

**Local Housing Strategy 2016-21
Engagement and Consultation
Report
March 2016**

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Key messages from the public and stakeholders in the LHS development consultation

- 1. Build more affordable homes across all tenures**
- 2. Maintain affordable rents while continuing to improve homes in the social rented sector**
- 3. Increase awareness in relation to housing options advice to prevent homelessness and enable movement across the housing system**
- 4. Improve neighbourhoods by tackling anti-social behaviour and low demand housing**
- 5. Make homes and wider environments more accessible for people with disabilities**
- 6. Develop combined housing and support solutions for older people and those with specific needs**
- 7. Promote responsibility and provide appropriate support to owner-occupiers to repair and maintain their homes**
- 8. Tackle fuel poverty among low income groups and older people**
- 9. Improve quality and management standards in the private rented sector**

Report on North Lanarkshire Council's consultation on the draft Local Housing Strategy 2016-21

Introduction

1. This report provides an overview of the consultation carried out during the course of developing North Lanarkshire's Local Housing Strategy 2016-21. Each local authority in Scotland is required to produce a Local Housing Strategy (LHS) under Section 89, part 5 of the Housing (Scotland) Act 2001. Current Scottish Government LHS guidance places significant emphasis on consultation with the public and stakeholders as part of the process of developing the strategy.
2. As a local authority, North Lanarkshire Council has the duty to consult on the LHS and in that consultation include the wider community whilst ensuring we meet our equality duties. This report, written in annex of the LHS, details both formal and informal consultation, and contains details of the stakeholders who participated in the process.
3. A short consultation plan was devised with a timeline of events and key stakeholders and groups to be consulted over two key phases. Phase one was the development or co-production phase whereby stakeholders were provided with the opportunity to be involved in the development of the draft LHS. Phase two then allowed stakeholders the opportunity to comment on the draft document.
4. Sections 1 and 2 of this report focus on the engagement or co-production process during the development of the draft LHS (phase one) and the key issues identified.
5. The main consultation processes used to engage with key stakeholders during the development stage were:
 - Older People Strategy Event, June 2014
 - LHS workshop at the 2014 North Lanarkshire Council Tenants Conference
 - Tenants Survey 2014
 - 3 Citizen Panel Focus Groups for members of the public (including home owners, private renters and council and housing association tenants)
 - Discussion at Co-production Group
 - An initial stakeholder event in November 2014 followed by 4 'thematic' stakeholder events February 2015 – August 2015.
 - Workshop at the Private Landlord Forum
 - Local 'pop up' events across the 10 First Stop Shops during June/July 2015
 - RSL Housing Forum Event
 - North Lanarkshire Federation of Tenants and Residents Associations Open Meeting, September 2015
6. Where appropriate the issues identified are attributed to specific consultation events or stakeholder groups. There are two sections (1) Issues and priorities identified by the public and (2) Issues and priorities identified by stakeholders. There are no conclusions or recommendations; instead we have identified the key messages from the consultation at the start of this report.

7. Section 3 of this report reviews the formal consultation process on draft LHS document (phase two).
8. The main consultation processes used to consult with key stakeholders on the draft document were:
 - Members Briefing
 - Presentations at Corporate Working Groups and Partnership Boards
 - Meeting with the Co-production group to discuss Consultative Draft
 - Meeting with NLF to discuss Consultative Draft
 - RSL Event
 - Distribution to partners, stakeholders and everyone who has participated in the development of the Consultative Draft
 - Social Media (Facebook and Twitter)
 - News release within local press, Council website, Dr surgeries, Libraries and FSS
 - Online Consultation opportunity
9. The [Summary of Consultation Responses](#) (March 2016) report outlines the responses received during the formal consultation period. The Council considered all of these responses prior to finalising the LHS and seeking approval to publish the Council's Local Housing Strategy 2016-2021 at Housing and Social Work Services Committee on 28th April 2016.

