



CABINET

12 OCTOBER 2016

Subject Heading:

Housing Accommodation Plan: Review of Older Persons' Housing Needs.

Cabinet Member:

Councillor Damian White, Lead Member for Housing.

SLT Lead:

Neil Stubbings

Interim Director of Housing Services.

Report Author and contact details:

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Policy context:

To address the over supply of Council owned sheltered housing accommodation and the need for more alternative types of older persons' accommodation in the future.

Financial summary:

HRA capital spend will be required to transform housing provision, so that it better meets current demands.

Is this a Key Decision?

Yes

When should this matter be reviewed?

N/A

Reviewing OSC:

The subject matter of this report deals with the following Council Objectives

Havering will be clean and its environment will be cared for	[X]
People will be safe, in their homes and in the community	[X]
Residents will be proud to live in Havering	[X]

SUMMARY

This report follows the report to Executive Briefing on the 6th June and the 26th September regarding the review of the housing needs of older people in the borough. At Executive Briefing on the 6th June, officers were instructed to carry out consultation with residents of the sheltered schemes and to report back to Executive

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Briefing the outcome of those consultations and any changes to the proposals for older persons' housing in Havering. This report provides that information and provides Cabinet with the final report using information that was provided to the Executive Briefing meeting on the 26th September 2016.

This report is set within the overall statistical analysis of supply and demand data and conclusions that were presented in the previous reports and attached as Appendices 8 and 9, namely:

- There is a current and projected surplus of affordable sheltered schemes within the borough and that this is projected to continue even with the projected growth in the number of older people living in Havering.
- There is a current and projected deficit in sheltered/retirement housing for lease and sale within Havering.
- There is a current and projected deficit of enhanced and extra care housing and dementia provision of all tenures within Havering.

In June 2016, a revised Housing Revenue Account (HRA) Business Plan was presented to Cabinet identifying funding for the redevelopment of 12 key estates owned by the HRA including the Sheltered Schemes identified within this report.

Whilst this report deals with Older Persons' Housing, this report is an integral part of the HRA Regeneration Project, (both making up the overall plans for Housing Accommodation in the borough) also on the agenda for this meeting. This report should therefore be read in conjunction with that report.

RECOMMENDATIONS

That Cabinet:

1. **Note** the findings of the review of older persons' future housing needs in Havering.
2. **Note** the outcome of the consultations carried out at the sheltered housing schemes across Havering
3. **Agree** the final recommendations for the provision of housing for older persons in Havering, and specifically agree the recommendations for each scheme as detailed in Section 3 below.
4. **Agree** that the Director of Housing Services, after consultation with the Lead Member for Housing, has delegated authority to make variations to or substitutions for disposal or alternative use of any of the schemes already in the Housing Development Programme subject to financial viability, full resident consultation and there being no need for additional capital investment beyond the existing programme budget.

REPORT DETAIL

1. INTRODUCTION

- 1.1 This report follows the report to Executive Briefing on the 6th June 2016 (attached as Appendices 8 and 9) and the HRA Business Plan report presented to Cabinet on the 15th June 2016.
- 1.2 A set of proposals was included in the Executive Briefing paper regarding the future of sheltered housing in Havering. The proposals were designed to remove the over-supply of sheltered accommodation as well as ensuring older persons housing in Havering provided good quality, modern buildings that would meet the needs of the population for the foreseeable future.
- 1.3 Following the meeting on the 6th June, officers have undertaken extensive consultation at all council owned sheltered housing schemes in the borough in order to inform the final options being presented to this meeting which were reported back to Executive Briefing on the 26th September. This Cabinet report identifies the consultation process undertaken, the key findings and provides a final set of proposals for older persons' housing across the borough.
- 1.4 The proposals in the report have been put together using widespread data on national and local population trends, existing supply and demand data for older persons housing. In addition, social care and health data and requirements have been considered in the final proposals to ensure a coordinated approach to service delivery across the borough.

2. BACKGROUND

- 2.1 The following table contains the previous proposals reported to Executive Briefing on the 6th June for the various sheltered schemes and were the basis for the consultations undertaken:

Sheltered Scheme	Bedsits	1	2	3	Total	Recommendation
ROYAL JUBILEE COURT	54	23	2		79	Close and consider site for retirement village
SOLAR/SERENA/SUNRISE	11	42	2		55	Close and consider site for retirement village
DELL COURT	23	5	1		29	Close and consider for other Supported Housing
BRUNSWICK COURT	15	31	1		47	Close and consider for other Supported Housing
DELDERFIELD HOUSE		14			14	Close and consider a shared ownership scheme
PARK LANE/MAYGREEN CRESCENT	3	27	1		31	Close as part of overall estate regeneration

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QUEEN STREET		30		1	31	Close as part of overall estate regeneration
CHARLBURY CRESCENT		50		1	51	Retain
COCKABOURNE COURT		22	1		23	Retain
COLE COURT		33	2		35	Retain
COTTONS COURT/FAMBRIDGE COURT	6	48	1		55	Retain
POPLAR STREET		38			38	Retain (bungalows)
RAVENSCOURT GROVE		64	1		65	Retain
THOMAS SIMS COURT	3	28	1		32	Retain
WILLIAM TANSLEY SMITH HOUSE		22	1		23	Retain
ADELPHI CRESCENT/GARRICK HOUSE		40	1		41	Retain and install lift
BARDS COURT		28		1	29	Retain and install lift
HOLSWORTHY HOUSE/NEAVE CRESCENT		40	1		41	Retain and install lift
BEEHIVE COURT	13	33	2		48	Retain but convert bedsits
Grand Total	128	618	18	3	767	
<p>If all sites initially recommended for closure number of properties will be reduced by 286</p> <p>Revised total number 481</p>						

Consultation process.

2.2 All sheltered housing schemes were consulted in the same way, however, the schemes where closure was a possibility were the first schemes to be visited by officers.

2.3 The consultation process for each scheme consisted of:

- An initial meeting where the proposals and rationale were explained followed by a question and answer session. Ward councillors were invited to this meeting.
- A newsletter was sent out generally within two weeks of that session to all residents providing details of the proposals along with FAQs and answers.
- After the initial meeting, staff offered and arranged one-to-one sessions with residents:
 - To ensure the proposals and implications were understood and answer any further questions,

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- To carry out a review of needs and also establish individuals preferences should a decant be necessary in the future.
 - To provide support and reassurance for residents.
 - To seek individual opinions on the proposals for the sheltered housing schemes.
 - To seek the views of residents as to how the schemes remaining needed to be improved and establish whether the support services provided met their needs.
 - Each resident was advised that any family member or friend could attend the meeting for support.
- Following the meetings and one-to-one sessions, all feedback and comments were considered against the original proposals and any changes to the proposals identified,
 - Discussions were held with colleagues from Adults Social Care to ensure that all proposals meet their future plans for service delivery along with integration with Health Services, including the plans being developed around the Accountable Care Organisation (ACO).
 - A second meeting was held at each scheme, approximately one month after the first meeting, to identify the feedback received, the comments regarding each scheme and also to advise how that information had influenced the final proposals to be presented to Cabinet.
 - A second newsletter was sent out to each scheme around two weeks after that meeting, detailing the feedback given.
- 2.4 The detail of the consultation process and the meetings held to the end of August are contained within Appendix 1. A summary is given below:
- A total of 38 scheme meetings held (2 per scheme).
 - Over 650 attendees at the meetings.
 - 700 offers for individual meetings.
 - 38 different newsletters sent to residents and local councillors.
 - Sheltered Times 10 – distributed 22.08.16 – contains a three-page feature on the sheltered housing regeneration programme.
 - At the Heart Autumn 2016 edition - distributed 12.09.16 – has a two-page feature on the sheltered housing regeneration programme.
 - Intensive support and reassurance provided to any resident and their families worried about the renewal program and potential decant process.
- 2.5 The outcome of the consultation process identified that residents were generally supportive of the council's vision for older persons' housing in the borough and the ambition to build new affordable housing through the regeneration proposals.

