



Local Housing Strategy 2023-2028 Consultation and Engagement Activity

Summary Report

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1. Executive Summary

Renfrewshire's Local Housing Strategy 2023-2028 is a key planning document that sets out Renfrewshire's strategic vision and priorities for the delivery of housing and housing related services. It also sets out the priorities we want to achieve and the range of actions the Council and its partners will take to improve this over the next five years, whilst reflecting both national priorities and local needs.

This summary report provides an outline of the consultation and engagement activities that were undertaken to gather the views of Renfrewshire's communities and key stakeholders and to inform the development of the Renfrewshire Local Housing Strategy. A full report containing more detail on the consultation and engagement undertaken is also available on request from the Council's Place Strategy Team.

2. Introduction

The Housing (Scotland) Act 2001 places a statutory requirement on local authorities to produce a local housing strategy that sets out its strategy, priorities and plans for the delivery of housing and housing related services.

The Local Housing Strategy sets out the strategic vision for housing and housing-related services in Renfrewshire and seeks to provide a clear direction for strategic housing investment. The Local Housing Strategy links with a number of other key plans and strategies for Renfrewshire including, the Local Development Plan, Renfrewshire's Community Plan 2017-2027, Renfrewshire's Economic Strategy, Renfrewshire's Plan for Net Zero and the Renfrewshire Health and Social Care Partnership Strategic Plan.

The involvement of our key partners as well as Renfrewshire's residents, community groups and stakeholders is a vital component in the development of the Local Housing Strategy from initial development stages to the formal consultation on the draft strategy over a 12 week period.

The Covid-19 pandemic placed many challenges on the opportunities available to engage and consult, with face to face activities restricted and many community groups pausing operations. Our approach to consultation and engagement on the Local Housing Strategy was undertaken with due cognisance to Covid-19 safe working practices and restrictions, seeking the most appropriate ways to engage with a wide range of individuals and groups

through the options that were available at the time, utilising different methods for people and organisations to participate in the consultation process.

We used a range of media approaches to reach as wide an audience as possible to raise awareness of our consultation and engagement activities, with the aim to ensure that it was as inclusive as possible, including people who share protected characteristics to give their views.

In the early stages of the development process, an online engagement questionnaire was launched to seek the views on what communities and stakeholders felt our priorities should be for the next Local Housing Strategy. Alongside this, a separate questionnaire for key stakeholders was issued seeking views from housing association partners in terms of potential new priorities for the strategy.

Further discussion was held with housing association partners and the Health and Social Care Partnership at the Council's Housing Provider Forum meetings in September 2021 and May 2022, as well as the circulation of an early draft local housing strategy for comment in January 2022 to partners seeking initial feedback.

The formal 12-week consultation process took place following presentation of the draft Local Housing Strategy to Renfrewshire Council's Communities, Housing and Planning Policy Board on 15 March 2022, between 21 March and 13 June 2022. This is detailed later in this report.

This report summarises the findings from the consultation and engagement activities undertaken whilst developing the new Local Housing Strategy.

3. Early Engagement November 2020 to January 2021

This first stage of consultation and engagement was undertaken between 16 November 2020 and 25 January 2021. Due to Covid-19 restrictions this initial engagement activity focused on the completion of an online questionnaire. Email and social media platforms were used as the primary contact methods. The questionnaire was hosted on the Renfrewshire Council website and was promoted using the Council's social media platforms, as well as press releases in the Paisley Express and Paisley Gazette in November 2020 and an article in the tenant's newsletter: 'The People's News' in December 2020. Staff

were also encouraged to participate in the questionnaire and it was featured in the Council's Staff Weekly News: 'Take 5' publication.

There was in excess of 2,000 views on the Local Housing Strategy webpage during the consultation with just over 700 on the launch day itself. 101 questionnaire responses were submitted during the consultation. Responses were made by a wide range of stakeholders including Registered Social Landlords, Tenants and Residents Associations, Community Councils, people in temporary supported accommodation, Council tenants as well as other local residents.