Section 1 - Issues and Priorities identified by the Public

10. The **North Lanarkshire Citizens Panel focus groups** included home owners, private renters, council and housing association tenants.
11. The majority of housing issues identified were age related, for example older people planning for the future and younger people looking to move from their home but who were experiencing difficulties in doing so. Other issues were regarding the availability of Council housing, housing waiting lists and the cost of private rented accommodation.
12. Planning for older age was a common theme across all groups and participants spoke about a number of issues relating to older age including: -
 - The importance of having their home adapted in order to help them continue to live in their home in the future.
 - Desire to move to a property on the level, in particular a bungalow, which they would be able to live in as their health and mobility deteriorated. However, there was a perception that there was not sufficient availability of this type of accommodation for older people.
 - Many were also living in properties that were now too large for them as their families had left, however, were unable to find what they believed to be 'suitable' smaller properties. Suitability included, in a central location so they had access to amenities, on the level, 1 or 2 bedrooms, in a quiet location with similar aged people and easy to maintain.
 - There was also perceived to be a lack of good quality sheltered housing, with the comfort of having a sheltered warden service which would provide support and the comfort that if residents do need any support, that it will be available.
13. There was considerable discussion about the issues associated with housing for younger people, or the issues that younger people may cause in relation to the ability of residents to live in their houses in security and comfort, including:
 - The perceived difficulty for young people to get a house, due to the requirement to provide a significant deposit to buy a house and also due to the lack of availability of housing in the social rented sector. Indeed, a younger participant perceived her only opportunity is to access the housing market through the private rented sector. There seemed to be little awareness of any support available to help younger people get on the housing ladder.
 - Anti social behaviour related to young people was perceived as having a significant impact on the communities in which they live and a small number of participants had been directly impacted by anti social behaviour. There was little evidence of participants having the confidence in the situation being resolved easily, despite some having reported behaviour to the Police and the Council.
 - The need to provide support and assistance to young people to help them maintain and sustain their tenancies was identified.
14. Participants also spoke about a lack of availability of affordable accommodation and how waiting lists should be prioritised. In some cases they felt it was unfair that people in 'priority need' get to skip the queue.

15. It was perceived that private rented accommodation was a more expensive option than renting from a housing association or Council tenant and that people struggle to afford the costs.
16. Participants were given a list of the priorities that have been identified by the Council within the LHS for the future of housing in North Lanarkshire and consultees were asked to identify which of these they considered most important, identifying the most important, second most important and third most important.
17. Most likely to be perceived as 'very important' were:
1. Bringing empty homes back into use
 2. Building more affordable homes for people across North Lanarkshire
 3. Making homes more accessible for people with disabilities and older people with mobility problems
 4. Dealing with anti-social behaviour
 5. Ensuring all people at risk of fuel poverty have a warm and affordable home
18. The **co-production group for people with disabilities** is an ongoing initiative. The work programme identified by the group is a good indication of some of the key housing issues facing people with disabilities. The priorities identified include:
- The quality control of adaptation processes and services
 - Kitchen and bathroom replacement programmes within the social rented sector and extent to which accessibility issues are taken into account
 - The accessibility standards of new build homes in the public and private sector
 - Anti-social behaviour
 - Housing options for people with disabilities
 - Impact of welfare reform changes on housing and services for people with disabilities
19. The **2014 North Lanarkshire Council Tenants Survey** identified the following priorities for improvement (in descending order):
- a. Repairs and Maintenance – a priority for 56.8% of respondents
 - b. The overall quality of your home – 45.7%
 - c. Dealing with anti-social behaviour – 29.3%
 - d. Improvements to tenants homes e.g. kitchens and bathrooms – 28.1%
 - e. Keeping rents low – 26.6%
 - f. Building new houses for rent – 25.6%
 - g. Listening to residents views and acting upon them – 25.5%
 - h. Keeping residents informed e.g. newsletters or letters to your home – 22.8%
 - i. Improving energy efficiency – 9.8%
 - j. Support and advice on claiming welfare benefits and paying rent – 6.7%
 - k. Improving estate management e.g. close cleaning or security measures – 5.5%
 - l. Making offices more accessible e.g. opening later or at weekends – 3.1%
 - m. Providing more tenant participation/ involvement opportunities – 1.5%
 - n. Providing housing information in other formats – 0.7%
 - o. Car parking facilities/ need more spaces – 0.1%
 - p. Improve customer service – 0.1%
 - q. Information on housing available e.g. empty/ letting opportunities – 0.1%