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- 2.6 At the sites that were identified for potential closure, there was understandable concern as to how these proposals would impact on individuals who would have to move. A significant amount of help and support has been offered and provided to any resident and their families who have requested this.
- 2.7 As these schemes progress, a significant amount of support and help will be provided to the residents and their families impacted by these proposals. Each resident will be fully guided through the process of moving and each resident will be kept fully informed of the implications for them. Meetings with residents and families will shape the outcomes for each person and full support will be provided to try to keep stress and anxiety to a minimum for them.
- 2.8 The schemes identified in the original proposals for closure were:
- Delderfield House, Portnoi Close, Collier Row
 - Maygreen Crescent, Park Lane, Hornchurch
 - Queen Street, Romford
 - Dell Court, Ravenscourt Grove, Hornchurch
 - Brunswick Court, Brunswick Avenue, Cranham
 - Royal Jubilee Court, Main Road, Romford
 - Solar, Serena and Sunrise Courts, Sunrise Avenue, Hornchurch

3.0 Final proposals for schemes:

- 3.1 **Delderfield House:** Closure. This scheme is very small, being only 14 units, a large part of the site having already been sold to East Thames for the development of family sized accommodation. The small size means it is no longer viable as a sheltered scheme. In addition there is no lift at the scheme making it inaccessible to all levels for persons with mobility problems.
- 3.2 **Maygreen Crescent/Park Lane:** Closure. This scheme is not popular and is not a discreet sheltered community. It is essentially a number of older persons flats scattered around the larger estate. It is not considered as safe and secure by existing residents. This scheme should be closed as part of the wider regeneration proposals for the entire estate.
- 3.3 **Queen Street:** Closure. This scheme is old and in need of significant investment to modernise the accommodation. There is no lift and residents were generally in support of the regeneration of the scheme as part of a wider regeneration of the Waterloo Estate which itself is part of the Romford Housing Zone.
- 3.4 **Dell Court:** Closure of the Dell Court part of the scheme but retention of the Ravenscourt block. This scheme is made up of Dell Court and Ravenscourt block. The Dell Court part of the scheme is essentially bedsits and hard to let. The Ravenscourt block is detached from Dell Court and contains 16 popular 1-bed units. However, there is no lift to the Ravenscourt block and the communal facilities for the scheme are attached to Dell Court. The residents were generally in favour of a proposal to rebuild the bedsit block, but felt the retention of the one beds should be considered, as they are very popular. The proposal is to rebuild the Dell Court block, providing up to 40 flats for older

persons and re-providing some communal facilities for the remaining sheltered accommodation. The flats would be targeted at persons over the age of 50 currently under occupying family sized council housing in a similar way to the various bungalow developments. These new units would not be classified as sheltered.

- 3.5 **Brunswick Court.** Redevelopment as an extra care sheltered scheme with dementia provision. The residents at this scheme were very concerned that, by closing the sheltered scheme, there would be no provision of sheltered housing in the Cranham and Upminster area. Officers have reviewed all available supply and demand data and population projections. The demand for sheltered housing in the area is unclear, as the current sheltered housing list does not contain information on people's area of preference for sheltered. It merely identifies their current address. Only 14 from 197 names on the list live in Cranham. However, when the population for the Cranham area is considered against other wards in the borough, it is clear that a significant number of older persons live in the ward. (See Table 1 below).

The work currently being carried out by Adult Social Care colleagues around locality working and the emerging ACO position on clusters identifies that the Cranham area is one where services for older persons will be focussed. (See Appendix 6). It is therefore reasonable to plan for the provision of modern housing for older persons in that ward. The current scheme has a large number of bedsit units that do not lend themselves to conversion and there are no lifts in the scheme. It is therefore proposed that this site be redeveloped as an extra care sheltered scheme with dementia provision. The site will be placed towards the end of the current regeneration proposals so that further demand data can be established to feed into the final design of the new facility.

- 3.6 **Royal Jubilee Court.** Closure and redevelopment of the entire site as an older persons' village. Residents could understand the need for the proposal but were very concerned about the disruption this would cause them.
- 3.7 **Solar, Serena and Sunrise Courts.** Closure and redevelopment of the entire site as an older persons' village. This was generally supported with the clear concerns from existing residents about the disruption this would cause.

Table 1: Population per ward by age over 40 – 2016 and 2022

Ward.Name	2016 - Population Projection		
	Age 40 - 59	Age 60 - 84	Age 85+
Brooklands	4,544	2,480	369
Cranham	3,568	3,235	571
Elm Park	3,519	2,965	356
Emerson Park	3,530	3,118	369
Gooshays	4,018	2,217	327
Hacton	3,476	3,074	339
Harold Wood	3,757	2,866	369
Haverling Park	3,507	2,736	279
Heaton	3,562	2,513	333
Hylands	3,995	2,958	371

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Mawneys	3,577	2,812	382
Pettits	3,584	3,518	508
Rainham And Wennington	3,650	2,778	292
Romford Town	4,284	2,863	500
South Hornchurch	3,798	2,793	344
Squirrel'S Heath	3,683	2,753	375
St Andrew'S	3,673	3,304	620
Upminster	3,724	3,429	659
Totals	67,449	52,412	7,363

Ward.Name	2022 - Population Projection		
	Age 40 - 59	Age 60 - 84	Age 85+
Brooklands	5,162	2,886	448
Cranham	3,529	3,324	633
Elm Park	3,306	3,301	391
Emerson Park	3,368	3,203	452
Gooshays	4,160	2,659	273
Hacton	3,278	3,261	372
Harold Wood	4,115	3,241	411
Havering Park	3,450	2,935	337
Heaton	3,799	2,688	321
Hylands	3,693	3,428	492
Mawneys	3,645	2,982	458
Pettits	3,243	3,903	610
Rainham And Wennington	3,656	3,085	399
Romford Town	4,920	3,386	650
South Hornchurch	5,422	3,632	500
Squirrel's Heath	3,589	2,990	433
St Andrew's	3,367	3,609	726
Upminster	3,570	3,614	778
Totals	69,270	58,127	8,685

3.8 Appendices 2 and 3 show maps of the borough with the proposed provision of council sheltered and extra care sheltered that would be established should these proposals be agreed. RSL provision is also shown for completeness as Appendices 4 and 5. It is felt by officers that the geographic spread of provision is adequate for both types of housing across the borough and that this will provide adequate numbers for an ageing population based on current projections.

3.9 Table 2 below shows the total number of council rented properties by ward.

	PTY Property Ward Code Description	Total
General Needs		
	Brooklands	423
	Cranham	169
	Elm Park	455
	Emerson Park	44
	Gooshays	2217
	Hacton	186

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	Harold Wood	534
	Havering Park	789
	Heaton	1494
	Hylands	204
	Mawneys	502
	Pettits	137
	Rainham and Wennington	155
	Romford Central	444
	South Hornchurch	534
	Squirrels Heath	207
	St Andrews	224
	Upminster	53
General Needs Total		8771
Sheltered		
	Brooklands	116
	Cranham	47
	Elm Park	49
	Gooshays	57
	Harold Wood	71
	Heaton	124
	Hylands	90
	Pettits	93
	Romford Central	31
	St Andrews	175
Sheltered Total		853
Grand Total		9624

3.10 If these proposals are agreed, it is recommended that the sites are confirmed for redevelopment within the current 12 estate regeneration proposals as identified in the 15th June Cabinet report.

3.11 All other schemes will be retained. Appendix 7 provides the current occupancy details for each scheme identified for closure or redevelopment.