Responses covered a wide range of topics including:

The delivery of more affordable homes

Improving the physical condition of homes

Reducing homelessness

Regeneration of local areas

An increase in energy efficient homes

At the same time, a key stakeholder engagement questionnaire was emailed to the 15 Registered Social Landlords currently operating across Renfrewshire. The questionnaire sought views from housing association partners in terms of the relevance of existing Local Housing Strategy outcomes and associated priorities to determine what should be carried through to the new draft Local Housing Strategy, as well as what should be added in terms of potential new outcomes and priorities.

The responses received were broadly supportive of retaining the existing outcomes and most of the existing priorities. There was support for more detail around particular issues. These include:

Tackling climate change and zero carbon emissions

Increased focus on energy efficiency, fuel poverty and income maximisation

Prevention and alleviation of homelessness

Building a range of property sizes and types to meet differing housing need

Design standards that reflect working from home more and home schooling

Continuation of mixed tenure developments that reflect local need

Regeneration to consider amenities and infrastructure in addition to building new homes

Focus on estate management, including bins parking, lighting etc

Focus on improving tenemental stock

Embracing new technology and the 'Internet of Things' to support independent living and digital living

4. Discussion and Liaison with Key Stakeholders

Discussions took place during the local housing strategy development process with housing association partners and Renfrewshire Health and Social Care Partnership and the Scottish Government, which included discussion at the Housing Providers Forum on 6 September 2021 and 11 May 2022.

The purpose of the first meeting was to discuss the initial draft Strategic Priorities, progress of the strategy development and timescales. The second meeting discussed the outline of the draft, proposed Strategic Priorities and the formal 12-week consultation following the draft strategy being presented to the Communities, Housing and Planning Policy Board.

Housing association partners, Renfrewshire Health and Social Care Partnership and senior officers within Renfrewshire Council were issued an early draft of the Local Housing Strategy in January 2022 and asked to feedback comments to allow the finalising of the draft to be presented to the Communities, Housing and Planning Policy Board on 15 March 2022. Responses received were reflected as appropriate within the draft Local Housing Strategy presented to Board prior to the formal period of consultation.

5. Customer and Stakeholder Consultation Questionnaire March to June 2022

We aimed to consult as widely as possible on the draft Renfrewshire Local Housing Strategy to obtain a wide a range of views and allow for key groups and people with protected characteristics to participate in this.

A key element of the formal 12-week consultation on the draft Local Housing Strategy was the Customer and Stakeholder Consultation Questionnaire, available over a 12-week period to all to provide their feedback. This was primarily an online questionnaire, however paper and email returns of the questionnaire were welcomed, with paper copies available

upon request. At the start of the 12-week consultation, community groups, stakeholder organisations and Third Sector organisations including those representing particular needs groups and those with protected characteristics, were emailed with a link to the online questionnaire alongside a Microsoft Word version to allow them to respond by email or post if preferred. Postal copies were also issued to those who did not have an email address along with the summary local housing strategy document.

The questionnaire was hosted on the Renfrewshire Council website and was promoted using the Council's social media platform, as well as press releases in the Paisley Express and Renfrewshire Gazette on 23 March 2022 and an article in the tenant's newsletter: 'The People's News' in May 2022. Staff were also encouraged to participate in the questionnaire and it was featured in the Council's Staff Weekly News: 'Take 5' publication on 12 May 2022. There were 1,942 views on the Local Housing Strategy webpage during the consultation with 510 views between 21 and 23 March 2022 at the consultation launch, plus spikes of 160-200 on 26 and 31 May when the Council Facebook posts were made.

The source of the webpage views were:

Facebook – 39%

Direct from a link to the webpage from a document – 29%

Google – 14%

Twitter – 3%

Bing – 3%

Gov Delivery (public email system) – 2%

Appendix 3 contained within the full report provides examples of the publicity and promotional materials used for the formal 12-week consultation.

Responses were made by a wide range of stakeholders including Council and housing association tenants as well as other local residents including people who are homeless and living in temporary supported accommodation and stakeholder organisations. Groups representing people with physical disabilities and also older adults submitted responses to the customer and stakeholder questionnaire.

In total there were 56 responses submitted to the Customer and Stakeholder Questionnaire and with respondents providing useful comments and suggestions including feedback from vulnerable groups and groups that represented some of the protected characteristics.

