Not enough to obviously attract visitors by comparison
- Development pushed from Stroud/AONB towards Stonehouse
- Limited development opportunities
- Money circling the town
- Low educational attainment and negative employment cycle
- Not a strong enough offer to keep young people here
- Disjointed tourism offer, lack of marketing/promotion
- Limited night-time offer
- Impact of nearby developments, i.e. Great Oldbury

SOCIAL INFRASTRUCTURE

- Lack of inclusive community spaces - no large venue
- Loss/lack of communal green spaces
- Loss of services such as banking and town hall
- Saturated community facilities - high demand
- Housing affordability, lack of social rented provision
- Greater impact from austerity (compounded by car reliance)
- Limited youth offer (not much to do)
- Educational divide

EMOTION AND IDENTITY

- Fragmented community
- Limited positive identity - no clear 'personality'
- Negative outside perception/reputation
- Grief/sadness about loss of united town
- Sense of community voice not being heard
- Hurt/resentment about unfair treatment of Stonehouse
- Negative perception of authority's motivations
- Lack of trust and confidence on all sides

PHYSICAL CHALLENGES

- Road cutting through the town, isolating Bridgend
- Pollution, safety and noise from the road
- Compounding of road problems from new housing
- 'Forgotten mile' in canal regeneration
- Navigability difficulties (signage, parking, clear routes)
- Access to Bristol via train
- Linear town means no obvious centre focus
- Lack of access and visibility to canal

AGENCY AND POWER

- Pockets of deprivation and disengagement
- Political division/entrenchment
- In-work poverty and social mobility
- Lack of community anchor (beyond TC)
- Youth disengagement (passivity)
- Fall-out of Covid (mental health, anxiety, especially youth)
- Lack of chamber of trade (business disengagement)
- Lack of clear town-wide strategic vision to get behind

AREAS OF POTENTIAL

ECONOMIC POSSIBILITIES

- Focus for visitor economy
- Well-linked central location
- High Street Revival (conviviality and services)
- Few empty shops, open layout, independents
- Substantial business community
- Wycliffe College - prosperity, facilities, investment
- Captive audience of commuters and passing visitors
- Nascent social enterprise sector
- Green and blue gateway opportunity
- Great Oldbury and other developments increasing demand
- Mobile youth and strong post-16 opportunities
- Railway link to Bristol
- Forest Green Rovers

NATURAL CAPITAL

- Canal as the potential jewel in the crown
- Canal regeneration, access and investment in place
- Sustainable and active travel - walking, cycling, boating
- Proximity to the Cotswold Way
- Blue travel/leisure - moorings, wharf, access, services
- Biodiversity, nature and wildlife all around
- Beauty spot at St Cyrs
- Relatively flat (accessible)
- Stonehouse in Bloom
- Urban Arboretum

COMMUNITY STRENGTH

- Unifying collective, social space to bring people together
- Strong, active, lively community with multiple voices
- Will for involvement, ambition and bravery
- Supportive town council prepared to hold assets
- Many well-linked community organisations/groups
- Engagement opportunities within canal project
- Community pride and cultural heritage
- Strong youth provision and support
- Positive attitudes towards young people
- Youth agency - sense of place and ownership of the pod
- Youth engagement potential with Taskforce

CATALYSING POSITIVE ENERGY

It is clear that the former Ship Inn Site has become the focus of all attention both positive and negative. Those who are looking for positive change focus on the site as a potential solution to many of the challenges highlighted above, and as the best available option to take advantage of some of the potential outlined. At the same time a protracted development history and differing viewpoints has seen the site become a focus for hurt, resistance and stalemate.

Whether this site really is the only possible solution to many of the concerns and opportunities highlighted is only half the story. The work the will follow this engagement process will explore the wider strategic and urban design questions that help to answer that. Almost regardless, the former Ship Inn Site is now a focus of community energy - with attachments firmly made to it and its future use. As a result, what happens there now matters in many more ways than its simple land-use potential - it has become a site which is about community voice and that now holds the possibility to be a place in which impactful community empowerment can be generated.

Rather than a source of frustration, the opportunity in this context is to use all the ambition and energy that exists around the site as a catalysing force for powerful community benefit. People here care about what happens to the site and are keen to invest their time, emotion and energy into bringing it to life in a way that helps to address some (not all) of the problems identified and to make the best of the opportunities that exist to build a more resilient community and economy in Stonehouse.

The next part of this report explores what that change might look like - what could be achieved on the site - and sets out a suggested roadmap to help the community achieve its ambitions in a way that aligns with a shared vision.

First, we explore the common ground that exists as regards to the long-term impact that might be achieved on the site - a shared vision for how Stonehouse might be different in the future. Second, we explore the medium-term outcomes that will work towards that aim; and thirdly we explore the short-term activities and projects that could be included as outputs in any concept for community development on the site.

WHAT IS THE CHANGE YOU WANT TO MAKE?

Logic model



We will do this...(activities)

As a result, this will happen...(outputs)

Because of this, things will be different (outcomes).

We will check this by using these tools (mechanisms)
to monitor these dimensions (indicators).

Examples:

We will buy an accessibility-friendly boat.

As a result, more people will be able to access the canal.

Because of this, people will feel closer to nature.

We will build a new youth centre.

As a result, young people will have somewhere to call their own.

Because of this, community belonging will increase.

IDENTIFYING SHARED LONG-TERM OUTCOMES



Connection to nature
People have closer connections to nature and wildlife.



Social connectedness
People are more connected to one another.



Economic regeneration
The local economy is stronger.



Community confidence
Personal and collective agency increases.

ALIGNMENT TO SDC OUTCOMES



Environment & Climate Change
Protecting our environment and leading the district to carbon neutrality in 2030.

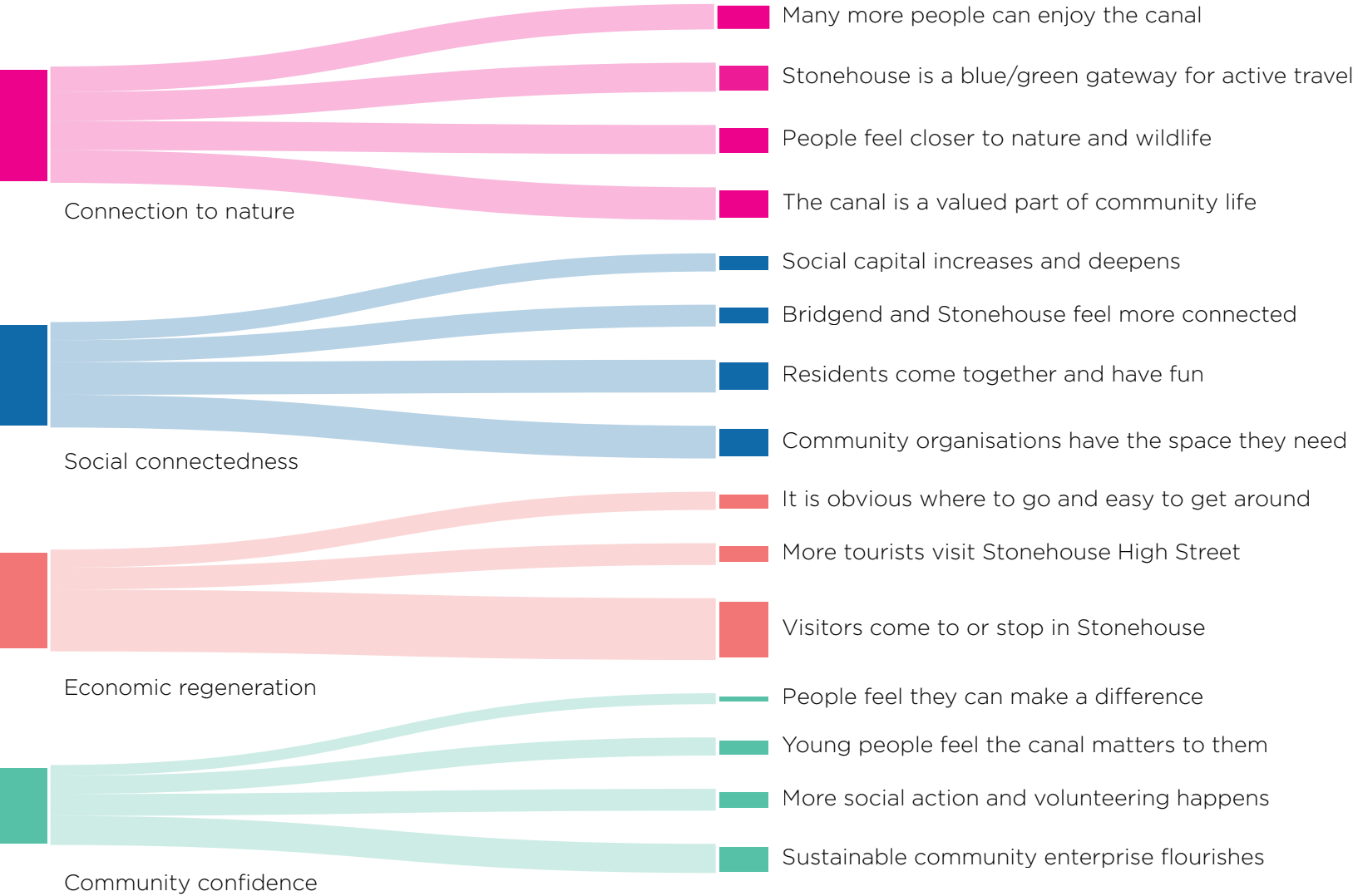


Community Resilience and Wellbeing
Strengthening & supporting our communities so people feel included and connected.



Economy, Recovery and Regeneration
Supporting a thriving and resilient local economy.

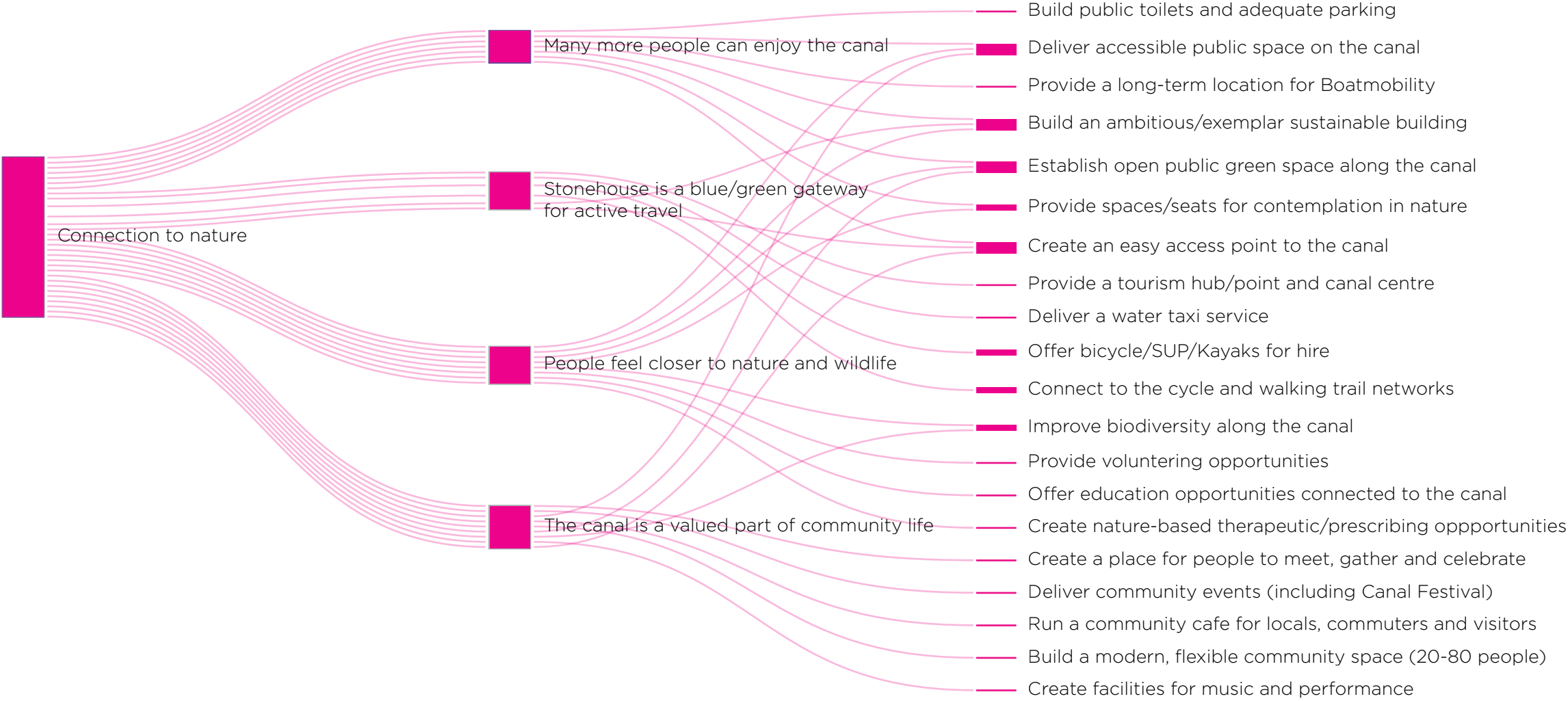
IDENTIFYING SHARED MEDIUM-TERM OUTPUTS



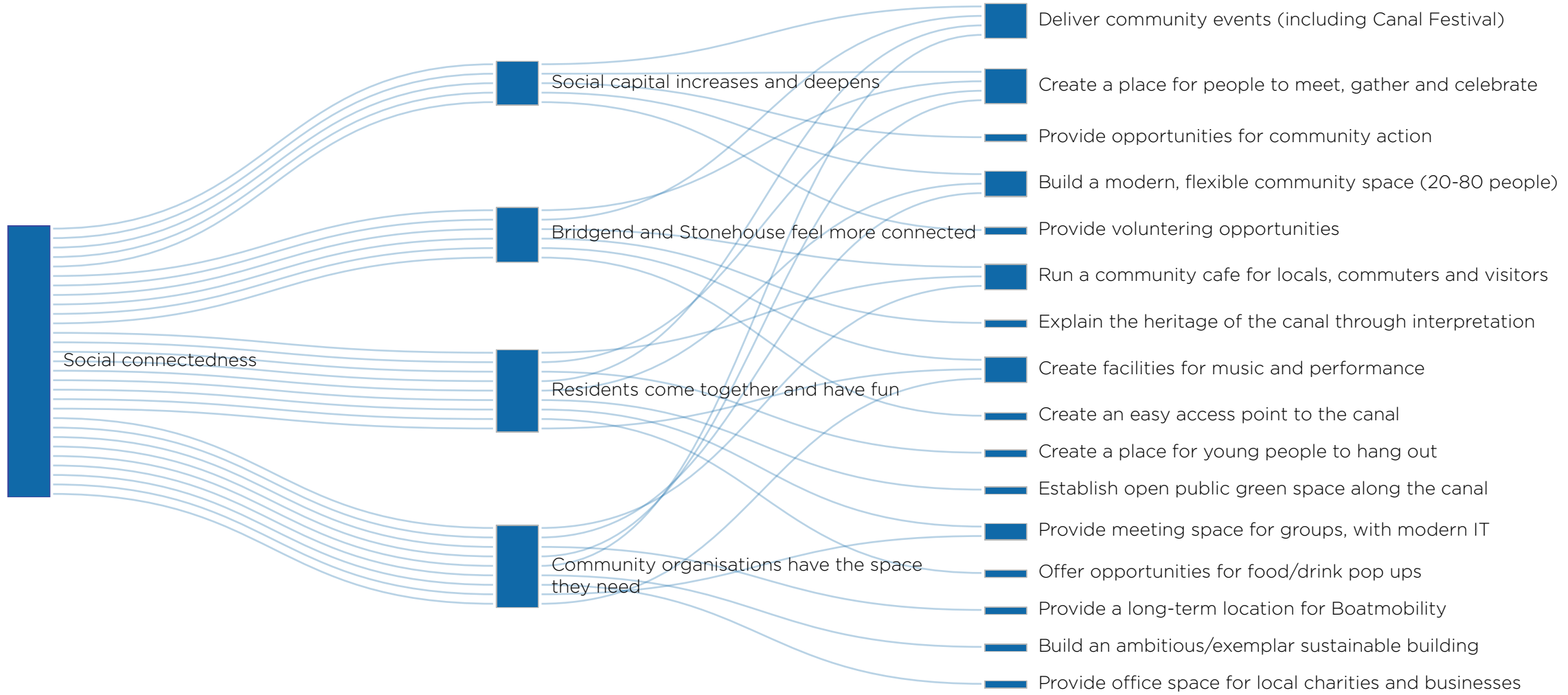
IDENTIFYING POTENTIAL ACTIVITIES



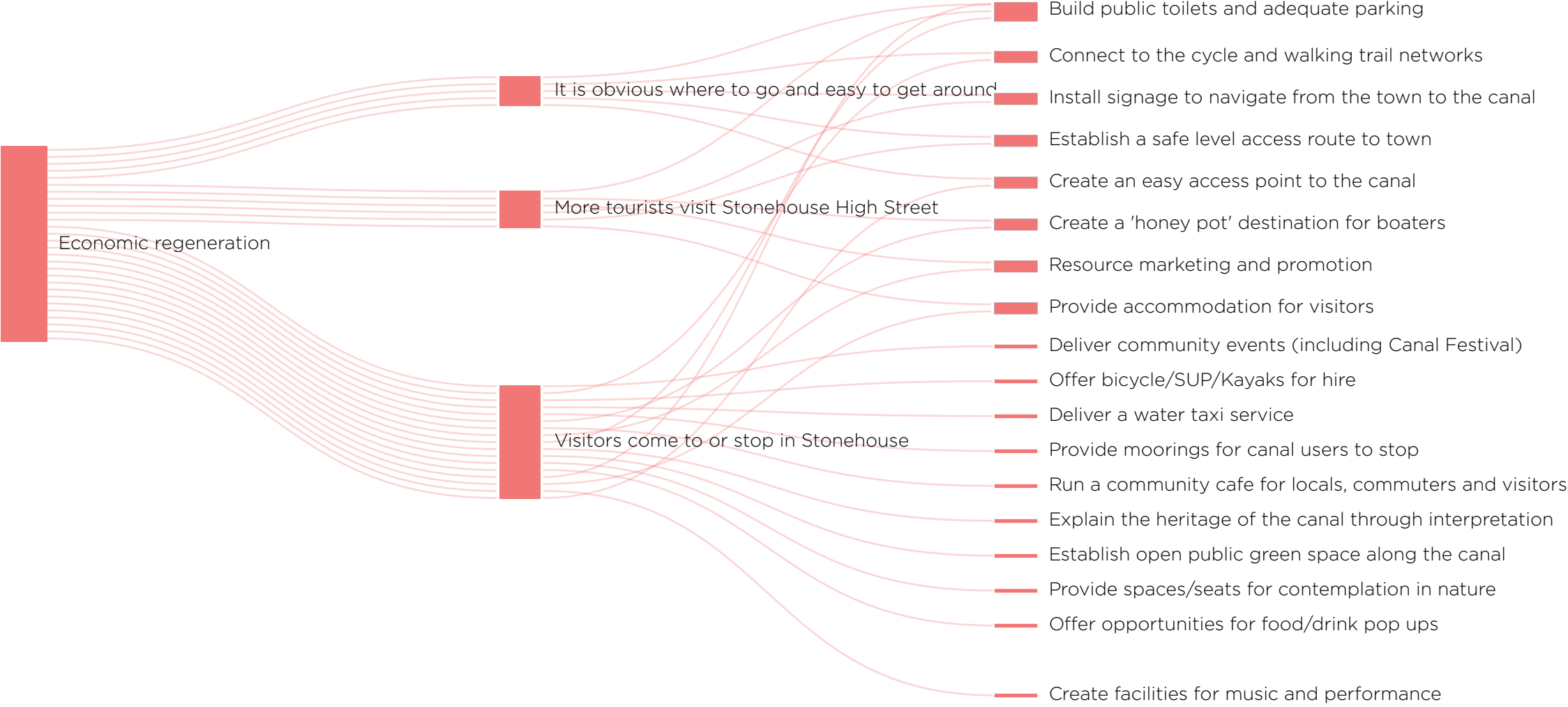
CONNECTION TO NATURE



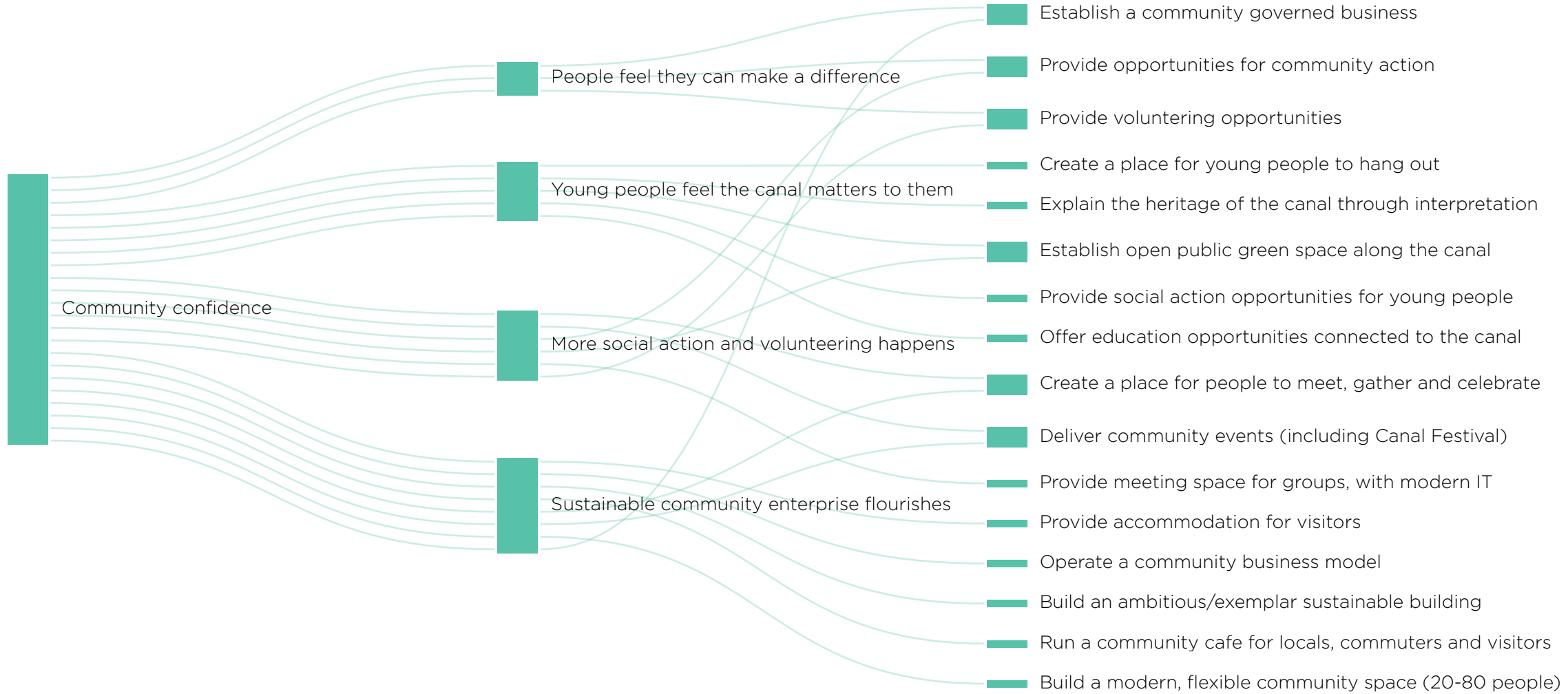
SOCIAL CONNECTEDNESS



ECONOMIC REGENERATION



COMMUNITY CONFIDENCE



MOVING FORWARD

Next steps to empowerment

First, it is important to remember that this report represents only a stage in a journey, even within just the processes commissioned by SDC, let alone within the longer-term process that could ultimately see the former Ship Inn site at Stonehouse move to community stewardship. Nonetheless, as set out in our approach, formalising a sense of direction at key points in a journey is helpful in maintaining momentum and providing clarity. In the following pages, therefore, we set out a proposed way forward.

The stakeholder engagement work undertaken has established not only that substantial common ground exists around desired outcomes for Stonehouse as a community, but that this commonality reaches across all different stakeholder groups - from public authorities to informal community groups. Everyone wants a resolution that is positive for the town and most people share a sense of what that might look like, in terms of the change that is sought if not necessarily the detail of any eventual scheme. This offers a solid ground from which to move forward, always coming back to the shared outcomes as a way to ground decision-making and guide action, even when things get tough, emotional, and exhausting, as they inevitably will.

It is also clear that everyone needs to take a leap of faith - to start to trust one another and to move from a place of campaign and combat to a place of collaboration and collective effort. Our advice is that this is best achieved through an agreement on all sides to work towards the outcome of the site being passed to community ownership (or at least stewardship). For SDC, this will mean putting in place the procedures and democratic approvals needed to appropriate the site from within the Housing Revenue Account to sit instead within the General Fund, so as to ensure that those in housing need do not lose out. Subsequent to this, over the coming months, the community, working with the Council, need to do the work to explore the potential for the onward handover of the site to the community and in so doing understand the financial and social value implications of such a transfer. There is lots of work to be done to give confidence to the Council that the site will be in safe hands (business planning, funding strategy, risk analysis) and there is lots of work to be done to give confidence to the community that their commitment of time, energy and expertise will be done in good faith. The sooner some kind of 'in principle' agreement over a preferred route to community ownership can be formalised the better. This is not however, to say that there should not be conditions in place on all sides. For example, an agreement in principle might be conditional on further work on governance to establish a constituted body that is fit for purpose, or a detailed business plan being in place. In all of these cases, it is important that the community is suitably resourced and supported towards success; the remaining stages of the already-commissioned work will provide some of what is needed but we make some additional suggestions in the following pages.

The first step, we would suggest, is the establishment of a Working Group for the site with representatives from the Town Council and ShIPS which would ultimately move towards being a constituted community anchor organisation, working alongside key stakeholders as part of that group, for example, including organisations such as SDC, APT, Sunflower Suicide and so on. This group should then take the lead role in moving forward with a range of other activities that are prerequisites to successful community ownership, namely: further consultation as necessary (see later pages), additional feasibility and business planning work; funding and social value calculations; co-design of the site as optioneering processes continue and so on. We further make suggestions for resourced support through these processes. Initial scoping work can be supported under the existing agreement with Onion Collective but we suggest that a more local support organisation should be engaged over the medium- to longer-term. We also suggest that consideration be given to meanwhile uses for the site such that it be brought back into public use in advance of any final resolution - allowing the community to begin to take ownership and as a mechanism by which to galvanise social action and test ideas.

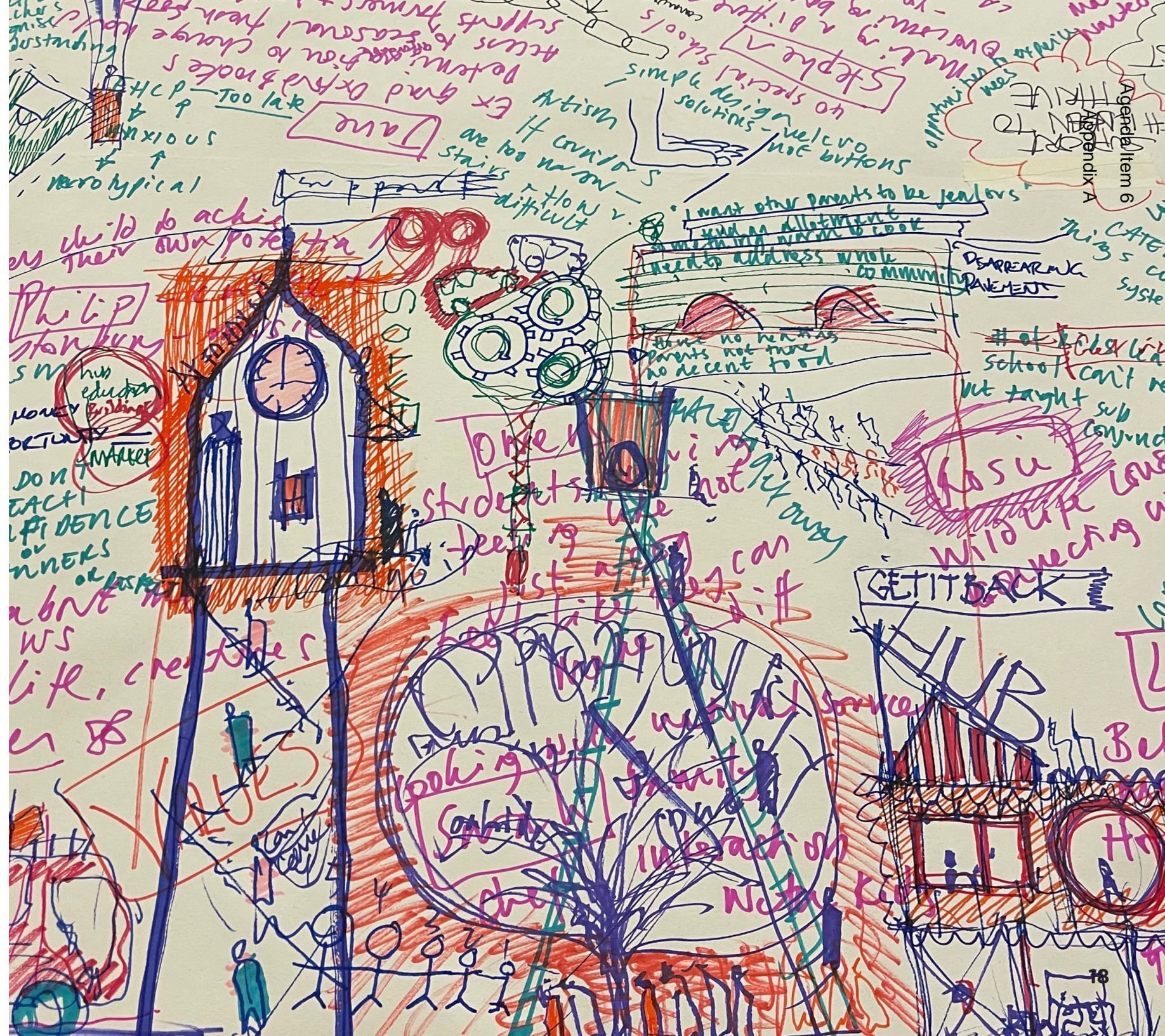
STEPPING STONES

- **IMPACT:** Agree shared community outcomes based on the findings of this report as guiding aims.
- **DEMOCRATIC:** Agree decision trajectory in principle based on SDC's General Fund Account appropriating the site from the HRA at market value. Agree in principle to provide an option to pass the site to the community subject to timetable and conditions.
- **GOVERNANCE:** Establish Working Group (WG) for the site with representatives from Town Council and ShIPS moving towards constituted community anchor organisation, alongside key stakeholders.
- **ENGAGEMENT:** Further consultation with sections of the community who have been insufficiently involved to date: young people, businesses, charities/social sector, community in Bridgend. Open public engagement once concept designs in place.
- **SUPPORT:** Engage a local support organisation to guide consultation, viability/business planning, social value calculations, funding options, risks analysis.
- **CO-DESIGN:** Undertake co-design processes already commissioned with the WG to focus on building concept options to explore scale/potential/phasing to feed business planning workstream.
- **MEANWHILE USE:** Consider licence via Town Council to enable initial clearing and initial build with funds potentially from the canal regeneration project's capital community engagement budget and to allow for social action to begin now and for trust, collaboration and agency to develop.

CO-DESIGN PROCESS

Alongside the engagement work that has been the focus of this report and which has identified common ground around an ambition for the site and shared outcomes to guide next steps, SDC has commissioned urban designers and architects to support the process. This offers a significant opportunity to maintain momentum that will begin to tease out complexities and constraints, but will also be essential in crystallising what is possible - moving from multiple ideas to tangible proposals.

The common ground themes identified here will form part of the brief for strategic design optioneering that can consider the role, capacity, constraints and opportunities of the site and its role in bringing about the wider vision. The intention is to conduct co-design workshops with key stakeholders from the community who have participated up to this stage, but looking in more detail at the former Ship Inn site. Initially, this will explore site constraints that might impact what is possible - access routes, existing infrastructure, natural capital, interactions with the canal, noise muffling, scale of buildings, use allocations, and phasing options. As the process progresses over the summer period, we would expect this design stage to move towards exploring concept options for the site of a building and its design - always working hand-in-hand with the Working Group.



FURTHER CONSULTATION

Ensuring the widest possible input by encouraging open, meaningful consultation to identify interests, ideas and concerns and to develop tailored outcomes is vital. We will always challenge groups and organisations to engage with their communities, users and beneficiaries as a precursor to successful delivery. The process undertaken thus far provided significant input from a host of community organisations, bringing in multiple voices, ideas and insights towards a shared sense of desired outcomes.

Nonetheless, the consultation process has also been constrained by everyday practicalities - people being unavailable or accidentally excluded, or additional stakeholders who have been identified through the process itself. As the project moves forward, it is vital that engagement continues - it is a process that is never complete. At Onion Collective, for example, we continue to undertake widespread regular engagement in our community and with stakeholders using a variety of mechanisms to sense-check our direction, identify gaps and challenge ourselves to improve.

We have identified a number of areas for further engagement work that would benefit the project as it develops which we suggest the Working Group takes forward. We are happy to discuss and advise on suitable processes and approaches to facilitate this but relationship building that comes from meaningful engagement is vital to the success of any initiative and so it makes sense that this work, here on in, is led by the team on the ground.

We also suggest a process of open public engagement later in the process, once concept designs have been developed to ensure that a multiplicity of voices have a chance to take part and as a mechanism by which to build awareness, energy and excitement about what is possible. You want to avoid discovering either a stumbling block or missed opportunity too late in the process.

ADDITIONAL ENGAGEMENT

- **YOUNG PEOPLE:** Through The Door to gather the youth voice.
- **BUSINESSES:** To explore synergies and opportunities for collaboration
- **CHARITABLE/SOCIAL SECTOR:** To explore demand for space/uses.
- **COMMUNITIES IN BRIDGEND:** To explore resident perspectives.
- **OPEN PUBLIC ENGAGEMENT:** Once concept designs are in place.



- 1) Involving young people in building design processes for a youth pavilion.
- 2) Community engagement for all ages on the site of a community build in Watchet.

RESOURCED SUPPORT

NURTURING COMMUNITY

Our approach to community support and development recognises that every community contains the ‘nutrients’ it needs to thrive and to find solutions to its own problems. Meaningful and genuine consultation is then able to draw out the collective values, assets, ideas and concerns, to identify shared outcomes and priorities, as here. Providing support builds the capacity of communities to take control of their own futures, beginning to deliver projects, run enterprises and do it for themselves.

It is also important to recognise that what community sector organisations, and especially, nascent groups, often lack is not ambition but confidence to navigate what can be an intimidating and complex world of funding and agencies. What organisations need is tailored, rather than generic, support to assist them to work out what they want to do and how best to do it.

A final key insight is to recognise that just because an organisation needs help, does not mean it will not be just as strong in the end as organisations which are intrinsically more self-reliant. A supportive, enabling, environment with ready access to trusted, empathetic advisors who are willing to help is crucial.

We set out a number of areas in which we believe the Working Group in Stonehouse will benefit from a guiding hand. This is not to suggest that outside advisors should write a business plan or even necessarily funding bids - indeed it is our experience that doing the work is part of the empowering journey, bringing knowledge transfer and collective ownership. But external support can help to give confidence, both to those at the heart of an initiative and those who are being asked to get behind them. We have set out a series of areas for further work where well-resourced support structures would be advantageous.

AREAS OF ATTENTION AND SUPPORT

GOVERNANCE: Deciding what form an organisation needs to take and how it can best be run is often a decision taken by chance rather than by design. Working out what is needed, both now and in the future, taking account of finance, accountability and delivery constraints is a key task.

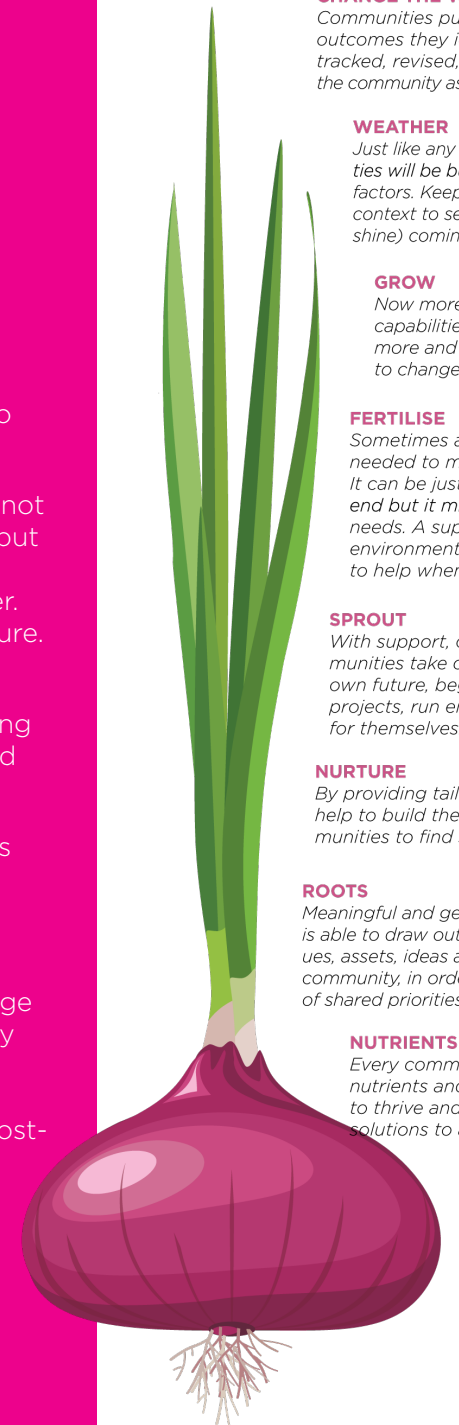
ENGAGEMENT: As above, for most community and voluntary sector organisations, responsiveness is central to success. Yet much engagement is token rather than meaningful and organisations struggle to judge how best to engage and how to ask the right questions at the right time.

BUSINESS PLANNING: Business planning is all about detail. It's about reality not ideals. It's about bottoming out exactly how things will work, in a good year, but also when you are buffeted by the unexpected—in the third consecutive year of rain, when Brexit happens or when you lose your most important supporter. Organisations need help to sense check and risk check their plans for the future.

FUNDING: Despite the climate, a large amount of external funding remains available—from government, trusts, corporates and the public. The key is telling a compelling story well and being able to prove that you can deliver. That, and knowing how to submit a funding bid.

LEGALS: Councils and other public bodies are increasingly transferring assets where community and voluntary organisations can deliver more from them. But the process is seldom simple, and risks on both sides can be substantial. Navigating this path needs support and legal advice.

MONETISING SOCIAL VALUE: Speaking in terms that resonate to a wide range of interested parties is an important part of the process. Calculating monetary values for the social impact that a project will make is a powerful way to demonstrate why public investment is justified. Everything from mental well-being to job creation can be given a financial value allowing for meaningful cost-benefit analyses of outcome delivery.



CHANGE THE WORLD
Communities pursue and deliver the outcomes they identify; these are tracked, revised, developed to reflect the community as it changes.

WEATHER
Just like any plant, communities will be buffeted by external factors. Keep an eye on the wider context to see the storms (or sunshine) coming and act in advance.

GROW
Now more secure in their capabilities, people explore more and more opportunities to change for the better.

FERTILISE
Sometimes a little extra help is needed to make a plant grow. It can be just as strong in the end but it might have different needs. A supportive, enabling environment and willingness to help when needed is key.

SPROUT
With support, over time, communities take control of their own future, beginning to deliver projects, run enterprises and do it for themselves.

NURTURE
By providing tailored support, we help to build the capacity of communities to find solutions.

ROOTS
Meaningful and genuine consultation is able to draw out the collective values, assets, ideas and concerns of any community, in order to identify a set of shared priorities and outcomes.

NUTRIENTS
Every community contains the nutrients and elements it needs to thrive and to find its own solutions to any problems.

MEANWHILE USE

Almost all successful community businesses start with an ambition to 'just get on with it'. Despite complex and often timely asset processes, the opportunity for meanwhile use can provide a focus for that energy, a chance for social action, for learning by doing and a way to generate community enthusiasm and energy.

We suggest that the opportunity to licence use of the former Ship Inn site even while wider processes are underway be actively considered. The site offers a central opportunity within the live canal regeneration project to bring engagement, activity and life to the canal-side. It would seem illogical to wait.

There appears to be some potential for funding within the canals project to support some capital works to assist with clearing the site and installing simple infrastructure as well as the expertise within the team to assist. We would recommend this opportunity be taken before it is lost.



1



2

1 and 2) Members of the community build a community BBQ and public pavilion on derelict public land - using social action to build amenities and relationships.

3) The community enjoys a children's performance in the completed pavilion.

4) Repurposing a shipping container into studios and gallery space - all undertaken by a volunteer workforce with a limited budget.

5) The meanwhile use studios in full swing; ultimately leading to the building of East Quay.



3



4



5

SOCIAL CAPITAL

UNDERSTORY

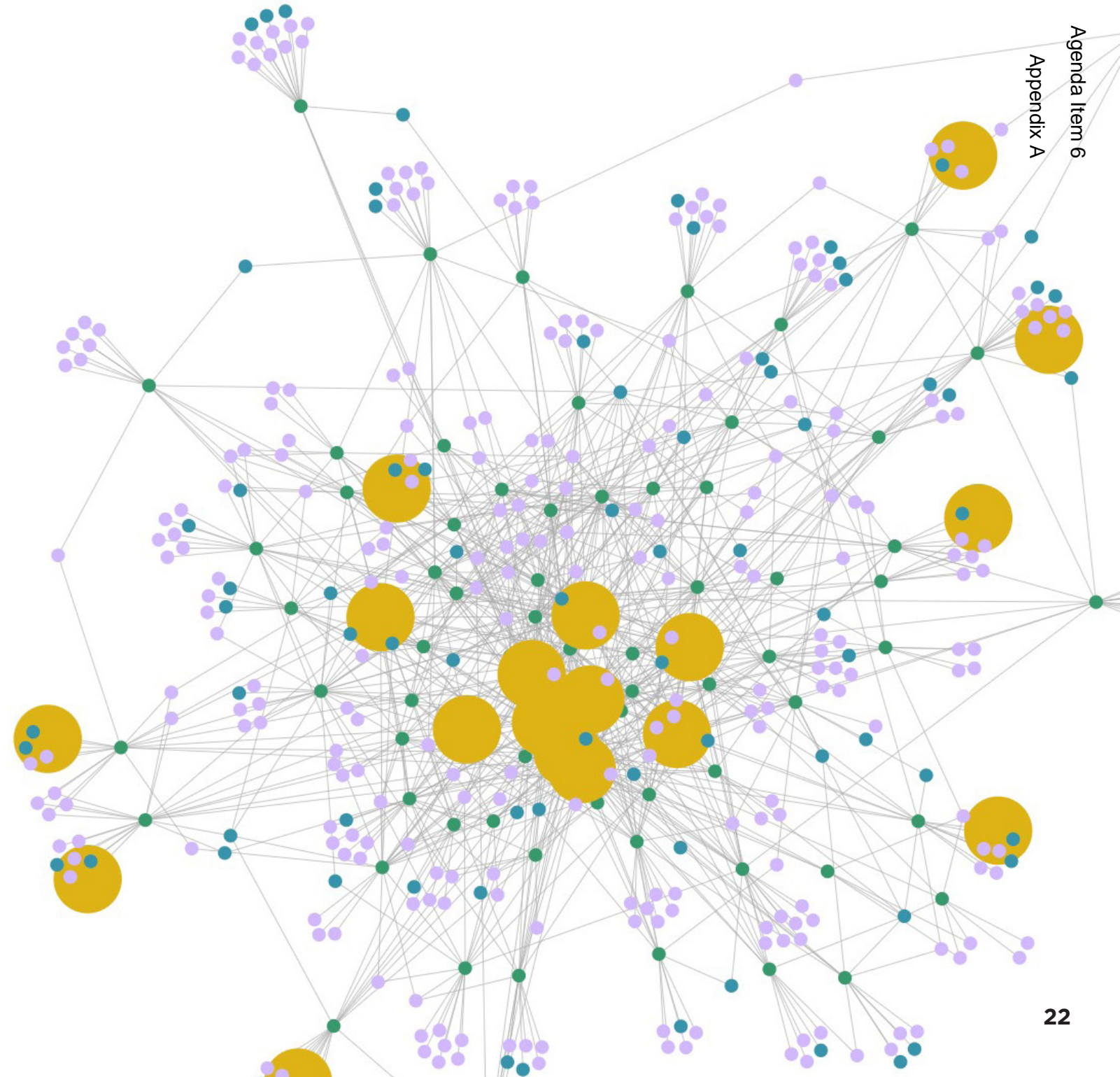
For the past few years, Onion Collective has been working with social gaming studio Free Ice Cream to develop Understory. Understory is a digital mapping tool that allows communities to reveal the hidden connections that bind them together. Understory works to bring together those who are involved in community action in a place by revealing the hidden web of social capital that ties a community together and is central to community resilience.

