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# Rushmoor Housing and Homelessness Prevention Strategy

2023-2027



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## Housing and Homelessness Prevention Strategy - Foreword

As the Portfolio Holder for Planning and Economy I am proud that this council is leading the regeneration of its town centres which will deliver a significant amount of new housing. The council is also making appropriate landholdings available to deliver homes through its housing company, Rushmoor Homes Limited. I understand how important housing supply, and its condition is to residents; that it is central to health and wellbeing and underpins the sustainability and economic prosperity of the borough.

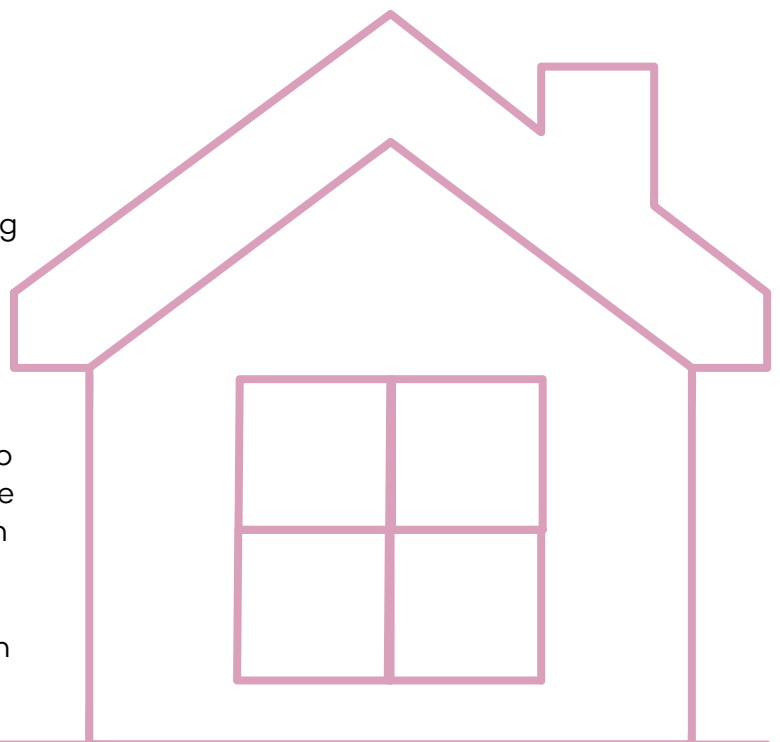
The council's strategic approach to housing and homelessness prevention is based on the three themes of housing supply, access, and condition. We are committed to maximising every opportunity to deliver new homes for residents to buy and rent in partnership with private developers and housing associations and to ensure our most vulnerable residents have safe homes, neighbourhoods and appropriate support services.

With partners, the council will continue to engage with Government to maximise a range of grant funding to support the building of new homes, retrofitting existing housing stock with energy efficient solutions and aids and adaptations. We will also continue to prioritise the prevention of homelessness in these challenging times and provide refuge for households fleeing domestic abuse and to take a sensitive approach to making some homes available for Ukrainian and Afghan refugees fleeing war and persecution.

I believe this strategy gives clear direction to enable the council to focus housing

related resources where they are most needed, to make a positive contribution to the borough's built environment and create and sustain neighbourhoods and communities that people are proud to call home. Building pride in our towns.

**Gareth Lyon**  
**Portfolio Holder Planning & Economy**



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# Introduction

Good quality housing stock and a housing supply that meets the needs and aspiration of Rushmoor's residents is both key to the quality of life for households and underpins the economic growth and future prosperity of the borough. The aim of this strategy is to set out the council's approach to ensure all residents can access good quality housing, whatever stage of life they are at, and can access a range of appropriate support and advice to deal with housing related issues including preventing homelessness and maintaining housing standards.

All residents have an equal right to live in safe, clean, and thermally efficient homes. The council does not own its own housing stock; however, it plays a key role in leading a range of private, public, housing association and voluntary sector partners to ensure an appropriate housing supply, well maintained housing supply and address issues of social inclusion, health inequalities and housing standards.

Consultation with residents and local estate and letting agents shows that Rushmoor residents are keen to see the delivery of more affordable homes for rent and low-cost home ownership. Estate and Letting Agents have confirmed that private sector demand for rent and purchase is greatest for three and four bedroomed family homes. Despite the fact that the greatest demand is for one and two bedroomed properties, households in the Housing Allocation Pool are typically waiting up to 8 years to secure 3 bedroom or larger, family homes for affordable rent.

Following resident consultation on housing priorities, elected members have agreed three strategic themes which shapes the council's approach over the five-year life of the strategy as well as key delivery objectives.

The three themes are:

1. Increase the supply of good quality homes, for all residents and prospective residents, for every stage of life.
2. Support residents to access affordable, well managed and maintained housing in the private and social sectors.
3. Work proactively to improve the condition and energy efficiency of housing in the borough.

The strategy meets the requirements for the council to have a Homelessness Strategy in place and the delivery of it's Rough Sleeping Plan. In conjunction with the council's Local Plan and Affordable Housing Supplementary Planning Document it should be used to assist partners in understanding housing and housing related priorities and enhance collaborative working.

## Theme 1 - Increase the supply of good quality homes, for all residents and prospective residents, for every stage of life

This theme sets out the council's approach to ensure that the right homes are delivered in the right places and that, not only are they sustainable, but they meet the housing needs and aspirations of our residents and those wanting to move to the borough. The approach taken considers the housing needs of the borough, a legal requirement of the Housing Act 1985, and then plans to address identified needs through the council's Local Plan and housing allocation policies.

As a non-stock holding authority, delivering new homes in the borough requires a collaborative approach with development partners in both the private and social sectors. The council also invests directly into the delivery of new homes with grant allocation and through Rushmoor Homes Limited, a private housing company set up by the council in 2020.

### Housing Demand & Affordability

There is a high level of demand for all forms of housing in the borough, the council's Strategic Housing Market Assessment has identified that 470 new homes need to be delivered each year until 2032 to be able to meet this demand. Affordability is, however, a pressing issue, particularly for those on lower incomes; the borough is one of Homes England's local authority areas identified as having affordability challenges. The tables below indicate that to enter the housing market typically requires a deposit of £20,000 and a household income of £51,429.

**Table 1: Income required to buy in Rushmoor for median house prices:**

Property Type	Median Cost <sub>1</sub>	Deposit Required <sub>2</sub>	Mortgage Required <sub>3</sub>	Income Required <sub>4</sub>
Flat or Maisonette	£200,000	£20,000	£180,000	£51,429
Detached House	£507,000	£50,700	£456,300	£130,371
Terraced House	£310,000	£31,000	£279,000	£79,714
Semi Detached	£370,000	£37,000	£333,000	£95,142

Source: HM Land Registry, 1 (sales 2021/22), 2 (10% of purchase price), 3 (minus 10% deposit) 4 (assuming borrowing of 3.5 x income)

**Table 2: Rushmoor incomes required to buy lower quartile priced property in Rushmoor:**

Property Type	Lower Quartile <sub>1</sub>	Deposit Required <sub>2</sub>	Mortgage Required <sub>3</sub>	Income Required <sub>4</sub>
Flat or Maisonette	£163,000	£16,300	£146,700	£41,914
Detached House	£427,000	£42,700	£384,300	£109,800
Terraced House	£275,000	£27,500	£247,500	£70,714
Semi Detached	£335,000	£33,500	£301,500	£86,143

Source: HM Land Registry, 1 (sales 2021/22), 2 (10% of purchase price), 3 (minus 10% deposit) 4 (assuming borrowing of 3.5 x income)

The cost-of-living crisis, increasing interest rates and reduced mortgage opportunities make home ownership more challenging, increasing demand further for homes to rent in the short and medium term. Inflationary pressure on rent increases means that to rent a 3-bedroom family home in the private sector typically requires a household income of £41,143. In October 2022 the council's housing allocation pool showed 1,680 households waiting for affordable housing, up by 108 households compared to October 2021. The expectation is that this will continue to increase due to the cost-of-living pressures.

**Table 3: Median rents and income levels required to support them:**

Property Type	Median Private Rents PCM	Annual gross Salary (if Rental Costs £35%)
Studio	£455	£15,600
One Bed	£620	£21,257
Two Bed	£761	£26,091
Three Bed	£1,200	£41,143
Four Bed +	£1,585	£54,343

Source: ONS people, population and community/housing/datasets/private rental market statistics in England 01/10/2020-30/09/2021

**Table 4: Income of Rushmoor residents and the monthly amount they can spend on housing costs (at 35% of gross monthly income):**

	Annual Gross income		35% Monthly Gross Income 2021
	2020	2021	
Median	£33,909	35,328.00	1,030.00
Lower Quartile	£24,606	24,928.00	727.00

Source: Annual survey of Hours and Earnings 2021

**Table 5: Total Households and Housing Tenure at time of Census 2011 and 2021**

Census Year	All Households	Owned (outright or with Mortgage)	Shared Ownership (part owned/ part rented)	Social Rented	Private Rented	Living Rent free
2011	36,344	23,089	647	5,927	6,379	302
2021	39,303	23,774	679	6,369	8,449	32
Difference	2,959	685	32	442	2,070	-270
% Change	8.1%	3%	4.9%	7.5%	32.4%	-89.4%

Source: Census 2011; Census 2021

Census data shows tenure changes in the housing market between 2011 and 2021. The increase in private rented accommodation is the most significant shift, having increased by 33% in the borough and with private renters occupying 21% of the housing stock up from 16% in 2011. As a comparison, the private rented sector in the South East grew by 26% and 29% In England and Wales.

Outright home ownership has increased by 3% in line with national growth for this period with shared ownership, however, constituency data from House of Commons Library indicates that, when it comes to shared ownership growth at 2% is in line with the regional increases but double that for England and Wales. Despite the national policy emphasis on home ownership during this time the home ownership sector has shrunk back from 63% to 60% of the market.

The census data also shows that the social (and affordable) rented and shared ownership tenures remain stable at 16 and 17% of the market respectively with the North Town regeneration programme not completed and right to buy and shared ownership staircasing offsetting new affordable housing delivery at the time the census was taken.

## Housing delivery

Census data is based on household returns. Annual Local Government statistical returns measure the number of gross building completions over the last 10 years. In Rushmoor there have 3,419 new homes delivered in the borough, of these 1,353 affordable homes have been delivered by Registered Providers as social rent, affordable rent and shared ownership. The current total housing stock in the borough is recorded as 40,822 (31/03/21). In line with the census data it shows that 79% of the housing stock is privately owned; either owner occupier or private rented. Other Public Sector represents accommodation owned and managed by the Ministry of Defence in Aldershot.



**Table 6: Rushmoor Housing Stock breakdown:**

Local Authority (including owned by other LAs)	Private Registered Provider	Other Public Sector	Private Sector	Total
0	6,603	1,987	32,232	40,822

Source: Live Table 100; <https://www.gov.uk/government/statistical-data-sets/live-tables-on-dwelling-stock-including-vacants>

**Table 7: Net Dwelling Completions in Rushmoor (all tenures, not including residential care):**

12/13	13/14	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	Total
255	194	299	173	364	450	303	730	225	426	3419

**Table 8: Net Affordable Dwelling Completions in Rushmoor:**

12/13	13/14	14/15	15/16	16/17	17/18	18/19	19/20	20/21	21/22	Total
72	-73*	110	-72*	103	238	146	69	81	200	874

\*Minus Figure reflects the demolition of North Town

**Table 9: Breakdown of Affordable housing tenure delivered 2017-2022:**

Year	Affordable rent	Social Rent	Shared Ownership	Temporary	Total Affordable homes
<b>2017/2018</b>	155	0	57	0	<b>212</b>
<b>2018/2019</b>	53	0	76	12	<b>141</b>
<b>2019/2020</b>	125	6	59	0	<b>190</b>
<b>2020/2021</b>	61	0	39	0	<b>100</b>
<b>2021/2022</b>	36	68	70	0	<b>174</b>
<b>Total</b>	430	74	301	12	<b>817</b>

The numbers delivered have not met the ambitious Housing Market Assessment delivery target set in 2014 of 470 new homes each year, nevertheless the homes which have been delivered represent a healthy increase in housing supply and, importantly, an increase in the amount of newer, thermally efficient housing stock in the borough. The council's delivery target of 150 new affordable homes each year was set as a realistic delivery target in the last housing strategy and has been met annually in the last 5 years, albeit with some delivery shifts from 2020 – 2021 due to the pandemic. The council will retain the delivery target of a **minimum** of 150 new affordable homes each year for the next five years and

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seek to maximise opportunities to increase affordable housing provision in line with the emerging Local Plan when it is developed.

The key challenges to delivering all forms of new housing in Rushmoor are:

- The availability of suitable, viable sites
- Developer appetite to bring them forward for development, impacted by wider economic factors
- The availability of Suitable Alternative Natural Greenspace (SANG)

In the short term there may be opportunities for RPs to acquire units initially intended as private homes to be converted into affordable housing, the council will work with developers to ensure that this is appropriate on a scheme-by-scheme basis and support RPs with capital grant funding bids where necessary.

## The Local Plan

The council's Local Plan sets out its housing delivery objectives including the mix and type of homes needed and the level of affordable housing. The council has also published an Affordable Housing Supplementary Planning Document containing further guidance for developers specifically on delivering affordable homes on site and, when necessary, making off site contributions.

The percentages of affordable housing the council demands from developers has changed since the 2017-22 Housing & Homelessness Strategy to reflect evidence of viability challenges. The current policy requires:

- 30% affordable housing reduced to 20% in town centre locations
- 70% of affordable housing to be delivered as rented homes (social or affordable rent)
- 30% of affordable housing to be delivered as low-cost home ownership

These percentages may be adjusted as the new Local Plan is developed with viability testing undertaken to support any change of policy. Demand evidence for family accommodation and the implementation of First Homes will also be considered in the plan making process.

## Ensuring a supply of housing which meets those most in need and for different type of need

Rushmoor is an increasingly diverse borough, it is therefore important that the homes delivered here support a range of different needs and residents can easily move between different types of housing at different stages of their lives. In addition, the council provides support for households to adapt their existing home via the allocation of Disabled Facilities Grants (DFG) and other funding sources. A DFG budget of

£1,060,510 has been made available for 2022/23 to support independent living for Rushmoor residents.

The council is keen to ensure that there is a continuing supply of all forms of housing to create and sustain a resilient housing market. This council is committed to working with partners to ensure there are a range of appropriate home ownership options for

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our residents and to ensure that a sufficient supply of affordable housing is delivered to meet the needs of a range of households where they cannot be met through private market delivery. This includes:

- A policy to provide 10% of affordable homes to accommodate wheelchair users
- The delivery of emergency temporary accommodation in the borough, as hostels and refuges
- Accommodation for older people either as designated over 55's accommodation or Extra Care housing in both the private and social sectors

Whilst the council recognises that smaller units are the most viable in terms of new supply, the inflationary pressure on families and therefore demand for affordable family homes is an issue being monitored by officers and elected members. The demand for more 3 & 4 bed affordable homes and high-quality shared living solutions for single people of all ages is likely to increase and may therefore impact on the housing mix the council sets out in policy going forward.

## Strategic Development Sites & Council Owned Land

Each site brought forward by a developer makes an important contribution to meeting housing need and the wider economic growth of the borough. In recent years, the supply of new homes has been boosted by delivery at large strategic sites such as Wellesley which will continue to make an important contribution to housing supply until 2032.

The council is committed to working collaboratively with private developers and Registered Providers, neighbouring authorities, and Homes England to ensure schemes are policy compliant, viable and sustainable. That said, viability challenges are often made by private developers unable to support the delivery of affordable housing, whilst RPs are able to use grant funding to secure delivery.

The council is also driving the delivery of its own land holdings in two ways:

1. Leading on regeneration projects in both Aldershot and Farnborough town centres which combined are expected to deliver in excess of 1500 new homes.
2. Transferring land parcels and property which, subject to planning permission, has the capacity to deliver 43 homes as a mix of houses and flats for rent to Rushmoor Homes Limited plus the transfer of 82 flats at the Union Yard regeneration project in Aldershot.



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## Objectives

The council's objectives to increase the supply of good quality homes, for all residents and prospective residents, for every stage of life.

### **Objective 1 – Ensure up to date housing needs information to inform housing priorities in the Borough**

Actions:

- Utilise the council's housing allocation pool data to monitor the need for social rented and temporary accommodation
- Source quarterly market information via Rushmoor Homes Ltd on need and demand for private rented and home ownership in the borough
- Access information from RPs, Homes England and Hampshire Enabler's Network on need and demand for shared ownership and outright sale housing in the borough • Engage with younger people (18–24-year-olds) on housing need and aspirations via colleges and other groups

### **Objective 2 – Implement plans and policies which encourage the delivery of a diverse range of housing types and tenures, and which supports the local housing market**

Actions:

- Through the existing Local Plan policies and Affordable Housing Supplementary Planning Document
- Through the emerging Local Plan policies

### **Objective 3 – Work collaboratively with developers in the private and social sectors and other partner agencies to maximise a sustainable housing supply and overcome challenges**

Actions:

- The Council's housing enabling and planning functions will support developers to submit policy compliant applications through informal discussions and the pre application planning advice

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## Theme 2 - Support residents to access affordable, well managed and maintained housing in the private and social sectors

Every household should have the right to be able to rent or buy a home which is affordable to them and that is well managed and maintained. For some households, additional help and support is needed to prevent them from becoming homeless, or to ensure landlords are fulfilling their responsibilities to provide well maintained and managed places for people to live.

The Housing Act 2002 requires Local Authorities to produce a Homelessness Review to inform its approach to homelessness prevention. This was carried out in September 2022 and included:

- A comprehensive housing needs assessment looking at the council's data along with information collected from organisations directly involved in preventing homelessness and supporting homeless people
- An audit of the Boroughs homelessness services
- Assessed resources and developed a targeted approach to reduce homelessness

### How the council supports households in need

The council's approach to homelessness is to prevent it from happening in the first place and to be there to advise and support people into the right sort of accommodation quickly if homelessness can't be avoided.

Approaches from residents in housing crisis are dealt with by the Housing Options team who assess how best to meet their need. If this can be done in the private sector, advice is given on accessing suitable accommodation with local agents as well as advice on benefits and budgeting. Households who qualify for social housing will be assisted in making an application to the Housing Allocation pool to bid for permanent housing, in some cases temporary accommodation is provided to prevent homelessness.

The council's focus is on effective, collaborative working with a range of partners to develop easily accessible packages of support and advice as well as good quality emergency, temporary, supported and settled accommodation.

Through the Homelessness Review process, specialist partners expressed their concerns about the impact of the cost-of-living crisis on households being able to sustain their tenancies, particularly for younger people. The limited supply of genuinely affordable homes and concerns about rent increases, in both the social and private sectors, places households under increasing financial pressure and at greater risk of homelessness, overcrowding and poverty.

Rushmoor's councillors are taking a proactive stance in this area. Through the Registered Provider Review process, RP partners are required to demonstrate how they are supporting residents struggling to meet their rent payments, to avoid arrears related evictions. Councillors play an important advocacy role for residents experiencing housing difficulties and work with officers to respond to housing related Government consultations.

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## Making the best use of our resources

Funding for homelessness services and the council's homelessness prevention work is currently made available from central government through two funding programmes: The Rough Sleeper Initiative Fund and the Homelessness Prevention Fund. These two separate funds provide ring-fenced budgets which enable the council to offer intensive engagement and support to rough sleepers and the broader service which focusses on preventing homelessness. In 2022 additional new burdens funding was made following the expansion of priority need to include those experiencing domestic abuse, following the Domestic Abuse Act 2021.