4.0 Consultation with Adult Social Care.

4.1 The provision of older persons housing and particularly the supply of extra care sheltered housing must be considered along-side the requirements of our Adult Social Care Service and the evolving picture around Health Services.

4.2 The Accountable Care Organisation work will/is following the locality arrangements set up as part of the Integrated Community Team project. The integrated teams are formed of LBH Social Care staff and NELFT District Nurses.

4.3 There are six GP clusters that, for the purposes of the integrated locality work, have been arranged into four clinic areas based in Cranham, Elm Park, Harold Hill and there will be a team based at Romford Main Road by autumn 2016.

4.4 The clusters were arranged as follows:

- **Clusters 1 & 3 - Romford Clinic**, 40 Main Road, Town Centre, Romford, RM1 3BS
- **Cluster 2 - Harold Hill Clinic**, Gooshays Drive, Harold Hill, RM3 9LB
- **Cluster 4 - Elm Park Clinic**, 252 Abbs Cross Lane Hornchurch RM12 4YG
- **Clusters 5 & 6 - Cranham Clinic**, Avon Road , Upminster, Essex, RM14 1RQ

4.5 Appendix 6 shows these localities plotted on the borough map.

5.0 Investment in the schemes to be retained.

5.1 One of the key principles running through this review of older persons' housing is that all schemes providing accommodation for older residents must be modern, safe and accessible. This holds true for the schemes to be retained. The consultation process had identified a significant amount of investment that will be required to the stock to ensure the highest standards are achieved.

5.2 The following requirements are basic for all those schemes:

- No bedsit accommodation in any scheme,
- Schemes must be fully accessible with the provision of lifts to all floors and ramps as required,
- Security must be improved with adequate self-opening security doors, adequate perimeter fencing and gating and working CCTV linked to the central monitoring station for 24/7 coverage.
- Hard surfaces such as pathways and patios must be level and safe
- Grounds maintenance must provide adequate services throughout the year to grassed areas, shrubs and trees,
- Improved gardening services must encourage residents to enjoy their gardens and to get involved with horticultural activities.
- Decent homes standards must be maintained through the schemes.
- Provision of light, adequate, modern communal facilities in each scheme.
- Dementia friendly schemes to be provided.

5.3 Officers are currently working up detailed costings for all works required across the schemes being retained to achieve these principles. It is expected that an investment programme of £3m spread over two years will be required to ensure the required standards are met. The resources will be found from within the existing HRA Business Plan and more detail will be included in future reports to Executive Briefing and Cabinet.

5.4 In addition to the above investment in existing blocks, every opportunity will be taken to identify potential for development of small areas of land within or attached to sheltered schemes for development of bungalow units such as that provided at Garrick House. These are very popular and work well to encourage under-occupying tenants out of family sized accommodation. Bungalows will be built where other forms of housing are not suitable by virtue of overlooking, other planning restrictions or due to the need to ensure sheltered schemes do not have general needs tenants living within them. So far, the following schemes have been identified for further investigation:

- Thomas Sims Court.
- Cockabourne Court.
- Holsworthy House.

6.0 Sheltered Housing support resource.

6.1 One of the key resources within any sheltered scheme is that of the scheme officer. They ensure the building operates adequately, provides a range of housing support services to the residents and also encourages community events within the scheme. They also help to ensure other services such as social support is provided appropriately and are often on hand to deal with emergencies. Out of hours emergencies are provided for via Care Line and of course the emergency services.

6.2 Residents living in sheltered housing are generally well serviced with additional support because they are in the scheme. However, there are significant numbers of older people living in the community, outside of sheltered schemes who are not so lucky. Social isolation and its effects create problems for many of our borough residents. This is evidenced by the work of the Befriending scheme already established in Housing Services, voluntary agencies such as Tapestry and from our own Adult Services who are in regular contact with older people who feel isolated.

6.3 The third strand of this review of older persons' housing is to change the sheltered housing scheme officer resource and to create sheltered housing schemes as community hubs to help all older people living in the vicinity. The proposal will be to review the scheme officer resource with an expectation that, in future, there will be one officer per scheme. Part of their time will be spent working within the scheme whilst the remainder of their time will be spent providing floating support to older people living in the community within the vicinity of the scheme. Over time it is hoped that older people living in the community will be able to visit sheltered schemes to meet other residents and to start to break down the impact of isolation. Attendance at coffee mornings and other events as well as attending trips to the seaside, etc. are all known to have great beneficial impacts.

6.4 If agreed, this new model will be designed in conjunction with the impact of these proposals on existing staffing levels. Costings will be included and identified within the annual HRA rent setting report to Cabinet.

7.0 Impact on the provision of general needs council housing.

- 7.1 This report has implications on the overall regeneration of keys estates within Havering. Royal Jubilee Court, Solar Serena and Sunrise Courts and Brunswick Court are all included as sites within the Estates Regeneration Programme agreed at Cabinet on the 15th June 2015.
- 7.2 In addition, various small sites were also identified as suitable for the provision of affordable rent or low cost home ownership or other forms of supported housing. The proposals for Brunswick Court and Dell Court contained within this report change that previous recommendation, with the resulting loss of at least 60 units of such accommodation. As the Council has an overall strategic direction of increasing affordable housing for all those in Havering, this loss of affordable housing needs to be addressed. As a consequence, officers are now looking at other sites in the vicinity of Dell Court and Brunswick Court where further development of affordable housing can be proposed. Once these are finalised, discussions will be held with local ward councillors in order to ensure full support for those proposals in the light of the impact of this report.

REASONS AND OPTIONS

Reasons for the decision:

The over-supply of Council rented sheltered accommodation and the lack of older persons' accommodation for sale needs to be addressed in order to ensure the Council makes best use of its assets, assist with the pressures facing social services care budgets and to meet the future housing needs of older people in Havering.

Other options considered:

The option of not reducing the provision of sheltered accommodation was considered, but rejected, as it would not begin to address the difficulty of letting bedsits, un-lifted properties or with meeting the future housing needs of older people in Havering.

IMPLICATIONS AND RISKS

Financial implications and risks:

The continued current and projected surplus of sheltered accommodation would lead to HRA rent and council tax losses; it would also be a poor use of scarce resources.

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The consideration of using some existing sheltered scheme sites for alternative groups of residents needing support, may lead to savings for Adult Social Care and Children's Services.

An HRA redevelopment programme was approved by Cabinet, initially in outline on 23 September 2015 and, in more detail, 18 November 2015 and then further in the 15 June Cabinet report of the revised HRA Business Plan. The review of older people provision will feed into that development programme. A number of recommendations in this report are "subject to financial viability" – by which means, as assessment will be made of the relative costs and benefits of a particular scheme proposals.

Legal implications and risks:

Under powers conferred by the Housing Act 1985, the council can provide housing accommodation by erecting houses or converting buildings into houses on land acquired by them for housing purposes. The council also has powers to provide welfare services in connection with the provision of housing accommodation.

The council also has a general power of competence as per section 1 of the Localism Act 2011.

The development and de-commissioning of existing sheltered housing accommodation will require consultation with occupants under S.105 of the Housing Act 1985, as they are likely to be substantially affected by the proposals. Such consultation should be extended to those on the waiting/transfer list for sheltered accommodation. To be effective, consultation must take place when proposals are still at a formative stage; provide sufficient reasons for the proposals to permit intelligent consideration and response; allow adequate time for consideration and the product of consultation must be conscientiously taken into account when reaching a decision.

An equalities impact assessment will also be required, which members/officers will need to take into account when making decisions on the proposals.

In approving this report and in subsequent decision making relating to this subject matter the Public Sector Equality Duty created by the Equality Act 2010 (PSED) should be considered at each stage and a full Equalities Impact Assessment carried out. In carrying out its functions the council and officers must have due regard to the need to:

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
- Advance equality of opportunity between people who share a protected characteristic and those who do not.
- Foster good relations between people who share a protected characteristic and those who do not.