The way it works is that in a single session representatives of community action will create a network map and by the end of the session participants will be able to explore the web of relationships between people and organisations that build resilience.

Understory's mapping tools enable communities to explore interdependencies between sectors; the community's goals and how these change over time; the organisations that are collaborating effectively and those that are working in silos.

It is for anyone who cares about people, thrives on connections and desires a collective approach to change.

To support the continued development of Stonehouse's community, Onion Collective would like to invite the community to be part of our current Understory programme. Funded by the National Lottery, we are mapping 20-30 communities over two years. There will be no cost to the community for this work and you will be supported throughout by our team.



Agenda Item 6
Appendix A

CONCLUSIONS AND NEXT STEPS

This report and its findings represent only the beginning of a journey, with many more stages to come, including of course the other work that has been already commissioned as part of this process, namely strategic site optioneering with urban designer input and the development of design options with an architectural practice. On top of this work, as we have set out, there are a host of other work streams that will be needed if the site is ultimately to be passed into community stewardship, including comprehensive business planning, funding strategy, social value calculations and so on. At the same time, there is of course a democratic decision-making process that needs to take place. In all of this, the establishment of a Working Group committed to a shared understanding of the outcomes sought is a vital first step.

What is clear from the process is that considerable common ground exists about the opportunities that are present in Stonehouse generally - grouped in four headline areas as we have set out: enabling connection to nature, growing social connectedness, driving economic regeneration and building community confidence. Within each of these headline areas of impact, a number of medium-term ambitions are also broadly shared. Even where attendees had no strong views about the detail or history of the Ship Inn site, or found it hard to move past the procedural and practical problems it presents, we found broad agreement on the changes that people would like to see as a consequence of any community activity there.

In terms of what any detailed vision for the former Ship Inn site might be, it is simply too soon to be certain. There are lots of proposed activities and projects for the site, as we have set out, which offer the scope to feed into and drive the outputs and outcomes identified. There are many more that were not included, either because they were mentioned only rarely or because they did not obviously drive the outcomes sought. Among the list included as potential uses, some will prove impractical (for space reasons say); others will fall by the way side as business planning progresses; new activities will emerge as engagement continues. Nonetheless, the list offers a building block from which to progress the work streams identified and a lens by which to consider site and building design.

The process of engagement has also gathered a huge amount of detail that it would be illogical to include in this report, the purpose of which is to establish common ground around potential impact and a way forward, rather than to set out every detail. Nonetheless, the team will of course share further materials gathered as appropriate, for example, questions raised around site constraints; suggestions of other sites in the town that could be brought into either housing or community use; specific offers of support from organisations in the process; and expressions of interest for use of spaces in any future community building.

Finally, the very clearest common ground is that all stakeholders are keen to see a positive resolution. People on all sides and none care a great deal about the town and its future and are meaningfully attached in varying ways to the former Ship Inn site. This means it is a site that matters to the community and which therefore offers a genuine and potentially very powerful opportunity for a re-setting of relationships in advancement of community empowerment and towards shared outcomes that are to the benefit of Stonehouse and its residents.



Equality Analysis Form

By completing this form you will provide evidence of how your service is helping to meet Stroud District Council's General Equality duty:

The Equality Act 2010 states that:

*A public authority must, in the exercise of its functions, have **due regard** to the need to:*

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by the Equality Act 2010;*
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;*
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.*

The protected characteristics are listed in Question 9

Stroud District Equality data can be found at: <https://www.stroud.gov.uk/council-and-democracy/corporate-plans-and-policies/equality-diversity-and-inclusion/equality-impact-assessments>

Please see Appendix 1 for a good example of a completed EIA.

[Guidance available on the HUB](#)

1. Persons responsible for this assessment:

Name(s): Alison Fisk	Telephone: 01453 766321
	E-Mail: alison.fisk@stroud.gov.uk
Service: Property Services	Date of Assessment: 7 th June 2023

2. Name of the policy, service, strategy, procedure or function:

HRA New Build Programme

Is this new or an existing one? **New / Existing**

3. Briefly describe its aims and objectives

To deliver more affordable homes

4. Are there external considerations? (Legislation / government directive, etc)

The service is not a statutory function, building is governed by various areas of legislation (e.g. planning, building control) and Government grants are available through Homes England to support the delivery of more affordable homes

Appendix

5. Who is intended to benefit from it and in what way?

Those in housing need.

The proposed change is to remove a site from the new build programme and allow the community to develop alternative uses, with the land potentially transferring to a community group

6. What outcomes are expected?

Long-term outcomes expected are identified in the 'Common Ground in Stonehouse' Onion Collective Report as

- Connection to nature
- Social connectedness
- Economic regeneration
- Community confidence

7. What evidence has been used for this assessment?: (eg Research, previous consultations, Inform (MAIDEN); Google assessments carried out by other Authorities)

Stakeholder consultation undertaken by the Onion Collective and set out in the common ground report

8. Has any consultation been carried out? See list of possible consultees

Yes - see above

9. Could a particular group be affected differently in either a negative or positive way?

(Negative – it could disadvantage and therefore potentially not meet the General Equality duty;

Positive – it could benefit and help meet the General Equality duty;

Neutral – neither positive nor negative impact / Not sure)

Protected Group	Type of impact, reason and any evidence (from Q7 & 8)
Age	<p><u>Potentially positive impact</u> – the report recommends consultation directly with young people in particular and could result in a use which incorporate their views and meets some of their needs.</p> <p>Access to the site could be enhanced for older people.</p> <p><u>Potentially negative impact</u> - the loss of an opportunity to deliver affordable homes is likely to have a disproportionate impact on people within this group, which is unlikely to be fully offset from other uses on the site</p>
Disability	<p><u>Potentially positive impact</u> – access to the canal side could be enhanced for people with a disability.</p>

	<u>Potentially negative impact</u> - the loss of an opportunity to deliver affordable homes is likely to have a disproportionate impact on people within this group, which is unlikely to be fully offset from other uses on the site
Gender Re-assignment	<u>Neutral impact</u> expected upon gender re-assignment groups.
Pregnancy & Maternity	<u>Potentially negative impact</u> – the loss of an opportunity to deliver affordable homes is likely to have a disproportionate impact on people within this group, which is unlikely to be fully offset from other uses on the site.
Race	<u>Potentially negative impact</u> - the loss of an opportunity to deliver affordable homes is likely to have a disproportionate impact on people within this group, which is unlikely to be fully offset from other uses on the site
Religion – Belief	Neutral impact expected
Sex	Neutral impact expected
Sexual Orientation	Neutral impact expected
Marriage & Civil Partnerships (part (a) of duty only)	Neutral impact expected
Rural considerations: le Access to services; transport; education; employment; broadband;	<u>Potentially positive impact</u> – the site is within a town location, but may provide enhanced facilities for people living in Bridgend who are physically separated from the town centre, by the A419
Poverty and Socio-Economic Disadvantage	<u>Potentially negative impact</u> - the loss of an opportunity to deliver affordable homes is likely to have a disproportionate impact on people within this group, which is unlikely to be fully offset from other uses on the site
General comment	The lack of access to affordable housing tends to impact more on those with protected characteristics, including young people who tend to have lower incomes or levels of savings than the general population. The housing waiting list is at an all-time high with over 4,000 households on it.

10. If you have identified a negative impact in question 9, what actions have you undertaken or do you plan to undertake to lessen or negate this impact?


Please transfer any actions to your Service Action plan on Excelsis.

Action(s):	Lead officer	Resource	Timescale
Value from the site will be reinvested into affordable housing in the local area	Alison Fisk	Capital receipt	2 to 3 years

Appendix
Declaration

I am ~~I~~**We** are satisfied that an Impact Assessment has been carried out on this policy, service, strategy, procedure or function * (delete those which do not apply) and where a negative impact has been identified, actions have been developed to lessen or negate this impact.

We understand that the Equality Impact Assessment is required by the District Council and that we take responsibility for the completion and quality of this assessment

Completed by: Alison Fisk	Date: 07/06/2023
Role: Head of Property Services	
Countersigned by Head of Service/Director: 	Date: 08/06/2023

Date for Review: Please forward an electronic copy to eka.nowakowska@stroud.gov.uk

STROUD DISTRICT COUNCIL

HOUSING COMMITTEE

27 JUNE 2023

Report Title	Independent Living Strategy 2023-2027			
Purpose of Report	To present members with the Independent Living Strategy in relation to Independent Living for people aged 55+.			
Decision(s)	The Housing Committee RESOLVES to: a) Adopt the Independent Living Strategy 2023-2027 and Action Plan. b) Agree a review date of 2 years from adoption of the strategy.			
Consultation and Feedback	Consultation involved Survey Monkey sent out June 2022 to all Stroud District tenants between the ages of 40 – 55 to ascertain potential future Independent Living tenants' aspirations and a Star Satisfaction Survey sent out October 2022 to all Independent living tenants.			
Report Author	Lynne Mansell, Service Delivery Manager. Tel: 01453 754173 Email: lynne.mansell@stroud.gov.uk			
Options	The Council can choose to adopt the Strategy 2023-2027 including the Action Plan. The Council can reject the Strategy.			
Background Papers	Star Satisfaction Survey for Independent Living.			
Appendices	Appendix A – Independent Living Strategy 2023-2027 Appendix B – Action Plan Appendix C – Star Survey Appendix D – Survey Monkey			
Implications (further details at the end of the report)	Financial	Legal	Equality	Environmental
	No	Yes	No	No

1. INTRODUCTION / BACKGROUND

- 1.1 Stroud District Council (SDC) adopted the Older People's Housing Strategy (OPHS) in April 2019 which set out the approach to delivering the six 'UNIQUE' strategic objectives. This strategy was built on the works identified in the Sheltered Housing Modernisation Programme. The Strategy also allowed for the opportunity to convert some of the existing common areas into additional dwellings with a strong concentration on buildings, accommodation and financial implications/funding.
- 1.2 The OPHS had a robust action plan attached to it which set out timescales for delivery of the six strategic objectives. Most of the action plan has been undertaken, however, due to lockdown there are some that are ongoing whilst others have been removed from the 2023-2027 Strategy.
- 1.3 The OPHS concentrated a great deal on the financial delivery in line with the Medium-Term Financial Plan (MTFP) Sheltered Housing Modernisation Project which is now named Independent Living Modernisation Project. This project is in its final 2 years with the remainder of schemes being planned into a works programme allowing the

Independent Living Strategy to concentrate on the Strategy's vision "***To provide good quality older people's housing which meets a variety of current and future needs - where people want to live***".

2. MAIN POINTS

- 2.1 The Strategy has been renamed to Independent Living Strategy and sets out the vision for Independent Living sites for the next 5 years. It links in with The Council Plan 2021-2026 which has been built on three tiers – Environmental and Climate Change, Community Resilience and Wellbeing, and Economy, Recovery and Regeneration. The Strategy addresses housing need in addition to concentration on independence, health and wellbeing, community and social inclusion now the previous Strategy has met a number of targets regarding modernisation including accessibility.
- 2.2 The additions to the last Strategy including Action Plan include:
- Current climate and the challenges we are facing such as delivering more for less, homelessness, closure of care homes, low resource for mental health.
 - Building and sustaining resilience amongst residents, i.e., providing allotments to address cost of living; assisting people to improve ability to adapt positively when faced with adversity. Resilience/learning to cope has an important role in recovery from adversity which can also assist with better physical and mental health later in life.
 - Digitalisation research including digital equipment to assist independence, self-service etc.,
 - Future choice in living environment in collaboration with Modernisation Team.
 - Green Space versus Car Parks in the longer term including Electric Vehicle (EV) charging infrastructure.
 - Downsizing from family homes to Independent Living accommodation, benefits/settlements available, in collaboration with Housing Officers.
 - Independent Living HUBS: To continue building strong inclusive communities, access to training for residents and the wider communities, extended partnership working with a a person-centred approach.
 - Initiate and deliver a comprehensive Housing Information Network within the HIBS, feeding into the wider Independent Living sites and communities that support people to make the choices suitable for their situation. At present some information is available but held in different agencies and there is no 'one place' within Stroud District Council to turn to for information that is required regarding housing and care options in and for later life.
- 2.3 The delivery plan within the strategy to measure success with focus on quality of life. Evidence of retaining and sustaining independence will be used. Older people are more likely to be dependant on care and health services if interventions are not implemented. Partnership working with internal/external agencies and Adult Services will be strengthened to ensure preventative measures are put in place.
- 2.4 The action plan will be updated and further developed in accordance with the survey results ensuring it is person centred.

3. CONCLUSION

- 3.1 It is recommended that the Committee adopt the Independent Living Strategy 2023 – 2027.

4. IMPLICATIONS

4.1 Financial Implications

There are no financial implications arising directly from this report.

Any expenditure arising will be met through established budgets.

Jon Coldridge, Principal Accountant

Tel: 01453 754030 Email: jon.coldridge@stroud.gov.uk

4.2 Legal Implications

National policy and legislation stress the critical role that housing plays in supporting independent living and places a duty on local authorities to take actions that will prevent or delay the development of needs for care or support amongst adults and their carers.

Officers will liaise with One Legal where necessary when implementing the recommendations detailed in the Independent Living Strategy 2023 – 2027.

Hayley Sims Head of Law (Commercial and Property)

Tel: 01684 272260 Email: legalservices@onelegal.org.uk

4.3 Equality Implications

Section 149 of the Equality Act 2010 sets out the Public Sector Equality Duty ('PSED'). Consideration of equality matters is an integral part of a local authority's decision making. The PSED requires public authorities to have "due regard" to the need to eliminate discrimination, advance equality of opportunity and foster good relations when carrying out activities.

4.4 Environmental Implications

There are no significant implications within this category.

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INDEPENDENT LIVING STRATEGY 2023-2027

Foreword

The Independent Living Strategy has been created by conducting a full review, rename and update of the Older Persons Housing Strategy (OPHS) 2019 – 2023. The OPHS was a five-year strategy developed as a result of the Ark Report and subsequent working groups views to support the delivery of the modernisation programme and to deliver Stroud District Council's (SDC) vision for its older people's accommodation in the district.

SDC knows that the increasing older population is also becoming more diverse, and more people are living to an incredibly old age which brings a number of challenges in terms of health and support. It also acknowledges that people's aspirations for their lives as they age, are changing too. The services SDC commissions and provides, and the way in which it does it will have to evolve further to meet these changes.

Improving people's lives is a core theme within the Council Plan 2021-2026 and this aspiration resonates strongly with the Independent Living Strategy 2023 – 2027.

This strategy intentions are to maximise the independence, choice and control for older people by providing affordable, accessible, comfortable homes and value for money.

Where this document refers to 'older' and 'getting older' people this includes different generations from age 55 onwards, not because it determines old age but because it is at about this age that people start to think about their future and about retirement.

The Council recognises the demographic shift highlighted in the Ark Report, which, in 2015 anticipates a significant increase in the ageing population over the next 20 years. The report confirmed that 41% of households in Stroud are made up of only older people (aged 55 and over) and that Stroud is likely to see an increase of approximately 78.%of single people of pensionable age retiring in the district. Due to the popularity of the district to people of pensionable age, this increase is likely to impact Stroud more than any other district in Stroud.

This Strategy is formed in a challenging financial climate; however, SDC is committed to delivering it vision of "providing good quality older people's housing which meets a variety of current and future needs – where people want to live. SDC continues to commit to delivering adapted housing and services which are good quality and provide value for money, with an emphasis on affordability to the tenant and the Council. SDC would like the homes it owns to 'enable' older tenants to live as independently as possible with the resources available.

In order to do this, the Council will need to think creatively about how this can be delivered in times of financial constraint, coupled with the current crisis in personal care services and the cost-of-living crisis. This Strategy links strongly with Stroud's Corporate Vision of "making Stroud a better place to live, work and visit for everyone" and the Council Plan 2021 – 2026 one of which is Community Resilience and Wellbeing.

This Strategy sets further context about how it has been established and the strategic objectives which need to be achieved to deliver SDC's vision for Independent Living for older people. The action plan provides a list of robust actions to ensure delivery of this Strategy, in turn achieving SDC's vision.

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1. Our Local Landscape

The Stroud District is a largely rural area covering 175 square miles in the south of Gloucestershire. Much of the eastern half of the district falls into the Cotswold Area of Outstanding Natural Beauty, which covers just over 50% of the district's total land area. The district has a rich built heritage, including 42 conservation areas in a wide variety of towns and villages of which are unique in character.

Stroud has a population of 121,529 (ONS 2021) with a forecast of 123,170 at the end of 2023. There are currently 47,640 private homes in the district with 5,008 properties in the ownership of the council, 43 shared ownership and 1,640 housing association homes. The population is predicted to grow to 136,000 by 2041. There are currently over 725 people on the waiting list that would be eligible for Independent Living accommodation.

There are currently 23,583 young people (aged 0 – 17), 73,650 working age adults and 28,200 age 65+ adults. The increase of pensionable age is anticipated to rise significantly in the future as a result of rising life expectancy and the demographic impacts of two generations of baby boomers.

The Stroud district benefits from a vibrant community spirit offering a mix of culture and countryside. The towns benefit from a range of independent cafes and shops all set in a picturesque location, which is proving to be a popular choice to live and retire in, particularly with the larger towns of Cheltenham, Gloucester and Cirencester not far away.

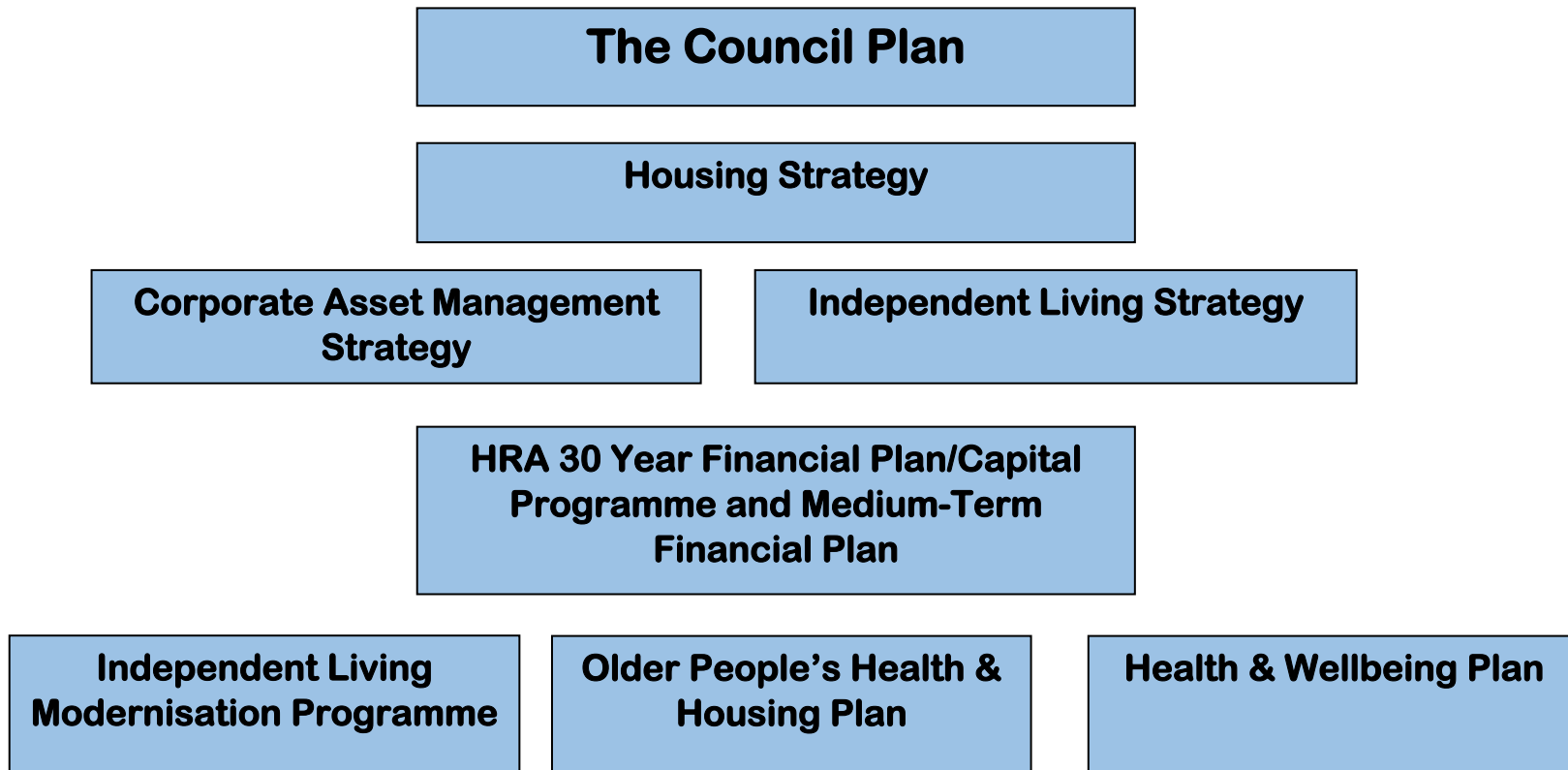
2. The Corporate Context

The Council Plan 2021 – 2026 was published in 2021(www.stroud.gov.uk/council-and-democracy/corporate-plans-and-policies/council-plan). Concentration on lessons learnt from the global pandemic and how the crisis has affected our finances, organisation, residents, businesses , communities determined the priorities of the Council Plan:

- **Environment and Climate Change** – Protecting our environment and leading the district to carbon neutrality in 2030.
- **Community Resilience and Wellbeing** – Strengthening and supporting our communities so people feel included and connected.
- **Economy, Recovery and Regeneration** – Supporting a thriving and resilient local economy.

The Independent Living Strategy supports The Council Plan and includes key strategic objections and targets for our Independent Living assets and appropriate general needs stock to ensure they provide good quality accommodation for older people. It also

provides details on our future investment strategy through the Independent Living modernisation programme and the affect this will have on our assets. The diagram below reflects how the Strategy fits in within the wider corporate context:



3. Setting Our Vision

The subsequent need to review and amend the Strategy for older people’s accommodation for the next five years was originally founded on the Ark Report (2015) and the Council’s commitment to deliver the Independent Living modernisation programme. SDC completed the improvements to the first scheme in 2018 which opened further discussion about which improvements were priorities and what our older people’s accommodation should be delivering for current and future tenants. The independent Living modernisation programme is fundamental to improving the health and wellbeing of our older tenants.

The vision was developed jointly with partners and older people themselves. The start point was setting up a Vision and Strategy group with a variety of officers across the council to examine the challenges for older people in the future, particularly during a time of austerity and reduced spend on care and support; with a greater onus on enabling people to live independently in their homes for longer. The focus of this group was solely on current and future SDC tenants, and how some of the future challenges may be overcome. Together a vision was proposed with a number of areas identified which needed further examination and consideration.

In 2022, further surveys were conducted:

- June 2022 – Survey Monkey sent out to all SDC tenants aged 40 – 55 (Appendix 2)
- Tenant Satisfaction Survey (Appendix 3)

The results of the survey have been fed into this this Strategy and have also formulated the Action Plan (Appendix 1)

4. Our Vision

The vision proposed by the Vision & Strategy group is:

“To provide good quality older people’ housing which meets a variety of current and future needs – where people want to live”.

In order to continue to meet this vision the Council has set strategic objectives, supported by a robust action plan which can be monitored and reviewed on a regular basis.

5. Consultation – What Future Customers Want.

The Tenant Satisfaction Star Survey(Appendix 3) for Independent Living was conducted in late 2022 and was sent out to current residents. A Survey Monkey was also conducted in June 2022 via Facebook and text message; this was sent out to all tenants aged 40+.

- The **Star Survey** was completed by 307 residents which represents 43% of all independent living households that were invited to take part. Over four fifths of residents are satisfied with the overall service, coming against the three-year backdrop of the pandemic, inflation and difficulties in hiring staff. 13% were dissatisfied and 6% were neither satisfied or dissatisfied.
 - ✚ The quality of the home is the main theme of the survey results because how tenants answered this question is the most closely linked to overall satisfaction.
 - ✚ This is an even stronger driver of satisfaction than in the past, reinforced by the fact that the repairs satisfaction appears on this list for the first time.
 - ✚ Communication and resident involvement are the remaining themes, with three of the key drivers on this broad topic, where some scores have improved since the last survey.

- The **Survey Monkey** (Appendix 4) was completed by 57 residents aged between 40 and 55. The survey found that 75% planned to retire in the Stroud District. 49% would consider moving into an Independent Living scheme, whilst 23% would not and 28% were unsure. 50% want to live in a rural parish for peace and quiet, nature being good for well-being and green space whilst 50% want to live in a market town where everything is accessible, close to the shops, better access to community and public transport.
 - ✚ Communal gardens and shared external spaces were an important factor when considering the environment whilst 33% felt a personal space with fencing was important, especially when family visit and to hang washing. Some were not at all concerned about having their own space as they feel shared spaces are important to prevent isolation.

- ✚ Communal space for internal social gathering such as HUBS is high priority for 56% of potential independent living residents.
- ✚ Mobility scooter store and charging points were also high priority for 52% whilst communal laundries was split as 51% categorised this as a very low priority as some would prefer their own laundry facilities.
- ✚ Access to local healthcare facilities, public transport and shops is a high priority for 50% of people; several expressed the wish to have freedom to engage or not to engage with available services.

A summary of recommendations is detailed below:

Continue to work throughout 2023-2026 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 link to a hub scheme to ensure that access to services is not lost.

Improve awareness of our Independent Living options to encourage households to downsize- schemes should become more desirable as a result of the modernisation programme which is improving communal areas and accessibility to these spaces.

Consider conversation 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.

Seek areas of improvement of the Council’s Corporate Asset Management Strategy to ensure the SDC’s older people’s schemes and general needs accommodation enables rather than disables – allowing residents to live as independently as possible.

The Independent Living Strategy should seek to enhance partnership working with external agencies to improve support and care provision across the district.

Undertake further visits to other affordable housing providers to examine the range of accommodation and best practice on offer. Carry out focus groups with existing tenants to further examine specific areas with the surveys.

These recommendations have been developed into this Strategy along with the original Task and Finish Group’s input into the strategic objectives (<https://www.stroud.gov.uk/media/971200/item-6b-older-persons-strategy-task-and-finish-group-final-report.pdf>)

6. Strategic Objectives

Although the issues that face SDC are not uncommon to other local authorities the vibrancy and variety of the local landscape which includes a mix of rural and urban areas. Alongside the demographic of our population, do present SDC with some unique challenges. A few of these challenges are; social isolation, access to health and support services, transport links, access to retail and leisure facilities and the lack of a range of good quality older people's accommodation.

In response to these challenges, and to achieve the Council's vision, this strategy seeks to deliver six strategic UNIQUE objectives:

U

Understand what current and future tenants want from their homes as they age and how this can be achieved.

N

New homes should be designed to be dynamic allowing flexibility and adaptability for the future.

I

Increase the desirability of our older people's accommodation to encourage downsizing and improve the lives of residents.

Q

Quality homes which provide a range of options which 'enable' residents to live independently for longer.

U

Understand how affordable our homes and services are for our residents and SDC.

E

Engage with agencies and community groups to improve partnership working, reducing isolation and improving health and wellbeing.

The Council recognises that a number of local authorities and housing associations have undertaken similar reviews in recent years. Whilst it is felt that there is good practice that can be replicated, SDC also understands that the district itself is unique and diverse, therefore it may require a different approach to other housing providers.

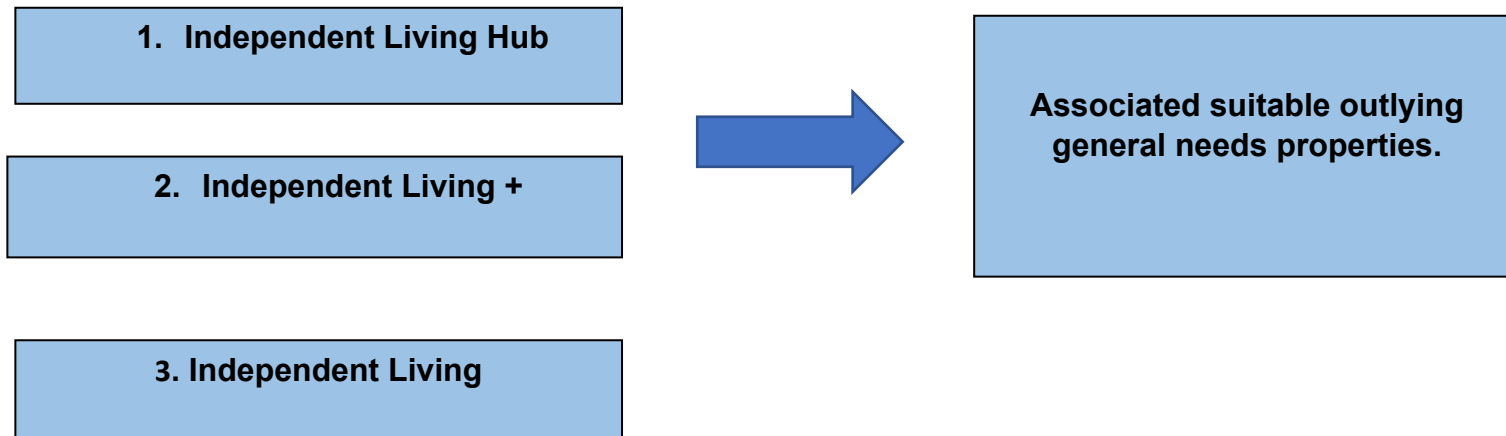
The six strategic objectives will provide the 'unique' approach that Stroud needs to future proof its older people's accommodation, to meet the needs and aspirations of its current and future tenants.

These strategic objectives will shape Stroud's housing stock to provide a range of accommodation which is suitable for a diverse group of older people, whilst remaining affordable in the longer term. The key objectives highlighted should also assist with the crisis in personal care, by enabling tenants to live independently in their homes for as long as possible.

7. Our Range of Accommodation

Currently SDC offers older people's housing in the form of general needs or independent living schemes with a mix of accommodation such as flats, bungalows and houses. Residents in independent living schemes pay an individual service charge which is reflective of the service provided, this was changed from a flat rate service charge across all schemes in 2020.

The current model as set out below, is a result of the consultation undertaken with Stroud residents and the Task and Finish Group's recommendations which has created a range of options for tenants. This provides choice for future customers who may not need all of the services provided at a hub scheme and may not wish to pay for the services they do not need or receive.



Where possible, the schemes have been spread geographically to ensure a range of options in as many areas as possible and to avoid concentration of hubs in specific areas. The key criteria of the accommodation ranges are:

Independent Living Hub	<ul style="list-style-type: none"> • Communal lounge, which is also used for health clinic, activities, adult education, digital inclusion classes, better balance classes etc., for tenants of the scheme whilst offering this service to outlying properties in the local community. • 100% provision (or as close as possible) of mobility scooter storage and charging points. • Level access provided throughout the building and externally. • Visiting Site Officer • Enabling Officer available on self-referral for housing related support
Independent Living +	<ul style="list-style-type: none"> • Communal lounge where tenants can socialise to reduce social isolation. • Improved provision of scooter storage and charging facilities. • These schemes may not benefit from level access • Visiting Site Officer • Enabling Officer available on self-referral for housing related support
Independent Living	<ul style="list-style-type: none"> • No communal lounge – existing lounges may be used to create additional accommodation. • Visiting Site Officer • Enabling Officer available on self-referral for housing related support, not Tanners Piece.

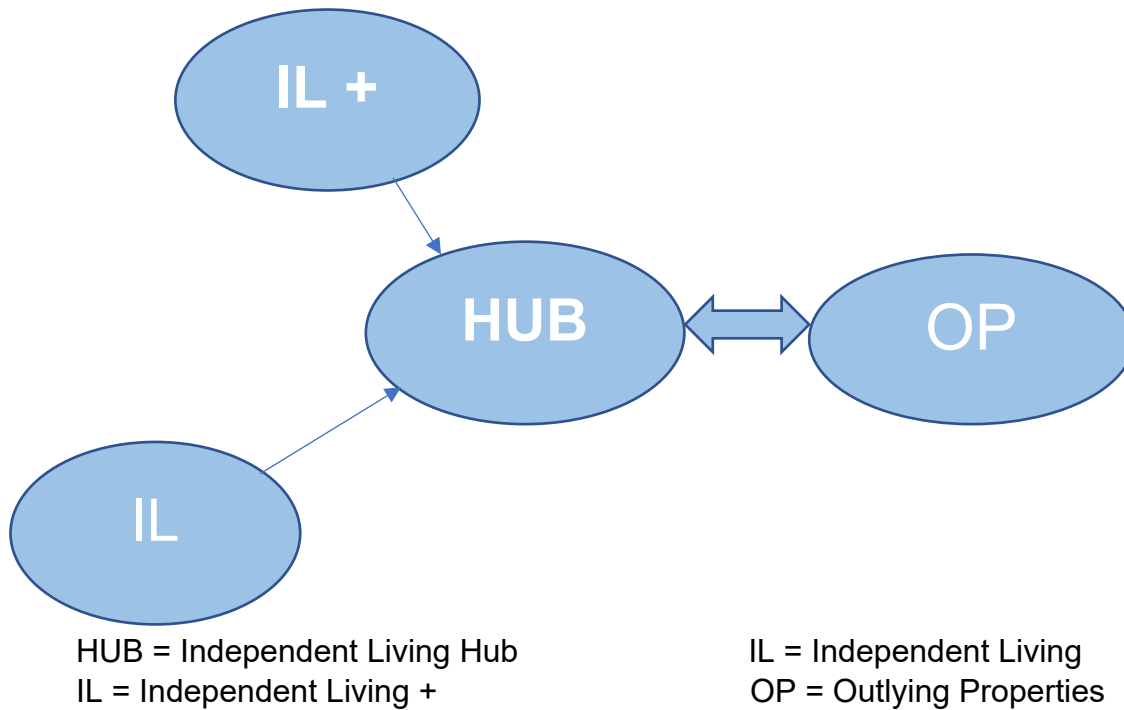
June 2023, there are currently 5 Independent Living HUBS at

- Sherborne House, Stonehouse
- Springfields Court, Cam
- Concord, Nailsworth
- George Pearce House, Minchinhampton
- Grange View, Uplands, Stroud

The sixth hub will be introduced late 2023 at Walter Preston Court in Cashes Green; 2025/26 is when the seventh hub will be introduced at Dryleaze House in Wotton-Under-Edge.

Associated Suitable Outlying General Needs Properties

- General needs properties suitable for older people (e.g., bungalows) are invited and welcomed to any of the independent living schemes identified above. This allows general needs residents to access the enhanced services provided at the independent living schemes, thus helping to support the future viability of social activities at Independent Living schemes.



The diagram shows how the range of accommodation operates:

- Independent living Hub schemes are located around the district with a range of independent living + and independent living schemes also provided in the locality where possible.
- Independent Living Hubs are the centre of the independent living community for their area. Social activities such as health and well-being clinics and recreational events will be organised and held at these schemes and extended to residents in the wider community.
- The residents at independent living + schemes are invited to join in any group activities in the Hub schemes, however they also benefit from a communal lounge at their own schemes allowing them the ability to socialise, building neighbourly relations and networks.
- The Independent Living schemes will not have any communal lounge; however, they are invited to use the Hub or IL+ communal lounges and attend any social activities, this will ensure that residents living at these schemes have the opportunity to live independently but still have the ability to socialise when it suits them.
- Any suitable outlying properties, such as existing general needs bungalows which surround independent living schemes, could also be given the opportunity to attend activities at the Hub extending the community network.

Underpinning Choice

A Comprehensive Information Network

Older people and their families need straightforward explanations about housing and care options in and for later life. At present some information is available but held in different agencies and there is no 'one place' to turn to for information that is needed, often at time of crisis, about major life changing decisions. Older people and their families need to understand issues such as how social care works, what State services and financial support are available, how to go about choosing between accommodation options and whether there are financial options to release equity.

Our intention is to:

- Develop a comprehensive Housing Information Network services that supports people to make the choices suitable for their situation, ensuring the person is at the heart of the decision making.

Greater Involvement in Decision Making

Our intention is:

- Encourage older people in relevant schemes and communities to become champions of the Council's Standards so that older people themselves monitor and challenge the Standards in collaboration with SDC's Resident Involvement groups.

Excellence in the Planning and Delivery of Services

Excellence means delivering the services that are required, from a customer perspective to achieve the outcomes required.

Our intention is:

- Ensure older people in and around our Independent Living sites are receiving the best service from their perspective.
- Recognise that no service can operate in isolation and needs the cooperation and joint working of other departments and agencies.
- Ensure what we do is continually challenged for real improvements.
- Ensure that public money is put to best use for the residents of the district.

Monitoring and Review

Monitoring of the Action Plan

This action plan (Appendix 1) will provide a robust method of monitoring and delivery of the strategic objectives to achieve the Council's vision for its Independent Living Strategy.

The action plan will be monitored on a bi-monthly basis by the Service Delivery Manager and Head of Housing Services, with progress made being reported on an annual basis to Housing Committee.

Review of the Strategy and Action Plan

The strategy and the action plan should be reviewed fully by the Head of Housing Services by April 2025, with any changes to the strategy reported to Housing Committee.

ACTION PLAN

Independent Living Strategy 2023 - 2027

Appendix 2

1 Short term actions

Item	Issue	Action	Who	Due Date	Complete /Update
1.	Current Climate and challenges faced by closure of care homes, homelessness, low resource for mental health – delivering more for less.	Prospective tenants with mental health must have support attached on sign up of tenancy to independent living which will include assessment after viewing stage to ensure housing need is met.	1. Housing Advice 2.Enabling Officer.	Ongoing as appropriate	
2	Cost of Living Crisis has led to tenants being faced with adversity, poor financial outlook, risk of food poverty.	Build and sustain resilience by providing allotments which will assist will cost of living, health and wellbeing and social inclusion. Recovery from adversity and improved physical and mental health in later life.	1.Site Officers 2.Enabling Officers	April 2024	
3.	Many tenants are not able to use digital services which will assist towards retaining their independence and potential risk to social isolation.	Research to be carried out including digital equipment to assist with self-serve, shopping, inclusion to social media platforms.	1.Hub Facilitator 2.Enabling Officers	Ongoing as appropriate	
4.	General needs properties under-occupied by tenants aged 55+ on secure tenancy basis whilst shortage of 2/3 bed houses available.	Look at downsizing benefits/settlements available in collaboration with Housing Manager	1.Housing Manager 2.Service Delivery Manager	Review March 2024	
5.	Properties geographically based around Independent Living HUBS isolated from social interaction. No profiling available,	Update profiling on tenants in local environment to continue to build strong, inclusive communities by using data. Continue to provide access to training, extended partnership working with a person-centred approach	1.Housing Officers 3.Enabling Officers	Review January 2024	

2 Longer term actions

Item	Issue	Action	Who	Due Date	Complete
1.	Lack of car parking spaces and electrical vehicle (EV) charging.	Carry out feasibility studies on green spaces with a view to transforming areas into additional car parking. Investigate current EV investigations in Community Services with potential to expand to Independent Living sites – Infrastructure for feasibility to align services.	1.Service Delivery 2.Manager Community Services	Review April 2024	
2.	There is no 'one place' within Stroud District Council to access information that is required regarding housing and care options in and for later life.	Initiate and deliver a comprehensive housing information network paper which will also feed into the wider communities and support people to make suitable choices for their situation.	1.Enabling Team. 2.Hub Facilitator 3.Service Delivery Manager 4.Health & Wellbeing team	June 2024	
3.	Longer term unsecure financial outlook	Concentrate on the individual site results from Star Survey to offer confidential support with an approachable can-do attitude to tenants that need more help with well-being or financial issues	2.Enabling Team	Review April 2024	



Independent Living

STAR Tenant Satisfaction Survey 2022



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Appendix C
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1. Introduction

Background

This report details the results of Stroud District Council's 2022 STAR tenant satisfaction survey, delivered by ARP Research. This report covers the survey results for those in independent living. A second report is also available containing the survey results for general needs tenants. The aim of the survey is to allow tenants to have their say about their home, the services they receive, and how these could be improved in the future. This year's questionnaire also references The Regulator of Social Housing's tenant satisfaction measures (TSMs) that social landlords will be required to report on in future years (indicated throughout the report by the government coat of arms).

Where applicable the current survey results have also been compared against the 2019 STAR survey, including tests to check if any of the changes are *statistically significant*. Finally, the results have also been benchmarked against Housemark's STAR database of similar peer landlords, supplemented where necessary by ARP Research's own database.

About the survey

The survey was carried out between September and October 2022. Paper self completion questionnaires were distributed to all 718 Independent Living households, followed by a reminder approximately three weeks later for all those that had not yet replied. In addition, email invitations and reminders were sent to every valid email address in the sample, plus a text invitation and reminder to all mobiles in the sample. The survey was incentivised with a free prize draw.

In total there were 307 responses to the survey which represented a response rate of 43% (error margin +/- 4.2%). Online responses comprised 24% of the total (74), including 40 direct responses to email (11% response) and 18 to text message (4% response). The returns exceeded the stipulated STAR target error margin of +/- 5% with a 2% increase in response rate compared to 2019.

Understanding the results

The results were checked to ensure that they were representative of the tenant population on the main demographic and geographic characteristics. Most of the results are given as percentages, which may not always add up to 100% because of rounding and/or multiple responses. It is also important to take care when considering the results for groups where the sample size is small. Where there are differences in the results over time, or between groups, these are subjected to testing to discover if these differences are *statistically significant*. This tells us that we can be confident that the differences are real and not likely to be down to natural variation or chance. For further information on the methodology and statistics please see Appendix A.