### The Rough Sleeper Initiative Funding

This grant focuses on intensive support for entrenched rough sleepers who can be more challenging to engage with. The council has been awarded £257,459 for the period 2022-25 allocated to initiatives targeted at ending rough sleeping by 2027:

<b>Initiative</b>	<b>Work stream</b>
Housing Navigator	Supports the most vulnerable residents who would benefit from tailored support. This support is offered to those with higher and more complex needs, which are likely to include health-related support needs, and those who have been sleeping rough for a longer period. Focus will be on developing a relationship with the individual, offering personalised, creative, innovative, and effective support to help them off the street.
Resettlement and Tenancy Sustainment Officer	Builds effective working relationships with a variety of housing providers and landlords across tenures. People with a history of rough sleeping and those at risk of losing their accommodation are helped to have successful tenancies and remain in their home. They help people to attain the skills required to successfully maintain a tenancy and to live independently in the community.
Supported Lettings Officer	Intensively support newly rehoused rough sleepers or those with a history of rough sleeping to resettle or maintain their tenancies. Build and maintain robust relationships with key statutory and voluntary agencies, ensuring that those with a history of rough sleeping receive recognition and that they have personal health and housing plans to enable them to have successful tenancies and prevent homelessness.
Outreach workers	Responds to reports of people sleeping rough in the Borough by means of daily outreach. Carry out a risk assessment and offer a safe place to stay. Support those who remain on the street and help reduce the risk of harm. When necessary, make safeguarding referrals to relevant agencies.

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## Homelessness Prevention Grant

Whilst the Rough Sleeper Initiative Funding focuses on those who are street homeless, the Homelessness Prevention Grant enables the council to fund and resource its strategy to prevent homelessness and enforce the Homelessness Reduction Act. This funding allows the council to increase its activities, over and above housing options advice, to prevent single people becoming homeless, reduce the number of families in temporary accommodation and eliminate families

having to stay in unsuitable bed and breakfast accommodation for longer than six weeks, if at all.

In 2022/23 a total grant of £483,519 was allocated to the council comprising £472,992 of Homelessness Prevention funding plus £10,527 for new burdens related to implementing new priority need following the Domestic Abuse Act.

## Reimagining the front line of housing advice

Demand is likely to increase for all areas of the housing service in the short and medium term. Stress test modelling is a tool the council can make use of to ensure that it is able to resource its statutory obligations as demand changes.

Making better use of modern technology and communication tools will also become increasingly important for residents in the future, especially for younger people. Going forward the council will need to move the housing front line closer to its customers with a greater emphasis on delivering housing and homelessness prevention advice online. This can be delivered in a range of ways:

- Through the council's self-serve Abris housing system
- Appropriate social media awareness campaigning
- YouTube video resources
- Web and leaflet-based information

Working in this way could produce a more inclusive and accessible service. Housing Services in some of the London Boroughs have been delivering advice in this way for some time with positive results especially for younger residents, those with literacy challenges and language barriers.

Moving the housing front line to self-serve and online platforms will also free up officer time for dealing with the increasing number of more complex homelessness prevention cases and could also allow for a regular, physical presence to be offered in partner service settings for example, Job Centre Plus, health care, criminal justice, and education.

## The council's approach to working with partner and specialist agencies

Homelessness usually stems from a combination of factors; it is not usually simply a result of not being able to pay the rent. Poor mental and physical health, relationship problems (including historic and current abuse), offending history and employment challenges can all contribute to homelessness. Therefore, overcoming homelessness is more than a just a housing problem which is why the council works as part of a multi-disciplinary team with specialist partners including Hampshire County Council Adult and Children's Services, Inclusion, Hampshire Constabulary, The Probation Service, The Vine Day Centre, Step by

Step, The Society of St. James, and other charities and specialist housing providers. Going forward the council is committed to continuing to work collaboratively with its partners to share resources, knowledge, and best practice in order to deliver the best immediate solutions and long-term outcomes for homeless households.

## Temporary Accommodation

The use of temporary accommodation plays a key role in preventing homelessness. The council benefits from a supply of temporary accommodation to meet a range of needs, some with specialist support provided. The Homelessness Review feedback from partners and the experience of the Housing Options Team highlights the importance of this resource and, specifically, how getting the level of move on property right will enable best use of the overall temporary accommodation resource in the borough.

**Table 10: Temporary Accommodation Available in Rushmoor:**

Resource/ scheme	1 bed	2 bed	3 bed
B&B	14	-	-
North Lane Lodge	9	-	-
Clayton 44 x1 beds	44	-	-
Mills House 7x 1 bed ex sheltered units Low support need	7	-	-
Brighstone 9 units small hostel family accommodation Low support need	9	-	-
Aspen House – flats No support need	-	4	-
Mulberry House- flats No support need	-	3	1
Grosvenor Road (HCC funded)	14	-	-
<b>Total</b>	<b>97</b>	<b>7</b>	<b>1</b>

In addition to the above units of temporary accommodation the council has access to a 7-unit women’s refuge in the borough. Access to accommodation supporting those fleeing domestic abuse remains essential as Housing Options team data shows that since 2019 the reason for people losing their housing due to domestic abuse has increased from 6% to 11% in Rushmoor, most cases are women with children experiencing physical abuse. Going forward it will be important to monitor cases and ensure a sufficient supply of appropriate emergency accommodation and support.

The council is working with the Society of St. James to move supported temporary accommodation at North Lane into a better quality and more sustainable facility in 2023 and with Mears to make the same transition with Clayton Court in 2025. Other providers are looking to allocate some additional units of good quality temporary accommodation



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for families either in existing housing stock or through new build provision. Demand for temporary accommodation remains under review, and if necessary, the Council directly or through Rushmoor Homes Limited can acquire property to provide additional accommodation.

Refugee accommodation is delivered outside of the council's Affordable Homes Programme and temporary housing plan. The council is committed to supporting Government with its housing obligation to refugees in the borough through partnership working with Department of Levelling Up Housing and Communities and Rushmoor Homes Limited to deliver appropriate accommodation.

## Private Sector Landlords and Houses in Multiple Occupation

Between 2011 and 2021 the number of properties in the private rented sector increased by 32% from 6,379 to 8,449 of the borough's housing stock. The private sector accommodates households in a wide range of property types, from a single room in a shared house, family homes and executive properties. The sector provides an increasingly important range of housing products in the borough and the lower end of the market provides an important role in preventing homelessness.

In recent years the number of professional private sector landlords has increased, including those with portfolios of houses in multiple occupation. The council can discharge its homelessness duty in the private sector, sometimes with the offer of rent deposits. The Housing Options and Private Sector Housing teams have built good working relationships with many private sector landlords and take a proactive approach offering advice to landlords on tenancy issues and housing standards to avoid problems.

Whilst the private rented sector provides an important housing resource, it is not necessarily able to provide the stability residents need in the same way as home ownership and renting with a housing association landlord. As the private rented sector has increased locally Rushmoor's Housing Options Team have seen a correlating increase in the number of people losing their homes due to the end of their

tenancy. In 2019 ending of a tenancy agreement was given as the reason for the loss of their home by 28% of the households presenting as homeless, in 2022 this had increased to 33%. This is a particularly challenging issue for families with school age children and can have a negative impact on their educational attainment, social skills and mental wellbeing.

Despite the positive role of professional landlords, there are still challenges with some landlords operating in the borough where housing standards and repairs can be problematic for tenants. Enforcement action is taken when needed, however the preferred approach is to educate and encourage landlords to do the right thing without having to take formal action.

The proposed Decent Homes Standards in the Private Sector will be a welcome legislative tool for the council's officers; however, it should be borne in mind that, combined with mortgage interest rate increases, taxation changes and the proposed scrapping of section 21 no fault evictions, the borough's smaller landlords could find their business model is no longer viable and choose to leave the market. If this occurs, it has the potential to increase homelessness albeit there may be an improvement in overall quality. The council will be keeping this issue under review.

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## Working with Registered Providers

There are currently 6,700 social or affordable rented properties plus a further 606 low-cost home ownership properties owned, or part owned, and managed by 29 different Registered Providers in the borough. The council is proud of the excellent working relationships it has with them and most of the stock is high quality, well managed and Decent Home Standard compliant.

RPs are working to improve the energy efficiency of their stock, for example Vivid have carried out stock condition surveys and are prioritising retrofitting measures to properties with lower EPC ratings; Metropolitan Thames Valley are a pilot partner for a new Carbon Credit scheme whereby businesses provide funding to RPs specifically for retrofitting their homes.

Sometimes residents approach the council for help with matters related to housing standards or management issues in housing association properties. Officers and councillors work with the tenant and RP to

resolve matters and take appropriate action when needed.

The council's RP Review Group is councillor led and provides an opportunity for councillors and officers to meet with RPs on a formal basis to discuss what's going well, any issues and how their work can contribute to meeting the Council's priorities for Rushmoor. The work of this group plays a key role in developing and maintaining accountability and good working relationships with partners, offering a forum for resolving issues before they escalate into problems. A good understanding of each RPs business model enables the council to assist residents with any concerns or complaints that are raised about their landlord and for the council to establish how each RP is helping residents respond to challenges including the cost-of-living crisis. The work of the RP Review group is an important part of the council's approach to working collaboratively with partners in the collective interest of social housing residents.

## Objectives

The council's objectives to support residents to access good quality housing, appropriate for their needs:

<b>Objective 1 – Continue to focus resources on preventing homelessness</b>
<p>Actions:</p> <ul style="list-style-type: none"><li>• Homelessness Prevention Grant (HPG) to be prioritised to resource specialist, homelessness prevention roles</li><li>• Working with statutory and voluntary partners to support people at risk of homelessness</li><li>• Plan for the changes to the Rough Sleeping Initiative Grant which ends in 2025</li></ul>

**Objective 2 – Re imagine the housing advice front line to increase accessibility by proactively communicating information and advice to residents to prevent them getting into crisis situations**

Actions:

- Prepare a social media communications plan for specific groups at risk of homelessness, for example young people
- Further develop and promote the council’s digital systems to increase the council’s self-service provision, whilst continuing to support more vulnerable residents to access support services in more traditional ways

**Objective 3 – Work collaboratively with partners in the private and social sector to ensure homes are accessible and well managed**

Actions:

- Ensuring households are aware of and able to access adaptations to support them to remain in their own home through the day-to-day work of the Private Sector Housing Team
- Continue to run the Registered Provider Review Process of RP scrutiny



## Theme 3 - Work proactively to improve the condition and energy efficiency of housing in the borough

Housing conditions and the energy efficiency of the housing stock are significant priorities for the council to ensure residents homes are safe, healthy places to live and thermally efficient. The council is committed to doing all that it can to tackle climate change, **“Rushmoor Borough Council will seek to have a positive impact on future generations by working with businesses, communities, and organisations to protect and enhance Rushmoor’s environment. Through direct action and by encouraging and supporting others, Rushmoor will address the challenges and opportunities presented by climate change.”** Rushmoor Borough Council Climate Change Action Plan 2020-2030.

### Housing Standards and Conditions

New homes delivered over the previous strategy period have been constructed to better standards of thermal efficiency. Going forward, planning applications for new homes submitted are subject to the new 2022 Building Regulations standards which require a reduction in carbon emissions by a further 30% compared to the former standards so residents living in newer homes will benefit from improved accessibility and thermal efficiency.

Whilst housing conditions and energy efficiency measures are interrelated, they are two different workstreams. As a non-stock holding authority, the council is limited in its powers to directly improve the condition and energy efficiency of the existing housing stock. The approach the council takes is therefore one of ensuring residents and landlords can access information and financial support and to take enforcement action against private and social landlords when necessary.

When housing is in good condition, its thermal efficiency is usually better than properties where housing standards are poor. Minimum Housing Condition Standards are set by the Housing Act 2004 which also introduced the Housing Health and Safety Rating System (HHSRS). This is a risk-based evaluation tool to help local authorities identify and protect against potential risks and hazards to health and safety from any

deficiencies identified in dwellings. Cold and damp are key elements of the assessment. Council officers have been working on a complaint received basis. Considering the Government’s proposed amendments to the Social Housing (Regulation) Bill to introduce Awaab’s Law, the council will work more proactively to deliver targeted communications on housing conditions to residents and landlords, including each parties’ rights and responsibilities, as well as how to get help accessing grants and loans. This information should be delivered through digital and social media platforms, in a similar way to the housing and homelessness prevention advice mentioned in the previous theme as far as possible. However, it is recognised that not all residents will access these channels and ensuring that those most affected receive the right information will be the guiding principle.

Through the RP Review process councillors and officers will continue to gain understanding, share information and, where necessary, challenge appropriately on housing conditions and energy efficiency improvement measures, including retrofitting programmes.

Never has energy efficiency been such a priority for residents in Rushmoor and across the country. The energy crisis underpins the cost-of-living crisis and impacts households

living in all forms of housing. The council is concerned for residents unable to heat their homes and the impact this could have on health and wellbeing, for example not heating and ventilating homes adequately leads to condensation and dampness with consequences for respiratory health; other health conditions are also aggravated such as arthritis. Cold and damp living conditions lead to physical deterioration of property which impacts on the overall physical and mental health and wellbeing of households.

## Health inequalities, deprivation and fuel poverty

The health profile for Rushmoor published in 2019 by Public Health England, now the Office for Health Improvement and Disparities, noted that life expectancy for men and women in Rushmoor was similar to the national average, but that it was 8.7 years lower for men and 6.7 years lower for women within the most deprived areas of the borough compared to the least deprived areas.

Rushmoor was ranked 196 out of 317 local authority areas in England in 2019, with a rank of 1 being the most deprived. This compares with a ranking of 205 out of 326 local authorities in 2015. The borough displays greater levels of deprivation than its neighbours in Hampshire and Surrey.

2021 Census information shows that 84.4% rated their health to be ‘very good’ or ‘good’. 3.8% rated their health as ‘bad or ‘very bad’.

**Table 11: Indices of deprivation for Rushmoor and neighbouring boroughs.**

Local Authority	Rank (out of 317)
<b>Rushmoor</b>	<b>196</b>
Guildford	296
Surrey Heath	309
Waverley	313

Source: 2019 English Indices of Deprivation Rank at Local Authority District Level

The ratio of excess winter deaths to the expected number of deaths was significantly higher in Rushmoor in the period August 2019-July 2020 (37.0%) than in the Southeast (17.4%), England (17.4%) and Hampshire (18.4%).

Poor housing conditions are a contributing factor to health outcomes which is why it is so important that the council continues to work with partners to improve housing standards across all sectors and deliver homes designed or adapted to support a range of health needs. It is also crucial that residents know where to turn to for assistance when needed. As well as ensuring information is accessible in digital and more traditional formats (including the co-location of both Citizen’s Advice and Hampshire County Council Adult and Children’s Services in the council offices), a pilot housing referral scheme set up by councillors with GP practices and Vivid is underway to ensure the most vulnerable are accessing services available to them; the council will continue to work with health and housing partners to explore creative ways of assisting residents in accessing support when needed and seek to roll this service out more widely.

## Improving Energy Efficiency in the existing housing stock

In 2022 Hampshire County Council commissioned Parity Projects to analyse the housing stock in each local authority area and the potential retrofit pathways to reach Net Zero by 2050. The Report for Rushmoor showed an average SAP rating of 64.06 which is an equivalent EPC rating band D; less than 2% of the existing housing stock has an EPC rating of B or above.

**Table 12: Percentage of housing stock by EPC band**

EPC Rating	Percentage of existing housing stock
Band B or above	2.5%
Band C	33.7%
Band D	47.8%
Band E	14.6%
Band F	1.1%
Band G	0.2%

All tenures have significant challenges in increasing energy efficiency, the data in the report shows that social housing is the best performing tenure with owner occupied properties being the worst performing.

**Table 13: SAP Score by Tenure:**

Tenure	Average SAP score
Social Housing (all tenures)	68.03
Private Rent	64.74
Owner Occupied	61.83
Unknown (including Defence Estates)	64.40

**Table 14: SAP Score by Property Type**

Tenure	Average SAP score
Flat	70
Maisonette	67
House	62
Bungalow	59

Not unsurprisingly flats achieve better SAP ratings than other property types. The lower performance of bungalows which typically house the borough's older residents often as single person households on pension income should be noted.

Under the Home Energy Conservation Act, the council publishes details of how it will improve energy efficiency in homes and reduce fuel poverty; this is achieved through working with partners to provide advice, support and help to residents. Vivid, the

council's largest social housing stockholder has been awarded £4.6million of Social Housing Decarbonisation Funding which will be invested in external wall insulation to 413 homes in the borough which is expected to reduce the annual CO2 emissions by of 280 tonnes.

The council's role is to promote awareness of the energy efficiency and retro fitting initiatives available and encourage residents and landlords to take up opportunities available to them.

**Table 15: The key energy efficiency initiatives available in 2023 are:**

<b>Initiative</b>	<b>Description</b>
<b>Hitting the cold spots service</b>	This service is delivered by Hampshire County Council. It provides advice to residents on heating, insulation, energy bills, smart meters and switching energy tariffs. Hampshire also have a small budget to help residents with heating repairs and can provide portable heaters if a heating system breaks.
<b>The Environment Centre</b>	Provides up-to-date information on energy saving schemes and general energy saving advice via their website <a href="#">Environment Centre</a>
<b>The Warmer Homes Consortium</b>	Portsmouth City Council leads the Warmer Homes Consortium for Hampshire authorities which provided a budget of £15.7 million in April 22 to deliver Home Upgrade Grants up to March 2023. The grant provides owner occupiers and private rented tenants with incomes below £30,000 and who are living in energy rated properties E, F & G up to £10, 000 to install a range of low carbon heating and insulation measures.
<b>Greater South East Energy Hub</b>	The council works with the Greater South East Energy Hub under the Green Homes Scheme to assist residents to improve the energy efficiency of their homes through funding from The Department of Business, Energy and Industrial Strategy.
<b>Private Sector Initiatives</b>	There are a range of different private sector initiatives available to residents and landlords to access energy efficiency measures and retro fit existing homes, for example Solar Together endorsed by Hampshire County Council.
<b>Retrofitting Carbon Credits</b>	The council is also exploring how it can play a proactive role in linking businesses seeking to become carbon neutral, to invest in retrofitting carbon credits. One of the councils RP partners, Metropolitan Thames Valley is involved in the pilot scheme led by the Housing Association's Charitable Trust (HACT) whereby RPs sell retrofitting carbon credits to businesses.

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## Objectives

The council's objectives to work proactively to improve the condition and energy efficiency of housing in the borough:

<b>Objective 1 – Focus staff resource on enforcing standard and housing conditions in the knowledge that good housing conditions usually means good thermal efficiency</b>
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Actions:

- Continue the regulatory and enforcement work of the Private Sector Housing Team
- Scrutinise our RP partners through the work of the Annual Registered Providers Review Group

<b>Objective 2 – Communicate effectively, including via digital platforms to residents and landlords about the support, advice, and funding available to them to install energy efficiency measures in the existing, older stock</b>
--

Actions:

- Seek to ensure funding is focussed on the properties and households most in need
- Implement an annual communications plan so that landlords and residents are aware of their rights and responsibilities, how to get help accessing grants and loans available to assist them to improve housing conditions
- Ensure website information is up to date and linking to appropriate energy efficiency information and schemes

<b>Objective 3 – Work with partner organisations to improve energy efficiency, reduce fuel poverty and seek innovative to achieve retrofitting (for example working with businesses to carbon offsetting through carbon credits to RPs for retrofitting) to improve residents health and wellbeing and reduce carbon emissions</b>
--

Actions:

- Ensuring that the communications plan promotes the services and funding packages available to partner organisations
- Explore the development of the Carbon Offsetting Scheme currently being piloted by RP partners and HACT



# Conclusion

Ensuring a good supply of housing and working to ensure residents can access homes and housing related support and advice that is right for them is important for the health and wellbeing of Rushmoor's residents. Furthermore, a clear strategic approach to housing and homelessness prevention at Local Authority level plays a crucial role in supporting the local economy, making the borough a place where people want to live and work and in meeting the councils target of Net Zero CO2 emissions by 2050.