Having due regard involves:

- Removing or minimising disadvantages suffered by people due to their protected Characteristics. Taking steps to meet the needs of people from protected groups where these are different from the needs of other people.

- Encouraging people from protected groups to participate in public life or in other activities where their participation is disproportionately low.

The protected characteristics are: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. The Equality Duty must be complied with before and at the time that a particular policy is under consideration or decision is taken - that is, in the development of policy options, and in making a final decision. A public body cannot satisfy the Equality Duty by justifying a decision after it has been taken.

Members should note that the council has a fiduciary duty to their local tax payers. In taking a decision on the proposals, they will need to give proper consideration to the risks and benefits of approving the recommendations and whether the monies that will need to be invested in the development/decommissioning of existing sheltered housing could be better used by the council for the wider interest of its local tax payers. In this regard members should note the other options put forward for consideration.

Human Resources implications and risks:

This report makes recommendations that will potentially have a direct impact on the Council's workforce. The change of use for the sites where there are currently sheltered accommodation provisions for older people are supported by employees from Housing Services who may be at risk of redundancy with the closure of those provisions. Housing Services senior management, with advice and support from oneSource HR & OD, will ensure that the rights and requirements for staff as set out in the Council's HR policies, employment law and other relevant regulatory frameworks, are upheld if the proposed actions recommended in this report are agreed and implemented.

Equalities implications and risks:

An equalities impact assessment will be carried out as part of determining the final proposals for the affected sheltered schemes and as part of the required consultation with residents.

BACKGROUND PAPERS

None

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Appendix 1: Consultation matrix.

Estates proposed for Regeneration							
Name	Date(s) of any meetings held up to and including 31 August	Date(s) of future meeting from 1 September onwards	Number of people at each meeting	Councillors attended	Website URL	Number of newsletters issued and dates issued	Comments
Chippenham, Farnham and Hilldene Estate	28.07.16	01.09.16	32 – 28.07.16		www.haverling.gov.uk/Hilldene	12.07.16 newsletter delivered 10.08.16 newsletter delivered	<ul style="list-style-type: none"> Leaseholders concerned about how the work will impact on them and will they need to move out? Residents on first and second floor requesting decanting while work takes place.
Delta TMO (Durham Avenue)							<ul style="list-style-type: none"> Meeting not held yet so no resident feedback.
Maygreen Crescent and Park Lane Estate	27.07.16 Drop-in Session held 30.06.16 04.08.16	06.10.16	32 - 26.07.16 33 - 30.06.16 20 - 04.08.16	Councillor Jody Ganly	www.haverling.gov.uk/MaygreenCrescent	15.07.16 newsletter delivered 19.08.16 newsletter delivered	<ul style="list-style-type: none"> Residents largely welcomed the proposed scheme. Several suggestions that the nearby park could be included as residents didn't use it due to ASB issues, drug users leaving needles, etc in the children's' play area.

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Oldchurch Gardens		06.09.16			www.havering.gov.uk/OldchurchGardens	19.08.16 newsletter delivered	<ul style="list-style-type: none"> Meeting not held yet so no resident feedback.
Napier and New Plymouth	26.05.16 22.06.16 12.06.16 one to one 13.07.16 one to one 20.07.16 one to one 08.08.16 one to one 19.08.16 Officers' Steering Group Meeting	26.09.16	40 – 26.05.16 32 – 22.06.16 29 – 12.06.16 24 – 12.06.16 7 – 20.07.16	Councillor Graham Williamson Councillor Jeff Tucker Councillor Michael Deon Burton	www.havering.gov.uk/NapierandNewPlymouth	02.06.16 newsletter delivered 24.06.16 newsletters delivered	<ul style="list-style-type: none"> Residents generally very supportive of the proposal. Many are very keen to move as soon as possible. Some wish to move back to the new scheme when complete.
Waterloo Estate	20.07.16	06.09.16 20.09.16 – first Residents' Group meeting 19.10.16 One to one residents' meetings 20.10.16 One to one residents' meetings			www.havering.gov.uk/WaterlooEstate	08.07.16 newsletters delivered 22.08.16 newsletters delivered	<ul style="list-style-type: none"> Most residents supportive of the proposal and understand the need for a major investment to regenerate the whole estate to keep it in line with the overall improvements in Romford.

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Sheltered Housing schemes proposed for regeneration							
Name	Date(s) of any meetings held up to and including 31 August	Date(s) of future meeting from 1 September onwards	Number of people at each meeting	Councillors attended	Website URL	Number of newsletters issued and dates issued	Comments
Brunswick Court	05.07.16 10.08.16	22.09.16 13.10.16	17 – 05.07.16 53 – 10.08.16	Councillor June Alexander Councillor Gillian Ford	www.havering.gov.uk/Brunswick	11.07.16 newsletter delivered 22.07.16 newsletter delivered 24.08.16 08.07.16 newsletter delivered	<ul style="list-style-type: none"> Residents and Ward Councillors supportive of proposed revised scheme with many residents wishing to move in to the new scheme when completed
Delderfield House	05.07.16 10.08.16	22.09.16 13.10.16	3 – 05.07.16 3 – 10.08.16		www.havering.gov.uk/Delderfield	12.07.16 newsletter delivered	
Dell Court	04.07.16 12.08.16	30.09.16	18 - 04.07.16 30 – 12.08.16	Councillor John Mylod	www.havering.gov.uk/Dell	09.07.16 newsletter delivered	<ul style="list-style-type: none"> Residents largely welcomed revised proposal which excludes the Ravenscourt block from the redevelopment. Investment in a lift for the Ravenscourt block, and provision of communal facilities as part of the new development were

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							<ul style="list-style-type: none"> seen as important. Residents understand that bedsits are not an attractive option and need to be replaced.
Maygreen Crescent	30.06.16 04.08.16	30.09.16	19- 30.06.16 20 – 04.08.16	Councillor Jody Ganly	www.havering.gov.uk/MaygreenCrescent	08.07.16 newsletter delivered	<ul style="list-style-type: none"> Residents understand that bedsits are not an attractive option and need to be replaced. Most residents understood and support the need for regeneration.
Queen Street	30.06.16 04.08.16	28.09.16	15 – 30.06.16 25 – 04.08.16		www.havering.gov.uk/QueenStreet	08.07.16 newsletters delivered 14.08.16 newsletter delivered	<ul style="list-style-type: none"> Residents largely welcome the scheme proposal and are keen to move as soon as possible.
Royal Jubilee Court	01.07.16 04.08.16	28.09.16	29- 01.07.16 27 – 04.08.16		www.havering.gov.uk/RJC	12.07.16 newsletter delivered	<ul style="list-style-type: none"> Many residents are interested in moving in to the Older Persons' Village and would be happy to stay on site during construction work if possible. Residents understand that bedsits are not an attractive option and need to be replaced.