2. Executive summary

Bench mark	2019 result	change over time	2022 result		Question source
85%	83%	↓	81%	satisfaction overall	HouseMark STAR
90%	90%	↓	86%	quality of home	HouseMark STAR
90%	N.A.		87%	safety and security of home	HouseMark STAR
79%	N.A.		77%	communal areas clean and maintained	
88%	N.A.		86%	rent value for money	HouseMark STAR
84%	83%	↓	68%	repairs and maintenance overall	HouseMark STAR
76%	88%	↓	76%	last completed repair	HouseMark STAR
79%	N.A.		79%	treated fairly and with respect	
83%	N.A.		70%	easy to deal with	HouseMark STAR
71%	57%	↑	64%	listens to views and acts on them	HouseMark STAR
74%	73%	↓	71%	keeps tenants informed	
68%	64%	↑	69%	opportunities to make views known	HouseMark STAR
57%	N.A.		61%	approach to handling complaints	
89%	N.A.		90%	neighbourhood as a place to live	HouseMark STAR
68%	N.A.		68%	makes a positive contribution to area	
60%	N.A.		59%	dealing with ASB	

statistically significant improvement
 no statistically significant change
 statistically significant decline

2. Executive summary

Overall satisfaction

1. Overall tenant satisfaction with the Independent Living service amongst tenants has fallen slightly from 83% in 2019 to 81% in 2022, but this change is small enough that it isn't considered to 'statistically significant'. This contrasts with the Housemark benchmark score amongst comparable landlords, which over the same time period had fallen by a greater margin (from 90% to 85%, section 3).
2. One factor that appears to have helped the overall satisfaction score will have been significant improvements in communication and consultation with Independent Living tenants, as evidenced by the fact that they are now more likely to feel listened to, and to have opportunities to make their views known (section 7). Satisfaction with the grounds maintenance service has also significantly improved (section 8).
3. Conversely, as was also the case for general needs tenants, the twin challenges of pandemic lockdowns happening at the same time as repairs functions were brought in-house, resulted in significantly poorer repairs satisfaction scores (section 5).
4. A 'key driver' analysis is a statistical test to check which other results in the survey are best at predicting overall satisfaction. In descending order of strength, the five strongest factors most closely associated with overall tenant satisfaction are:
 - Quality of the home (72% satisfied, section 4)
 - Being kept informed (56%, section 7)
 - Repairs and maintenance overall (55%, section 5)
 - Opportunities to make views known (56%, section 7)
 - Treated fairly and with respect (71%, section 6)

The home

5. The quality of the home has been the strongest key driver of satisfaction amongst Independent Living tenants for the last few surveys and this pattern continues in 2022. Indeed, it seems to be more influential than it has ever been (section 3).
6. Satisfaction with the quality of the home has fallen by 4% since 2019 to 86%, although this isn't quite enough to be considered a 'statistically significant' change. Indeed, the relevant Housemark benchmark has fallen by a comparable margin (section 4).
7. In the comments the single most common request for improvements were related to the property (24%), most frequently heating and energy efficiency (5%) and window replacements (section 11).
8. Far fewer tenants commented about other safety or security issues, which also supported the finding that most tenants are satisfied with the safety and security of their home (87%).
9. In addition, over three quarter of Independent Living tenants are satisfied that the communal areas in their scheme are kept clean and well maintained, which is consistent with similar landlords.

Repairs and maintenance

10. The overall perception of the way repairs and maintenance is dealt with has fallen since 2019 with only around two thirds of the sample now saying that they are satisfied (68%), compared to 83% in 2019 (section 5).
11. The score is now firmly in the benchmark fourth quartile compared to the sector average of 83%, whereas before it was exactly in line with the median.
12. This finding is consistent with the similar pattern observed in the general needs survey, although it seems to have had a more limited impact on other satisfaction scores in the survey.
13. Respondents have a higher opinion of their last completed repair (76%) than for the service as a whole. The last repair is much closer to the benchmark target of 79%. Only 66% are satisfied with the time taken to complete work after it is reported, however, doing the job right first time is actually the best predictor of satisfaction with the last completed repair.

Communication

14. Whether Independent Living tenants feel that they are kept well informed by their landlord is now the second strongest key driver of satisfaction overall, which undoubtedly linked to the issue of repairs.
15. Otherwise, performance in this regard appears to have been largely stable since 2019 (71%), which is close to the Housemark benchmark of 74% (section 7).
16. The opportunities that tenants have to make their views known is also now a key driver of satisfaction, which has significantly increased from 64% to 69%, and is now above the benchmark level.
17. This is coupled with an even bigger increase in the proportion that feel their views are being listened to and acted upon (64% v 57%), which provides further evidence that tenants are now feeling more engaged and involved than they were before.
18. Around a third of respondents are interested in having their say in the future, with in person discussion groups the most popular method.

Customer service

19. Being treated with fairness and respect is a key driver of overall satisfaction for both Independent Living tenants and those in general needs (see section 3).
20. Fortunately, almost four out of five tenants agree that they are treated this way (79%), compared to only 9% that disagree, which is in line with what other landlords (section 6).
21. Being easy to deal with, known as a customer effort score, is a recently added core STAR question. However, again following the same pattern as general needs, the 70% satisfaction score is well below the 83% Housemark benchmark target.

2. Executive summary

Value for money

22. Despite the cost of living crisis the majority of residents in Independent Living are satisfied that their rent represents good value for money (86%), compared to only 6% of the sample that are unhappy with it (section 4).
23. Indeed, most tenants also agree that their rent and service charges are affordable (75%), over a fifth say that they feel financially insecure (18%, section 10).

Complaints

24. Although the majority are satisfied with how the Council deals with complaints (61%), around a fifth are actively dissatisfied (19%). However, when placed in context with other similar landlords this score is actually quite good being slightly above the median score of 57% (section 9).
25. Note that it is important to remember that relatively few tenants will have direct experience of, or even be thinking about, the formal complaints process when answering this question.

Neighbourhoods

26. The vast majority of tenants are happy with their neighbourhood as a place to live (90%), and three quarter feel that their landlord makes a positive contribution to the where they live (76%). This is consistent with other landlords (section 8).
27. It is very pleasing to see that satisfaction with the grounds maintenance service has increased significantly from 69% to 76%, including a 15% increase in 'very' satisfied (now 40%).
28. As in 2019 the biggest neighbourhood problems are dog fouling/dog mess, rubbish or litter, and noisy neighbours. The only one of these to change since last time is dog mess, now considered a problem by 21% of respondents (was 12%).
29. The level of satisfaction appears relatively low when respondents are asked about the approach to handling anti-social behaviour (59%), but this is normally lower than many other scores and the benchmark average is virtually the same (60%).

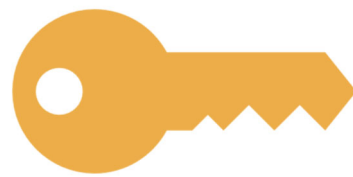
Wellbeing

30. When asked about feelings of loneliness and isolation, 15% say they have felt this way to at least some extent, including 7% that explicitly feel this way (section 10).
31. Around two thirds of the sample say that they would consider going to the Council for help with wellbeing or money problems, although only one in ten respondents currently feel that they need such help, including a fifth of the under 65s.



3. Services overall

81%
satisfied
overall



top 'key drivers'

1. quality of home
2. being kept informed
3. repairs overall
4. making views known
5. treated fairly & with respect



Overall satisfaction has fallen slightly, but not by a statistically significant margin



The result is now closer to the Housemark benchmark than it was before, albeit still 4% below the norm



Bricks and mortar issues are stronger drivers of satisfaction than in 2019 due to falling repairs satisfaction



On the other hand, better communication and consultation scores seem to have positively influenced perceptions

3. Services overall

The last survey of Independent Living residents was conducted prior to the pandemic, during which time there was substantial disruption to services. It is therefore relatively positive to see that whilst overall satisfaction has **fallen slightly** from 83% to 81%, this change is small enough that it isn't considered to 'statistically significant'. What this means is the statistical test used to compare scores gave a result that was within the margin of error, showing we can't be confident enough that the difference was real rather than being merely down to chance.

Indeed, this contrasts with the Housemark benchmark score amongst comparable landlords, which over the same time period had fallen by a greater margin (from 90% to 85%). As a consequence, although the Council's score is still in the fourth quartile of peer landlords, the **gap has closed** since 2019 as it is now just 4% behind the norm, whereas the gap was 7% before. This is the opposite of the Council general needs tenants where this gap had extended (see separate report).

One factor that appears to have helped the overall satisfaction score will have been significant **improvements in communication and consultation** with Independent Living tenants as evidenced by the fact that they are now more likely to feel listened to, and to have opportunities to make their views known (section 7). Satisfaction with the grounds maintenance service has also significantly improved (section 8).

Conversely, as was also the case for general needs tenants, the twin challenges of pandemic lockdowns happening at the same time as repairs functions were brought in-house, resulted in significantly **poorer repairs satisfaction** scores (section 5). Indeed, overall satisfaction is lower for Independent Living tenants that received a repair in the last year (see below).

Key drivers

A 'key driver' analysis is a statistical test known as a 'regression' that identified those ratings throughout the survey that were most closely associated with overall satisfaction. This test does not mean that these factors directly caused the overall rating, but it does highlight the combination of factors that are the best predictors of overall satisfaction for tenants. This has the advantage of potentially identifying hidden links that respondents may not even be conscious of (see chart 3.2).

The first thing to note from these results is that the strongest key driver, the **quality of the home**, is the same as it was in 2019. This is a fairly common finding across the sector amongst this type of tenant. However, unlike in 2019 when it was broadly equal in strength to a few other issues it is now the dominant driver of Independent Living satisfaction.

This makes sense when considering that the pandemic will have disrupted maintenance and responsive repairs, which is probably why the quality of the home rating has fallen by 4% since 2019, albeit not quite enough to be a statistically significant change (section 4). Indeed, **repairs and maintenance** overall appeared in the key driver list itself for the first time in a Stroud Independent Living Survey.

Bricks and mortar issues are therefore the main theme of the 2022 results, but the key drivers suggest a secondary theme of **communication and resident involvement** as the remaining three items on the list could all be broadly encompassed with such a term. This too has echoes of 2019, with one of these items (being kept informed) appearing on the key driver list in both years. In addition, as mentioned above, the opportunities for tenants to make their views known seem to have improved significantly since the last survey (section 7), providing further evidence that this has had a positive effective on overall perceptions. The last of these linked drivers is the extent to which the Council is seen to treat tenants with fairness and respect, which whilst a new question seems to compare favourably with other landlords (section 6).

3.1 Overall satisfaction

% Base 302 | Excludes non respondents

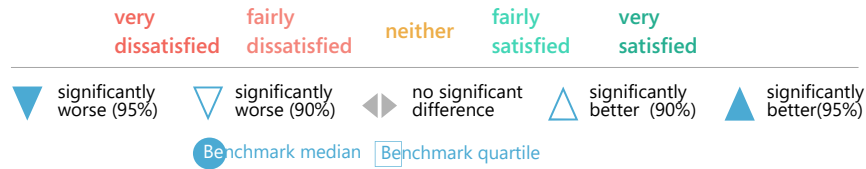


Overall service provided by housing services



satisfied 2022 satisfied 2019 error margin bench mark

81 ◀▶ 83 +/- 4.4 **85**
4th



Change over time

- Overall satisfaction has fallen by 2% but this is not a significant margin.
- The benchmark median is 5% lower than it was in 2019, so the Council’s score is closer to it than it was previously.



By people

- Because the age profile of tenants in Independent Living is very similar, there was very little difference between this and other scores throughout the survey findings **by age**. That said, the youngest respondents (aged 55-64) were the least satisfied overall (78%). For full details see table 12.5.
- Overall satisfaction is also significantly lower for people that have felt lonely or isolated (63%), need help with **wellbeing or money** problems (71%), or had **made contact** with the Council in the last year (76%), however the latter were only significant at the 90% confidence level.
- Satisfaction is also notably lower amongst respondents who have **had a repair** in the previous year compared to those who have not (79% v 84%).



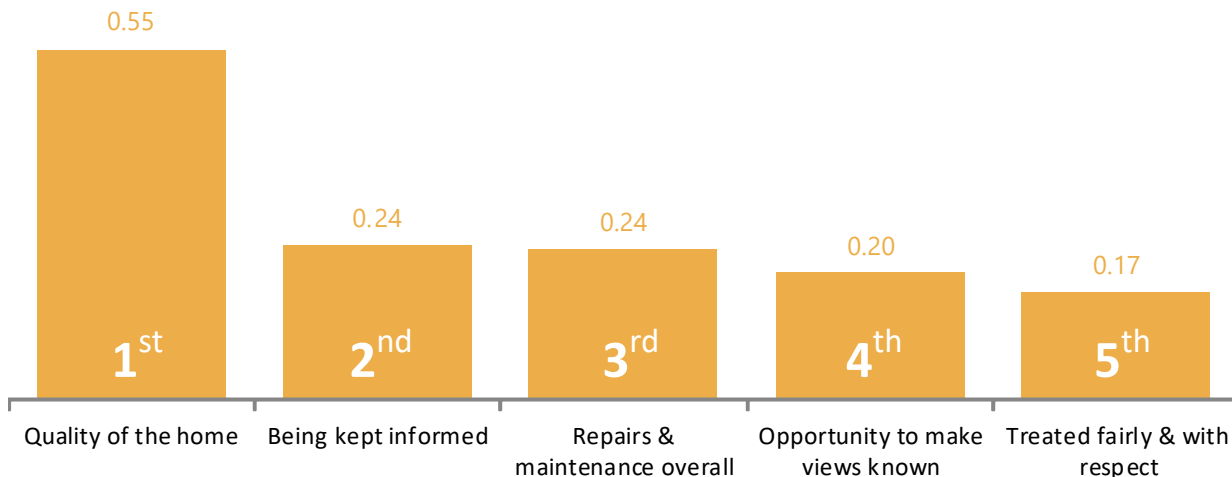
By place

- Please note that here, and throughout the report, the analyses by scheme have very small base sizes. Consequently, any variations, including those that are statistically significant, can show big swings due to the views of a small number of individuals.
- Nevertheless, it is still notable that respondents in **Dryleaze Court** are less satisfied than average overall (50%), which is the same pattern that also emerged in 2019. This pattern continues across many of the other survey results.
- Overall satisfaction is also lower in **Springfield’s Court** (64%), including 3 of the 14 respondents that are actively dissatisfied.
- A number of schemes have an overall satisfaction score around 90%, but only Concord’s score is statistically significant because this is the biggest sub-group in the survey.
- Overall satisfaction is identical for those living in flats and bungalows (both 81%).

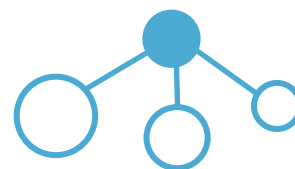
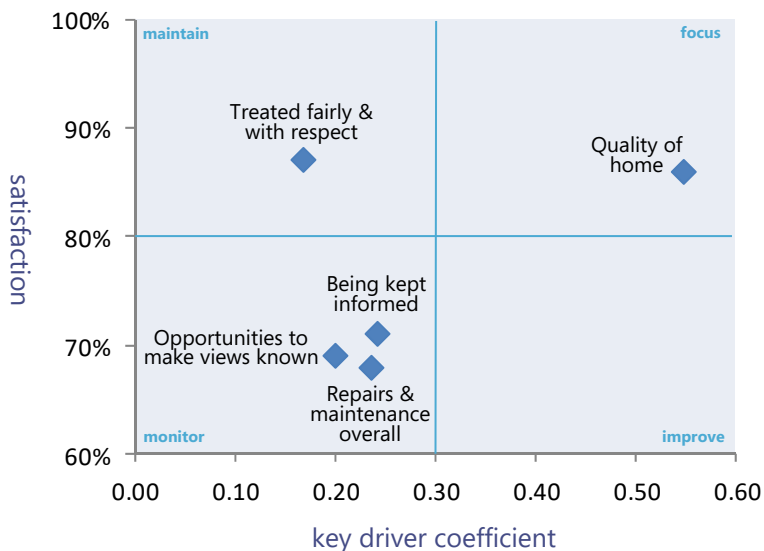
3. Services overall

3.2 Key drivers - overall satisfaction

R Square = 0.688 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



3.3 Key drivers v satisfaction



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

3.4 Overall satisfaction by scheme

Excludes schemes with fewer than 7 respondents

	Sample size	% positive Overall satisfaction		Sample size	% positive Overall satisfaction
Overall	307	81	Overall	307	81
Archway Gardens	7	86	Hamfallow Court	12	83
Ashwell House	8	75	Hazelwood	17	88
Broadfield Road	14	79	Jenner Court	11	90
Burdett House	11	70	Malvern Gardens	7	86
Chapel Lane	8	63	Sherborne House	8	75
Concord	18	89	Springfields Court	14	64
Draycott	8	88	St Nicholas Court	18	83
Dryleaze Court	15	50	The Corriett	10	70
Dryleaze House	15	87	Trinity Drive	7	71
George Pearce House	13	85	Vizard Close	8	88
Grange View	12	100	Walter Preston Court	16	93
Grove Park Road	13	85	Willow Road	9	89

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



4. The home

87%



safe & secure

86%



quality



The quality of the home is the dominant key driver of overall satisfaction



Satisfaction with the quality of the home has fallen a little, but this isn't a statistically significant change



The most commonly mentioned requests for property improvements are heating, energy efficiency and windows



Satisfaction with the cleaning and maintenance of communal areas is broadly on par with other landlords

The quality of the home has been the **strongest key driver** of satisfaction amongst Independent Living tenants for the last few surveys and this pattern continues in 2022. Indeed, it seems to be more influential than it has ever been (chart 3.2).

The effects of the pandemic are still being felt across the sector, including perceptions of properties where maintenance had to be delayed due to lockdowns. This is also evident in this set of results as satisfaction with the quality of the home has **fallen by 4%** since 2019 to 86%, although it should be noted that this isn't quite enough to be considered a 'statistically significant' change. Indeed, the relevant Housemark **benchmark** has fallen by a comparable margin, meaning that the Council's score is still in the third quartile.

The centrality of this issue was also clear when tenants were asked at the end of the survey if there was anything else they would like to say, as the most common request for improvements were related to the property (24%), most frequently **heating and energy efficiency** (5%) and window replacements (2%, see section 11).

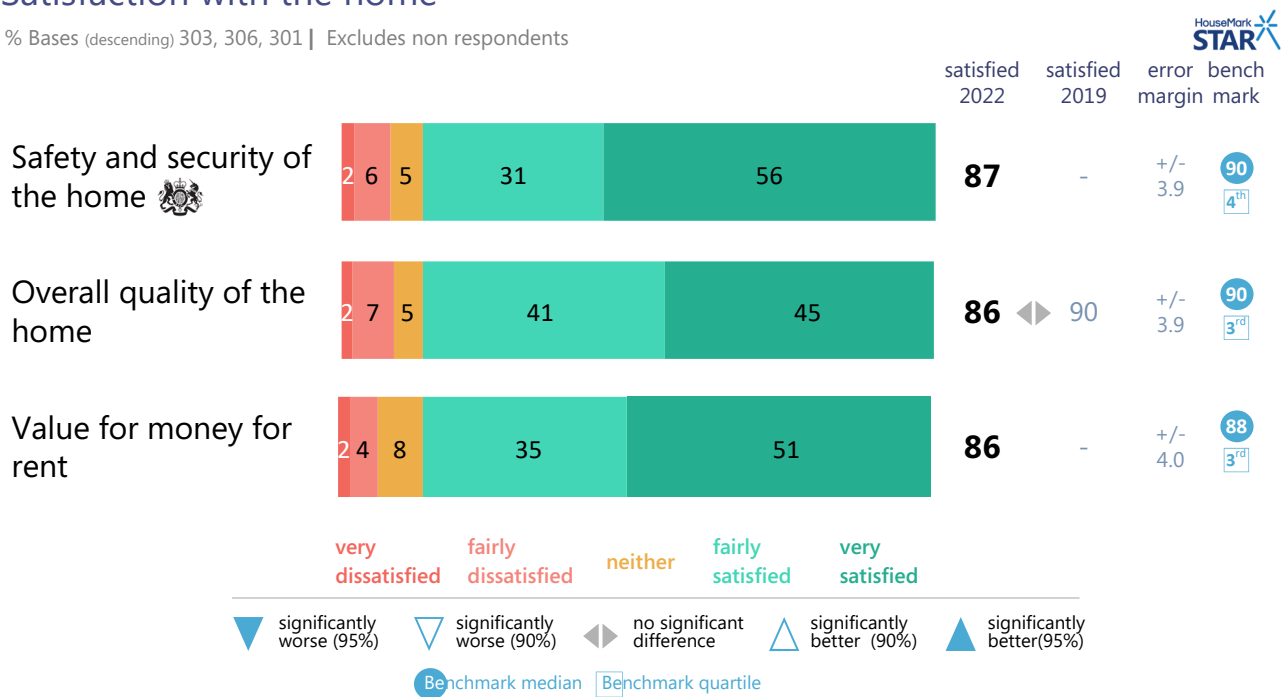
There were fewer comments about the **safety and security** of the home, which confirms the finding that the majority of tenants are satisfied in this regard (87%) and that this proportion is unchanged since 2019.

Similarly, perceptions of **rent value for money** are also sufficiently high that only 6% of the sample are unhappy with it. Indeed, only a handful of commenters really touched on value for money issues (chart 11.7). This question wasn't asked in 2019, but the result is broadly on par with similar landlords.

Another new question in this year's survey, due to its inclusion in the new regulatory suite of questions, asks about the cleanliness and maintenance of **communal areas**. Although there are currently only a few landlords in the Housemark database that have asked this new question, from the limited evidence available it would seem that the Council's score of 77% is also generally consistent with the **benchmark average**. Nevertheless, around one in six tenants are still dissatisfied (16%).

4.1 Satisfaction with the home

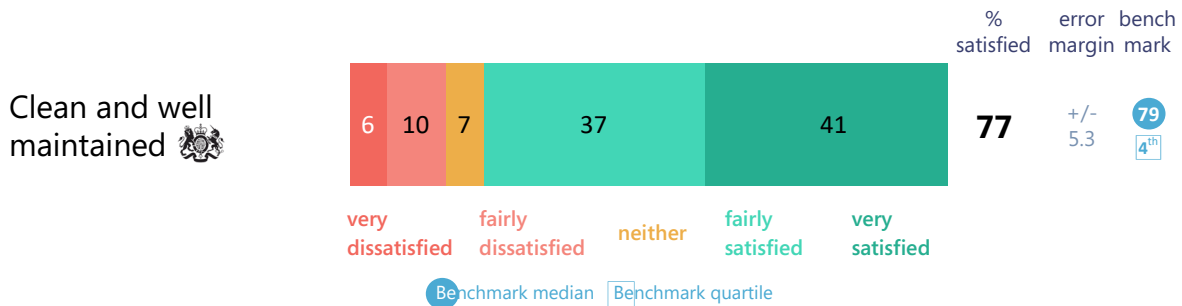
% Bases (descending) 303, 306, 301 | Excludes non respondents



4. The home

4.2 Communal areas

% Bases (descending) 242 | Living in a property with communal areas. Excludes non respondents .



Change over time

- Satisfaction with the quality of the home has fallen albeit not significantly since 2019 from 90% to 86%.
- However, perceptions of safety and security remain unchanged.

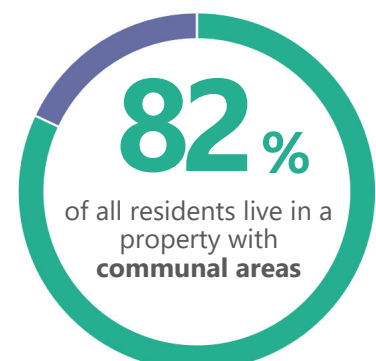


By people

- Both the quality of the home and its safety/ security are rated significantly lower than average by respondents who feel **lonely and isolated** (74% and 71% respectively).
- The quality of the home was also rated significantly lower than average by tenants who have **had a repair** in the previous year (82%).
- Similarly, tenants who have had a repair in the previous year are far less satisfied with the maintenance of communal areas than those who had not (71% v 83%).
- Unsurprisingly, value for money for rent is rated somewhat lower by tenants who **need help** with wellbeing or money problems (73%), compared to 88% who do not.

By place

- Respondents in **Dryleaze Court** are significantly less satisfied with their home, safety, and the rent that they pay (around two thirds satisfied for each).
- The **quality of the home** also seems to be a significantly worse issue in Burdett House, Chapel Lane, Sherbourne House and Springfields Court (chart 4.3).
- Respondents living in Concord and Grange View, Hamfallow Court and Willow Road seem to be the **most satisfied** with their homes.
- There are no significant differences in the scores in this section by property type, however the quality of the home was rated higher than average in **flats** compared to bungalows (88% and 84%). In contrast, respondents in bungalows were far more satisfied with the safety and quality of their home than those in flats (91% and 84%).
- Value for money for rent was identical for both property types (86%).



4.3 The home by scheme

Excludes schemes with fewer than 7 respondents

	Sample size	% positive			
		Quality of the home	Safety and security of home	Value for money for rent	Maintenance of communal areas
Overall	307	86	87	86	77
Archway Gardens	7	86	86	86	50
Ashwell House	8	63	88	100	100
Broadfield Road	14	86	86	79	20
Burdett House	11	36	64	73	60
Chapel Lane	8	75	75	100	67
Concord	18	94	94	94	93
Draycott	8	88	88	75	80
Dryleaze Court	15	67	60	67	40
Dryleaze House	15	100	73	79	71
George Pearce House	13	92	100	92	100
Grange View	12	100	92	100	100
Grove Park Road	13	92	92	92	90
Hamfallow Court	12	100	92	100	89
Hazelwood	17	94	88	88	53
Jenner Court	11	100	90	80	91
Malvern Gardens	7	100	100	71	71
Sherborne House	8	75	88	93	88
Springfields Court	14	57	86	79	80
St Nicholas Court	18	89	89	89	65
The Corriett	10	80	80	80	75
Trinity Drive	7	100	86	86	100
Vizard Close	8	100	75	88	100
Walter Preston Court	16	94	88	87	93
Willow Road	9	100	100	100	71

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



5. Repairs and maintenance

68%
▼



service overall

76%
▼



last repair 12 month period



Overall satisfaction has fallen by a significant 15% since 2019, mirroring the same pattern amongst general needs tenants



Repairs and maintenance is now a key driver of satisfaction for the first time amongst Independent Living tenants



Repairs satisfaction is now well below the Housemark benchmark average, even accounting for the pandemic



The best predictor of satisfaction with the last completed repair is whether the job was done 'right first time'

The overall perception of the way repairs and maintenance is dealt with has **fallen** dramatically since 2019 with only around two thirds of the sample now saying that they are satisfied (68%), compared to 83% in 2019. On the other end of the scale, one in five are now actively dissatisfied with the service (21%).

As a direct result of this the Council's score is now firmly in the **benchmark** fourth quartile compared to the sector average of 83%, whereas in 2019 this score was exactly in line with the median. It is therefore no surprise that the repairs score is a **key driver** for the first time, or that the quality of the home is now even important to Independent Living tenants (see section 3).

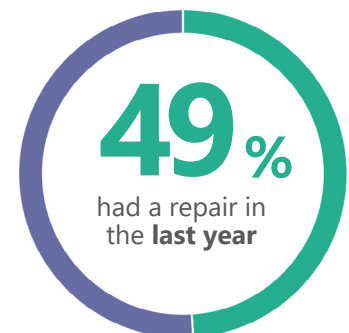
This finding is consistent with the similar pattern observed in the general needs survey (see separate report), although it seems to have had a more limited impact on other satisfaction scores in the survey. The reason is nevertheless certainly the same, namely that the Council experienced even more disruptions than most landlords during and after the **pandemic**, in part because it coincided exactly with a significant change to the repair service as it was brought in house in Spring 2020.

The overall STAR repairs and maintenance rating is an all-encompassing question that touches on both responsive repairs and cyclical maintenance, with a wider scope than just current performance on a day-to-day basis. When tenants were only asked about their experience on the **last completed repair** within the previous 12 months (76%, chart 5.3), it is reassuring that the score is considerably closer to the benchmark target of 79%, despite that fact that the year-on-year comparison is still disappointing (was 88%).

Here it is important to note that the primary measure of repairs satisfaction that the housing regulator will be using from 2023/24 is slightly different again, asking tenants to rate their overall experience of the repairs service received during the prior twelve months. This question was also asked in this year's survey to provide an initial baseline for it to become the headline question in future years, with the score of 79% being close to the aforementioned STAR question on last completed repair (chart 5.2).

Respondents that had received a repair in the last year were also asked a handful of additional questions on their last experience, as seen in chart 5.6. Of these, as was also true for general needs tenants, doing the job '**right first time**' is the strongest key driver of satisfaction with the last completed repair, but the current rating is unfortunately 9% below the ARP benchmark for this question. Similarly, a secondary key driver is the time taken to complete work after it was reported, with this too being below the benchmark, in this case 10% lower than the Housemark median. Note that this latter question is one of the new regulatory TSM measures.

Finally in this section of the survey, it should be noted that satisfaction with **gas servicing** arrangements has also fallen since 2019, albeit with the majority of tenants still remaining satisfied (89% v 93%). Indeed, very few tenants are actively dissatisfied (5%) and instead the main statistically significant shift is in the proportion of respondents that are 'very' satisfied with the arrangement, with this group shrinking from 73% in 2019 to 62% this year.



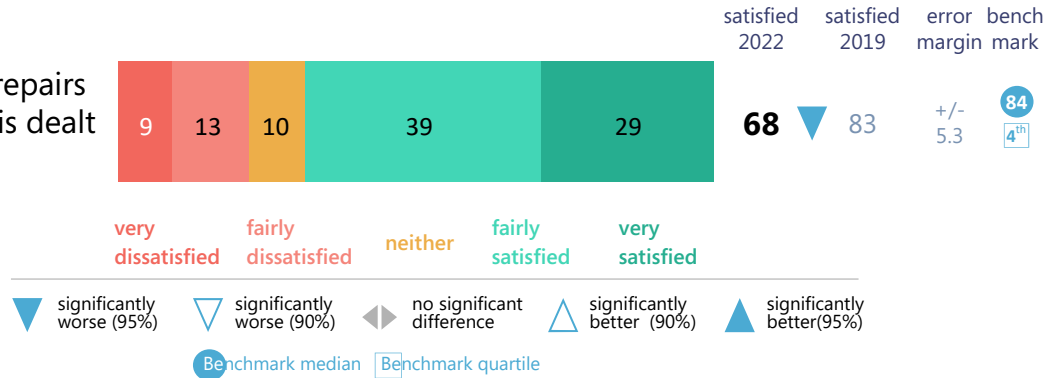
5. Repairs and maintenance

5.1 Overall repairs satisfaction

% Base 297 | Excludes non respondents



Generally, how repairs & maintenance is dealt with

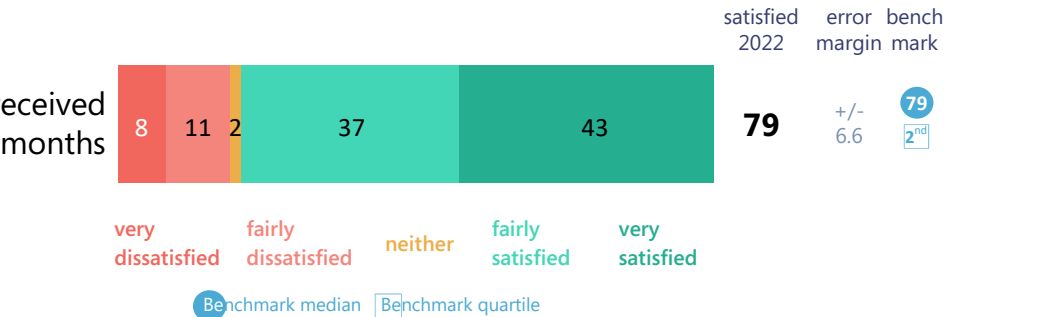


5.2 Repairs service in last 12 months

% Base 148 | Repair in last 12 months.. Excludes non respondents



Repairs service received over the last 12 months



Change over time

- Satisfaction with the repairs and maintenance service generally is down significantly from 83% to 68%.
- A fall in the proportion receiving a repair in the previous twelve-month period from 58% to 49%.
- Satisfaction with the last completed repair is also down significantly from 88% to 76%.
- A significant fall in satisfaction with the gas servicing arrangements from 93% to 89% (chart 5.7).

By place

- Being consistent with their scores elsewhere in the survey, **Dryleaze Court** residents are the least satisfied with the repairs service, in particular the quality of the work. The scores also seemed to lower than average in **Chapel Lane**.
- The repairs and maintenance service overall is rated significantly lower amongst respondents in **flats** (66%), but significantly above average for those in bungalows (72%).

By people

- Most aspects of the last completed repair are rated significantly higher than average by tenants **aged 55 – 64**, but only at the 90% confidence level.

5.3 Last repair

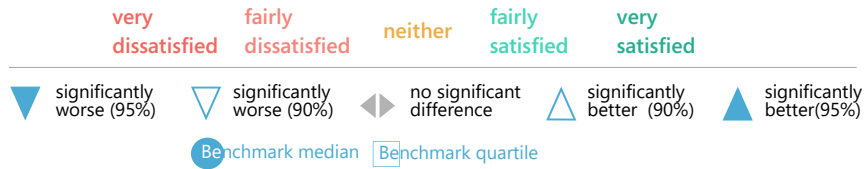
% Base 146 | Repair in last 12months. Excludes non respondents



Repairs service received on *this occasion*

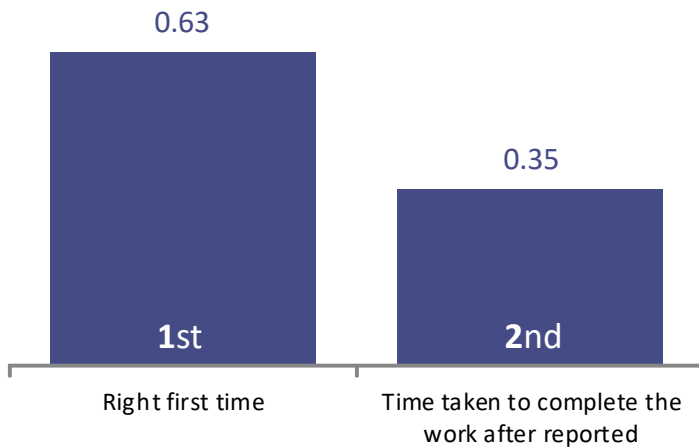


satisfied 2022: 76, satisfied 2019: 88, error margin: +/- 6.9, bench mark: 79

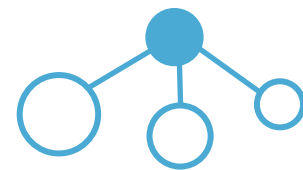
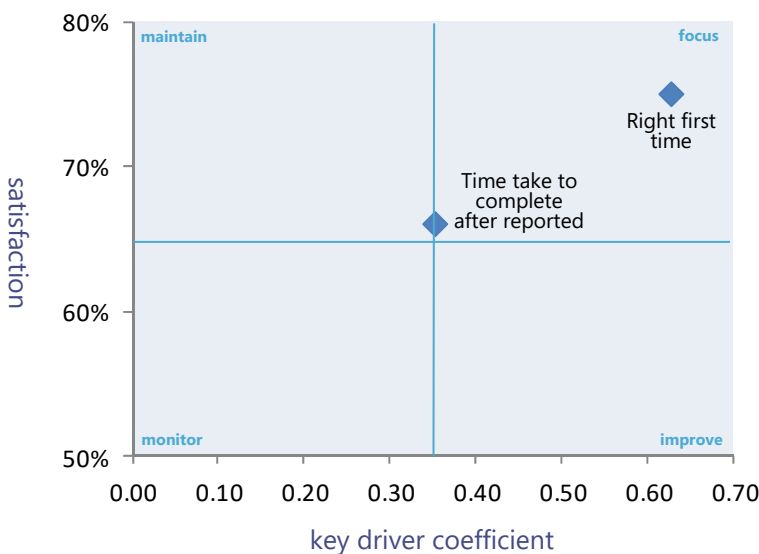


5.4 Key drivers - satisfaction with last repair

R Square = 0.793 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



5.5 Key drivers v satisfaction

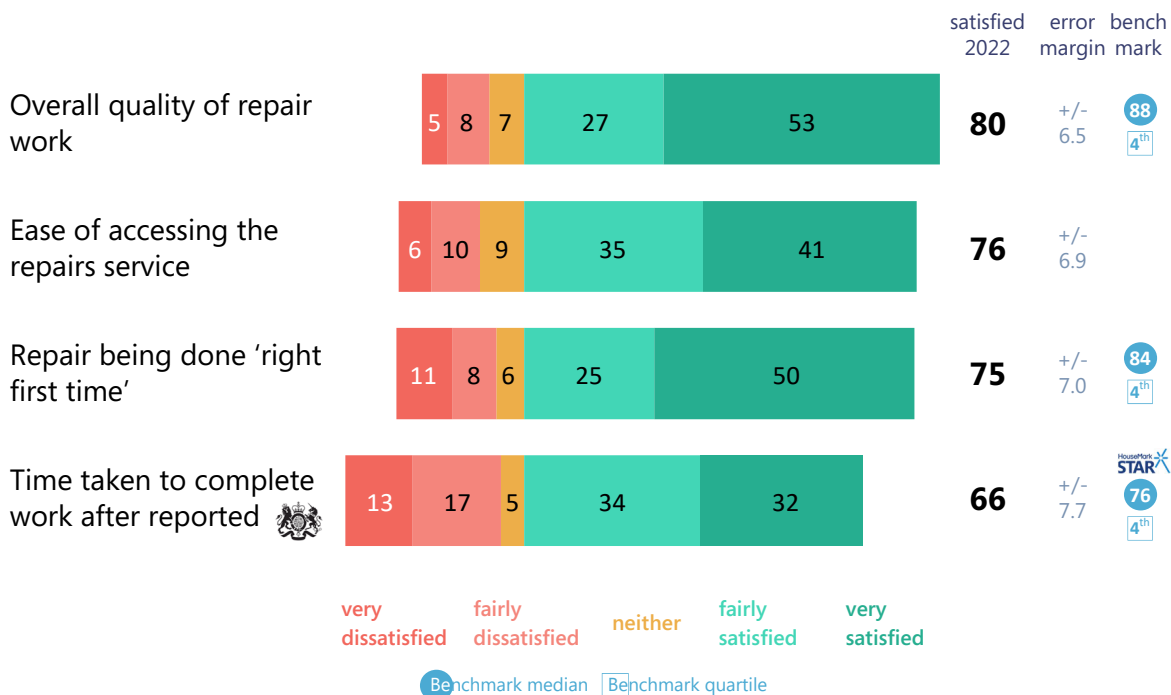


A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

5. Repairs and maintenance

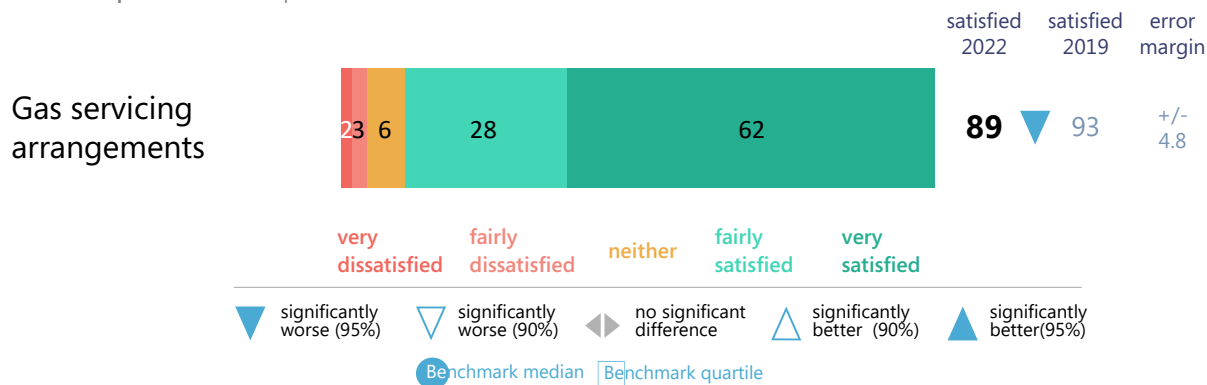
5.6 Last completed repair

% Bases (descending) 146, 148, 145, 148 | Repair in last 12 months. Excludes non respondents.



5.7 Gas servicing

% Base 160 | Excludes non respondents



5.8 Repairs by scheme

Excludes schemes with fewer than 7 respondents

		% positive							
	Base	Generally how repairs and maintenance is dealt with	Repairs service received over the last 12 months	Gas servicing arrangements	Ease of accessing the repairs service	Time taken to complete the repair after reported	The overall quality of the work	The repair being done 'right first time'	The repairs service received on this occasion
Overall	307	68	79	89	76	66	80	75	76
Archway Gardens	7	71	100	71	0	0	100	100	0
Ashwell House	8	71	100	0	100	100	67	67	67
Broadfield Road	14	79	71	100	71	57	50	67	67
Burdett House	11	46	83	50	83	67	67	67	67
Chapel Lane	8	57	50	88	50	33	60	40	40
Concord	18	88	80	100	90	60	80	67	80
Draycott	8	71	100	75	100	100	100	100	100
Dryleaze Court	15	50	80	93	70	50	50	70	60
Dryleaze House	15	73	86	67	57	71	86	86	86
George Pearce House	13	83	83	100	100	83	83	83	83
Grange View	12	83	86	100	71	71	86	86	86
Grove Park Road	13	62	75	85	50	50	75	75	75
Hamfallow Court	12	67	75	100	86	63	100	75	88
Hazelwood	17	53	67	67	78	78	100	78	78
Jenner Court	11	56	80	0	60	50	75	75	75
Malvern Gardens	7	57	100	100	100	100	100	100	100
Sherborne House	8	63	75	80	75	75	75	50	100
Springfields Court	14	69	100	100	100	80	100	100	100
St Nicholas Court	18	56	67	80	67	44	67	44	56
The Corriett	10	70	71	100	71	86	100	86	71
Trinity Drive	7	83	75	100	75	75	100	100	100
Vizard Close	8	63	75	0	25	25	50	50	50
Walter Preston Court	16	69	100	100	88	63	100	100	88
Willow Road	9	78	100	100	100	100	100	100	100

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



6. Customer service



79%



treated fairly &
with respect



Most tenants feel they are treated fairly and with respect, which is both a new regulatory question and a key driver



The 'customer effort' score for how easy housing services is well below the benchmark median at 70% v 83%



On both of these measures, respondents that have recently been in contact are less satisfied than those that have not

The standard of customer service that Independent Living tenants received was a strong key driver in the last survey conducted in 2019. This section of the question has changed considerably since then due to both the evolution of the STAR template and the new TSM regulatory framework, which means that none of the current questions can be tracked over time.

However, the customer experience is still clearly an important part of what tenants think about the service because the new TSM question on being treated with **fairness and respect** is a key driver of overall satisfaction (see section 3). Fortunately, almost four out of five tenants agree that they are treated this way, compared to only 9% that disagree, which is in line with what other landlords have found when asking this new question. However, it should be noted that this score does go down a little for residents that have recently made contact with the Council (see below).

Another new question, this time a core element of Housemark's STAR benchmarking, asked if tenants find Housing Services easy to deal with. This is also known as a '**customer effort**' score, as it considers the experience in a holistic way from the perspective of the customer, rather than internal business processes, and is used as a general summary of the customer service experience.

However, in this case the benchmark comparisons are considerably less positive as the 70% of Independent Living tenants that are satisfied is well below the 83% Housemark target. This is exactly the same pattern as also emerged amongst general needs tenants.

Two further detailed questions were also asked of all tenants that had made contact with Housing Services over the last twelve months, something which two thirds of respondents had done (63%, down from 77%). Whilst seven out of ten respondents are satisfied that **staff were helpful** (73%), slightly fewer were satisfied that they were able to **deal with their query** (66%).

By people

- Respondents who have **made contact** with housing services in the last year are significantly less satisfied than average that the Council is easy to deal with compared to those who have not been in touch (62% v 84%).
- Similarly, respondents who had been in contact in the previous year are less likely to agree that they are treated fairly and with respect (76%) compared to 85% amongst those who have not.
- Those feeling **lonely or isolated** are also significantly less likely to agree with this statement (63%).
- Respondents who have felt lonely or isolated were significantly less satisfied with their last contact in terms of helpfulness and ability of staff to deal with their query (69% and 55% respectively).

By place

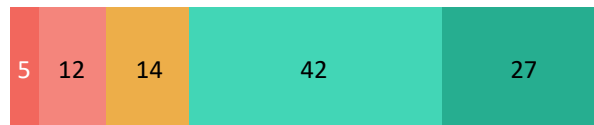
- Respondent in **Dryleaze Court** are less satisfied than average with most of the questions in this section of the survey.
- Tenants in flats were significantly less likely to agree that they were treated fairly and with respect (76%), whereas the opposite was true for those living in bungalows (84%).