The council believes that having assessed where we are on a range of housing issues and, having developed this strategy in consultation with residents and partners, the themes, delivery

objectives and supporting actions should enable the council to adapt to changing housing demand, continue to prevent homelessness and meet the challenges of delivering affordable, thermally efficient housing for future generations with its housing partners.

The aspirational and inclusive approach set out in this strategy supports the demand for homeownership in the borough and ensures the most vulnerable are properly accommodated, reducing pressures on health and social care and community safety services, and contributing to improved educational attainment for our children growing up in safe homes where they can thrive.



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# Appendices

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# Appendix 1

# Housing and Homelessness Strategy

We are updating our Housing and homelessness strategy and we would like your views

**Draft survey report**

June 2022

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# Consultation report by Policy and Communications

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# Summary

The survey was designed so that members of the public have an opportunity to tell the Council their priorities for housing in the borough and to inform the update of the Housing and Homeless Strategy. In total 365 respondents completed the survey which was an improvement on the number that completed a similar survey in 2016. The demographic information indicated that those from Farnborough, males, younger people and the Nepali community were underrepresented.

Overall, respondents agreed the most that Rushmoor needs more affordable homes for rent (with housing associations), followed by Rushmoor needs more affordable low cost housing to buy, for example shared ownership or shared equity, followed by Rushmoor need more homes for outright sale. Respondents disagreed that Rushmoor needs more private rented accommodation and Rushmoor doesn't need any new housing. The most significant shift in results from 2016 to 2022, is the change to more respondents disagreeing than agreeing that Rushmoor needs more private rented accommodation. There was also a 16% drop in those who thought Rushmoor need more homes for outright sale.

Respondents thought the new homes should be for 'People who need affordable homes to rent because they have low incomes, are homeless, in crisis or living on the streets', followed by 'People who need affordable homes to rent because they are in unsuitable accommodation, for example they are living in poor housing conditions, overcrowded or wanting to downsize' followed by 'First time buyers who need affordable low cost homes to buy e.g. shared ownership or starter homes', followed by 'People who can afford to buy their own home with a deposit and mortgage'.

Respondents thought those households where someone is disabled and needs a home which can accommodate a wheelchair and specialist equipment e.g. a lift or hoist system' should have priority. This was also the group that had the highest percentage in a similar question asked in 2016.

Respondents thought new homes should be located on sites which have previously been used for commercial and industrial uses the most, followed by on small infill sites, followed by in Aldershot, followed by in Farnborough, followed by on larger sites, followed by near train stations. The location respondents thought new homes should be the least is in town centres. This was a very similar order to the results from questions asked in 2016.

Respondents would approach charitable organisations e.g. Citizens' Advice for advice first for both, housing advice on renting rights and responsibilities and housing advice on budgeting, saving and how mortgages work. This is change from 2016 when respondents indicated that they would approach the council first for housing advice on renting rights and responsibilities, and a bank or building society first for housing advice on budgeting, saving and how mortgages work.

There was concern from respondents about the infrastructure needing to be in place for new homes.

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# Introduction

Rushmoor Borough Council is updating its Housing and Homelessness Strategy. The strategy will have an impact on the types of homes that are built in Aldershot and Farnborough and who they are for. It will also set out how Rushmoor will work with residents and partner organisations to prevent people from becoming homeless and to provide the right help to people when they need it.

The strategy will be focusing on the following areas:

1. To get the right homes in the right places
2. Make the best use of our existing housing stock
3. To help people to resolve their housing issues and, if these can't be resolved, to help them find new accommodation
4. Enabling people to live in good quality accommodation

The survey (appendix A) was based on the survey carried out in 2016 which informed the Housing and Homelessness Strategy for 2017 - 2022, this was so any changes in the views of residents since the last strategy was agreed can be identified. The information received from this survey will inform the updated Housing and Homelessness Strategy for 2022-2027.

# Method

The survey method was via an online survey available on the council's website and was promoted via the council's social media channels. Also, details of the survey were included in the council's weekly newsletter.

The survey ran for five weeks, from Thursday 19 May until the Friday 24 June 2022.

# Response rate

Overall, 365 people filled in the survey. This is an improvement from the survey carried out in 2016 which had 222 responses.

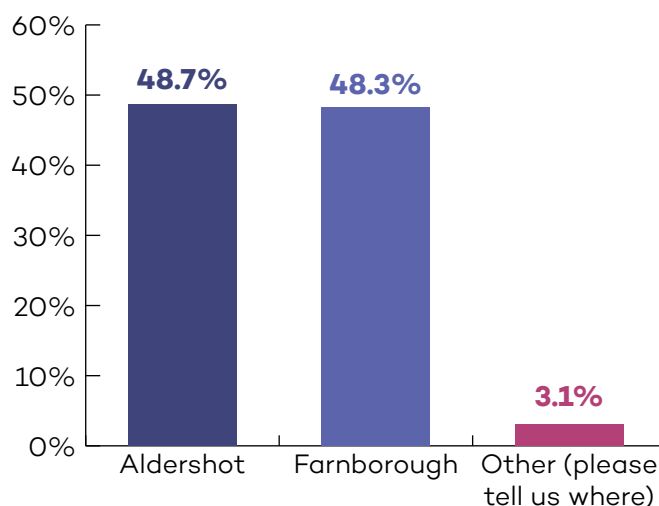
# Characteristics of the respondents

## Town

In total 261 respondents completed this question. Respondents were very evenly split between the towns. However, the latest ward population estimates (2020) from the Office of National Statistics splits percentage of Rushmoor population by 60.3% Farnborough and 39.7% Aldershot. This suggests that Aldershot residents were overrepresented in the survey and Farnborough residents were underrepresented.

There were no themes in the responses of the eight respondents that tick 'other'.

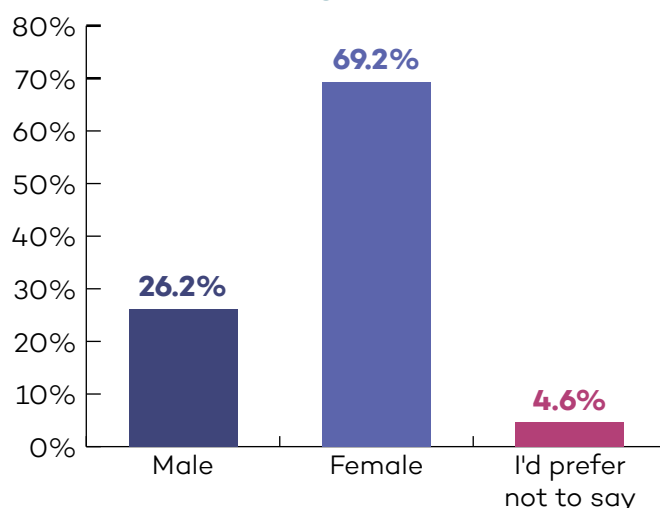
Which town do you live in?



## Gender

In total 260 respondents completed this question. 180 (69.2%) of respondents indicated they were female and 68 (26.2%) of respondents indicated they were male. According to the 2021 Census, 50% of the population of Rushmoor are female and 50% are male, suggesting that females were overrepresented.

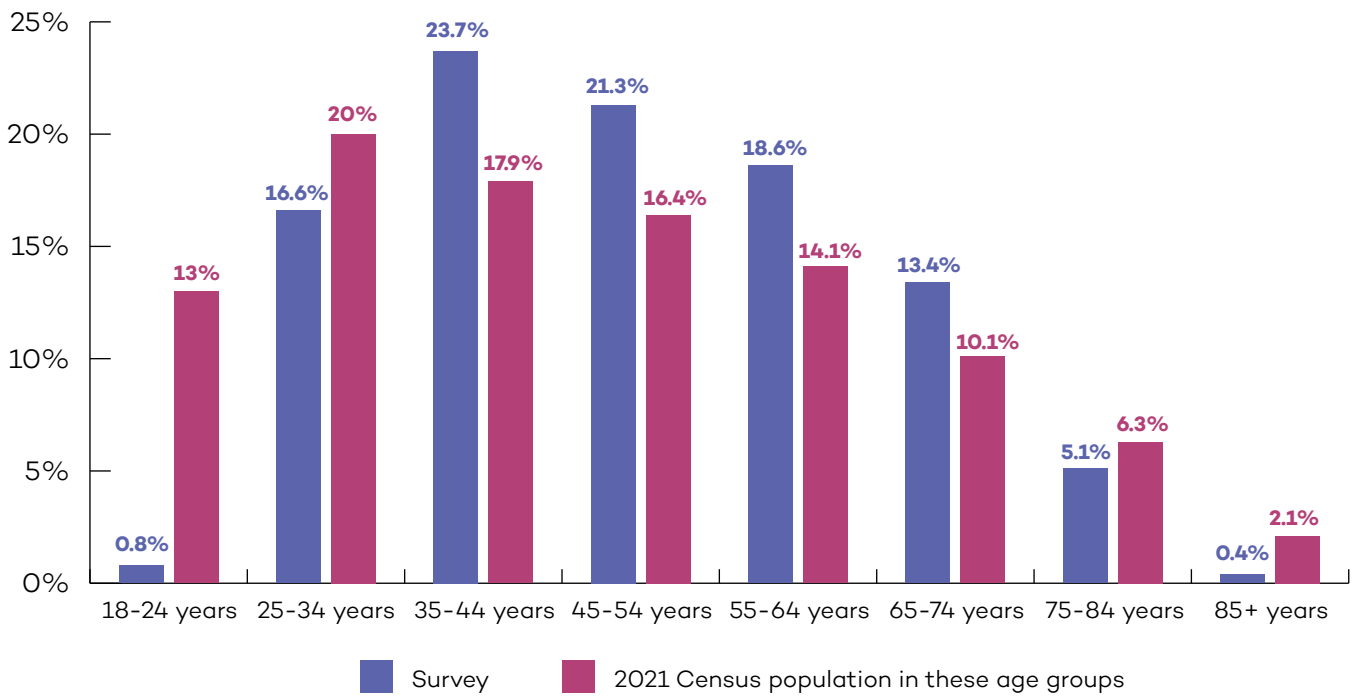
Your gender?



## Gender

In total 261 respondents filled in this question. Eight respondents indicated that they preferred not to say their age. The largest age group of those who did say their age, was the 35-44 year olds with 23.7% of respondents (60) being this age. No one under 18 completed the survey and only two respondents who were 18-24 completed the survey, indicating those under 24 were underrepresented.

### Age group of survey respondents compared to the 2021 census



Note: the 2021 Census information is for 15-24 year olds as 18-24 data is currently not available



## Ethnic group

In total 261 completed this question with vast majority 223 (85.4%) of them identified themselves as white British. Rushmoor's Nepali community was underrepresented.

Ethnic group	Number	%	Census 2011
White - British	223	85.4	80.5
White - Irish	3	1.1	0.8
White - Gypsy/Traveller	0	0	0.2
White - Other	1.1	4.2	3.3
Mixed - White and black Caribbean	1	0.4	0.7
Mixed - White and black African	0	0	0.4
Mixed - White and Asian	1	0.4	0.7
Mixed - Other	2	0.8	0.5
Asian or British Asian - Nepali	1	0.4	6.5
Asian or British Asian - Indian	0	0	1.4
Asian or British Asian - Pakistani	0	0	0.7
Asian or British Asian - Bangladeshi	1	0.4	0.2
Asian or British Asian - Chinese	0	0	0.5
Asian - other	1	0.4	1.5
Black or British black - Caribbean	0	0	1.2
Black or British black - African	3	1.1	0.6
Black - other	0	0	0.2
Arab	0	0	0.1
Any other background (please specify)	1.	0.4	0.5
I'd prefer not to say	13	5	
Total identified as white	237	90.8	84.8
Total identified as other ethnic groups	11	4.2	15.1

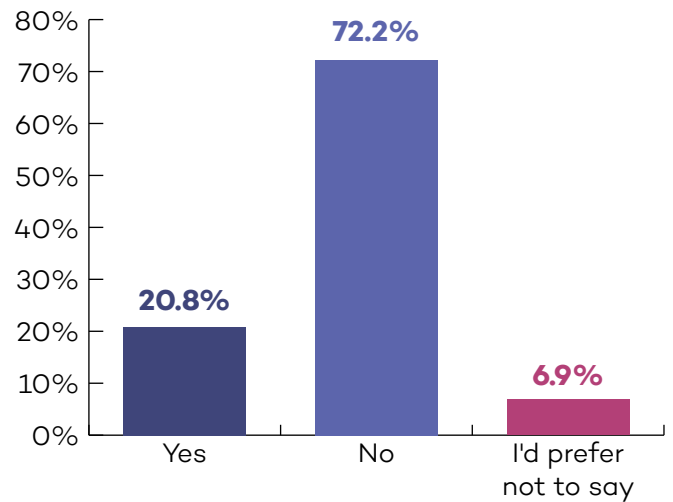
One respondent completed the 'any other background' box and indicated that they were mixed – white and middle eastern.

## Conditions or disabilities, which limit daily activities

In total 259 respondents filled in this question. 187 (72.2%) respondents indicated that they didn't have any conditions or disabilities which limit daily activities and 54 (20.8%) indicated that they did have conditions or disabilities which limit daily activities. 18 (6.9%) respondents indicated that they preferred not to say.

For reference purposes, 15.6% of those over 16 years of age in the 2011 Census indicated that had a long-term health problem or disability that limited their day-to-day activities a little or a lot.

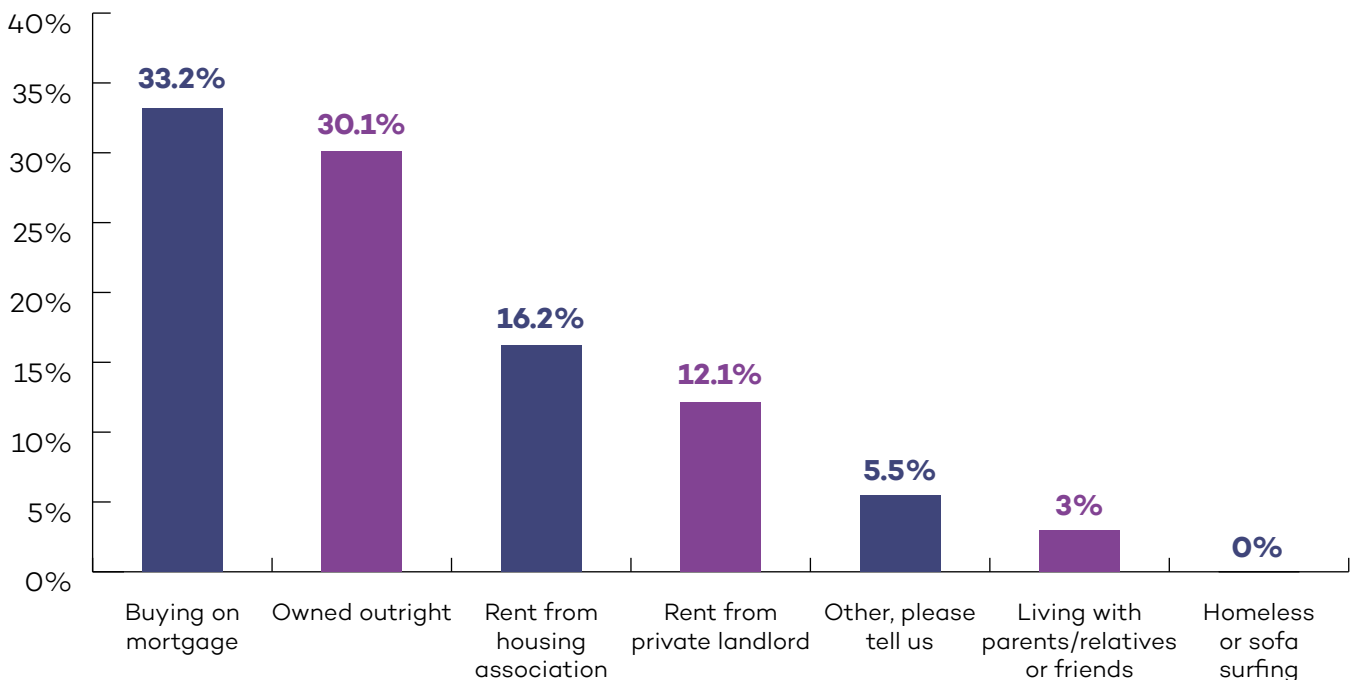
### Do you consider yourself to have any health conditions or disabilities, which limit your daily activities?



## Current accommodation

In total 365 respondents completed this question. The majority of respondents owned their own homes either out right or on a mortgage (63.3% - 231 respondents). 28.2% (103) of respondents rented their home, 16.2% (59) from housing associations and 12.1% (44) from private landlords. No respondents were currently homeless or sofa surfing.

### Which of these describes your current accommodation?



In total 20 respondents completed the 'other' comment box, the main themes of responses were:

- Shared ownership (mentioned in 6 comments)
- Don't want to say (mentioned in 4 comments)
- Military housing (mentioned in 2 comments)
- Getting evicted (mentioned in 2 comments)
- Renting with parents (mentioned in 2 comments)

# Results

## New homes

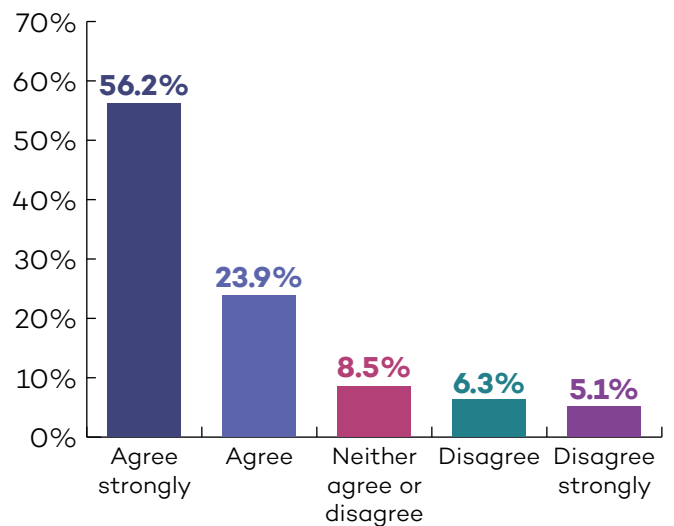
This section consisted of five statements which respondents were asked how strongly they agree or disagree with which types of new homes.

### Question 2: Rushmoor needs more affordable homes for rent (with housing associations)

In total there were 331 valid responses (excluding the 8 'I don't knows'). In total 80.1% agreed and agreed strongly with this and 11.5% disagreed and disagreed strongly. Overall, the majority of respondents agreed that Rushmoor needs more affordable homes for rent (with housing associations).

In the previous survey in 2016, 79.9% agreed and agreed strongly that Rushmoor needs more affordable homes for rent (with housing associations), and 13.6% disagreed and disagreed strongly. There is not much difference from the results from 2016 to the results in 2022.

Rushmoor needs more affordable homes for rent (with housing associations)

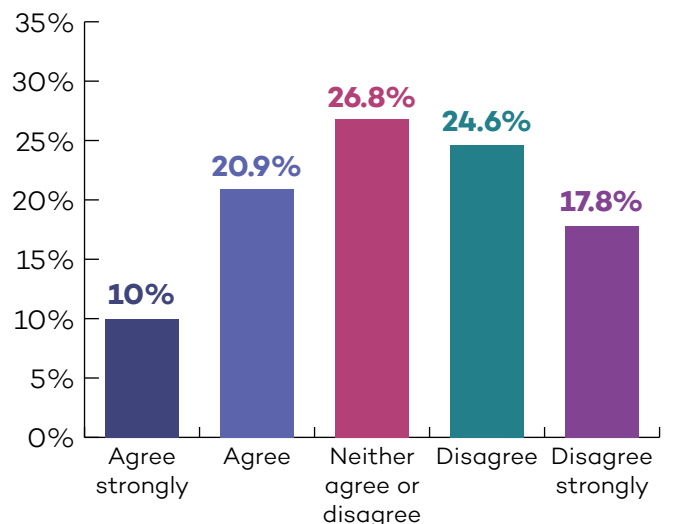


### Question 3: Rushmoor needs more private rented accommodation

In total there were 321 valid responses (excluding the 16 'I don't knows'). In total 30.8% agreed and agreed strongly with this and 42.4% disagreed and disagreed strongly. Overall, more respondents disagreed that Rushmoor needs more private rented accommodation, than agreed.