- r. Tackle dog fouling – 0.1%
- s. Improvements to refuse collection/ recycling – 0.1%

20. The results from the survey questionnaire used for the local 'pop up' consultation events and online survey identified the following top priorities:-

- a. Building more affordable homes– the top priority for 39.7% of respondents
- b. Keeping Council rents affordable – 9.5%
- c. Ensuring homeless people can be provided with a home of their own – 7.1%
- d. Preventing people becoming homeless in the first place – 7.1%
- e. Bringing empty homes back into use – 4.8%
- f. Dealing with anti-social behaviour – 4.0%
- g. Making homes more accessible for people with disabilities and older people with mobility problems – 4.0%
- h. Regenerating town centres – 3.2%
- i. Making all homes in North Lanarkshire more energy efficient to potentially reduce fuel bills and tackle climate change – 2.4%
- j. Providing housing advice services for all people – 2.4%
- k. Ensuring young people most at risk can access appropriate housing and support services -1.6%
- l. Assisting homeowners and private landlords to improve and repair their homes – 0.8%
- m. Ensuring all people at risk of fuel poverty have a warm and affordable home – 0.8%

21. Finally as the Local Housing Strategy is the core housing document, its promotion and format were discussed as part of our consultation and in particular with the public through the Citizens Panel focus groups. Comments and suggested actions were as follows:

- Very few participants in the Citizen's Panel workshops were aware of the Council's Local Housing Strategy. Participants felt the document should be made available online and located at local venues where it could be read by a range of different types of people, for example at a library, first stop shop, doctors surgeries etc.
- The vast majority of attendees were of the opinion that the 2011 – 2016 LHS document contained useful information and were happy with the format and layout of the document which they perceived to be user friendly.
- There was a suggestion was for an explanation as to what the average waiting list pressure value meant
- A couple of participants in the Citizens Panel noted they would like to see less jargon within the summary document.
- Other suggestions were made regarding the location of the document on the Council's website and the accessibility of the document. For example, having the document in a more prominent position, making it easier to locate using the website's search engine and for the document to be an easy to read format for those accessing the document on a mobile device:

Section 2 - Issues and Priorities identified by Stakeholder

22. There have been a number of LHS stakeholder events, workshops, presentations and discussions at strategic groups over the past 12 months or so. The annexes at the back of this report provide more detail on these. This section summarises the key issues and feedback on the draft LHS from all these. These have primarily been presented in a thematic format under the key headings of:

- Private sector housing
- Fuel poverty and stock condition
- Meeting housing needs
- Housing for older people & particular needs
- Homelessness and support
- Other housing issues

Private Sector Housing

23. Some of the overarching issues raised in events/workshops with regard to private sector housing:

- Challenge in developing / maintaining accurate information, for example, identifying 'problem' empty homes / managing the landlord registration database
- Serious disrepair and the knock on impacts to neighbouring properties
- Owner / Private Landlord engagement, for example common repairs
- The need for collaborative working across agencies
- Making the most of the enforcement powers available

24. North Lanarkshire Council's Scheme of Assistance (SofA) commenced in April 2010 to assist owner-occupiers, private landlords and tenants to repair, improve and maintain their homes. Overall, stakeholders have been very complimentary of the scheme, however there have been a few comments/suggestions:-

- It is recognised that money advice is really important as many people have equity in their homes but don't know how they can make use of it.
- The 10% interest charge was seen as particularly high and it was suggested that more collaboration with financial partners may be beneficial in securing people a better deal
- It was suggested that there is also a need to get welfare rights people on board and to review the advice process, so that we can plan to address people's real needs at a micro level.
- It was also suggested that a public information campaign would be useful as well as a review of what other authorities are doing, for example, Dundee categorise 'professional' and 'non professional' landlords.

25. In terms of the private rented sector some of the main issues raised were:

- Lack of available and good quality information on the profile of the PRS including details of the size and type of property and whether it meets minimum standards.
- The Landlord Registration database records and reports limited information.
- Accreditation is linked to registration; within North Lanarkshire only 18 landlords out of 8,890 are accredited. This suggests a lack of awareness, limited appetite to be

accredited or that there are barriers to becoming accredited that landlords need assistance with to overcome.

