

Appendix2

The City's new housing strategy: report on the consultation

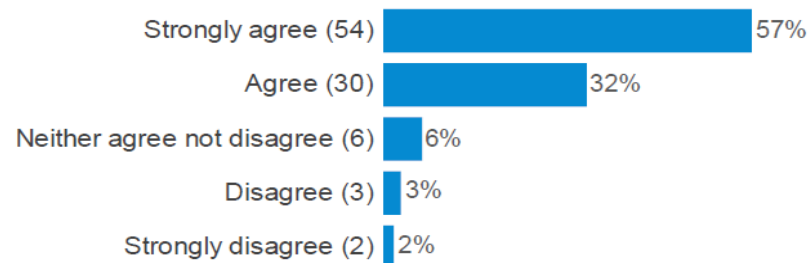
Consultation on the draft housing strategy was carried out in April and May 2018. It largely consisted of an online questionnaire, with the opportunity to also make open-ended comments. There were also some specific meetings at which the strategy was discussed. This report shows the results of the consultation.

Numerical analysis

There were 95 responses to the questionnaire. The results are shown below.

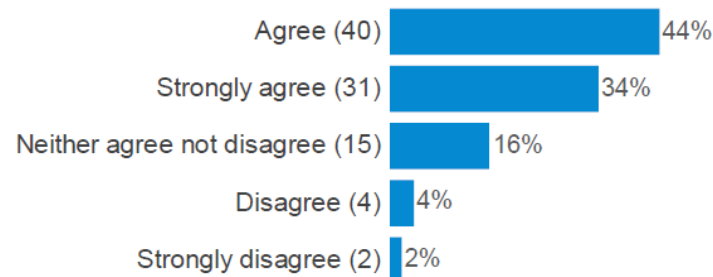
How strongly do you agree or disagree that these are the right themes/priorities?

	Count	%
Strongly agree	54	56.8%
Agree	30	31.6%
Neither agree not disagree	6	6.3%
Disagree	3	3.2%
Strongly disagree	2	2.1%



Please consider Theme One “Delivering the new homes that Nottingham needs”, do you agree or disagree that the actions to deliver this objective are the right ones?

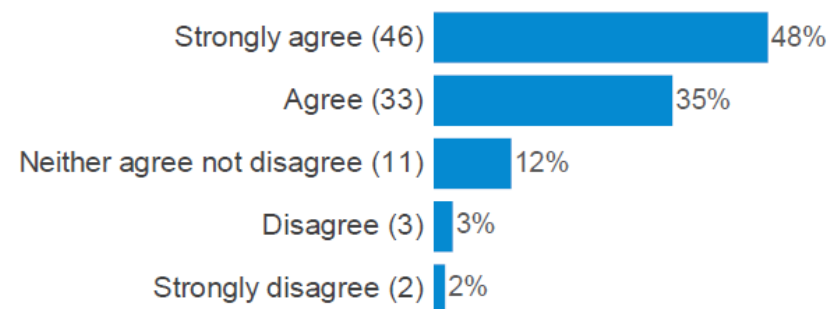
	Count	%
Strongly agree	31	33.7%
Agree	40	43.5%
Neither agree not disagree	15	16.3%



Disagree	4	4.3%
Strongly disagree	2	2.2%

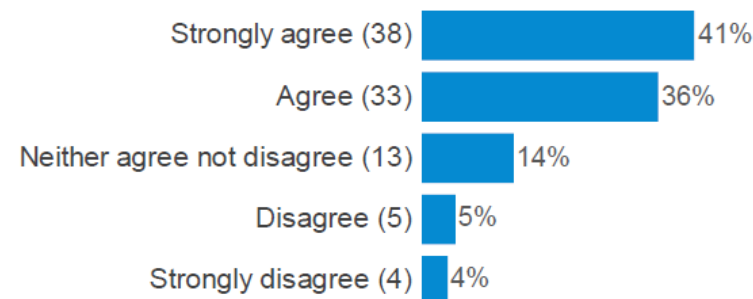
Looking at Theme two “Existing homes: Improving, maintaining good quality and making best use of them”, do you agree or disagree that the actions to deliver this objective are the right ones?