In the previous survey in 2016, 41.9% agreed and agreed strongly that Rushmoor needs more private rented accommodation, and 32.6% disagreed and disagreed strongly. The 2022 results show that there has been shift in the results, to more respondent disagreeing than agreeing that Rushmoor needs more private rented accommodation.

Rushmoor needs more private rented accommodation

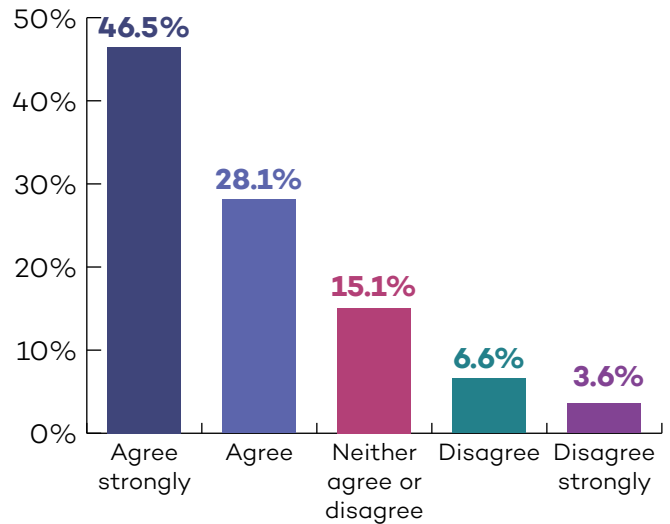


#### Question 4: Rushmoor needs more affordable low cost housing to buy, for example shared ownership or shared equity

In total there were 331 valid responses (excluding the 7 'I don't knows'). In total 74.6% agreed and agreed strongly with this and 10.3% disagreed and disagreed strongly. Overall, the majority of respondent agreed that Rushmoor needs more affordable low cost housing to buy, for example shared ownership or shared equity.

In the previous survey in 2016, 81.0% agreed and agreed strongly that Rushmoor needs more affordable low cost housing to buy, for example shared ownership or shared equity, and 8.8% disagreed and disagreed strongly. The 2022 results show that there has been a small shift in the results. Slightly less respondents agree that Rushmoor needs more affordable low cost housing to buy, for example shared ownership or shared equity (81.0% in 2016 to 74.6% in 2022). However overall, the majority of respondents

#### Rushmoor needs more affordable low cost housing to buy, for example shared ownership or shared equity



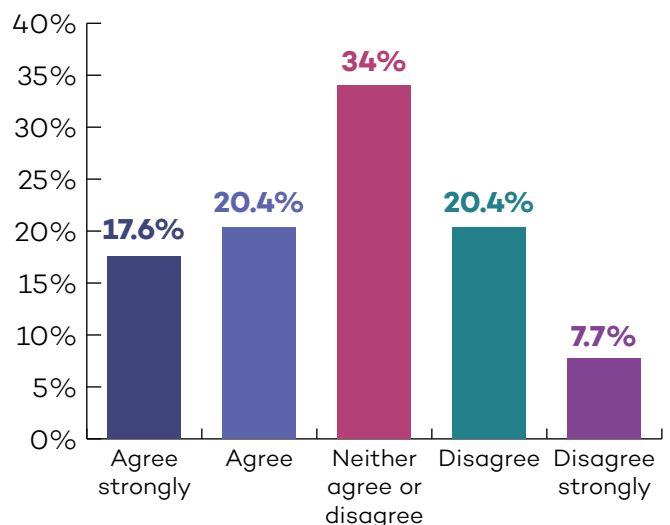
in 2016 and 2022 thought Rushmoor needs more affordable low cost housing to buy, for example shared ownership or shared equity.

#### Question 5: Rushmoor need more homes for outright sale

In total there were 324 valid responses (excluding the 12 'I don't knows'). In total 38.0% agreed and agreed strongly with this and 28.1% disagreed and disagreed strongly. Overall, the more respondent agreed Rushmoor need more homes for outright sale.

In the previous survey in 2016, 54.4% agreed and agreed strongly that Rushmoor needs more homes for outright sale, and 19.5% disagreed and disagreed strongly. The 2022 results show that there has been a shift in the results. In 2022 fewer respondents agreed (54.4% in 2016 compared to 38.0% in 2022) and more respondents disagreed (19.5% in 2016 to 28.1% in 2022).

#### Rushmoor needs more homes for outright sale

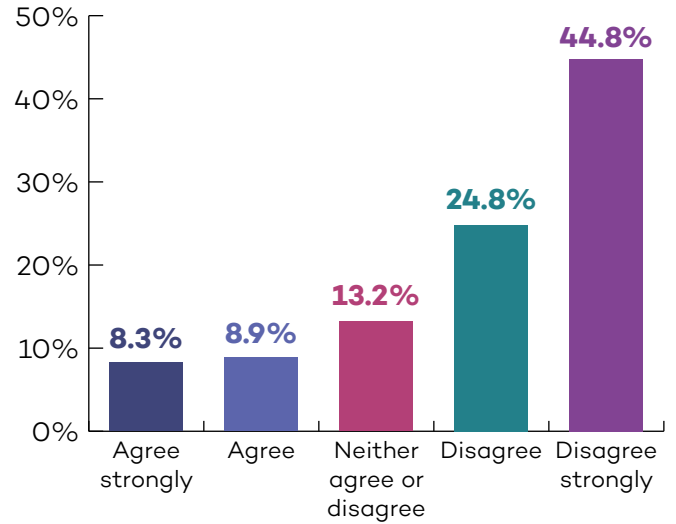


## Question 6: Rushmoor doesn't need any new housing

In total there were 326 valid responses (excluding the 8 'I don't knows'). In total 17.2% agreed and agreed strongly with this and 69.6% disagreed and disagreed strongly. Overall, the majority of respondents disagreed that Rushmoor doesn't need any new housing.

In the previous survey in 2016, 10.6% agreed and agreed strongly that Rushmoor doesn't need any new housing, and 79.4% disagreed and disagreed strongly. The 2022 results show that there has been a shift in the results. In 2022 more respondents agreed (10.6% in 2016 compared to 17.2% in 2022) and fewer respondents disagreed (79.4% in 2016 compared to 69.6% in 2022).

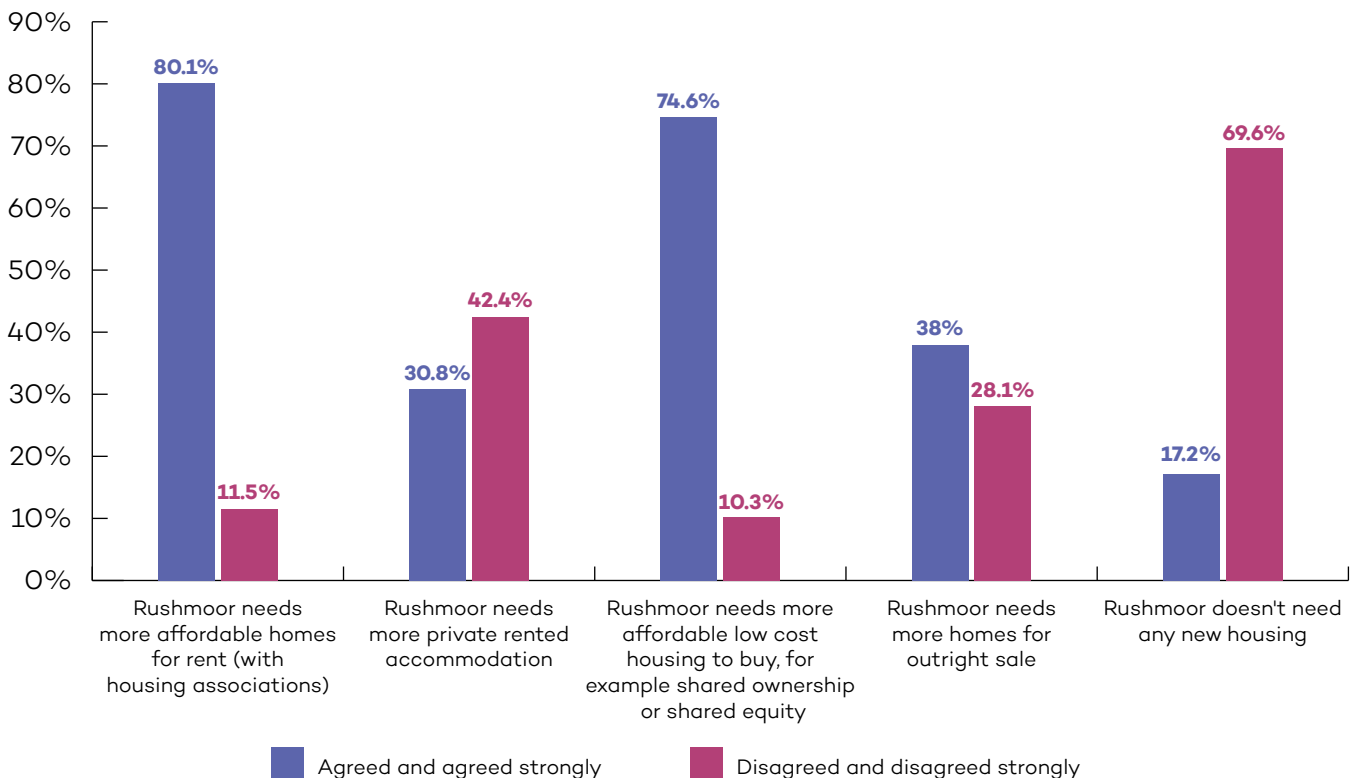
### Rushmoor doesn't need any new housing



## Overall

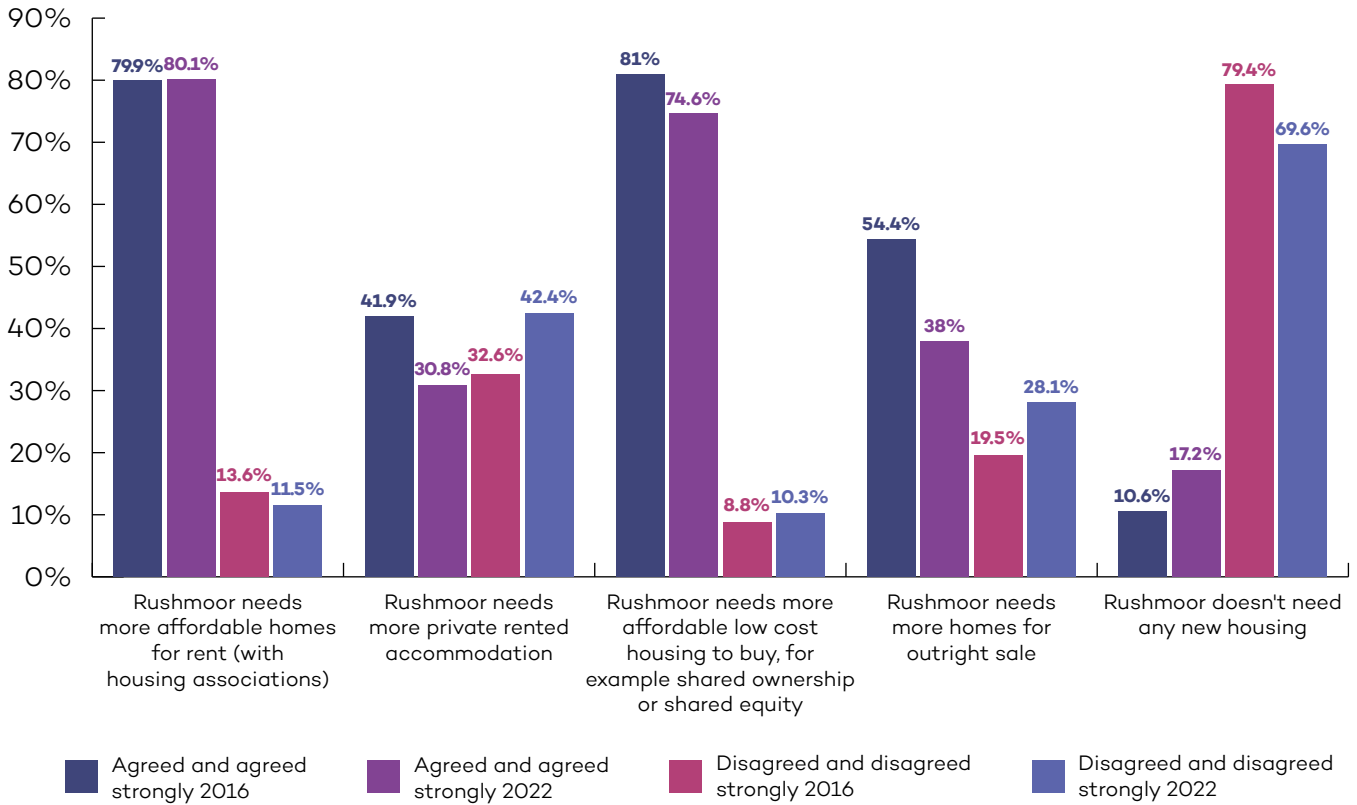
Respondents agreed the most that Rushmoor needs more affordable homes for rent (with housing associations), followed by Rushmoor needs more affordable low cost housing to buy, for example shared ownership or shared equity, followed by Rushmoor need more homes for outright sale. Respondents disagreed that Rushmoor needs more private rented accommodation and Rushmoor doesn't need any new housing.

### Type of new home



The most significant shifts in results from 2016 to 2022, is the change to more respondents disagreeing than agreeing that Rushmoor needs more private rented accommodation. There was also a 16% drop in those who thought Rushmoor need more homes for outright sale.

### Comparison of the results from 2016 and 2022

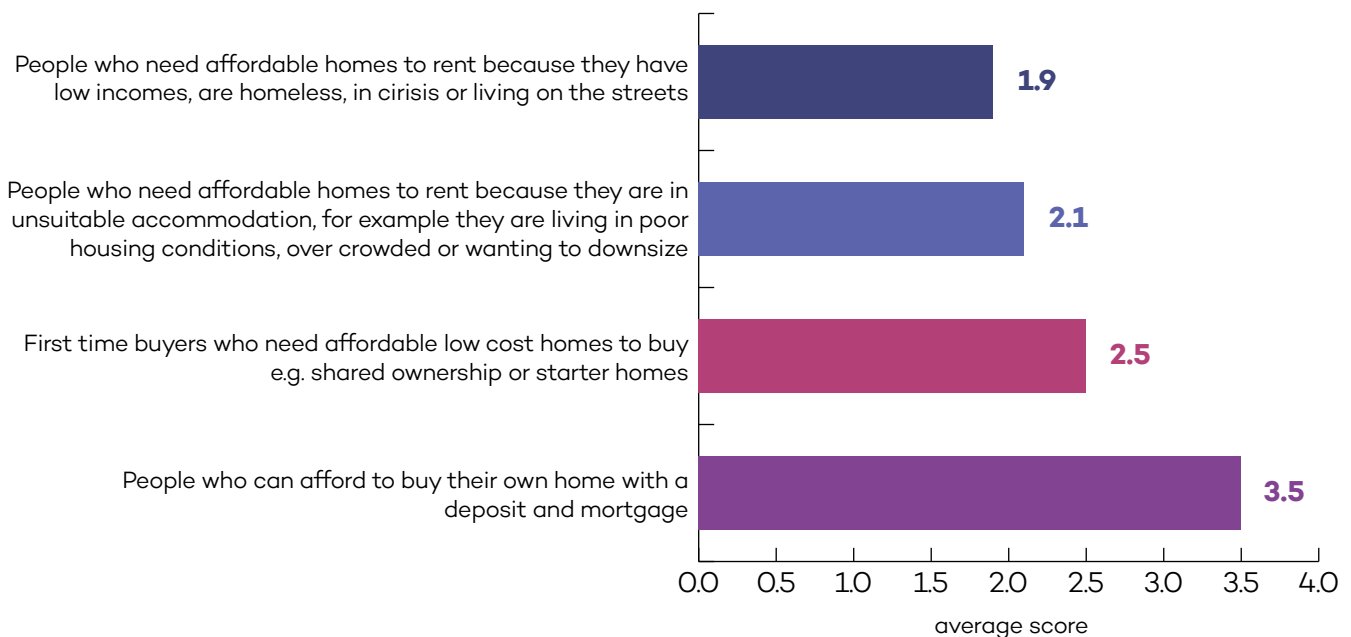


## Who should the new homes be for?

**Question 7: Who should the new homes be for? Please rank the following 1 to 4, with who you think the new homes should be for the most at number 1.**

In total 271 respondent completed this question. With an average of 1.9 respondents thought new homes should be for 'People who need affordable homes to rent because they have low incomes, are homeless, in crisis or living on the streets', followed by 'People who need affordable homes to rent because they are in unsuitable accommodation, for example they are living in poor housing conditions, overcrowded or wanting to downsize' (average rank 2.1), followed by 'First time buyers who need affordable low cost homes to buy e.g. shared ownership or starter homes' (average rank 2.5), followed by 'People who can afford to buy their own home with a deposit and mortgage' (average rank 3.5).

### Who should the new homes be for?



### In comparison to the results from 2016

The question in this survey differed to the question in the 2016 survey. In the 2016 survey each group had its own question and respondents had to agree or disagree whether new homes should be for them. The majority of respondents agreed new homes should be for all groups, so the question was changed to a ranking question in this survey.