- It was noted that there are particular areas of North Lanarkshire where there are properties in the PRS that fall below the tolerable standard and into serious disrepair or where landlords have found it difficult to let or sell properties.
- When a landlord is removed from Landlord Registration database there is no process for notifying partners who may have had some involvement with the landlord or property.
- There is a lack of engagement from private landlords in general.

26. It has been suggested that:

- The Scottish Government should be asked to review the database as part of the overall strategy to improve the PRS.
- A review to upgrade the registration database should include a review of the accreditation process with a view to encouraging or making accreditation a mandatory requirement. It was suggested that if accreditation could be increased it may improve the quality of private lets and enable Housing Services to engage with the service further in terms of providing Housing Options advice to prospective tenants.
- Various partners should be notified of action taken to remove a landlord and the subsequent consequences that this might have.
- A downloadable leaflet with information on legal duties, responsibilities, rights of landlords and tenants as well as links to other websites for information e.g. Scottish Govt, PRHP, etc could be developed and issued to Private Landlords when they register to ensure that landlords are more aware of the various responsibilities which they are taking on when they register. There was also a suggestion that we could engage with mortgage lenders who provide mortgages for the private sector to help distribute the leaflet to landlords at the point when they are taking on the mortgage.

Fuel Poverty and stock condition

27. Fuel poverty was viewed as a key issue within North Lanarkshire for all stakeholders. The main issues identified were:

- The obvious cycle of households in fuel poverty – with households dropping in and out of fuel poverty (as well as wider poverty). It was noted that it is sometimes a tough choice for people to ‘heat or eat’
- The lack of control over energy prices – with the focus instead on income maximisation referrals partnered with energy advice and energy efficiency measures.
- Good signposting / Communication / Education is key to reducing fuel poverty and improving the health and wellbeing of our residents whether it is through the information we provide online, face-to-face or via referrals (within the North Lanarkshire Information Advice Forum).
- The links between fuel poverty and property condition, for example condensation problems.
- EESSH
- There are difficulties achieving energy efficiency with some types of electric heating.

- Issues were noted with regards the difficulties we have in installing new technologies in old stock
- The importance of good information and advice for our tenants and residents i.e. how they should be getting the best out of their heating systems using radiator temperature values etc
- There are grants and incentives available for energy efficiency measures, however, often the households assisted through various schemes are not those in fuel poverty
- Issues with previous right to buy stock not being adequately maintained

28. It was suggested that:

- There needs to be a joined up approach particularly for Property Services and Care and Repair staff who are out visiting vulnerable people
- We should be making the most of available funding and should endeavour to work more closely with the energy companies.
- There is a need to further develop schemes such as fuel switching

Meeting Housing Needs

29. Stakeholders generally recognised the major role of social renting in the housing system within North Lanarkshire with around 46,000 homes. Some of the main issues raised at various events and workshops were:

- Increase in other forms of affordable housing e.g. shared equity; mid market rent
- Impact of new build on existing stock for example better planning and analysis of where and what gets built: right houses in the right places
- Shared equity for older people
- Increase specialist provision and wheelchair units on all new build sites
- Bringing Empty Homes back into use
- Housing Options for young people (care leavers / foster carers)
- Improve PRS quality to make it a more attractive option
- Mismatch supply/demand and long-term sustainability in terms of low demand properties
- Town Centre Regeneration

Housing for Older People & Particular Needs

30. In North Lanarkshire the older population and those with particular needs is increasing. This increases the demand on housing, health and social care services. The main issues raised by stakeholders under this theme were:

- The impact of the integration of health and social care and how the Local Housing Strategy (2016-21) will support the integration agenda
- Re-designation of specialist older people's housing to ensure it meets needs (e.g. not all Sheltered Housing meets needs of older people)
- Review of specialist older people's housing allocation policy linked to ensure older people are matched to the right housing option for them
- Ensure there is the right mix and supply of older peoples housing, recognising that different requirements across localities