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Solar, Serena and Sunrise Court	04.07.16 12.08.16	30.09.16	31 - 04.07.16 30 – 12.08.16		www.haverling.gov.uk/SSS	12.07.16 newsletter delivered	<ul style="list-style-type: none"> • Many residents are interested in moving in to the Older Persons' Village and would be happy to stay on site during construction work if possible. • Residents understand that bedsits are not an attractive option and need to be replaced.
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Sheltered Housing schemes proposed to remain open							
Name	Date(s) of any meetings held up to and including 31 August	Date(s) of future meeting from 1 September onwards	Number of people at each meeting	Councillors attended	Website URL	Number of newsletters issued and dates issued	Comments
General							<ul style="list-style-type: none"> • Need for signs to be installed directing people to communal lounge, laundry, lift and detailing which flats are in which direction • Need for signs directing people to exit from communal lounge • Install map showing

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							nearby facilities in reception area of each scheme
Bards Court	28.07.16 26.08.16	06.10.16	16 - 28.07.16 26.08.16 - 15		www.havering.gov.uk/ Bards	01.08.16 newsletter delivered	<ul style="list-style-type: none"> • The need for an automatic door to be fitted to the communal lounge as the current doors are heavy • The need for more washing machines to meet the demand • Pruning shrubs that are blocking light to some flats • Pruning shrubs which are growing over footpaths and ramps in the garden • Looking at mobility scooter sheds to see if they can be fitted with remote control locks as some are difficult for people to open if they have arthritis or similar condition • An examination of how water charges are levied against individual properties • The need to clear the down pipe between flats 10 and 12 as water overflows during

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							heavy rainfall
Beehive Court	14.07.16 18.08.16	07.10.16	13 – 14.07.16 14 – 18.08.16		www.havering.gov.uk/ Beehive	18.07.16 newsletter delivered	<ul style="list-style-type: none"> • Converting some of the bedsits into one bedroom flats • Replace some of the steps on paths with ramps where possible • Ensure there are lifts in place so people can access all floors • Review the parking provision and how parking on the site is controlled • Provide a guest room on the scheme for family and friends who visit • Ensure toilets are suitable for people with disabilities • See what can be done to improve the ceiling in the communal lounge • Review the condition of the balconies to ensure they are in good condition as some paving slabs broken and a trip hazard and drainage system doesn't seem

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							<p>effective</p> <ul style="list-style-type: none"> • Tackle pigeons nesting and roosting in roof space and on pipes below balconies • Satellite TV dish needs switching back on • Path through garden needs smoothing out to remove trip hazards • Cooker light in communal kitchen doesn't switch off when cooker not in use • Gate to Gubbins Lane need automatic closure device as is often left open • Wheelbarrow dumped in shrubbery on Gubbins Lane side of complex needs removing • Arrangements need to be put in place for proper maintenance of flower beds and shrubberies
Charlbury Crescent	06.07.16 18.08.16	06.10.16	8 - 06.07.16 8 – 18.08.16		www.havering.gov.uk/Charlbury	05.08.16 newsletter delivered	<ul style="list-style-type: none"> • The need for improved lighting in corridors and near entrance doors • Improving security at

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							<p>the external doors</p> <ul style="list-style-type: none">• Arrangements need to be put in place for proper maintenance of flower beds and shrubberies• CCTV needs to be installed and linked to central control centre• A review of parking provision, including how to deter non-residents from using the scheme's parking area and protecting privacy of ground floor tenants near the car parks• Pruning shrubs at the front of the scheme which are over-grown• More regular servicing of washing machines• Improved access to the laundry for people in the block furthest from that facility• Providing more mobility scooter stores• Improving access to the scheme for people in wheelchairs• The need to replace windows at the
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							<p>scheme as they are now 25 years old</p> <ul style="list-style-type: none"> • Paths in garden are uneven and trip hazard, resulted in accident in August with resident taken to hospital after a bad fall • Wheelchair access and automatic doors needed for the two external blocks of the scheme • Need improvements to toilets for people with disabilities
Cockabourne Court	06.07.16 18.08.16	10.10.16	3 – 16.07.16 10 – 18.08.16		www.havering.gov.uk/Cockabourne	05.08.16 newsletter delivered	<ul style="list-style-type: none"> • The need for external painting to be done at the scheme • Major on-going problem with boiler not working properly since 25.07.16 – compensation payments being reviewed • Arrangements need to be put in place for proper maintenance of flower beds and shrubberies • CCTV needs to be installed and linked to central control centre

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							<ul style="list-style-type: none"> • External painting needs to be done • Some window sills are rotting and need replacing • Ceilings in walkways need painting and repairing • Gutters need cleaning of leaves as water over flows • Trees need pruning • Pavement in front of scheme is uneven and a trip hazard • Sometimes smell from drains so these need checking and probably repairing – CCTV check was done some years ago ad identified broken pipes • Heating controls need to be installed in individual flats as at moment central boiler control over-rides individual flats
Cole Court	29.07.16 18.08.16	06.10.16	15 – 29.07.16 11 – 18.08.16	Councillor Patricia Rumble	www.havering.gov.uk/ Cole	09.08.16 newsletter delivered	<ul style="list-style-type: none"> • The need for the boundary fence to be repaired to make the gardens secure • Arrangements need to be put in place for

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							<p>proper maintenance of flower beds and shrubberies</p> <ul style="list-style-type: none">• CCTV needs to be installed and linked to central control centre• The front door not shutting properly• A request for more patrols from the community wardens• More frequent servicing of the washing machines and tumble dryers• New washing line area needed• Gulley in grounds has lost its grid and is open so potential trip hazard• Gang mowers damaging concrete surrounds to manhole covers so these now need replacing• Gents toilet near communal area has such low water pressure hardly any water comes out of sink taps
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Cottons Court and Fambridge Court	05.08.16 30.08.16	05.08.16	05.08.16 - 30.08.16 - 17		www.haverling.gov.uk/ Cottons	12.08.16 newsletter delivered	<ul style="list-style-type: none"> • Possibility of an electric gate for the car park to help drivers with disabilities • Improvements to the gardens including removing brambles and other weeds • Checking whether the first generation double glazing needs to be replaced • Check the maintenance schedule for the lift to see if it needs replacing • Investigate problems with water dripping from balconies on to the flats below • Repair outdoor window sills which are beginning to rot on some flats • Improve site security and CCTV coverage to deter fly-tipping
Garrick House	25.07.16 25.08.16	10.10.16	16 - 25.07.16 8 – 25.08.16		www.haverling.gov.uk/ Garrick	09.08.16 newsletter delivered	<ul style="list-style-type: none"> • The need for improved security on some parts of the site • The need for improved refuse and recycling services • More regular servicing

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							of washing machines
Holsworthy House	14.07.16 19.08.16 22.08.16 one to one 23.08.16 one to one	06.10.16	16- 14.07.16 13 – 19.08.16		www.havering.gov.uk/ Holsworthy	21.07.16 newsletter delivered	<ul style="list-style-type: none"> • The need for a more reliable lift to be installed • The need for more regular servicing of washing machines • Water pressure is low since new showers installed • CCTV installation requested • Need for proper maintenance of gardens to be undertaken
Poplar Street	21.07.16 03.08.16 Neil Stubbings and Steve Moore visit and meet residents regarding parking and pavements 05.09.16		16 – 21.07.16		www.havering.gov.uk/ Poplar	27.07.16 newsletter delivered	<ul style="list-style-type: none"> • Improving the pavements so they can be used more easily by people in wheelchairs and on mobility scooters • Review the windows to see if replacements should be made • Check the insulation levels as some bungalows are very cold in winter • See what can be done regarding the cost of visitor parking permits for all day visitors

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Ravenscourt Grove	21.07.16 25.08.16	30.09.16	16 – 21.07.16 8 - 25.08.16	Councillor John Wood Councillor Reg Whitney	www.havering.gov.uk/ Ravenscourt	27.07.16 newsletters delivered	<ul style="list-style-type: none"> • The need for lifts to be installed • The need for improved access on to the site for people using mobility scooters • The need for toilets suitable for disabled people to be provided
Thomas Sims Court	19.07.16 30.08.16	10.10.16	15 – 19.07.16 13 – 30.08.16		www.havering.gov.uk/ ThomasSims	27.07.16 newsletters delivered	<ul style="list-style-type: none"> • Improving the boundary fencing • Provision of toilet facilities for people with disabilities • Solving problems with the lift
William Tansley Smith House	15.07.16	23.09.16	15 – 15.07.16		www.havering.gov.uk/ WilliamTansley	02.08.16 newsletter delivered 24.08.16 newsletter delivered	<ul style="list-style-type: none"> • Arrangements need to be put in place for proper maintenance of flower beds and shrubberies • CCTV needs to be installed and linked to central control centre • Possible improvements to parking facilities • Possible replacement of the lift which is 30 years old and finding parts to keep it maintained is proving difficult • Provision of a bus