6. Customer service

6.1 Customer effort

% Base 296 | Excludes non respondents

Housing Services are easy to deal with



very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

Benchmark median Benchmark quartile

satisfied 2022: **70**
 error margin: +/- 5.2
 HouseMark STAR bench mark: **83** (4th)

6.2 Treats residents fairly and with respect

% Base 296 | Excludes non respondents

Housing Services treats its residents fairly and with respect



strongly disagree tend to disagree neither tend to agree strongly agree

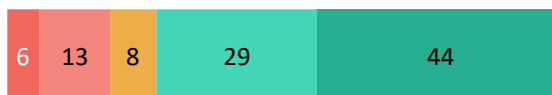
Benchmark median Benchmark quartile

agree 2022: **79**
 error margin: +/- 4.6
 HouseMark STAR bench mark: **79** (2nd)

6.3 Last contact

% Bases (descending) 190, 184 | Contact in last 12 months. Excludes non respondents.

Helpfulness of staff



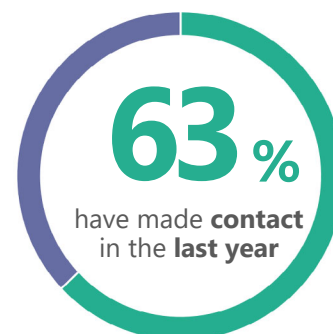
Ability to deal with query



very dissatisfied fairly dissatisfied neither fairly satisfied very satisfied

Benchmark median Benchmark quartile

satisfied 2022: **73**
 error margin: +/- 6.3
 satisfied 2022: **66**
 error margin: +/- 6.8



6.4 Customer service by scheme

Excludes schemes with fewer than 7 respondents

	Sample size	% positive			
		Easy to deal with	Treated fairly and with respect	Helpfulness	Able to deal with query
Overall	307	70	79	73	66
Archway Gardens	7	71	86	33	33
Ashwell House	8	71	100	50	50
Broadfield Road	14	62	85	91	82
Burdett House	11	46	64	25	50
Chapel Lane	8	63	88	100	100
Concord	18	88	100	100	75
Draycott	8	75	75	75	50
Dryleaze Court	15	57	58	50	50
Dryleaze House	15	80	80	67	67
George Pearce House	13	92	92	86	71
Grange View	12	67	73	73	73
Grove Park Road	13	50	92	38	38
Hamfallow Court	12	75	82	70	60
Hazelwood	17	77	82	78	78
Jenner Court	11	67	78	80	75
Malvern Gardens	7	57	57	67	50
Sherborne House	8	63	88	67	67
Springfields Court	14	69	69	63	63
St Nicholas Court	18	83	61	83	64
The Corriett	10	60	70	63	63
Trinity Drive	7	86	100	80	80
Vizard Close	8	63	75	100	50
Walter Preston Court	16	71	75	89	86
Willow Road	9	78	78	63	71

Significantly **worse** than average
(95% confidence*)

Significantly **better** than average
(95% confidence*)

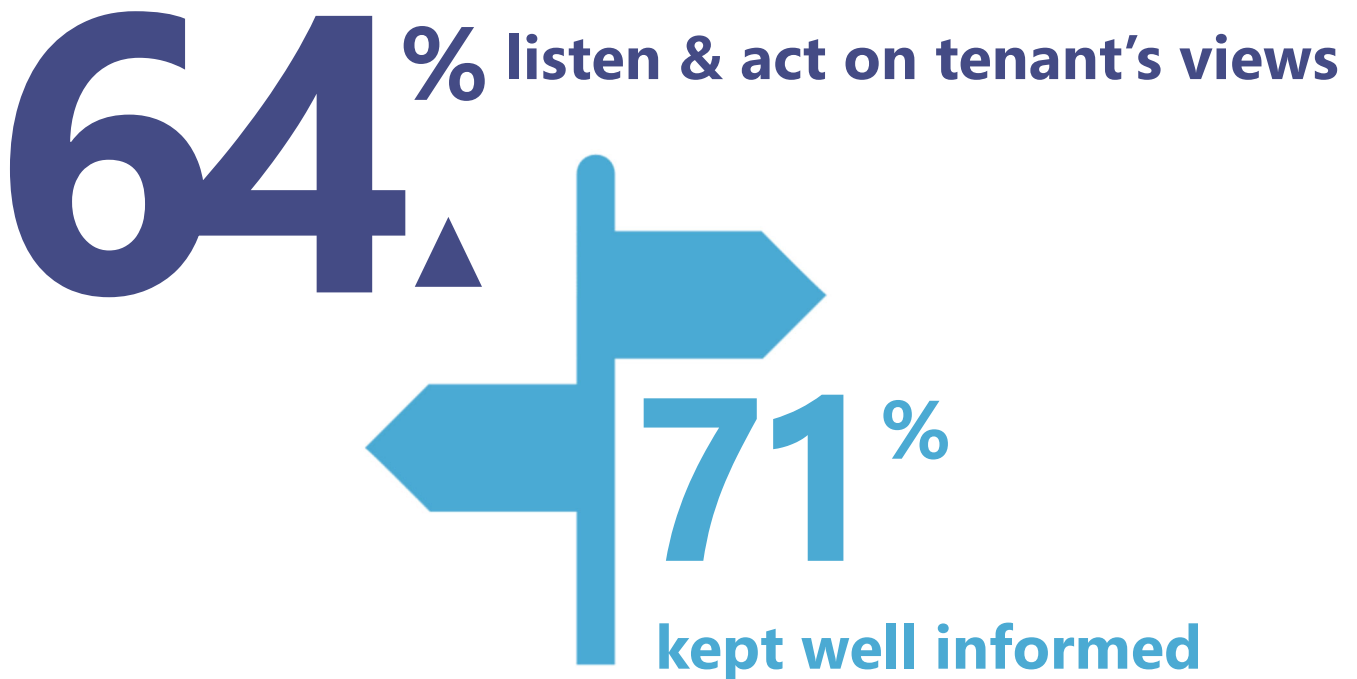
Significantly **worse** than average
(90% confidence*)

Significantly **better** than average
(90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



7. Communication



Being kept informed, and the opportunities to make your views known, are both key drivers of satisfaction overall



The opportunities to make your views known, and feeling listened to, have both improved significantly



Around a third are interested in having their say, with in person discussion groups the most popular method



Just over half (59%) use the internet, including a third that use social media and 19% that use Council online services

Whether Independent Living tenants feel that they are **kept well informed** by their landlord is now the second strongest key driver of satisfaction overall, which undoubtedly linked to the issue of repairs because this issue also came up in that section of the research (see section 5).

More generally, however, performance in this regard appears to have been largely stable since 2019 (71%), which is close to the Housemark **benchmark** of 74%.

The opportunities that tenants have to **make their views known** is also now a key driver of satisfaction, which is especially notable because the Council has clearly improved the way it consults with Independent Living tenants since the last survey, to the extent that satisfaction has **significantly increased** from 64% to 69%, and is now above the benchmark level.

This is coupled with an even bigger **increase** in the proportion that feel their views are **being listened to** and acted upon (64% v 57%), which provides further evidence that tenants are now feeling more engaged and involved than they were before.



Change over time

- Significant **increase in satisfaction** with being listened to and having views acted upon (64%, was 57%). Same with the rating for opportunities to make views known (69%, was 64%).
- Increase in the proportion of respondents using the **internet** from 47% to 59%.
- Preference for an electronic **newsletter** has increased since 2019 from 17% to 24%.



By people

- Ratings for both listening to tenants and information are significantly lower if the tenant has felt **lonely or isolated** (47%/50%), the same is true for the opportunities to get involved (46%).
- Satisfaction with being kept informed is lower for those who have **made contact** in the previous year (65%).



By place


- There are no notable distinctions in these results by property.
- Satisfaction with information and communication is generally lower than average for tenants living at **Burdett House** and **Dryleaze Court** (chart 7.5).
- Residents at Grove Park Road are also significantly less likely to feel that they are kept well informed.

7. Communication

7.1 Involvement

% Bases (descending) 284, 279, 284 | Excludes non respondents



Keep tenants informed about things that matter to them 




satisfied 2022: 71, satisfied 2019: 73, error margin: +/- 5.3, bench mark: 74 (3rd)

Opportunities to make views known



satisfied 2022: 69, satisfied 2019: 64, error margin: +/- 5.4, bench mark: 68 (2nd)

We listen to your views and act upon them 



satisfied 2022: 64, satisfied 2019: 57, error margin: +/- 5.6, bench mark: 71 (3rd)



7.2 Preferred method of having a say

% Base 307 | More than one answer allowed

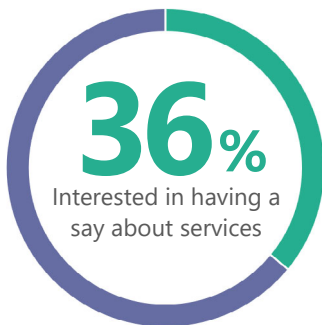
In person discussion group about the latest issues



Taking part in short online or social media polls

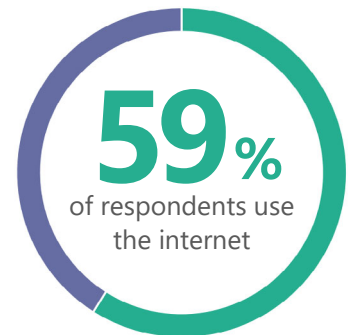
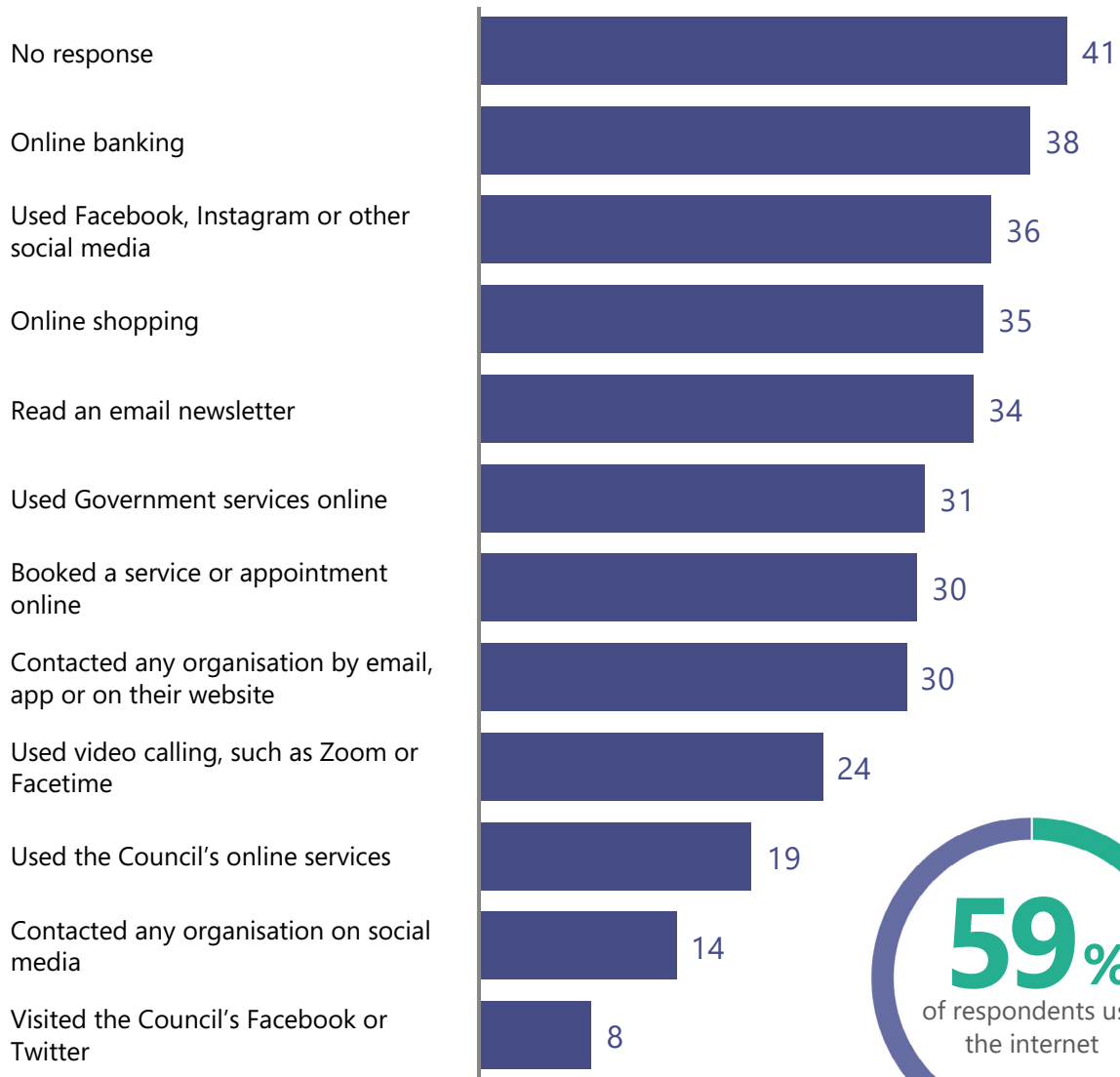


Online discussion groups about the latest issues



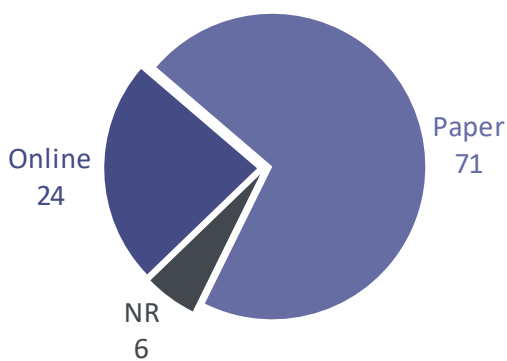
7.3 Used apps or websites to do any of the following

% Base 307 | More than one answer allowed



7.4 Preferred method of receiving a newsletter

% Base 307



7. Communication

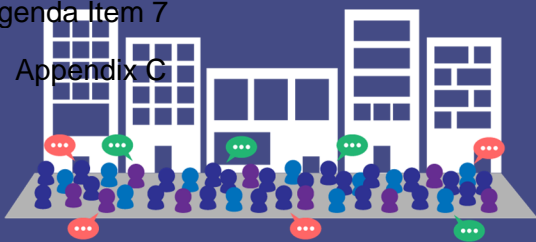
7.5 Communication by scheme

Excludes schemes with fewer than 7 respondents

	Sample size	% positive		
		Listens to views	Kept informed	Opportunities to have your say
Overall	307	64	61	79
Archway Gardens	7	71	71	57
Ashwell House	8	50	86	67
Broadfield Road	14	54	71	77
Burdett House	11	40	50	40
Chapel Lane	8	57	71	71
Concord	18	88	88	80
Draycott	8	75	100	71
Dryleaze Court	15	33	42	42
Dryleaze House	15	57	60	73
George Pearce House	13	69	77	69
Grange View	12	67	83	82
Grove Park Road	13	58	55	82
Hamfallow Court	12	75	73	91
Hazelwood	17	63	71	59
Jenner Court	11	63	75	67
Malvern Gardens	7	50	71	57
Sherborne House	8	88	75	63
Springfields Court	14	73	90	82
St Nicholas Court	18	61	67	61
The Corriett	10	50	60	50
Trinity Drive	7	86	83	83
Vizard Close	8	50	63	75
Walter Preston Court	16	57	73	73
Willow Road	9	67	78	67

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



8. Neighbourhood services

90%
good place
to live



**greatest
problems**

1. dog fouling/mess
2. rubbish or litter
3. Noisy neighbours



All questions in this section compare favourably to benchmarks



Satisfaction with the grounds maintenance service has increased significantly from 69% to 76%



Dog mess seems to have become an increasing problem, particularly around certain schemes

8. Neighbourhood

The portions of the survey that asked Independent Living tenants about their experiences of their local neighbourhood includes some of the most positive responses, with all four of the results displayed in chart 8.1 being in line with expectations. This means that the vast majority of tenants are happy with their neighbourhood as a **place to live** (90%), and three quarter feel that their landlord makes a positive contribution to the where they live (76%). Note that the latter is another question from the TSM regulatory framework.

The most pleasing result is, however, probably the statistically significant 7% **improvement** in the proportion of tenants that are satisfied with the **grounds maintenance** service (now 76%), which includes an even more impressive 14% increase in the proportion that are 'very' satisfied (now 40%). This almost entirely reverses the fall that was observed between the 2015 and 2019 surveys.

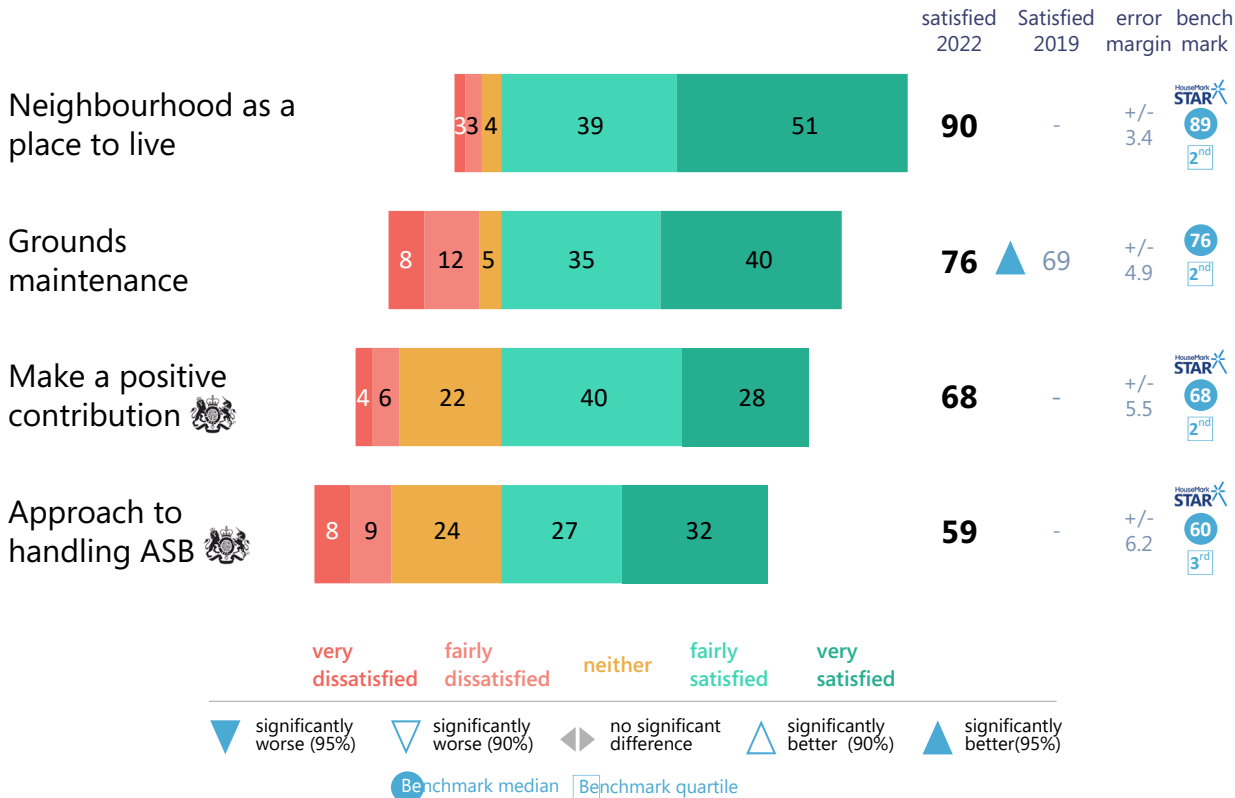
Even the lowest rated question on the chart opposite, the handling of **anti-social behaviour**, is still consistent with how similar tenants normally answer this question, including 59% that are satisfied compared to 17% that are dissatisfied.

When asked about specific problems that occur in the local neighbourhood, the pattern is fairly similar to that in 2019 with the most common issues being dog mess, rubbish and litter and noisy neighbours. Of these, however, the only one that has changed since the last survey is **dog mess**, which has jumped from 15% saying that it was a problem before to 21% this year. This appears to be driven by the experience of tenants handful of schemes (see table 8.5).

However, despite the higher frequency of issues with litter and dog mess, the strongest key driver of satisfaction with the neighbourhood is actually noisy neighbours (9% problem).

8.1 Neighbourhood services

% Bases (descending) 298, 295, 275, 241 | Excludes non respondents





Change over time

- Dog fouling is viewed to be significantly worse than it was three years ago (chart 8.4).



By people

- Significantly lower than average scores if reported **feel lonely or isolated**, for example only 56% of this group are satisfied with their neighbourhood as a place to live.
- Respondents **aged 65 – 74** were significantly less satisfied than average with where they live (84%).
- **Noisy neighbours** is a significant concern for those living in a building with communal areas (10%).



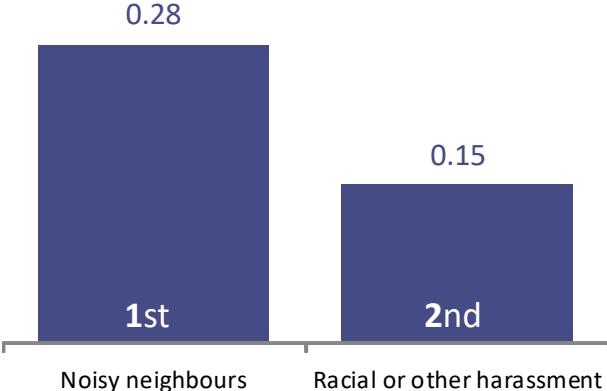
By place

- Detailed results by scheme can be found in tables 8.5 and 8.6.
- Dryleaze Court and Burdett House residents are considerably less satisfied than other tenants that housing services make a positive contribution to their **neighbourhood** (both under 40%). Conversely, this rating is higher than average in the Concord, George Pearce House and Hamfallow Court schemes.
- **Grounds maintenance** services are rated significantly poorer than average at Broadfield Road (57%) and Dryleaze Court (58%).
- The handling of **anti-social behaviour** seems to be a greater issue for tenants living at Ashwell House, Burdett House, Malvern Gardens and Walter Preston Court.
- **Rubbish, litter and drugs** appear to be more prevalent around St Nicholas Court.
- Respondents in bungalows are slightly more satisfied with their neighbourhood than those in flats (91% v 89%). The same is true for the positive contribution rating (69% 'bungalows', 68% 'flats').

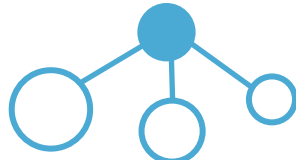
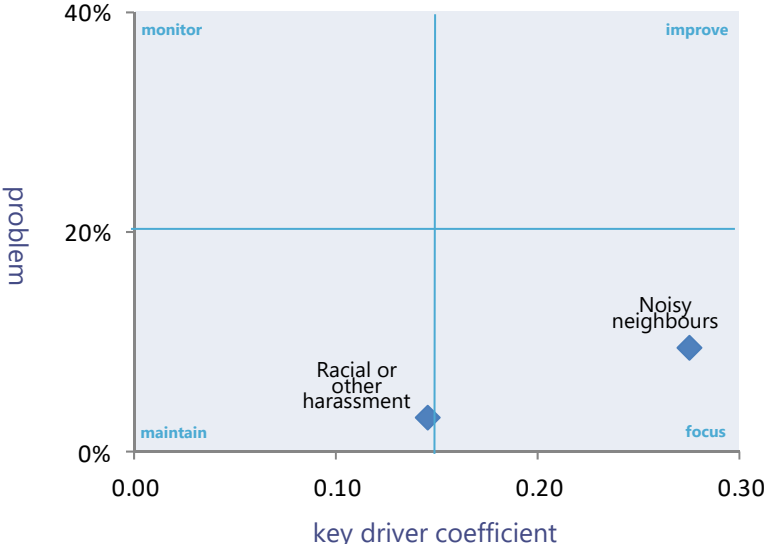
8. Neighbourhood

8.2 Key drivers - problems in the neighbourhood

R Square = 0.124 | Note that values are not percentages but are results of the statistics test. See Appendix A for more details.



8.3 Key drivers v problems



A 'key driver' analysis uses a regression test to check which other results in the survey are best at predicting overall satisfaction. For a more detailed explanation of key drivers please see Appendix A.

8.4 Neighbourhood problems

% Bases (descending) 279, 272, 266, 271, 264, 271, 267, 267, 266, 266 | Excludes non respondents.



8. Neighbourhood

8.5 Neighbourhood problems by scheme

Excludes schemes with fewer than 7 respondents

	Base	% problem									
		Rubbish or litter	Noisy neighbours	Dog fouling/ dog mess	Other problems with pets and animals	Racial or other harassment	Drunk or rowdy behaviour	Vandalism and graffiti	People damaging your property	Drug use or dealing	Abandoned or burnt out vehicles
Overall	307	16	9	21	5	3	6	1	2	4	0.4
Archway Gardens	7	33	17	57	0	0	0	0	0	14	0
Ashwell House	8	0	57	0	0	0	57	0	0	0	0
Broadfield Road	14	7	8	8	7	0	0	0	0	7	0
Burdett House	11	11	11	11	11	11	0	0	11	0	0
Chapel Lane	8	0	17	17	20	17	17	0	0	0	0
Concord	18	0	0	13	0	0	0	0	0	0	0
Draycott	8	13	13	13	13	13	0	0	0	0	0
Dryleaze Court	15	0	0	31	0	0	0	0	0	0	0
Dryleaze House	15	17	8	15	0	8	8	0	0	23	0
George Pearce House	13	0	8	54	0	0	0	0	0	0	0
Grange View	12	8	0	42	10	0	0	0	0	0	0
Grove Park Road	13	17	0	17	0	0	0	0	0	0	0
Hamfallow Court	12	0	0	0	0	0	0	0	0	0	0
Hazelwood	17	13	0	0	0	7	13	0	0	7	0
Jenner Court	11	18	0	36	10	0	10	0	0	0	0
Malvern Gardens	7	33	33	0	0	17	17	0	0	0	0
Sherborne House	8	29	13	29	0	0	0	0	0	0	0
Springfields Court	14	46	11	42	20	0	9	9	9	0	0
St Nicholas Court	18	41	0	6	0	0	12	0	0	12	0
The Corriett	10	0	0	11	0	0	0	0	0	0	0
Trinity Drive	7	17	29	14	14	14	14	14	14	14	17
Vizard Close	8	14	33	33	17	0	0	0	0	0	0
Walter Preston Court	16	31	0	13	8	8	0	0	0	0	0
Willow Road	9	50	0	33	0	0	0	0	0	0	0

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

8.6 Neighbourhood ratings by scheme

Excludes schemes with fewer than 7 respondents

	Sample size	% positive			
		Neighbourhood as a place to live	Positive contribution to neighbourhood	Grounds maintenance service	Dealing with ASB
Overall	307	90	68	76	59
Archway Gardens	7	71	71	100	43
Ashwell House	8	75	57	100	29
Broadfield Road	14	93	54	57	56
Burdett House	11	70	38	60	13
Chapel Lane	8	86	50	57	60
Concord	18	100	93	75	78
Draycott	8	88	50	75	50
Dryleaze Court	15	77	31	58	22
Dryleaze House	15	87	46	73	57
George Pearce House	13	93	92	85	100
Grange View	12	100	83	100	44
Grove Park Road	13	92	83	69	55
Hamfallow Court	12	100	90	83	80
Hazelwood	17	88	81	88	75
Jenner Court	11	100	75	90	57
Malvern Gardens	7	100	60	43	40
Sherborne House	8	88	63	88	75
Springfields Court	14	86	69	77	55
St Nicholas Court	18	83	56	61	67
The Corriett	10	90	70	80	80
Trinity Drive	7	100	71	83	100
Vizard Close	8	75	50	88	50
Walter Preston Court	16	88	77	81	39
Willow Road	9	100	89	67	63

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



9. Complaints

61%



complaints handling

77%



know how to make a complaint



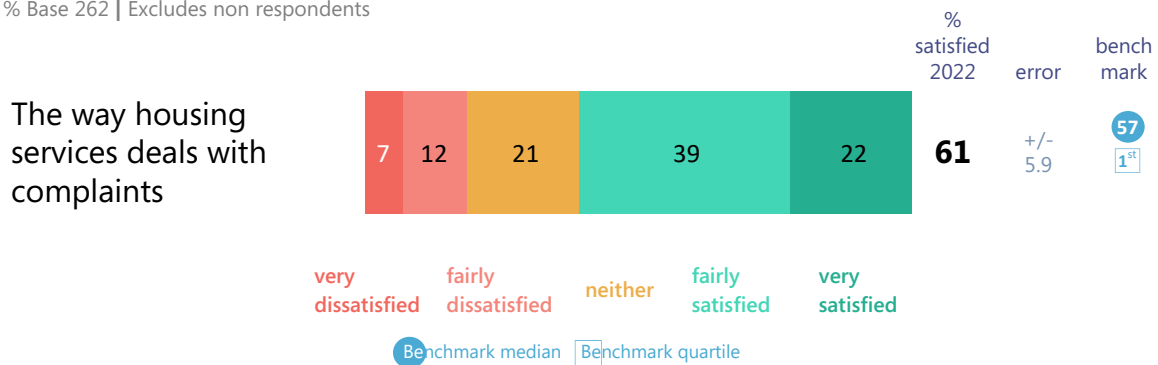
Satisfaction with complaints handling is a slightly above the benchmark average



Be aware that many respondents that claim to have made a complaint will not have used the formal complaints system

9.1 Overall the way housing management services deals with complaints

% Base 262 | Excludes non respondents



A new question was added to the 2022 survey asking tenants to rate how well housing services handle complaints. This is yet another result that the Council will have to report to the regulator in future years, but a very important point to consider that relatively few of those answering the question will be referring to the **formal complaints** process. Indeed, the experience with such questions with other landlords shows that that only a small minority of tenants that think they have made a complaint have ever used the formal process, and some even categorise standard repairs reports as complaints.

With that caveat, **awareness** of the complaints process seems high as over three quarters of the sample feel that they know how to make a complaint, compared to only 6% that actively disagree.

Although the majority are satisfied with how the Council deals with complaints (61%), around a fifth are actively dissatisfied (19%). However, when placed in context with other similar landlords this score is actually quite good being slightly **above the median** score of 57%.

By people

- Respondents who have **been in contact** are significantly less satisfied than average with complaint handling (55%), whereas those who have not been in contact are significantly more satisfied than average (71%).
- Interestingly, those who have been in contact in the previous year are also less likely to agree that they know how to make a complaint (76%).
- There are no significant variations by property type, with satisfaction similar amongst respondents in bungalows and flats (61% and 60% respectively).
- Awareness of how to make a complaint is lowest in bungalows, with only 76% of this group agreeing they know how to make a complaint, compared to 78% of those living in flats.

By place

- Only 2 out of the 11 respondents from **Dryleaze Court** that responded to this question are satisfied with how complaints are handled, compared to 5 that are dissatisfied. Similarly, only 2 **Malvern Court** resident are satisfied compared to 3 that are dissatisfied with complaints handling.



9. Complaints

9.2 Complaints by scheme

Excludes schemes with fewer than 7 respondents

	Sample size	% positive Way complaints dealt with		Sample size	% positive Way complaints dealt with
Overall	307	61	Overall	307	61
Archway Gardens	7	57	Hamfallow Court	12	67
Ashwell House	8	100	Hazelwood	17	59
Broadfield Road	14	42	Jenner Court	11	56
Burdett House	11	50	Malvern Gardens	7	33
Chapel Lane	8	71	Sherborne House	8	63
Concord	18	83	Springfields Court	14	58
Draycott	8	71	St Nicholas Court	18	59
Dryleaze Court	15	18	The Corriett	10	67
Dryleaze House	15	58	Trinity Drive	7	60
George Pearce House	13	67	Vizard Close	8	57
Grange View	12	64	Walter Preston Court	16	62
Grove Park Road	13	64	Willow Road	9	56

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



10. Well-being



Feelings of loneliness and isolation are lower for Independent Living tenants than those living in general needs housing



Around two thirds would consider wellbeing or financial help from their landlord, with 10% currently feeling in need of such support

Across the sector the experience of the pandemic has had an impact on the wellbeing of tenants living in housing schemes such as Independent Living, which has brought such issues to the fore.

When asked about feelings of **loneliness and isolation**, 15% say they have felt this way to at least some extent, including 7% that explicitly feel this way. This group were also significantly less satisfied with the majority of the opinion rating statements asked throughout the survey. It is notable that this figure is lower than the equivalent 21% amongst general needs tenants.

Another topical issue is financial wellbeing, with the survey fieldwork completed during the cost-of-living crisis. It was good to see that most residents felt that the rent and service charge that they pay is **affordable** (75%), although only one in ten did disagree. Indeed, around a fifth of Independent Living tenants say that they still feel **financially insecure** (19%).

It is also positive to note that around two thirds of the sample say that they would consider going to the **Council for help** with wellbeing or money problems, although only one in ten respondents currently feel that they need such help, including a fifth of the under 65s (see below).

By people

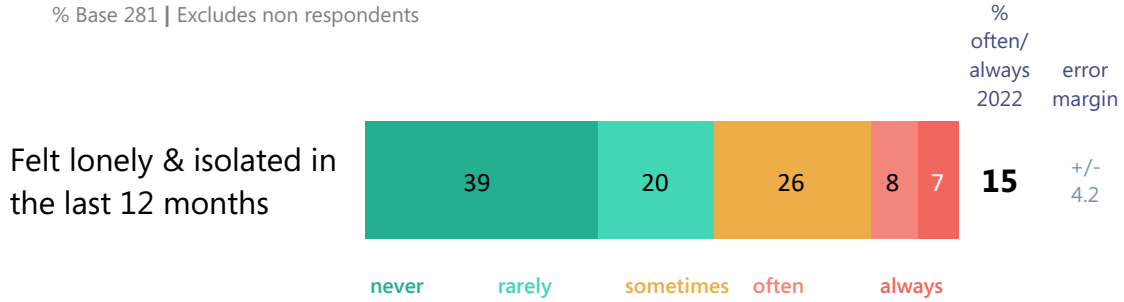
- All respondents that feel **lonely or isolated** were significantly less likely to agree with the well-being and support statements in chart 10.2.
- The same is true for those respondents who **need help** or support with well-being or money problems, although to a slightly lesser extent.
- Just over a fifth of respondents **aged 55 – 64** say they need help or support with well-being or money problems, this proportion falls to only 5% of those aged 75 - 84.

By place

- There are no significant variations by property type.
- Residents in **Dryleaze Court** are less positive than average on most of the wellbeing questions (chart 10.4).
- Out of the 8 respondents from **Draycott**, 3 say that they often experience loneliness or isolation and don't feel part of their local community.
- Conversely, the feeling of community is universal amongst **Grange View** respondents.

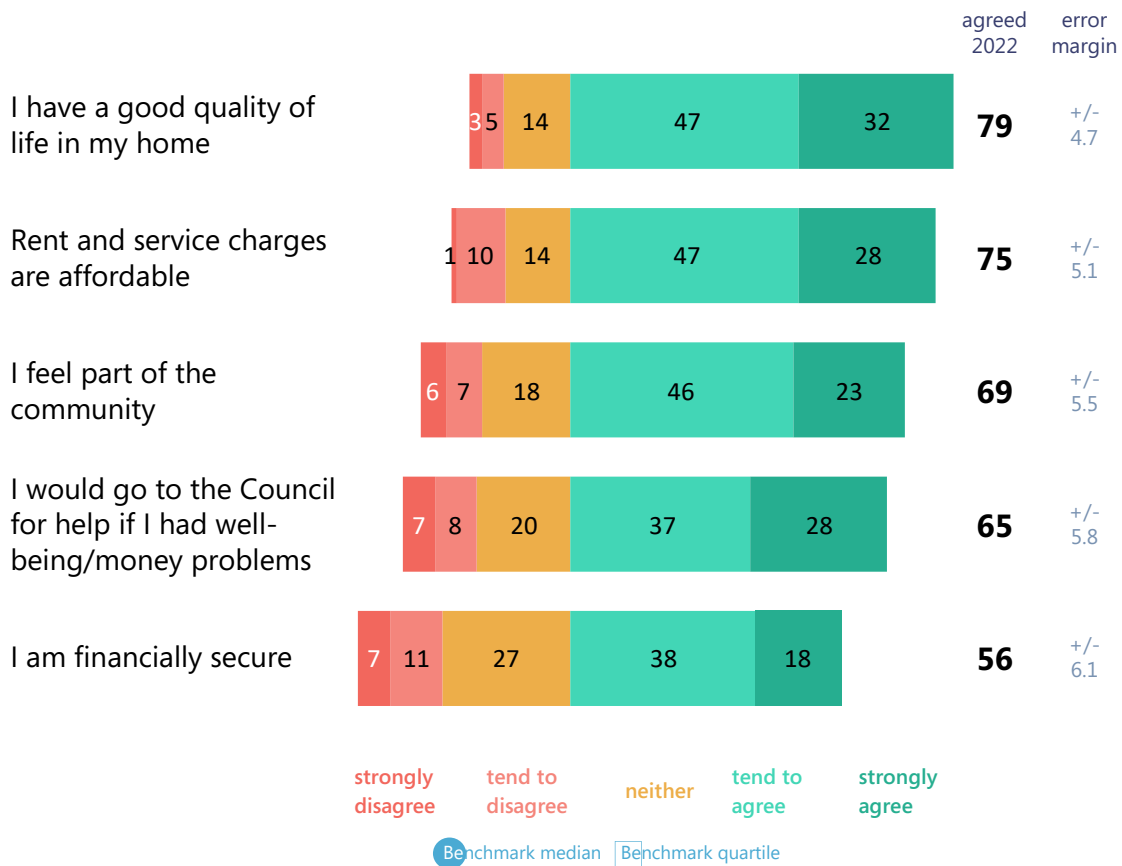
10.1 Felt lonely and isolated

% Base 281 | Excludes non respondents



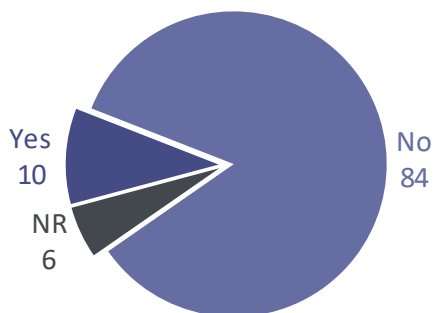
10.2 Well-being and support

% Bases (descending) 289, 278, 273, 261, 252 | Excludes non respondents.



10.3 Currently need help with well-being or money problems

% Base 307



10.4 Communication by scheme

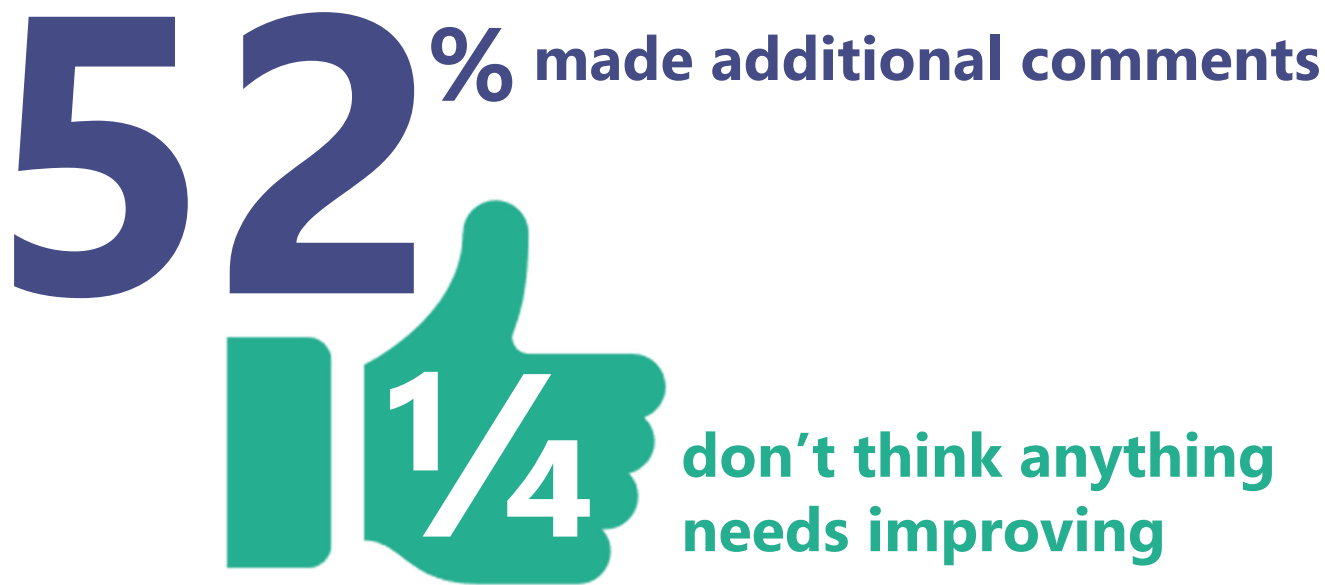
Excludes schemes with fewer than 7 respondents

	Sample size	% positive					
		Lonely & isolated	Affordable rent & charges	Financially secure	Quality of life in home	Part of community	Come to Council for help
Overall	307	15	75	56	79	69	65
Archway Gardens	7	29	71	71	57	43	57
Ashwell House	8	0	67	20	63	67	33
Broadfield Road	14	7	77	60	92	62	69
Burdett House	11	18	56	38	70	44	44
Chapel Lane	8	13	67	80	86	83	83
Concord	18	11	77	70	94	86	71
Draycott	8	38	63	43	63	38	75
Dryleaze Court	15	13	46	30	58	58	40
Dryleaze House	15	13	55	33	58	58	70
George Pearce House	13	15	92	55	77	67	75
Grange View	12	0	91	90	100	100	80
Grove Park Road	13	8	69	55	77	67	55
Hamfallow Court	12	17	92	46	82	60	80
Hazelwood	17	18	82	56	82	81	73
Jenner Court	11	9	78	71	89	73	38
Malvern Gardens	7	29	83	43	71	67	83
Sherborne House	8	13	63	43	63	63	71
Springfields Court	14	14	93	54	67	67	82
St Nicholas Court	18	17	65	59	78	50	47
The Corriett	10	10	63	25	70	70	67
Trinity Drive	7	0	57	43	100	83	67
Vizard Close	8	25	100	86	75	86	33
Walter Preston Court	16	13	93	69	94	64	67
Willow Road	9	11	78	67	100	88	89

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

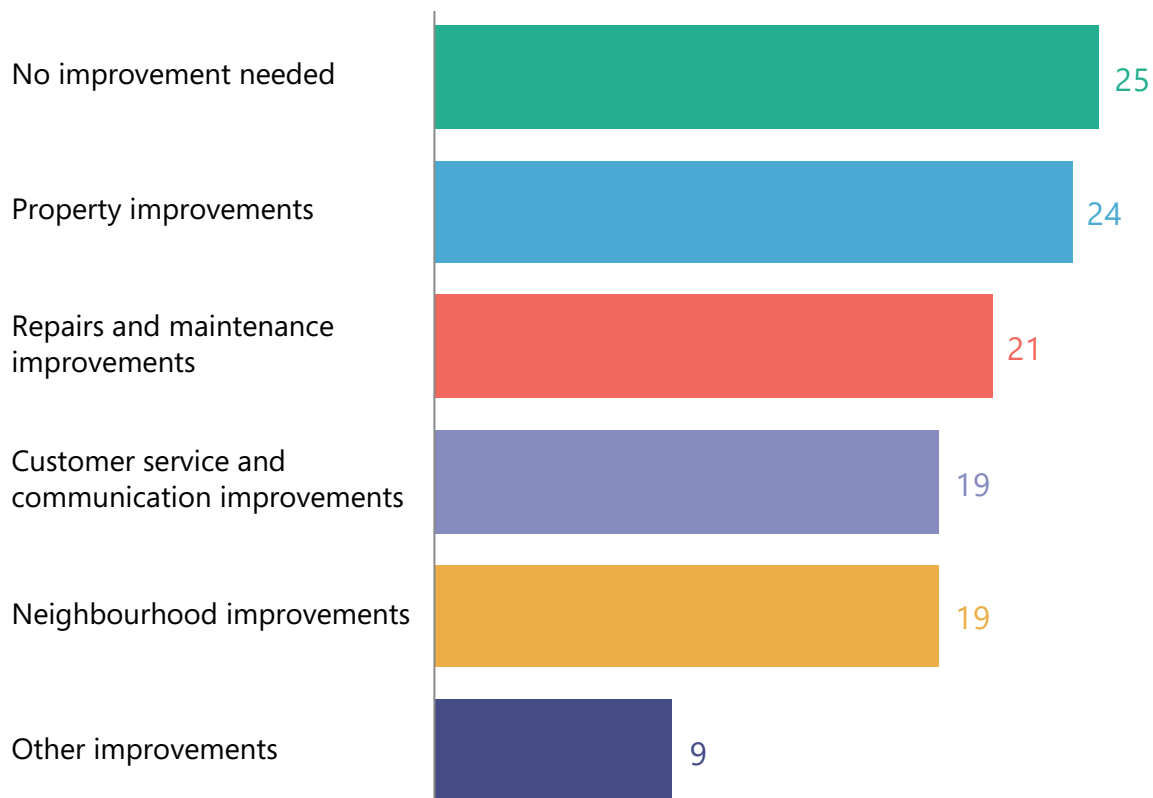
* See appendix A for further information on statistical tests and confidence levels

11. Further comments



11.1 Anything else you would like to say - summary

% Base 161 | Proportion of all tenants that commented. Includes multiple responses. Coded from verbatim comments.