- Options for older owner occupiers – shared equity, equity release, assistance to repair and maintain homes and potentially other supports
- The need to review the processes in place for housing's involvement in aiding discharge from hospital and review the data and evidence on delayed discharges which are related to 'housing issues'. The housing strategy for older people group will carry out this work with a view to identifying the actions that are required for the new local housing strategy

31. It was suggested that we should:

- Explore and expand technology options in housing to support independent living and keep people safe and well, link to smart homes agenda
- Explore very sheltered supports through reviewing service specifications and contracts with providers
- Make existing sheltered/amenity stock more accessible to meet needs – link to community supports
- Older people's towers, 3 towers in NL designated for older people, potential for other towers to be redesigned
- Review planning processes to ensure good design for older people (incorporating dementia design principles)
- Make better use of data, indicators and evidence – wealth of data and evidence being collated linked to integration agenda, make best use of this to inform the new LHS
- Plan to meet more complex needs and needs of future older population, for example increased life expectancy of people with learning disabilities
- Explore different housing and support models e.g. supporting people with dementia – cluster accommodation around short stay units?
- Explore options around short term accommodation for older people/ carers for a range of purposes e.g. rehab, temporary accommodation, assessment (discussion required on issues / processes), review respite pilot to inform future model linked to needs
- Review supports in place i.e. role of Sheltered Housing Officers / supports provided to ensure they meet the changing needs of an increasing older population and reflect changing structures of community supports, to ensure we make best use of onsite supports in meeting needs

Homelessness and support

32. Tackling homelessness remains a priority within the LHS and stakeholders expressed various views on how to meet some of the key challenges. The main issues raised were:

- Person centred housing options and homeless prevention. It is thought that the current process may not sufficiently consider all needs to ensure tenancy sustainment.
- National training housing options toolkit
- Concern that the existing housing support assessment used within the housing service is not focussed on outcomes and the aspirations of the service user.
- The need for continuing support to prevent repeat homelessness, however non engagement is a big challenge and is very resource intensive.

- A significant amount of staff time is spent dealing with crisis issues instead of taking a more pro-active approach e.g. homeless prevention
- An identified need for an increased level of smaller scale supported temporary accommodation units to meet the needs of homeless households.
- Temporary accommodation is also affected by welfare reforms and the high level of dispersed properties with floating support is no longer sustainable. May be forced down route of shared temporary accommodation which brings concerns around how we would match people and indeed, who would carry the joint assessment.
- Concern that there isn't enough planning for individuals leaving hospital, prisons or other settings. More information about the person's support needs would enable a more informed, planned decision on appropriate accommodation.

33. The main priorities identified were the need to:

- Provide realistic housing options advice
- Develop a new person centred outcomes focussed housing support assessment in order to align it with our focus on achieving positive outcomes for service users.
- Ensuring a consistent and joint approach across Locality Planning Groups in order to make best use of resources and ensure people with complex needs are supported appropriately
- Consider the development of a lead officer role to co-ordinate complex cases and support requirements across providers.
- Consider development of Housing First model of supported accommodation to support people with complex needs.
- Consider how good practice and successful outcomes can be co-ordinated and shared across the partnership.
- Improve integration of housing and social work resources to prevent homelessness e.g. multi-agency support planning linked through Health and Social Care Integration.

Other Housing Issues

Welfare Reform

34. Welfare Reform has been a cross-cutting theme at all the thematic stakeholder events.

The need for robust income maximisation to mitigate the impact of welfare reform and support people to live and maintain tenancies is crucial as is the process of referral to the Financial Inclusion Team, CAB, Money Advice, etc.

35. Welfare reform issues had particular prominence at the youth housing event where the following issues were raised:-

- Sanctions - young people more likely to be affected by sanctions due to their lack of knowledge about claimant commitment, accepting decisions and not being aware that they can appeal, etc
- Shared Room Rate for under 35 year olds – makes it particularly difficult for young people up to 34 to access housing as the shared room rate paid is set at £255.01 for 14/15 and is insufficient to fund an average rental charge even in the social sector and will become a problem for those affected under Universal Credit
- Potential removal of HB for young people aged 16 to 25 years. This policy has not been approved by UK government at this time; however it is an option under consideration and will have a devastating impact on those affected.