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							<p>shelter at the bus stop opposite the scheme</p> <ul style="list-style-type: none">• Pruning of trees to open up an area at the back of the garden so a water feature can be developed• Repairs to the circular path in the garden where roots are causing it to lift in places• Repairs to the boundary fence which is being damaged by ivy• Provision of a raised bed that can be used to create a herb garden• Need for bus shelter at bus stop opposite scheme
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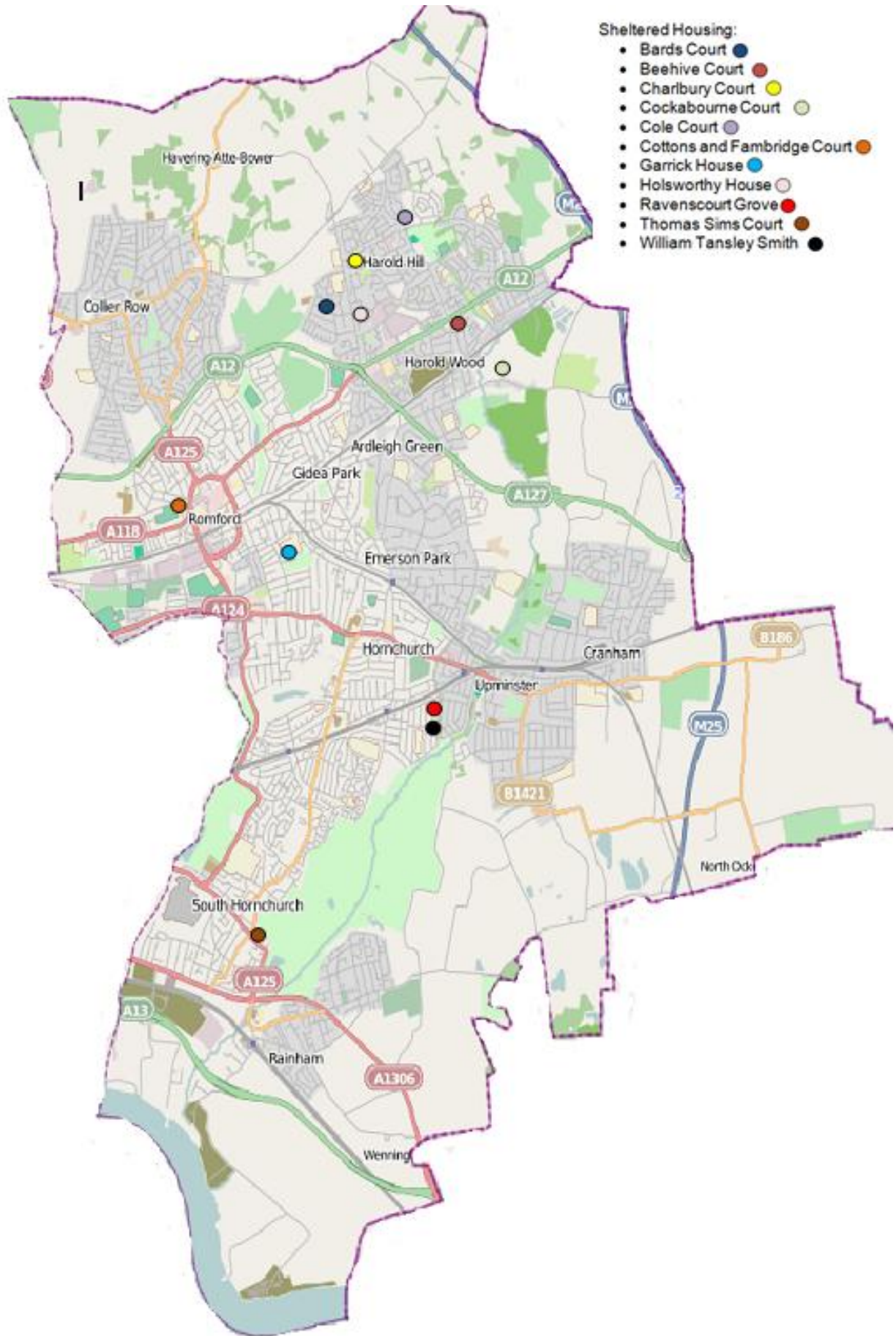
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General

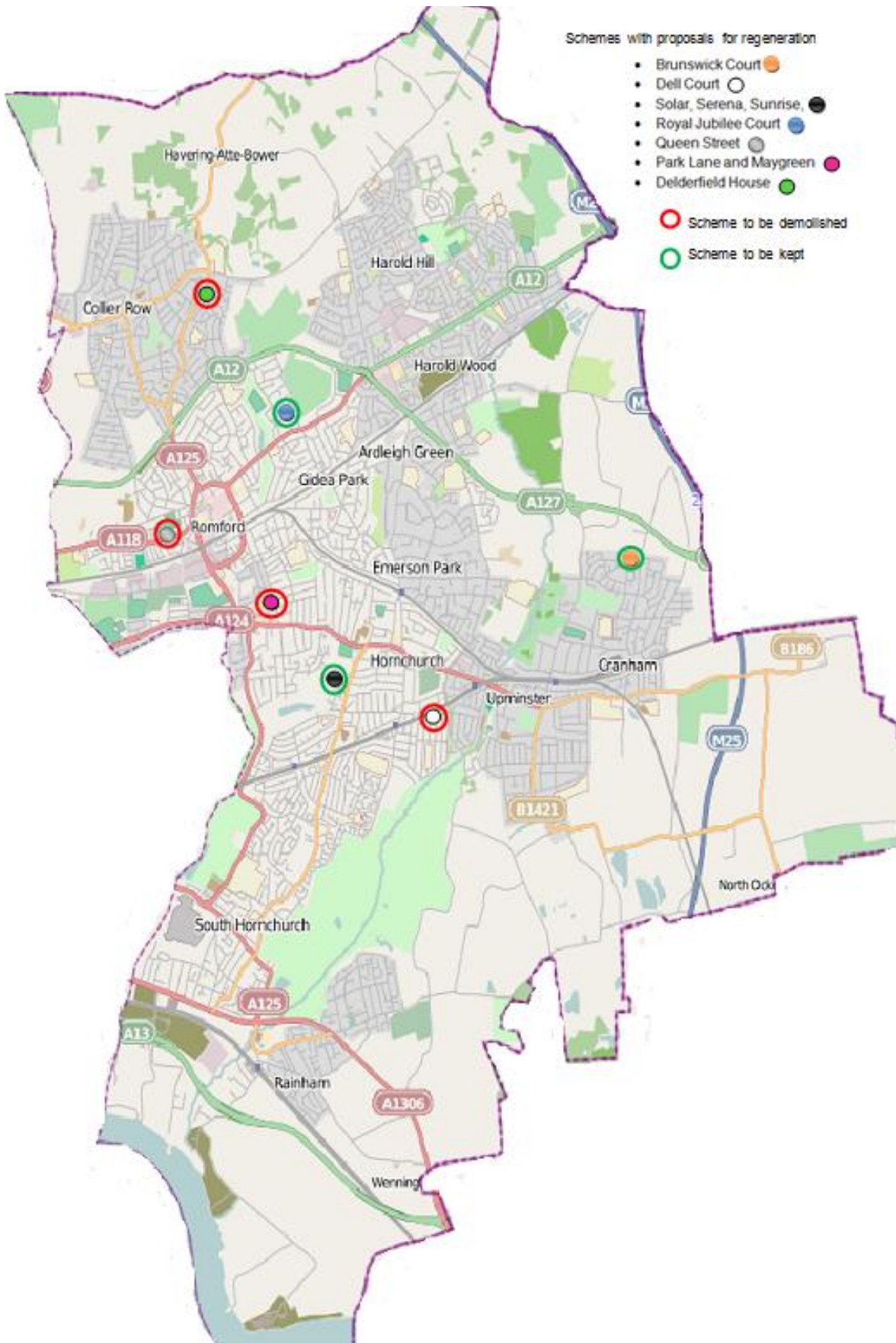
- The informal consultation process will see a total of 57 group meetings in sheltered housing schemes and 13 group meetings on estates as well as more than 700 offers of individual meetings with tenants and leaseholders between July and October
- New web page set up called www.havering.gov.uk/ShelteredHousingDevelopments which includes examples of older persons' villages
- Sheltered Times 10 – distributed 22.08.16 – contains three page feature on the regeneration programme
- At The Heart Autumn 2016 edition – due to be distributed 12.09.16 – contains six page feature on the regeneration programme
- Briefings being held for (a) Housing Services staff and (b) selected staff from Economic Development and Regulatory Services on 05.09.16
- Corporate Comms has used social media to promote the consultation meetings
- Press coverage in Romford Recorder and Havering Yellow Advertiser has been positive
- Some comments on Streetlife web site have been neutral and points answered by Corporate Comms
- Stand taken at Havering Show to explain the regeneration programme