11. Further comments

The final question that tenants were asked at the end of the survey was simply whether they had anything else that they would like to say about their home or the services they received, including any compliments or suggestions. Around half of the sample (52%) chose to do so, and all the percentage results presented in the following charts are calculated as a percentage of that group. These comments are coded and organised into different categories, both as broad headings, and in a further level of detail. Note that many respondents made comments that fall into multiple categories.

Chart 11.1 presents this analysis in terms of just a handful of broad categories, of which it is pleasing to see that a quarter of commenters simply wanted to **praise the service** that residents receive. This included 6% that praised **the home** that they lived in, which is to be expected when the quality of the home is the dominant driver of satisfaction (chart 11.2). However, plenty (4%) also wished to draw attention to the standard of **customer care** that they received:

“I am very satisfied and happy in my home and appreciate the help I have been given to settle in. Everyone I have dealt with has been very helpful and professional. Thank you.”

“I have lived here for almost two years and feel very privileged. Beautiful outside, natural grounds and friendship. Lovely little home which I can make my own. Lovely day room for our social life and groups which help our mental health, yoga, mindfulness, coffee mornings and crafts.”

“Stroud District Council have given me a home I love for last 10 years for which I am very grateful. I've lived in many other council properties over the years, but SDC is sincerely the best.”

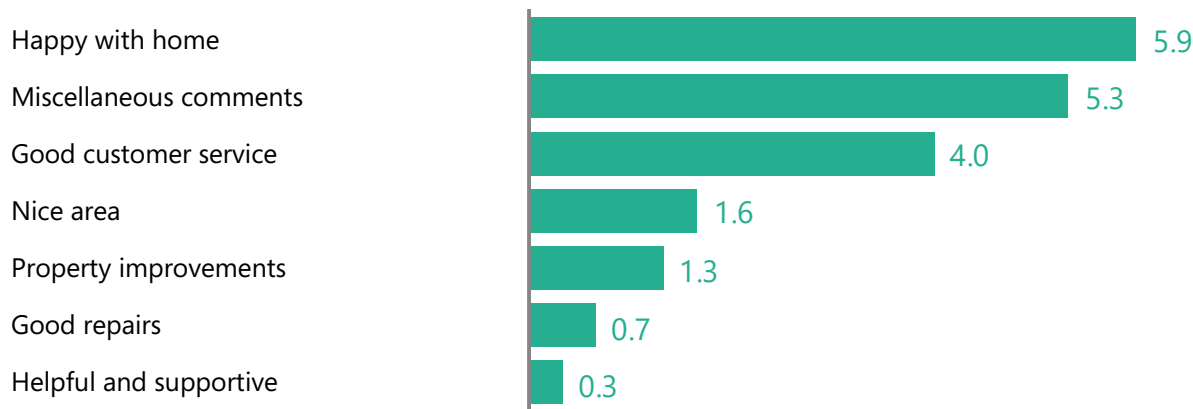
“My answers are based on the ten weeks I've been an applicant or tenant. So far you've been brilliant, every contact with staff has been fab.”

“With all my recent problems I feel really taken care of by the council they are so polite and friendly and helpful in getting me sorted and boy do I need sorting.”

“We are very fortunate to have a wonderful team at our disposal from our service delivery manager right to our coordinator and site officers and manager.”

11.2 Positive comments - detail

% Base 161 | Coded from verbatim responses. Excludes non respondents.



Aside from these compliments, however, the majority of comments still made suggestions for how the services could be improved in the future. The key driver theme continues here, with the most common suggested improvements are in the broad category of **property improvements** (24%), chief amongst these being upgrades to the **heating/energy efficiency** (5%) and **windows** (2%, chart 11.3).

“My flat is always cold, no insulation, draughts everywhere and ancient storage heater. Also lots of mould.”

“Money would be better spent on improving insulation and stopping drafts.”

“Cannot afford to put heating on as storage heater.”

“Overall I am very satisfied my only issue is the inadequate heating system, antiquated storage heaters.”

“As the council are aware a lot of the residents are unhappy with the heating in the bathrooms and the windows are very poor, if it's windy the blinds/curtains move constantly.”

“Draughts from poor windows and gaps, this has been reported more than once, has been seen by you and photos taken but no response.”

Moving on to specific comments about the **repairs and maintenance** service, the fact that outstanding jobs was the most common cause of complaint (4.9%) is entirely unsurprising in the context both of the poor repairs satisfaction scores in this survey, and the fact that it was also the dominant topic for general needs tenants in their own surveys. Some examples of such comments include:

“I have small jobs I need help with but no luck with any help yet.”

“We have walkabouts to point out jobs that need doing. Rarely are these walkabouts leading to the job being done”.

“We are not happy with the repairs just before covid I reported a problem ... That was 18 months ago.”

“I have been waiting several years for the wet room to have repairs.”

However, outstanding repairs wasn't quite the overwhelming issue it was for general needs survey respondents, with almost as many Independent Living residents focusing on a **lack of information** on when repairs would be completed (4.4% of comments).

“When it comes to building repairs /repairs the information is poor.”

“The repairs service needs to communicate better regarding appointments and would be a good idea to have a follow up call after the repair to ensure customer satisfaction.”

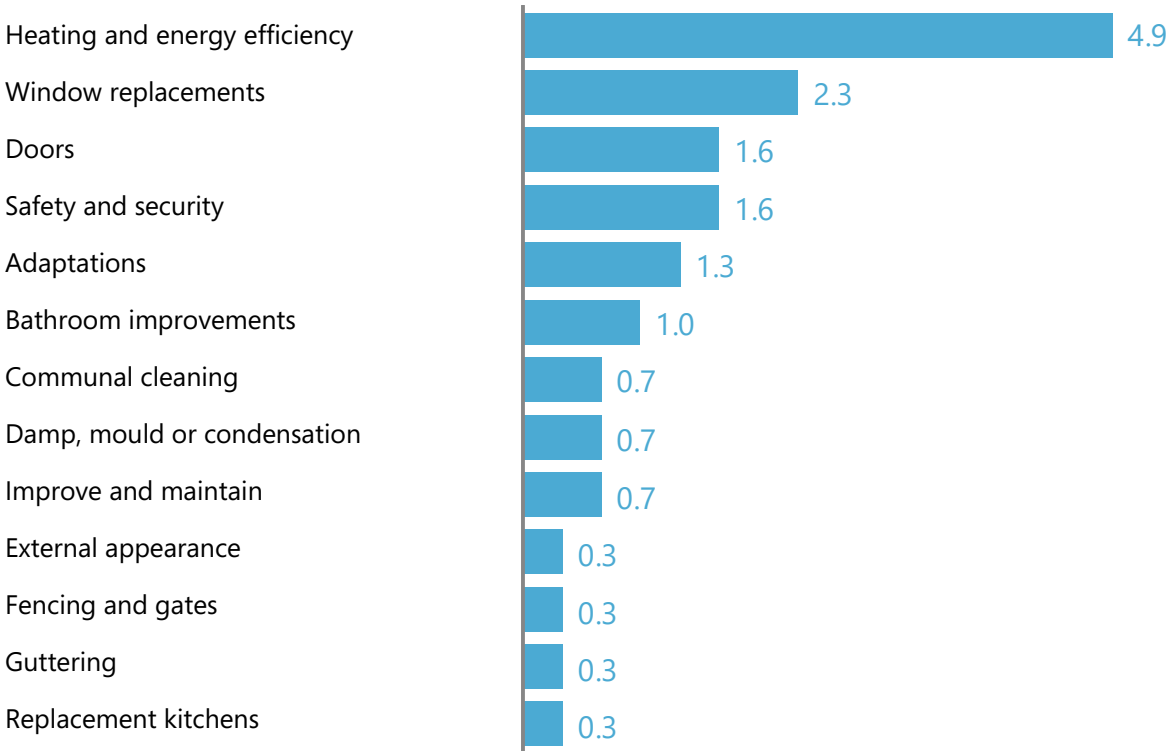
“If we ask for something or request a repair SDC should respond with yes or no and a timeframe.”

“Repairs. Have emailed repairs as suggested but ten days later no reply! I phoned to address my email with outstanding repair and explained that a simple reply from them saying my email was received would satisfy me and I would realise I had been heard. Customer response is vital.”

11. Further comments

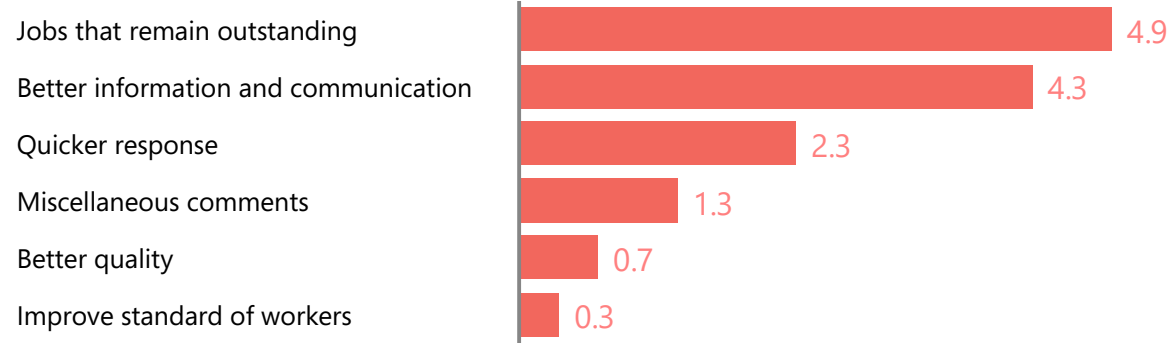
11.3 Property improvements - detail

% Base 161 | Coded from verbatim responses. Excludes non respondents.



11.4 Repair and maintenance improvements - detail

% Base 161 | Coded from verbatim responses. Excludes non respondents.



Around a fifth of the comments made were about **neighbourhood issues**, although they should be understood in the context of relatively high satisfaction with the tenant's local areas, including a substantial improvement in how the grounds maintenance service is perceived (section 8). Nevertheless, 3.6% of comments were complaints about untidy gardens and grounds maintenance, whilst a few tenants also noted issues that they had encountered with anti-social behaviour. For example:

"Our garden is an utter disgrace."

"Only that the upkeep of grounds is an absolute disgrace with overgrowing flower beds outside where, and beds that were "sorted" are now in need of remedial action."

"Not enough attention to the garden."

"The grass is not cut to a good standard and the rest of the gardens are not tended and are overgrown. The waste and recycling bins need cleaning more as there is a smell."

"Previous ASB completely ignored by Council - not at all satisfied. Two and a half years of neighbours breaking tenancy rules. Seriously, could do better."

"There is drug dealing going on at the moment which I'm not happy about."

One thing that makes Independent Living respondents different from those living in general needs is that problems with getting hold of the right person or returning calls seem to be relatively minor issues, even though they dominated the customer experience comments made by general needs respondent. Instead, the primary customer issue for this group is receiving the appropriate **wellbeing and disability support** that they think they need (4.9% of comments). Some examples of these type of comments include:

"I feel more isolated and lonely since Concord has become a hub."

"I do feel isolated at times being of a different culture."

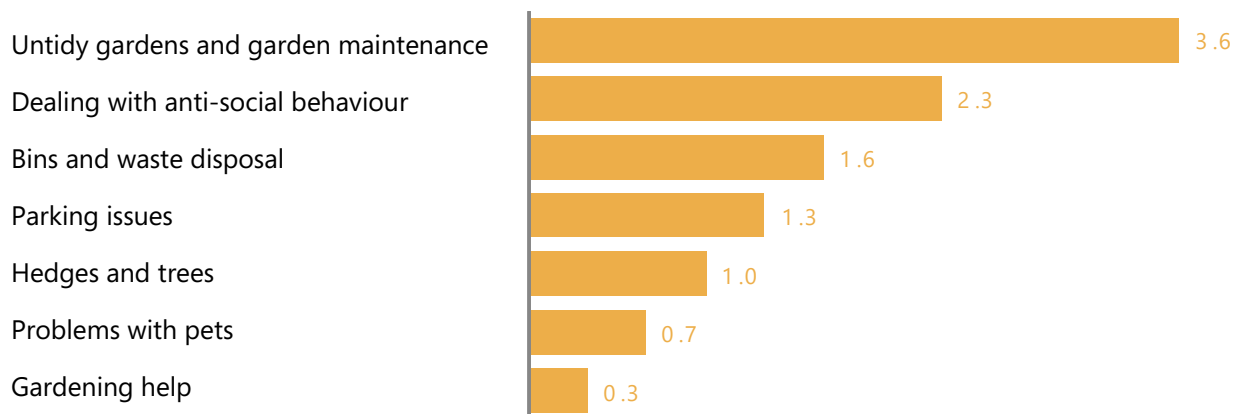
"Nan really misses having a warden, just the comfort, peace of mind of someone calling in/ringing to check everything is ok."

"I believe that some people in our building were left behind when we changed from sheltered accommodation to independent living."

11. Further comments

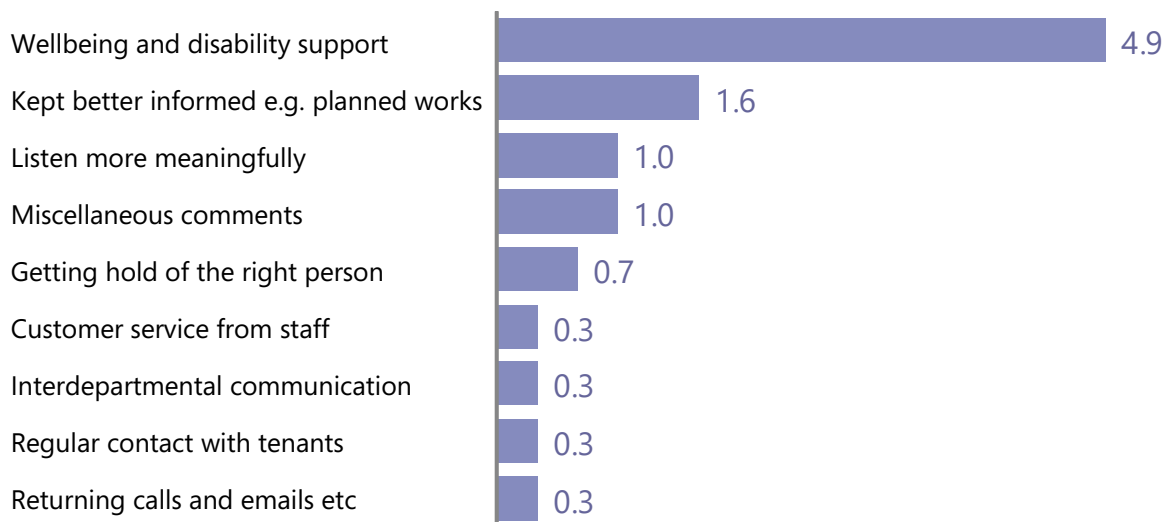
11.5 Neighbourhood improvements - detail

% Base 161 | Coded from verbatim responses. Excludes non respondents.



11.6 Customer service and communication improvements - detail

% Base 161 | Coded from verbatim responses. Excludes non respondents.



11.7 Other improvements - detail

% Base 161 | Coded from verbatim responses. Excludes non respondents.



12. Respondent profile

In addition to documenting the demographic profile of the sample, tables 12.5 and 12.7 in this section also display the core survey questions according to the main equality groups. When considering these tables it is important to bear in mind that some of the sub groups are small, so many observed differences may simply be down to chance. To help navigate these results they have been subjected to statistical tests, with those that can be confidently said to differ from the average score being highlighted in the tables.

12.1 Scheme

% Base 307

	Total	% 2022	% 2019		Total	% 2022	% 2019
Archway Gardens	7	2.3	4.1	Hamfallow Court	12	3.9	2.4
Ashcroft House	6	2.0	2.4	Hazelwood	17	5.5	5.1
Ashwell House	8	2.6	3.4	Jenner Court	11	3.6	4.1
Broadfield Road	14	4.6	2.7	Malvern Gardens	7	2.3	2.0
Burdett House	11	3.6	2.9	Sherborne House	8	2.6	3.1
Chapel Lane	8	2.6	2.7	Springfields Court	14	4.6	3.7
Concord	18	5.9	6.3	St Nicholas Court	18	5.9	4.1
Draycott	8	2.6	1.9	Tanners Piece	5	1.6	0.0
Dryleaze Court	15	4.9	6.5	The Beeches	6	2.0	2.7
Dryleaze House	15	4.9	5.8	The Corriett	10	3.3	2.7
George Pearce House	13	4.2	3.4	The Long Ground	2	0.7	1.4
Glebe Road	4	1.3	0.7	Trinity Drive	7	2.3	1.7
Glebelands	5	1.6	3.7	Vizard Close	8	2.6	2.7
Grange View	12	3.9	2.7	Walter Preston Court	16	5.2	6.1
Grove Park Road	13	4.2	5.1	Willow Road	9	2.9	2.0

12. Respondent profile

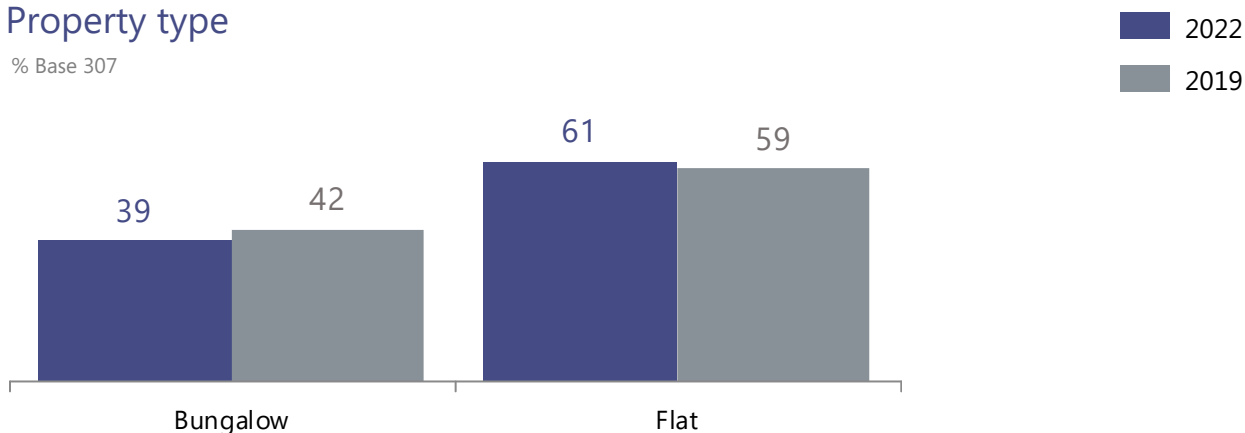
12.2 Area

% Base 307

	Total	%
Housing 1	74	24
Housing 2	8	3
Housing 3	63	21
Housing 4	52	17
Housing 5	42	14
Housing 6	39	13
Housing 7	29	9

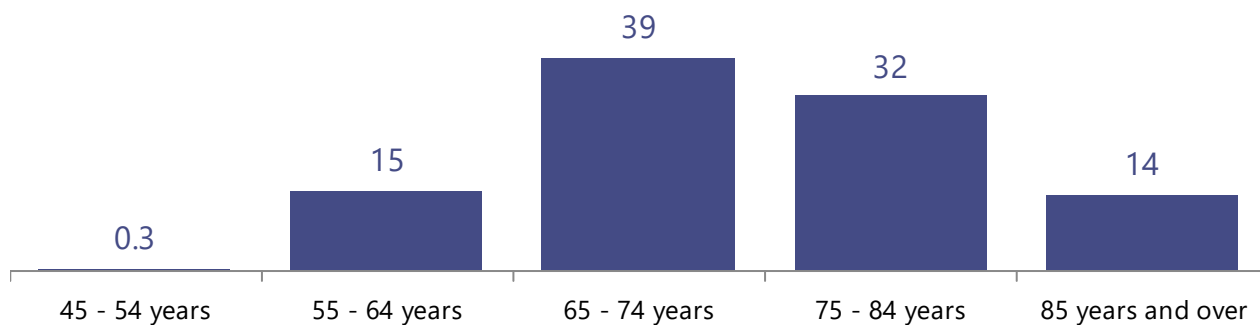
12.3 Property type

% Base 307



12.4 Age

% Base 307



12.5 Core questions by age

	Overall	% positive			
		55-64 years	65-74 years	75-84 years	85 years and over
Sample size	307	45	120	98	43
Service overall	81	78	81	81	81
Quality of home	86	84	84	90	86
Safety and security of home	87	80	83	93	88
Communal areas	77	70	76	83	75
Repairs & maintenance service	68	63	65	72	74
Last completed repair	76	55	78	81	79
Neighbourhood as a place to live	90	91	84	96	93
Positive contribution to communities	68	64	63	74	73
Dealing with anti-social behaviour	59	67	57	57	65
Rent value for money	86	81	84	90	86
Treated fairly and with respect	79	80	79	78	86
Is easy to deal with	70	68	71	67	74
Listen to views and act upon them	64	57	63	64	70
Keeps tenants informed	71	64	72	70	74
Opportunities to make views known	69	64	66	72	76
Approach to handling complaints	61	63	58	61	63

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels

12. Respondent profile

12.6 Core questions by patch

		% positive						
	Overall	Housing 1	Housing 2	Housing 3	Housing 4	Housing 5	Housing 6	Housing 7
Sample size	307	74	8	63	52	42	39	29
Service overall	81	80	88	74	82	81	82	93
Quality of home	86	85	100	87	78	91	82	97
Safety and security of home	87	88	75	77	85	93	92	93
Communal areas	77	77	100	74	64	82	83	85
Repairs & maintenance service	68	70	63	72	60	70	71	69
Last completed repair	76	83	50	66	78	73	80	91
Neighbourhood as a place to live	90	93	75	90	84	91	92	93
Positive contribution to communities	68	65	50	62	71	73	73	74
Dealing with anti-social behaviour	59	66	50	57	57	81	42	50
Rent value for money	86	84	88	85	83	88	92	86
Treated fairly and with respect	79	78	75	81	79	81	81	76
Is easy to deal with	70	67	63	73	67	83	57	70
Listen to views and act upon them	64	65	50	63	64	69	61	62
Keeps tenants informed	71	75	63	66	69	71	69	79
Opportunities to make views known	69	74	75	67	57	68	74	75
Approach to handling complaints	61	60	57	58	57	63	71	57

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

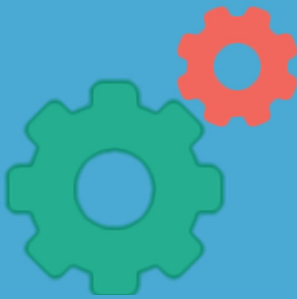
* See appendix A for further information on statistical tests and confidence levels

12.7 Core questions by property type

	% positive		
	Overall	Bungalow	Flat
Sample size	307	120	187
Service overall	81	81	81
Quality of home	86	84	88
Safety and security of home	87	91	84
Communal areas	77	79	77
Repairs & maintenance service	68	72	66
Last completed repair	76	79	74
Neighbourhood as a place to live	90	91	89
Positive contribution to communities	68	69	68
Dealing with anti-social behaviour	59	64	57
Rent value for money	86	86	86
Treated fairly and with respect	79	84	77
Is easy to deal with	70	78	64
Listen to views and act upon them	64	69	60
Keeps tenants informed	71	76	67
Opportunities to make views known	69	69	69
Approach to handling complaints	61	61	60

Significantly worse than average (95% confidence*)	Significantly better than average (95% confidence*)
Significantly worse than average (90% confidence*)	Significantly better than average (90% confidence*)

* See appendix A for further information on statistical tests and confidence levels



Appendix A. Methodology & data analysis

Questionnaire

The questionnaire was based on the Housemark STAR survey methodology, with the most appropriate questions for Stroud DC being selected by them from the STAR questionnaire templates. This year’s questionnaire also referenced The Regulator of Social Housing’s proposed tenant satisfaction measures (TSMs) that social landlords will be required to report on in future years. The questionnaire was designed to be as clear and legible as possible to make it easy to complete, with options available for large print versions or completion in alternative languages. Postal versions of the questionnaires were printed as A4 booklets.

Fieldwork

The survey was carried out between September and October 2022. Paper self completion questionnaires were distributed all 718 independent living households, followed by a reminder approximately three weeks later for all those that had not yet replied. In addition, email invitations and reminders were sent to every valid email address in the sample, plus a text invitation and reminder to all mobiles in the sample. The survey was incentivised with a free prize draw.

Online survey example pages:

Response rate

In total there were 307 responses to the survey which represented a response rate of 43% (error margin +/- 4.2%). Online responses comprised 24% of the total (74), including 40 direct responses to email (11% response) and 18 to text message (4% response). The returns exceeded the stipulated STAR target error margin of +/- 5% with a 2% increase in response rate compared to 2019.

Weighting

The results were checked to ensure that they were representative of the tenant population on the main demographic and geographic characteristics, and it was determined that no further weighting was required.

Data presentation

Readers should take care when considering percentage results from some of the sub groups within the main sample, as the base figures may sometimes be small.

Many results are recalculated to remove 'no opinion' or 'can't remember' responses from the final figures, a technique known as 're-basing'.

Error Margins

Error margins for the sample overall, and for individual questions, are the amount by which a result might vary due to chance. The error margins in the results are quoted at the standard 95% level, and are determined by the sample size and the distribution of scores. For the sake of simplicity, error margins for historic data are not included, but can typically be assumed to be at least as big as those for the 2022 data. When comparing two sets of scores, it is important to remember that error margins will apply independently to each.

Tests of statistical significance

When two sets of survey data are compared to one another (e.g. between different years, or demographic sub groups), the observed differences are typically tested for statistical significance. Differences that are significant can be said, with a high degree of confidence, to be real variations that are unlikely to be due to chance. Any differences that are not significant *may* still be real, especially when a number of different questions all demonstrate the same pattern, but this cannot be stated with statistical confidence and may just be due to chance.

Unless otherwise stated, all statistically significant differences are reported at the 95% confidence level. Tests used were the Wilcoxon-Mann-Whitney test (rating scales), Fischer Exact Probability test (small samples) and the Pearson Chi Square test (larger samples) as appropriate for the data being examined. These calculations rely on a number of factors such as the base figure and the level of variance, both within and between sample groups, thereby taking into account more than just the simple difference between the headline percentage scores. This means that some results are reported as significant despite being superficially similar to others that are not. Conversely, some seemingly notable differences in two sets of headline scores are not enough to signal a significant change in the underlying pattern across all points in the scale. For example:

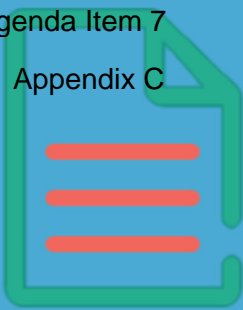
- Two satisfaction ratings might have the same or similar *total* satisfaction score, but be quite different when one considers the detailed results for the proportion *very satisfied* versus *fairly satisfied*.
- There may also be a change in the proportions who were *very* or *fairly* dissatisfied, or ticked the middle point in the scale, which is not apparent from the headline score.
- In rare cases there are complex changes across the scale that are difficult to categorise e.g. in a single question one might simultaneously observe a disappointing shift from *very* to *fairly* satisfied, at the same time as their being a welcome shift from *very dissatisfied* to *neither*.
- If the results included a relatively small number of people then the error margins are bigger. This means that the *combined* error margins for the two ratings being compared might be bigger than the observed difference between them.

Key driver analysis

“Key driver analyses” are based on a linear regression model. This is used to investigate the relationship between the overall scores and their various components. The charts illustrate the relative contribution of each item to the overall rating; items which do not reach statistical significance are omitted. The figures on the vertical axis show the standardised beta coefficients from the regression analysis, which vary in absolute size depending on the number of questionnaire items entered into the analysis. The quoted *R Square* value shows how much of the observed variance is explained by the key driver model e.g. a value of 0.5 shows that the model explains half of the total variation in the overall score.

Benchmarking

The questions are benchmarked against the Housemark STAR database of sheltered tenants, using Stroud DC’s normal peer group of English landlords with between 3,000 and 6,000 units. For the overall satisfaction score this includes 17 landlords. HouseMark benchmark scores are supplemented for the remaining questions with benchmark data from ARP Research clients who have carried out surveys in the last 2 years using the STAR questionnaires. The group selection has been verified against the core Housemark data to ensure that both benchmark groups are closely matched on their scores across those questions. This supplementary group included 15 landlords.




Appendix B. Example questionnaire



STROUD DISTRICT COUNCIL
 Ebley Mill • Ebley Wharf • Stroud • Gloucestershire • GL5 4UB
 01453 766321
www.stroud.gov.uk

Mr A B Sample
 1 Sample Street
 Address line
 Address line
 Sample District
 Sample Town
 AB1 2CD

999999



scan me
 your code:
9999mnmw
www.arp-surveys.co.uk/stroud

Dear [Contact_Name]

Tenant Satisfaction Survey 2022

This is your chance to tell us what you think of your home and the services Stroud District Council currently provides as your landlord. If you choose not to participate in this survey this will not alter our services to you.

To help us understand your levels of satisfaction with the services we provide, ARP Research (an **independent** company) is carrying out this survey on our behalf. The survey is optional and confidential. Stroud District Council will **not** be able to link your answers to your name and address without your agreement.

Please either complete and return the survey in the enclosed freepost envelope, or complete the survey online using the link above. The closing date is **11 October 2022**. As a thank you for completing the survey, you can opt for entry into a **prize draw**, where one lucky person will win **£150** and two more will receive **£50** in shopping vouchers.

This information will be used to help us improve our services. We will publish the survey results on our website, SDC Housing Facebook page and Keynotes newsletter.

This survey is a regulatory duty as a social housing landlord. We take your privacy very seriously. For information about your rights and how we use your information please see Housing privacy notices at <https://rb.gy/6in4u3> which explains why we collect information, and how that information may be used, kept safe and confidential.

If you have any questions or concerns about this survey, please contact ARP Research on 0800 020 9564 or email support@arp-research.co.uk who will be happy to answer your queries. Alternatively, you can contact Christine Welsh on 07774453357 or email christine.welsh@stroud.gov.uk


Yours sincerely

Michelle Elliott
 Housing Manager


PRIZE DRAW! 1 x £150 2 x £50

Leading a community that is making Stroud district a better place to live, work and visit for everyone
 Chief Executive: Kathy O'Leary

Appendix B. Example questionnaire



scan me
code: 999abcd



STROUD DISTRICT COUNCIL

Tenant Satisfaction Survey 2022

www.arpsurveys.co.uk/stroud your code: **999abcd**

About us

1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the council as your landlord?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
😊 <input type="checkbox"/>	🙂 <input type="checkbox"/>	😐 <input type="checkbox"/>	😞 <input type="checkbox"/>	😡 <input type="checkbox"/>

Your home

2 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	😊	🙂	😐	😞	😡

a. With the overall quality of your home?

b. That we provide a home that is safe and secure?

c. Your rent provides value for money?



Prize Draw!
1x £150 2x £50
in shopping vouchers



return by 11 October 2022

Repairs & maintenance

3 How satisfied or dissatisfied are you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
	😊	🙂	😐	😞	😡	🙄

a. That we provide a home that is well maintained and safe for you to live in?

b. With the way we generally deal with repairs and maintenance?

c. With your gas servicing arrangements (if applicable)?

4 Have you had any day to day repairs carried out in the last 12 months, e.g. a leaking tap?
 Yes **go to Q5** ↓ No **go to Q7** →

5 How satisfied or dissatisfied are you repair service you have received to your home from the Council in the last 12 months?

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	😊	🙂	😐	😞	😡

6 Thinking about you most recent repair, how satisfied or dissatisfied were you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	😊	🙂	😐	😞	😡


a. That it was easy to access the repairs service?

b. With the time taken to complete the repair after you reported it?

c. With the overall quality of the work?

d. That the repair was done 'right first time'?

e. With the overall repairs service we provided on this repair?



STROUD DISTRICT COUNCIL
www.stroud.gov.uk

Communication

7 How much do you agree or disagree with the following statement? "Housing Services treat tenants fairly and with respect."

Strongly agree	Tend to agree	Neither	Tend to disagree	Strongly disagree	No opinion
😊 <input type="checkbox"/>	🙂 <input type="checkbox"/>	😐 <input type="checkbox"/>	😞 <input type="checkbox"/>	😡 <input type="checkbox"/>	🙄 <input type="checkbox"/>

8 How satisfied or dissatisfied are you that housing services are easy to deal with?

Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
😊 <input type="checkbox"/>	🙂 <input type="checkbox"/>	😐 <input type="checkbox"/>	😞 <input type="checkbox"/>	😡 <input type="checkbox"/>	🙄 <input type="checkbox"/>

9 Have you contacted housing services in the last 12 months?
 Yes **go to Q10** ↓ No **go to Q11** ↶

10 Thinking about the last time you contacted us, how satisfied or dissatisfied were you:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied
	😊	🙂	😐	😞	😡

a. With the helpfulness of the staff?

b. With their ability to deal with your query?

11 How satisfied or dissatisfied are you that housing services:

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	No opinion
	😊	🙂	😐	😞	😡	🙄

a. Listen to your views and act upon them?

b. Give you the opportunity to make your views known?

c. Keep tenants informed about things that matter to them?

12 In your daily life, have you used any **apps** or **websites** to do any of the following in the last year?
 tick all that apply

- Used Facebook, Instagram or other social media
- Used video calling, such as Zoom or Facetime
- Online shopping
- Online banking
- Booked a service or appointment online
- Read an email newsletter
- Contacted any organisation by email, app or on their website
- Contacted any organisation on social media, such as Facebook or Twitter
- Used Government services online
- Visited the Council's Facebook or Twitter
- Used the Council's online services

13 If we produce a newsletter, such as Keynotes, would you prefer to receive it online via email or on paper? (If you wish you can give us your email address below).

Online **!** By answering this question you consent for the Council to record your preference.

Paper

14 If you would like housing services to contact you either by email or mobile phone, please give us your below and tick the box to confirm :

Mobile:

E-mail:

I confirm that the Council can contact me via these methods

! By providing this information you consent for the Council to record this information on your customer record.

15 Would you be interested in having your say about our services in any of the following ways?

tick all that apply

- Taking part in short online or social media polls
- Online discussion groups about the latest issues
- In person discussion group about the latest issues
- None of these

! By expressing an interest in any of these you give your consent for the Council to contact you about it.

Estate and communal services

16 How satisfied or dissatisfied are you with:

	Very satisfied 	Fairly satisfied 	Neither 	Fairly dissatisfied 	Very dissatisfied 	No opinion
a. Your neighbourhood as a place to live?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. How much we make a positive contribution to your neighbourhood?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. The grounds maintenance, such as grass cutting in your area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Our approach to handling of anti-social behaviour?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17 Do you live in a building with communal areas, either inside or outside, that you share with other people who live in the building?

! This includes Independent Living Schemes

- Yes **go to Q18 ↓**
- No **go to Q19 →**

18 How satisfied or dissatisfied are you that housing management services keeps these communal areas or scheme clean, safe and well maintained?

Very satisfied 	Fairly satisfied 	Neither 	Fairly dissatisfied 	Very dissatisfied 	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5

19 To what extent are the following a problem in your neighbourhood?

	Very big problem 	Fairly big problem 	Not a very big problem 	Not a problem at all
a. Rubbish or litter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Noisy neighbours	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Dog fouling/ dog mess	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Other problems with pets & animals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Racial or other harassment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Drunk or rowdy behaviour	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Vandalism and graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. People damaging your property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Drug use or dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
j. Abandoned or burnt out vehicles	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

! If you would like to tell the Council about any of these problems, please call us on 01453 766321.

Complaints

20 How much do you agree or disagree with the following statement? "I know how to make a complaint to housing services if I am not happy with the service I receive."

Strongly agree 	Tend to agree 	Neither 	Tend to disagree 	Strongly disagree 	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

21 How satisfied or dissatisfied are you with housing management services' approach to the handling of complaints?

Very satisfied 	Fairly satisfied 	Neither 	Fairly dissatisfied 	Very dissatisfied 	No opinion
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6

Well-being

These questions are optional, but they help us to understand what issues residents are facing and if there is any extra support we could offer.

22 Over the past 12 months, at times, have you felt lonely and isolated?

Always 	Often 	Sometimes 	Rarely 	Never 	Prefer not to say
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

23 How much do you agree or disagree that:

	Strongly agree 	Tend to agree 	Neither 	Tend to disagree 	Strongly disagree 	Prefer not to say
a. My rent and service charges are affordable	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. I am financially secure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. I have a good quality of life in my home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I feel part of the community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. I would come to the Council for help if I had wellbeing or money problems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

24 Do you currently need help from the Council or another support agency with wellbeing or money problems?

- Yes
 - No
- !** If you answer yes, you give your consent for the Council to contact you about it.

7

And finally ...

25 Is there anything else you would like to say about your home and/or the services that we provide, including any compliments or suggestions you may have?

26 Do you want to enter the prize draw for a chance to win up to **£150** in vouchers?

- Yes
- No

! By answering this question you consent for the Council to contact you if you win.

Thank you!



Please now return in the enclosed freepost envelope for your chance to win up to £150 in shopping vouchers!

RETURN TO:
Freepost RTZK-RGZT-BSKU,
ARP Research,
PO Box 5928,
SHEFFIELD,
S35 5DN



Appendix C. Data summary

Please note that throughout the report the quoted results typically refer to the '*valid*' column of the data summary if it appears.

The '*valid*' column contains data that has been rebased, normally because non-respondents were excluded and/or question routing applied.

Representative. Unweighted			
Count	% raw	% valid	% +'ve

Q1 Taking everything into account, how satisfied or dissatisfied are you with the service provided by the council as your landlord?

Base: 307

1:	Very satisfied	107	34.9	35.4	80.8
2:	Fairly satisfied	137	44.6	45.4	
3:	Neither	20	6.5	6.6	
4:	Fairly dissatisfied	32	10.4	10.6	
5:	Very dissatisfied	6	2.0	2.0	
	N/R	5	1.6		

Q2a With the overall quality of your home

Base: 307

6:	Very satisfied	139	45.3	45.4	86.2
7:	Fairly satisfied	125	40.7	40.8	
8:	Neither	15	4.9	4.9	
9:	Fairly dissatisfied	21	6.8	6.9	
10:	Very dissatisfied	6	2.0	2.0	
	N/R	1	0.3		

Q2b That we provide a home that is safe and secure

Base: 307

11:	Very satisfied	169	55.0	55.8	86.5
12:	Fairly satisfied	93	30.3	30.7	
13:	Neither	16	5.2	5.3	
14:	Fairly dissatisfied	19	6.2	6.3	
15:	Very dissatisfied	6	2.0	2.0	
	N/R	4	1.3		

Q2c Your rent provides value for money

Base: 307

16:	Very satisfied	154	50.2	51.2	85.8
17:	Fairly satisfied	104	33.9	34.6	
18:	Neither	23	7.5	7.6	
19:	Fairly dissatisfied	13	4.2	4.3	
20:	Very dissatisfied	7	2.3	2.3	
	N/R	6	2.0		

Q3a That we provide a home that is well maintained and safe for you to live in

Base: 307

21:	Very satisfied	121	39.4	40.1	81.2
22:	Fairly satisfied	124	40.4	41.1	
23:	Neither	10	3.3	3.3	
24:	Fairly dissatisfied	31	10.1	10.3	
25:	Very dissatisfied	16	5.2	5.3	
26:	No opinion	1	0.3		
	N/R	4	1.3		

Q3b With the way we generally deal with repairs and maintenance

Base: 307

27:	Very satisfied	86	28.0	29.0	68.4
28:	Fairly satisfied	117	38.1	39.4	
29:	Neither	29	9.4	9.8	
30:	Fairly dissatisfied	38	12.4	12.8	
31:	Very dissatisfied	27	8.8	9.1	
32:	No opinion	4	1.3		
	N/R	6	2.0		

Representative. Unweighted			
Count	% raw	% valid	% +ve

Q3c With your gas servicing arrangements (if applicable)		Base: 307			
33:	Very satisfied	99	32.2	61.9	89.4
34:	Fairly satisfied	44	14.3	27.5	
35:	Neither	10	3.3	6.3	
36:	Fairly dissatisfied	4	1.3	2.5	
37:	Very dissatisfied	3	1.0	1.9	
38:	No opinion	51	16.6		
	N/R	96	31.3		
Q4 Have you had any day to day repairs carried out in the last 12 months?		Base: 307			
39:	Yes	149	48.5		
40:	No	144	46.9		
	N/R	14	4.6		
Q5 Satisfaction with the repairs service you have received to your home from the Council in the last 12 months		Base: 149			
41:	Very satisfied	63	20.5	42.6	79.1
42:	Fairly satisfied	54	17.6	36.5	
43:	Neither	3	1.0	2.0	
44:	Fairly dissatisfied	16	5.2	10.8	
45:	Very dissatisfied	12	3.9	8.1	
	N/R	159	51.8	0.7	
Q6a That it was easy to access the repairs service		Base: 149			
46:	Very satisfied	61	19.9	41.2	75.7
47:	Fairly satisfied	51	16.6	34.5	
48:	Neither	13	4.2	8.8	
49:	Fairly dissatisfied	14	4.6	9.5	
50:	Very dissatisfied	9	2.9	6.1	
	N/R	159	51.8	0.7	
Q6b With the time taken to complete the repair after you reported it		Base: 149			
51:	Very satisfied	47	15.3	31.8	65.6
52:	Fairly satisfied	50	16.3	33.8	
53:	Neither	7	2.3	4.7	
54:	Fairly dissatisfied	25	8.1	16.9	
55:	Very dissatisfied	19	6.2	12.8	
	N/R	159	51.8	0.7	
Q6c With the overall quality of the work		Base: 149			
56:	Very satisfied	78	25.4	53.4	80.1
57:	Fairly satisfied	39	12.7	26.7	
58:	Neither	10	3.3	6.8	
59:	Fairly dissatisfied	12	3.9	8.2	
60:	Very dissatisfied	7	2.3	4.8	
	N/R	161	52.4	2.0	
Q6d That the repair was done 'right first time'		Base: 149			
61:	Very satisfied	73	23.8	50.3	75.1

	Representative, Unweighted			
	Count	% raw	% valid	% +ve
62: Fairly satisfied	36	11.7	24.8	
63: Neither	8	2.6	5.5	
64: Fairly dissatisfied	12	3.9	8.3	
65: Very dissatisfied	16	5.2	11.0	
N/R	162	52.8	2.7	
Q6e With the overall repairs service we provided on this repair		Base: 149		
66: Very satisfied	61	19.9	41.8	76.0
67: Fairly satisfied	50	16.3	34.2	
68: Neither	8	2.6	5.5	
69: Fairly dissatisfied	16	5.2	11.0	
70: Very dissatisfied	11	3.6	7.5	
N/R	161	52.4	2.0	
Q7 Housing Services treat tenants fairly and with respect		Base: 307		
71: Strongly agree	88	28.7	29.7	79.4
72: Tend to agree	147	47.9	49.7	
73: Neither	36	11.7	12.2	
74: Tend to disagree	17	5.5	5.7	
75: Strongly disagree	8	2.6	2.7	
76: No opinion	6	2.0		
N/R	5	1.6		
Q8 How satisfied or dissatisfied are you that housing services are easy to deal with		Base: 307		
77: Very satisfied	81	26.4	27.4	69.6
78: Fairly satisfied	125	40.7	42.2	
79: Neither	42	13.7	14.2	
80: Fairly dissatisfied	34	11.1	11.5	
81: Very dissatisfied	14	4.6	4.7	
82: No opinion	5	1.6		
N/R	6	2.0		
Q9 Have you contacted housing services in the last 12 months?		Base: 307		
83: Yes	193	62.9		
84: No	98	31.9		
N/R	16	5.2		
Q10a With the helpfulness of the staff		Base: 193		
85: Very satisfied	84	27.4	44.2	73.1
86: Fairly satisfied	55	17.9	28.9	
87: Neither	16	5.2	8.4	
88: Fairly dissatisfied	24	7.8	12.6	
89: Very dissatisfied	11	3.6	5.8	
N/R	117	38.1	1.6	
Q10b With their ability to deal with your query		Base: 193		
90: Very satisfied	70	22.8	38.0	66.3
91: Fairly satisfied	52	16.9	28.3	
92: Neither	25	8.1	13.6	
93: Fairly dissatisfied	23	7.5	12.5	

	Representative, Unweighted			% +ve
	Count	% raw	% valid	
94: Very dissatisfied	14	4.6	7.6	
N/R	123	40.1	4.7	
Q11a Listen to your views and act upon them	Base: 307			
95: Very satisfied	75	24.4	26.4	63.7
96: Fairly satisfied	106	34.5	37.3	
97: Neither	46	15.0	16.2	
98: Fairly dissatisfied	39	12.7	13.7	
99: Very dissatisfied	18	5.9	6.3	
100: No opinion	13	4.2		
N/R	10	3.3		
Q11b Give you the opportunity to make your views known	Base: 307			
101: Very satisfied	88	28.7	31.5	68.8
102: Fairly satisfied	104	33.9	37.3	
103: Neither	52	16.9	18.6	
104: Fairly dissatisfied	24	7.8	8.6	
105: Very dissatisfied	11	3.6	3.9	
106: No opinion	15	4.9		
N/R	13	4.2		
Q11c Keep tenants informed about things that matter to them	Base: 307			
107: Very satisfied	93	30.3	32.7	70.7
108: Fairly satisfied	108	35.2	38.0	
109: Neither	38	12.4	13.4	
110: Fairly dissatisfied	29	9.4	10.2	
111: Very dissatisfied	16	5.2	5.6	
112: No opinion	10	3.3		
N/R	13	4.2		
Q12 In your daily life, have you used any apps or websites to do any of the following in the last year?	Base: 307			
113: Used Facebook, Instagram or other social media	109	35.5		
114: Used video calling, such as Zoom or Facetime	73	23.8		
115: Online shopping	107	34.9		
116: Online banking	117	38.1		
117: Booked a service or appointment online	93	30.3		
118: Read an email newsletter	105	34.2		
119: Contacted any organisation by email, app or on their website	91	29.6		
120: Contacted any organisation on social media	42	13.7		
121: Used Government services online	95	30.9		
122: Visited the Council's Facebook or Twitter	24	7.8		
123: Used the Council's online services	58	18.9		
N/R	125	40.7		
R12 Use the internet	Base: 307			
124: Yes	182	59.3		
125: No	125	40.7		
N/R	0	0.0		

Representative. Unweighted			
Count	% raw	% valid	% +'ve

Q13 If we produce a newsletter, such as Keynotes, would you prefer to receive it online via email or on paper?