36. It also has a significant impact on Temporary Accommodation as Universal Credit will impact on cost recovery to fund services due to restrictions of Temporary Accommodation rents, particularly in dispersed properties. Hostels, refuges and supported accommodation will be afforded some protections from the rigid caps and thresholds regime and residents will be given some protection, for example from the benefit cap and the direct payments of housing costs to claimants under Universal Credit.
37. Welfare reform may therefore force us down the shared accommodation route, which brings with it a whole host of issues, for example, fall outs between tenants.

Climate Change

38. One of the workshops at the event on 4 August considered Climate Change and the links to energy efficiency and fuel poverty. In terms of mitigation (to stop things getting worse) the group discussed fuel efficiency measures, biomass systems, PV and cost controlled district heating i.e. Muirhouse. In terms of adaptation it was noted that an increase in temperatures could be problematic and there would be a need to consider:
- The design of houses, for example air conditioning / ventilation
 - The increase in the elderly population
 - The likely increase in invasive species of insects and the costs of managing these, particularly within common areas.
 - That infrastructure may be unable to cope with increased rainfall for example, roofs may shed water more quickly, gutters/drain pipes/ run offs unable to cope and damp and condensation problems, all of which have an effect on properties

Health & Social Care Integration

39. The impact of the integration of health and social care and how the Local Housing Strategy (2016-21) will support the integration agenda was discussed at almost all of the stakeholder events. In particular, there was some discussion within the Health and Wellbeing workshop at the Homelessness and Support event over the possibility of transferring housing support functions to the integration body and the potential risks around supporting people who don't engage with services. Generally however, participants have been positive about the opportunities this will bring for partnerships; however, there is recognition that it will require a long term approach beyond the legislative timescales for implementation of 2016.

Section 3 - Consultation on the draft LHS Document

40. Sections one and two above outlined the key issues identified from the stakeholder engagement process during the development or co-production phase of the draft LHS.

41. All views and feedback received helped to inform the six Strategic Housing Outcomes and associated Action Plans for the Consultative Draft LHS. The main areas identified as priorities were:

LHS 2016-2021 Strategic Housing Outcomes
Strategic Housing Outcome 1: Promote supply of good quality affordable housing across all tenures
Strategic Housing Outcome 2: Contribute to regeneration and sustainability of places
Strategic Housing Outcome 3: Homelessness is prevented and appropriate housing support provided to sustain living arrangements
Strategic Housing Outcome 4: Ensure there is a range of housing solutions and appropriate support to meet the needs of older households and those with other specific needs
Strategic Housing Outcome 5: Tackle Fuel Poverty and contribute to meeting Climate Change Target
Strategic Housing Outcome 6: Improve stock condition across all tenures

42. Consultation on the Consultative Draft LHS 2016-2021 took place between December 2015 and 26 February 2016. This included:

- Members Briefing
- Presentations at Corporate Working Groups and Partnership Boards
- Meeting with the Co-production group to discuss Consultative Draft
- Meeting with NLF to discuss Consultative Draft
- RSL Event
- Distribution to partners, stakeholders and everyone who has participated in the development of the Consultative Draft
- Social Media (Facebook and Twitter)
- News release within local press, Council website, Dr surgeries, Libraries and FSS
- Online Consultation opportunity

43. We believe that because we afforded our stakeholders the opportunity to be involved in the co-production of the draft strategy, there was then less need for them to raise any issues or concern during the formal consultation process, hence the limited number of formal responses received during this period (please [Summary of Consultation Responses](#) (March 2016) report).

44. Positively, from the feedback that was received, there appeared to be a general consensus and agreement on the key issues and priorities identified.