	Count	%
Strongly agree	46	48.4%
Agree	33	34.7%
Neither agree not disagree	11	11.6%
Disagree	3	3.2%
Strongly disagree	2	2.1%



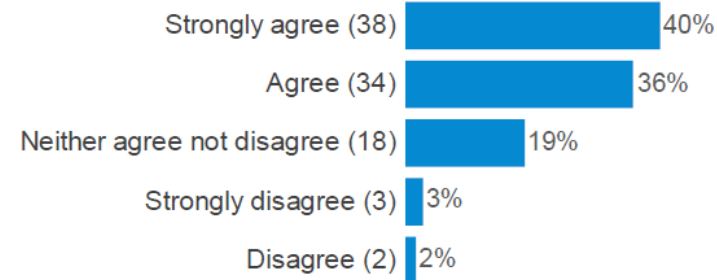
Looking at the theme “The challenge of homelessness prevention and providing specialist and supported housing”, do you agree or disagree that the actions to deliver this objective are the right ones?

	Count	%
Strongly agree	38	40.9%
Agree	33	35.5%
Neither agree not disagree	13	14.0%
Disagree	5	5.4%
Strongly disagree	4	4.3%



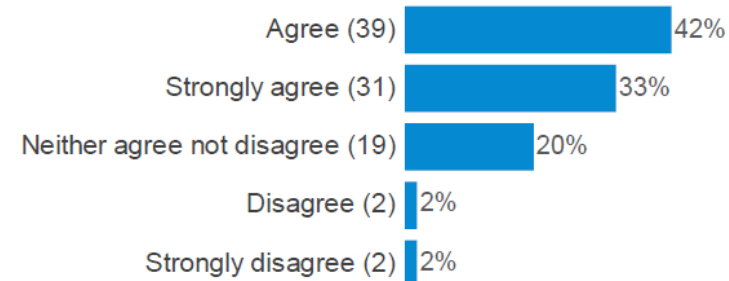
Looking at the theme “using the power of housing to improve health and wellbeing”, do you agree or disagree that the actions to deliver this objective are the right ones?

	Count	%
Strongly agree	38	40.0%
Agree	34	35.8%
Neither agree not disagree	18	18.9%
Disagree	2	2.1%
Strongly disagree	3	3.2%



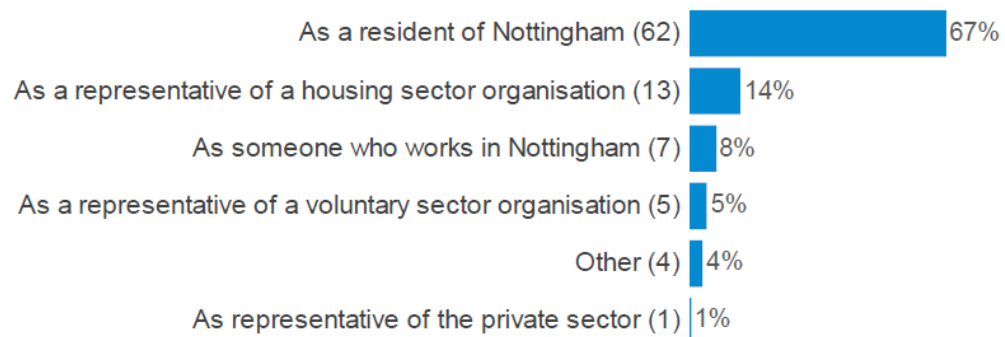
Looking at the theme “housing's role in strong communities”, do you agree or disagree that the actions to deliver this objective are the right ones?

	Count	%
Strongly agree	31	33.3%
Agree	39	41.9%
Neither agree not disagree	19	20.4%
Disagree	2	2.2%
Strongly disagree	2	2.2%



In what capacity are you completing this questionnaire?

	Count	%
As a resident of Nottingham	62	67.4%
As a representative of a housing sector organisation	13	14.1%
As a representative of a voluntary sector organisation	5	5.4%
As representative of the private sector	1	1.1%
As someone who works in Nottingham	7	7.6%
Other	4	4.3%



Responses to themes derived from the open ended comments in the Housing Strategy consultation

Below are the comments which were received in addition to the answers to the questionnaire. Many of the comments do not directly relate to the themes of the strategy; however they are nevertheless raise valid housing policy issues which it is important to respond to.