For reference in 2016(based on the % that agreed strongly and agreed):

- 86.9% agreed that new homes should be for first time buyers who need affordable low cost homes to buy e.g. shared ownership or starter homes
- 80.1% agreed that new homes should be for people who need affordable homes to rent because they have low incomes, are homeless, in crisis or living on the street
- 77.8% agreed that new homes should be for people who need affordable homes to rent because they are in unsuitable accommodation, for example they are living in poor housing conditions, overcrowded or wanting to downsize
- 53.2% agreed that new homes should be for people who can afford to buy their own home with a deposit and mortgage

## Question 8: Are there any other people that you think the new homes should for?

In total 105 responses completed this question; the main themes of the responses were:

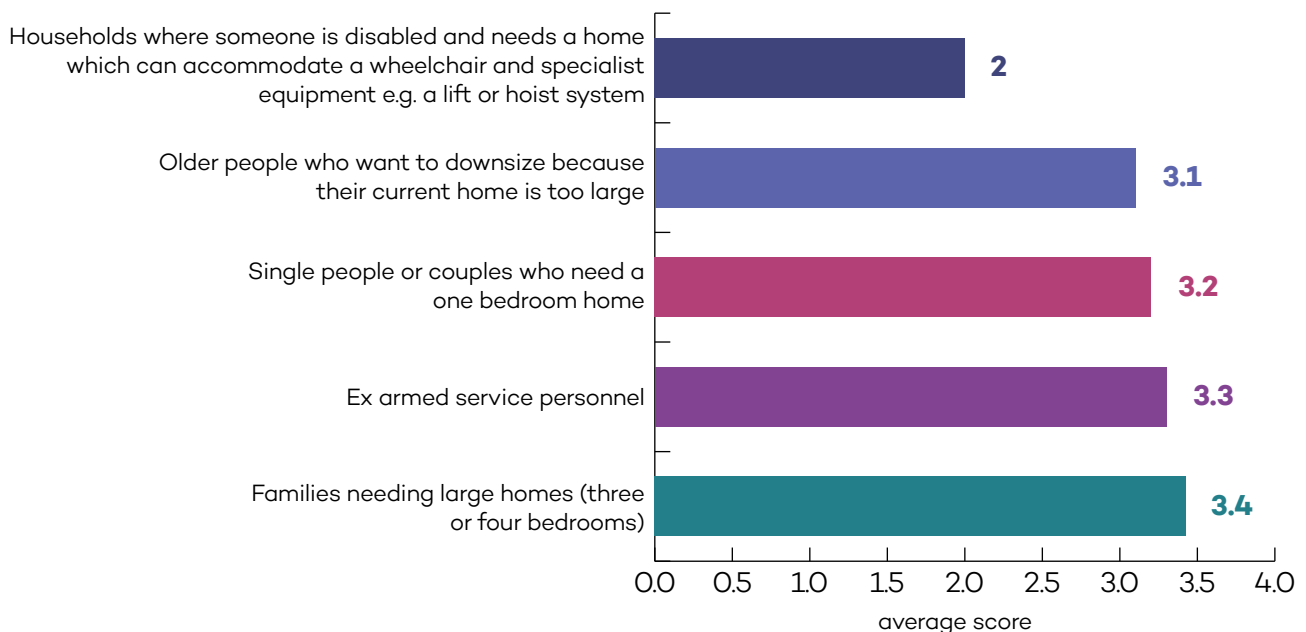
- Older people / the elderly (mentioned in around 16 comments)
- Disabled / families with disabled children (mentioned in around 15 comments)
- Local people / those who live and work here (mentioned in around 12 comments)
- Armed forces / veterans and their families (mentioned in around 11 comments)
- Private renters who are paying high rents (mentioned in around seven comments)
- A need for bungalows (mentioned in around six comments)
- Key workers (mentioned in around six comments)
- General comments about need for affordable housing (mentioned in around six comments)
- No and N/A (mentioned in around six comments)
- Younger people (mentioned in around six comments)
- Single people (mentioned in around six comments)
- Homeless (mentioned in around six comments)

## What type of households should have priority?

### Question 9: What types of households that should have priority? Please rank the following 1 to 5, with who you think should have the highest priority at number 1

In total 271 respondents completed this question. With an average of 2.0 respondent thought 'Households where someone is disabled and needs a home which can accommodate a wheelchair and specialist equipment e.g. a lift or hoist system' should have priority. The other four options had very close average scores.

### What type of households should have priority?





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## In comparison to the results from 2016

The question in this survey differed to the question in the 2016 survey. In the 2016 survey each group had its own question and respondents had to agree or disagree whether the household should have priority. The majority of respondents agreed all groups should have priority so the question was changed to a ranking question in this survey.

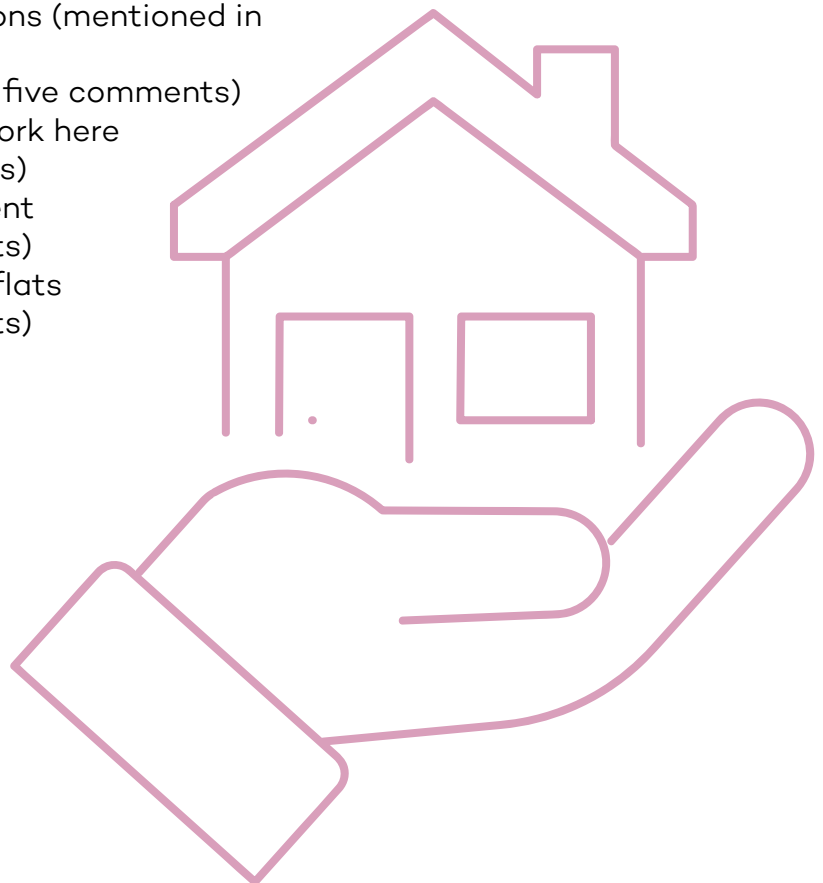
For reference in 2016 (based on the % that agreed strongly and agreed):

- 85.6% agreed that households where someone is disabled and needs a home which can accommodate a wheelchair and specialist equipment e.g. a lift or hoist system, should have priority
- 68.9% agreed that ex armed service personnel should have priority
- 68.0% agreed that older people who want to downsize because their current home is too large, should have priority
- 64.4% agreed that single people or couples who need a one bedroom home, should have priority
- 59.0% agreed that families needing large homes (three or four bedrooms), should have priority

### Question 10: Are there any other households that you think should have priority?

In total 69 responses completed this question; the main themes of the responses were:

- Those in distress / fleeing domestic violence (mentioned in around seven comments)
- Disabled / families with disabled children (mentioned in around six comments)
- No and N/A (mentioned in around six comments)
- Those living in overcrowded conditions (mentioned in around six comments)
- Young people (mentioned in around five comments)
- Local people / those who live and work here (mentioned in around five comments)
- Families struggling to pay private rent (mentioned in around four comments)
- Comments around houses and not flats (mentioned in around four comments)

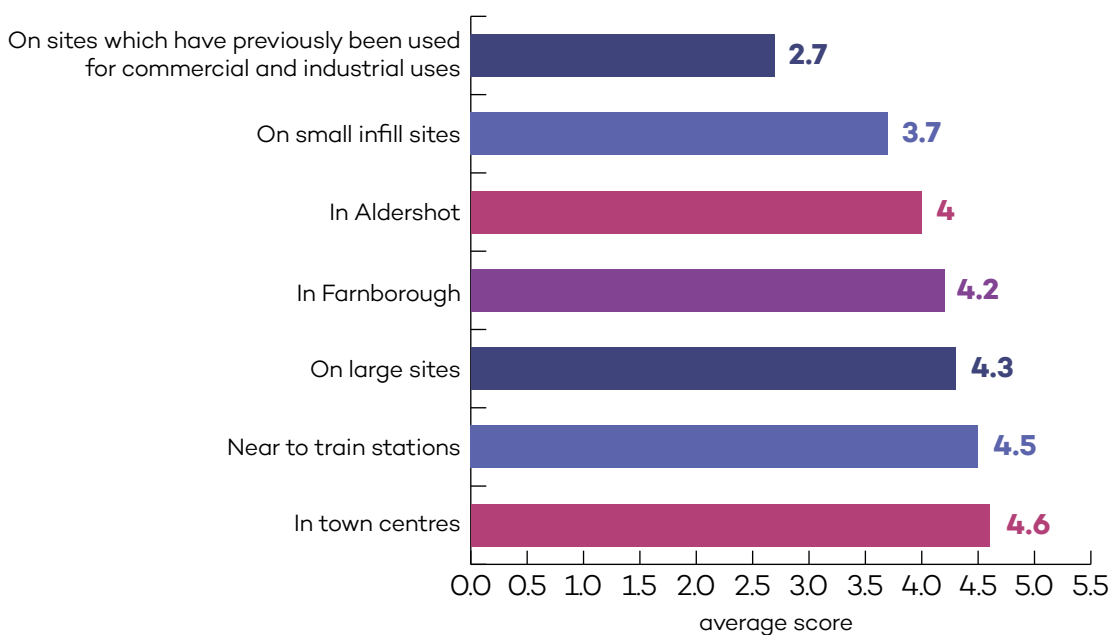


## Where should new homes be located?

**Question 11: Thinking about where any new homes should be located, please rank the following 1 to 7, with where you think new homes should be located the most at number 1.**

In total 271 respondents completed this question. Respondents thought new homes should be located on sites which have previously been used for commercial and industrial uses the most (average score 2.7), followed by on small infill sites (average score 3.7), followed by in Aldershot (average score 4.0), followed by in Farnborough (average score 4.2), followed by on larger sites (average score 4.3), followed by near train stations (average score 4.5), followed by in town centres (average score 4.6).

### Where should new homes be located?



The location Aldershot residents think new housing should be the most, is on sites which have previously been used for commercial and industrial uses and the location they think they should be the least is in town centres.

The location Farnborough residents think new housing should be the most, is on sites which have previously been used for commercial and industrial uses and the location they think they should be the least is near to train stations.

### In comparison to the results from 2016

The question in this survey differed to the question in the 2016 survey. In the 2016 survey each group area had its own question and respondents had to agree or disagree whether new homes should be built there. More respondents agreed than disagreed with each area, so the question was changed to a ranking question in this survey.

For reference in 2016 (based on the % that agreed strongly and agreed):

- 82.0% agreed that new homes should be built on sites which have previously been used for commercial and industrial uses
- 76.1% agreed that new homes should be built in Farnborough
- 75.2% agreed that new homes should be built in Aldershot
- 58.9% agreed that new homes should be built on small infill sites
- 57.3% agreed that new homes should be built on larger sites
- 49.8% agreed that new homes should be built near train stations
- 44.6% agreed that new homes should be built in the town center

### Question 12: Is there anywhere else you think new homes should be located?

In total 73 responses completed this question; the main themes of the responses were:

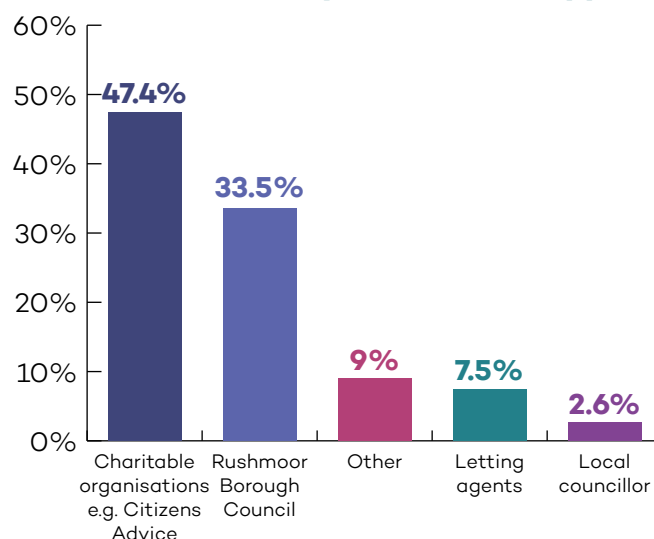
- Near infrastructure and transport links / infrastructure is needed (mentioned in around 21 comments)
- Refuse empty offices / houses / shops (mentioned in around 12 comments)
- Not on green spaces / green spaces and trees need to be protected (mentioned in around six comments)
- No and N/A (mentioned in around six comments)
- On MOD land (mentioned in around four comments)

## Housing advice

### Question 13: If you need housing advice on renting rights and responsibilities, who would you choose to approach first?

In total 266 respondents completed this question. The highest percentage of respondents, 47.4% (126) would approach Charitable organisations e.g. Citizens' Advice first for advice, the second highest percentage was the council (33.5%).

#### If you need housing advice on renting rights and responsibilities, who would you choose to approach first?

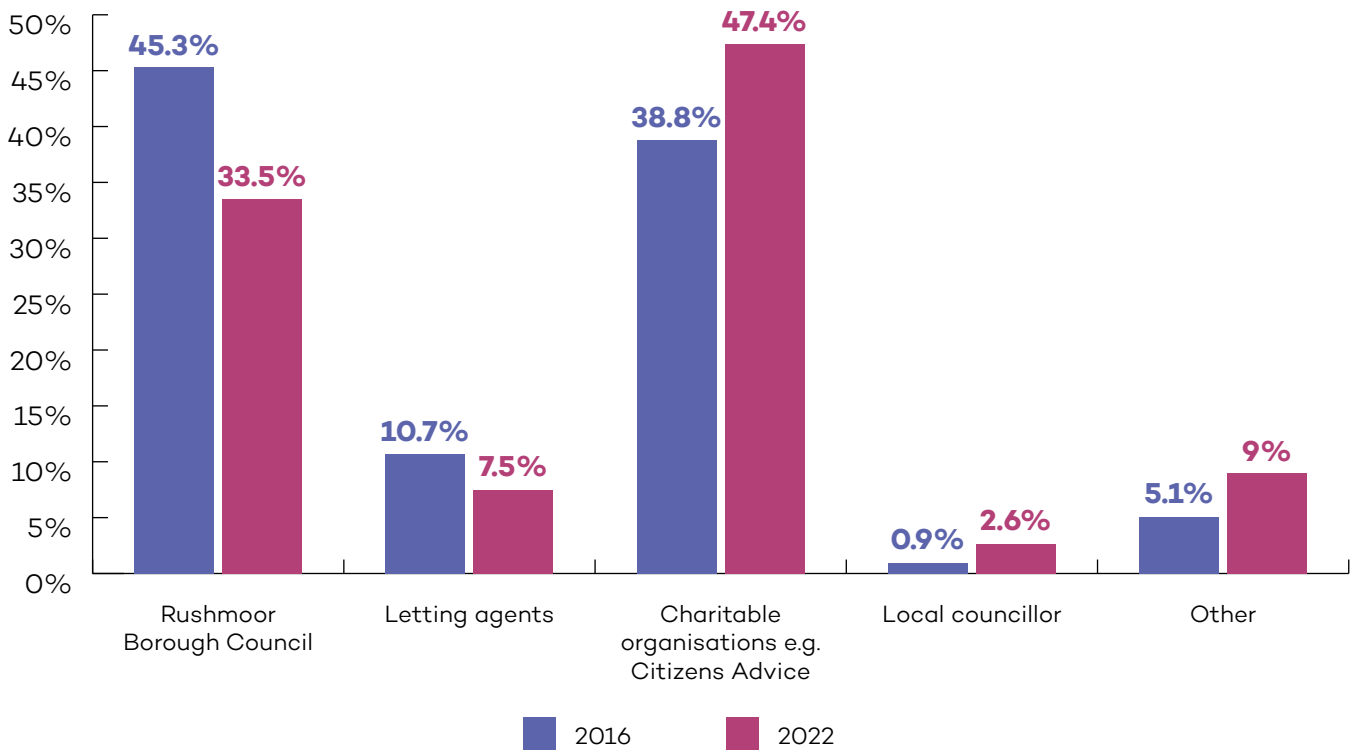


In total 24 respondents filed in the other comment box. The largest theme of responses was google / internet / websites (mentioned in around nine comments).

## In comparison to the results from 2016

In 2022 respondents are less likely to go to the Council and more likely to go to Charitable organisations than in 2016.

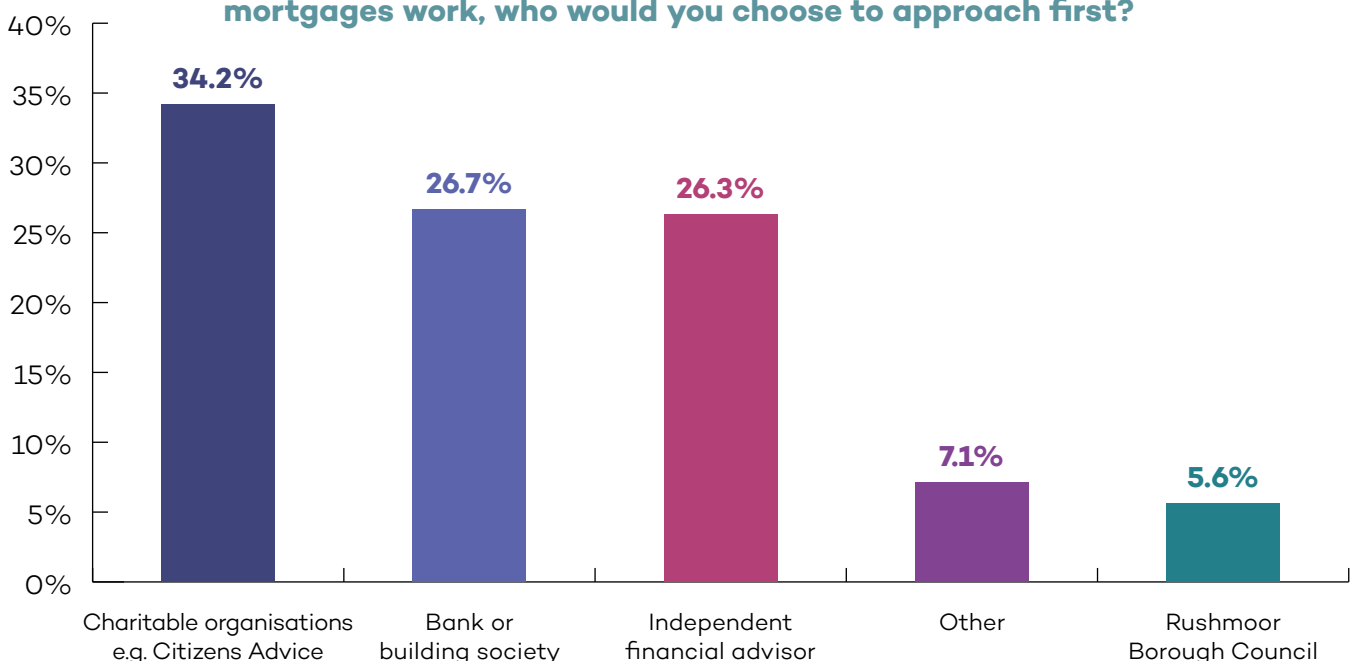
### Comparison of the results from 2016 and 2022



## Question 14: If you need housing advice on budgeting, saving and how mortgages work, who would you choose to approach first?

In total 266 respondents completed this question. The highest percentage of respondents, 34.2% (91) would approach Charitable organisations e.g. Citizens' Advice first for advice, the second highest percentage was bank or building society (26.7%).