ANNEX 1 – CONSULTATION METHODS & SUMMARY OF MAIN EVENTS

Engaging with the public

Citizens Panel - Focus Groups

45. The North Lanarkshire Citizen's Panel were consulted on the LHS with 37 people taking part. A total of 3 focus groups were undertaken, one in Cumbernauld, one in Coatbridge and one in Motherwell between the 25th and 30th of March 2015. Participants were recruited from a range of areas, ages and backgrounds in order that we could gain the fullest view of a range of different citizens. The research was carried out independently by Research Resource.
46. Focus groups are a good way of collecting impressions and attitudes of both our service and strategies. It is a method which gives a valued insight into views that might not be captured by using other methodologies.
47. The focus groups began with a topic guide introducing the LHS, the purpose and timing of the groups, and the topics to be covered as part of the discussion i.e. the scope of the group. Initial questions were related to participants' current housing and their future housing. Awareness of the strategy was tested with a number of questions and thereafter views were sought on the format/presentation of the document. Participants were asked to identify their priorities from a list and suggest additional ones which relate to their own housing issues.

Local 'Pop Up' Events

48. Less formal 'pop-up' events across the 10 North Lanarkshire First Stop Shops were used this time round to enable a wider audience to participate in the consultation process. The dates for these detailed below.
- Wishaw First Stop Shop, Tues 30th June 10am - 12noon
 - Shotts First Stop Shop, Tues 30th June 2pm – 4pm
 - Bellshill First Stop Shop, Wed 1st July 10am – 12noon
 - Viewpark First Stop Shop, Wed 1st July 2pm – 4pm
 - Motherwell First Stop Shop, Tues 7th July 10am – 12noon
 - Airdrie First Stop Shop, Tues 7th July 2pm – 4pm
 - Cumbernauld First Stop Shop, Wed 8th July 10am – 12noon
 - Coatbridge First Stop Shop, Wed 8th July 2pm – 4pm
 - Kilsyth First Stop Shop, Tues 14th July 10am – 12noon
 - Moodiesburn First Stop Shop, Tues 14th July 2pm – 4pm
49. The events were advertised on the council website for around 2 months prior to them starting. 'Slides' were also shown on the TV loop system on the plasma screens within each of the first stop shops throughout the month of June, as well as in the 6 town centre libraries and local doctors surgery waiting rooms.
50. A letter was sent to each of the tenants and residents groups to inform them that these local drop-in sessions were taking place and the week before the events began the council issued a 'tweet' to encourage people to come along and have their say on the housing issues that affect them. Finally, the day before the first event, an article was published on the North Lanarkshire news feed.

51. The events themselves involved a pop-up stand consisting of a pull up banner and a small table with copies of the current LHS, the local area housing profile, questionnaires and comment cards.

52. A total of 110 questionnaires were completed across the 10 events with a further 16 completed via the online survey link.

Young People

53. Specific efforts were made to target young people as it was recognised that they are a particular hard to reach group.

54. Initially, visits were made to Blue Triangle and Barnardos to speak to service users about their current housing issues and challenges, specifically to help inform the development of the Youth Housing Statement which aims to ensure young people most at risk, or in need of additional support, can access appropriate housing and related services.

55. On 29 July 2015 a small event was held with Housing Services staff aged between 16–25 who live in North Lanarkshire, to discuss the key housing issues and challenges that they believe young people in particular are currently facing across North Lanarkshire. 13 members of staff participated in the discussions and each of them completed the survey used for the local pop up consultation events to identify key priorities.

Tenant Survey

56. Research Resource were commissioned by North Lanarkshire Council to undertake data entry, analysis and reporting of their 2014 Tenant Satisfaction survey. The purpose of the survey was to provide data to satisfy the requirements of the Regulator's Annual Return on the Charter (ARC).

57. The survey was undertaken using a postal methodology with residents. North Lanarkshire Council sent out survey packs containing a questionnaire, covering letter and return pre-paid envelope to all tenants, in the region of 37,000 households. A total of 3,993 responses were achieved in total (63 were submitted online).

58. The main aims of the research were to:

- Gain a better understanding of tenants' levels of satisfaction with the service they currently receive and their priorities for service development.
- Evaluate how North Lanarkshire Council Housing Services are performing in relation to the SSHC outcomes.
- Provide basic information on the profile of tenants such as their age, economic status and ethnic origin, in order to plan effectively for future service provision.