Suggestions/Observations	Response
<i>What other themes/priorities you think should be in the strategy?</i>	
Affordable homes needs to be a priority	The strategy shows how affordable homes will be delivered across all tenures. However, we want to see homes built across a range of needs and aspirations
<i>Is there anything missing in Theme one: delivering the new homes that Nottingham needs?</i>	
<i>Anti-Social Behaviour</i>	
Anti-social behaviour needs to be tackled.	Unclear as to why this comment is in this theme; however theme 5 identifies this as an objective.
<i>Environment</i>	
The Council should be preserving greenfield sites affordable houses need to be built and there is plenty of brownfield land or derelict buildings that need replacing.	Most of the sites on which new homes are being built are brownfield; certainly sites which have had previous uses and not greenfield.
<i>Partnership Working</i>	
NCH and NCC to work together to modernise homes rather than building new ones.	The Decent Homes Programme modernised the existing Council stock. However if the commenter is referring to homes which the Council

	does not own, we are acquiring and modernising existing homes at the present time. Some of these will be bought by NCH for it to own; some are being purchased via the Housing Revenue Account Capital programme.
Private Rental Sector	
New homes are essential, rent is too high.	It is recognised that the private rented sector (PRS) is hugely important in the city’s housing market, and institutional investment in this sector is welcomed and supported. However, existing buy to let landlords still have a role to play by delivering good quality, well managed and maintained homes. The Council wants to support this via its licensing schemes.
Tackle the buy to let issue which is the main problem in the private rented sector – institutional investors are preferable over small portfolio investors.	
New Homes	
Create a pathway for tenants to become homeowners.	This exists via the Right to Buy. However the Council would prefer to see tenants able to buy on the open market, thus releasing their home for someone else to be a tenant. Our projections of population growth and needs suggest we do need a number of new homes NCH uses this; however it cannot be imposed on private developers
No further homes need to be built.	
New homes should include the ‘Secured by Design’ standard as these lower the chances of burglary	Efficient use of land within the city is strongly encouraged and there are numerous examples of higher density new housing including new city centre student accommodation; a Housing Design Guide is being produced to help achieve higher density urban living but we would not want to recreate the problems that we have sometimes seen historically with high density housing
Invest in high density developments (Housing for the Compact City manifesto).	
There are developments bought by private developers who have not started years later.	The Government recognises this problem and the Council will use the powers available to it to get development going. We have an innovative developer in the city: Blueprint. The city encourages developers to be innovative to take on challenges such as
Developers need to start thinking innovatively.	

	zero carbon homes, modular building, construction timescales and construction skills capacity but has to strike a balance between innovation and affordability.
It is good that the Council has considered the impact of the low proportion of family homes in the city on the surrounding boroughs.	Yes, we need more good quality family homes to stop the “flight to the suburbs” of aspiring households
New homes need to meet the needs of the population. (single/family/retirement/accessible)	This strategy aims to deliver this mix.
Theme One action 4 appears to preclude accessible housing for disabled people of all ages and we are therefore proposing that this action is extended to include this group of people.	Agreed. Some bungalows and other homes are built specifically for older people but it is clearly the case that people of all ages have disabilities which require suitable, accessible homes. The Council’s allocations policy allows for disabled people of all ages to be allocated bungalows provided they are not within a designated scheme for older people. This action will be amended.
We believe the City Council should apply inclusion principles to all types of residential development scheme (where viable), whatever their size, for example large family houses, student accommodation, 'specialist' housing). We therefore urge the Council to incorporate 100% homes built to Category 2 of the National Housing standard and 10% built to Category 3 standard.	The draft Local Plan has a policy on Specialist and Adaptable Housing. Essentially it asks for 10% of homes to meet Category 2 (Accessible and Adaptable) of the national standard. The Council cannot ask for more than this for reasons of viability.
<i>Social Housing</i>	
Social housing to meet the needs of one and two-bedroom accommodation needs.	The two bedroom need is recognised, and where appropriate, some one bedroom properties will be considered.
The tenants who are housed in these new homes need to be accountable for the upkeep of the property.	Agreed, and this is enforced via the tenancy agreement, which should be fully explained to new tenants by all providers
Social housing quality should not be compromised by the strain on limited resources available at the Council.	Agreed. Obviously new homes must be built within the borrowing envelope available to the Council and NCH, but that does not mean compromising quality.
<i>Is there anything missing in Theme two: Existing homes: Improving, maintaining good quality and making the best use of them?</i>	