### If you need housing advice on budgeting, saving and how mortgages work, who would you choose to approach first?

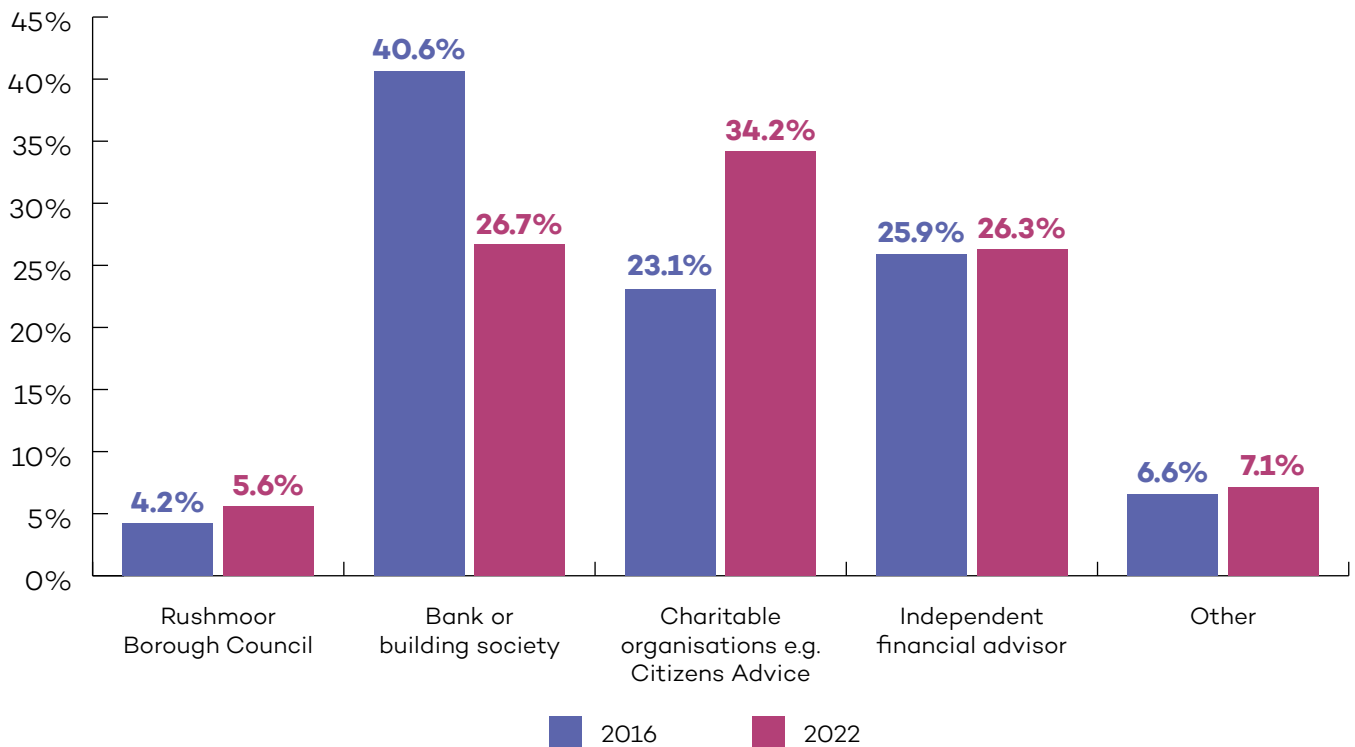


In total 19 respondents completed the other comment box. The largest theme of responses was google / internet / websites (mentioned in around nine comments), the Money Saving Expert was mentioned in four of these comments.

### In comparison to the results from 2016

In 2022 respondents are less likely to go to the bank or building society and more likely to go to Charitable organisations than in 2016.

Comparison of the results from 2016 and 2022



### Any other comments

#### Question 15: Please tell us if there are any other comments you would like to make that haven't been covered in our survey

In total 81 responses completed this question; the main themes of the responses were:

- Concern about infrastructure (mentioned in around 19 comments)
  - Schools were mentioned in eight comments
  - Doctors / hospitals mentioned in eight comments
  - Parking was mentioned in six comments
  - Public transport was mentioned in four comments
- The need for more affordable housing (mentioned in around 11 comments)
- Issues with the housing allocation / housing service (mentioned in around nine comments)
- Need to protect / need more green spaces (mentioned in around six comments)

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# Housing and Homelessness Strategy

Additional consultation with Nepali community

## Summary of results (draft)

### Introduction

The council carried out a public consultation on priorities for the updated housing and homelessness strategy, in May/ June 2022. The survey was only completed one person who identified as Nepali (0.4% of respondents). According to the 2011 Census 6.5% of Rushmoor residents are Nepali, so the Nepali community was underrepresented. It was felt that it was important to capture the view of all Rushmoor residents so further engagement was carried out.

### Method

Paper copies surveys were handed out during a community outreach morning and completed wither with the help of a translator or independently.

### Responses

In total 17 additional surveys were completed.

Of the 17 additional respondents:

- 14 identified as Nepali, two identified as mixed – white and Asian and one respondent identified as Indian.
- The age of respondents was from 18-24 years of age to 55-64 years of age. The median age was 35-44 years of age.
- The majority lived in Aldershot (88.2% 15 respondents), only two lived in Farnborough (11.8%).
- The majority were male (70.6% - 12 respondents), only five respondents were female (29.4%).
- None of the respondents considered themselves to have any health conditions or disabilities, which limited their daily activities.
- Two of the respondents owned their house outright, four were buying on mortgage, three rented from a housing association, two were living with parents or friends and one was in Army housing. One respondent didn't identify their current accommodation.

# Results

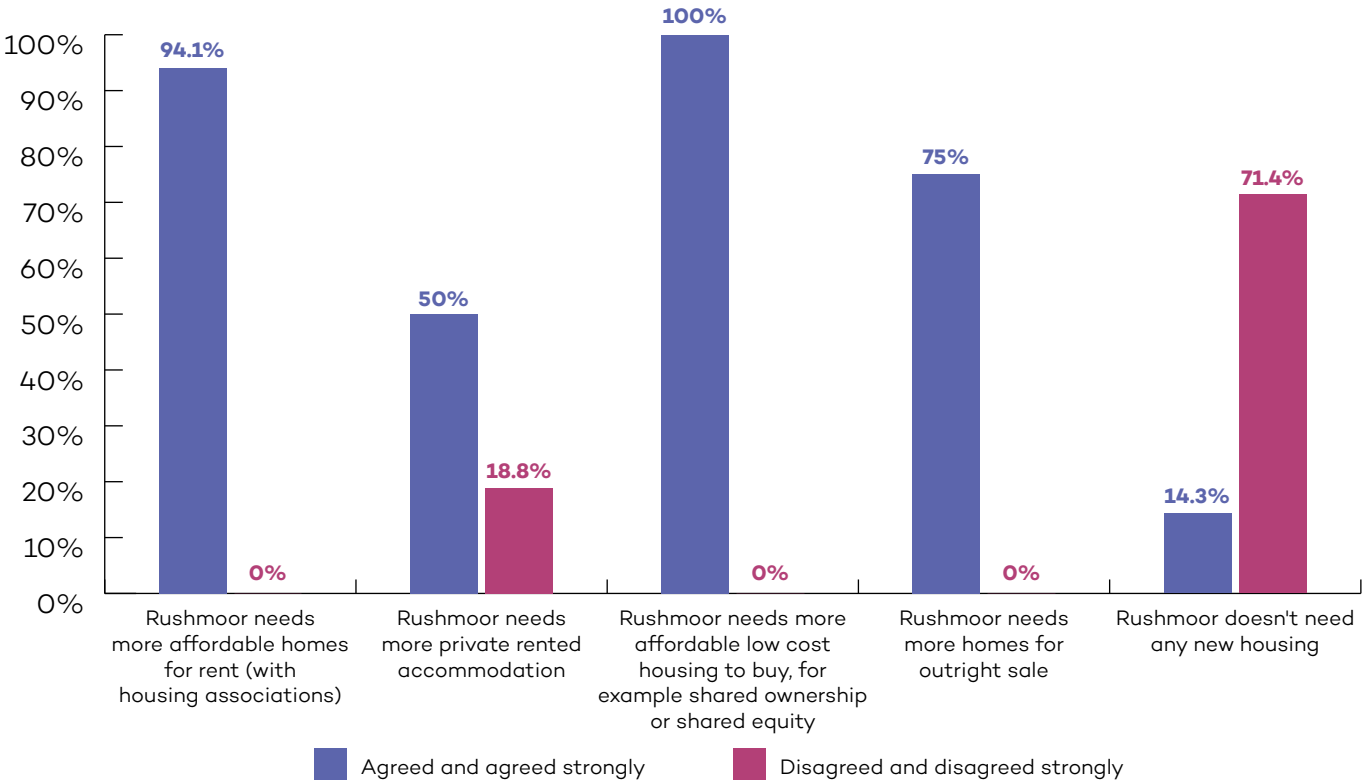
The sample size of the addition survey was very small, so even though comparison have been made with the original survey, they can only be viewed as a possible indication of that there may be agreement or differences.

## New homes

This section consisted of five statements which respondents were asked how strongly they agree or disagree with which types of new homes.

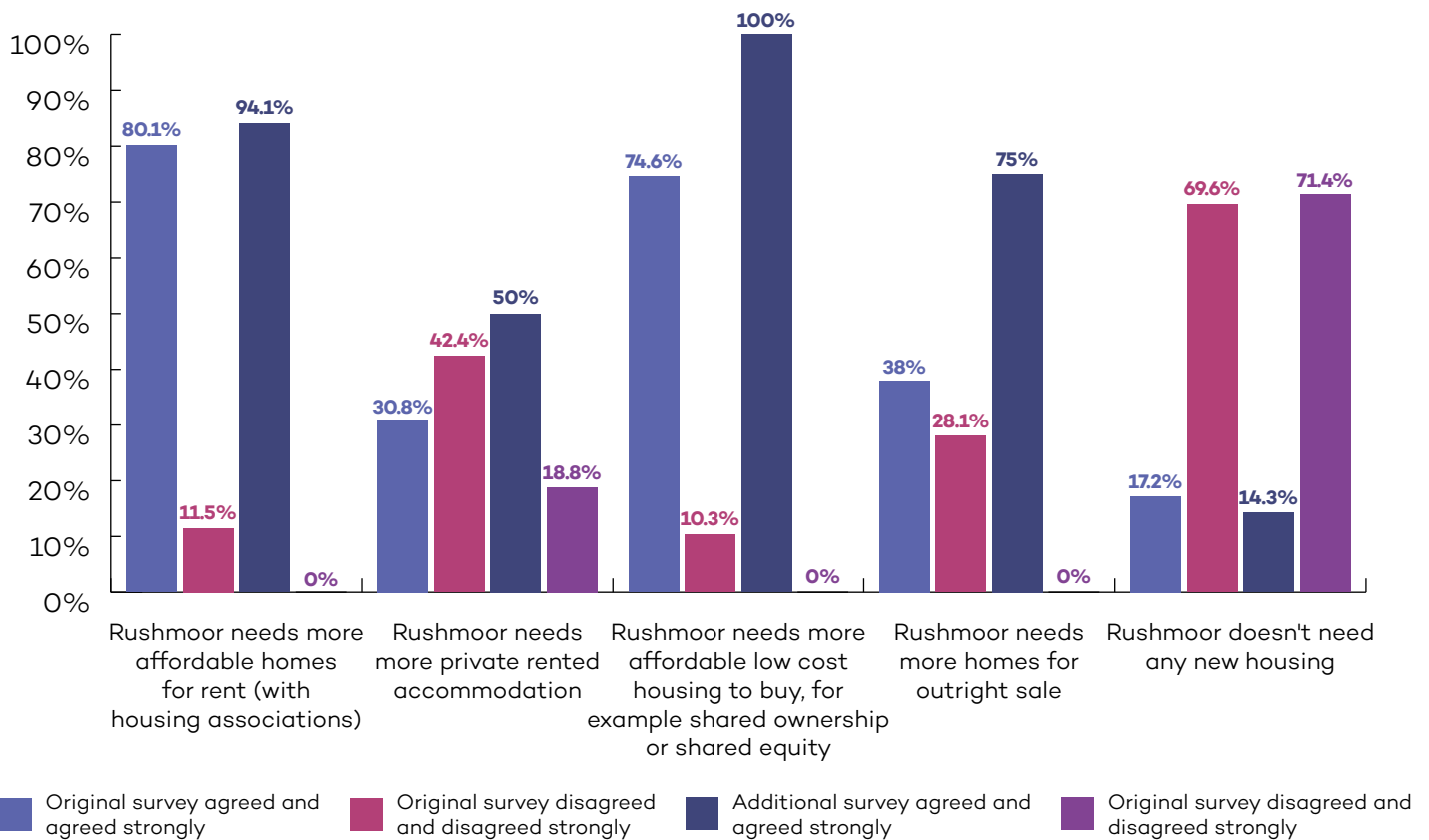
Overall, the additional survey respondents agreed that Rushmoor needed more affordable rent homes, more private rented homes, more affordable low cost housing to buy, for example shared ownership or shared equity and need more homes for outright sale. Additional survey respondents disagreed that Rushmoor doesn't need any new housing.

Agree or disagree with which types of new homes



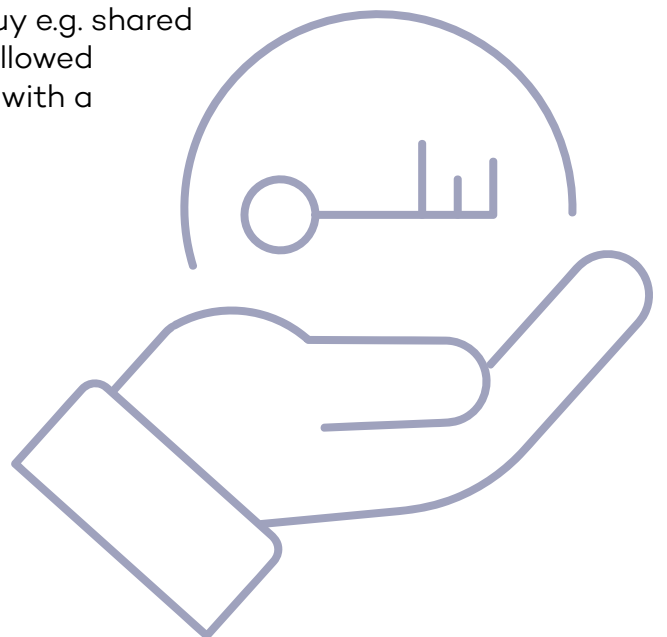
There does appear to be a difference in agreement for the statement Rushmoor needs more homes for private rent. The results show more respondents to the additional survey agreed than disagreed, this was not the case in the original survey. Also, no respondent in the additional disagreed that Rushmoor needed more affordable rent homes and need more homes for outright sale.

## Agreed and disagreed compared to original survey



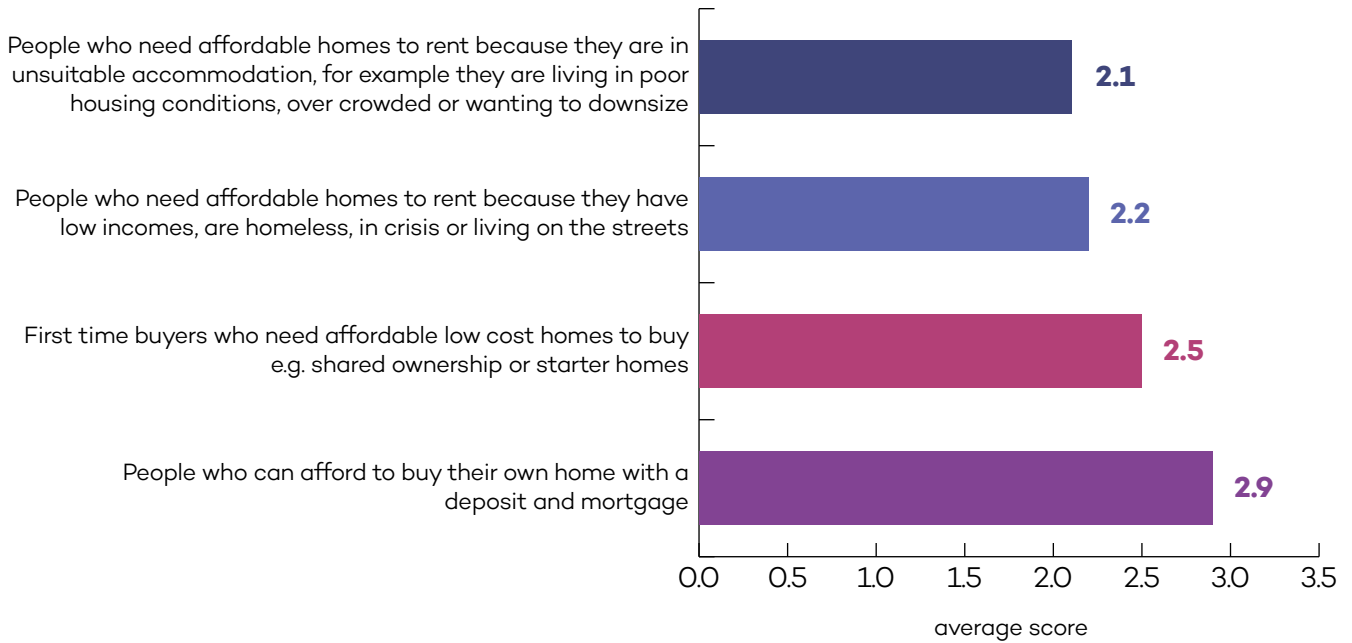
## Who should the new homes be for?

With an average of 2.1 respondents thought new homes should be for 'People who need affordable homes to rent because they are in unsuitable accommodation, for example they are living in poor housing conditions, overcrowded or wanting to downsize', followed by 'People who need affordable homes to rent because they have low incomes, are homeless, in crisis or living on the streets' (average rank 2.2), followed by 'First time buyers who need affordable low cost homes to buy e.g. shared ownership or starter homes' (average rank 2.5), followed by 'People who can afford to buy their own home with a deposit and mortgage' (average rank 2.9).



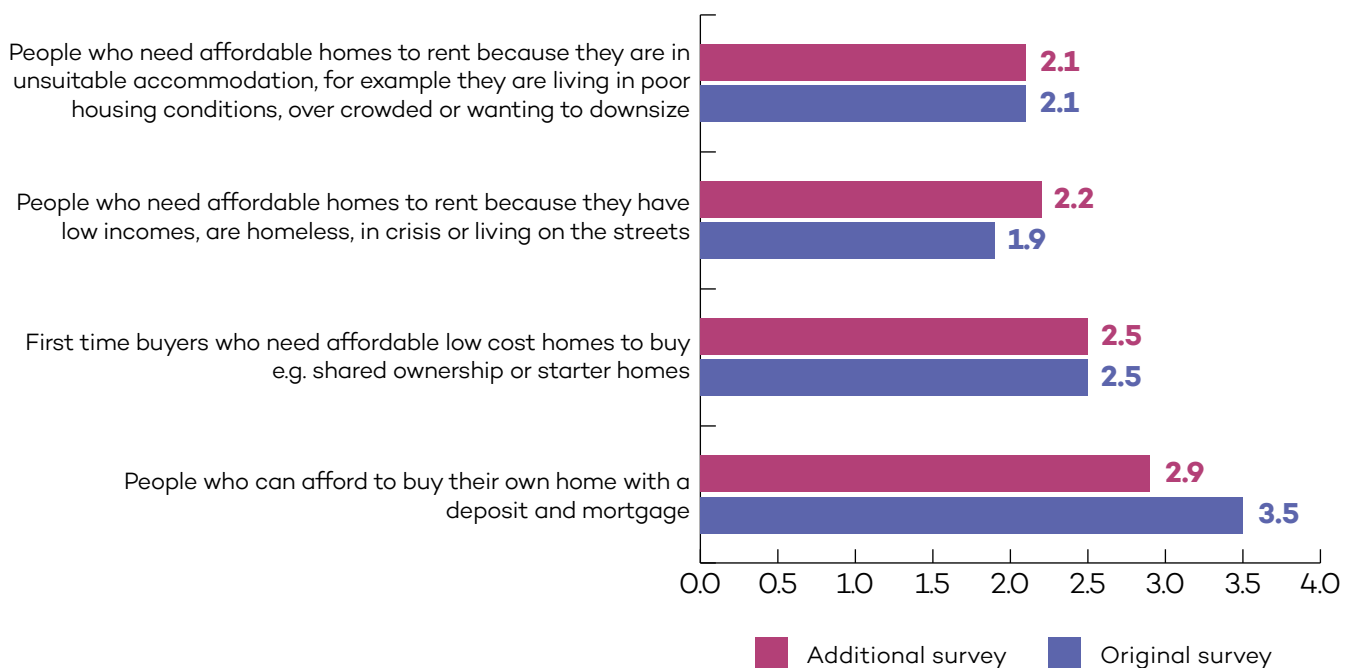


## Who should the new homes be for?



There a slightly different order to the original survey. In the original survey ‘People who need affordable homes to rent because they have low incomes, are homeless, in crisis or living on the streets’, were at the top of the list followed by ‘People who need affordable homes to rent because they are in unsuitable accommodation, for example they are living in poor housing conditions, overcrowded or wanting to downsize.