59. A full report was produced on the Tenant Survey and is available separately from this document.

Co-production Group

60. Mid 2010 the Scottish Government invited local authorities to apply to participate in piloting co-production of the LHS with people with disabilities. Both North Lanarkshire and Argyle & Bute councils were selected.

61. This group has continued to meet on a regular basis over the past five years. The meeting on 17 March 2015 was specifically focused on the development of the equalities impact assessment, particularly in relation to who we should consult with during the development of the new Local Housing Strategy 2016-21 and via what methods; what information or research we should be using to feed into the development process, and finally; what impact (if any) the new strategy is likely to have on different groups within the community.
62. On 12 August 2015, the group were sent a link to the online survey to allow them to provide their views on what the key priorities should be.
63. At the meeting on 19 January 2016, the group reviewed the Consultative Draft LHS with a particular focus on Strategic Housing Outcome 4: *Ensure there is a range of housing solutions and appropriate support to meet the needs of older households and those with other specific needs.*

North Lanarkshire Federation

64. An open meeting was held on 12 September to discuss the development of the Local Housing Strategy. 17 delegates attended and took part in group discussions focused around future priorities & how to deliver them, achievements and challenges to date and, Scottish Government and legislative requirements
65. Attendees were also asked to complete the standard survey questionnaire. 58.8% identified 'Building more affordable homes' as the top priority. This was followed by 'Making homes more accessible for people with disabilities and older people with mobility problems' (11.8%).
66. A specific meeting was held on the evening of Tuesday 12th January 2016 to provide an opportunity for tenants and residents to comment on the Council's Consultative Draft Local Housing Strategy 2016-2021. The event was attended by 12 people, with a good geographical representation from groups across the authority.
67. Discussion around Strategic Housing Outcome 1 took up most of the night and so a further session was arranged for Wednesday 20th January 2016 to allow the group time to conduct a full review. The group then provided their feedback via the [Consultation Questionnaire](#). Positively, the group strongly agreed/agreed with 89.7% issues identified within the draft LHS.

Engaging with stakeholders

Stakeholder Events

68. Over the period of developing the new LHS stakeholder events were held on 24 November 2014, 20 February 2015, 6 May 2015, 6 July 2015 and 4 August 2015. Approximately 220 stakeholders, in total, participated in the 5 events. Subject of workshop discussion ranged from generic issues such as fuel poverty, homelessness prevention and change to welfare benefits, to more specific issues such as the Scheme of Assistance, and working with the private rented sector.
69. Each event followed a standardised format which commenced with opening presentations to 'set the scene' for the day and provide updates on different aspects of the LHS. These were followed by a number of workshops. Participants came from a

range of backgrounds: council staff representing various services, voluntary groups (e.g. Shelter and CAB), Scottish Government, and health representatives. The feedback from the events and workshops is contained within the event reports.

70. All attendees who has participated in these events were sent a copy of the consultative draft LHS during December 2015, and invited to respond to the online survey questionnaire.

Private Landlords

71. The Private Landlord Forum on 19 May 2015 hosted a workshop on the development of the new local housing strategy. The top three priorities identified by this group were: house condition, fuel poverty and energy efficiency.

72. The subsequent Private Landlord Forum on 19 January 2016 hosted a workshop on the Consultative Draft LHS and the key issues and priorities identified for the Private Rented Sector. The event was well attended by around 30 private landlords.

Registered Social Landlords

73. A separate Housing Forum was held in September 2015 primarily for RSLs. 41 stakeholders attended the event. The workshops looked at the older peoples housing strategy, meeting housing needs/shortfalls and maximising energy measures for RSL tenants. The event report provides a detailed overview of the workshop discussions.

74. A further event was then held on 2 February 2016 specifically for RSLs to discuss the draft Local Housing Strategy 2016 – 2021, the Strategic Commissioning Plan and the Housing Contribution Statement. The intention was to provide an opportunity for local RSLs to discuss the important contribution that the housing sector makes to the achievement of the national outcomes for health & wellbeing, and how services could be further developed in the future. Forty-three delegates attended the event with representatives from 14 RSLs as well as Scottish Government, NHS Lanarkshire and the Joint Improvement Team (JIT).