<i>Maintaining existing homes</i>	
The Decent Homes Standard must remain a priority. There are critical safety investments to prioritise following the Grenfell Tower fire.	The Council and NCH totally agree and work to enhance the safety of high rise blocks is currently underway. The ongoing programme to maintain the decent home standard has “Safe” as one of its main workstreams.
All homes need updating, including owner-occupied properties, so that they don’t get into a state of disrepair.	Agreed, but this largely falls to the landlord or owner. The work that the Council does to raise standards in the PRS is part of this; however landlords also need to be proactive in protecting their investment, which of course also benefits tenants. Unfortunately there are no longer grants available for homeowners to repair their properties, but the Council is keen to continue its equity loan scheme to support lower income, older owners to deal with major problems in their homes. This is stated in the strategy.
Good to see that the Greater Nottingham standard acknowledges that Registered Providers need to maintain quality standards in the management and maintenance of their homes and that this can be achieved through regular engagement.	RP’s are major partners and it is critical that they work with the Council and deliver a consistent service. It shouldn’t matter who your landlord is; there should be an expectation of high standards.
It depends on the costs of maintaining older homes, costs needs to be weighed up against maintaining old homes vs building new ones.	In the case of the Council’s stock, where it has become unviable (eg high rise blocks in Lenton and Radford) it has done this and demolished it and replaced it with new homes.
<i>Support in the Home</i>	
The issue comes from where does the provision to support vulnerable home owners come from when funding that assisted then has gone.	See comment above re lower income homeowners. Whilst it has the means to do so the Council will seek to continue to assist them.
<i>Private Rental Sector</i>	
Rogue landlords will always find a way around schemes like selective licensing. A more targeted approach of the rogue landlords is needed.	Licensing makes it more difficult for rogue landlords to slip under the radar. There has been a targeted approach via the Government-funded Rogue Landlord programmes, and the Safer Housing Team continues to have a focus on this.

Release HMOs back to residents and families.	The Council's continued support for the building of purpose built student accommodation will have an impact on current HMOs. Where possible these could well return to family use; however some property types do not lend themselves to reconversion back to family homes and may continue as HMOs. There is a need for shared housing in the city, but it needs to be well managed. The additional and mandatory licensing schemes help to ensure this.
The private rented sector is where the problems lie.	Our data shows that the poorest conditions are in the PRS; however this should not overshadow the fact that there are some very good landlords providing good quality homes for a range of needs.
There should be a scheme for landlords to help them make their homes accessible for disabled people.	Recent national reports have highlighted this issue, and as the PRS becomes more important, so should disabled people be able to access it. If longer tenancies become the norm then it is more likely that landlords will be willing to make their properties accessible. It is an action for the strategy to carry out a "reality check" of how the City is addressing the housing needs of disabled people and what more can be done.
Landlords need to be held accountable for the way they are letting their houses get into disrepair while charging extortionate rates to students.	Additional Licensing covers most student HMOs and ensures that minimum standards are met. Students can use Unipol in order to have confidence in the landlord they are letting from and the quality of the property. As the purpose built sector grows and there is greater competition for landlords, those offering poor quality will struggle to let their properties
Much of the stock in the wards (covered by licensing) is in the wards with highest numbers of BME population, who may face additional rises in rent	This was considered as part of the equalities impact assessment for selective licensing. The view of the Council is that over the whole course of the scheme the costs are low and can be absorbed by