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Appendix 2: Location of Council sheltered housing schemes to remain

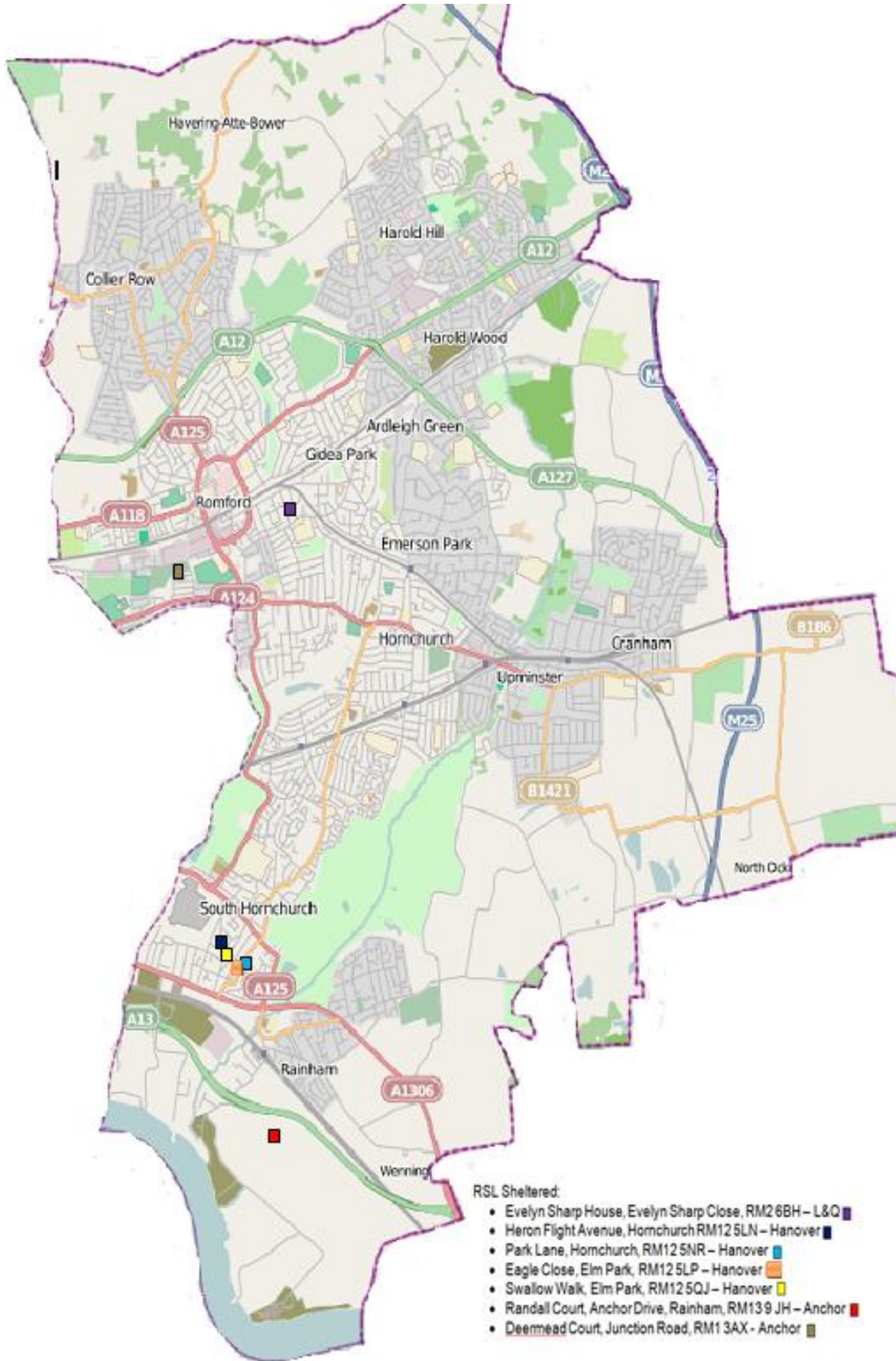


Appendix 3: Council sheltered schemes for closure or regeneration



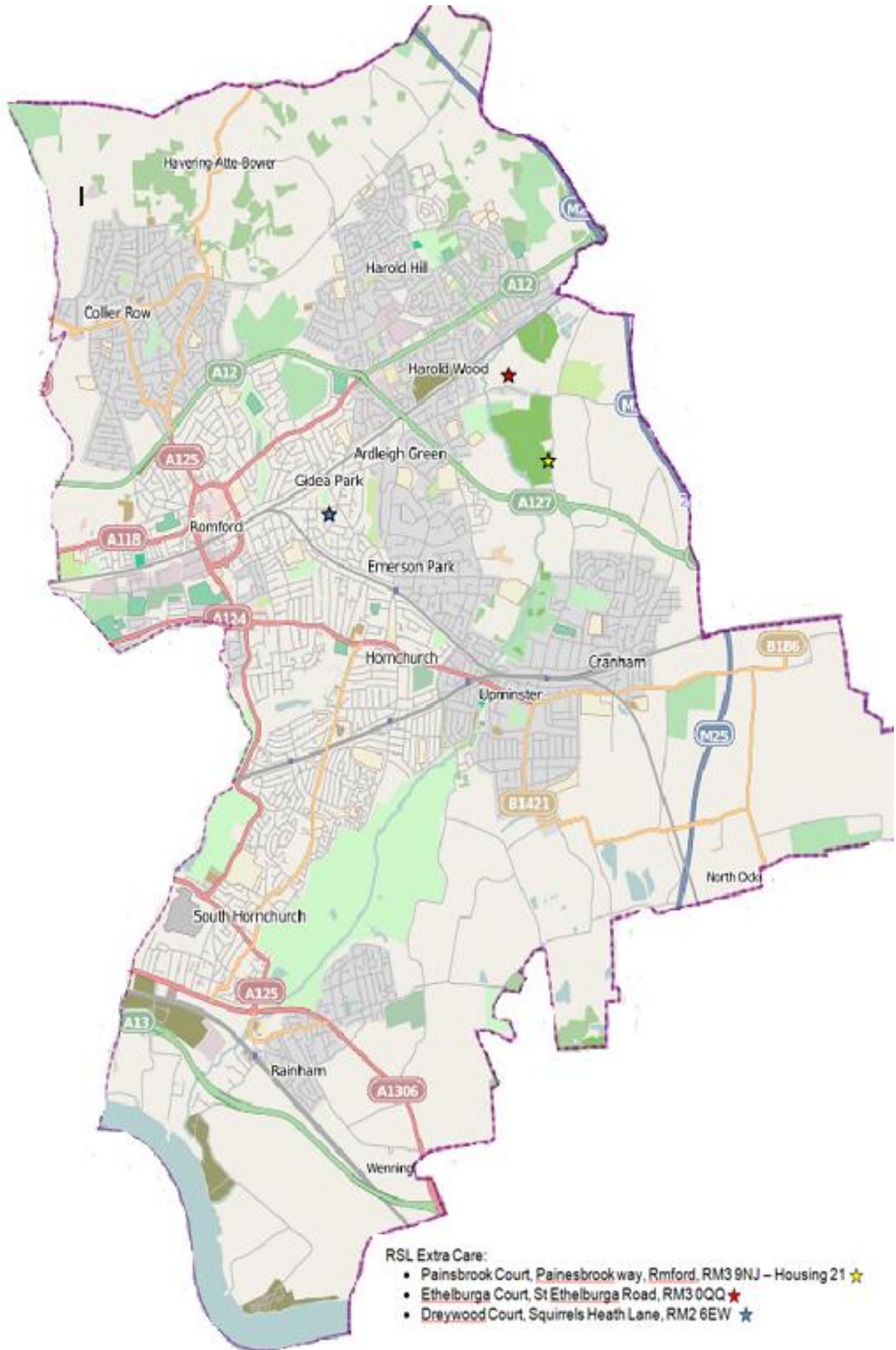
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Appendix 4: RSL sheltered schemes in Havering