Base: 307

126: Online	72	23.5		
127: Paper	218	71.0		
N/R	17	5.5		

Q15 Would you be interested in having your say about our services in any of the following ways?

Base: 307

128: Taking part in short online or social media polls	40	13.0		
129: Online discussion groups about the latest issues	13	4.2		
130: In person discussion group about the latest issues	74	24.1		
131: None of these	165	53.7		
N/R	33	10.7		

R15 Interested in having your say about our services

Base: 307

132: Yes	109	35.5		
133: No	165	53.7		
N/R	33	10.7		

Q16a Your neighbourhood as a place to live

Base: 307

134: Very satisfied	152	49.5	51.0	89.9
135: Fairly satisfied	116	37.8	38.9	
136: Neither	12	3.9	4.0	
137: Fairly dissatisfied	10	3.3	3.4	
138: Very dissatisfied	8	2.6	2.7	
139: No opinion	3	1.0		
N/R	6	2.0		

Q16b How much we make a positive contribution to your neighbourhood

Base: 307

140: Very satisfied	76	24.8	27.6	68.0
141: Fairly satisfied	111	36.2	40.4	
142: Neither	61	19.9	22.2	
143: Fairly dissatisfied	17	5.5	6.2	
144: Very dissatisfied	10	3.3	3.6	
145: No opinion	16	5.2		
N/R	16	5.2		

Q16c The grounds maintenance, such as grass cutting in your area

Base: 307

146: Very satisfied	119	38.8	40.3	75.6
147: Fairly satisfied	104	33.9	35.3	
148: Neither	14	4.6	4.7	
149: Fairly dissatisfied	35	11.4	11.9	
150: Very dissatisfied	23	7.5	7.8	
151: No opinion	4	1.3		
N/R	8	2.6		

Q16d Our approach to handling of anti-social behaviour

Base: 307

152: Very satisfied	78	25.4	32.4	59.4
153: Fairly satisfied	65	21.2	27.0	
154: Neither	57	18.6	23.7	

	Representative. Unweighted			% +ve
	Count	% raw	% valid	
155: Fairly dissatisfied	22	7.2	9.1	
156: Very dissatisfied	19	6.2	7.9	
157: No opinion	51	16.6		
N/R	15	4.9		
Q17 Do you live in a building with communal areas, either inside or outside, that you share with other people who live in the building?				
Base: 307				
158: Yes	251	81.8		
159: No	46	15.0		
N/R	10	3.3		
Q18 Satisfaction that housing management services keeps these communal areas or scheme clean, safe and well maintained				
Base: 251				
160: Very satisfied	98	31.9	40.5	77.3
161: Fairly satisfied	89	29.0	36.8	
162: Neither	16	5.2	6.6	
163: Fairly dissatisfied	24	7.8	9.9	
164: Very dissatisfied	15	4.9	6.2	
165: No opinion	7	2.3		
N/R	58	18.9	0.8	
Q19a Rubbish or litter				
Base: 307				
166: Very big problem	14	4.6	5.1	16.1
167: Fairly big problem	30	9.8	11.0	
168: Not a very big problem	105	34.2	38.6	
169: Not a problem at all	123	40.1	45.2	
N/R	35	11.4		
Q19b Noisy neighbours				
Base: 307				
170: Very big problem	5	1.6	1.9	9.4
171: Fairly big problem	20	6.5	7.5	
172: Not a very big problem	69	22.5	25.9	
173: Not a problem at all	172	56.0	64.7	
N/R	41	13.4		
Q19c Dog fouling/ dog mess				
Base: 307				
174: Very big problem	23	7.5	8.2	21.1
175: Fairly big problem	36	11.7	12.9	
176: Not a very big problem	78	25.4	28.0	
177: Not a problem at all	142	46.3	50.9	
N/R	28	9.1		
Q19d Other problems with pets & animals				
Base: 307				
178: Very big problem	5	1.6	1.9	4.6
179: Fairly big problem	7	2.3	2.7	
180: Not a very big problem	59	19.2	22.3	
181: Not a problem at all	193	62.9	73.1	
N/R	43	14.0		
Q19e Racial or other harassment				
Base: 307				

	Representative. Unweighted			
	Count	% raw	% valid	% +'ve
182: Very big problem	4	1.3	1.5	3.0
183: Fairly big problem	4	1.3	1.5	
184: Not a very big problem	36	11.7	13.5	
185: Not a problem at all	223	72.6	83.5	
N/R	40	13.0		
Q19f Drunk or rowdy behaviour				
Base: 307				
186: Very big problem	6	2.0	2.2	6.3
187: Fairly big problem	11	3.6	4.1	
188: Not a very big problem	41	13.4	15.1	
189: Not a problem at all	213	69.4	78.6	
N/R	36	11.7		
Q19g Vandalism and graffiti				
Base: 307				
190: Very big problem	2	0.7	0.8	1.2
191: Fairly big problem	1	0.3	0.4	
192: Not a very big problem	42	13.7	15.8	
193: Not a problem at all	221	72.0	83.1	
N/R	41	13.4		
Q19h People damaging your property				
Base: 307				
194: Very big problem	4	1.3	1.5	1.5
195: Fairly big problem	0	0.0	0.0	
196: Not a very big problem	32	10.4	12.0	
197: Not a problem at all	231	75.2	86.5	
N/R	40	13.0		
Q19i Drug use or dealing				
Base: 307				
198: Very big problem	6	2.0	2.2	4.0
199: Fairly big problem	5	1.6	1.8	
200: Not a very big problem	47	15.3	17.3	
201: Not a problem at all	213	69.4	78.6	
N/R	36	11.7		
Q19j Abandoned or burnt out vehicles				
Base: 307				
202: Very big problem	1	0.3	0.4	0.4
203: Fairly big problem	0	0.0	0.0	
204: Not a very big problem	27	8.8	10.2	
205: Not a problem at all	238	77.5	89.5	
N/R	41	13.4		
Q20 I know how to make a complaint to housing services if I am not happy with the service I receive				
Base: 307				
206: Strongly agree	88	28.7	31.5	77.0
207: Tend to agree	127	41.4	45.5	
208: Neither	46	15.0	16.5	
209: Tend to disagree	11	3.6	3.9	
210: Strongly disagree	7	2.3	2.5	
211: No opinion	18	5.9		
N/R	10	3.3		

Representative, Unweighted			
Count	% raw	% valid	% +ve

Q21 Satisfaction with housing management services' approach to the handling of complaints

Base: 307

	Count	% raw	% valid	% +ve
212: Very satisfied	58	18.9	22.1	60.6
213: Fairly satisfied	101	32.9	38.5	
214: Neither	54	17.6	20.6	
215: Fairly dissatisfied	31	10.1	11.8	
216: Very dissatisfied	18	5.9	6.9	
217: No opinion	35	11.4		
N/R	10	3.3		

Q22 Over the past 12 months, at times, have you felt lonely and isolated?

Base: 307

	Count	% raw	% valid	% +ve
218: Always	19	6.2	6.8	
219: Often	23	7.5	8.2	
220: Sometimes	74	24.1	26.3	
221: Rarely	55	17.9	19.6	
222: Never	110	35.8	39.1	
223: Prefer not to say	10	3.3		
N/R	16	5.2		

R22 Over the past 12 months have you always or often felt lonely and isolated?

Base: 307

	Count	% raw	% valid	% +ve
224: Yes	42	13.7	14.9	
225: No	239	77.9	85.1	
N/R	26	8.5		

Q23a My rent and service charges are affordable

Base: 307

	Count	% raw	% valid	% +ve
226: Strongly agree	78	25.4	28.1	75.2
227: Tend to agree	131	42.7	47.1	
228: Neither	38	12.4	13.7	
229: Tend to disagree	28	9.1	10.1	
230: Strongly disagree	3	1.0	1.1	
231: Prefer not to say	13	4.2		
N/R	16	5.2		

Q23b I am financially secure

Base: 307

	Count	% raw	% valid	% +ve
232: Strongly agree	45	14.7	17.9	56.0
233: Tend to agree	96	31.3	38.1	
234: Neither	67	21.8	26.6	
235: Tend to disagree	27	8.8	10.7	
236: Strongly disagree	17	5.5	6.7	
237: Prefer not to say	32	10.4		
N/R	23	7.5		

Q23c I have a good quality of life in my home

Base: 307

	Count	% raw	% valid	% +ve
238: Strongly agree	92	30.0	31.8	78.9
239: Tend to agree	136	44.3	47.1	
240: Neither	40	13.0	13.8	
241: Tend to disagree	13	4.2	4.5	
242: Strongly disagree	8	2.6	2.8	
243: Prefer not to say	8	2.6		

Representative, Unweighted			
Count	% raw	% valid	% +ve

N/R	10	3.3		
Q23d I feel part of the community		Base: 307		
244: Strongly agree	63	20.5	23.1	68.9
245: Tend to agree	125	40.7	45.8	
246: Neither	50	16.3	18.3	
247: Tend to disagree	20	6.5	7.3	
248: Strongly disagree	15	4.9	5.5	
249: Prefer not to say	18	5.9		
N/R	16	5.2		
Q23e I would come to the Council for help if I had wellbeing or money problems		Base: 307		
250: Strongly agree	73	23.8	28.0	65.2
251: Tend to agree	97	31.6	37.2	
252: Neither	51	16.6	19.5	
253: Tend to disagree	22	7.2	8.4	
254: Strongly disagree	18	5.9	6.9	
255: Prefer not to say	32	10.4		
N/R	14	4.6		
Q24 Do you currently need help from the Council or another support agency with wellbeing or money problems?		Base: 307		
256: Yes	31	10.1		
257: No	259	84.4		
N/R	17	5.5		
D101 Stock type		Base: 307		
258: General needs	0	0.0		
259: Independent Living	307	100.0		
N/R	0	0.0		
D102 Property type		Base: 307		
260: Bungalow	120	39.1		
261: Flat	187	60.9		
262: House	0	0.0		
263: Maisonette	0	0.0		
N/R	0	0.0		
D103 Patch		Base: 307		
264: Housing 1	74	24.1		
265: Housing 2	8	2.6		
266: Housing 3	63	20.5		
267: Housing 4	52	16.9		
268: Housing 5	42	13.7		
269: Housing 6	39	12.7		
270: Housing 7	29	9.4		
N/R	0	0.0		
D104 Main Tenant Age Group		Base: 307		

	Representative. Unweighted		
	Count	% raw	% valid % +ve
271: 16 - 24 years	0	0.0	
272: 25 - 34 years	0	0.0	
273: 35 - 44 years	0	0.0	
274: 45 - 54 years	1	0.3	
275: 55 - 64 years	45	14.7	
276: 65 - 74 years	120	39.1	
277: 75 - 84 years	98	31.9	
278: 85 years and over	43	14.0	
N/R	0	0.0	
D105 Main Tenant Age Group [simple]	Base: 307		
279: 16-34	0	0.0	
280: 35-49	0	0.0	
281: 50-64	46	15.0	
282: 65+	261	85.0	
N/R	0	0.0	
D108 Scheme	Base: 307		
289: Archway Gardens	7	2.3	
290: Ashcroft House	6	2	
291: Ashwell House	8	2.6	
292: Broadfield Road	14	4.6	
293: Burdett House	11	3.6	
294: Chapel Lane	8	2.6	
295: Concord	18	5.9	
296: Draycott	8	2.6	
297: Dryleaze Court	15	4.9	
298: Dryleaze House	15	4.9	
299: George Pearce House	13	4.2	
300: Glebe Road	4	1.3	
301: Glebelands	5	1.6	
302: Grange View	12	3.9	
303: Grove Park Road	13	4.2	
304: Hamfallow Court	12	3.9	
305: Hazelwood	17	5.5	
306: Jenner Court	11	3.6	
307: Malvern Gardens	7	2.3	
308: Sherborne House	8	2.6	
309: Springfields Court	14	4.6	
310: St Nicholas Court	18	5.9	
311: Tanners Piece	5	1.6	
312: The Beeches	6	2	
313: The Corriett	10	3.3	
314: The Long Ground	2	0.7	
315: Trinity Drive	7	2.3	
316: Vizard Close	8	2.6	
317: Walter Preston Court	16	5.2	
318: Willow Road	9	2.9	
N/R	0	0	



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Independent Living in the Stroud District

1. Page 1

1. Are you planning to retire in the Stroud district?				
Answer Choices			Response Percent	Response Total
1	Yes		75.44%	43
2	No		3.51%	2
3	Unsure		21.05%	12
			answered	57
			skipped	0

2. Would you consider moving into an Independent Living scheme* specifically for people aged 55+?* SDC Independent Living accommodation is a group of unfurnished, self-contained homes specifically designed for older people. The aim is to provide independent, secure accommodation with the optional addition of social facilities and functions if you want or need them. You can read more about it here: https://www.stroud.gov.uk/housing/independent-living				
Answer Choices			Response Percent	Response Total
1	Yes		49.12%	28
2	No		22.81%	13
3	Unsure		28.07%	16
			answered	57
			skipped	0

3. Do you have plans to move to another home when you get older?				
Answer Choices			Response Percent	Response Total
1	Yes		29.82%	17
2	No		28.07%	16
3	Unsure		42.11%	24
			answered	57

3. Do you have plans to move to another home when you get older?		
	skipped	0

4. If you did live in older person@SQ@s accommodation would you want to live in a rural parish or market town and why?

Answer Choices		Response Percent	Response Total
1	Rural parish	50.00%	26
2	Market town	50.00%	26
		answered	52
		skipped	5

Comments: (57)

1	27/06/2022 11:03 AM ID: 194213576	Access to services
2	27/06/2022 11:03 AM ID: 194213587	Not sure
3	27/06/2022 11:04 AM ID: 194213651	Peace and quiet
4	27/06/2022 11:05 AM ID: 194213786	I love the country and nature it's good for my well being
5	27/06/2022 11:05 AM ID: 194213790	I love the country and nature it's good for my well being
6	27/06/2022 11:05 AM ID: 194213833	Quiet
7	27/06/2022 11:06 AM ID: 194213873	I like quiet and countryside
8	27/06/2022 11:06 AM ID: 194213960	Much more convenient for shops, doctors, etc
9	27/06/2022 11:09 AM ID: 194214317	Have always lived in a market town.
10	27/06/2022 11:09 AM ID: 194214333	Local
11	27/06/2022 11:09 AM ID: 194214343	I don't like town
12	27/06/2022 11:10 AM ID: 194214436	More facilities within walking distance.
13	27/06/2022 11:11 AM ID: 194214531	I like peace and quiet
14	27/06/2022 11:13 AM ID: 194214758	To be near shops facilities

4. If you did live in older person@SQ@s accommodation would you want to live in a rural parish or market town and why?

15	27/06/2022 11:19 AM ID: 194215416	Yes
16	27/06/2022 11:19 AM ID: 194215533	No
17	27/06/2022 11:24 AM ID: 194216081	I dont drive, do id need to be flose to shops etc
18	27/06/2022 11:25 AM ID: 194216213	Need shops etc close by
19	27/06/2022 11:27 AM ID: 194216477	As I drive I would be able to transport myself and wouldn't need in town accommodation
20	27/06/2022 11:29 AM ID: 194216792	A rural parish for the sake of the relative tranquility, but a market town, for the sake of access to amenities/social opportunities
21	27/06/2022 11:55 AM ID: 194219769	I would very much like to stay near current friends & community, I think the building of independent living schemes in the middle of nowhere is a strange thing to do, as if we must send all older people off to the countryside to wither in silence. We should be providing more independent living within our towns & suburbs so people don't have to move miles, losing their support networks, simply to get the accommodation they need.
22	27/06/2022 12:15 PM ID: 194222066	Nicer
23	27/06/2022 12:49 PM ID: 194225960	Quieter area
24	27/06/2022 12:51 PM ID: 194226164	Peace and quiet From potential noise residents
25	27/06/2022 13:17 PM ID: 194228846	In a market town where all is accessible for independdant living
26	27/06/2022 13:35 PM ID: 194230954	Like the rural setting.
27	27/06/2022 13:42 PM ID: 194231752	Peace and quiet, and as most of shopping is done online with delivery, it seems that this is the way it will go
28	27/06/2022 14:22 PM ID: 194237175	Like fresh air and country side
29	27/06/2022 15:02 PM ID: 194242343	Either
30	27/06/2022 15:09 PM ID: 194243187	
31	27/06/2022 16:48 PM ID: 194255270	Love the countryside.
32	27/06/2022 17:51 PM ID: 194260997	Close to shops and doc
33	27/06/2022 18:15 PM ID: 194263366	Quite
34	27/06/2022 18:58 PM ID: 194266931	I prefer quiet and not so much traffic and people.

4. If you did live in older person@SQ@s accommodation would you want to live in a rural parish or market town and why?

35	27/06/2022 19:28 PM ID: 194269150	Do not drive so would need good bus and train links.
36	27/06/2022 19:37 PM ID: 194269746	Because we like to live where there is plenty of greenery and space around us
37	27/06/2022 21:06 PM ID: 194275813	Have lived in a rural area all of my life.
38	27/06/2022 21:14 PM ID: 194276304	Close community
39	28/06/2022 04:48 AM ID: 194287156	Better access to community, public transport etc
40	28/06/2022 09:35 AM ID: 194301007	Better ammenaties and public transport links
41	28/06/2022 09:35 AM ID: 194301040	Better ammenaties and public transport links
42	28/06/2022 11:36 AM ID: 194315335	To stay near family
43	28/06/2022 12:49 PM ID: 194324156	I dont really mind where I live as long as it's appropriate and quiet within a nice setting.
44	28/06/2022 14:17 PM ID: 194336140	I'm happy to live in either setting
45	29/06/2022 10:51 AM ID: 194418662	Quieter
46	29/06/2022 14:50 PM ID: 194445647	Easy access to everything
47	29/06/2022 16:23 PM ID: 194459180	Easier access to shops and doctors
48	01/07/2022 23:59 PM ID: 194679257	I currently live in a rural area with the convenience of a small town near by , so I would only be interested in moving if I could live somewhere with similar surroundings.
49	02/07/2022 03:38 AM ID: 194681726	I'd love to live in a more rural location, although I have no complaints about Dursley
50	08/07/2022 12:43 PM ID: 195233710	Don't know as would depend on my health and mobility at the time.
51	12/07/2022 14:31 PM ID: 195461638	Need amenities
52	17/07/2022 15:16 PM ID: 195784967	Fuck off
53	08/08/2022 21:47 PM ID: 197220805	I like peace and quiet, and have spent a lot of my life loving in the town centre, would prefer somewhere quiet to help with my anxiety.
54	09/08/2022 15:14 PM ID: 197261751	More things on the doorstep
55	09/08/2022 18:29 PM ID: 197274595	Ease of getting to shops and other amenities.

4. If you did live in older person@SQ@s accommodation would you want to live in a rural parish or market town and why?

56	12/08/2022 21:18 PM ID: 197497429	More facilities and already in a Market town
57	17/08/2022 08:56 AM ID: 197695073	I like the market town

5. Stroud District Council is keen to develop communal areas in Independent Living accommodation which provide the facilities our tenants want. Please can you score all of the below with 1 being low and 5 being high priority:

Answer Choices	1	2	3	4	5	Response Total
Communal gardens and shared external spaces	11.54% 6	9.62% 5	13.46% 7	23.08% 12	42.31% 22	52
Shared parking spaces	17.54% 10	7.02% 4	14.04% 8	19.30% 11	42.11% 24	57
Communal space for internal social gatherings - Communal HUBS	10.53% 6	12.28% 7	21.05% 12	22.81% 13	33.33% 19	57
Communal laundry facilities	15.79% 9	15.79% 9	19.30% 11	15.79% 9	33.33% 19	57
Mobility scooter store and charging points	17.54% 10	5.26% 3	24.56% 14	12.28% 7	40.35% 23	57
					answered	57
					skipped	0

Is there anything else not listed above? (15)

1	27/06/2022 11:05 AM ID: 194213786	Group activities in the communal areas.
2	27/06/2022 11:05 AM ID: 194213790	Group activities in the communal areas.
3	27/06/2022 11:06 AM ID: 194213960	Bingo or night club lol
4	27/06/2022 11:19 AM ID: 194215416	Not happy with accommodation
5	27/06/2022 11:19 AM ID: 194215533	Did not finish cut gardening lift some corner aria's.
6	27/06/2022 11:29 AM ID: 194216792	FACILITY FOR STORAGE/ charging of electric bicycles
7	27/06/2022 15:02 PM ID: 194242343	Private small gardens for those with dogs or those who want their own outside space
8	27/06/2022 15:09 PM ID: 194243187	

5. Stroud District Council is keen to develop communal areas in Independent Living accommodation which provide the facilities our tenants want. Please can you score all of the below with 1 being low and 5 being high priority:		
9	27/06/2022 18:58 PM ID: 194266931	Allow pets.
10	27/06/2022 19:37 PM ID: 194269746	No
11	28/06/2022 12:49 PM ID: 194324156	I'd like the property to be a ground floor or within a setting with lift. I'd also need a level access shower.
12	28/06/2022 14:17 PM ID: 194336140	To be in a property with a lift if not a grind floor property. A level acces shower is a must.
13	29/06/2022 10:51 AM ID: 194418662	Own space small garden patio areas for privacy
14	02/07/2022 03:38 AM ID: 194681726	To be honest I'd rather have my own drive and laundry facilities.
15	08/08/2022 21:47 PM ID: 197220805	Small shop or place to pick up groceries in an emergency

6. Thinking about the community you live in – please can you score your importance on the list below with 1 being low and 5 being high priority:						
Answer Choices	1	2	3	4	5	Response Total
Living amongst people your own age	17.54% 10	7.02% 4	33.33% 19	26.32% 15	15.79% 9	57
Access to local healthcare facilities	3.57% 2	7.14% 4	12.50% 7	26.79% 15	50.00% 28	56
Access to care and support	12.28% 7	7.02% 4	24.56% 14	21.05% 12	35.09% 20	57
Access to shops	3.51% 2	3.51% 2	15.79% 9	21.05% 12	56.14% 32	57
Access to public transport	10.53% 6	8.77% 5	17.54% 10	14.04% 8	49.12% 28	57
Secure buildings with controlled communal doors	10.53% 6	8.77% 5	12.28% 7	28.07% 16	40.35% 23	57
					answered	57
					skipped	0
Is there anything else that is important to you? (10)						
1	27/06/2022 11:19 AM ID: 194215416	Living near family				
2	27/06/2022 11:19 AM ID: 194215533	Communal door my garden gate broken i called booked no one coming fixed disappointed 😞 and last i did blocked gap.looks awful still poeple				

6. Thinking about the community you live in – please can you score your importance on the list below with 1 being low and 5 being high priority:

		using..so...i called council agian they actually we don't do or im misunderstanding?!...
3	27/06/2022 11:55 AM ID: 194219769	Outdoor social spaces, good seating, raised garden beds, shade from pergolas
4	27/06/2022 12:51 PM ID: 194226164	Yes! Ensuring quality of life for all residents Currently noise or nuisance neighbours are allowed to flaunt the tenancy agreement, rules etc
5	27/06/2022 18:58 PM ID: 194266931	Any repairs done swiftly.
6	27/06/2022 19:37 PM ID: 194269746	No
7	28/06/2022 12:49 PM ID: 194324156	I like to live in a quiet peaceful surrounding in a safe environment with parking availability. We are very quiet and considerate and keep a tidy flat/environment so would like to remain like this where we moved too or have a charge so council keep grounds tidy, but we are willing to assist where possible.
8	28/06/2022 14:17 PM ID: 194336140	To live in a well maintained outside spaces. Also it needs to be quiet and peaceful.
9	29/06/2022 16:23 PM ID: 194459180	Freedom to engage or not engage with available services
10	02/07/2022 03:38 AM ID: 194681726	I would need a second bedroom for a carer

7. Do you think your current accommodation will continue to meet your needs in the longer term as you get older?

Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	50
1	27/06/2022 11:03 AM ID: 194213576	No - I have MS and will need modifications to this house such as a stair lift and a wet room		
2	27/06/2022 11:05 AM ID: 194213786	Yes		
3	27/06/2022 11:05 AM ID: 194213790	Yes		
4	27/06/2022 11:05 AM ID: 194213833	No		
5	27/06/2022 11:06 AM ID: 194213873	Worry about the stairs but that is all		
6	27/06/2022 11:06 AM ID: 194213960	No because it has stairs and a bath which is very hard to get in and out of		
7	27/06/2022 11:09 AM	No. Live in a first floor flat. Stairs are hard to get up and down		

7. Do you think your current accommodation will continue to meet your needs in the longer term as you get older?		
	ID: 194214317	
8	27/06/2022 11:09 AM ID: 194214343	No
9	27/06/2022 11:10 AM ID: 194214436	Yes
10	27/06/2022 11:11 AM ID: 194214531	No
11	27/06/2022 11:13 AM ID: 194214758	Dependent on my health in future .
12	27/06/2022 11:19 AM ID: 194215416	No
13	27/06/2022 11:19 AM ID: 194215533	No
14	27/06/2022 11:24 AM ID: 194216081	Yes
15	27/06/2022 11:25 AM ID: 194216213	At the moment yes
16	27/06/2022 11:27 AM ID: 194216477	Yes until I have mobility issues
17	27/06/2022 11:29 AM ID: 194216792	Possibly not, since living at the top of a steep hill is all well and good for as long as I'm in good health, but should this deteriorate to a point where my mobility is affected, then this would probably become an issue.
18	27/06/2022 11:55 AM ID: 194219769	Difficult to say, because of health & disabilities may need somewhere with assistance on call
19	27/06/2022 12:15 PM ID: 194222066	Yes
20	27/06/2022 12:49 PM ID: 194225960	No property will become too large to manage and navigate the stairs and bathroom
21	27/06/2022 12:51 PM ID: 194226164	No! Want to move to get away from nuisance neighbours
22	27/06/2022 13:17 PM ID: 194228846	Access would be a concern The layout of the accommodation would not be practical for any possible future mobility issue
23	27/06/2022 13:35 PM ID: 194230954	Yes
24	27/06/2022 13:42 PM ID: 194231752	For the time being unless mobility gets worse
25	27/06/2022 15:02 PM ID: 194242343	No, being disabled in unsuitable accommodation waiting for a bungalow is becoming much harder and more dangerous (falls on stairs, dehydration due to not drinking enough so less trips upstairs to bathroom etc)
26	27/06/2022 16:48 PM ID: 194255270	Yes
27	27/06/2022 17:51 PM	Maybe but have got steps to get up to be able to go out

7. Do you think your current accommodation will continue to meet your needs in the longer term as you get older?

	ID: 194260997	
28	27/06/2022 18:15 PM ID: 194263366	No
29	27/06/2022 18:58 PM ID: 194266931	No, once I cannot drive I will be totally stuck.
30	27/06/2022 19:28 PM ID: 194269150	Yes live in ground floor flat.
31	27/06/2022 19:37 PM ID: 194269746	No as will need to be made wheelchair friendly
32	27/06/2022 21:06 PM ID: 194275813	Yes
33	27/06/2022 21:14 PM ID: 194276304	Unsure
34	28/06/2022 04:48 AM ID: 194287156	No, I have ME and already struggling
35	28/06/2022 09:35 AM ID: 194301007	Yes
36	28/06/2022 09:35 AM ID: 194301040	Yes
37	28/06/2022 11:36 AM ID: 194315335	Unsure
38	28/06/2022 12:49 PM ID: 194324156	Not really, have 2 steps and a distance to carry items from car. Slop is too steep to self propell in a wheelchair. Also my husband is 53 this yr and in poor health with a bad heart.
39	28/06/2022 14:17 PM ID: 194336140	No
40	29/06/2022 10:51 AM ID: 194418662	Yes
41	29/06/2022 14:50 PM ID: 194445647	Yes
42	29/06/2022 16:23 PM ID: 194459180	If a stair lift were added, yes
43	01/07/2022 23:59 PM ID: 194679257	Unsure
44	02/07/2022 03:38 AM ID: 194681726	It doesn't meet my needs now. I struggle with steps and incline. I also have a shower over the bath which I am unable to access. Q
45	08/07/2022 12:43 PM ID: 195233710	Yes
46	12/07/2022 14:31 PM ID: 195461638	No. It doesn't now. Have to deal with constant noise and drug addicts
47	08/08/2022 21:47 PM ID: 197220805	Yes I live in a bungalow

7. Do you think your current accommodation will continue to meet your needs in the longer term as you get older?				
48	09/08/2022 15:14 PM ID: 197261751	No		
49	09/08/2022 18:29 PM ID: 197274595	Possibly - although the garden may get to much for us.		
50	12/08/2022 21:18 PM ID: 197497429	Potentially with adaptations		
			answered	50
			skipped	7

8. Would you prefer moving into a property without shared spaces and why?				
Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	45
1	27/06/2022 11:03 AM ID: 194213576	No		
2	27/06/2022 11:05 AM ID: 194213786	Social interactions		
3	27/06/2022 11:05 AM ID: 194213790	Social interactions		
4	27/06/2022 11:05 AM ID: 194213833	Yes for privacy		
5	27/06/2022 11:06 AM ID: 194213873	I'm a very private person and like to know my space is just that		
6	27/06/2022 11:06 AM ID: 194213960	I like my own privacy		
7	27/06/2022 11:09 AM ID: 194214317	No		
8	27/06/2022 11:09 AM ID: 194214343	No		
9	27/06/2022 11:10 AM ID: 194214436	Not too concerned. Shared spaces can make an area look nice.		
10	27/06/2022 11:11 AM ID: 194214531	Yes for privacy		
11	27/06/2022 11:13 AM ID: 194214758	Yes, privacy and having time with my family and grandchildren .		
12	27/06/2022 11:19 AM ID: 194215416	Yes		
13	27/06/2022 11:19 AM ID: 194215533	No		

8. Would you prefer moving into a property without shared spaces and why?

14	27/06/2022 11:25 AM ID: 194216213	Yes/no
15	27/06/2022 11:27 AM ID: 194216477	I like my privacy
16	27/06/2022 11:29 AM ID: 194216792	POSSIBLY, just because I am a very independently-spirited individual, who perhaps requires their own space(?)
17	27/06/2022 11:55 AM ID: 194219769	I like my independence & my privacy - but that does not mean I wouldn't want to enjoy shared spaces some of the time
18	27/06/2022 12:49 PM ID: 194225960	Yes I would prefer my own private out door space
19	27/06/2022 12:51 PM ID: 194226164	Yes! Shared spaces are not for me!
20	27/06/2022 13:17 PM ID: 194228846	Yes I would Ideally due to working full time I would benefit from having my own space
21	27/06/2022 13:42 PM ID: 194231752	No, I like to have the option to park outside the property
22	27/06/2022 16:48 PM ID: 194255270	No i like where I live.no
23	27/06/2022 17:51 PM ID: 194260997	Yes i would were i live now its shared between 4 flats garden that is all ways same people keeping it tidy
24	27/06/2022 18:15 PM ID: 194263366	Shared spaces can cause arguments because nobody actually owns it. Not a good idea.
25	27/06/2022 18:58 PM ID: 194266931	Very nice to have an outside space, not always nice to share, and also not able to design your own little patch of garden.
26	27/06/2022 19:37 PM ID: 194269746	Yes we would as I prefer my own company .As we are private people
27	27/06/2022 21:06 PM ID: 194275813	Enjoy my own space
28	27/06/2022 21:14 PM ID: 194276304	I prefer my own space
29	28/06/2022 04:48 AM ID: 194287156	No I feel shared spaces are important to prevent isolation
30	28/06/2022 09:35 AM ID: 194301007	Yes for more privacy
31	28/06/2022 09:35 AM ID: 194301040	Yes for more privacy
32	28/06/2022 11:36 AM ID: 194315335	No
33	28/06/2022 12:49 PM ID: 194324156	We just want our own flat an not needing shared spaces nor want that.
34	28/06/2022 14:17 PM	Yes, allocated parking spaces are more important to us.

8. Would you prefer moving into a property without shared spaces and why?				
	ID: 194336140	We are happy just having our own property and our own company. Having a garden of our own is also not necessary.		
35	29/06/2022 10:51 AM ID: 194418662	Yes own garden really and parking . We aren't all immobile and wanting to live in neighbours pockets as we age		
36	29/06/2022 14:50 PM ID: 194445647	No		
37	29/06/2022 16:23 PM ID: 194459180	Whilst shared spaces would be nice, I would also value having my own private space.		
38	01/07/2022 23:59 PM ID: 194679257	No		
39	02/07/2022 03:38 AM ID: 194681726	I would like my own enclosed rear garden. Front are could happily be communal. I'd like to be able to hang washing on a line, only accessible by myself same as a washing machine. I think a hub on site would be great for arts, crafts and a place to meet new people		
40	08/07/2022 12:43 PM ID: 195233710	Don't know		
41	12/07/2022 14:31 PM ID: 195461638	Yes. Would rather be somewhere quieter		
42	08/08/2022 21:47 PM ID: 197220805	Yes, I suffer with social anxiety and have dogs, so require private space.		
43	09/08/2022 15:14 PM ID: 197261751	No		
44	09/08/2022 18:29 PM ID: 197274595	No		
45	12/08/2022 21:18 PM ID: 197497429	No		
			answered	45
			skipped	12

9. Would you want to be close to your family?				
Answer Choices			Response Percent	Response Total
1	Open-Ended Question		100.00%	47
1	27/06/2022 11:03 AM ID: 194213576	Yes		
2	27/06/2022 11:05 AM ID: 194213786	Yes		
3	27/06/2022 11:05 AM	Yes		

9. Would you want to be close to your family?

	ID: 194213790	
4	27/06/2022 11:05 AM ID: 194213833	Yes
5	27/06/2022 11:06 AM ID: 194213873	Yes
6	27/06/2022 11:06 AM ID: 194213960	Yes
7	27/06/2022 11:09 AM ID: 194214317	Yes
8	27/06/2022 11:09 AM ID: 194214343	No
9	27/06/2022 11:10 AM ID: 194214436	Yes.
10	27/06/2022 11:11 AM ID: 194214531	Yes
11	27/06/2022 11:13 AM ID: 194214758	Yes
12	27/06/2022 11:19 AM ID: 194215416	Yes
13	27/06/2022 11:19 AM ID: 194215533	No
14	27/06/2022 11:24 AM ID: 194216081	Yes
15	27/06/2022 11:25 AM ID: 194216213	Yes
16	27/06/2022 11:27 AM ID: 194216477	Yes
17	27/06/2022 11:29 AM ID: 194216792	IDEALLY
18	27/06/2022 11:55 AM ID: 194219769	Not applicable
19	27/06/2022 12:49 PM ID: 194225960	Yes
20	27/06/2022 12:51 PM ID: 194226164	Preferable But I tried that once I left the forces, But that wasn't something the authorities thought about
21	27/06/2022 13:17 PM ID: 194228846	Yes
22	27/06/2022 13:42 PM ID: 194231752	Yes
23	27/06/2022 15:02 PM ID: 194242343	Yes as they are my support system and my careers when we go out in the daytime when my husbands at work

9. Would you want to be close to your family?		
24	27/06/2022 16:48 PM ID: 194255270	Yes.
25	27/06/2022 17:51 PM ID: 194260997	Unsure
26	27/06/2022 18:15 PM ID: 194263366	If possible but not essential.
27	27/06/2022 18:58 PM ID: 194266931	What Family ? All gone.
28	27/06/2022 19:37 PM ID: 194269746	Doesn't bother us as we do not want to be a burden to our children
29	27/06/2022 21:06 PM ID: 194275813	Yes
30	27/06/2022 21:14 PM ID: 194276304	Yes
31	28/06/2022 04:48 AM ID: 194287156	If possible
32	28/06/2022 09:35 AM ID: 194301007	Yes
33	28/06/2022 09:35 AM ID: 194301040	Yes
34	28/06/2022 11:36 AM ID: 194315335	Yes
35	28/06/2022 12:49 PM ID: 194324156	In a way, but my mum is Gloucester side and we like the more rural setting.
36	28/06/2022 14:17 PM ID: 194336140	No
37	29/06/2022 10:51 AM ID: 194418662	Somewhat
38	29/06/2022 14:50 PM ID: 194445647	Yes
39	29/06/2022 16:23 PM ID: 194459180	Possibly
40	01/07/2022 23:59 PM ID: 194679257	Yes
41	02/07/2022 03:38 AM ID: 194681726	I only have my son, who still lives with me.
42	08/07/2022 12:43 PM ID: 195233710	Yes
43	12/07/2022 14:31 PM ID: 195461638	Yes. However Mum recently had to relocate to Cheltenham despite being over 60 and disabled because Stroud council could not accommodate her. Disgusting!
44	08/08/2022 21:47 PM ID: 197220805	Not Particularly

9. Would you want to be close to your family?				
45	09/08/2022 15:14 PM ID: 197261751	Yes		
46	09/08/2022 18:29 PM ID: 197274595	Possibly		
47	12/08/2022 21:18 PM ID: 197497429	Yes		
			answered	47
			skipped	10

11. Please specify your age:				
Answer Choices			Response Percent	Response Total
1	40-45		23.53%	12
2	46-50		21.57%	11
3	51-55		50.98%	26
4	Prefer not to answer		3.92%	2

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STROUD DISTRICT COUNCIL

HOUSING COMMITTEE

TUESDAY, 27 JUNE 2023

Report Title	Housing Revenue Account Outturn 2022/23			
Purpose of Report	To present to the Committee the outturn position against the revenue budget and Capital programme for the Housing Revenue Account for 2022/23.			
Decision(s)	The Committee RESOLVES to note the Housing Revenue Account revenue and capital outturn position for 2022/23.			
Consultation and Feedback	Budget holders have been consulted about the outturn position in their service areas. The feedback has been incorporated into the report to explain differences between budgets and actual income and expenditure.			
Report Author	Jon Coldridge, Principal Accountant Email: jon.coldridge@stroud.gov.uk			
Options	None			
Background Papers	None			
Appendices	None			
Implications (further details at the end of the report)	Financial	Legal	Equality	Environmental
	Yes	No	No	No

1. Introduction

- 1.1 This report sets out the final outturn position for the Housing Revenue Account (HRA) for the 2022/23 financial year.
- 1.2 The purpose of this report is to inform members of the variances to budget and the level of balances held by the HRA as a result of closing the accounts for the year.

2. HRA Outturn Position Summary

- 2.1 The HRA is a self financing account for the Council's landlord function, which must be budgeted to break even (net of transfers to/from HRA reserves).

Revenue

1. The revenue outturn position of the HRA shows a net underspend of (£330k) (1.5%) of gross expenditure budget). A summary of this variation can be found in Table 1 (following paragraph **Error! Reference source not found.** 3.2).

Capital

- 2.2 The capital outturn position shows total expenditure of £9.720m, a variance of (£6.669m) against the revised budget of £16.389m. A summary of this variance can be found in Table 5 (following paragraph 6.2).
- 2.3 There is proposed capital slippage of £4,695k, giving a new capital programme for 2023/24 totalling £32.404m. Further detail of these changes are included in Section 8.2.

3. Housing Revenue Account Revenue Outturn Position

- 3.1 The outturn position for the HRA shows a net underspend of (£330k) (1.5%) of gross expenditure). A breakdown of this variance is included in Table 1 below. This is a change of (£376k) (1.48%) from the Quarter 3 forecast.
- 3.2 The underspend of £330k has been transferred to reserves, earmarked to support the damp and mould strategy, compliance, admin support and training. Further detail is included in Section 4.
- 3.3 A summary of the position of HRA General Reserves can be found in Section 5.

Table 1 – HRA Revenue Summary

Housing Committee	Para Refs	2021/22 Revised Budget (£'000)	2021/22 Amount (£'000)	Additional Reserve Transfers (£'000)	2021/22 Outturn Variance (£'000)
Dwelling rents and service charges		(23,615)	(23,625)		(10)
Other charges and income		(644)	(753)		(110)
Provision for bad debt		200	79		(121)
Total Income	3.5	(24,058)	(24,299)		(241)
Supervision and management	3.6	4,642	4,084		(558)
Repairs and maintenance	3.7	5,362	5,889	232	758
Independent Living service	3.8	711	804		93
Other expenditure	3.9	575	711		137
Independent Living Modernisation	3.10	452	403	49	0
Total Expenditure		11,741	11,891	281	431
Support Service Charges from the GF	3.11	2,408	2,271		(137)
Revenue funding of capital programme (Depn & RCCO)		7,240	7,006	257	23
Provision for repaying debt		1,012	0	1,012	0
Interest payable/receivable	3.12	3,359	2,923		(436)
Total Other Costs and Income		14,019	12,200	1,269	(550)
Total Expenditure/Income		1,702	(207)	1,550	(359)
Transfers to/(from) HRA earmarked reserves		(90)	1,489	(1,550)	29
Transfers to/(from) HRA general reserves		(1,612)	(1,612)	0	0
Total Housing Revenue Account		0	(330)	0	(330)

Note: table may contain rounding differences

- 3.4 Detail of the variances follow.
- 3.5 **Income – (£241k) increased income**

The hard work of the Property Care team and its contractors assisted through additional targeted resources has meant we are continuing to reduce the historical backlog of empty council house properties undergoing works to make them ready to be let. Material and labour supply chains still remains uncertain, and we will continue monitor how this may impact on workstreams.