	landlords as part of their business costs.
G4S and providers of accommodation for asylum seekers should require a licence	This type of accommodation is licensable
Resources	
These actions are the right ones, but will the Council be able to undertake what it has promised?	Many of the actions in the strategy are already funded, and many can be delivered at little or no cost other than officer time and through effective partnerships.
<i>Is there anything missing in Theme three: The Challenge of homelessness prevention and providing specialist and supported housing?</i>	
Homelessness	
Include the target for reducing use of B&Bs.	This is a target within the strategy
Preventive measures are the most important.	Agreed, and this strategy, together with the new Homelessness Prevention Strategy will follow this principle.
Homelessness is a well-known issue, preventative strategies do not seem to be working, need to really address why people are becoming homeless.	Considerable analysis has been carried out on the causes of homelessness. The Homelessness Reduction Act requires us by law to follow a prevention based approach. The Council has been highly successful in homelessness prevention in the past and aims to be so again. The new Homelessness Prevention Strategy has a focus on addressing the causes of homelessness
Those who are citizens of Nottingham and were made homeless after living as a city resident should take precedent over those who did not live here previously.	This is already the case: the legislation provides for this.
Housing first to solve the housing crisis and for those with complex needs.	The Council and its partners are considering how it can implement Housing First, and the approach is highlighted within the strategy

Have you considered many different areas for housing homeless people, including the wealthier wards?	Where people are rehoused is obviously a factor of where housing is available. The use of the private rented sector to discharge our homelessness duties widens the geographical spread of where households can be rehoused and extends choice.
Homeless people would need one bed flats, think about the knock on effect of housing homeless people will have on others waiting to be housed.	The allocations policy is being reviewed in order to respond to changing patterns of demand and the Council's approach to homelessness.
<i>Partnership Working</i>	
Work to remove barriers to employment.	The connection between stable housing and employment is recognised and there is a strong working relationship between the DWP, the Council's employment services and the homelessness sector, both voluntary and statutory
There is scope to consider greater joining up of multi-agency partnership working with charities or through projects such as Response to Complexity to be able to support the complexity of homelessness and those who require specialist or supporting housing (i.e. victims of domestic violence).	The Homelessness Prevention Strategy Implementation Group (SIG) is a multi-agency partnership which seeks to explore opportunities for greater collaboration and invites all members (including those from the voluntary and Domestic and Sexual Violence and Abuse sector) to bring forward agenda items to progress such discussions This has been achieved at Benedict Court in Top Valley for people with mental health issues and in other initiatives. There are further proposals for this type of model. The strategy fully supports this collaboration. Agreed; the new homelessness prevention strategy emphasises this need.
NCH should have the opportunity to work with NCC Adult Social Care to deliver cost effective housing solutions.	
Homeless housing should be safe, inviting and affordable but need support people with the complex issues too. To address the root cause you would need to work closely with Adult Social Care.	
There is no clear definition of the term 'specialist'. In the draft strategy groups are listed including older people. However, BME people are not listed, or refugees or migrant communities as requiring specialist supported housing.	'Specialist' in this context is taken to mean housing which meets specific needs to make independent living possible. The needs of BME people, refugees and migrant communities are recognised throughout the strategy, but these do not necessarily entail the delivery of specialist housing (although support, particularly for refugees is recognised as sometimes requiring a tailored approach)

<i>Support in the Home</i>	
Utilise the rise in technology in the home as a way for vulnerable adults to remain living independently.	The city has a strong track record in the use of assistive technology and will continue to maximise its use in order to support older people to live independently. Both NCH and RP partners (notably Nottingham Community Housing Association through its SMaRT service) have embedded assistive technology in their services.
Every effort should be made to keep people in their own homes especially older or disabled people, assistance should be given to allow them to do so.	
Disabled people are in all the sectors of society identified by the Strategy and need to live in a variety of housing types. Some are not in need of supported care etc., but just need to have access to housing which is fully accessible	
<i>Resources</i>	
Where is the funding to enact these actions coming from?	The Council faces significant financial challenges in meeting the requirements of the Homelessness Reduction Act, but will make full use of its own resources plus grant funding to deliver a more effective approach to homelessness prevention and response which reduces costs further down the line, ie eliminating the use of Bed and Breakfast. A lot of the work that will deliver this theme of the strategy are based on an objective to get people into more appropriate housing which supports independence and is less costly. Reductions in central government funding to local government have unquestionably led to a reduction in supported housing and housing related support. However Nottingham has done more than many other areas to work with its partners to try and protect these services and ensure that supported accommodation is available to people in need even when there has been no statutory requirement to provide it.
There seems to be less and less supported housing due to cuts	
<i>Is there anything missing in Theme four: Using the power of housing to improve health and wellbeing and prevent ill health?</i>	
<i>Community</i>	
Plan houses with transport links to community facilities.	Agreed, and this is factored into development
Neighbourhoods needs improving – encourage people to take	This is very much within the ethos of Theme Five. Social housing