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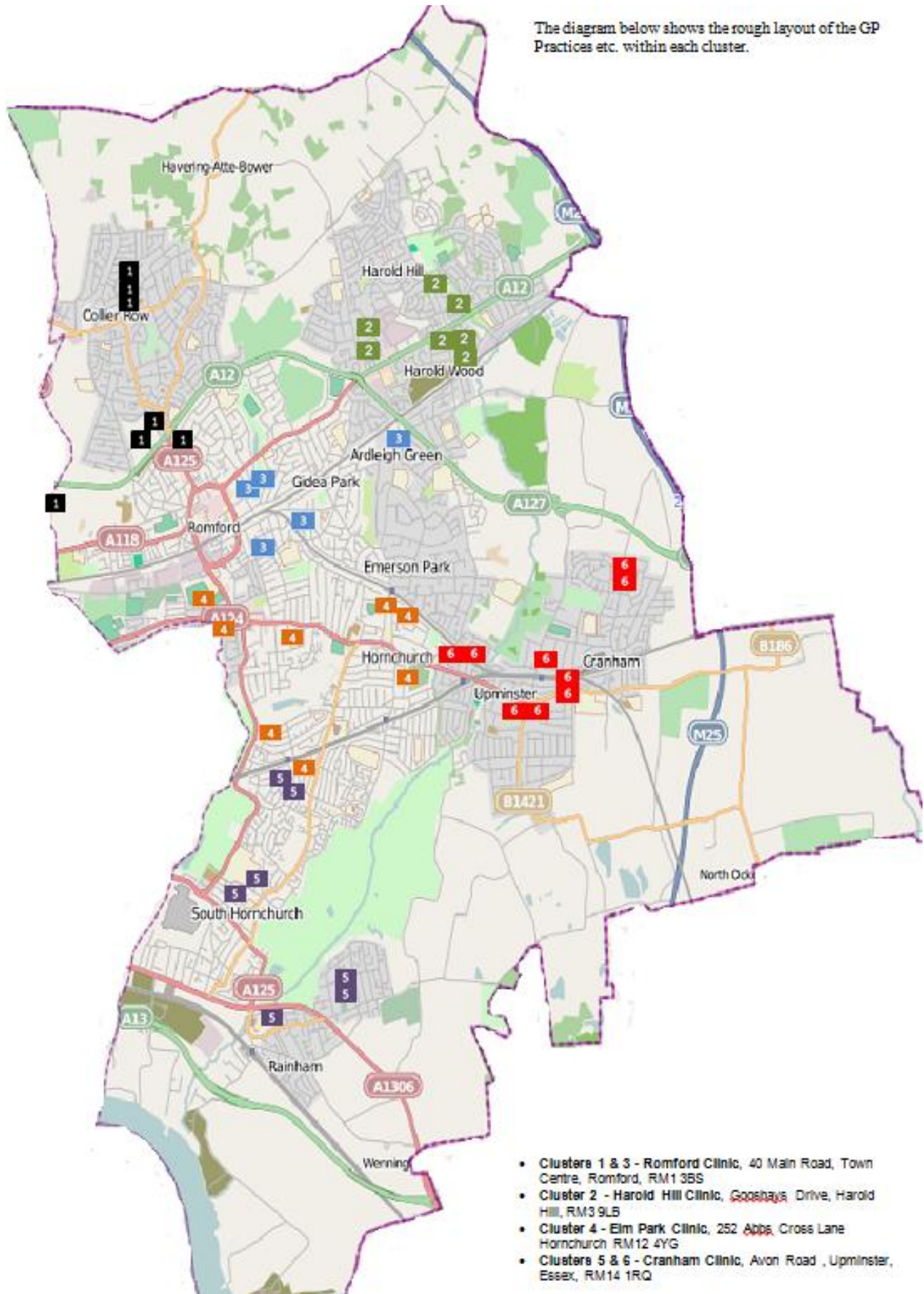
Appendix 5: RSL extra care sheltered schemes in Havering



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Appendix 6: GP Practice localities in Havering

The diagram below shows the rough layout of the GP Practices etc. within each cluster.



Appendix 7: Current occupancy levels for the schemes identified for closure/redevelopment.

Scheme	Total Units And Size*	Currently Vacant	% vacant	50–64	65–79	80+	Care Needs Low Medium High	Comment
Dell Court (St Andrew's Ward)	29 23 x 0 5 x 1 1 x 2	11 (10 x Bedsits 1 x one bed)	37.9	5	8	6	L – 15 M – 13 H - 7	All long term voids Partial lift
Brunswick Court (Cranham Ward)	47 15 x 0 31 x 1 1 x 2	11 (8 x Bedsits 2 x one bed 1 x two bed)	23.4	4	20	15	L – 13 M – 17 H - 9	7 Long term 1 short term Bedsits located predominately in one part of scheme – no lift
Royal Jubilee Court (Pettits Ward)	79 54 x 0 23 x 1 2 x 2	40 (37 x bedsits, 2 x one bed, 1 x two bed) Includes reablement bedsits	50.6	0	15	23	L – 12 M – 12 H - 18	All long term voids In addition 28 Bedsits currently used as part of reablement and let to ASC scheme with limited success
Solar, Serena, Sunrise (St Andrew's Ward)	55 11 x 0 42 x 1 2 x 2	21 (9 x Bedsits, 11 x one bed & 1 two bed)	38.1	3	17	16	L – 17 M – 7 H - 13	All long term voids Partial lift
Park Lane (Hylands Ward)	34 1 x 0 32 x 1 1 x 2	2 (1 x one bed & 1 x two bed)	5.8	11	16	9	L – 7 M – 5 H - 6	All long term voids No lift
Queen Street (Romford Town Ward)	31 30 x 1 1 x 3	3 (3 x one bed)	9.6	10	16	2	L – 22 M – 0 H - 10	All long term voids No lift
Delderfield House (Pettits Ward)	14 14 x 1	4 (all one bed)	28.5	4	5	2	L – 9 M – 3 H - 2	All long term voids No lift

* 0 means a bedsit.