As a result of the reduction in the voids there has been an increase in let properties and therefore rental income.

Garage rents are higher than budgeted but will reduce in line with the approval to review the use of all garage sites.

An allowance for non-payment of rents is included in the Provision for Bad Debt line. Through proactive support for tenants including sustainable payment arrangements to maintain tenancies the provision for bad debt, reports a (£121K) variance.

3.6 **Supervision and Management – (£558k) underspend**

During 2022/23 a number of posts became vacant and are actively being recruited for through the due process. The variance relates to vacancies within HRA new build and property services teams (£140K), maternity adjustments and officer reduced working hours within the Housing Asset management team (£134K), secondment adjustments within the Systems and income and management teams (£129K), role changes and vacancies within the Tenant Management team (£57K), and Senior housing management officers' movements within the year £65K. There is also a (£135k) underspend in respect of IT software purchase and upgrades. This predominantly relates to budget being available for new systems for Property Care, in line with the business case. This system has now been procured alongside the wider Housing Management System.

3.7 **Repairs and maintenance – £758k overspend**

There were also a number of posts that became vacant in 2022/23 within Property Care. Taking into account vacancy and recruitment across the year the underspend is estimated to be (£237k).

Where trade posts have remained, vacant additional costs are being recorded for sub-contractors in order to maintain work patterns. Further work is being undertaken by the property care team to establish the impact of inflation as well as the costs of labour and materials in respect of the overall service position. The estimated variance of for sub-contractors is £439k which is a combination of current working sub-contractor requirements and cover for vacant trade posts.

The investment revenue has a £55k variance which is due to overspends in decorating and rendering, door entry remedials, and disabled adaptations remedials with an underspend in energy performance certificates.

There is a (£278k) variance in respect of radon works as a result of delays in contractor procurement and a (£82k) variance relating to fire risk assessments fire doors and compartmentalisation works which were also delayed and (£26k) variance in respect of asbestos due to delayed works. (£150k) of the radon budget and (£82k) of the fire risk assessment budget is being carried forward to 2023/24.

Within heating an electrical there is a £122k variance where there has been a higher than anticipated spend on materials. This is due to the introduction of new regulations for carbon monoxide (CO) alarms fitted within properties, which requires every fossil fuel appliance to have a co alarm.

Capacity for delivering voids remains high as a result the variance has increased by £121k. A further £102k variance relates to council tax on voids predominantly in the early part of the year and which will reduce as the number of voids decrease.

There is a £250k overspend within the property care maintenance recharge where spend on operatives delivering capital works required allocating to revenue.

Included is a revenue transfer carry forward of £232k towards cyclical works which will be undertaken in 2023/24. Fire risk assessments are due to start in October 2023 with Radon works ongoing throughout the 2023/24 year.

3.8 **Independent Living Service - £93k overspend**

£199k of the overspend is due to the high increased costs of both Gas and electric supply within the independent living properties for which tenants have been protected against in 2022/23. There is a (£78k) vacancy and equipment saving in respect of site officers and (£28k) saving on landlord services,

3.9 **Other expenditure - £137k overspend**

£40k of the overspend is due to the high increased costs of electric supply within the communal areas of flat blocks for which tenants have been protected against in 2022/23.

There is also a forecast £117k overspend relating to grounds maintenance costs where there has been an increase in cleaning within communal grounds.

3.10 **Independent Living Modernisation**

The Independent Living Modernisation Programme (previously known as the Sheltered Modernisation Programme) includes modernisation works to green and amber schemes, as well as the decanting costs and void costs e.g. council tax for the red schemes. It consists of works to schemes that are part revenue and part capital and the budget is split based on estimates.

This is fully funded from the Independent Living modernisation earmarked reserve.

3.11 **Support Charges from the General Fund – (£137k) underspend**

Charges from the General Fund for shared and support services such as IT, HR and finance are (£137k) lower than budgeted for the year. This is largely due to vacancy savings in the General fund.

3.12 **Interest Payable / Receivable – (£436k) additional income**

A combination of increasing interest rates, along with higher than expected HRA balances, has significantly increased investment income to the HRA. All HRA loans are at a fixed rate and so interest payments have been unchanged by the rise in rates.

4. **HRA Earmarked Reserves**

4.1 The HRA base budget included a transfer to earmarked reserves for the Independent Living Modernisation Programme, for the provision for repayment of debt and a contribution towards transformation. There was also a budgeted transfer from the Independent Living Modernisation Programme reserve to fund modernisation works to schemes in year.

4.2 The budget setting papers, approved by Council in February 2023, approved the transfer of the unallocated Estate Redevelopment reserve to HRA general reserves, in order to support the medium-term position of the HRA.

4.3 There is a proposed carry forward of £232k into 2023/24 for cyclical works, as set out in para 3.7.

4.4 The overall position for the HRA for 2022/23 is an underspend of £330k, which are proposed to be allocated to the following areas:

4.5 Survey Equipment - £50k

Additional equipment to assist with damp and mould, and other surveys.

- 4.6 Staffing - £240k
To include an additional Stock Condition Surveyor for one year, to support the Damp and Mould Strategy, an additional Electrician for up to three years, to support this important area of compliance, and £30k administration support.
- 4.7 Professional Training - £40k
An additional training pot to support changes requiring all housing managers to be Chartered Institute of Housing (CIH) qualified.
- 4.8 These have been transferred to reserves in 2022/23 under the delegated authority of the Section 151 Officer. However, however should members want to reallocate these funds for alternative purposes, or to HRA general reserves, a recommendation could be made to Strategy and Resources Committee for this to happen in 2023/24.
- 4.9 The transfers to/from reserves are summarised in the table below:

Table 3 – Earmarked Reserve Transfers

Housing Revenue Account	Balance 31 March 2022 £000	Transfers From 2022/23 £000	Transfers To 2022/23 £000	Balance 31 March 2023 £000
Independent Living Modernisation	2,987	(794)	1,000	3,193
Estate Redevelopment	1,170	(1,170)	0	0
HRA Underspend 2022/23	0	0	330	330
HRA General Contingency	100	0	0	100
HRA Carry forwards	100	0	232	332
Provision for the repayment of debt	1,885	0	1,012	2,897
Transformation	377	0	39	416
Retrofit	168	0	0	168
Total earmarked reserves - HRA	6,787	(1,964)	2,613	7,436

5. HRA General Reserves

- 5.1 The opening balance of HRA general reserves at 1 April 2022 was £4,560k. The base budget included a transfer from general reserves of (£1,612k).

Table 4 – HRA General Reserves

	2022/23 £k	2023/24 £k
Opening balance	4,560	4,118
Budgeted transfer to/(from) general reserves	(1,612)	(1,814)
2022/23 transfer from Estate Redevelopment – Council Feb 2023	1,170	0
Closing balance	4,118	2,304

Note: table includes rounding differences

6. HRA Capital Programme

- 6.1 The HRA has a budgeted capital programme of £16,389k for 2022/23, of which £9,720k has been spent.
- 6.2 The below table give a breakdown of the capital programme, with further details of variances following. Table 5 – HRA Capital Outturn

Capital Summary	Para Refs	2022/23 Original Budget (£'000)	2022/23 Revised Budget (£'000)	2022/23 Amount (£'000)	2022/23 Outturn Variance (£'000)	Slippage (£'000)
Central Heating	6.4	1,181	648	156	(492)	200
Disabled Adaptations	6.5	155	155	88	(67)	
Kitchens and Bathrooms	6.6	1,446	1,696	754	(942)	663
Major Works		464	515	505	(10)	
Compliance	6.7	434	344	103	(241)	
Doors and Windows	6.8	509	644	917	273	
Electrical Works	6.9	499	471	106	(365)	
Environmental Works	6.10	515	515	309	(206)	
Door Entry	6.11	217	217	146	(71)	
External Works	6.12	2,515	2,515	4,191	1,676	
Fire Risk Works	6.13	490	490	0	(490)	490
Decarbonisation Project	6.14	0	2,883	484	(2,399)	2,399
Total Major Works	6.3	8,425	11,093	7,759	(3,334)	3,752
Depot		0	0	0	0	
IT Systems		0	435	162	(273)	
Total Other Capital Works	6.15	0	435	162	(273)	
New Homes Contingency		50	50	0	(50)	
Canal side: Corner of A419/Downton Rd (Former Ship Inn site)		284	0	0	1	
Glebelands	6.17	4,508	358	232	(126)	126
Cambridge House	6.17	2,764	198	177	(21)	21
Broadfield Road, Eastington		0	95	88	(7)	
Orchard Road, Ebley		762	0	3	3	
Queens Drive, Cashes Green		488	26	19	(7)	7
Ringfield Close, Nailsworth	6.18	0	1,342	805	(537)	
Summersfield Road, Minchinhampton		0	0	0	0	
Gloucester St and Bradley St, WuE	6.17	1,665	94	65	(29)	29
May Lane, Dursley		50	50	17	(33)	33
Total New Build and Development	6.16	10,571	2,213	1,408	(805)	216
Independent Living Modernisation	6.19	648	648	391	(257)	257
Total Independent Living Modernisation		648	648	391	(257)	257
Acquisitions	6.20	2,000	2,000	0	(2,000)	470
Opportunity Land Acquisition Pot		0	0	0	0	
Total Acquisitions		2,000	2,000	0	(2,000)	470
Total Capital Expenditure		21,644	16,389	9,720	(6,669)	4,695

6.3 **Major Works – (£3,334k) underspend/slippage**

Major works totalling £7,759k have been delivered during 2022/23.

6.4 **Central Heating – (£492k) underspend/slippage**

Heating Installs and replacements have continued with a service-based approach which reduced the overall spend. This year has seen fewer critical failures than previous years, which is due to higher value repairs being carried out and the maintenance programme being delivered in-house for gas boilers, with external specialists maintaining renewable technologies. Reduced delivery during the year was due to a lack of resource both internally and externally to deliver a heating programme of any fuel. The current heating programme has been reprofiled over the next 5 years to stop the programmes being unachievable in 2023/24.

£200k slippage is requested to review the market once more. This is to ascertain if there is an option available refurbish a plant room, which is operating beyond its life cycle and economic repair, in a more carbon neutral manner. The work required is also best provided during warmer months where it has less impact on residents. The procurement timetable is set with the view to have a contractor onboard and commence delivery of the project in August 2023.

6.5 **Disabled Adaptations – (£67k) underspend**

The underspend of (£67k) is due to delays in the delivery on aids and adaptations. This is as a result of less referrals in the year compared to previous years, which has impacted delivery for 2022/23.

6.6 **Kitchens and Bathrooms – (£942k) slippage**

Kitchens report an underspend of (£388k) which is due to high volume of tenant refusals since the COVID 19 pandemic and continuing into the programme this year, resulting in no access to properties. £150k slippage is being requested to carry forward to 2023/24.

Bathrooms report a (£553k) underspend which is as a result of reviewing the bathroom specification & cost analysis exercise as well as the programmability delivery of the bathrooms in year, with the bulk, £513k of this being carried forward to 2023/24.

6.7 **Compliance – (£241k) underspend**

Asbestos removal is responsive, and the asbestos removals programme is managed in line with the cyclical programmes. The underspend of (241k) is as a result of the slow start to the external works programme and delays to planned work due to the re-tendering process. Removal works has continued to take place when required across all work streams.

6.8 **Doors and Windows – £273k overspend**

Windows report an underspend of (£53k) against budget. This is due to some of the window programme being reprofiled to 2023/24. As a consequence of this the doors budget is recording an overspend, to ensure the council is delivering a whole house approach. The reprofiled window programme will be delivered in the first phase of the 2023/24 programme.

The £325k overspend in the doors programme is due to a large quantity of referrals from repairs, coupled with recent increase in material costs.

6.9 Electrical Works – (£365k) underspend

The contractor had capacity deliver 170 replacement consumer units before the end of the financial year, however due to contractor resourcing issues the target was not met. In addition, rewires were very slow to start as Electrical Installation Condition Reports (EICRs) were prioritised and the focus was on responding to any unsafe installations first.

Validation of emergency lighting replacements and fire alarm replacements to give an accurate cost and specification before going out to tender, as well as fewer rewires and copper changes, also reflects in the project been underspent. The programme should gather pace following completion of site surveys and distribution network operators (DNO) isolators being installed during 2023.24.

6.10 Environmental Works – (£206k) underspend

The environment improvement works underspend is due to the contractor prioritising the Wave 1 retrofit work. The scope of these works exceeded initial expectations following the retrofit assessments, resulting in the additional work, which had an impact on the remainder of the programme. This work has been reprofiled and is being carried out as a priority on the 2023/24 programme.

6.11 Door Entry – (£71k) underspend

There was a delayed start to the door entry work due to the programme aligning with other areas of work in including cyclical and externals works. The remainder of the programme will be carried out in 2023/24.

6.12 External Works – £1,676k overspend

External works reports a £1,676k overspend due to an increase from original budget coupled with a 10-15% rise in the costs of materials. The overspend also includes additional work on properties that have slipped since last year as well as work brought in line to reduce future costs and property referrals from other areas of the business.

6.13 Fire Risk Works (£490k) underspend

The fire risk assessments (FRA's) have been completed in year, however the variance results from an over estimation of the remedial works original spend for 2021/22.

The results of fire compartmentalisation studies as a consequence of the FRA's are still to be determined. The (£490k) underspend relates to the remedials arising from the compartmentalisation surveys which have not finished prior to the end of the financial year.

Slippage of £490k is requested in order to put together a programme of works based on the survey results and specifications received.

6.14 Decarbonisation Project (£2,399k) underspend

The total grant provided by Department for Business, Energy and Industrial Strategy (BEIS) is £1.828m, which SDC are match funding this amount by £0.914m, making the total budget for this project £2.742m

Due to delivery delay by the contractor completing the surveys and challenges around designs, the full budget has not been spent by the end of the year. An extension on the delivery of the project has been granted and the remaining budget will need to be carried forward to 2023/24. SDC have also recently been granted an extension on the grant funding spend deadline, which means £1.828m of grant funding has to be spent before 30 June 2023.

Slippage has been requested for £2.399m to be carried over in 2023/24 to enable delivery of the programme.

6.15 **Other Capital Works – (£273k) underspend**

The underspend relates to the Housing Management system that was proposed in 2021/22 and is currently undergoing testing. £435k has been allocated for the implementation of a new Housing IT system.

6.16 **New Build and Development – (£805k) underspend**

The following properties were completed during the year delivering a total of 29 affordable properties (24 affordable rent, 3 shared ownership and 2 Older person's shared ownership).

Broadfield Road, Eastington completed in April 2022 delivering 9 new homes for affordable rent.

Ringfield Close, Nailsworth completed in June 2022 delivering 15 new homes for affordable rent and 5 shared ownership.

6.17 **Glebelands – (£126k) underspend / Cambridge House – (£21k) underspend / Gloucester Street / Bradley Street – (£29k) underspend**

As set out in the 'New Homes & Regeneration Programme Update' report presented to Housing Committee in December 2022, additional costing exercises were undertaken to understand and monitor the rising cost of materials and labour and the impact this was having on construction costs. This resulted in the schemes in the existing programme being re-costed with a requirement to secure additional funding to deliver them. This funding has been secured and approved by full Council, however as a result of the additional costing exercises to mitigate and manage risk, there has been some slippage in the programme, when compared to the original starting budget position. Demolition of these three sites is well underway with Gloucester Street/Bradley Street complete and Cambridge House and Glebelands on track to complete by July.

6.18 **Ringfield Close, Nailsworth – (£540k)**

Ringfield Close, Nailsworth completed in June 2022.

Additional budget had been included for 2022/23 based on the estimated final account, however the estimated final account was lower than previously anticipated (primarily due to reduced costs associated with statutory consents & prelims) and this spend was not required.

6.19 **Independent Living Modernisation (£257k) underspend**

Three new schemes were scheduled for 2022/23. Two of these, Grange View and Burdett House were completed in October 2022 and March 2023 respectively. The third scheme, Hamfallow Court was the delayed by the first two schemes as well as by further contractor evaluation, with the start date slipping to 2023/24. Work at Hamfallow Court started in May 2023 and is due to complete in August 2023.

6.20 **Acquisitions – (£2,000k) underspend**

No properties were purchased in the year and work will continue to find properties and/or land to increase housing offered by the council.

The previously reported purchase of three properties build under section 106 obligations in Wotton-under-Edge is nearing completion. It is likely that this will be early in the next financial year and the relevant funding would be requested to be carried forward at year end in order to support this.

This budget is opportunity led and may not be used in full in each financial year.

7. Capital Financing

7.1 The total capital spend of £9,720k has been financed as follows.

Table 7 – Capital Financing 2022/23

Source of Funding	£k	Programmes funded
Major Repairs Reserve	7,953	Major works and some Independent Living Modernisation
Revenue Contribution to HRA system	162	Investment Technology
Capital Receipts	808	New build and development, including acquisitions
Borrowing	600	New build and development, including acquisitions
Grants	197	Major Works
Total Funding	9,720	

8. Capital Budget 2022/23

8.1 As detailed in Section 6 a net total of £4,662m is being requested as capital slippage into 2023/24. This predominantly relates to £3.752m for major works which includes £2.399m in respect of the decarbonisation project, a net slippage of £0.183m on new build schemes, £0.257m for Independent Living modernisation and £0.470m on the opportunity land acquisition pot.

8.2 Taking into account these changes, the proposed revised capital programme for 2023/24 can be found in the below table.

Table 8 – Revised Capital Budget 2023/24

Capital Programme	2023/24 Original Budget (£'000)	2022/23 Slippage (£'000)	2023/24 Revised Budget (£'000)
Central Heating	2,136	200	2,336
Disabled Adaptations	155		155
Kitchens and Bathrooms	487	663	1,150
Major Works	879		879
Compliance	196		196
Doors and Windows	1,169		1,169
Electrical Works	668		668
Environmental Works	1,830		1,830
Door Entry	44		44
External Works	3,651		3,651
Fire Risk Assessment Works	122	490	612
Decarbonisation Projects	0	2,399	2,399
Major Works	11,337	3,752	15,089
Acquisitions	4,000	470	4,470
New Homes Contingency	50		50
Glebelands	3,580	126	3,706
Cambridge House	3,201	21	3,222
May Lane, Dursley	0	33	33
Queens Drive, Cashes Green	14	7	21
Gloucester St and Bradley St, WuE	1,875	29	1,904
Opportunity Land Acquisition Pot	3,000	0	3,000
New Build and Development	15,720	686	16,406
Independent Living Modernisation	652	257	909
Independent Living Modernisation	652	257	909
HRA Capital Total	27,709	4,695	32,404

9. HRA Stock Numbers

- 9.1 The total number of dwellings available to rent or part rent part buy (excluding those held vacant pending development) has decreased by four to 4,994.

Table 9 – Summary of Housing Stock Numbers 2022/23

	Rented	Shared Ownership	Total
Opening stock at 1 April 2022	4,953	45	4,998
<i>Additions:</i>			
Broadfield Rd	9		9
Ringfield Close	15		15
Acquisitions			
<i>Less:</i>			
Right to Buy sales	-25		-25
Disposals	-1	-2	-3
Closing stock at 31 March 2023	4,951	43	4,994

9.2 The number of properties sold during the year under Right to Buy was 25 (10 in 2021/22).

10. Right to Buy Receipts Update

10.1 A total of 25 properties were sold under Right to Buy in 2022/23, with a total capital receipt of £3,093k. This is after Right to Buy discounts were applied.

10.2 In previous years, part of this would have been returned to Government (£461k in 2021/22). However, a new agreement is in place for 2023/24, whereby all the capital receipts from Right to Buy sales can be kept locally, subject to the normal rules around match funding (where Right to Buy receipts can only be used to fund up to 40% of new housing costs – the remaining must be from council resources or borrowing).

11. Other HRA Capital Receipts

11.1 A total of £593k has been raised from the sale of decanted garages and other small areas of HRA land. A vacant welling was also sold by auction and raised £317k.

11.2 There were initial (part) sales of the five shared ownership properties at Ringfield Close, totalling £590k, and two shared ownership properties staircased to 100% (bought out the council to own the property outright), with capital receipts of £297k.

11.3 These capital receipts are earmarked for future new homes.

12. Major Repairs Reserve

12.1 The HRA must transfer the annual depreciation charge to the Major Repairs Reserve (MRR), which should be used to fund capital works or repayment of debt.

12.2 In 2022/23 the depreciation transfer totalled £6,615k and is reported under ‘Revenue Funding of Capital Programme (Depreciation and RCCO)’.

12.3 The remaining £391k on this reporting line relates to Revenue Contribution to Capital Outlay (RCCO) for Independent Living Modernisation capital spend funded from the revenue earmarked reserve.

12.4 The Major Repairs Reserve has been used to fund capital spend of £7,724k. Major Works £7,582 and the Decarbonisation project £142k have been funded by the reserve, giving an overall reduction in the reserve of £1,109k during the year. A summary of the reserve is in the below table.

Table 12 – Major Repairs Reserve

	£k
Opening balance	4,556
Transfer to reserve – depreciation charge	6,615
Use of reserve – funding of capital works	(7,724)
Closing balance	3,447

12.5 This balance is taken into account in the MTFP, and will be utilised, along with future depreciation charges, to fund future major works, and potentially the annual contribution towards repaying borrowing.

13. IMPLICATIONS

13.1 Financial Implications

The whole report is financial in nature, reporting the Housing Revenue Account revenue and capital position for 2022/23.

Lucy Clothier, Accountancy Manager

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13.2 Legal Implications

There are no specific legal implications arising out of the recommendation of this report.

One Legal

Tel: 01684 272017 Email: legalservices@onelegal.org.uk

13.3 Equality Implications

There are not any specific changes to service delivery proposed within this decision.

13.4 Environmental Implications

There are no significant implications within this category.

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STROUD DISTRICT COUNCIL

HOUSING COMMITTEE

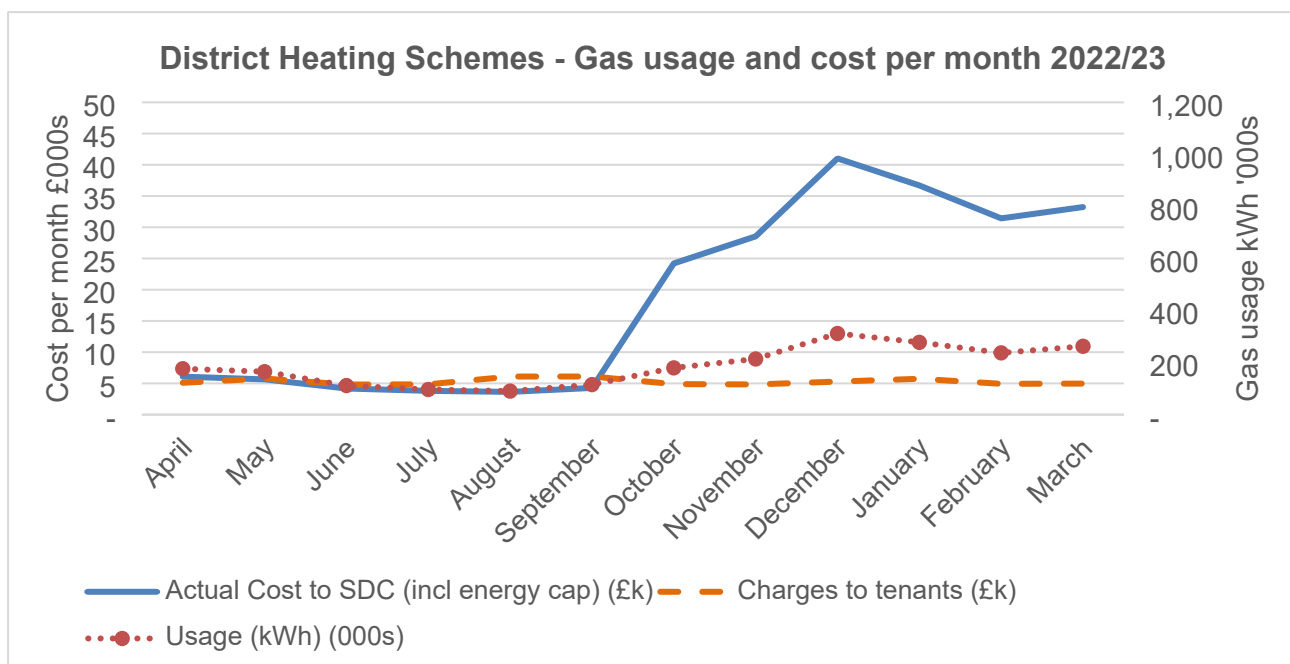
TUESDAY, 27 JUNE 2023

Report Title	District Heating Service Charges			
Purpose of Report	To update members on the service charges for Independent Living Scheme tenants with district heating systems			
Decision(s)	The Committee RESOLVES to reduce service charges for district heating systems by 21% from 7 August 2023, from an average of £23.41 per week to £18.49 per week.			
Consultation and Feedback	None			
Report Author	Lucy Clothier, Accountancy Manager Tel: 01453 754343 Email: lucy.clothier@stroud.gov.uk			
Options	Members could choose to not change heating charges, or to increase or decrease the charges by an alternative figure.			
Background Papers	None			
Appendices	None			
Implications (further details at the end of the report)	Financial	Legal	Equality	Environmental
	Yes	Yes	No	No

1. BACKGROUND

- 1.1 Stroud District Council has five Independent Living schemes which have district heating systems, where a central boiler provides heat and hot water for all the residential units and the communal area within the schemes. In this instance SDC pays for the gas and recharges the cost to the tenants.
- 1.2 The Independent Living schemes with district heating systems are:
- Dryleaze House (not including Dryleaze Court), Wotton-under-Edge
 - Grange View, Uplands, Stroud
 - Hazelwood, Stonehouse
 - St Nicholas Court, Hardwicke
 - Walter Preston Court, Cashes Green, Stroud
- 1.3 As members will be aware, the cost of gas has risen significantly over recent years, and subsequently the charges to tenants were increased from April 2023 (as approved by Council in February 2023).

1.4 For context, the below graph shows the cost of gas for the five communal boilers for the last financial year (April 2022 – March 2023).



1.5 The red (dotted) line shows the gas usage, which reduces over summer and increases over the winter months.

1.6 The blue (complete) line shows the cost to the Housing Revenue Account (HRA) for gas for these schemes during the year. The council had a three year fixed rate for gas up until September 2022. This rate was much lower than the market rate at this time. From October 2022, following the end of this deal, the cost of gas increased significantly, despite a government funded Energy Bill Relief Scheme which capped energy bills for businesses. It should be noted that the energy supply for these boilers is classified as business rather than residential.

1.7 The orange (dashed) line shows the costs recovered from tenants through service charges.

1.8 This graph shows that from October the costs incurred by the council for the heating and hot water for the five independent living schemes was significantly increased. Tenants, however, were fully protected from these higher costs for this period and service charges remained the same, which required subsidy from the wider HRA. There is no intention to recover any of this past additional cost from tenants.

1.9 This level of subsidy is not sustainable in the HRA, and service charges were increased from April 2023 to reflect the increased cost.

1.10 The charges implemented were based on the announced residential energy price caps, and an expectation that costs would reduce over summer. It was also assumed that usage would reduce by 10% from previous years.

1.11 Charges for each scheme are apportioned to tenants based on the floor area of each dwelling. Ways of metering the actual usage per dwelling are being investigated and it is hoped that a solution can be found for the future.

1.12 A commitment was made to members and tenants that these charges would be reviewed throughout the year, and where appropriate, charges would be amended to reflect changes in gas prices, and gas usage.

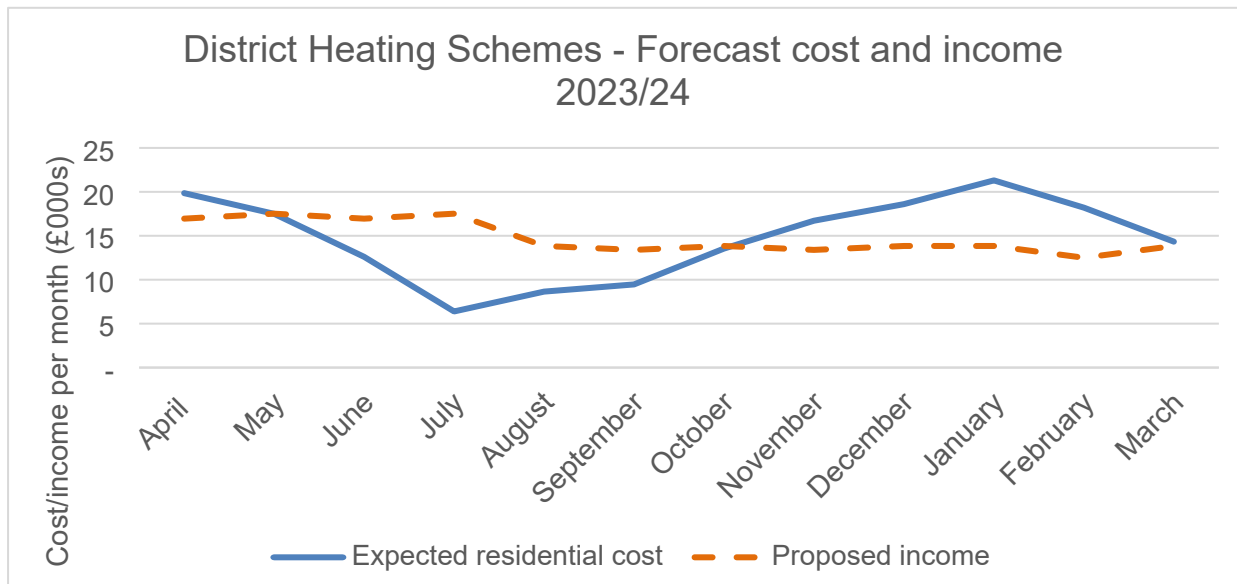
2. REVIEW OF DISTRICT HEATING COSTS AND CHARGES

- 2.1 At the time of setting the service charges for district heating systems, a government backed Energy Price Guarantee was announced at £3,000 per year (based on average usage). It had been set out that, despite the costs for gas for these schemes being at commercial rates rather than domestic rates, the costs for tenants would not exceed those of a residential customer and SDC would protect tenants if the costs were higher (which at that time they were). It was, however, assumed that costs would fall during the year, and this was reflected in the service charges.
- 2.2 Services charges for heating are based on an average rate across the year. This means that tenants will pay the same over summer, where there is less energy usage, as over winter, where energy usage is much higher. This is akin to those with their own energy supply paying a set standing order each month to the energy supplier, which allows them to 'save up' over summer to pay for the more expensive winter months. This is done to both aid budgeting for the tenant, and also to reduce administration of charges changing multiple times during the year.
- 2.3 This would mean that to reflect the expected reduction in gas costs through the year, the charges would start off lower than the actual cost of gas, but by the end of the year could be slightly higher.
- 2.4 Since Council approved the charges from 1 April, there have been announcements regarding the cost of gas.
- 2.5 Government announced that the Energy Price Guarantee would be set at £2,500 until June 2023, rather than the £3,000 that was expected to be in place. Although this does not impact on the cost incurred by SDC, the pledge to cap charges at residential prices comes into force.
- 2.6 On 25 May 2023 Ofgem, the energy regulator, announced that the energy price cap for the period 1 July to 30 September 2023 would equate to a typical annual bill of £2,074. Again, although this would not directly impact on the cost of gas on a commercial basis, it could be seen as an indicator of expected gas prices, and would act as a cap for the charges to tenants, in line with the residential price cap pledge.
- 2.7 These announcements have been used as basis for expected cost for the period 1 April to 30 September 2023. From 1 April 2023 SDC has started a new contract for the supply of gas for these schemes. The contract is at a variable rate, and so it is not yet known whether costs will be higher or lower than the residential caps.
- 2.8 For the period from 1 October 2023 to 31 March 2024, forecasts on MoneySavingExpert.com have been considered, which (based on information on the website as at 8 June 2023) show an expected reduction in cost of 4% from 1 October 2023, with a slight increase of 3% from January 2024.
- 2.9 It is not yet possible to determine if the gas usage is lower (or higher) than the estimates included in the forecast and this will be continually monitored throughout the year.

3. CONCLUSION

- 3.1 This review concludes that residential gas prices are now expected to be lower than those assumed in the charges approved by Council in February 2023. Therefore a reduction in these service charges to tenants is recommended.

- 3.2 This would be broadly in line with the expected reduction in gas prices for all tenants and residents with a direct relationship with a gas provider (with their own boiler), due to the change in the Energy Price Cap from 1 July.
- 3.3 Any changes in charges to tenants require a four week notice period. To allow this to take place it is recommended that the new charges commence on Monday 7 August 2023. Although this is later than the change in residential energy price cap, this has been factored into the calculation of the new costs ie the new costs are a little bit lower than they would have been to account for the slightly later start date. Tenants will not be adversely affected overall.
- 3.4 Using an expected start date of 7 August 2023, it is estimated that service charges could be reduced by 21% for the remainder of the financial year. This continues to assume a 10% reduction in gas usage (from previous years usage), and assumes the expected change in energy prices set out in Section 2. If the actual energy costs incurred by the council are lower than the forecast residential rates, and/or if energy usage is lowered by more than 10% it may be possible to further reduce charges to tenants later in the year.
- 3.5 This 21% reduction would reduce the average weekly cost from £23.41 per week to £18.49 per week, a reduction of £4.92 per week. Actual charges for tenants will vary, but all charges are proposed to be reduced by 21%.
- 3.6 As with previous service charges, costs are split evenly throughout the remainder of the year.
- 3.7 The following graph shows how the proposed service charges would compare to the expected cost of gas (based on residential prices) for the district heating systems. The proposed charges are set in order to only recover the forecast cost of gas (based on the assumptions set out in the report).



4. IMPLICATIONS

4.1 Financial Implications

This report sets out a proposed reduction in service charges to tenants for the provision of heating and hot water, through a communal boiler. These changes, which are based on a forecast of future costs, would reduce the income coming into the HRA. However, it is

thought that this would be offset by a reduction in the cost of gas and there should be no net cost to the HRA. Should the cost of gas not fall as expected, or increase, this could leave a shortfall in funding in the HRA.

Further cost exercises will be undertaken throughout the year to ensure that costs to tenants remain fair, without putting exceptional pressure on the financial position of the HRA. This could mean that service charges are increased or further decreased in the future.

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4.2 Legal Implications

Assuming that the units within the premises are let on either a lease or a tenancy agreement, the district heating payments would be charged to the tenant as a service charge. Stroud District Council will need to have regard to the provisions of the lease or tenancy agreement which relate to notification to the tenant of changes to the service charge and to adjustment of the service charge. One Legal will be able to provide specific advice on lease/tenancy terms if needed,

As this is a reduction in the service charge, there is no statutory requirement for tenants to be consulted.

One Legal

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4.3 Equality Implications

There are not any specific changes to service delivery proposed within this decision.

4.4 Environmental Implications

There are no significant implications within this category.

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STROUD DISTRICT COUNCIL

HOUSING COMMITTEE

TUESDAY, 27 JUNE 2023

Report Title	Damp & Mould Self-Assessment			
Purpose of Report	This report presents the Council's damp and mould self-assessment against the Housing Ombudsman's 26 recommendations taken from their spotlight report into damp and mould.			
Decision(s)	The Committee RESOLVES to note the content of the self-assessment.			
Consultation and Feedback	<p>A working group comprising of SDC officers has been established to review our approach to damp and mould and to lead on the development of the Council's Damp & Mould Policy. This work will involve creating a proactive action plan to positively resolve instances of damp and mould in our residents homes.</p> <p>The Council's self-assessment, discussions and actions arising from the working group have been discussed and shared with tenant representatives.</p>			
Report Author	Andy Kefford, Strategic Head of Housing Email: andy.kefford@stroud.gov.uk			
Options	<p>The Housing Ombudsman wrote to all Chief Executives in late 2022, urging all social housing providers to consider their damp and mould spotlight report and to self-assess against the recommendations. The Housing Ombudsman advised social housing providers that they will request a copy of this assessment as part of its investigations into relevant complaints.</p> <p>We have determined that this self-assessment is a valuable tool that must be completed to establish our current damp and mould position and to use it, as part of wider considerations, whilst formulating a new policy.</p>			
Background Papers	None			
Appendices	Appendix A – SDC Self assessment			
Implications (further details at the end of the report)	Financial	Legal	Equality	Environmental
	Yes	No	Yes	No

1. INTRODUCTION / BACKGROUND

- 1.1 The Council's Damp and Mould Policy was approved by Housing Committee in 2017 and had been due for review in September 2021. Given the passage of time, new regulatory direction and changes to demand, the Council has formed a working group to review our approach to damp and mould. This is to ensure the drafting of a new policy is fit for purpose,

meets resident demand, and offers value for money and best practice. A new policy will be presented to Housing Committee during 2023 for approval.

- 1.2 As part of the process of updating the Damp & Mould Policy, the Council have utilised the Housing Ombudsman's self-assessment tool, published as part of their spotlight report into damp and mould, entitled "It's Not Lifestyle". The Housing Ombudsman has urged all social housing providers to use the 26 recommendations from their report, to self-assess against them and to share the findings with their governing body.
- 1.3 Should a complaint be escalated to the Housing Ombudsman regarding damp and mould in a tenant's home, the Housing Ombudsman will request a copy of our self-assessment against their recommendations as part of its investigation into relevant complaints.

2. MAIN POINTS

- 2.1 Damp and mould is not a new phenomenon in social housing, but the catastrophic impact of not responding with meaningful action to reports of damp and mould were highlighted in November 2022 following the coroner's report into the tragic death of a toddler in Rochdale. The report found that the two-year-old boy had died of respiratory disease which was caused by severe and prolonged exposure to mould in his home. This mould had been repeatedly reported by his parents and health professionals to their social housing landlord, but the landlord took little or no action in response.
- 2.2 The Council, as a responsible landlord, takes our responsibilities seriously and have set up a working group made up of officers across the relevant teams within the Council. The group have explored the topic of damp and mould, our current policy, our approach, levels of demand and begun to formulate an action plan to ensure we have a policy to ensure the Council take a zero-tolerance approach to all instances of damp and mould. Damp and mould remain a priority for the Council so that our residents can live in homes that are decent, safe and secure.
- 2.3 The Council has conducted the self-assessment against the recommendations in the report. The detail and actions arising from the assessment can be found in the appendix accompanying this report.
- 2.4 There are a number of positives coming out of the self-assessment, such as the Council's commitment to positively tackling damp and mould which is being formulated into a tangible action plan. Even where the Council are working positively towards recommendations in the report, we still aspire for more. The Council are investing significantly in our retrofit programme to increase the energy efficiency of our stock. This work includes a pre and post retrofit assessment to ensure the property has sufficient ventilation once retrofit works are complete. This is to ensure the retrofit interventions do not cause excessive condensation which could lead to damp and mould. In response to the self-assessment, we acknowledge that we could take this one step further by carrying out additional customer contact after works are complete to ensure any unintended consequences are mitigated and to ensure the tenant is aware of how to operate any new equipment efficiently. This is included in the action plan at recommendation 10 and will be built into the retrofit process.
- 2.5 The Council has an accessible repair reporting service and housing staff support tenants to report repairs by email, text message and telephone. This service will be enhanced through the implementation of a new housing management system (recommendation 12) The new system will provide tenants with 24/7 digital access to an online self-service portal, enabling repairs to be reported and tracked through tenants own online accounts.
- 2.6 When a report of damp and mould is made, the Council have implemented a set of triage questions and dedicated report monitoring (recommendations 12 & 20). The system is

used to track the status of actions being taken, assign priority levels and capture details relating to possible causes. Since November 2022 when this recording mechanism was introduced, there have been 121 reports of damp and mould.

- 2.7 The Council has a robust complaints process that is compliant with the Housing Ombudsman's complaints handling code which sets out good practice. The Council carries out an annual self-assessment against the Housing Ombudsman's code to ensure our complaint handling remains in line with its requirements (recommendations 3, 18, 19, 23, 24, 25, 26).
- 2.8 Whilst there are positives, the Council is aware that there are areas for improvement and the working group are in the process of completing gap analysis and putting together proposals for improvement. The team have initiated a data led project (recommendation 3 & 5) to profile our stock and to identify properties that may be at higher risk of damp and mould. Using the data and intelligence we have will enable the Council to intervene early and to put measures in place to reduce instances of damp and mould forming.
- 2.9 The Council are actively working towards improving our approach to damp and mould, for example we have invested in specialist equipment such as thermal imaging (recommendation 1). This will assist in the identification of damp and mould causes, as well as identifying peak humidity levels in properties. The Council acknowledges that staff training is crucial to identifying signs of damp and mould early and to enable the Council to take a proactive preventative approach. Training has been delivered to Property Care through their toolbox talks and a programme of training for the wider team is in development (recommendations 1, 13, 15, 16 and 25).
- 2.10 The Council is reviewing all information that is provided to tenants to ensure these do not infer blame to the resident and to ensure all communication with residents is positive and focussed on joint working to mitigate and reduce instances of damp and mould. We will create a damp and mould checklist that housing staff will use at appropriate opportunities to spot signs of damp and mould early to ensure a proactive remedy can be put in place. We will ensure new tenants, especially first time renters, are aware of damp and mould and how they can report instances (recommendations 1, 7, 8, 10, 11, 17).
- 2.11 The Council will use the results of this self-assessment, the information from the data led project, and further consultation with tenant representatives and tenants to formulate an updated Damp and Mould Policy for approval at Housing Committee during 2023.

3. CONCLUSION

- 3.1 The Council take damp and mould seriously and are committed to ensuring a zero-tolerance approach to all instances. This paper is to note the work that the team are undertaking on damp and mould. A number of actions have been initiated to support the team and our residents and this work will continue over the next few months to ensure the Council have a robust approach that represents good practice and keeps our residents safe.

4. IMPLICATIONS

4.1 Financial Implications

The cost of damp and mould prevention and intervention, where identified within tenancies, will be closely monitored. Any financial implications arising will be identified and reported to Housing Committee through the year.

The HRA has reported an underspend for 2022/23, and it is proposed that part of this will be used to fund an additional Stock Condition Surveyor for one year, to support the Damp and Mould Strategy.

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4.2 Legal Implications

There are no significant implications within this category.

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4.3 Equality Implications

This report is to note the Council's self-assessment against the Housing Ombudsman's recommendations only. The Council have considered equality whilst carrying out the self-assessment to ensure our services are accessible and that our action plan supports all of our tenants, including those with a protected characteristic. An EIA is not required for this self-assessment; however, an EIA will be completed as part of the drafting of the new damp and mould policy that will be presented to Housing Committee later in 2023.

4.4 Environmental Implications

There are no significant implications within this category.