pride in their front gardens, tackle anti-social behaviour and nuisance neighbours	providers can do this through rigorous enforcement of tenancy agreements. Our licensing schemes in the PRS also have conditions relating to the exterior of properties and of course tackling antisocial behaviour
Health and Wellbeing	
There should be a commitment to help tackle mental health problems, including social isolation in the home.	Agreed; the approach of this strategy places a strong emphasis on meeting the need of people with mental health issues. The Council gives consideration to these factors at planning stage

	housing delivering sustainability. Where we can influence the level of sustainability in new homes, particularly new council/NCH homes we are doing so.
<i>Partnership Working</i>	
Residents working in collaboration with their landlord works better when there is mutual respect and trust.	Agreed – social housing providers have a duty to work with their tenants and consult with them on the issues and decisions that will affect their homes and communities.
Training and employment should be expanded to encourage new suppliers of training and apprenticeships into the city. Have a strategy which actively encourages wider community benefits.	The housing strategy has emphasised the important role that housing providers have in helping tenants into apprenticeships, training and employment.
Place additional emphasis on partnership working with organisations who manage estates to widen partnership working.	There is an objective within the strategy to ensure that all housing providers are participating in local partnerships at an appropriate level.
<i>General Comments on the Housing Strategy</i>	
Support for landlords	This is assumed to mean private landlords: licensing schemes, accreditation and the general advice and information for landlords are all aimed at supporting landlords; they are not just about enforcement
Support for homeowners	There are two elements to this: building more homes for ownership and providing assistance to homeowners who have difficulty in maintaining their homes. The strategy addresses both: we want to see higher levels of home ownership and the strategy supports new homes for ownership across a range of needs and aspirations. In terms of assistance to more vulnerable owners there are many ways (eg assistive technology) in which people can be supported to remain independent in their homes; we will also endeavour to continue to offer equity loans to those who are financially unable to carry out essential work to their homes
Support for those who want to own their own home	See response above
Protection for the environment	This is a major consideration in both the delivery of new homes and the

	maintenance and fuel efficiency of the existing stock.
Nottingham citizens being given priority for housing over 'non-indigenous' people	Nottingham citizens are given priority as there are residence requirements to be eligible to be allocated housing
Nottingham City Council fulfil the promises in this Housing Strategy	The strategy will have a delivery plan which will be monitored and ensure that the actions are delivered, naturally subject to changes in national policy etc.
Tackle anti-social behaviour	Theme Five identifies the role that housing providers have in this area.
Innovative housing design	We want to see innovation in housing design
Build more houses	The strategy sets out how we will do this
Simple English would have made this document more accessible.	It is regrettable if the reader has found the document not as accessible as it might be; however it has attempted to avoid jargon and to explain terminology and the issues as simply as possible.

Detailed responses

Detailed responses were received from the following:

- BME Housing Network
- Nottingham City Homes
- Notts Disabled People's Movement

These submissions have been incorporated into the table above.

General Quotes about the strategy

"This is a comprehensive and impressive plan"

"It is good to see the intention of (housing providers) working together, (with standards set) for housing provision in the city"

"The Strategy gives an understanding of the challenges and all the hard work needed to meet those challenges".

"I agree that good housing goes a long way to improve health and wellbeing"

“The work of Nottingham Together is appreciated as contributing to the diversity and cohesiveness of communities within the City”

“We welcome the overall ethos of the Housing Strategy, but believe there are some serious issues regarding inclusion for disabled people”