Responses covered a wide range of topics including the following key themes:

Housing Need and demand

Supply and Delivery of Homes

Wheelchair/accessible homes

Infrastructure

Existing Stock and sustainable neighbourhoods

Climate Change

Fuel Poverty

Homelessness

Independent living

Presentation of document

Additional representations made

In addition to the completed customer and stakeholder questionnaires received, we received representations by email on particular elements of the draft local housing strategy, which have been considered as part of the final draft of the local housing strategy.

Appendix 2 within the full report provides further detail on the formal 12-week consultation activity.

6. Key Stakeholders Questionnaire

A questionnaire was issued to key stakeholders at the same time as the Customer and Stakeholder Questionnaire and ran concurrently, to gather feedback from housing association partners, Renfrewshire Health and Social Care Partnership, the Scottish Government and senior officers within Renfrewshire Council.

This questionnaire ran from 21 March to 13 June 2022, however no formal responses were received from any of the key stakeholder organisations.

7. Microsoft Teams Discussion Sessions July 2022

In recognition that the Covid-19 pandemic posed particular problems in how we engage and consult and the pausing of 'face to face' consultation, we offered online discussion sessions to allow us to have more detailed discussion around the Draft Local Housing Strategy and in particular the draft Strategic Priorities and proposed actions.

The discussion sessions were open to everyone and were promoted on Renfrewshire Council's local housing strategy webpage, as well as on direct communications issued to community groups, organisations and stakeholders.

We received requests to participate in a discussion session based upon the Housing Need and Demand Assessment (HNDA), allocation of new sites for house building, delivery of new homes including accessible homes and the requirements for this type of housing, which related to Strategic Priority 1. This discussion session which was held on 9 June with representatives from Homes for Scotland and house builder organisations. This was a productive session with particular focus around the housing need and demand assessment, new build development, future development opportunities and the design and delivery of new homes.

Discussion opportunities were also supplemented by discussions with key stakeholders prior to the formal consultation period, as referenced earlier in this report.

8. How consultation has influenced the development of this Local Housing Strategy

The consultation and engagement process provided feedback across housing and related matters from our communities, stakeholder organisations and key stakeholders. From feedback at both the engagement stage and the later formal consultation stage, it was clear that the majority of comments sat under particular themes. These themes which were reflected in the strategic priorities and actions drafted following the customer engagement feedback in the development stages and further strengthened after reviewing feedback made during the formal 12-week consultation period.

Feedback received from the initial Customer Engagement Questionnaire in Winter 2020/2021 was used to inform the review and development of the refreshed strategic

objectives, which were renamed as strategic priorities, and emerging draft actions to ensure they reflected the issues that mattered most to respondents at that time. This included the feedback around housing supply, energy efficiency, stock condition, maintenance and investment in social housing and regeneration priorities.

This was further strengthened by the feedback received from the Customer and Stakeholder Questionnaires during the formal 12-week consultation stage, as well as the online discussion session. Feedback from groups representing some of the protected characteristics groups, helped us ensure that we are addressing the issues that matter to people across some of the under-represented and protected characteristics groups. Feedback endorsed the overall aims of the strategic priorities and associated actions.

The collective feedback gathered during the draft Local Housing Strategy consultation, including the questionnaires, email responses and discussion session included feedback around the key themes of:

housing need and demand

the supply and delivery of new homes

infrastructure

existing housing stock

climate change/fuel poverty

homelessness

independent living

presentation of document

The Local Housing Strategy has taken steps to address feedback received in the final draft version where it was appropriate and within the scope of the Local Housing Strategy. From the earliest engagement stage, we listened to what consultees prioritised in their feedback. This included the provision of a shorter summary Local Housing Strategy document to accompany the main document, the refresh of the strategic priorities and associated actions to ensure they represent the key housing and housing-related issues in both a local and national context and ensuring that there are clear links between the Local Housing Strategy and other strategies.

The final Local Housing Strategy 2023-2028 will be presented to the Communities and Housing Policy Board for approval.

The full Consultation and Engagement Activity Report is available upon request by emailing: strategyandplace@renfrewshire.gov.uk

This document can be made available in braille, large print or audio.

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੇਂ ਮੰਗ ਲਓ।

Jeżeli chcieliby Państwo uzyskać informacje w innym języku lub w innym formacie, prosimy dać nam znać.



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