SDC Damp and Mould self-assessment

Ombudsman Recommendation	Recommendation detail	SDC Current Status	SDC Actions (Due Dates)
1. Adopting a Zero Tolerance Approach	Landlords should adopt a zero-tolerance approach to damp and mould interventions. Landlords should review their current strategy and consider whether their approach will achieve this.	<p>The Council take a proactive zero tolerance approach to damp and mould. We have formulated a working group to develop a damp and mould policy that will be presented to Housing Committee, our Governing Body, later in 2023 for approval.</p> <p>The development of the new policy will include a detailed action plan, some of which has already been started and/or been completed. This action plan will outline how we will respond to reports of damp and mould, but importantly, how we will be proactive in our approach to identifying homes at risk of damp and mould.</p> <p>We are investing in equipment and training for our staff. Our staff will be equipped to spot early signs of damp and mould and we are using data and technology to profile our housing stock that will enable us to identify which properties may be at risk of damp and mould. This will mean we can take a proactive approach to supporting tenants and improving lives.</p> <p>We are committed to improve the homes of our tenants and have an investment plan to improve the condition of our homes, including a strong retrofit programme.</p> <p>We have completed gap analysis of training within the team and will be working to improve the culture of the organisation. The whole of the housing team is invested and committed to delivering the best services to our residents.</p>	<p>Organisation awareness training, including for members by end of July 2023</p> <p>Housing staff training and awareness training to enhance the zero tolerance culture. To be completed by the end of July 2023</p>
Policy and Framework Review	Landlords should consider whether they require an overall framework or policy to address damp and mould which would cover each area where the landlord may be required to act. This would include any proactive interventions its approach to diagnosis actions it considers appropriate in different circumstances effective communication and aftercare.	We are reviewing the current Damp and Mould Policy and will develop a new Policy to be taken to our governing body for approval later in 2023. We are developing an action plan which will include proactive interventions, technology, communications and aftercare. A working group including tenant representatives and members has been formed and actions are ongoing from this group. We have undertaken the assessment against the 26 recommendations which will be taken to our governing group in June 23	<p>Self assessment to be taken to Housing Committee (27 June 2023)</p> <p>Updated policy is being taken to Housing Committee (September 2023)</p>
3. System Review - Complaints and Repairs Reporting	Landlords should review the accessibility and use of their systems for reporting repairs and making complaints to 'find their silence'	SDC considers and champions accessibility in system design and specification. Currently repairs can be reported by email, text message and telephone. Contact methods and accessibility to services form part of the new IT system project which aims to implement an integrated housing management system. Housing Officers hold community events and are out in the district to assist tenants reporting repairs. Our complaints process is continually reviewed and complaints can be reported through a number of contact channels. These include through our website, by phone call, email, letter, in person and via social media. Additionally as part of the data-led project (mentioned below in 5) the Council will cross-reference tenant contact logs with repairs and complaints data. The aim of this part of the data-led project is to identify tenants and groups of tenants who have had little or no recent contact with the Council. The resulting insight will be used alongside property damp and mould risk profile rankings to inform proactive tenant engagement work. The Project is currently in the planning phase, with data analysis due for completion by the end of July 2023.	<p>Data analysis completed July 2023.</p> <p>Housing Management System to include accessibility in its design</p>

SDC Damp and Mould self-assessment

Ombudsman Recommendation	Recommendation detail	SDC Current Status	SDC Actions (Due Dates)
4. Reviewing scope of inspections	Landlords should identify opportunities for extending the scope of their diagnosis within buildings for example by examining neighbouring properties to ensure the response early on is as effective as possible.	The Council recognises that the scope of diagnosis should be extended and has used current knowledge to identify areas, including neighbouring properties, where the issue is prevalent. A damp & mould working group has been convened and is in the process of reviewing how best to approach on an estate/neighbourhood basis. The council has invested in technology including damp meters and environmental monitoring including thermal imaging.	Phase 1 (property damp and mould risk profile based on data) to be completed July 2023. Review current technology and equipment and invest as appropriate. Additional equipment ordered before end of July 2023.
5. Moving towards a data driven and risk based approach	Landlords should implement a data driven risk-based approach with respect to damp and mould. This will reduce over reliance on residents to report issues help landlords identify hidden issues and support landlords to anticipate and prioritise interventions before a complaint or disrepair claim is made.	A data-led project has been initiated to identify properties that are potentially at a higher risk of damp and mould, with the aim of prevention and early intervention in higher risk cases. This project is currently in the planning phase. The first phase of the project will analyse data on stock profile & stock condition information; asset & compliance data; repairs; tenant contact & tenancy audit information; energy data; complaint and disrepair data; known damp and mould issues in similar properties and tenancies, and tenant satisfaction data. Each property will be assigned an initial damp and mould risk profile based on these data. Phase 1 is due to be delivered July 2023. The second phase of the project will focus on proactive tenant engagement based on the identified risk profile of the property. This will include 1-to-1 energy advice, conducting tenancy audits and prioritising stock condition surveys.	Phase 1 (property damp and mould risk profile based on data) to be completed July 2023.
6. Regeneration and development equality	Where properties are identified for future disposal or are within an area marked for regeneration landlords should proactively satisfy themselves that residents do not receive a poorer standard of service or lower living conditions that steps are taken to avoid homes degrading to an unacceptable condition and that they regularly engage and communicate with these residents.	The process for properties that are identified for future disposals or regeneration has recently been reviewed. The process in place is to carry out a full options appraisal of those properties which allows us to look at the costs associated to carrying out the all of the work required and to look at other options that could be viable. Whilst this is being done we will put a temporary hold on any major planned works required (new kitchens, bathrooms etc) and only undertake urgent repairs and HHSRS failings to ensure that our residents and their homes are kept safe and do not receive a poor standard of service or allow them to go in to disrepair. We ensure that we are communicating with tenants to keep them updated.	

SDC Damp and Mould self-assessment

Ombudman Recommendation	Recommendation detail	SDC Current Status	SDC Actions (Due Dates)
7. Avoiding placing onus on resident and evaluation of mitigations	Landlords should avoid taking actions that solely place the onus on the resident. They should evaluate what mitigations they can put in place to support residents in cases where structural interventions are not appropriate and satisfy themselves they are taking all reasonable steps.	<p>At the start of our tenancies we have a programme of support which includes regular visits from the housing officer during the first year. The aim of these visits are to support tenants in maintaining a successful tenancy, this includes information and support with ventilation and what to do if damp or mould occurs in terms of reporting and engaging with the council to resolve.</p> <p>Due to the age profile of some of our stock, we are aware that some homes were not designed with modern living in mind. We are aware that some residents may have limited alternative options for drying their laundry.</p> <p>Where appropriate, we facilitate items such as washing lines for communal areas. We have taken steps to increase ventilation in homes and we have used thermal equipment to identify peaks humidity levels so that we can support residents with when it is best to ensure adequate ventilation.</p>	<p>Review tenancy visit checklist to ensure we continue to focus on relevant and current support issues and mitigations that can be put in place to support residents. Checklists complete by end of August 2023.</p> <p>This is to include visible checks for early signs of damp and mould and ensure tenants have the opportunity to raise any repair concerns, including instances of damp and mould</p>
8. Review of advice guidance and support to residents	Together with residents landlords should review the information materials and support provided to residents to ensure that these strike the right tone and are effective in helping residents to avoid damp and mould in their properties.	The Council will review the information, materials and support provided to residents. The website page has been partially updated to include useful guidance and a tutorial to illustrate how damp and mould can be managed. Work is being undertaken in the working group with tenants to ensure that residents feedback is valued and integrated into the final design.	<p>Housing staff to introduce a checklist to include checking tenants homes , providing tenant opportunity to raise concerns and staff to provide guidance and information as appropriate.</p> <p>Review all guidance and website with tenants involved.</p> <p>Complete by end of August 2023.</p>
9. Incorporate Damp and Mould into Mutual exchanges including visits and void periods	Landlords should be more transparent with residents involved in mutual exchanges and make the most of every opportunity to identify and address damp and mould including visits and void periods.	When a property is due for a mutual exchange an inspection takes place with a housing officer and a technical officer. The outgoing tenant is informed of their responsibilities including removal of personal possessions from the property and reviewing any outstanding repairs or maintenance issues with us prior to their move. A checklist is used to identify potential defects to the property for rectification before the mutual exchange or once it is void.	<p>Damp & Mould Checklist February 2023 to be reviewed annually</p> <p>To review mutual exchange policy / procedure, by end of December 2023.</p>
10. Planning for unintentional damp and mould consequences when delivering net zero carbon homes	Landlords should ensure their strategy for delivering net zero carbon homes considers and plans for how they can identify and respond to potential unintended consequences around damp and mould.	All retrofit works carried out on our retrofit programme all properties are subject to a pre and post retrofit assessment, at pre inspection stage a ventilation strategy is put together to identify if any new or upgraded ventilation systems are required to ensure that the home is more energy efficient and to ensure that there is adequate ventilation to prevent damp and mould in the home.	Add to the retrofit process for Officer to make contact with resident to ensure that unintended consequences are mitigated and tenants are aware of how to operate equipment (i.e. heat pump), by end of June 2023.

SDC Damp and Mould self-assessment

Ombudman Recommendation	Recommendation detail	SDC Current Status	SDC Actions (Due Dates)
11. Involve residents in the initial responses to damp and mould	Landlords should review alongside residents their initial response to reports of damp and mould to ensure they avoid automatically apportioning blame or using language that leaves residents feeling blamed.	<p>When a instance of damp and mould is reported it is triaged by the repairs service who will ask a questionset to establish the tenants views on the damp and mould including requesting picture(s) to enable identification. This allows positive communication to investigate the root cause of instances of damp and mould without jumping to solutions or conclusions.</p> <p>A damp and mould working group has been convened including residents. All have been briefed on the white paper and the importance of using the correct language to ensure blame is not automatically apportioned to residents.</p>	Review questionset with tenant working group to gain insight as to how this comes across from the tenants perspective by end of September 2023.
12. Review record keeping for Damp and Mould	Landlords should consider their current approach to record keeping and satisfy themselves it is sufficiently accurate and robust. We would encourage landlords to go further and consider whether their record keeping systems and processes support a risk-based approach to damp and mould.	<p>The Council uses a damp and mould tracking system to monitor all reported instances of damp and mould. The system is used to track the status of actions being taken, assign priority levels, and capture detailed information relating to possible causes. A similar tracking system will be set up to manage a damp and mould risk rating for each property and all resulting actions taken (an output of 5 above).</p> <p>The Council has invested in a new Housing Management System which is currently in the process of being implemented. The new system will improve the interoperability of data between service areas, leading to improved visibility of records and information across landlord services. Longer-term and more robust system requirements for Damp and Mould record-keeping have been incorporated into this Project.</p>	Property damp and mould risk rating system in place by end of August 2023
13. Review timeliness and urgency of cases	Landlords should ensure that their responses to reports of damp and mould are timely and reflect the urgency of the issue.	Emergency works are completed within 24 hours, non-emergency works are surveyed within 28 days. Works response times are routinely monitored and tracked against targets as part of key performance indicator reporting. Damp and mould actions are monitored on a case-by-case basis and are flagged if overdue.	<p>Conduct a review of damp and mould specific timescales as part of the strategic review</p> <p>Training staff to HHSRS standards to assist with robust categorisation, by end of September 2023.</p>
14. Conduct review into missed appointments	Landlords should review the number of missed appointments in relation to damp and mould cases and depending on the outcome of any review consider what steps may be required to reduce them.	The Council runs a weekly "no access" report and residents are contacted to re-book appointments at their convenience. Records will be kept to illustrate that all reasonable measures have been put place to gain access.	<p>Weekly "no access" report - SDC Property Care Team</p> <p>Review no access process and amend as appropriate to ensure a proactive and engaging approach, with a commitment to contact tenants to remind them of damp and mould appointments/inspections. Complete by end of July 2023.</p>

SDC Damp and Mould self-assessment

Ombudman Recommendation	Recommendation detail	SDC Current Status	SDC Actions (Due Dates)
15. Ensuring staff , and contractors , have the ability to identify and report early signs of damp and mould	Landlords should ensure that their staff whether in house or contractors have the ability to identify and report early signs of damp and mould.	Training courses for reporting of damp and mould have been identified. The first phase of training has been provided to frontline repairs operatives and currently officers are reporting damp and mould cases when visiting properties in line with our current processes. It is recognised that additional training for the wider team will help to make this process more robust.	Ensure that training is booked on identifying damp and mould for all teams (31/06/2023) HHSRS training for officers by end of September 2023.
16. Skills gap analysis	Landlords should take steps to identify and resolve any skills gaps they may have ensuring their staff and contractors have appropriate expertise to properly diagnose and respond to reports of damp and mould.	Through toolbox talks and team meetings we have identified the gaps in knowledge and training needs for our teams in our Maintenance, Investment, Tenancy and Income teams and are sourcing suitable training to resolve identified skills gaps as discussed in 15	
17. Review of policies and processes regarding communication in relation to actions	Landlords should ensure that they clearly and regularly communicate with their residents regarding actions taken or otherwise to resolve reports of damp and mould. Landlords should review and update any associated processes and policies accordingly.	The process for damp and mould resolution is being reviewed by the Council's Damp and Mould Working Group. The review will ensure that tenants receive communication at each stage of the process. Tenants are informed of the plan of action to tackle the damp and mould in their property, and are kept updated. After-care will include follow-up surveys and telephone contact to ensure that the problem has not returned. Process maps are to be updated by August 2023.	Update process in line with reviews Update process maps to include tenant communication by August 2023.
18. Review internal communications and ensure the team has overall responsibility for resolution followup and aftercare	Landlords must ensure there is effective internal communication between their teams and departments and ensure that one individual or team has overall responsibility for ensuring complaints or reports are resolved including follow up or aftercare.	The Council's Damp & Mould Working group is reviewing internal communications at all stages in the process as it recognises that the responsibility for ensuring complaints and reports are resolved including following up care, involves cross-team participation. We have a joint Managers meeting for raising housing concerns and discussing cases at high level. Complaints are managed using a centralised system which includes oversight and followup.	Update on process maps to include internal communications by August 2023
19. Review complaints policy	Landlords should ensure that their complaints policy is effective and in line with the Complaint Handling Code with clear compensation and redress guidance. Remedies should be commensurate to the distress and inconvenience caused to the resident whilst recognising that each case is individual and should be considered on its own merits.	A copy of Stroud District Council's corporate complaints policy is published on its website, and Tenant Services reference complaints on their own website page, which clearly outlines this definition. See: https://www.stroud.gov.uk/housing/council-tenants-and-leaseholders/our-customers-matter/compliments-and-complaints/complaints . When dealing with any communication/enquiry/ complaint, residents expectations are managed as per our usual service delivery practice in conjunction with the Council's Compensation Policy.	Self-Assessment Review due October 2023

SDC Damp and Mould self-assessment

Ombudsman Recommendation	Recommendation detail	SDC Current Status	SDC Actions (Due Dates)
20. Review strategy to ensure complex cases can be identified	Landlords need to ensure they can identify complex cases at an early stage and have a strategy for keeping residents informed and effective resolution.	The Council takes steps to identify complex cases at an early stage using a triage system as soon as a report is received. This will decide whether the report requires a visit for complex specification. Residents are kept informed of resolutions to be taken and timescales involved. The Council has a variety of tools at its disposal to identify the causes of damp and mould to ensure that we are dealing with the root cause and not merely the symptoms. Should the initial screening or survey identify a serious issue, this is escalated and all options are thoroughly discussed, including emergency home moves.	Review Damp & Mould Triage Call checklist. Implement "Every Contact Counts" approach to ensure every opportunity to identify complex cases is realised by end of July 2023.
21. Identifying when independent surveyors / experts should be used	Landlords should identify where an independent mutually agreed and suitably qualified surveyor should be used share the outcomes of all surveys and inspections with residents to help them understand the findings and be clear on next steps. Landlords should then act on accepted survey recommendations in a timely manner.	We have a team of trained surveyors who investigate instances of damp and mould. It is recognised that where there are complex cases or where causes are difficult to identify an external and independent surveyor would be necessary. Where identified the Council will appoint an independent, suitably qualified surveyor to inspect and report on the findings including recommendations for remedy. These reports are shared with residents and the recommendations explained. An officer then takes responsibility for implementing the recommendations in a timely manner.	Update process maps to include appointment of independent surveyor where identified by August 2023 Ensure surveyors are suitably trained in Damp and Mould by end of September 2023.
22. Conduct review of decant policy	Where extensive works may be required landlords should consider the individual circumstances of the household including any vulnerabilities and whether or not it is appropriate to move resident(s) out of their home at an early stage.	Review of decant policy is currently being undertaken. Latest policy was revised in April 2022 this recommendation is being taken into consideration in the review.	Complete review of decant policy (December 2023)
23. Promotion of complaints process	Landlords should promote the benefits of their complaints process and the Ombudsman to their residents as an appropriate and effective route to resolving disputes.	The Council's complaints policy advises that any resident of Stroud District, or their representative, who has been given appropriate consent by the resident, may make a complaint, and these will be handled in line with our complaints policy. A number of contact channels are provided to residents so they can make a complaint. These include through our website, phone call, email, letter, in person, and via social media. The tenants rights to contact and escalate to the Ombudsman is outlined in both the Stage 1 and Stage 2 response letter templates. Reference to the Housing Ombudsman is also on our website under our complaints & feedback page.	Self-Assessment Review due October 2023
24. Review complaints process and disrepairs process together to ensure complaints procedure is used effectively	Landlords should continue to use the complaints procedure when the pre- action protocol has commenced and until legal proceedings have been issued to maximise the opportunities to resolve disputes outside of court. Landlords should ensure their approach is consistent with our jurisdiction guidance and their legal and complaint teams work together effectively where an issue is being pursued through the complaints process and protocol.	The Council recognises where a resident might have a representative deal with their complaint on their behalf, and to be represented or accompanied at any meeting with the Council, where this is reasonable. Where a key issue of a complaint relates to either parties' legal obligations, the Council will clearly set out our understanding of the obligations of both parties, ensuring that any additional requirements are addressed. The Council are committed to resolving residents complaints timely and effectively, using the complaints procedure, including when pre-action has been commenced.	Self-Assessment Review due October 2023

SDC Damp and Mould self-assessment

Ombudsman Recommendation	Recommendation detail	SDC Current Status	SDC Actions (Due Dates)
25. Review the learning from complaints and the positive impacts of learnings	Landlords should consider how best to share learning from complaints and the positive impact of changes made as a result within the organisation and externally. Systems should allow the landlord to analyse their complaints data effectively and identify themes trends and learning opportunities.	<p>Learning outcomes / lessons learned are captured and reported back to managers for action to be taken, as well as at monthly team meetings for further discussion. Refresher training is also delivered where required. We are providing more opportunities for resident involvement through the delivery of the Charter for Social Housing, improving on our continued commitment to build on resident involvement opportunities. We have held several tenant participation events and these are used to give and receive feedback on complaints. Quarterly and Annual Reports are submitted to Housing Committee for their approval.</p> <p>The Strategic Director of Communities and Strategic Head of Housing receive quarterly and annual reports detailing complaints data.</p> <p>Managers meet regularly to discuss complaints handling and learning outcomes. All staff are informed of learning outcomes at monthly operational meetings with training given when identified.</p> <p>We will be liaising with the Youth Council to encourage feedback from younger residents.</p> <p>Keynotes, the Council’s tenants’ newsletter, also includes complaints feedback, e.g. “you said, we did”, plus statistical data.</p>	<p>Self-Assessment Review due October 2023</p> <p>Complaints data to be uploaded to the Council’s performance monitoring system on a monthly basis.</p> <p>The Performance Monitors (elected Councillors) for Housing Committee are responsible for this area and will scrutinise and report on the data at Housing Committee meetings.</p> <p>An Annual Report has not been produced since 2019 (due to CV-19); however, it has been reintroduced for 2022/23 and will be distributed at year end.</p>
Review complaint handling to ensure that residents are treated with respect and empathy	Landlords should ensure they treat residents reporting damp and mould with respect and empathy. The distress and inconvenience experienced by residents in this area is some of the most profound we have seen and this needs to be reflected in the tone and approach of the complaint handling.	<p>Annual self-assessment completed against the Complaint Handling Code to ensure complaints handling remains in line with Housing Ombudsman requirements. Self-assessment also reviewed following a significant restructure and/or change in procedures/policies</p> <p>Regular staff toolbox talks are held and managers meeting to discuss instances and complaint feedback to ensure that residents are treated with empathy and respect.</p>	<p>Self-Assessment Review due October 2023</p> <p>Culture and the way in which we communicate with our tenants is being built into our training plans</p>

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STROUD DISTRICT COUNCIL

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HOUSING COMMITTEE OFFICER REPORT

Cleaner Estates Update

We have focused for the last two years on refuse storage solutions, fly-tipping and contaminated refuse and continue to work with our colleagues in Community Services and Independent Living to improve our communities.

We have improved storage solutions in Bearlands, Paganhill, Oak Drive, Durand Court, Maple Close, Turnpike Avenue, St Georges Road and Acacia Drive.

We have supported residents with the love where you live events and removing refuse from gardens. Untidy gardens are still a work in progress as many of our residents with untidy / hoarded gardens are vulnerable and we will always offer support before we consider an enforcement route.

Focus areas for 2023/2024 will include:

- Defining and agreeing cleaning service standards – in line with the service charge depooling project
- Storage solutions for flats
- Regenerations works planned with the investment team
- Chapel Street Action Plan

Areas that have been put on hold (and should be removed from the strategy at this time) due to resource in both cost and staff time include:

- Investigate the use of Community Protections Notices
- Cleaning of Community Bins
- Additional Garden Waste Collection
- Reintroduction of the Garden Competition

REPORT SUBMITTED BY	Michelle Elliot, Housing Manager
DATE	19 June 2023

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Performance Monitoring Report Q4: Housing Committee

Date of Meeting	Performance Monitoring Meeting, Monday 15 May 2023	
Attendees	Members: Lindsey Green & Katrina Davis Officers: Keith Gerrard, Rachel Brain, Andy Kefford, Alison Fisk, Maria Hickman, Steve Miles, Tara Skidmore	
Performance Update (See report below/attached)		
Council Plan Priorities (see performance management system)	Summary:	Progress & RAG Status
	Action Plans:	7 On Target
	See detailed report below.	0 Not started
	Actions where no information has been provided will be highlighted	1 Overdue
		0 Completed
Council Plan Performance Indicators or Milestones (see performance management system where applicable)	Summary:	Progress & RAG Status
	Milestones:	4 On Target
		0 Not started
		0 Overdue
		2 Completed
	Summary:	Progress & RAG Status
	Performance Indicators:	16 On Target
		0 Not Started
		0 Overdue
Reports being presented to this Committee associated with Council Plan:		
Service Area Indicators (not covered in Council Plan)		
Risks	Corporate Risk Register presented to Audit & Standards Committee. List any relevant Service specific risks.	
Relevant finance issues		
Any other service issues considered at the meeting (eg staffing / resources)		
Follow up (any issues for consideration at the next meeting)		

Any issues of significant concern to be reported to Audit and Standards

No issues of concern to report to Audit and Standards	
Any actions/recommendations for the Committee	
Any issues will be raised at Committee by the Performance Monitors.	
Report submitted by	Cllr Davis & Cllr Green
Date of report	




Please complete and return to the Democratic Services ASAP for circulation to the Committee.



Report On: Action Plans, Milestones & Indicators

Filter By: Cross Cutting Plans, **Plan Name:** Housing Committee Monitoring Report Housing Quarterly 22/23




Action Plans, Milestones & Indicators (30)


CW2: Affordable homes: Build affordable, energy efficient homes and deliver high quality services for all tenants by investing in the renovation of existing council homes and meet a range of housing needs for those who experience disadvantage and creating a culture of tenant engagement and empowerment.


Code	Action Required / Description	Deadline	Lead Officer	Status	Last Monitored	Comments
CW2.1	Deliver new affordable homes across the District, through planning policy and work with partners including community-led housing groups, housing associations and via our own New Homes Programme, which will deliver EPC-A rated properties in line with our Strategy for New Council Homes 2020-2024.	31/03/2024	Pippa Stroud	On Target 		<p>New Council Homes Delivery – targets achieved for this financial year. Soft stripping and demolition has started on the next set of sites at Gloucester Street/Bradley Street, Cambridge House & Glebelands with this work due to finish in July 2023.</p> <p>We work with a wide variety of housing providers in order to maximise the delivery of affordable homes, as well as having our own in-house development team.</p> <p>The new Stroud Local Plan is currently in the Examination in Public (EIP) process; as part of this, officers will be called to explain the drafted affordable housing policies. The EIP is expected to conclude in early autumn with the Plan fully adopted in 2024.</p>
» CDPCW2.1a	Number of new affordable Council homes completed p.a.	N/A	Kimberley Read	Target: 24 Actual: 24 	25/04/2023	Annual figure achieved in June 2022 of 24 new homes.
Performance Members Comments:						
» CDPCW2.1b	Number of new affordable homes completed p.a. by partners	N/A	Pippa Stroud	Target: 120 Actual: 245 	28/04/2023	This is the 21/22 figure. The 22/23 figure will be available in July 23 when we receive Homes England figures.
Performance Members Comments:						



CW2.2	Invest £30m over the next 5 years to repair, maintain and invest in current council housing stock and bring empty council homes back into use as soon as possible.	31/03/2026	Tara Skidmore	On Target 	02/05/2023	<p>The overall 5 year delivery plan is on track.</p> <p>Some works planned for 2022/23 have not been delivered. Contributory factors to this has been the award of grant funding to support our retrofit decarbonisation programme which required the anticipated schedule to be revised and alongside this the unprecedented increases in the cost and availability of materials and labour. As a consequence, the programme has been reprofiled with some works now moved and scheduled for delivery in 2023/24.</p> <p>The actual spend for 2022/23 was £7.8m against a planned programmes of £11.1m. The budget for 2023/24 for Investment Programmes is £11.3m</p>
Performance Members Comments:						
» CW2.2.1	A rolling 5-year investment plan is agreed (as part of the MTFP) • Quarterly actual delivery tracks 5-year investment plan	31/03/2026	Andrew Kefford	Completed 	N/A	See 2.2 above
» CDPCW2.2a	Spend per council property in upper quartile compared with peers	N/A	Adrian Erwood	Target: £145 Actual: £172.49	02/05/2023	<p>The average spend on repairs per council property is above target.</p> <p>This figure is based on internal quarterly performance monitoring and for 22/23 is not fully peer grouped benchmarked. (As of 1 April 2023 we do have peer benchmarking information and so this will be included in future reports).</p>
Performance Members Comments:						


» CDPCW2.2b	Empty property (void) ready to let turnaround time in upper quartile compared with peers	N/A	Adrian Erwood	Target: ● 42 Actual: 106 <i>Minor Voids - 88 days</i>	02/05/2023	<p>Over the last quarter the number of homes which at any one time are empty and undergoing works has been stable at around 35-40.</p> <p>To maximize availability of homes, for those in need, work has been prioritized on those empty properties which can be returned to occupancy quickly (known as 'minor voids').</p> <p><i>There are more major than minor voids, with a ratio of 2:1. This impacts on the resources available and extends the overall turnaround times.</i></p> <p>The objective remains to try and target the quicker turnaround properties.</p> <p>This was considered by the voids working group which recognized and understood this approach.</p> <p>The impact of this is that properties requiring major and structural works take significantly longer to be completed. The overall effect is that the mean average time for all empty properties is extended.</p> <p>This figure is based on internal performance monitoring and is not peer grouped benchmarked.</p> <p><i>The benchmarking information that is available to us is so from 1 April 2023, this detail will be included in future reports.</i></p>
Performance Members Comments:						
CW2.3	Prioritise the prevention of homelessness by delivering the Next Steps Accommodation Programme and invest in temporary accommodation and specialist support, including working with partners countywide to develop the specialist housing and support needed.	31/03/2024	Pippa Stroud	On Target ●		<p>The Government's Next Steps Accommodation Programme has now concluded; we have purchased three properties through the Programme for vulnerable rough sleepers.</p> <p>We are looking to expand our 'Housing-Led' process which accommodates people with complex needs in ordinary tenancies with wrap-around support, in partnership with Tenant Services.</p>

» CW2.3.1	Gloucester City Homes has now acquired the Minister's house and will be carrying out refurbishment works.	31/03/2024	Pippa Stroud	On Target 		This is the District Council's first commissioned temporary accommodation. It opened in March 2023, providing 5 pet-friendly rooms for people at risk of rough sleeping.
» CDPCW2.3a	Increase the number of homeless cases prevented by 25% p.a.	N/A	Pippa Stroud	Target:  77 Actual: 83		The number of homeless preventions has risen, but not by 25%. This is largely because the local rented market is now inaccessible to those on low incomes, meaning that we are unable to prevent homelessness using private rented accommodation.
» CDPCW2.3b	Reduce the number of households in temporary accommodation after 56 days by 25% pa	N/A	Pippa Stroud	Target:  33 Actual: 72		<p>This PI will be updated, as we are unable to meet it due to circumstances beyond our control.</p> <p>Unprecedented changing in the private rented housing market post pandemic has resulted in the local rented sector now being inaccessible to those on low incomes. This means that SDC has limited ability to reduce the length of time a household will spend in temporary accommodation. A move to a settled home is now reliant on a suitable social-sector tenancy becoming available.</p> <p>(The statutory timeframe for homeless relief is 56 days; during that time, we assist homeless households to source accommodation in the private rented sector)</p>

<p>CW2.4</p>	<p>Provide more opportunities for resident involvement in housing decisions through delivery of the Charter for Social Housing Residents and our continuing commitment to build on resident involvement opportunities.</p>	<p>31/03/2023</p>	<p>Michelle Elliott</p>	<p>On Target </p>	<p><i>Staff vacancies and sickness have delayed increasing the number of tenant engagement events. A similar number have been held this year as last year. However, those which have been held have been generally better attended than last year. (in 21/22 attendance numbers were not recorded)</i></p> <p><i>One Café Conversation held in March 2023. 35 Tenants attended. The themes for café conversations have been taken from the STAR survey and in March we shared the Q3 complaints data with tenants and also presented on how ASB is investigated and how the legal process in implemented.</i></p> <p><i>12 Estate Walkabouts took place in March in the following areas Berkeley, Cam, Stonehouse, Cashes Green, Dursley, Wotton, Hardwicke, Top of Stroud, Paganhill, Thrupp Minchinhampton, Chapel Street. Councillors have attended the majority of the walkabouts as have PCSO's and Neighbourhood Wardens. The Housing Officers promote the walkabouts on social media but we are still trying to increase the number of tenants who attend with us.</i></p> <p><i>6 Play area consultations took place across the district. Housing Officers met with 20 plus residents and children attending each one.</i></p> <p><i>140 tenants replied to the STAR survey advising they were struggling with financial or wellbeing difficulties – the Housing Officers, Income Management Officers and Independent Living Enablers will be contacting these people during this quarter to signpost and refer to agencies who can assist them with their particular issues.</i></p> <p><i>We have Housing Hubs in Stonehouse, Wotton Under Edge, Nailsworth, Cam, Dursley, Paganhill, most of these take place monthly, with the exception of Stonehouse which is a weekly visit. We are working hard to promote the Housing Hubs and to engage with tenants in their community. During Q4 we held 25 Housing Hub Sessions(Nailworth is a new Housing Hub started in March 2023). Numbers are still low , but we continue to promote on social media. During Q4 we spoke with 30 tenants across the Housing Hubs around a variety of subjects including pets, parking, bus routes, ASB, garden refuse, bulky goods, support and advice, repairs, homeseker plus, overcrowding, domestic abuse, financial concerns, wellbeing concerns damp & mould. The Housing Hubs will also be promoted in the forthcoming Keynotes Magazine</i></p> <p><i>The Independent Living Community HUBS continue to thrive across the five sites and during Q4 interacted with 60 residents attending activities.</i></p> <p><i>During Q1 there will also be Site meetings across the 26 sites, these generally attract 80 tenants across all sites.</i></p>
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						<p><i>Housing Officers also attend Community Hubs , in partnership with P3 , Neighbourhood Wardens and Police, these Hubs are held at Paganhill, Wotton Under Edge, Nouncells Cross and Chapel Street.</i></p> <p><i>Working through the Chapel Street Action Plan there was also interaction during Q4 with 50 residents in Chapel Street</i></p> <p><i>Two Tenants Voice Reps and tenant who is a participant on the National Social Housing Quality Panel introduced to Andy Kefford. Tenants Voice Reps attend Housing Committee and put forward questions on issues/ themes raised by tenants , such as the Independent Living Heating charges.</i></p> <p><i>26 Introductory visits were also undertaken by Housing Officers during this quarter. These visits are booked in for 6 weeks after the tenants have moved in , to see if they are settled in their home, have any concerns or need any further information.</i></p> <p><i>In addition to the above , the Tenancy Management team meet with tenants regularly on a weekly basis to discuss tenancy issues, offer support and signposting, agree permissions, resolve succession and assignment queries</i></p>
Performance Members Comments:						
» CW2.4.2	Cross service tenants' scrutiny panel established with half yearly report to HC on work programme delivery.	30/12/2022	Michelle Elliott	On Target		<p><i>An active cross service tenancy service panel of eight tenants is established which met for a series of six sessions in the last six months to interrogate the voids process. It reported to Housing Committee on its finding in October is scheduled to meet in Q1 to discuss arising issues.</i></p>
Performance Members Comments:						




» CDPCW2.4a	80% of tenants are satisfied with the training they receive	N/A	Michelle Elliott	Target: 80 Actual: 80 	<p>Tenants appear to have little appetite for training as take-up is often patchy. Efforts are therefore made to offer focused training appropriate to tenant involvement roles. Independent mentoring sessions are arranged TV reps to support their participation at Housing Committee meetings.</p> <p>TV reps and the tenant participant on National Social Housing Quality Panel have been offered places at the forthcoming TPAS Tenants' Conference.</p> <p>TV reps have told us they are satisfied with the mentoring (and training) they receive.</p>
Performance Members Comments:					
» CDPCW2.4b	80% of tenants are satisfied with the quality and relevance of SDC tenant events they attend	N/A	Michelle Elliott	Target: 80 Actual: 80 	<p>24 tenants attended the Café Conversation event this quarter. Those who gave us feedback were very positive and said they liked the interaction and discussion with other tenants from across the district. They also found it reassuring that staff could respond to their questions satisfactorily.</p> <p>People who interacted with Housing Officers at Drop-Ins often had tenancy-related or Housing Advice queries.</p> <p>Housing Officer attendance at Community Hub Forums is appreciated and enhances partnership working.</p> <p>The vast majority of tenants that attend events are satisfied with the support and mentoring they receive. Café Conversations usually engage with between 30 & 50 tenants.</p>
Performance Members Comments:					



» CDPCW2.4c	10% increase in the overall number of tenants engaged, including all consultation events, scrutiny panels and performance management activity. Baselines to be confirmed	N/A	Michelle Elliott	Target: Actual:		<p>During Q4 we engaged with 372 tenants at the various events <i>however, in 2021/22 attendance numbers were not recorded so benchmarking has not been possible. In general attendance at events has been good and, anecdotally, increased from the previous year.</i></p> <p>Analysis of the General Needs STAR survey results suggest our efforts should focus much more on promoting awareness and understanding of tenant participation to increase tenant engagement. A sizeable proportion of respondents (25%) chose the middle 'neither' option in the survey. We therefore recognise the need to review our processes (see para below).</p> <p>We also discovered that 22% of GN respondents are interested in having their say about services with the most popular method of doing so being through participation in short online/social media polls. Indeed, 35% of under 35s favoured online polls while 18% favour discussion groups.</p> <p>The introduction of annual tenant satisfaction measures (by the Social Housing Regulator) includes tenants' perceptions around "listening to tenants' views and acting upon them" + "...keeps tenant informed about things that matter to them". These annual measures will help to inform our work in enhancing performance.</p>
Performance Members Comments:						
» CDPCW2.4d	Increase the number of tenants engaged who are under 30 years old, including all consultation events, scrutiny panels and performance management activity. Baselines to be confirmed	N/A	Michelle Elliott	Target: Actual: These figures are not available at the moment (see text)		We have not confirmed a baseline for this work. We are working alongside TPAS as engaging with tenants under 30 is priority for us. Currently our systems have not allowed us to identify tenants ages, but we will be able to with the new housing management system.
Performance Members Comments:						
CW2.5	Continue to invest and deliver the programme to modernise our Independent Living homes for older people.	31/03/2026	Alison Fisk	Completed 		

» CDPCW2.5	Number of Independent Living Schemes modernised	N/A	Alison Fisk	Target: 3 Actual: 3	25/04/2023	Broadfield Road, Eastington completed April 2022. Grange View Uplands completed Oct 2022. Burdett House completed March 2023. Hamfallow Court was been pushed back to allow for retrofit and planned maintenance works to complete first. Works due to start in early May.
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
EC3: Sustainable Construction and Retrofit: Work with partners to retrofit our council housing stock and other public sector buildings, and investing in the skills and capacity in the local economy so all buildings across the district can become energy efficient

Code	Action Required / Description	Deadline	Lead Officer	Status	Last Monitored	Comments
EC3.1	Agree a costed plan to retrofit all council homes as necessary and begin the first phase of delivery to realise optimum emission reductions and achieve an average Energy Performance Certificate (EPC) rating C across all council homes by 2030.	31/03/2024	Tara Skidmore	On Target 	02/05/2023	A costed plan has been agreed. First Phase: A Council House decarbonisation Wave 1 project will carry out 167 retrofit installations. This project is well underway with Cavity Wall Installations nearing completion and External Wall installations currently being carried out. As of Quarter 4: Hamfallow Court decarbonisation project is completed, 26 are rated A and 2 are rated as a high B in EPC Sap Rating. Phase 2: Our Social Housing Decarbonisation bid has been successful under Wave 2, which encompasses 250 properties. Alongside these projects, our standard work programmes are also being undertaken. All of these projects contribute to achieving an EPC C Sap rating across our housing stock.
Performance Members Comments:						
» EC3.1.1	Agree an investment plan to retrofit council homes	31/03/2023	Tara Skidmore	Completed 		
» CDPEC3.1	Number of homes retrofitted each year (Average 470 / year)	N/A	Tara Skidmore	Target: 470 Actual: 207 	02/05/2023	This year we have undertaken retrofit works to 327 homes, including 88 cavity wall insulations, 129 loft insulations, 2 heating upgrades, 14 External wall insulations and 178 window replacements (NB some homes had more than one item carried out). The shortfall against the target is due to material shortage across the industry and staff resourcing issues experienced by Contractors.
» CDPEC3.1(C)	Tonnes of carbon saved through council home retrofit i) cumulative since April 2019, ii) in previous quarter	N/A	Tara Skidmore	Target: Actual: This information is not yet available (see text)		Figures are for Hamfallow Court only. Performance measures will be assessed as Wave 1 and Wave 2 programmes are completed. Retrofit works at Hamfallow are completed, therefore we can provide the following data; prior to retrofit works the 28 flats were producing 71 tonnes of carbon per annum. Post works, they are now producing negative 2.4 tonnes of carbon. This means the site is reducing the amount of carbon in the environment, due to the pv panels installed offsetting the carbon indirectly imported from the grid.

EC3.3	Develop partnerships, provide advice, and support local action to help private home owners and businesses meet the retrofit challenge (CN2030 BE2, BE7 and BE8)	31/03/2023	Rachel Brain	On Target 	25/04/2023	SDC are in set up phase for Low Carbon Communities to provide tech support and hand holding to 100 district homes that are committed to making investments
» EC3.3.1	Annual reporting on capacity to service the district's businesses and homes with support for retrofit. Baseline drawn from the first annual report due Feb 2022.	31/03/2022	Rachel Brain	On Target 	25/04/2023	2030 Annual report, specifically Pages 19-27 submitted and approved
» EC3.3.2	Establish a working group to consider Retrofit Centre for Excellence and establish aims, objectives and identified projects (working group in place Summer 2022, work plan identified by Jan 2023).	30/01/2023	Rachel Brain	On Target 	25/04/2023	The Innovate to renovate partnership is working pan county on this issue and Low Carbon Communities is the latest live project
» CDPEC3.3	Number of successful projects and schemes in the district to help private home owners and businesses meet the retrofit challenge	N/A	Rachel Brain	Target: Actual: This information is not yet available. The measure is being reviewed	25/04/2023	We have one scheme in operation. It is Warm and Well. Although this has an affordable warmth focus it does offer advice and services for all householders. We are in set up phase of Low Carbon Communities

» CDPEC3.3a(C)	Number of enquiries to Warm & Well Advice line	N/A	Maria Hickman	Target: 100 Actual: 493 	02/05/2023	493 Enquires to helpline. As the cost of living crisis continues so the demand for help continues to increase. Full report available on website https://www.stroud.gov.uk/environment/energy-efficiency/affordable-warmth-strategy
Performance Members Comments:						
» CDPEC3.3b(C)	Number of measures installed through Warm & Well Scheme	N/A	Maria Hickman	Target: 18 Actual: 18 		18 measures installed this quarter. Lower install figures due to delay in ECO4 implementation. 2023/24 should increase now ECO4 is live. Sustainable Warmth project extended until end of June 2023 final installs under way. Final figures will be below target particularly on HUG1 but work on implementation of HUG2 underway. Full report available on website Affordable Warmth Strategy Stroud District Council
Performance Members Comments:						

EC6: Renewable energy: Increase the proportion of energy generated by renewable sources in the district and work on decarbonizing existing networks.

Code	Action Required / Description	Deadline	Lead Officer	Status	Last Monitored	Comments
EC6.4	Deliver key low carbon demonstrator projects, including a project for 7 homes in Draycott, Cam.	31/03/2023	Tara Skidmore	Not Started 	02/05/2023	Further feasibility studies are due to be carried out in quarter 1 of 23/24 prior to commencing procurement of this work.

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STROUD DISTRICT COUNCIL

HOUSING COMMITTEE

2023

WORK PROGRAMME 2023/24

Date of meeting	Matter to be considered	Notes (e.g. lead Member/Officer)
27 June	Housing Outturn 2022/23	Principal Accountant
	Independent Living Strategy 2023-27	Service Delivery Manager (Independent Living)
	Damp and Mould Self-Assessment	Strategic Head of Housing
	District Heating Charges	Accountancy Manager
	Canalside Site /A419 Stonehouse (Former Ship inn Site)	Head of Property Services
	Appointments: a) Performance Monitors	
	Member/Officer Reports a) Progress update on Key action plans (Cleaner Estates & Service Standards and tenant engagement) b) Tenant Representatives	Lead Members /Officers
19 September	Budget Monitoring Q1	Principal Accountant
	Renters' Reform Bill	Head of Environmental Health
	Damp and Mould Policy	Strategic Head of Housing
	Asbestos Policy	Compliance & Assurance Manager
	Mobility Scooter Policy	Service Delivery Manager (Independent Living)
	Tenancy Agreement	Housing Manager
	Temporary Modular Accommodation Garage and Small Sites (including Orchard Road, Ebley)	New Homes and Regeneration Manager
	Swedish Timber Houses – Future Options	Head of Property Services
	Extension of Private Sector Housing Renewal 2018-23 Policy	Housing Renewal Manager
	Member/Officer Reports a) Progress update on Key action plans (Cleaner Estates & Service Standards and tenant engagement) b) Performance Monitoring Q1	Lead Members /Officers

	c) Tenant Representatives d) New Homes Programme e) Homelessness update	
5 December (Budget)	Housing Renewal Enforcement Policy	Housing Renewal Manager
	Budget Monitoring Q2	Principal Accountant
	Domestic Abuse Policy	Housing Manager
	Fire Safety Policy	Compliance & Assurance Manager
	Visitor Room Policy – Independent living	Service Delivery Manager (Independent Living)
	Tenant Handbook Update	Housing Manager
	Housing Committee Estimates and – Revised 2022/23 and Original 2023/24, and HRA Medium Term Financial Plan	Principal Accountant
	Member/Officer Reports a) Performance Monitoring Q2 b) Tenant Representatives c) New Homes Programme	
6 February		
	Member/Officer Reports a) Progress update on Key action plans (Cleaner Estates & Service Standards and tenant engagement) b) Tenant Representatives c) New Homes Programme	
19 March	Social Housing Decarbonisation fund	Head of Housing Services
	Budget Monitoring Q3	Principal Accountant
	Radon Policy	Compliance & Assurance Manager
	Member/Officer Reports a) Progress update on Key action plans (Cleaner Estates & Service Standards and tenant engagement) b) Performance Monitoring Q3 c) Tenant Representatives d) New Homes Programme	

Items to be considered at a future meeting

- Tenancy Agreement (part of the de-pooling project) (2023)
- Anti-Social Behaviour Policy – Head of Community Services
- May Lane / Prospect Place, Dursley

Future Information Sheets:

- Updated Local Plan Affordable Housing Policies (2023)– Head of Strategic Housing Services (interim)
- Review of the Gloucestershire private sector housing survey (June 2023) – Housing Renewal Manager
- Social Housing Regulation Bill - Head of Housing Services (January 2023)

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