## Who should the new homes be for compared to the original survey



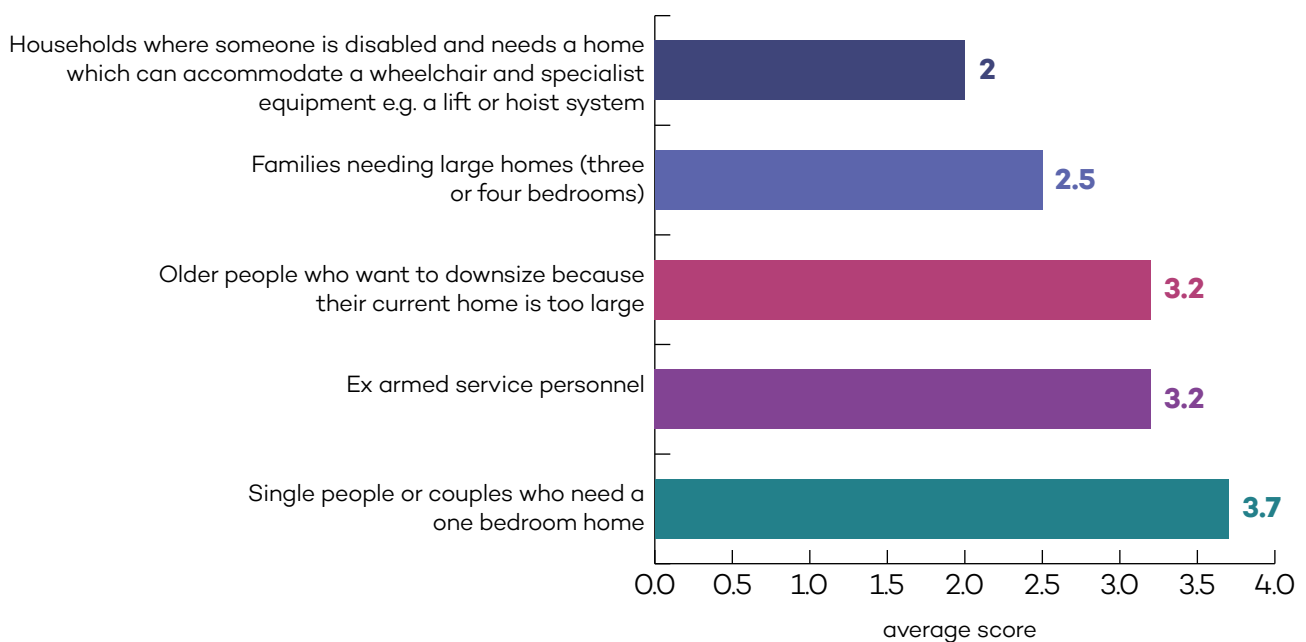
Six respondents completed the open question 'Are there any other people that you think the new homes should for?'. Their comments were:

- Need low cost for second buyers to buy homes or flats
- People who are second buyers but doesn't have first home and need to pay stamp duty should be low cost
- New communities emigrating
- All new homes should be through the council
- Overcrowded households are often hidden, more priority. not just Nepali community, all immigrant communities are impacted
- People with low income should get help

### What type of households should have priority?

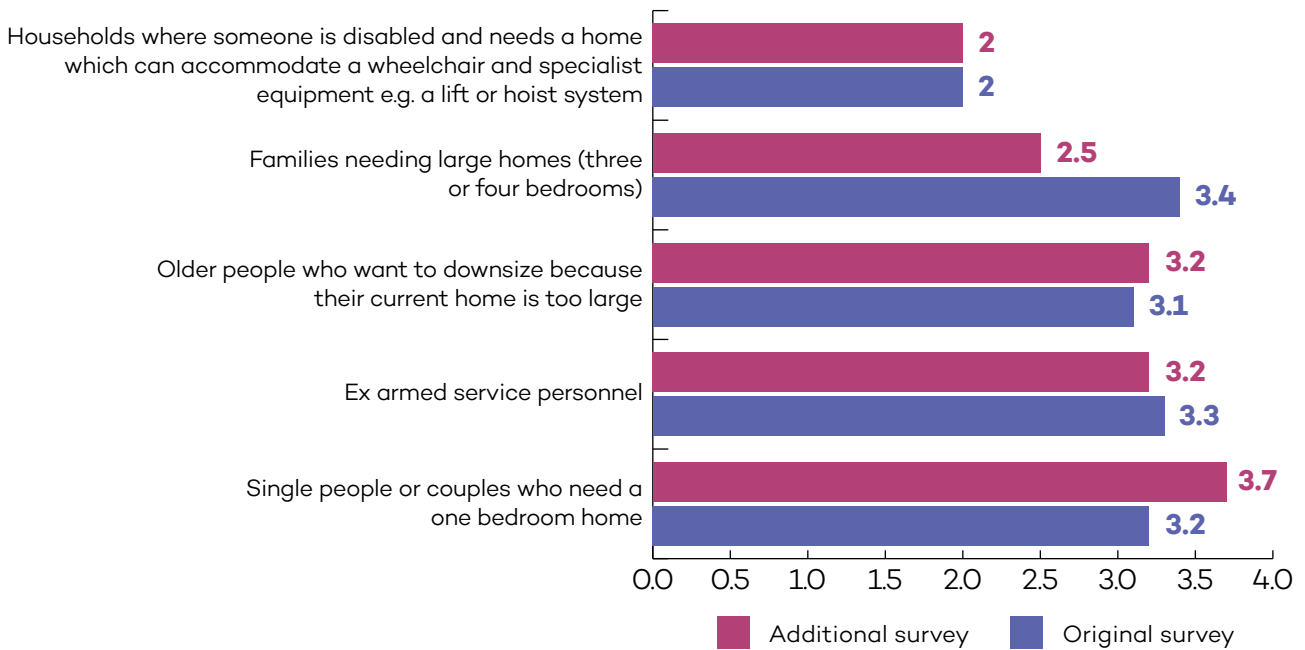
With an average of 2.0 respondent thought 'Households where someone is disabled and needs a home which can accommodate a wheelchair and specialist equipment e.g. a lift or hoist system' should have priority.

#### What type of households should have priority?



There was a slightly different order to the original survey. Both surveys had 'Households where someone is disabled and needs a home which can accommodate a wheelchair and specialist equipment e.g. a lift or hoist system', in first place. However, in the additional survey 'Families needing large homes (three or four bedroom)' was second, this was last place in the original survey.

## What type of households should have priority compared to original survey



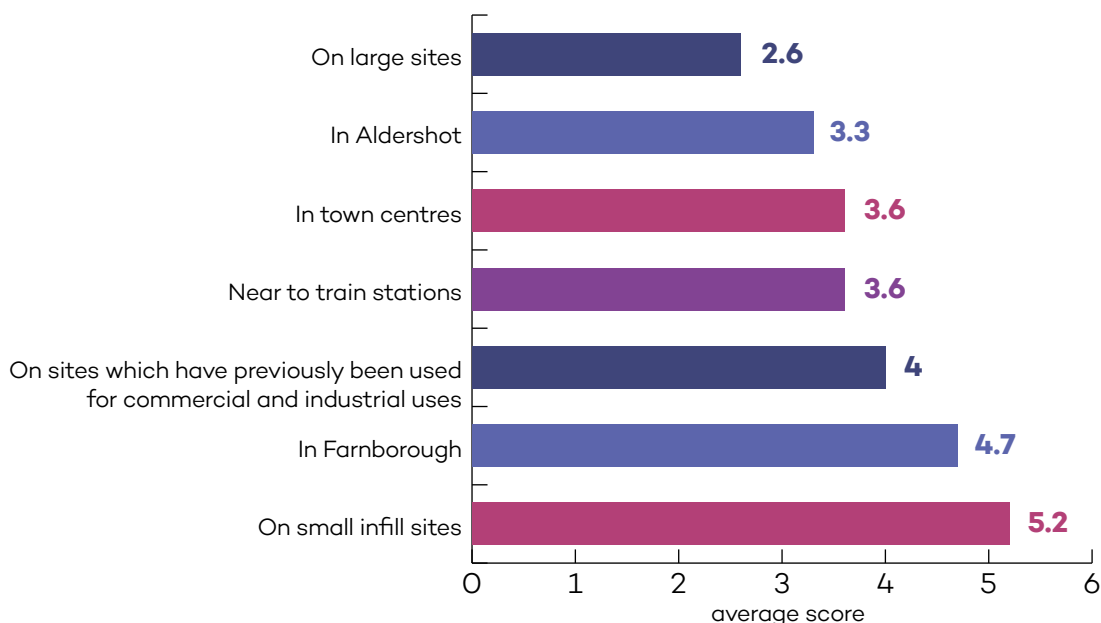
One respondent completed the open question 'Are there any other households that you think should have priority?'. Their comment was:

- People with no income and no support - town centre street homeless

## Where should new homes be located?

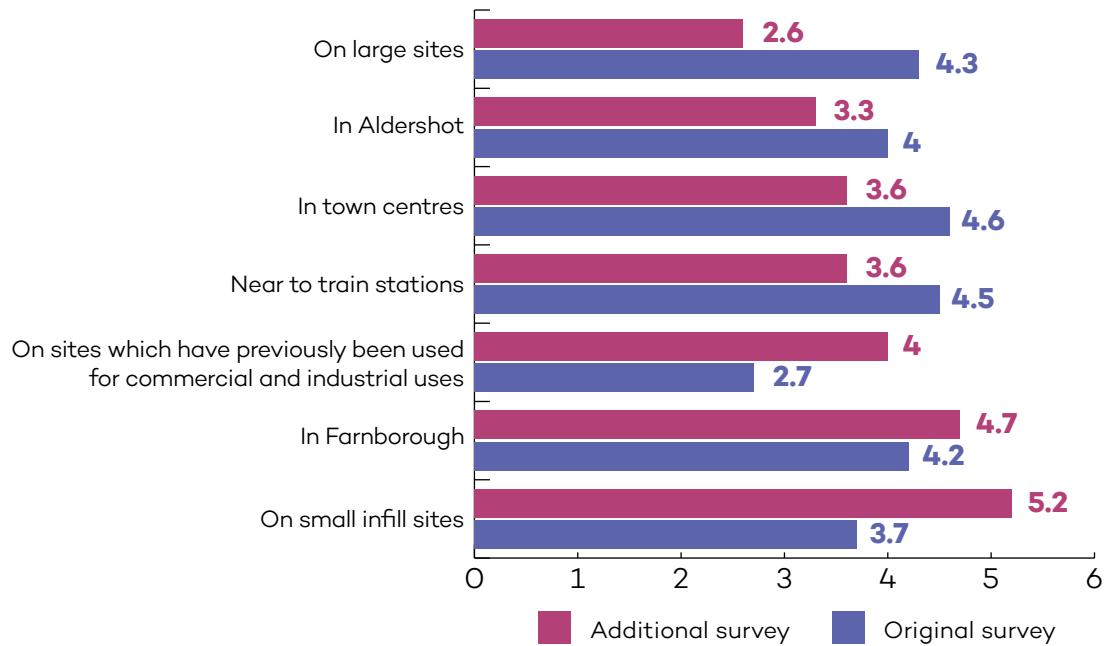
Respondents thought new homes on larger sites (average score 2.6) the most, followed by in Aldershot (average score 3.3), followed by in town centres (average score 3.6), by near train stations (average score 3.6), followed by on sites which have previously been used for commercial and industrial uses (average score 4.0), followed by in Farnborough (average score 4.7) and then followed by on small infill sites (average score 5.2). The majority of respondents were from Aldershot, this may be the reason why in Aldershot is much higher than in Farnborough.

### Where should new homes be located?



The order of where new homes should be located was very different, in the additional survey compared to the original survey.

### Where should new homes be located compared to original survey



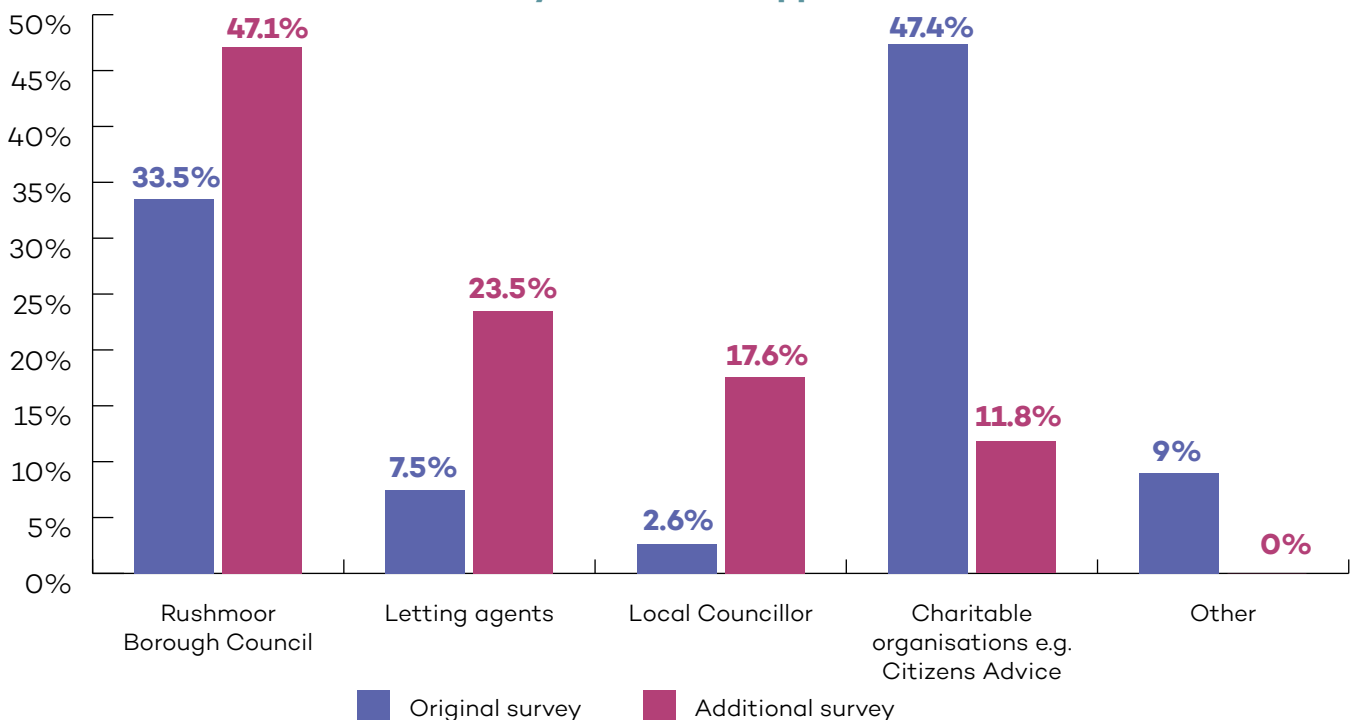
One respondent completed the open question 'Is there anywhere else you think new homes should be located?'. Their comment was:

- Old estates which are not that nice -replace with better homes

### Housing and advice

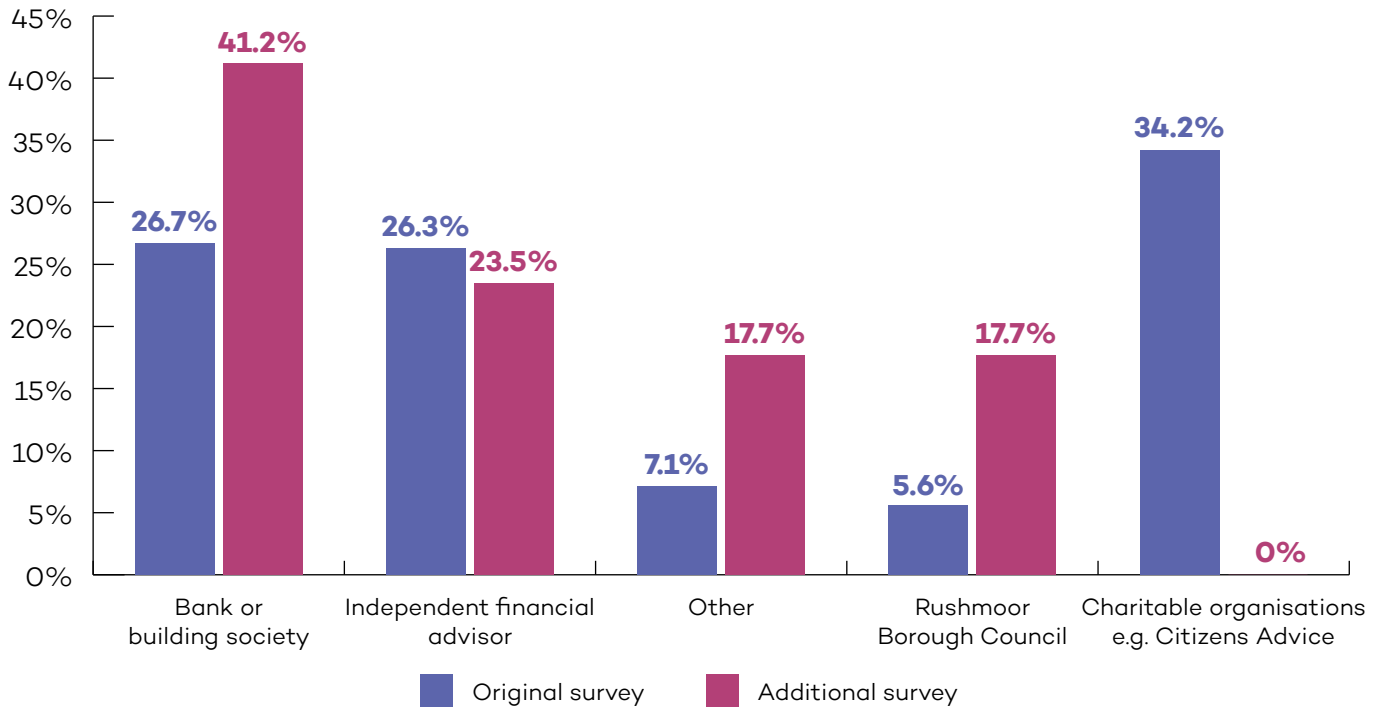
Respondents from the additional survey would approach Rushmoor Borough Council first for housing advice on renting rights and responsibilities. In the original survey respondents would approach charitable organisations first.

### If you need housing advice on renting rights and responsibilities, who would you choose to approach first?



Respondents from the additional survey would approach Bank or building society first for housing advice on budgeting, saving and how mortgages work. In the original survey respondents would approach charitable organisations first.

**If you need advice on budgeting, saving and how mortgages work, who would you choose to approach first?**



Three respondents (17.7%) ticked other and wrote a comment, their comments were:

- Mortgages offices
- Friends/family
- Google

No one completed the 'Please tell us if there are any other comments you would like to make that haven't been covered in our survey' open question.



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## Summary

The sample size of the addition survey was very small, so even though comparison have been made with the original survey, they can only be viewed as a possible indication of that there may be agreement or differences.

Respondent of the addition survey agreed that Rushmoor needed more affordable rent homes, more private rented homes, more affordable low cost housing to buy, for example shared ownership or shared equity and need more homes for outright sale. Additional respondents disagreed that Rushmoor doesn't need any new housing. In the original survey respondent disagreed that Rushmoor needed more private rented home.

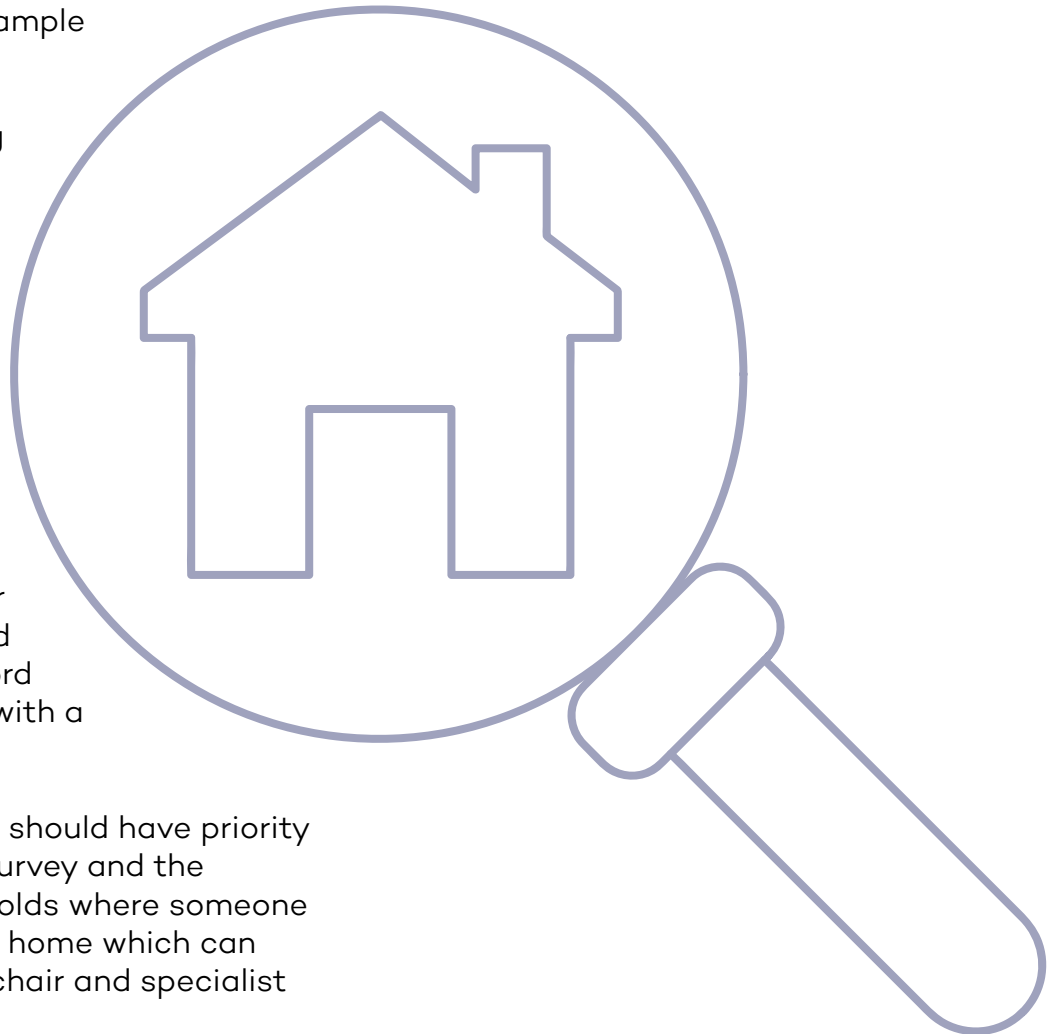
Respondents of the additional survey though new homes should be for 'People who need affordable homes to rent because they are in unsuitable accommodation, for example they are living in poor housing conditions, overcrowded or wanting to downsize', followed by 'People who need affordable homes to rent because they have low incomes, are homeless, in crisis or living on the streets' followed by 'First time buyers who need affordable low cost homes to buy e.g. shared ownership or starter homes', followed by 'People who can afford to buy their own home with a deposit and mortgage'.

As for what households should have priority in both the additional survey and the original survey, 'Households where someone is disabled and needs a home which can accommodate a wheelchair and specialist

equipment e.g. a lift or hoist system', in first place. However, in the additional survey 'Families needing large homes (three or four bedroom)' was second, this was last place in the original survey.

The order of where new homes should be located were very different, in the additional survey compared to the original survey. In the additional survey the top three places were on large sites, in Aldershot and in town centres. The top three in the original survey were on sites which have previously been used for commercial and industrial uses, on smaller infill sites and in Aldershot.

The respondent answering the additional survey are more likely to approach Rushmoor Borough Council for advice and less likely to approach charitable organisations.



## Appendix A – copy of the survey

We are updating our housing & homelessness strategy and we would like your views

### Introduction

Our strategy has an impact on the types of homes that are built in Aldershot and Farnborough and who they are for. It will also set out how we will work with residents and partner organisations to prevent people from becoming homeless and to provide the right help to people.

We are interested in the views of people living or working in Rushmoor.

Completing this questionnaire is an opportunity for you to tell us your priorities for housing in the borough. In our new strategy, we are focusing on the following areas:

1. To get the right homes in the right places
2. Make the best use of our existing housing stock
3. To help people to resolve their housing issues and, if these can't be resolved, to help them find new accommodation.
4. Enabling people to live in good quality accommodation

The information you provide will form part of the evidence we will be using to prepare the strategy.

**The closing date is Friday 24 June.**

To view our consultation survey privacy notice, please visit [www.rushmoor.gov.uk/consultationprivacynotice](http://www.rushmoor.gov.uk/consultationprivacynotice)

\* 1. Which of these describes your current accommodation? (please tick one)

- Owned outright
- Buying on mortgage
- Rent from housing association
- Rent from private landlord
- Living with parents/relatives or friends
- Homeless or sofa surfing
- Other, please tell us

We are updating our housing & homelessness strategy and we would like your views

### New homes

**To help us identify your priorities for housing in Rushmoor, please tell us how strongly you agree or disagree with the following statements.**

2. Rushmoor needs more affordable homes for rent (with housing associations)

- Agree strongly
- Agree
- Neither agree or disagree
- Disagree
- Disagree strongly
- Don't know

3. Rushmoor needs more private rented accommodation

- Agree strongly
- Agree
- Neither agree or disagree
- Disagree
- Disagree strongly
- Don't know

4. Rushmoor needs more affordable low cost housing to buy, for example shared ownership or shared equity

- Agree strongly
- Agree
- Neither agree or disagree
- Disagree
- Disagree strongly
- Don't know

5. Rushmoor need more homes for outright sale

- Agree strongly
- Agree
- Neither agree or disagree
- Disagree
- Disagree strongly
- Don't know

6. Rushmoor doesn't need any new housing

- Agree strongly
- Agree
- Neither agree or disagree
- Disagree
- Disagree strongly
- Don't know

We are updating our housing & homelessness strategy and we would like your views

About the new homes

\* 7. Who should the new homes be for? Please rank the following 1 to 4, with who you think the new homes should be for the most at number 1.

<input type="checkbox"/>	People who can afford to buy their own home with a deposit and mortgage
<input type="checkbox"/>	First time buyers who need affordable low cost homes to buy e.g. shared ownership or starter homes
<input type="checkbox"/>	People who need affordable homes to rent because they have low incomes, are homeless, in crisis or living on the streets
<input type="checkbox"/>	People who need affordable homes to rent because they are in unsuitable accommodation, for example they are living in poor housing conditions, over crowded or wanting to downsize



8. Are there any other people that you think the new homes should for?

\* 9. What types of households that should have priority? Please rank the following 1 to 5, with who you think should have the highest priority ant number 1.

<input type="checkbox"/>	Older people who want to downsize because their current home is too large
<input type="checkbox"/>	Single people or couples who need a one bedroom home
<input type="checkbox"/>	Families needing large homes (three or four bedrooms
<input type="checkbox"/>	Ex armed service personnel
<input type="checkbox"/>	Households where someone is disabled and needs a home which can accommodate a wheelchair and specialist equipment e.g. a lift or hoist system

10. Are there any other households that you think should have priority?

\* 11. Thinking about where any new homes should be located, please rank the following 1 to 7, with where you think new homes should be located the most at number 1.

<input type="checkbox"/>	In town centres
<input type="checkbox"/>	Near to train stations
<input type="checkbox"/>	On sites which have previously been used for commercial and industrial uses
<input type="checkbox"/>	In Aldershot
<input type="checkbox"/>	In Farnborough
<input type="checkbox"/>	On large sites
<input type="checkbox"/>	On small infill sites

12. Is there anywhere else you think new homes should be located?

We are updating our housing & homelessness strategy and we would like your views

#### Housing and advice

13. If you need housing advice on renting rights and responsibilities, who would you choose to approach first? (please chose one)

- Rushmoor Borough Council
- Letting agents
- Charitable organisations e.g. Citizens' Advice
- Local councillor
- Other, please tell us

14. If you need housing advice on advice on budgeting, saving and how mortgages work, who would you choose to approach first? (please chose one)

- Rushmoor Borough Council
- Bank or building society
- Charitable organisations e.g. Citizens' Advice
- Independent financial advisor.
- Other, please tell us

15. Please tell us if there are any other comments you would like to make that haven't been covered in our survey:

We are updating our housing & homelessness strategy and we would like your views

### About you

As part of the Equality Act 2010, we must make sure our services are open and accessible to everyone, that we treat people fairly and appropriately and in consultations, we hear all views.

The following questions will help us to check that we are doing this and will also help us to understand better the answers we receive. We will treat this information as anonymous and confidential and will not identify individuals.

You do not have to answer these questions if you would prefer not to.

16. Which town do you live in?

- Aldershot
- Farnborough
- Other (please tell us where)

17. Which one of the following age bands do you belong to?

- Under 18 years
- 18 -24 years
- 25 - 34 years
- 35 - 44 years
- 45 - 54 years
- 55 - 64 years
- 65 - 74 years
- 75 - 84 years
- 85+ years
- I'd prefer not to say

18. Your gender

- Male
- Female
- I'd prefer not to say

19. What is your ethnic group?

- White - British
- White - Irish
- White - Gypsy/Traveller
- White - other
- Mixed - white and black Caribbean
- Mixed - white and black African
- Mixed - White and Asian
- Mixed - other
- Asian or British Asian - Nepali
- Asian or British Asian - Indian
- Asian or British Asian - Pakistani
- Asian or British Asian - Bangladeshi
- Asian or British Asian - Chinese
- Asian - other
- Black or British black - Caribbean
- Black or British black - African
- Black - other
- Arab
- I'd prefer not to say
- Any other background (Please specify)

20. Do you consider yourself to have any health conditions or disabilities, which limit your daily activities?

- Yes
- No
- I'd prefer not to say

We are updating our housing & homelessness strategy and we would like your views

**Thank you for completing our survey**

We would like to keep you up-to-date with the latest council news and information about events and activities taking place in Aldershot and Farnborough. You can also sign up to take part in council consultations. To sign up please follow the link below:

[Sign up to news from the council](#)

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# Appendix 2

# Homelessness

# Review

## Introduction

The Homelessness Act 2002 requires the council to produce a Homelessness Review to support the Housing and Homelessness Strategy.

This has been achieved by using the data reported by the council to Government, as well as consultation with key support partners.

**Table 1: Housing Options data as at September 2022**

Housing Options Data	2019/2020	2020/2021	2021/2022
Number of households assessed by the council	660	528	546
Number of households assessed as owed a duty	620	475	509
Full rent deposits issued	81	59	49
Single person rent deposits issued	45	36	13
Priority homeless households in temporary accommodation	167	194	190
Rough Sleeper Count*	6	9	2

\* Source: DLUC tables on rough sleeping

**Table 2: Reason for loss of last settled home**

Reason	2019/2020	2020/2021	2021/2022
Family/friends no longer willing to assist	160	121	136
End of assured shorthold tenancy (AST)	157	130	145
Relationship breakdown with partner (non Violent)	60	64	47
End of Social rented tenancy	62	24	18
Eviction from supported housing	54	28	24
End if tenancy – not AST	17	26	22
Violence – other	6	14	15
Left institution or LA care	6	2	7
Required to leave accommodation provided by home office as asylum support	0	0	2
Other reasons	62	25	38
<b>Total</b>	<b>620</b>	<b>475</b>	<b>509</b>

**Table 3: Type of household accepted as homeless**

Type	2019/2020	2020/2021	2021/2022
Single with dependent children	159	95	116
Adults with dependent children	111	57	74
Single male adult	221	250	230
Single female adult	129	73	89
<b>Total</b>	<b>620</b>	<b>475</b>	<b>509</b>

**Table 4: Age of main applicant**

Age of main applicant	2019/2020	2020/2021	2021/2022
16-17	1	0	0
18-24	138	83	118
25-34	205	192	162
35-44	115	110	119
45-54	86	52	70
55-64	58	31	26
65-74	10	3	11
75+	7	4	3
<b>Total</b>	<b>620</b>	<b>475</b>	<b>509</b>

**Table 5: Ethnicity of Main Applicant**

Ethnicity of main applicant	2019/2020	2020/2021	2021/2022
White	540	367	429
Black/African/Caribbean/Black British	23	18	20
Asian/Asian British	20	5	16
Mixed/Multiple ethnic groups	4	1	3
Other ethnic groups	6	2	4
Not known	27	82	37
<b>Total</b>	<b>620</b>	<b>475</b>	<b>509</b>

**Table 6: Survey with some of the council's key support service partners**

<b>Summary of Responses received from Support Services</b>	
<b>Question</b>	<b>Answer</b>
1. Have you seen a change in the demand for your service over the last 2-3 years?	There has been an increased demand for support services, from young people 18-25 requiring support to families in unsuitable accommodation (overcrowding, disrepair, lack of housing) and increasingly those in financial hardship.
2. If so what had been the impact to your organisation?	The demand for support often outstrips supply, impacting clients and staff. Dedicated resources for housing issues are required
3. What do you see as the main cause of homelessness for those using your service?	Lack of affordable homes to rent locally is the main cause, compounded by the increased cost of living which can also create barriers to private rented accommodation. Parental eviction is still the main cause of homelessness for younger people. Mental health issues that are often triggered by financial difficulties that lead to loss of housing. Relationship breakdowns and domestic violence
4. What do you think the trend is likely to be for the next 5 years?	Expect a increase in those who are in housing crisis, more people requiring support. Expect there to be a disparity between housing required and housing available to the most in need.
5. Do you partner with any other organisations, if so, whom?	Hampshire County Council, Inclusion Recovery Hampshire, Parent Support Link, Community Grub Hub, Mental Health Services, Rushmoor Voluntary Services, local charities
6. What do you consider to be the main gaps in services to prevent people becoming homeless?	Lack of provision of affordable/social housing and private landlord provision (rental reform urgently needed) Lack of provision of shelters and other places of safety for young people and survivors of Domestic Violence. Improvements needed in interim/temporary accommodation, both quality and quantity. Mental health support, Support for parents to prevent them from making their children homeless due to D&A issues. Help with debt management and more realistic repayment plans. Early intervention to pick up issues before crisis point. Support for refugees
7. Do you think there are services that are over provided for?	None

# Support Services

The following organisations provide outreach work or other support services to homeless households in Rushmoor as at September 2022.

**Table 7: organisations providing specialist support**

Organisation	Service
Adult Services social workers	Support and protection of vulnerable adults
Amber project-	Referrals to Surrey Drug and Alcohol services
British Legion	Provides rent bonds to ex-military personnel
Broadhurst Community Action Project	Tenancy support for people with mental health problems
Citizens Advice	Housing and benefits of advice and signposting to housing related services
Child and Adolescent Mental Health Service CAMHS	Specialist NHS mental health service for children and young people
Catch 22 D&A	Telephone based support service for under 18's providing information and advice on Drug and Alcohol issues
Children's services social workers	Support and protection of vulnerable children
Community CMHRS	Community Mental Health Recovery Services provides mental health support face to face for people in crisis and open eves and weekends
DnA (part of Youth Aims)	A holistic approach to tackling drug alcohol and housing problems
Fleet Lions	Provide starter packs for homeless households
Food Bank	Providing food to households in crisis



Organisation	Service
Hampshire's Help for single Homeless Project	£250,000 funding from DCLG to deliver a project across 7 LAs – outreach work and multi-agency Hub approach to try different approaches to prevent and tackle single homelessness.
Inclusion D&A (formerly HOMER)	Drug treatment organisation based in Aldershot
Oak Housing Association Clayton Court	Temporary accommodation for homeless households
Probation	Statutory criminal justice service which supports high risk ex criminals back into the community
SSAFA	Charity supporting serving armed forces and veterans
Sanctuary Housing Association	Mental Health Support Services
The Blue Lamp Trust	To enable victims of domestic abuse to remain at home
The Source	Engagement with 11–25-year-olds struggling with school, the law, family relationships and consequential housing and homelessness issues
The Vine	Day Centre for homeless people and those at risk of being made homeless, offering a range of advice, support and training, and also run the winter night shelter
Youth Aims	Part of Step by Step Drop-in advice, information and mediation Service for young people and their families. For young people age 16-21

# Specialist Accommodation

The following organisations deliver specialist accommodation with support

**Table 8: Organisations delivering specialist accommodation and support**

Organisation	Accommodation provided
Gurkha Homes	Providing specialist, quality HMO (House in Multiple Occupation) accommodation for ex serving Gurkhas
Haig Homes	Providing accommodation for ex armed forces
Home Group (Stonham)	Provides specialist accommodation including life hostel for single mums, women's refuge and supported accommodation for homeless people and those with learning disabilities
Hampshire Integrated DV and Abuse Service	Women's Refuge -specialist domestic abuse service provision
The You Trust	Accommodation to provide move on accommodation from women's refuge for victims of domestic abuse
Riverside Housing Mike Jackson House	Supported accommodation for veterans who are homeless
Seeability	Specialist accommodation for those with learning disabilities and visual impairment
Society of St James	Specialist homeless hostel accommodation
Step by Step	Specialist accommodation and supported lodgings for young people aged 16-21
Stoll	Specialist accommodation and accommodation pathways for veterans
Winter Night Shelter	Open to meet the requirements of SWEP and run by the Vine out of Holy Trinity Church Aldershot.

**Table 9: Pathway to accommodation and support**

<b>Pathway</b>	<b>How it works</b>
Housing Option Advice	Housing Option interviews – home visits- negotiation with families, third parties and landlords – Enhanced Housing Options software has been installed – CBL Home finder. Access to temporary and social housing accommodation.
Referral to specialist accommodation	The Council works with partner organisations to provide supported housing placements to customers with specialist needs who have a Rushmoor connection, are in identified housing need, and are prepared to engage with the support services offered.
Accommodation and support provision	Referral to supported accommodation providers for people with specific needs. Referral to hostels, refuges and other types of supported accommodation.
Access to temporary accommodation, including B&B	The council has access to a supply of temporary accommodation and B&B use is kept to a minimum.
Access to Private Rented accommodation and rent guarantee schemes	The Council has supported 33 households into self-contained private rentals through the provision of a bond or cash deposit and/ or rent in advance in the last twelve months. The Council's dependence on private rented accommodation is increasing. We have seen dramatic reduction in the number of rent bonds and deposits provided in 2021/2022 resulting from the shortage of affordable private rented properties, particularly to households reliant on benefits and affected by the Welfare Reforms and the Benefit Cap. We are examining ways in which to maximise access to private rented homes by increasing tenancy advice and are considering training officers as a specialist contact to Landlords who are reluctant to give tenancies to households referred by the Council. Residents can make their own applications to private rented accommodation.

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# Appendix 3

## Data Sources

<b>Data Set</b>	<b>Source</b>	<b>Page</b>
Property Values	HM Land Registry	6
Median rents and incomes	ONS: people, population and community/housing/datasets/privaterentalmarketstatisticsinengland	7
Income Rushmoor residents	Annual survey of hours and earnings	7
Rushmoor housing stock breakdown	<a href="https://www.gov.uk/government/statistical-data-sets/live-tables-on-dwelling-stock-including-vacants">https://www.gov.uk/government/statistical-data-sets/live-tables-on-dwelling-stock-including-vacants</a>	8
Households and housing tenure	Census 2011; Census 2021 <a href="https://commonslibrary.parliament.uk/research-briefings/sn02820/">https://commonslibrary.parliament.uk/research-briefings/sn02820/</a>	8
Indices of deprivation	2019 English Indices of Deprivation Rank at Local Authority District Level	21
Homelessness data	Ministry of Housing, Communities & Local Government	Appendix 2

